

Navy Federal Credit Union

Case Study: **Navy Federal Credit Union**

Market: **Government / LEED**

Location: **Pensacola, FL**

"I came from an environment where all there was fluorescent light. We used to stick pieces of paper up there to keep it shaded down a little bit just to do anything to alter the light. You don't have to do that here. When the air is cleaner, when it's lighter, when you can stand up and look out a window or look across the expanse of the call center - to exercise your eyes even! - it makes such a difference."

- Jim O'Connor, former Telephone Operator turned Team Leader



The Navy Federal Credit Union (NFCU) needed to expand their call center operations with a primary objective to reduce the 60% annual turnover rate for telephone operators. NFCU came up with the simple philosophy: Healthy employees equal healthy business, and therefore decided to create a "green" environment using construction practices to achieve LEED Gold certification.

A Closer Look...

When Navy Federal Credit Union executives realized they needed to expand their call center operations, they chose Pensacola, FL as a new location. There, they have a 52-acre campus that will include 640,000 sq. ft. of office space throughout four buildings – all LEED® certified. They chose Comfort Systems USA - Southeast to be their mechanical/ HVAC contractor for the project. The CSUSA team:

- Was recommended as the sole selection by the General Contractor
- Established Gross Maximum Price arrangement where 100% of savings is returned to owner upon completion
- Installed systems that have improved the work environment, reducing employee turnover from 60% to 17% annually

Solutions

This project has four milestones, one for each building, with three completed so far and a total mechanical/HVAC systems contract value of \$27,480,859.

Comfort Systems USA – Southeast provided a package outlining their credentials, proposed management approach and a fee structure. Upon being awarded the work, CSUSA Southeast provided their mechanical services on a cost plus fee basis, establishing a good practice where 100% of savings is returned to owner.

The mechanical system includes a 1600-ton central energy plant with two 600-ton and one 300-ton centrifugal chillers and associated cooling towers with pumping. Chilled water is distributed via pre-insulated underground piping connecting the plant to each of the three new buildings and one existing building. Building HVAC systems include energy recovery units distributing air via a pressurized floor plenum to the open call center areas and via a traditional overhead variable air volume system for offices.

Contact us to determine how we can service your business.

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