



# Facilities Management



## General University *Guide to Services*



FACILITIES MANAGEMENT  
ADMINISTRATION

## Facilities Management Leadership

### FM's Mission Statement

We maintain a safe and inspiring campus supporting the OSU mission of education, research and outreach.

### FM's Vision Statement

Creating a campus of distinction through excellence, innovation, and leadership.

To request service, go to the [Online Customer Portal](#)

For emergency service requests, call the Work Control Center  
405-744-7154

402 North Willis Stillwater, OK 74078



**Casey Shell**  
Chief Facilities Officer  
*Administration*



**Brandon Neal**  
Director  
*Energy Services*



**Gabe Dreiling**  
Director  
*Construction & Contract Services*



**Renee Smith**  
Director  
*Business Operations*



**John Lee**  
Director  
*Landscape Services*



**Jeff Sweeden**  
Director  
*Operations & Maintenance*

## FM Strategic Plan FY 2013—2027

### Customer Focus

- Create a customer-oriented organization focused on building and sustaining relationships that ensure customer needs are understood and acted upon.

### Employee Focus

- Cultivate an environment of creativity, growth, knowledge & innovation that generates a workforce that is highly motivated, well trained, and effective.
- Recognize that our employees are the most important component to our ability to satisfy our delivery of services.

### Performance (Service Delivery)

- Assess performance using established standards, information, and analysis to evaluate and drive innovation and cost improvements.
- Provide timely, accurate and meaningful communication that creates connectivity and collaboration both internally and externally.
- Develop processes, procedures and technology that will continuously evolve to meet current and future needs to ensure efficient & effective service.

### Planning & Financial

- Establish strategic goals, annual operating objectives, and key performance indicators to align the organization to achieve success.
- Demonstrate stewardship by providing efficient and effective services and maintenance of assets and facilities.

### Sustainability

- Demonstrate responsible leadership in sustainable and environmentally friendly practices.

FM is technology-driven for improved work flow, efficiency, and stewardship of resources.

FM's focus is on planned, preventive maintenance and construction project management.

FM is about the satisfaction of our customers and the development of our staff.



Facilities Management takes care of all the maintenance and repairs for General University facilities.

Routine maintenance and repairs are planned, prioritized, and scheduled by need.

All non-routine work requested is approved by FM following University standards.

All requests that alter a building's appearance are preapproved by FM and the University Architect.

To request service, go to the **[Online Customer Portal](#)**

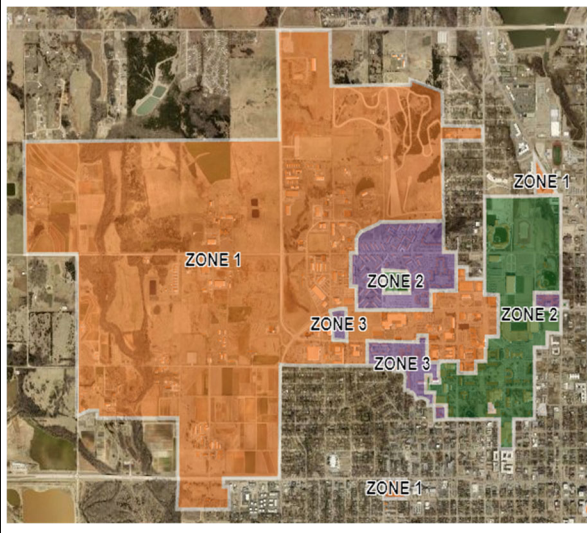
For emergency service requests, call the Work Control Center  
405-744-7154





## General University Service Zones

- Zone teams provide preventive, corrective and small project services specifically to facilities in their area.
- *Baseline Services* are routine procedures covered by the GU budget and are not billed to individual departments.
- *Baseline Services* are performed to maintain and ensure all facilities are structurally and operationally sound, safe, and aesthetically pleasing for the OSU Community.
- Requests for emergency services may or may not be handled by the respective Zone personnel, depending on the nature of the work required. When necessary all Zones work together to get the job done.



## Facilities Management *Baseline Services*

Baseline Services are planned and reactive maintenance activities funded at large by the GU budget and not billed individually to the Department. Services are performed on an as-needed basis determined by routine inspections to assess conditions, or as a need arises unexpectedly affecting facility operation and safety. Some specialty services are not provided in the baseline services. For example, maintenance/repair on specialized food service equipment, lab equipment, etc. Here are some examples of what is covered in Baseline Services.

### CARPENTRY AND FLOORING SERVICES

- Repair of existing doors, doorstops, and hinges
- Repair and maintenance of interior and exterior tiles
- Repair and replacement of acoustical ceiling tiles
- Repair to moldings, baseboards, and weather stripping
- Maintenance and repair of roofs, gutters, downspouts
- Maintenance of window functions (hardware and glass)
- Flooring maintenance to stop fraying, tearing, loosening

### PAINT SERVICES

- Touchup of main hallways, handrails, moldings, doors, etc.
- Painting building interiors at the end of their useful life

### ELECTRICAL SERVICES

- Repair and maintain components such as breakers, panels, switches, plugs
- Replacement of burned out lamps, bulbs and/or ballasts
- Replace broken switches, receptacles, wall plates, etc.
- Repair fire alarm systems

### HEATING VENTILATING and AIR CONDITIONING SERVICES

- Responding to reports of inadequate room temperature
- Calibrate thermostats, sensors, etc.
- Changing air filters
- Cleaning coils

### PLUMBING SERVICES

- Repair and maintain plumbing components
- Repair and maintain drains and fixtures, including water fountains
- Toilet, sink and faucet repairs
- Repair fire sprinklers

### ELEVATOR SERVICES

FM maintains external contract arrangements for stand-by repair and maintenance on all GU elevators. Departments must call the Work Control Center when elevator issues arise. Otherwise, *Baseline Services* on elevators will include:

- Annual inspections (weight capacity, evaluation on speed, wait and travel time, cables, hydraulics, etc.)
- Regular maintenance (hydraulic fluids, computer diagnostics and upgrades, cleaning of pit, replacement of light bulbs in cab and buttons, etc.)



### *Baseline Services* Prioritizing the Work

**EMERGENCY:** An unscheduled corrective activity that requires immediate attention to restore a critical piece of equipment whose failure could threaten human safety or cause damage to other equipment or building systems. Examples include a power outage or a broken water line. Emergency response time is immediate.

**URGENT:** An unscheduled corrective activity where the problem does not pose an immediate safety hazard but requires a prompt response. Examples include a temperature problem (too hot or cold), a lighting failure or broken window. The Urgent situation response time is 1 work day and completion within 3 work days.

**ROUTINE:** Minor day-to-day repair jobs and small, fee-based requests. Examples include replacement of damaged ceiling tiles, minor floor or wall repairs. The Routine situation response time is 7 work days and completion within 20 work days.

**SCHEDULED:** Preventive maintenance, major repairs, minor alterations and renovations, and event related support. Work is Scheduled with response and completion time determined by what is being done.



## *Baseline Services* continued

### **LANDSCAPE SERVICES (Grounds)**

- Maintains all areas around the GU facilities including
  - Mowing, trimming, fertilizing, watering, and plant pest control
  - Tree planting and maintenance
  - Litter and outdoor debris pickup
- Provides oversight, design, and installation of new landscapes and renovations, irrigation, hardscapes and site furnishings, and seasonal color displays (based on the project this may be a Billable Service).
- Sidewalk and street cleaning
- Lead on snow and ice removal as needed
- Visit the Landscape Services website for more information

### **PEST CONTROL SERVICES**

- FM employs pest control applicators licensed to treat general and structural vermin and capable of removing small animals.
  - General pests are those within and immediately adjacent to a structure and include most pests except woodborers and/or termites.
  - Structural pests are termites and other wood boring and destroying organisms and/or fungi.

### **RECYCLING SERVICES**

Recycling saves natural resources, energy, and money, and creates less air and water pollution. FM is committed to providing for a robust recycling program on campus, and increasing faculty, staff and student access to receptacles inside and outside facilities. Visit the OSU Recycles website for more information.

### **REFUSE/WASTE MANAGEMENT SERVICES**

- Refuse (waste) dumpsters are located throughout facilities and are emptied on a scheduled route by a contracted service provider. Dumpsters are only for trash items that will fit into the container.
- Disposal of larger items can be arranged by request through the Online FM Customer Portal.
- Recycling items are to be placed in a green recycling container.
- Removal of surplus items is managed by an Asset Disposal submission to Budget and Asset Management.

### **CENTRAL RECEIVING**

- Accommodates large freight carriers and receives almost all inbound freight to the University.
- Inspects outermost containers for visible damage, communicates acceptance with freight lines and/or notates damage on the delivery ticket in the event the customer must file a freight claim.
- Schedules freight items for delivery to campus destination.
- Delivery to destination carried out by Moves and Events Department.
- Assistance needed in unpacking or assembly can be arranged by request through the Online FM Customer Portal.



### **PAYMENT Process for Billable Services**

- Each department designates one (1) pre-authorized default account to be charged for all Billable Services.
- If a Customer chooses not to use their department's default account, another account can be designated when submitting a work request in the Online FM Customer Portal.
- The Customer is responsible for verifying available funds in their designated account prior to the submission of a work request.
- FM will only begin work when an account number has been provided in the Online Portal.
- Submission of a work request through the Online Portal serves as the Customer's authorization for service.
- Customers are advised to identify specific individuals as authorized to submit requests for FM services and to expend funds on behalf of their department.
- Funding changes cannot be made in the Online FM Customer Portal system once the actual work has begun. Any project funding changes needed in the course of a project must be managed by the Customer in their department's accounting processes.

To request service, go to the  
**Online Customer Portal**

For emergency service requests,  
call the Work Control Center  
405-744-7154

## **Facilities Management *Billable Services***

*Billable Services* are all work that falls outside the scope of routine maintenance and Baseline Services and are customer funded. Payment for Billable Services is the responsibility of the requesting department or it is included in a project's scope of work. Below are some examples of *Billable Services*.

### **BILLABLE MAINTENANCE SERVICES**

- Installation or relocation of pictures, wall-mounted shelves, bulleting/chalk/dry erase boards, mirrors
- Special event setup and teardown
- Special request painting/staining
- Maintenance due to misuse or deliberate damage caused by building occupants
- Equipment rentals such as P/A, lighting, table, chairs etc.

### **BILLABLE CONSTRUCTION, RENOVATION and REPAIR PROJECT SERVICES**

- Change a classroom into an office or lab
- Replace flooring
- Modify an entrance to a building or room
- Upgrade utilities to support installation or new laboratory or teaching equipment
- Install fume hoods
- See Construction and Contract Services (p.7) for more information.

### **BILLABLE CUSTODIAL SERVICES**

- Provide cleaning services before, during and after a special event
- Provide a level of cleaning above the APPA 2 Level such as daily versus weekly levels of service for a particular area

### **BILLABLE LANDSCAPE SERVICES**

- Plant rentals for special events
- Visit the website or call 405-744-7397 for information

**Work Control Center** reviews all service requests to determine if the service is a maintenance item Baseline Service or an add-on Billable Service.





## **CONSTRUCTION and CONTRACT SERVICES**

### **Construction and Contract Services (CCS)**

manages *Requests for Service* on renovation and construction activities greater than the Zone limit or scope, as well as contracted custodial services in excess of the APPA Service Level 2 baseline provision. These jobs are identified as Projects.

**Projects costing \$1,000—\$4 million** are managed by a CCS project manager. The work may be performed by the CCS in-house construction team, as-needed contractors, public bid award, or awarded to an OSU on-call construction manager (OCCM), as approved by the Board of Regents.

**Projects costing over \$4 million** are reviewed by FM and Long Range Facilities Planning (LRFP) with the University Planner for complexity and scope, then assigned to the organization best suited to manage the work and meet the customer's timeline. Most projects exceeding a cost of \$4 million are managed by LRFP.

### **Examples of Requests for Service**

- Facility modification and remodeling projects (up to \$4M)
- Cosmetic upgrades other than planned maintenance
- Window dressings and treatment
- Installation or relocation of wall-mounted shelves, bulletin boards, mirrors, etc.
- Departmental signage
- Departmental keys
- Special event setup/teardown
- Upgrades or modifications to elevator cabs

To request service, go to the **[Online Customer Portal](#)**

For emergency service requests, call the Work Control Center  
405-744-7154

### **Requests for Service are Billable Services.**

### **Alterations and Additions to GU Facilities**

- All physical modifications to facilities are approved through CCS by FM and the University Architect (UA) in LRFP in the planning process, according to University policy.
- Modifications that alter the exterior or outward appearance of a building are coordinated by FM through the UA



For more information about CCS call 405-744-6467

## **Baseline Custodial Services are provided to GU Customers through ABM - a Service Partner**

### **EVERY DAY**

- Clean and resupply restrooms
- Remove trash from classrooms, labs, and public areas
- Clean drinking fountains/ clean entrance glass
- Sweep/mop or vacuum floors in public areas, conference rooms and breakrooms
- Dust and wipe down public areas, breakrooms, and conference rooms

### **ALTERNATE DAYS each week**

- Sweep, dust and wipe down stairways (M/W/F or S/T/Th)
- Sweep/Mop hard surface floors in computer labs/research labs (T/T or M/W)
- Vacuum carpeted floors in computer labs/ research labs (S,T,Th or M/W/F)
- Sweep/Mop hard surfaces floors in classrooms (T/T or M/W)
- Vacuum carpeted floors in classrooms (S,T,Th or M/W/F)
- Pick up office trash set in hallway (T,F)

### **ONCE WEEKLY**

- Sweep/Mop or vacuum floors in offices

### **MONTHLY**

- Buff floors in public areas

### **QUARTERLY**

- Buff floors in classrooms and conference rooms

### **ANNUALLY**

- Shampoo carpets/ scrub, strip, wax hard floor surfaces (scheduled)
- Clean interior window glass as contract allows

### ***Custodial Services***

ABM is OSU's service partner contracted for custodial work.

GU customers are provided *baseline custodial services* at a prearranged APPA Service Level 2 agreement.

Other services can be provided more frequently or for special events, however, they may be a *billable service* to the customer.

Requests for additional custodial services can be made through the Online FM Customer Portal.

The ABM Custodial Services contract and requests for additional services are managed by *Construction and Contract Services*.

To request service, go to the ***Online Customer Portal***

For emergency service requests, call the Work Control Center  
405-744-7154



## *Energy Services Department*

*Energy Services* supports the mission of the University by providing reliable, uninterrupted utility services to campus and fosters a university-wide sustainable stewardship of energy resources. Energy Services manages the steam, chilled water, and domestic water production for the majority of campus buildings and is responsible for the operation and maintenance of the utility distribution systems including electrical, steam, chilled water, domestic water, natural gas, storm sewer, and sanitary sewer.

### **COMMON SERVICES FUNDED BY RATES**

- Procure, manage, and process all purchased utilities
- Operation and maintenance of Central Plant, West Chilled Water Plant, Water Treatment Plant, utility distribution systems, service lines to Point of Demarcation, and Building System Controls
- Meter reading and maintenance
- Perform locates for all OSU owned utilities on Stillwater campus
- Surveying and the production of utility maps in AutoCAD and the Geographical Information System (GIS)
- Maintenance of Utilities Geographical Information System (GIS)
- Engineering and professional services for utilities systems
- Energy Management Program
- Office of Sustainability

### **SPECIFIC SERVICES FUNDED BY RATES**

- REPAIR and REPLACEMENT of systems due to normal wear and tear, age, or naturally occurring events, and temporary corrections to components.
- RENOVATION to increase capacity or as planned replacement of systems not due to services for a new facility

### **SERVICES NOT FUNDED BY RATES**

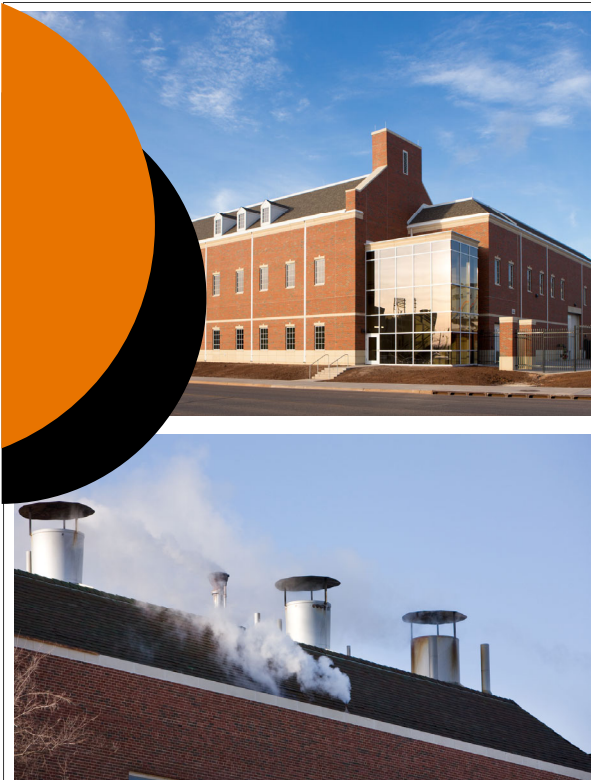
- Damage through negligence or non-compliance with OSU Excavation Permit procedures
- Non-OSU owned utility service sites
- West Campus properties and Lake Carl Blackwell
- Installation of temporary services

### **NEW SERVICES FUNDING**

- Capital improvements to utility systems resulting from projects or new construction are funded by the project or new construction budget

To request service, go to the  
**Online Customer Portal**

For emergency service requests,  
call the Work Control Center  
405-744-7154



### **Utility Production**

The utility production organization is responsible for the production of steam and chilled water for facility heat and air, as well as the production of potable water.

### **Distribution Systems**

The distribution systems organization is responsible for the operations and maintenance of all underground and overhead utility distribution systems on campus.

### **Geospatial Systems**

Geospatial systems gathers, maintains, and disseminates the campus' physical facility and utility information.

### **Utility Engineering**

The utility engineering organization provides design and construction management support for utility capital projects

### **Energy Management, Sustainability, and Control Systems**

This energy services organization promotes university-wide stewardship of resources by reducing energy consumption while maintaining a comfortable and sustainable educational environment.

# ***FACILITIES MANAGEMENT*** at your service



**Teresa Ooten**  
Administrative  
Associate

**Sheila Stafford**  
Admin Support  
Specialist Sr.

**Brigett Broyles**  
Administrative  
Programs  
Coordinator

**Larry Secret**  
Safety Programs  
Manager

**Matt Morgan**  
Manager  
Zone 1

**Jeremiah Petri**  
Manager  
Zone 2

**Ryan Altman**  
Manager  
Zone 3



**Daniel Alexander**  
Manager  
Facilities  
Support Svcs

**Tyler Toland**  
Manager  
Structural  
Trades

**Brain Sander**  
Manager  
Central MEP  
Trades

**Nick Ouellette**  
Manager  
University  
Landscape  
Design Svcs

**Caleb Wetmore**  
Manager  
Landscape  
Install  
Services

**Craig Barnes**  
Manager  
Landscape  
Maintenance  
Services

**Dustin Barrett**  
Supervisor  
Shop Support  
Services



**Jennifer Bennett**  
Manager  
Construction &  
Contract  
Services

**Crisitan Nieto**  
Contreras, PE,  
PhD  
Manager  
Utilities  
Engineering

**Casey Keyser**  
Manager  
Energy Mgmt.,  
Sustainability,  
and Control  
Systems

**Greg McNight**  
Manager  
Distribution  
Systems

**Nick McKnight**  
Manager  
Utilities  
Production

**Heather Forquer**  
Manager  
Procurement  
Services & UMS

**Jordan Rushing**  
Assistant  
Manager  
Procurement  
Services & UMS

**Facilities Management** operates and maintains 4,787,115 gross square feet of General University facilities and over 800 acres of landscape on the Stillwater campus. A multi-department division of OSU, Facilities Management employs over 500 people dedicated to serving the Stillwater campus in various capacities.