**University of Oregon**

**Campus Planning**

**and**

**Facilities Management**



**Book of Services**

***A Reference Guide***

**Revised May 2017**

1

**Table of Contents**

**Introduction……………………………………………………………… 3**

**Funding Responsibilities………………………………………………… 3**

**Buildings/General Furnishings…………………………………………. 4**

**Building Systems………………………………………………………… 5-6**

**Hazardous Materials……………………………………………………. 6**

**Mechanical Equipment…………………………………………………. 7**

**Landscape Maintenance………………………………………………… 8**

**Miscellaneous Services…………………………………………………… 9-10**

**Campus Utilities…………………………………………………………… 10-11**

**Mobile Equipment Shop…………………………………………………… 11**

2

**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.

3

**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.

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| **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 | Lock changes and re-keys to meet departmental needsOverhead coiling grills | Security improvements will have oversight by Campus Vulnerability Assessment Team (CVAT) |
| ADA accessibility approved doors for exterior entrances and approved and public areas | Door hardware and equipment associated with specialty locking systems |   |
|  **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 installationFurniture in departmentally controlled classrooms and other department spaces |   |
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| **LOADING DOCK** | **LOADING DOCK** | **LOADING DOCK** |
| Bumpers | 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. |
| Mechanical dock levelers |   | 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 | Existing departmental signage and signage holders including department directories in lobbies, desk nameplates, nameplate insertions, and special building signs | All signs to be coordinated through CPFM to ensure conformity with Campus standards. |
| Exterior building identification signage | Departmental changes to sign wording |   |
| Building physical address sign |   |   |
| **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 | Window coverings including room darkening shades, and electrical and non-electrical blinds in departmental spaces, classrooms, offices and other |   |
| Screens and related hardware | New exterior window signs as part of Capital Project  |   |
| All windows and window mechanisms |  |   |

4**Building Systems**

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |
| **ELECTRICAL/LIGHTING** | **ELECTRICAL/LIGHTING** | **ELECTRICAL/LIGHTING** |
| Electrical power to campus | Departmental display cases and task lighting, greenhouse lights, and dark room lighting | 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 |
| Repair & replacement of general and outdoor lighting | Exterior outlets for electric vehicle plug-in charging stations |  Electrical support will reset breaker the first time. After that, it will be a departmental expense. |
| Emergency egress lighting | New and specialized equipment, including circuit extensions, breakers, and related cables |   |
| Emergency generator maintenance |   |   |
| Electric door openers for ADA accessibility | Upgraded lights such as LED, induction, full spectrum, etc. |   |
| Replace broken switches and receptaclesRepair faulty wiring |  Nuisance breaker trips due to unauthorized equipment |   |
| **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)** |
| Boilers and Chillers located in building mechanical rooms | Departmentally controlled HVAC | Only CPFM Personnel shall be issued keys to building mechanical rooms |
| Constant Temperature RoomsDuctworkExhaust FansFume Hoods | Departmental local compressors and systems and air dryers (e.g. in Constant Temperature Rooms)Air Conditioning units AC units and heaters and associated electrical upgrades to accommodate department requests  | Window mounted Air Conditioning units must be approved by the Planning Department. 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.  |
|  | Specialized HVAC requirements for department IT server rooms |   |
| Laboratory steam and associated piping/valves |  |   |
| Laboratory vacuum and associated piping/valvesRadiators and associated traps/piping/valves |   |   |
| Thermostats sensorsVentilation FansControl Systems |   |   |
| **PLUMBING** | **PLUMBING** | **PLUMBING** |
| Backflow devicesCompressed air piping/valvesDrinking FountainsEmergency shower/eyewash stationsExterior decorative water fountainsExterior storm drainsFume hood utilities (Gad, N2,R.O., water) | Installation or modification of piping and valves for departmental needsCooling water or systems to departmentally owned equipmentDepartmentally deionized water systems |  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. |
| Gutters, rain drainsNatural Gas piping/valvesNitrogen piping/valvesReverse Osmosis (R.O.) and Deionized (D.I)water/piping/valves | Instant hot water heaters; installation and maintenance |  CPFM is responsible for building systems to point of demarcation (shutoff valve serving the hosing or piping connections to equipment) |
| Sinks/Faucets and associated piping/valvesSump pumps | Water lines to departmental labs, kitchens, refrigerators, coffee pots, and any other infrastructure necessary for operation, such as specialized or dedicated electrical circuits |   |
|  | 5 |  |

**Building Systems (continued)**

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |

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| **PREVENTIVE MAINTENANCE** | **PREVENTIVE MAINTENANCE** | **PREVENTIVE MAINTENANCE** |
| Preventive maintenance on buildings and systemsExterior 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 | Security Systems will be implemented with oversight from Campus Vulnerability Assessment Team (CVAT) |
|   | Panic/duress systems |   |
|   |  |   |
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**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.

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| **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 |   |
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6

**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.

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| **HOODS** | **HOODS** | **HOODS** |
| Maintenance of eexisting 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 |   |

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |

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| **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 |   |

7

**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.

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |

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| **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 cleaningDe-icing or sanding of walkways and ADA access. |   | University of Oregon Closure of Facilities and Operations Policy IV.07.02 |
| Debris and snow removal |   |   |
| Sanding of hardscape surfaces |   |   |
| **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: | Interior plants |   |
| Planting Beds |  |   |
| Shrubs | Maintenance within research compounds or special designation sites |  |
| Trees | Landscape renovation from requested Capital Improvement.Artificial turf areas |   |
| Lawns, turf areas (passive & recreational) |   |   |
| **LANDSCAPE FEATURES & FURNISHINGS** | **LANDSCAPE FEATURES & FURNISHINGS** | **LANDSCAPE FEATURES & FURNISHINGS** |
| Routine maintenance, repair or replacement of: |  |   |
| Benches (wood, metal, concrete) |  |   |
| Bollards | Gates and fences related to specialized departmental business functions |   |
| Fences and gates | Parking and associated equipment when this is allowed. |   |
| Fountains/Water Features | Temporary outdoor structures that are part of a specific academic program. |   |
| Handrails and guardrails |   |   |
| Informative centers (kiosks, map stations, marquis) |   |   |
| Outdoor lighting and outdoor structures |   |   |
| Recycling and trash receptacles, and enclosures with a cover |   |   |
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8

**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.

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |

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| **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 | Whiteboard markers |  CMET responsible for AV Equipment |
| Blackboards |   |   |
| Chalk & Erasers |   |   |
| Blinds |   |   |
| Podiums |   |   |
| Lecterns |   |   |
| Tables and chairs |   |   |
| **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 | More frequent cleaning of offices as requested |   |
| Weekly cleaning of office spaces including trash removal |   |   |
| Garbage pick-up service –frequency determined by Facilities Services staff |   |   |
| **E-WASTE & RECYCLING** | **E-WASTE & RECYCLING** | **E-WASTE & RECYCLING** |
| E-waste pick up and disposalCompostingRecycling – paper, plastic, glassReusable office supply exchange (R.O.S.E.) | Work with Environmental Health and Safety to prep refrigerators and A/C units for SurplusFor special eventsTake 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 | Extra exterior and interior window cleaning beyond the provided schedule (left) |   |
| Mini blinds cleaned in all spaces on a rotating system as possible through the annual budget and schedule | 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 |   |

9

**Miscellaneous Services (continued)**

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

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |
| **CAMPUS CHILLED WATER** | **CAMPUS CHILLED WATER** | **CAMPUS CHILLED WATER** |
| Maintain current campus chilled water to buildings for the purpose of: | Additions, modifications, alterations to existing distribution systems to serve departmental plans |   |
| Cooling buildings |   |   |
| Cooling instruments |   |   |
| **COMPRESSED AIR** | **COMPRESSED AIR** | **COMPRESSED AIR** |
| Maintain current compressed air line related to building mechanical systems | Additions, modifications, alterations to existing system |   |
|   | Compressed air line related to departmental equipment |   |
| **CONDENSATE** | **CONDENSATE** | **CONDENSATE** |
| Maintain condensate line for steam for campus heat load | Metering and monitoring systems that are not critical to the building infrastructure, design and operation of utility systems, as determined by CPFM. |   |
| **DOMESTIC WATER** | **DOMESTIC WATER** | **DOMESTIC WATER** |
| Maintain current domestic water line systemPoint of service for outside fountains and irrigation systems | Temporary connections for events |  |
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10

**Campus Utilities (continued)**

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |

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| **CPFM FUNDING RESPONSIBILITY** | **DEPARTMENT FUNDING RESPONSIBILITY** | **NOTES & REFERENCES** |

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| **ELECTRIC SERVICE** | **ELECTRIC SERVICE** | **ELECTRIC SERVICE** |
| High voltage switchgear, cables, conduits | Temporary connections for events |   |
| Primary transformers to low voltage connection of a building transformer | Uninterruptable power systems |   |
| Low voltage services installed by CPFM |   |   |
| **CURRENT METERS** | **CURRENT METERS** | **CURRENT METERS** |
|  Read meters and prepare billing |   |   |
| **NATURAL GAS** | **NATURAL GAS** | **NATURAL GAS** |
| Service including lines and pressure regulators | Propane systems |   |
| Existing stand-alone boilers | 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)**

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| **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 |

11