



Facilities Management



General University
Guide to Services



Physical Plant is now **Facilities Management**

FM's Mission Statement

We serve OSU faculty, staff, students, and community by creating and maintaining an inspiring campus environment to support essential research, education, and outreach.

By doing this, we help OSU achieve prominence as an outstanding institution of higher education and drive our organization's financial and resource model through sustainable and cost-effective growth.

TO REQUEST SERVICE

Go to the [Online FM Customer Portal](#)

EMERGENCY SERVICE REQUESTS ONLY

Call the **Work Control Center**
405-744-7154

402 North Willis Stillwater, OK 74078

Facilities Management Leadership



Ron Tarbutton
Chief Facilities Officer
Facilities Management



Steve Dobbs
Director
Landscape Services



Gabe Dreiling
Director
Construction & Contract Services



Renee Smith
Director
Business Operations



Craig Spencer
Director
Energy Services



Jeff Sweeden
Director
Operations & Maintenance

FM strives to provide services consistent with OSU standards of excellence.



Facilities Management *Reorganization* Overview

Reorganization is driven by what is important for OSU, and what is important for Facilities Management customers - the OSU Community.

Reorganization momentum ensures adequate resources are available for the delivery of quality services. Our success is measured by our customer's satisfaction.

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

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

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

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

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BASELINE SERVICES - NO CHARGE to CUSTOMERS

A primary change in FM's reorganization is that most routine maintenance and repairs for GU building structures, systems, components and/or infrastructures (Baseline Services) will no longer be charged to departments.

BASELINE SERVICES WORK PRIORITIZATION

Preplanned and prioritized work will be scheduled according to facility needs and existing resource allocations.

BILLABLE SERVICES—Customer Funded

Departments will be charged for service requests that involve non-routine work, building alterations, renovations, improvements, additional services, and requests that are outside the cycle or schedule of routine maintenance.

SERVICE ZONES

Campus is divided into Zones for more effective management of services and to provide a dedicated point of contact for the facilities in that area. Each Zone has a manager, a working supervisor, and a team of multi-crafted personnel centrally stationed in the Zone.

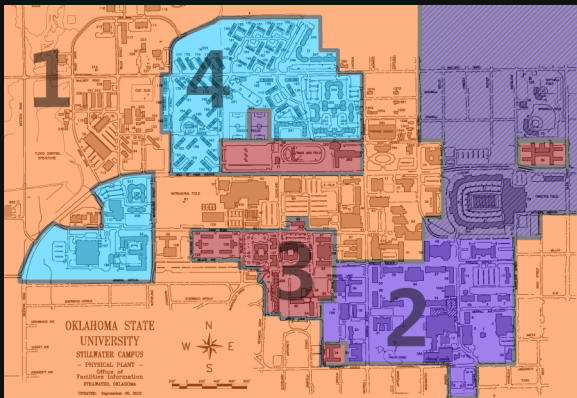
The *reorganization* has transformed the Physical Plant into **Facilities Management (FM)**

- **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.



General University *SERVICE ZONES*

- GU facilities are located in Zones 1 and 2.
- 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 by need that arises unexpectedly affecting facility operation and safety. 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/replacement of acoustical ceiling tiles
- Repair to moldings, baseboards, and weather stripping
- Maintenance/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/maintain components such as breakers, panels, switches, plugs
- Replacement of burned out lamps, bulbs and/or ballasts
- Replace broken switches, receptacles, wall plates, etc.

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

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.)

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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 GU 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](#).

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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.

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
- Assembly/disassembly or movement of furniture such as desks, file cabinets, computer stations, freestanding book-cases, prefabricated partitions, etc.
- Special event setup and teardown
- Painting or staining new furniture
- Special request painting and flooring
- Repair and maintenance services for small appliances such as stoves, refrigerators, ice machines, freezers and washers/dryers
- Maintenance due to misuse or deliberate damage caused by building occupants
- Equipment rentals

BILLABLE CONSTRUCTION, RENOVATION and REPAIR PROJECT SERVICES

- Change a classroom into an office or lab
- Replace flooring other than on a maintenance schedule
- 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

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

TO REQUEST SERVICE — go to the [*Online FM Customer Portal*](#)

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FM strives to provide services consistent with OSU *standards of excellence*.

CONSTRUCTION and CONTRACT SERVICES



Construction and Contract Services (CCS) manages GU *Requests for Service* on maintenance and construction jobs greater than the Zone limit of \$1,000, and GCA custodial services other than those included in the APPA Service Level 2 baseline provision. These jobs are identified as **Projects**.

Projects costing \$1,000—\$500,000 are managed by a CCS qualified construction project manager and the work is performed by either an in-house construction team or one of OSU's pre-selected, on-call construction contractors.

Projects costing over \$500,000 up to \$2 million are reviewed by both FM and Long Range Facilities Planning (LRFP) for complexity and scope and then assigned to the organization best suited to manage the work to meet the customer's timeline. Projects are managed by a qualified OSU Project Manager and the work is performed by either an in-house construction team or an on-call Construction Manager approved by the Board of Regents.

Projects costing over \$2 million are referred by CCS to LRFP.

Requests for Service are Billable Services.

Alterations and Additions to GU Facilities

- All physical modifications to GU facilities are approved through CCS by FM and the University Architect in LRFP in the planning process .
- Modifications that alter the appearance of a building are coordinated by FM through the University Architect in LRFP.

Examples of Requests for Service

- Facility modification and remodeling projects (up to \$2M)
- Cosmetic upgrades other than planned maintenance
- Window dressings and treatment
- Installation or relocation of wall mounted shelves, bulletin boards, mirrors, etc.
- Assembly, installation or removal of laboratory equipment
- Repair and maintenance for small appliances
- Furniture repair/refinishing
- Departmental signage
- Departmental keys
- Special event setup/teardown
- Upgrades or modifications to elevator cabs
- New landscapes and walkways



**For more information
about CCS call
405-744-6467**

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Custodial Services

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

Baseline Custodial Services are provided to GU Customers through GCA - 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

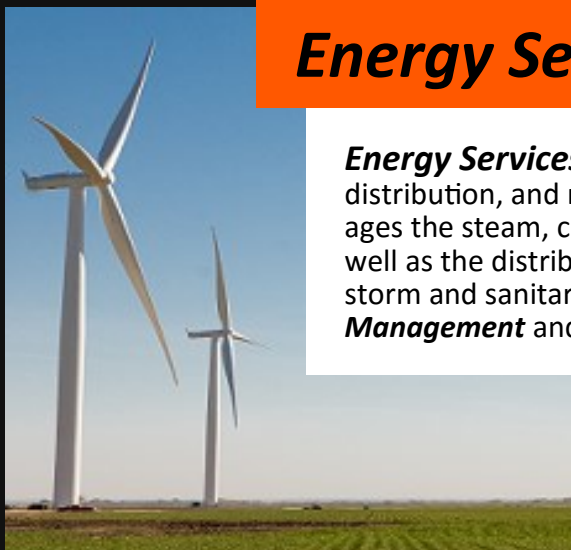


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Energy Services Department



Energy Services supports the mission of the University through the production, distribution, and management of energy and utilities systems. OSU owns and manages the steam, chilled water, and water production for the majority of campus, as well as the distribution for electrical, steam, chilled water, water, natural gas, and storm and sanitary sewer systems. **Energy Services** also supports OSU's **Energy Management** and **Sustainability** programs and the **Geospatial Systems** group.

GEOSPATIAL SYSTEMS

Geospatial Systems is the new name of Facilities Information. This office gathers, maintains, and disseminates information on the campus' physical infrastructure including tracking building renovations and updating floor plans, assigning room numbers, mapping utility systems, and maintaining an archive of campus maps. Visit the GS [website](#).

ENERGY MANAGEMENT

The *Energy Management* program promotes a safe, healthy learning environment by monitoring and adhering to FM's preventive maintenance plan for all facilities and systems, including HVAC, building envelope, and moisture management. For more information visit the EM [website](#).

SUSTAINABILITY

The *Sustainability* program covers all aspects of OSU's campus life from energy and resource conservation to facility construction, transportation, dining, and waste management and more. OSU is committed to the sustainable use of resources. For more information visit the Sustainability [website](#).

COMMON SERVICES FUNDED BY RATES

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

SPECIFIC SERVICES FUNDED BY RATES

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

SERVICES NOT FUNDED BY RATES

- Damaged 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, or
- factored into the next fiscal year's rates when not funded by the project.

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FACILITIES MANAGEMENT at your service.



Darren Stormont
Procurement Manager



Yankun Li
Assistant Director
Fiscal Operations Bus Ops



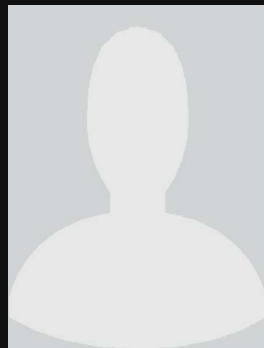
Daniel Alexander
Manager
Facilities Support Services



Marla Boles
Manager
Admin. Ops.



Steve Cookerly
Manager
Distribution Services



Vacant
Manager
In-House Construction



Greg Leeming
Manager
Central MEP Trades



C.J. Moore
Manager
Central Structural Trades



Charles Vasso
Manager Zone 1



Steve Ledbetter
Manager Zone 2



Dave Adams
Manager Zone 3



Scott Hunsucker
Manager Zone 4

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.