

University of Oregon

**Campus Planning
and
Facilities Management**



Book of Services
A Reference Guide

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Introduction

This document serves as a general guide for determining the financial responsibility for maintenance, repairs, and other related services to University of Oregon academic and general education buildings. **It does not address auxiliaries, services centers, or some other units, which are managed as self-supporting units that are charged for services.**

Campus Planning and Facilities Management (previously Campus Operations along with Campus Planning, Design and Construction), is responsible for constructing and maintaining the structure and infrastructure of the main campus buildings and grounds within a prescribed budget. Campus Planning and Facilities Management (CPFM) includes Campus Planning, Facilities Services, Utilities and Energy (formerly Central Power Station), Design and Construction, and Office of Sustainability.

This guide provides a broad overview of funding responsibilities for the basic services provided by CPFM. Skilled trades personnel in the Facilities Services unit will perform the work. If you have questions about services not listed, **please contact our Customer Service Center at (541) 346-2319.**

CPFM conforms to the ‘Campus Construction Standards’, which can be accessed at: <http://cpdc.uoregon.edu/policies-and-documents/policies-and-documents/standards>.

As a campus-wide practice, CPFM is the sole provider of alteration, maintenance, and repair of facilities at the University of Oregon. This practice is in place to minimize the incidence of statutory and regulatory violations, maintain standards of quality and appearance, provide appropriate coordination of work, maintain a safe work environment, and preserve the integrity of structures and systems.

Funding Responsibilities

This guide identifies the campus policies for financial responsibility for the CPFM facility management, remodel, maintenance, and repair services listed. CPFM receives an annual appropriation of central funds for basic maintenance and operations of campus academic facilities.

“CPFM Responsibility” signifies funding by the CPFM general fund annual budget. “Department Responsibility” signifies funding by the department being serviced, which is billed to the department’s index. Services that are requested can be called in to (541) 346-2319 or emailed to csc@uoregon.edu or submitted on-line on the CPFM website under the ‘about’ tab/Submit a Self-Service Request. A work order will be generated by CPFM. **Designation as a “department funding responsibility” does not imply that work may be performed or managed by departments.**

Funding responsibilities outlined in this guide do not replace existing Memoranda of Understanding between CPFM) and individual departments on specified facilities or processes.

Buildings/General Furnishings

CPFM, through Facilities Services, provides routine maintenance and repairs to university buildings and to general building furnishings in public areas, restrooms, classrooms and general university teaching labs. Departments are responsible for funding maintenance and repairs in departmental teaching spaces, offices, research labs, storage spaces. Any work associated with a remodel is the responsibility of the department.

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
CEILINGS	CEILINGS	CEILINGS
Drywall , suspended acoustic tile & specialty systems		
DOORS	DOORS	DOORS
Doors, locks, closures and related hardware ADA accessibility approved doors for exterior entrances and approved and public areas	Lock changes and re-keys to meet departmental needs Overhead coiling grills Door hardware and equipment associated with specialty locking systems	Security improvements will have oversight by Campus Vulnerability Assessment Team (CVAT)
FLOORS	FLOORS	FLOORS
Repair and replace as determined by Facilities Services staff for purposes of maintenance, repair and safety		Departmental funding responsibility also includes carpet that is considered old, by users, in departmental assigned spaces. All work must be coordinated through CPFM
FURNISHINGS	FURNISHINGS	FURNISHINGS
Maintain and replace existing furniture in compliance with ADA in public areas and centrally controlled classrooms including chairs, tables, desks, clocks and waste receptacles	Departmental furnishings and equipment including chairs, tables, desks, shelving, bulletin boards and art. Appliances including dishwashers, ranges/stoves, microwaves, portable heaters, or any non-permanent (affixed) appliances. Includes all electrical, plumbing and installation Furniture in departmentally controlled classrooms and other department spaces	
LOADING DOCK	LOADING DOCK	LOADING DOCK
Bumpers Mechanical dock levelers	Additional lifts for exclusive departmental use	Overhead coils and grill are maintained by CPFM. Security grills are maintained by Department of lessee (i.e. catering). Departmental Funding responsibility includes ALL infrastructure that supports requested lifts
PAINTING	PAINTING	PAINTING
In public areas and centrally controlled classrooms to the degree possible through the annual budget and schedule	Office Areas and departmental suites	Public areas are painted on a revolving 10-year schedule. All painting is to be coordinated through CPFM.
ROOFS	ROOFS	ROOFS
Repair of leaks (unless covered by warranty)		Warranty work to be coordinated by CPFM Personnel
SIGNAGE	SIGNAGE	SIGNAGE
Interior signage in public areas for identification purposes Exterior building identification signage Building physical address sign	Existing departmental signage and signage holders including department directories in lobbies, desk nameplates, nameplate insertions, and special building signs Departmental changes to sign wording	All signs to be coordinated through CPFM to ensure conformity with Campus standards.
STAIRS	STAIRS	STAIRS
Includes ADA ramps or lifts		
WINDOWS & WINDOW COVERINGS	WINDOWS & WINDOW COVERINGS	WINDOWS & WINDOW COVERINGS
Window coverings – electrical and non-electrical window blinds and room darkening shades in centrally controlled classrooms and public spaces Screens and related hardware All windows and window mechanisms	Window coverings including room darkening shades, and electrical and non-electrical blinds in departmental spaces, classrooms, offices and other New exterior window signs as part of Capital Project	

Building Systems

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
ELECTRICAL/LIGHTING	ELECTRICAL/LIGHTING	ELECTRICAL/LIGHTING
<p>Electrical power to campus</p> <p>Repair & replacement of general and outdoor lighting</p> <p>Emergency egress lighting</p> <p>Emergency generator maintenance</p> <p>Electric door openers for ADA accessibility</p> <p>Replace broken switches and receptacles</p> <p>Repair faulty wiring</p>	<p>Departmental display cases and task lighting, greenhouse lights, and dark room lighting</p> <p>Exterior outlets for electric vehicle plug-in charging stations</p> <p>New and specialized equipment, including circuit extensions, breakers, and related cables</p> <p>Upgraded lights such as LED, induction, full spectrum, etc.</p> <p>Nuisance breaker trips due to unauthorized equipment</p>	<p>New emergency electrical generators required for special departmental equipment are funded by the department (or Capital Project) and maintained by CPFM at departmental expense. CPFM shall approve all emergency generator installations</p> <p>Electrical support will reset breaker the first time. After that, it will be a departmental expense.</p>
ELEVATOR and LIFTS	ELEVATOR and LIFTS	ELEVATOR and LIFTS
CPFM Responsibility		
HEATING, COOLING and VENTILATING SYSTEMS (HVAC)	HEATING, COOLING and VENTILATING SYSTEMS (HVAC)	HEATING, COOLING and VENTILATING SYSTEMS (HVAC)
<p>Boilers and Chillers located in building mechanical rooms</p> <p>Constant Temperature Rooms</p> <p>Ductwork</p> <p>Exhaust Fans</p> <p>Fume Hoods</p> <p>Laboratory steam and associated piping/valves</p> <p>Laboratory vacuum and associated piping/valves</p> <p>Radiators and associated traps/piping/valves</p> <p>Thermostats sensors</p> <p>Ventilation Fans</p> <p>Control Systems</p>	<p>Departmentally controlled HVAC</p> <p>Departmental local compressors and systems and air dryers (e.g. in Constant Temperature Rooms)</p> <p>Air Conditioning units</p> <p>AC units and heaters and associated electrical upgrades to accommodate department requests</p> <p>Specialized HVAC requirements for department IT server rooms</p>	<p>Only CPFM Personnel shall be issued keys to building mechanical rooms</p> <p>Window mounted Air Conditioning units must be approved by the Planning Department.</p> <p>Departments have the option to purchase stand alone, internal AC units, referred to as R2D2 units. These units and installation must be coordinated through CPFM. Any electrical or venting modifications will be departmental financial responsibility. CPFM does not perform maintenance on R2D2 equipment.</p>
PLUMBING	PLUMBING	PLUMBING
<p>Backflow devices</p> <p>Compressed air piping/valves</p> <p>Drinking Fountains</p> <p>Emergency shower/eyewash stations</p> <p>Exterior decorative water fountains</p> <p>Exterior storm drains</p> <p>Fume hood utilities (Gad, N2,R.O., water)</p> <p>Gutters, rain drains</p> <p>Natural Gas piping/valves</p> <p>Nitrogen piping/valves</p> <p>Reverse Osmosis (R.O.) and Deionized (D.I) water/piping/valves</p> <p>Sinks/Faucets and associated piping/valves</p> <p>Sump pumps</p>	<p>Installation or modification of piping and valves for departmental needs</p> <p>Cooling water or systems to departmentally owned equipment</p> <p>Departmentally deionized water systems</p> <p>Instant hot water heaters; installation and maintenance</p> <p>Water lines to departmental labs, kitchens, refrigerators, coffee pots, and any other infrastructure necessary for operation, such as specialized or dedicated electrical circuits</p>	<p>CPFM provides “fume hood utilities” to the fume hood only. Any additional regulators or other accessories will be departmental financial responsibility. Specifications of afore mentioned devices must be vetted through CPFM.</p> <p>CPFM is responsible for building systems to point of demarcation (shutoff valve serving the hosing or piping connections to equipment)</p>

Building Systems (continued)

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
PREVENTIVE MAINTENANCE	PREVENTIVE MAINTENANCE	PREVENTIVE MAINTENANCE
Preventive maintenance on buildings and systems Exterior envelope washing and sealing	Required preventive maintenance on department specific equipment	
SECURITY SYSTEMS	SECURITY SYSTEMS	SECURITY SYSTEMS
Exterior access control systems such as AMAG for publicly accessible academic buildings	Access control (proximity readers) Alarm Systems (i.e. burglary, intrusion) Camera Systems, Network Data Storage Panic/duress systems	Security Systems will be implemented with oversight from Campus Vulnerability Assessment Team (CVAT)

Hazardous Materials

The Environmental Health and Safety Department, within the Safety and Risk Services unit, works in collaboration with CPFM to provide the safety related services listed below. Any work associated with a remodel is the responsibility of the department.

ENVIRONMENTAL HEALTH & SAFETY FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
If asbestos, hazardous waste and lead based paint becomes damaged, CPFM will replace	Damage incurred due to department's equipment or personnel negligence	

Mechanical Equipment

Facilities Services provides routine maintenance and repairs of existing mechanical equipment installed as part of the building or building systems of campus facilities. Equipment installed specifically for departmental use require departmental funds to repair or replace. (see list below). Departmental funds are responsible for equipment inventoried to departments. Facilities Services will maintain and/or monitor equipment or systems as identified in active Memoranda of Understanding between CPFM (previously Campus Operations) and individual departments. Any work associated with a remodel is the responsibility of the department.

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
BACKFLOW PREVENTERS	BACKFLOW PREVENTERS	BACKFLOW PREVENTERS
Backflow preventers associated with departmental equipment, including preventative maintenance and required testing	Installation of backflow preventers associated with departmental equipment	
HOISTS	HOISTS	HOISTS
Motorized chain hoists used for teaching or research that require inspection	Non-inspected hoists and cranes	
HOODS	HOODS	HOODS
Maintenance of existing fume and heat capture hoods, movable exhaust collectors, and their associated fans	Flammable liquid cabinets Biological safety cabinets HEPA filter disposal/installation New fume hoods, heat capture hoods, exhaust collectors and associated fans	
RESEARCH RELATED EQUIPMENT	RESEARCH RELATED EQUIPMENT	RESEARCH RELATED EQUIPMENT
Maintain and/or monitor equipment or spaces identified in active Memoranda of Understanding between CPFM (previously Campus Operations) and individual departments.	Equipment connected via hoses/plug-in connection or portable equipment not substantially connected to the building such as: Autoclaves Cage Washers Centrifuges Dehumidifiers (lab specific) Freezers Growth Chambers Teaching Space Hoods Ice Machines (including plumbing, piping, connections and condensate drain) Incubators Laboratory Apparatus Refrigerators Steam Kettles Sterilizers Vacuum Chambers Walk-in Coolers	

Landscape Maintenance

Facilities Services provides routine care and maintenance of the University of Oregon campus exterior grounds. Basic services for hardscape, irrigation systems, landscape and horticulture, landscape features and furnishings, and utility locates are shown below. All departmental improvements to the exterior environment must be approved by CPFM prior to the work being done. Any work associated with a remodel is the responsibility of the department.

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
HARDSCAPE	HARDSCAPE	HARDSCAPE
Including routine maintenance, repair or replacement of: Concrete slabs Driveways Landings Paver areas Retaining walls Steps Streets and roads (access and service) Walkways		
INCLEMENT WEATHER SERVICES	INCLEMENT WEATHER SERVICES	INCLEMENT WEATHER SERVICES
Catch basin cleaning De-icing or sanding of walkways and ADA access. Debris and snow removal Sanding of hardscape surfaces		University of Oregon Closure of Facilities and Operations Policy IV.07.02
IRRIGATION SERVICES	IRRIGATION SERVICES	IRRIGATION SERVICES
Routine maintenance, repair or replacement	Irrigation upgrades from requested Capital Improvements	
LANDSCAPE & HORTICULTURE	LANDSCAPE & HORTICULTURE	LANDSCAPE & HORTICULTURE
Routine maintenance of: Planting Beds Shrubs Trees Lawns, turf areas (passive & recreational)	Interior plants Maintenance within research compounds or special designation sites Landscape renovation from requested Capital Improvement. Artificial turf areas	
LANDSCAPE FEATURES & FURNISHINGS	LANDSCAPE FEATURES & FURNISHINGS	LANDSCAPE FEATURES & FURNISHINGS
Routine maintenance, repair or replacement of: Benches (wood, metal, concrete) Bollards Fences and gates Fountains/Water Features Handrails and guardrails Informative centers (kiosks, map stations, marquis) Outdoor lighting and outdoor structures Recycling and trash receptacles, and enclosures with a cover	Gates and fences related to specialized departmental business functions Parking and associated equipment when this is allowed. Temporary outdoor structures that are part of a specific academic program.	

Miscellaneous Services

Facilities Services performs the following services for general University buildings and departments. Any work associated with a remodel is the responsibility of the department.

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
BANNER HANGING	BANNER HANGING	BANNER HANGING
	Deliver, pick up and pay flat charge for hanging banner	Must go through Campus Planning
CLASSROOM: Centrally Assigned	CLASSROOM: Centrally Assigned	CLASSROOM: Centrally Assigned
Whiteboards Blackboards Chalk & Erasers Blinds Podiums Lecterns Tables and chairs	Whiteboard markers	CMET responsible for AV Equipment
CLASSROOM: Departmental Controlled	CLASSROOM: Departmental Controlled	CLASSROOM: Departmental Controlled
	Whiteboards/Blackboards Smart/Electronic Whiteboards Chalk & Erasers Blinds Podiums Lecterns Tables and chairs	
CUSTODIAL SERVICES	CUSTODIAL SERVICES	CUSTODIAL SERVICES
Daily cleaning of public areas, restrooms and all classrooms Weekly cleaning of office spaces including trash removal Garbage pick-up service –frequency determined by Facilities Services staff	More frequent cleaning of offices as requested	
E-WASTE & RECYCLING	E-WASTE & RECYCLING	E-WASTE & RECYCLING
E-waste pick up and disposal Composting Recycling – paper, plastic, glass Reusable office supply exchange (R.O.S.E.)	Work with Environmental Health and Safety to prep refrigerators and A/C units for Surplus For special events Take cardboard to outside recycling bin	(Facilities Services provides pick-up; funded by Business Affairs) Fill out the ‘Property Disposition Request’ form on the Business Affairs website. Click on ‘Forms’ then scroll down to ‘Property Control.’ Select ‘open’ on ‘Property Disposition Request.’
WINDOW & BLIND CLEANING	WINDOW & BLIND CLEANING	WINDOW & BLIND CLEANING
Exterior and interior windows cleaned in all spaces on a rotating system as possible through the annual budget and schedule Mini blinds cleaned in all spaces on a rotating system as possible through the annual budget and schedule	Extra exterior and interior window cleaning beyond the provided schedule (left) Extra mini blind cleaning beyond the provided schedule (left)	
MOVING SERVICES	MOVING SERVICES	MOVING SERVICES
	Pickup, delivery of surplus furniture Moving, re-arranging furniture, file cabinets Installing artwork, whiteboards in non-public spaces	

Miscellaneous Services (continued)

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
CLEANING SERVICES	CLEANING SERVICES	CLEANING SERVICES
<p>Carpet cleaning no more than once per year</p> <p>Detail cleaning during office move-outs with at least 3 days' notice</p> <p>Event cleanup – during custodial work week</p> <p>Provide campus standard trash cans for public spaces</p> <p>Refinish resilient flooring in public and office spaces no more than once per year</p>	<p>Carpet cleaning requests more frequent than once per year</p> <p>Detail cleaning during office move-outs with less than 3 days' notice</p> <p>Event cleanup – outside of custodial work week</p> <p>Provide specialized or non-campus standard trash cans in public space</p> <p>Refinish resilient flooring in public and office spaces more frequently than once per year</p>	<p>Responsibility for event cleanups depend on the custodial cleaning schedule for that building. Contact Customer Service Center to determine responsibility.</p>
PEST CONTROL	PEST CONTROL	PEST CONTROL
<p>CPFM Responsibility for routine pest control</p>	<p>Departments to absorb costs for pest control due to negligence</p>	<p>If non-service animals are brought in to workplace, department to incur cost of pest removal as a result</p>
REACTIVE RESPONSE	REACTIVE RESPONSE	REACTIVE RESPONSE
<p>Hot/cold calls, toilet issues, paper supplies, exterior and classroom unlocks, basic spills and clean-ups</p>		
VANDALISM	VANDALISM	VANDALISM
<p>Repairs including graffiti removal</p>		

Campus Utilities

CPFM, through Utilities and Energy, is responsible for the production and delivery of utilities to the campus. This includes steam, chilled water, electricity and main and standby power. Additionally, Utility and Energy provides routine maintenance and repair of existing campus tunnels, chilled and domestic water lines, compressed air and condensate lines, sanitary sewer lines, steam, and storm sewer lines. We provide routine maintenance and repairs of existing electric service, meters and metering components; and are responsible for existing water and air lines that just enter a private department space or lab. CPFM is responsible for existing gas, steam, storm and sewer lines to inside a building wall. Any work associated with a remodel is the responsibility of the department.

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
CAMPUS CHILLED WATER	CAMPUS CHILLED WATER	CAMPUS CHILLED WATER
<p>Maintain current campus chilled water to buildings for the purpose of:</p> <p>Cooling buildings</p> <p>Cooling instruments</p>	<p>Additions, modifications, alterations to existing distribution systems to serve departmental plans</p>	
COMPRESSED AIR	COMPRESSED AIR	COMPRESSED AIR
<p>Maintain current compressed air line related to building mechanical systems</p>	<p>Additions, modifications, alterations to existing system</p> <p>Compressed air line related to departmental equipment</p>	
CONDENSATE	CONDENSATE	CONDENSATE
<p>Maintain condensate line for steam for campus heat load</p>	<p>Metering and monitoring systems that are not critical to the building infrastructure, design and operation of utility systems, as determined by CPFM.</p>	
DOMESTIC WATER	DOMESTIC WATER	DOMESTIC WATER
<p>Maintain current domestic water line system</p> <p>Point of service for outside fountains and irrigation systems</p>	<p>Temporary connections for events</p>	

Campus Utilities (continued)

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
ELECTRIC SERVICE	ELECTRIC SERVICE	ELECTRIC SERVICE
High voltage switchgear, cables, conduits Primary transformers to low voltage connection of a building transformer Low voltage services installed by CPFM	Temporary connections for events Uninterruptable power systems	
CURRENT METERS	CURRENT METERS	CURRENT METERS
Read meters and prepare billing		
NATURAL GAS	NATURAL GAS	NATURAL GAS
Service including lines and pressure regulators Existing stand-alone boilers	Propane systems Temporary connections for events	
SANITARY SEWER	SANITARY SEWER	SANITARY SEWER
Existing inlets, piping & outfalls		
STEAM	STEAM	STEAM
Building pressure reducing valves	Temporary connections for events, etc. Parking lot intakes (DPS FUNDS)	

Mobile Equipment Shop (Vehicles and Equipment)

CPFM FUNDING RESPONSIBILITY	DEPARTMENT FUNDING RESPONSIBILITY	NOTES & REFERENCES
DEPARTMENT ISSUED VEHICLES	DEPARTMENT ISSUED VEHICLES	DEPARTMENT ISSUED VEHICLES
	Repairs, maintenance, body and paint repairs, safety equipment and accessories	The Mobile Equipment Shop can assist departments with spec'ing and/or inspecting vehicles for purchasing