

An aerial photograph of the University of Virginia campus, showing various buildings, green spaces, and a large stadium under construction. The text "University of Virginia Facilities Management Services Guide" is overlaid in white serif font.

University of Virginia
Facilities Management
Services Guide

MAINTENANCE, EMERGENCY, AND ROUTINE SERVICE CALLS
 University Academic Division 924-1777 or 243-FIXIT (243-4948) Health System 924-2267

Chief Facilities Officer

Donald E. Sundgren des5j...982-5834

Deputy Chief Facilities Officer

Richard H. Rice, Jr., P.E. rhr6j...982-5836

Administration Assistant

Maxine Maupin gmw...982-5834

Finance Director

Mike Cline mbc7c...982-5075

Fiscal Operations

Vacant

Facilities Planning & Construction Financial Services

Don Crosby..... dc8d...982-5916

Facilities Purchasing (UVA Procurement Services)

John Gerding jeg5y...982-2563

Human Resources and Training

Rebecca Leinen..... rrl8n...982-5896

Information Systems

Chris Smeds..... cjs2m...982-4796

Senior Review Architect

Sandy H Lambert, III, AIA..... shl...982-2804

University Building Official

Elaine Gall..... ebg5x...982-4602

ENERGY & UTILITIES

Director

Cheryl Gomez, P.E. clg9y...982-5414

Environmental Compliance

Kristin Carter, P.E. kma4z...982-5034

Information Technology

Scott Martin esm3e...982-5048

Instrumentation and Metering

Scott Martin esm3e...982-5048

Sustainability Programs

Armando de Leon P.E. ajd9c...982-4526

Energy Engineer

Libba Bowling, P.E. CEM..... lb5f...982-5419

Energy Engineer

Gary Verno, P.E. CEM..... gav8n...982-1090

Sustainability Outreach

Vacant

Chiller Plants

Gordon Durham gtd...924-1893

Heating Plants

Kent Nicely awm3g...924-3090

Power Systems Distribution

David Jones dtj5c or 982-4641

Systems Control Center

Scott Martin esm3e...982-5048

Utilities Systems Distribution

Mark Roach msr3w...243-1704

Recycling and Trash

Sonny Beale bcb8s...982-5438

GIS/Mapping

Jennifer Heckman jah7fj...243-3709

FACILITIES PLANNING & CONSTRUCTION

Director

Charles A. Johannsmeyer, P.E., VCCO caj5m...982-4371

Academic Division Director

Annette Cyphers, P.E. amo2b...243-1132

Auxiliaries Project Team Leader

Dade Van Der Werf, AIA dgv2d...982-4604

Construction Administrative Manager Team Leader

Steve Ratliff spr...982-5393

Historical Preservation Team Leader

Jody Lahendro, AIA jdl7d...982-5840

South Lawn Project Director

James Kelley jak4...243-5145

College at Wise Team Leader

Stephen Nelson spn7w...982-2857

Construction Services/Contract Administration Director

Jeff Moore, P.E., VCCO hjm7m...982-5318

Contract Administration Manager

Patricia Clifton, VCO, CPM, VCCO pcm8...982-5472

Engineering & Design Division Director

Ernest H. Barber, P.E. ehb5d...243-5720

Health Systems Division Director

George Southwell gss6d...982-2097

Research & Infrastructure Project Team Leader

Brian Pinkston brp2x...243-7178

Lee Street Project Team Leader

Joe Rainwater jr3jw...243-1170

East Precinct Project Team Leader

Tom Snow, P.E. tgs2t...982-2880

Hospital Inpatient Project Team Leader

Thor Evans, P.E. tae2aj...243-2047

Administrative Manager

Kenn McDermott krm3k...982-4609

Resource Center

Garth Anderson ga9p...982-5367

HEALTH SYSTEM PHYSICAL PLANT

Director

John Rainey jr5h...924-9534

Deputy Director of Operations

Mark Utz, P.E. mbu...982-3818

Hospital Zone Maintenance

Richard Barbour rlb4d...924-1951

KCRC/Fontaine/Off Grounds Zone Maintenance

Larry Shackelford ls8g...982-3690

Research Zone Maintenance

Joe Carpenter jbc8u...924-2535

West Complex Zone Maintenance

David Tyree dlt7k...924-8095

Administration Assistant

Vinnie Vawter vmv2s...924-8595

Engineering Manager

Derek Wilson, P.E. ddw4m...982-0242

Health System Engineer

Bill Rockwell, P.E. wlr7g...243-2505

OPERATIONS & MAINTENANCE

Director

Jay Klingel jwk8w...982-5883

Maintenance Services Associate Director

Michael Merriam mbm2h...982-4665

Heating, Ventilating and Air Conditioning

Paul Zmick pgz5z...982-5876

North Grounds Maintenance Zone

Gary Wood gww...924-3752

SW McCormick Maintenance Zone

Clarence Wells cew5z...924-4044

Project Services Associate Director

Mark Stanis mss5s...982-2827

Renovations

Joe Lane jll2b...982-4660

Production Engineering

Sally Fields sef9m...982-5365

Contract Management

Spike Weeks, VCO ltw...982-5891

Work Management Associate Director

Mark Webb dmw3e...982-5814

Customer Relations Managers

June Jones jmj7b...243-3242

Reggie Steppe rs9x...243-2442

Customer Service Manager

Brenda Buttner bdb9s...982-5880

Maintenance Programs Managers

Shaun McCready sm4da...982-4672

Will Shaw wfs2z...982-3246

Vehicle Programs

Will Shaw wfs2z...982-3246

Building Services

Vibha Buckingham vjb3d...982-5883

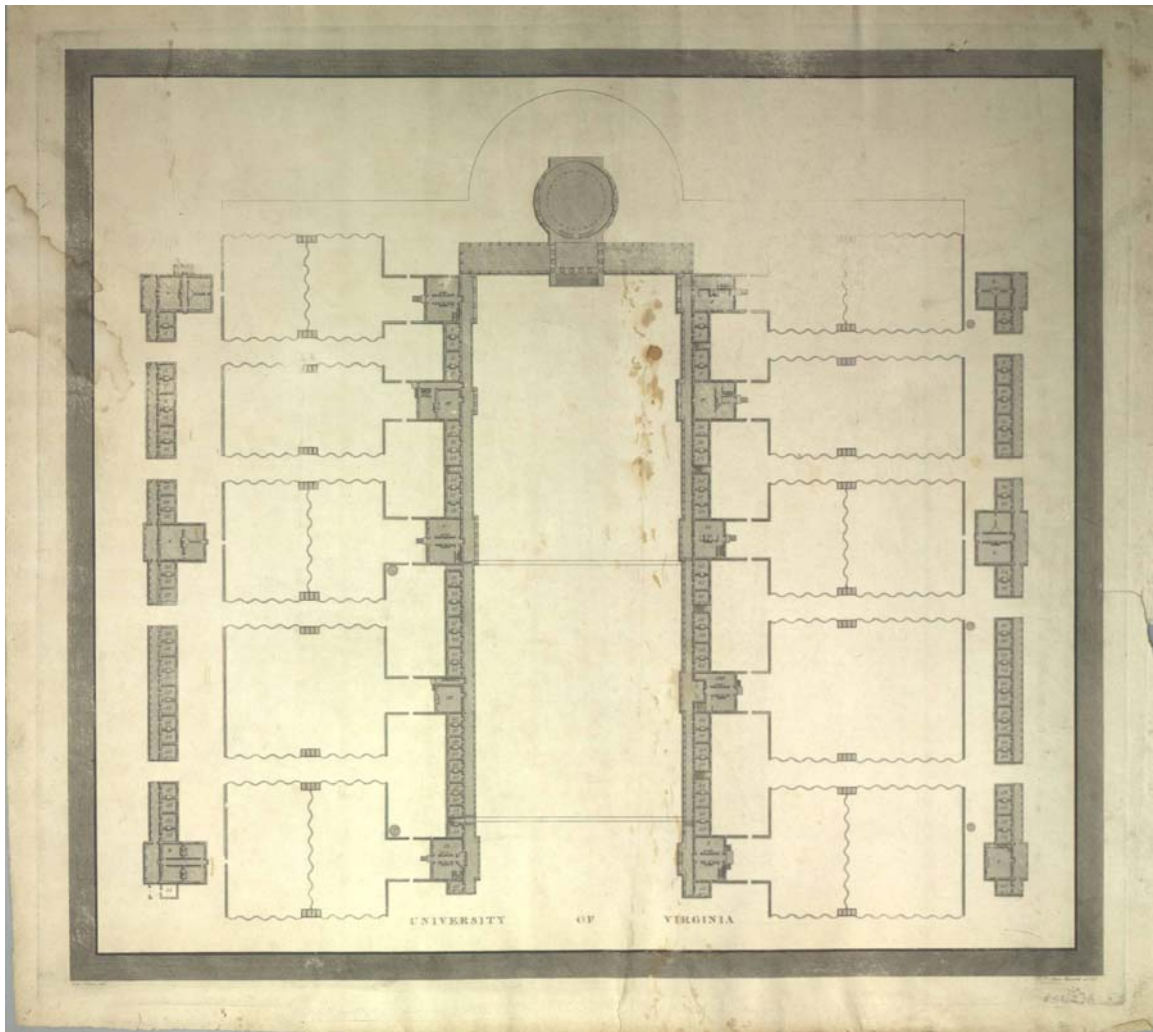
Landscape and General Services

Rich Hopkins rmh3f...982-4668

The University's Area Code is 434

Contents

Staff Directory	Inside Front Cover
Foreword.....	
Section 1. Quick Reference Guide to Services	1
Section 2. General Information.....	5
Facilities Management Advisory Board	6
Academic Division Facilities Coordinators	6
Academic Division Customer Relations Program	6
Section 3. Work Requests and Related Procedures	7
Work Descriptions.....	7
Work Reception and Authorization	7
Maintenance and Repair Work Procedures	9
Financial and Billing Procedures.....	10
Guide to Funding Responsibilities	11
Example of a Utility eStatement.....	12
Example of a Maintenance/Project Services eStatement.....	13
Section 4. Planning, Design, and Construction.....	14
The Architect for the University.....	14
Capital Project Program	14
Project Management	14
Construction Management	15
Project Committees.....	15
Administration of Contracts.....	15
Facilities Planning, Design, and Construction Services	16
University Building Official	16
Facilities Design Guidelines.....	17
Requests for Services.....	17
Charges for Services	17
Section 5. Maintenance, Repair, and Project Services	18
Facilities Maintenance and Repair.....	18
Corrective Maintenance and Repair	18
Painting	18
Project Services.....	18
Fire Safety Systems and Equipment	18
Grounds Maintenance.....	19
Grounds Permits	19
General Services	19
Custodial Services	19
Section 6. Energy, Sustainability, and Utilities.....	20
Services Available	20
Systems Control Center	20
Excavation Permits	21
Sustainability	21
Recycling Resources	22
Outreach.....	22
Environmental Compliance Program	23
Geographical Information System and Mapping	23
Section 7. Facilities Management Organization and Responsibilities	24
Organizational Chart	27
Section 8. Finding the Web Version of the <i>Services Guide</i>	28
Building Category Map.....	29



The Maverick Plan

'We are about to establish a College near Charlottesville on the lands formerly Col. Monroe's, a mile above the town. we do not propose to erect a single grand building, but to form a square of perhaps 200 yards, and to arrange around that pavilions of about 24. by 36. f. [feet] one for every professorship & his school. they are to be of various forms, models of chaste architecture, as examples for the school of architecture to be formed on. we shall build one only in the latter end of this year, and go on with the others year after year,...'

*Thomas Jefferson
Letter to John Dinsmore
April 13, 1817*

Foreword



Our intent in publishing the *Services Guide* is to identify the Facilities Management services that are available to the University community, explain how these services are accessed, and describe the financial considerations that are involved. The Quick Reference Guide to Services in Section 1 may be particularly helpful. As a service organization, we are responsible for the construction, renovation, maintenance, and repair of University buildings and facilities as well as the provision of utilities, grounds care, custodial, trash collection, recycling, and other services. We strive to provide these services in a manner consistent with the University of Virginia's standards of excellence.

If you have questions concerning Facilities Management services, please call Work Management at 924-1777 for the Academic Division, 924-2267 for the Health System, or contact me at 982-5834.

A handwritten signature in black ink, appearing to read "Don", written in a cursive style.

Donald E. Sundgren
Chief Facilities Officer

Section 1: Quick Reference Guide to Services

Accessibility and Disability Resources and Services provides information regarding services or accommodations for individuals with disabilities. Contact the University Ombudsman and ADA Coordinator at 924-7819.

After-hours Service Calls are directed to Facilities Management's Systems Control Center, which is staffed on a 24-hour basis. The Center receives and acts upon urgent service calls that cannot wait until the next normal work day. After-hours calls should be directed to 924-1777.

Air Conditioning. See Heating, Ventilating, and Air Conditioning (HVAC).

Architectural Services are available from Facilities Management's Facilities Planning and Construction Department. See Section 4: Planning, Design, and Construction.

Bicycle Racks are furnished by the Department of Parking and Transportation, 924-7233.

Boilers and Pressure Vessels are inspected and tested under state contract to insure safety and compliance with state regulations. Facilities Management coordinates the response to inspection recommendations. Questions should be directed to the Work Management Division at 982-5814.

Carpet Cleaning. See "Custodial Services" in Section 5: Maintenance, Repair, and Project Services.

Chairs. See **Tables and Chairs.**

Chemical Waste. See **Hazardous Material, Infectious Waste, and Chemical Waste** or the Office of Environmental Health and Safety Web page at www.ehs.virginia.edu.

Communications Systems for the Medical Center such as television services, nurse call intercom, intercom systems, pneumatic tube system, and the automated material distribution system are maintained by the Department of Clinical Engineering, 924-2391.

Contract Construction for maintenance, repair, major renovation, or new construction projects is accomplished through contracts administered by the Facilities Management construction manager. Only Facilities Management personnel may direct contractors performing new construction or renovation work.



Custodial Services for the general-funded University Academic Division buildings, including the Medical School, are provided by Facilities Management's Building Services Division, 982-4637. See Section 5: Maintenance, Repair, and Project Services. Custodial Services for the Health System, private clinics, and related patient care areas are provided by Environmental Services at 924-5183; and in faculty and student housing areas by the University Housing Division, 924-3053.

Customer Relations. Networking, Exceptional Customer Care, Effective Communication...these are the focus of Facilities Management's Customer Relations Managers. Facilities Management hosts semi-annual Facilities Coordinator meetings, which provide opportunities for networking with customers, disseminating information and discussing topics relevant to the preservation of the University Grounds and buildings. For more information, our customers are encouraged to contact our customer relations managers Wanda Hedges at 243-2451 and Reggie Steppe at 243-2442.

Design Services for Facilities Management are provided by Facilities Management's Facilities Planning and Construction Department. See Section 4: Planning, Design, and Construction.

Elevator problems should be reported to the appropriate service desk. See Section 3: Work Requests and Related Procedures.

Emergencies requiring Facilities Management services should be called in as follows:

Academic Division	Health System
All hours: 924-1777	All hours: 924-2267

Engineering Services are available from Facilities Management's Facilities Planning and Construction Department. See Section 4: Planning, Design, and Construction.

Environmental Compliance Program services are provided by the Office of Environmental Health & Safety for Facilities Management to insure compliance with federal, state, and local environmental regulations. See Section 6: Energy, Sustainability, and Utilities.

Equipment Installation is provided by Facilities Management as a reimbursable service. A Request for Service should be made to the appropriate service desk. See Section 3: Work Requests and Related Procedures.

Excavation Permits. See Section 6: Energy, Sustainability, and Utilities.

Facility Condition Inspections are conducted on a continuing schedule for general-funded buildings to determine major and minor items needing maintenance and repair. Questions should be directed to the Maintenance Program Manager at 982-4672.

Facilities Coordinators are faculty or staff from each school, department, or building, appointed by the dean or department head, to coordinate the provision of services with Facilities Management. See Section 2: General Information.

Fire Extinguishers. National Fire Prevention Association Standard 10 determines the location, type, and capacity of fire extinguishers. Fire extinguishers are subject to monthly inspections, periodic recharging, and hydrostatic testing. The purchase and installation of new fire extinguishers are a cost-reimbursable service. See Section 3: Work Requests and Related Procedures.

Furniture Maintenance and Reupholstering for all basic classroom furniture and fixtures is budgeted and provided by Facilities Management. Reupholstering and maintenance for specialized departmental instructional equipment items and other furniture are a departmental responsibility and are provided on a reimbursable basis.



Handicapped Accessible equipment requests. See **Accessibility and Disability Resources and Services.**

Hazardous Material, Infectious Waste, and Chemical Waste cleanup, disposal, training, and safety services for the University Academic Division and the Health System are provided by the Office of Environmental Health and Safety. Call 924-7334.

Heating, Ventilating, and Air Conditioning (HVAC) systems for buildings are operated and maintained by Facilities Management personnel in accordance with sound energy management practices. Problems with any heating, ventilating, or air conditioning system should be reported to the appropriate service desk. Questions concerning HVAC in the University Academic Division should be directed to 982-5880, in the Health System call maintenance at 924-2267.



Housing Maintenance is provided by the Housing Division for most faculty, staff, and student residences. Between 8:00 a.m. and 4:30 p.m., call 924-3053. For after-hours emergencies, call 924-1777.

Keys. See **Locks, Keys, and Lock Changes.**

Landscaping. Section 5: Maintenance, Repair, and Project Services.



Light Bulb Replacement is performed depending on the nature of the lighting and available resources. Lamp outages may be collected on a light list for regularly scheduled service, and re-lamping may occur *en masse*, while others are responded to on a case-by-case basis. Contact the Service Desk to report a light out. Please advise if the light replacement is critical. See Section 3: Work Requests and Related Procedures.

Locks, Keys, and Lock Changes are provided by Facilities Management for all Academic and Health System buildings. Authorization and verification of master keys at the vice presidential level is mandatory. State law prohibits reproduction of any Academic or Health System key by anyone other than the University Lock Shop. Although **key requests cannot be submitted on-line**, authorized requestors may obtain keys by submitting a Key Request Form, found on-line at www.fm.virginia.edu/docs/KeyRequestForm.pdf, to the Academic Service Desk. Please note the building, the room and/or key numbers, and the quantity of keys required.

Lock changes are arranged by submitting a Request for Service to the Customer Service Desk in the Leake Building on Alderman Road or on-line at www.fm.virginia.edu/RequestService.aspx. **NO ONE EXCEPT A FACILITIES MANAGEMENT LOCKSHOP EMPLOYEE IS AUTHORIZED TO CHANGE LOCKS IN ACADEMIC AND HEALTH SYSTEM BUILDINGS.** The University of Virginia Key and Lock Policy can be found on-line at www.virginia.edu/finance/polproc/pol/xiii1.html.

Mail Services. University Mail Services processes and distributes Messenger and U.S. Mail. Newcomb Hall is the site of the U.S. Postal Service's on-Grounds post office. The Housing Division provides postal stations in Emmet and Tuttle Houses, where package pickup and stamp sales are available. Distribution questions should be directed to the Main Office on Millmont Street at 924-2048.

Maps of the University and the immediate area may be purchased through University of Virginia Procurement Services, UVA Marketplace, for \$20 per pack of fifty. When ordering, request stock number 51197. Free Parking and Transportation maps are available at Parking and Transportation Services, 1101 Millmont Street, 924-7231.

Moving Services on Grounds or to University-owned properties are provided by Facilities Management on a limited scale, as a reimbursable service, and may be requested by submitting a Request for Service on-line at www.fm.virginia.edu/RequestService.aspx. To move large amounts of furniture, materials or other items requiring special handling or to make moving arrangements for incoming faculty or staff, contact UVA Procurement Services at 924-4212.

Nameplates and Signs are provided as a reimbursable service for the interior identification of offices, laboratories, desks, and other areas in buildings. A Request for Service form should be submitted. See Section 3: Work Requests and Related Procedures.

Office of Environmental Health & Safety (OEHS) provides safety management; federal, state, and local regulatory compliance; hazardous waste management; and training programs for the University of Virginia's medical, research, and academic areas. Visit the OEHS Web site at <http://ehs.virginia.edu/ehs> or call 982-4911.

Painting of buildings and facilities is performed on a scheduled basis, depending on the availability of funds. Additional painting projects are treated as reimbursable services. A Request for Service should be submitted. See Section 3: Work Requests and Related Procedures.

Parking Permits. See **Transportation Services.**

Pest Control Services for the University Academic Division are provided by Facilities Management at 982-4637; and for the Health System by Health System Physical Plant at 924-2267. In the University Hospital, call Environmental Services at 982-1555.

Plans of existing buildings are available through the Facilities Management's Resource Center. Questions and requests for access to plans should be directed to the Resource Center Manager at 982-5367 or e-mailed to fm-resource-center@virginia.edu.

Planning of University Facilities. See Section 4: Planning, Design, and Construction.

Preventive Maintenance inspections and services are regularly provided by Facilities Management for all general fund-supported University Academic Division facilities. A similar service can be provided on a reimbursable basis for departmental equipment.

Procurement Services. The acquisition of goods and services, other than architectural, engineering, and construction, for Facilities Management is provided by UVA Procurement Services. Call 924-4212.

Recycling Services are coordinated through the Recycling Division at 982-5050.

Renovation of Facilities is provided by Facilities Management on a reimbursable basis. See Section 4: Planning, Design, and Construction.

Security Services are provided by the University Police Department, 2304 Ivy Road. For non-emergencies, call 924-7166. **For emergencies only, call 9-911.**

Self-Help Work by departmental technicians is authorized when appropriate and is subject to Facilities Management approval and inspection. See Section 2: General Information.

Service Calls are received at Facilities Management customer service desks during normal working hours. See Section 3: Work Requests and Related Procedures or the directory inside the front cover.

Signs for all exterior areas of the University are provided as a reimbursable service. Requests for signs should be submitted on-line at www.fm.virginia.edu/RequestService.aspx, or you may contact the appropriate service desk. See Section 3: Work Requests and Related Procedures.

Snow and Ice Control for roads, sidewalks, grounds, walks, and parking areas is provided by Facilities Management's Landscape Division. Call the landscape superintendent at 982-4668.

Tables and Chairs are no longer available for loan. Contact the appropriate Service Desk to secure information for external rental services.

Telephone Services are provided by Communication Services, a division of Information Technology and Communication (ITC). Call 924-4127 for the University Academic Division facilities or 924-2550 for Health Systems. You may also visit www.itc.virginia.edu/commserv.

Transportation Services and Parking Permits are provided by the Department of Parking and Transportation, 924-7711.

Trash Collection and Disposal Service is provided by Facilities Management on a scheduled basis. Special trash pickups are available as a reimbursable service by submitting a Request for Service at www.fm.virginia.edu/RequestService.aspx or by contacting the appropriate Service Desk. General fund supported facilities are not directly charged. See Section 6: Energy, Sustainability, and Utilities.

Utilities connections are made by Facilities Management personnel only. See Section 2: General Information.

Window Cleaning is performed by Custodial Services. See Section 5: Maintenance, Repair, and Project Services.

Work Requests. See **Service Calls.**

Section 2: General Information

Facilities Responsibility

Facilities Management is responsible for design, construction, renovation, maintenance, repair, and operation of facilities, grounds, and utilities at the University of Virginia, including the Academic Division and the Health System. Facilities Management executes the design and construction of capital projects at the University's College at Wise. In the development of all major projects, Facilities Management works in close coordination with the Architect for the University, who is responsible for facilities master planning and for architectural and landscape design.



Facilities Management maintains, repairs, constructs, and renovates, University facilities and installed systems in accordance with applicable codes and regulations, and in conformance to University standards. Some University auxiliary enterprises maintain separate arrangements for facilities maintenance and repair.

Building Permits

The Code of Virginia and University Policies require the issuance of building permits prior to the start of most work on University buildings and structures. This is to insure that any alterations to University buildings comply with applicable building codes. Building Permits are issued by the University

Building Official, and assistance can be obtained from the University Review Unit at 982-2804.

Work by Facilities Management Staff or Contract
Facilities Management employs a staff trained in every principal trade required for facilities maintenance, repair, renovation, construction, and service. These employees can respond to urgent or specialized needs and provide continuity of basic maintenance and repair programs. They offer a timely and flexible response to renovation projects of moderate or limited scope.

Facilities Management has a comprehensive capability for the development, award, and administration of contracts for construction and all types of facilities services. If a University department has a specific preference for work to be performed by a contracted source or by Facilities Management, the proposed work will be coordinated and scheduled accordingly when feasible.

"Self-Help" Work

Departments with trained technicians or other personnel with trade skills may choose to perform minor facilities alterations and renovations themselves. Departments planning "self-help" projects must request a project or a building permit prior to beginning work.

Consultants, contractors, and University staff are subject to the *Facilities Design Guidelines* on-line at www.fm.virginia.edu/fpc/DesignGuidelines.htm for the design, construction, and renovation of University-owned facilities.

Connections to Utilities Systems

In order to maintain the integrity of utility systems and to minimize safety hazards, alterations or connections to any University utility (both external distribution systems and internal building systems) may only be made by Facilities Management employees or by contractors working under Facilities Management direction.

This policy is applicable to steam, heating hot water, chilled water, air conditioning, electrical, water, sewer, storm water, natural gas, compressed air, vacuum, and medical gas systems. See "Excavation Permits" under Section 6: Energy, Sustainability, and Utilities.

Services to Leased Facilities

Responsibility for maintenance and repair of leased facilities varies according to defined contractual conditions. Where such services are not provided by the lessor, Facilities Management may provide these and other services subject to the concurrence of all parties.

Similar arrangements can be made for the renovation, alteration, or improvement of leased properties. Facilities Management services to leased facilities are typically provided on a reimbursable basis. Facilities Management may be budgeted to provide routine maintenance, repair, and utilities services when facilities have been leased for education and general activities.



FACILITIES MANAGEMENT ADVISORY BOARD

The Facilities Management Advisory Board provides an important channel of communication between the University community and Facilities Management, concerning desirable changes or improvements in services and procedures. The board, which includes University faculty and staff appointed by the vice presidents, meets three to four times during the academic year.

ACADEMIC DIVISION FACILITIES COORDINATORS

Deans or department heads in the Academic Division are encouraged to appoint one or more Facilities Coordinators who serve as liaisons with Facilities Management.

Facilities Coordinator Responsibilities include:

- Submitting service requests
- Coordinating the provision of services
- Serving as contact for utilities interruptions
- Coordinating energy and water conservation and recycling with the sustainability programs manager

Facilities Management hosts semi-annual Facilities Coordinator meetings to discuss relevant topics, enhance effective communication, and introduce new staff and/or policies.

To update your departmental coordinator information or to obtain the name and telephone number of a coordinator, please call the Academic Division at 924-1777.

A complete listing of the Academic Division's Facilities Coordinators can be found on-line at utilities.fm.virginia.edu/Miscellaneous/Coordinators.aspx.

ACADEMIC DIVISION CUSTOMER RELATIONS PROGRAM

The Facilities Management Customer Relations Program brings a collaborative and proactive perspective to the quality of customer service in our Academic Division. It is a strategy that uses processes, people and technology to synchronize work practices to promptly resolve matters of concern to our customers.

Two customer relations managers, Reggie Steppe and Wanda Hedges, provide a valuable resource for identifying the best method of meeting the service needs for our customers and their departments.

The program promotes and enhances effective communication by cultivating personal interactions between customers and the staff at Facilities Management and by sharing constructive information with all stakeholders. The ultimate goal is to achieve an increase in customer satisfaction.

Wanda Hedges wsc8r@virginia.edu 434-243-2451
Reggie Steppe rs9x@virginia.edu 434-243-2442

Section 3: Work Requests and Related Procedures

WORK DESCRIPTIONS

Emergency Work

Work necessary to eliminate hazards, prevent significant disruption to scheduled activities, or maintain patient care facilities is performed as emergency service work.



Service Work

Maintenance, repair, or other service work requiring minimal labor and cost is classified as routine service work. Normally, routine service work is handled on a first-in, first-out basis.

Preventive Maintenance

Preventive maintenance is planned routine inspection of equipment and facilities to provide adjustments, cleaning, and minor repairs to ensure good serviceable condition and to reduce interruptions of service.

Minor Work

Minor Work covers a variety of customer-funded work. It is rare for minor work to require architectural or engineering services. Examples range from making a key to completely restoring an office.

Major Work

Major Work includes larger projects that typically require architectural and engineering services or are of significant financial scope. Examples include construction of a new building, modernization of a mechanical system, or replacement of a roof.



See "Work Procedures" on page 9.

WORK RECEPTION AND AUTHORIZATION

University Academic Division

Emergency work requests are defined under "Work Descriptions" in Section 3: Work Requests and Related Procedures. **An emergency request should be telephoned in to the appropriate Service Desk for immediate response.**



Service work requests are received at the Service Desk from 7:00 a.m. to 5:00 p.m. at 924-1777; on the Facilities Management Web site at www.fm.virginia.edu/RequestService.aspx; faxed to 982-5894; or sent via messenger mail to P.O. Box 400726. The Academic Division Service Desk is located at 575 Alderman Road, on the lower level of the Leake Building.

Classroom service requests are handled much like emergency and service work requests. An easy to remember phone number, FIXIT (3-4948) is posted in centrally-scheduled classrooms. The Service Desk (days) and Systems Control Center (nights and weekends) communicate with Facilities Management, ITC, and the Registrar’s staff to meet classroom needs.

Health System

Emergency work requests are defined under “Work Descriptions” in Section 3: Work Requests and Related Procedures. **An emergency request should be telephoned in to the appropriate Service Desk for immediate response.**



Service work requests are received from 7:00 a.m. to 5:00 p.m. at 924-2267; by fax at 924-5342; on the Facilities Management Website at www.fm.virginia.edu/RequestService.aspx; or sent via messenger mail to P.O. Box 800283. The HSPB Service Desk is located in Room G031 in the Multistory Building.

After-hours emergency and service calls may be reported using the same telephone numbers, which are automatically routed to the Systems Control Center. Service calls should be made during normal working hours of 7 a.m. to 5 p.m. to insure the immediate response to emergency requests.



Maintenance and Repair Work Procedures

TYPE OF WORK	EMERGENCY WORK	SERVICE WORK	PREVENTIVE MAINTENANCE	MINOR WORK	MAJOR WORK
HOW REQUESTED	Telephone call. See Section 3: Work Requests and Related Procedures.	Telephone service call or on-line at www.fm.virginia.edu/RequestService.aspx . See Section 3: Work Requests and Related Procedures.	Established in advance	Written request or on-line at www.fm.virginia.edu/RequestService.aspx . See Section 3: Work Requests and Related Procedures.	
SERVICES PROVIDED	Repair of equipment or service that prevents injury to life, damage to University property, or interruptions to patient care	Maintenance or repair	Based on manufacturer's recommendation and trade staff expertise	Maintenance, repair, alteration, or improvement	
COST LIMITATIONS	As required	Under \$2,000	As required	\$2000 - \$25,000	>\$25,000
TIME FOR COMPLETION	Same day	First-In, First-Out	Within 1 month of issue or before next due date whichever is sooner	Individually scheduled	Individually scheduled

FINANCIAL AND BILLING PROCEDURES

Funding Responsibility

Facilities Management receives an annual appropriation for basic maintenance and operations of University Academic Division facilities supported by state education and general funds. Certain general facilities planning services are also budgeted for Facilities Management.



Other services are normally provided on a reimbursable basis, chargeable to the requesting department.

All services for the Medical Center, auxiliary enterprises, and other non-general fund-supported activities or divisions are provided on a reimbursable basis.

See the “Guide to Funding Responsibilities” on page 11.

Work Orders

Charges for reimbursable Facilities Management services are accumulated and billed through a work order system. The work order system is on-line at www.fm.virginia.edu/RequestService.aspx. To view current work order status, access permission is authorized by the Customer Relations Managers or the Customer Service Managers. Refer to the Personnel Directory on the inside of the front cover.

Specific work orders are established for major work requiring individual cost accounting. Detailed accounting of incurred costs can be provided for each specific work order.

Work Pricing

Work performed by Facilities Management on a reimbursable basis is billed in one of two ways: at-cost or fixed-price billing.

Work Performed at Cost: The majority of work performed by Facilities Management is billed on an at-cost basis. This is a total charge determined by the recovery rates of the labor, materials, and tools used to accomplish the work.

Work Performed on a Fixed-Price Basis: Facilities Management will perform construction and selected types of work requests for University departments on a fixed-price basis.

Under the fixed price procedure, a firm proposal is made based on work cost estimates. If the department funding the work accepts the proposal, Facilities Management will complete the work for the fixed-price amount, regardless of actual costs. Any changes to the scope of work, the plans and specifications, or the conditions of work made after the acceptance of the fixed price will be acknowledged by an approved written change order amending the original work order and the fixed-price agreement.

Facilities Management periodically publishes a Services Bulletin listing equipment rental and labor rates, which can be found on-line at www.fm.virginia.edu/ServicesBulletins.aspx.

Guide to Funding Responsibilities

SERVICES BUDGETED BY FACILITIES MANAGEMENT in General Fund-Supported University Academic Division Facilities		SERVICES NORMALLY CHARGED TO DEPARTMENT REQUESTING SERVICE Maintenance/Project Services eStatement Example on Page 13	
Maintenance/repair of buildings and systems including heating, air conditioning, ventilating, electrical, plumbing, and other special BUILDING systems; and equipment installed as integral parts of the building.	Maintenance of utilities plants and distribution systems for heat, chilled water, electric power, water and sewer, and exterior lighting.	Maintenance and repair of special classroom equipment; special lighting or sound installations; office furniture and furnishings; laboratory equipment; and other departmental property.	Installation of equipment, such as special fire extinguishing equipment for laboratories and departmental property; services required for the setup of special events; moving services.
Periodic painting of exterior surfaces based on painting cycle and condition.	Utilities, recycling, basic custodial, and trash collection services.	Fabrication of cabinets, shelves, signs, name plates, and other miscellaneous items. Furniture repair (excluding basic classroom furniture) and reupholstering.	All facilities planning and design, or other professional services performed by consultants, architects, or engineers in support of customer-funded projects.
Maintenance/repair of furnishings in centrally scheduled classrooms. This includes window shades, blinds, seats, lecterns, projection screens, and black boards.	Certain classrooms; and safety improvements as prioritized by appropriate University Committees.	Special custodial or trash collection service which are in addition to those normally provided by Facilities Management.	Design and project management services for all approved capital projects supported by sponsored programs, or other non-general fund sources.
Maintenance of walks, roads, and drainage; and care of lawns, trees, and shrubs in general fund supported areas.	Support for general facilities planning for general fund-supported University components.	All services to auxiliary enterprises, the University Hospital, or other activities supported by sources other than the University's general-fund budget.	Renovation, alteration, or improvements to facilities. Painting or decorating beyond the level provided under basic maintenance budgets.

Shop Service Rates

Monthly billings include labor charges associated with the performance of work by Facilities Management shop trades. Labor charges are based on hourly rates for each cost center developed on an annual basis to recover direct salary costs, benefits, and indirect costs.

The current billing rates can be found on-line at www.fm.virginia.edu/docs/ServicesBulletins/servblt235.pdf.

Utilities Rates

Utilities rates are established on an annual basis for steam, heating hot water, electric power, chilled water, domestic water, sewer, central monitoring and

control, and trash and recycling. The rates recover the cost to purchase or produce the utilities; to distribute to facilities; to operate and maintain the utilities systems; and to make repairs or improvements to the systems. Rates are on-line at www.fm.virginia.edu/docs/ServicesBulletins/servblt235.pdf.

Billing

Facilities Management services are billed monthly as charges occur. Statements summarizing these non-general funded charges are prepared and distributed to customers electronically on a monthly basis. E-statements provide billing information by Oracle account and by work order.

Example of a Utility eStatement

FM Customer: 88215 90217 AX-Auxiliary		University of Virginia • Facilities Management					Billing Period: 8/21/09 - 9/19/09				
Section 3 - Utility Charges For billing inquires call 982-4632. Please Conserve and Recycle!											
Work Order		Fac No	WO Type	Rate	Day	Usage	Unit	Type	Period Total	Cost/Day	Cust WOTD
UCE Chilled Water											
U02098	AUXILIARY-CHILLED WATER	9822	5C	10.15	31	47.34	MMBTU	Normal	\$480.50	\$15.50	\$40,843.72
UEE Electricity											
U02098	AUXILIARY-ELECTRICITY	9822	5E	0.06	28	9,503.16	KWH	Normal	\$570.19	\$19.07	\$22,089.68
UGU Natural Gas											
U02098	AUXILIARY-NATURAL GAS	9822	5G	12.68	28	148.89	MCF	Normal	\$1,887.93	\$67.44	\$48,294.47
UHM MTHW, Main Heat Plant											
U02098	AUXILIARY-MTHW	9822	5M	17.63	32	16.82	MMBTU	Normal	\$296.54	\$9.27	\$11,376.47
UHN HTHW-North Grounds											
U02098	AUXILIARY-HTHW	9822	5N	24.97	31	86.84	MMBTU	Normal	\$2,168.39	\$69.96	\$108,833.80
UHN Steam, Main Heat Plant											
U02098	AUXILIARY-STEAM	9822	5Z	17.63	31	1,360.88	N/A	Normal	\$23,992.31	\$773.85	\$317,489.74
UP Automation System Point											
U02098	AUXILIARY-BAS	9822	5J	6.37	31	112.00	POINT	Normal	\$713.44	\$23.02	\$37,291.34
USD Sewage Disposal											
U02098	AUXILIARY-SEWER	9822	5S	0.41	32	1,000.00	CGAL	Normal	\$410.00	\$12.92	\$17,050.93
UTE Trash Removal											
U02098	AUXILIARY-TRASH	9822	5T	0.02	28	1,218.94	N/A	Normal	\$24.38	\$0.83	\$29,200.89
UWD Water											
U02098	AUXILIARY-WATER	9822	5W	0.43	32	1,000.00	CGAL	Normal	\$430.00	\$13.48	\$18,297.43

Total for Customer 88215	\$30,973.68
--------------------------	-------------

Example of a Maintenance/Project Services eStatement

University of Virginia • Facilities Management • Statements of Charges									
<i>FM Customer:</i> 99999 Lewis Leake			<i>Questions? Contact:</i>						
<i>Address:</i> Box 400726, 575 Alderman Road Charlottesville, VA 22903			Mike Cline at 982-5075 UVA Facilities Management FAX 243-5475						
<i>FM Customer:</i> 99999 FM-Facilities Management			<i>Billing Period:</i> 8/21/09 - 9/19/09						
Section 1 – Summary of PTAE0 Accounts									
PTAE0 Account	Project Description	Expenditure Type Description	Period Total	PTAE0 FYTD					
123456-789-AB00123-4567-12345	FM-Leake	Services-Repair & Maintenance	\$1,810.00	\$4,180.00					
123456-987-AB00123-4567-12345	FM-Leake	Services-Repair & Maintenance	\$255.16	\$1,874.69					
<i>Total for Project 123456</i>			\$2,065.16	\$6,054.69					
Grand Total			\$2,065.16	\$6,054.69					
Section 2 – Work Order Details									
<i>Work Order:</i> 123456		<i>Roof Repairs</i>		<i>Req Date:</i> 09/07/2007		<i>Req By:</i> Lewis Leake			
				<i>Work Status:</i> INPRG		<i>Cost Method:</i> TM			
				<i>Work Type:</i> 3R		<i>WO Budget:</i> 0.00			
<i>Facility:</i> 9999		<i>FM-Leake</i>							
<i>Project:</i> P12345		<i>LEAKE BUILDING ROOF REPAIR</i>							
Cost Center	Rate	Hours	Labor	Materials	Tools	Period Total	Cust WOTD		
23-FM-Roofing Shop	35.00	6.00	\$210.00	\$1,600.00	0.00	\$1,810.00			
27-FM-Electrical Shop	40.00	2.00	\$80.00	175.16	0.00	\$255.16			
			\$290.00	\$1,775.16	0.00	\$2,065.16	\$2,065.16		
Total for Customer						\$2,065.16			
Section 4 – Summary of WO Cost by Projects									
PTAE0 Account	Work Order		Fac No	WO Type	WO Status	Cost Allocation	Period Total	FY To Date	
123456-789-AB00123-4567-12345	123456	Roof Repairs	0228	3R	INPRG	Regular	\$1,810.00	\$1,810.00	
123456-987-AB00123-4568-12345	123456	Roof Repairs	0228	3R	INPRG	Regular	\$255.16	\$255.16	
							\$2,065.16	\$2,065.16	
Grand Total							\$2,065.16		

Section 4: Planning, Design, and Construction

Facilities Management in coordination with the Architect for the University provides planning, project development, design services, project management, and construction services. The Board of Visitors has delegated contract authority for construction and construction related professional services to the Chief Facilities Officer. Any contracts for these services must be issued by Facilities Management. More information is available at www.fm.virginia.edu/fpc.

THE ARCHITECT FOR THE UNIVERSITY

The Architect for the University is responsible for project formulation, programming, site planning, and preliminary design of all capital projects.

CAPITAL PROJECT PROGRAM

Facilities Management supports the University Architect and the Assistant Vice-President for Budget and Financial Planning in the development of the University's capital project program for the construction, renovation, improvement, or repair of buildings and facilities.

Capital projects are developed on a biennial basis and are submitted for General Assembly and/or Board of Visitors action during even-year sessions. The program submission includes a detailed justification and study for each project proposed for the next biennium.

Projects proposed for subsequent biennia are identified for planning purposes. Required documentation includes a Capital Project Proposal. A project initiation form is required for every capital budget project for renovation or construction. This document establishes how a facility deficiency hinders the University programs and how a project will enable the University to provide needed services. A justification of need, a description of the services to be provided, and the estimated cost and proposed funding source for the project are included.

Facilities Management assists the appropriate department and the University Architect in the preparation of the project formulation package. Based on the current state requirements, guidance is provided by the University Budget Office personnel in the preparation of each capital outlay project. See the University of Virginia Budget Office's Web site at www.virginia.edu/budget/Cap.html to review current capital projects.

PROJECT MANAGEMENT

To assure continuity of project administration and coordination through the stages of project development, design, and construction, a project manager is assigned by Facilities Management for every capital outlay or major project.



In addition to the project manager, Facilities Management architects and/or engineers are assigned, as needed, for work on the specific project. The Project Information Management System (PIMS) enhances and simplifies the customer's accessibility to information on the project's progress, budget, and related issues.

Responsibilities of project managers include:

- Providing the PIMS data to insure project status reports.
- Coordinating the development of the project program.
- Coordinating project design, development, and construction, both within the University and with outside architects, engineers, and agencies.
- Developing and managing the project budget.
- Developing a proposed project schedule and monitoring progress against the approved schedule.

- Coordinating actions required for architect and engineer selections.
- Drafting and coordinating capital budget program submissions or other required project submissions.
- Acting as recording secretary for building committees.
- Coordinating construction change order actions.
- Coordinating all related actions required for project completion, such as procurement of furniture and furnishings, separate contracts, work by owner, and telephone service installation.

CONSTRUCTION MANAGEMENT

The construction administration manager working with the project manager facilitates construction and renovation performed by outside contractors.



Responsibilities of construction administration managers include:

- Serving as on-site representative for the construction phase.
- Managing construction phase consultants.
- Facilitating construction and design submittals, reviews, and approvals.
- Performing quality assurance oversight.
- Facilitating resolution of issues.
- Serving as liaison between contractor operations and University functions.

PROJECT COMMITTEES

Project committees are appointed to provide advice and guidance to the University Architect and Chief Facilities Officer during the development of design and completion of construction for capital or other major projects. Committee members include the University Architect; University faculty, staff, and students with backgrounds in the function of the facility being planned; and Facilities Management professional staff.

A project advisory group is appointed for each project to provide specialized technical advice to the building committee in such areas as security, computing, environmental health and safety, and telecommunications.

The specific responsibilities of project committees and advisory groups are set forth in the current edition of the Facilities Management directive for Capital Project Committees available on-line at www.fm.virginia.edu/directives/Dir520J.doc.

ADMINISTRATION OF CONTRACTS

Administration of contracts includes implementing the procurement of Professional and Construction Services; issuing Requests for Proposals (RFPs) and Invitations for Bids (IFBs) for Architectural, Engineering, and Construction Services; and writing and administering all resulting contracts.

FACILITIES PLANNING, DESIGN, AND CONSTRUCTION SERVICES

Architectural Design

Develops architectural plans and specifications for facilities construction, renovation, alternation, or repair.

Engineering

Develops mechanical, electrical, structural, and civil engineering planning, studies, and solutions for facilities, utilities systems, grounds construction, renovations, alterations, and repairs.



Interior Design

Provides planning and design for interior spaces including selection of colors, finishes, equipment, and furnishings.

Building, Project, and Occupancy Permits
Manages the process of obtaining a building or project permit for construction, renovation, alteration, repairs, and for obtaining a certificate of occupancy.

Project Investigation Reports (PIR)

To assist with financial and program planning for projects, Facilities Planning and Construction, coordinating with the prospective user and the Architect for the University, may develop a PIR. The PIR serves these important purposes:

- Defines program and project specifications.
- Explores alternatives for renovation or new construction.

- Ensures compliance with applicable codes, standards, and best practices.
- Provides a preliminary budget and schedule estimate.

Resource Center

A repository of the architectural and engineering drawings, specifications, studies, and construction documentation for the University. The collection has been fully digitized and is provided to consultants via the Facilities Management Web server.



Historic Preservation

Provides specialized management of work for 161 designated historic buildings and landscapes at the University.

UNIVERSITY BUILDING OFFICIAL

The University Building Official is the state legislated code official for the University and answers directly and solely to the Board of Visitors. Offices are located within the Leake Building with Facilities Management. Codes exist to enhance the safety of people and property.

The Office of the University Building Official (OUBO) oversees the application of building codes to University facilities. The OUBO team provides architectural review including review of drawings and specifications; building code compliance;

handicapped code compliance; constructability of the building design; and structural, civil, electrical, mechanical, and fire safety engineering review. All reviews provide for conformance to national and state codes and standards; engineering principles; procurement; and detailing according to the Higher Education Capital Outlay Manual, to the *Facilities Design Guidelines*, and to the applicable codes of the Virginia Uniform Statewide Building Code.

The **Senior Review Architect** assists the University Building Official in the exercise of delegated authority for the purpose of conducting code reviews of plans and specifications for facilities construction projects.



FACILITIES DESIGN GUIDELINES

The University's *Facilities Design Guidelines* has been prepared for architectural and engineering consultants, contractors, and University staff involved in the planning, construction, and renovation of University facilities, systems, and properties. These guidelines detail University preferences and standards in the design and specification of materials; systems and components of facilities; and standard specifications, codes, and directives to be followed. Copies are on-line at www.fm.virginia.edu/fpc/DesignGuidelines.htm and are available from the Facilities Planning and Construction Department in the Leake Building. Specific questions may be referred to the Senior Review Architect.

REQUESTS FOR SERVICES

Requests for planning, architectural, or engineering support for the University Academic Division can be made by fax to the Facilities Management Customer Service Desk at 982-5894; by messenger mail at P.O. Box 400726, Leake Building; or on-line at www.fm.virginia.edu/RequestService.aspx.

For support in the Health System, requests may be submitted by fax to the Health System Physical Plant Service Desk at 924-5342; by messenger mail at P.O. Box 800283, Multistory Building; or on-line at www.fm.virginia.edu/RequestService.aspx.

CHARGES FOR SERVICES

Facilities Management is funded to provide limited general facilities planning support to the University's educational and general departments and activities.

Support is provided to the University Architect and the Assistant Vice-President for Budget and Financial Planning for the development of the University's biennial capital outlay programs, which are submitted to the General Assembly for legislative approval. Reimbursement is normally required from project budgets when the services of consultants, architects, or engineers are contracted.

Architectural, engineering, and project management services for the following are provided on a reimbursable basis:

- Non-general fund-supported activities
- Health System
- Auxiliaries
- Capital budget projects

Charges for the services of Facilities Management architectural and engineering design, and project management staff are based on established hourly rates plus other direct costs. The current schedule of charges is on the Facilities Management Web site at www.fm.virginia.edu/ServicesBulletins.aspx. Charges for administration of major capital outlay projects may be established on a fixed-price basis, based upon project scope.

Section 5: Maintenance, Repair, and Project Services

FACILITIES MAINTENANCE AND REPAIR

Facilities Management is responsible for a comprehensive, University-wide program to identify and carry out necessary maintenance and repair of University facilities. Facilities Inspectors conduct periodic, detailed inspections to evaluate the maintenance condition of facilities and to identify any necessary corrective work.

A computer-based preventive maintenance program, under which facility components, equipment, and systems are inspected, tested, and serviced on a scheduled basis, covers most University facilities. Required periodic tests of elevators, fire protection systems, boilers, and pressure vessels are performed in accordance with applicable codes and regulations.

While these tests and inspection programs identify the majority of the University's maintenance and repair work, additional deficiencies should be reported immediately to the appropriate Facilities Management Service Desk by the building occupants. See Section 3: Work Requests and Related Procedures.

Questions concerning available maintenance and repair services for the University Academic Division should be referred to the Work Management Associate Director at 982-5814. For the Health System, contact the Health System Physical Plant Department Directorate at 924-9534.

CORRECTIVE MAINTENANCE AND REPAIR

Maintenance, repair, and utilities infrastructure renewal projects for general fund facilities costing between \$25,000 and \$1,000,000 are normally funded through Maintenance Reserve. These projects include roofing repairs or replacement; correction of structural defects; replacement or repair of installed utilities and distribution systems; and other high cost items that cannot be funded in the operating budget.

Questions concerning the use of Maintenance Reserve should be referred to the Maintenance Program Manager at 982-4672.

PAINTING

Exterior painting is scheduled on a cyclical timetable, depending on actual need and funding availability. The exterior painting program employs a frequency schedule to maintain and avoid deterioration of the facilities. Interior painting is dependent on the availability of funds. Interior surfaces are normally repainted in the same color.

PROJECT SERVICES

The Renovations and Contract Management are included in the Project Services Division. These units perform multi-trade improvements through restorations and alterations throughout the University of Virginia and Health System. This work is completed using primarily in-house work forces but may also include outside contracted work forces.

Facilities Management is prepared to plan and carry out renovations, alterations, and improvements of the University's health care, academic, research, and support facilities as needed to accommodate new or changed programs. Such work is normally funded by the requesting organization.

Upon request, the Project Services Division will develop an estimated budget for the requestor's planning purposes. If the work is of significant magnitude, the Facilities Management Facilities Planning, Design, and Construction Department will develop a preliminary investigation report (PIR). The PIR provides a preliminary scope of work and estimated costs. For more detail on project investigation reports, see Section 4: Planning, Design, and Construction.

FIRE SAFETY SYSTEMS AND EQUIPMENT

Facilities Management provides maintenance and testing for existing fire safety systems and equipment in general fund-supported facilities. Expansion, modification, or improvement of existing fire safety

systems or equipment is normally the responsibility of the requesting department or the appropriate vice president.



Other funding may be allocated by the Security and General Safety Committee, the Classroom Improvements Committee, and capital outlay projects.

Installation and maintenance of these systems and equipment in other areas and facilities are performed on a cost-reimbursable basis.

GROUNDS MAINTENANCE

Facilities Management's Landscape Division provides a planned program of grounds care that includes turf maintenance; care of shrubs, plantings, and trees; road and walk cleaning and maintenance; and snow and ice control.

Questions concerning grounds care services should be referred to the Landscape Division at 982-4668. Deficiencies concerning grounds care and trash collection services should be handled as service calls to 924-1777 for the University Academic Division or 924-2267 for the Health System.



GROUNDS PERMITS

Operation of vehicles on University walks and lawn areas is not permitted unless absolutely necessary. Permits are issued for loading and unloading supplies only, not for parking. Applications are available from the Facilities Management Service Desk at 982-5880. Grass access permits require the approval of the Landscape Superintendent. This allows planning to minimize impact on the Grounds.

GENERAL SERVICES

Facilities Management's general services crew provides moving services, setups for special events, reservations for tables/chairs, and other general labor support on a limited basis. These services are requested and scheduled in advance and are reimbursable. Also see "Moving Services" in Section 1: Quick Reference Guide to Services.

CUSTODIAL SERVICES

Facilities Management Building Services provides custodial services on a scheduled basis to general funded University Academic Division buildings. A program of custodial care is provided to each building based upon need and funding.

Classrooms, offices, hallways, entrances, and stairs are cleaned on a scheduled basis, Monday through Friday. Chalk and erasers are supplied to classrooms in conjunction with the cleaning routine. Restrooms are cleaned and serviced daily, Monday through Friday. Carpets and floors are cleaned periodically. Custodial services are not routinely provided on weekends.

Requests for service schedules or questions concerning custodial services may be directed to the Building Services Superintendent at 982-4656. Specific service problems should be handled as service calls at 924-1777. Special or extra services may be provided on a reimbursable basis. A Request for Service should be submitted to the appropriate service desk as listed in Section 3: Work Requests and Related Procedures. See also "Custodial Services" in Section 1: Quick Reference Guide to Services.

Section 6: Energy, Sustainability, and Utilities

Facilities Management operates and maintains all University utility plants and distribution systems with the exception of telephone and data communication services, which in most cases, are provided by Information Technology and Communication.

SERVICES AVAILABLE

The Energy & Utilities Department maintains and operates high voltage electric systems, central heating and chilled water plants (for building air conditioning), water storage and pumping facilities, and the associated distribution systems required to



transport these services to most University buildings. The remaining buildings receive service directly from the local utility companies or from stand-alone building heating and cooling systems. The department is also responsible for storm water and sanitary sewer systems.

With some exceptions, steam and chilled water services from the central plants are available to buildings throughout the year. Individual building heating and cooling systems are operated when needed. Call the Energy & Utilities Budget Analyst at 982-4632 to find the service source for a specific building or area's utilities.



Some building systems can be operated in only a cooling or heating mode. Because switching air conditioning systems from heating to cooling requires considerable time and work, every effort is made to switch from heating to cooling only once each spring and from cooling to heating only once each autumn. The timing for changeovers is determined by anticipated weather conditions and the building's operating characteristics and requirements.

Facilities Management coordinates all scheduled utility outages in University buildings, including in those buildings served by other utility companies such as Dominion Virginia Power. Notifications of scheduled shutdowns are sent to all Facilities Coordinators. To be added to this notification list, provide your name, building(s) of interest, and e-mail address to the Associate Director of Work Management at 982-5814. Scheduled outages are on-line at www.fm.virginia.edu/UtilityOutages.aspx.

All utilities services, whether provided through the University distribution systems or directly by the local utility companies, are managed by the Energy & Utilities Department. Malfunctions, outages, and other problems should be reported to the Facilities Management Customer Service Desk at 924-1777.

SYSTEMS CONTROL CENTER

The Systems Control Center operates a computer based energy management system that remotely monitors and controls heating and cooling in many University Academic Division and Health System buildings. Systems Control staff members are also responsible for monitoring and responding to University fire systems. This system is also valuable to researchers and others who require continuous monitoring of environmental conditions or equipment. Facilities Management can provide this remote monitoring in most buildings.



In addition to initial sensor installation costs, there is a monthly cost based on the number of points monitored. Departments with special monitoring requirements are encouraged to contact the Systems Control Center Projects Coordinator at 982-5907 concerning the details of a tie-in to this system.

The Systems Control Center is staffed 24 hours a day and serves as the work reception desk and dispatch center for after-hours emergencies. A Systems Control Center staff member initiates contact with other University and non-University personnel in response to various emergency situations.

The Energy & Utilities Department Web site is at <http://utilities.fm.virginia.edu>.

EXCAVATION PERMITS

Even minor excavations can cause serious and potentially dangerous utility disruptions. State law requires that Miss Utility be contacted and an excavation permit be issued whenever any digging, including hand digging deeper than 6 inches, is done. The Energy & Utilities Department responds to all excavation requests submitted to Miss Utility. Normally, a minimum of a three-day lead time is required to allow utility companies, including UVA, to mark their underground services in the area to be excavated. Excavation permit applications and related information can be obtained by calling 982-4641 or 924-1777. Applications are on-line at www.fm.virginia.edu/docs/ExPermit.pdf.

SUSTAINABILITY

The Energy & Utilities Department administers and promotes sustainability initiatives related to the construction, operation, maintenance and use of our facilities and Grounds. The overarching goal of the program is to reduce the University's carbon footprint and advance University-wide sustainability by fostering stewardship of natural resources and the environment.

This goal is achieved by promoting sustainable design of new facilities, retro-commissioning of existing buildings, and promoting sustainability through education and outreach. The program focuses on four major areas: energy and water conservation, storm water management; recycling and reducing waste; and education and outreach.

Visit the UVA Newcomb Hall Sustainability Kiosk at <http://buildingdashboard.com/clients/uva/newcomb/>





Energy, Water, and Storm Water

The primary goal of these efforts is to build, maintain and operate facilities in the most sustainable and efficient manner while meeting occupant needs for safety, comfort, and functionality. To achieve this goal, new construction and renovation projects and existing facilities are evaluated to insure they have been designed and are managed sustainably.

These include:

- Establishing guidelines and standards for the purchase and installation of energy-intensive equipment.
- Evaluating energy systems (HVAC, lighting, building environmental controls) and water fixtures for energy and water conservation opportunities.
- Implementing innovative energy and water technologies when these create and add value for reducing the use of non-renewable resources.
- Updating building control systems to promote greater comfort and efficient building operation.
- Integrating storm water solutions that enhance the beauty of the Grounds while responding to environmental stewardship.

For more information please visit the Facilities Management Sustainability page at <http://utilities.fm.virginia.edu/sustainability/default.aspx>.

Questions about our Sustainability Program can be directed to our Outreach Coordinator at 243-8594 or emailed to Sustainability@virginia.edu.

Recycling, Reducing, Reusing

The goals of the UVA Recycling Program are to minimize the generation of waste, maximize recycling, foster reuse, and ensure compliance with state mandated recycling goals.

A wide range of materials can be recycled, including glass (all colors), aluminum and steel cans, cardboard, white and mixed office paper, and plastics with a numbered recycling triangle. Styrofoam products are not recyclable.

The Reusable Office Supply Exchange (ROSE) accepts surplus office supplies and makes them available to student organizations, staff, and faculty at no charge.



Please visit Recycling on-line at <http://utilities.fm.virginia.edu/recycling/> or call 982-5050 for more information on our programs.

Outreach

Our Sustainability Outreach Programs promote efforts by faculty, staff, students, and visitors to foster individual participation and encouraging energy and water conservation, recycling, and material reuse throughout the Grounds and facilities. A major component of this program promotes education on sustainability and how we can all do our share to make UVA a Sustainable Community.

Examples of how faculty, staff, and students can contribute to the sustainable use of facilities include:

- Turning off lights when natural light is sufficient or when leaving unoccupied spaces.
- Turning off equipment when not being used.
- Unplugging equipment at the end of the day and before weekends to reduce parasitic electrical use.

- Setting computers to automatically enter sleep mode when unused.
- Installing motion sensors on light switches to automatically turn off lights.
- Using task lighting in lieu of full office lights.
- Maintaining thermostats at the lowest comfortable setting in the winter, and at the highest comfortable setting in the summer.
- Other examples can be found at <http://utilities.fm.virginia.edu/energy/conservation.aspx>.



Examples of how people make a difference at UVA for sustainability can be found at <http://utilities.fm.virginia.edu/sustainability/default.aspx>.

You may contact our Outreach Coordinator at 243-8594, or by email at Sustainability@virginia.edu.

ENVIRONMENTAL COMPLIANCE PROGRAM

The Office of Environmental Health & Safety (OEHS) is responsible for ensuring University-wide compliance with all federal, state, and local environmental regulations. For services and training by OEHS, please refer to the OEHS Web site at www.ehs.virginia.edu/ehs or see Section 1: Quick Reference Guide to Services.

The Energy & Utilities Department environmental engineer, working in conjunction with OEHS, is responsible for overseeing compliance for Facilities Management. Services provided by the Energy & Utilities engineer includes:

- Setting up or facilitating permit-required recordkeeping activities.
- Preparing or coordinating permit-required notifications, reports, or other related correspondence.

- Researching the regulatory requirements or applicability of an activity.
- Developing and updating policies, procedures, directives, and related documents as needed to convey the University of Virginia and Facilities Management's approach to complying with environmental requirements.
- Coordinating environmental inspections, audits, and training.
- Facilitating implementation of an environmental management system (EMS) for Facilities Management.

GEOGRAPHICAL INFORMATION SYSTEM (GIS) AND MAPPING

The Energy & Utilities Department Geographical Information System (GIS) and Mapping office maintains AutoCAD drawings of utility infrastructure and creates static and dynamic internet-based maps linking the digitized AutoCAD drawings (spatial data) to traditional organizational information (relational data).

The utility drawings are updated from project plans and field surveys using satellite global positioning system (GPS) equipment. The office assists in the construction process by providing vital information to outside architectural and engineering firms. Infrastructure data is security sensitive but can be distributed to engineers and architects working for or with the University. The information is invaluable for planning and design.



The GIS office works with distribution system staff to facilitate the creation and incorporation of equipment information into the Facilities Management preventive maintenance database. Please see the division's Web page at <http://utilities.fm.virginia.edu/mapping/default.aspx>.

Section 7: Facilities Management Organization and Responsibilities

The **Chief Facilities Officer** directs the Facilities Management organization and is the University's principal representative for all matters concerning facilities and facilities programs.

The **Deputy Chief Facilities Officer** functions as an extension of the Office of the Chief Facilities Officer in providing internal management oversight to all components of Facilities Management. The Deputy has direct supervisory responsibility for:

- The **Finance Director** is responsible for providing budget and financial management, cost accounting, and billing and time and leave management.
- The **Human Resource & Training Director** is responsible for all matters concerning position management, employment, employee benefits, and training programs.
- The **Information Systems Manager** oversees the development, support, and maintenance of computerized information systems in Facilities Management.

The **Director of Energy & Utilities** manages the University's energy and utilities plants, distribution systems, and infrastructure, sustainability initiatives, and the following programs and teams:

- **Information Systems** provide strategic planning, engineering, and development of information systems management and technology for infrastructure systems with a special emphasis on those related to building automation and energy management systems, the Systems Control Center, geographic information systems and maps, and instrumentation and metering.
- **Sustainability Programs** provides a comprehensive approach to fostering, optimizing, and encouraging sustainability at the University, which includes leadership in energy and environmental design (LEED) in existing facilities, energy and water conservation, recycling and reuse programs, storm water and stream protection, green cleaning and landscaping, Energy Star purchasing, outreach and educational programs, and related efforts.

- **Instrumentation and Metering** provides comprehensive planning, construction, and maintenance of mechanical and electrical controls, instrumentation, and metering systems to ensure that building operations are optimized for efficiency and reliability to the maximum extent feasible.

- **Environmental Compliance** partners with the University of Virginia Office of Environmental Health & Safety to ensure operations comply with federal and state environmental regulations and air, water, and storm water permits. Examples include the Title V air permit program, the spill control and countermeasure plan (SPCC), refrigerant management, municipal separate storm sewer system permit (MS4), and related programs.

- The **Systems Control Center (SCC)** remotely monitors building fire alarm, security, and HVAC systems throughout the University. The Center also controls and maintains many of the electronic controls for the HVAC systems that it monitors. The Center is staffed 24 hours a day and serves as the University's work reception desk and dispatch center for after-hour emergencies.

- **Chiller Plants** generate, and distribute through underground piping, chilled water for the cooling and conditioning of air in various University facilities.



- **Heat Plants** generate steam and hot water that are distributed through networks of underground distribution piping to most facilities on main Grounds, in the John Paul Jones Arena, and in the North Grounds precinct.

- **Power Systems Distribution** maintains the electrical substations and associated underground distribution power lines.

- **Utilities Systems Distribution** maintains heating (steam/condensate, medium temperature hot water), cooling (chilled water), water and sewer, and storm sewer distribution lines.
- The **Recycling Division** manages recycling and waste collection efforts at the University.
- **Geographical Information Systems (GIS)** manages the utility maps and drawings for the University. Maps and drawings can be requested at 982-5051.

The **Director of Facilities Planning, Design and Construction** supports the Chief Facilities Officer and Architect for the University, in providing planning and management of new construction, renovations, and improvements to University facilities. The director has supervisory responsibility for the following five divisions:

- The **Academic Division** manages all capital outlay and selected major construction and renovation projects; civil, mechanical, and electrical projects; the provision of engineering studies, surveys, and soil testing services; and the design of renovations, grounds improvement, minor construction projects, and repair of facilities for the University, Blandy Farm, and the University's College at Wise.
- The **Health System Division** manages all major construction and renovation projects; civil, mechanical, and electrical projects; the provision of engineering studies, surveys, and soil testing services; and the design of renovation, grounds improvement, minor construction projects, and repair of Health System facilities.
- **Engineering and Design** division provides project management for primarily non-capital construction projects from design development through project commissioning for both the University Academic and Health System areas. Design Services provides complete project design packages for furnishings and small to medium scope of renovations.
- **Office of Contract Administration** supports the University's construction program by administering the Higher Education Capital Outlay Manual (HECOM), and fostering good relations with the construction contracting community. This office is responsible for the advertising, award, and administration, of contracts for new construction, renovations, and repairs.

- The **Resource Center** is responsible for maintaining the architectural and engineering drawings, specifications, and construction documentation for the University.

The **Director of Health System Physical Plant** represents the Chief Facilities Officer in the Health System area and has supervisory responsibility for the following divisions:

- **Health System Work Management** receives, prioritizes, and dispatches responses to service calls and work requests; develops maintenance and repair programs and budgets; plans and estimates work; generates Quality Control/Quality Assurance reports on work; and maintains a facilities history file for Health System work.
- The **four Health System Zone Maintenance Divisions (West Complex, Research, Hospital, and KCRC/Fontaine/Off-Grounds)** provide preventive, corrective, and routine maintenance for electrical, plumbing, HVAC, elevator, and landscape services for the Health System precinct.
- The **Customer Service Desk** receives service call requests for the Health System Division, enters work into the work control system, and coordinates information reporting for all work except capital projects.

The **Director of Facilities Operations & Maintenance** manages the facilities maintenance, housekeeping, landscape services for the Academic Divisions and has supervisory responsibility for the following offices and divisions:

- **Building Services** provides custodial services for the majority of the University academic and administrative departments, except for those in the Health System, either with full-time employees or through contractual services.
- **Facilities Maintenance** provides a coordinated, comprehensive preventative maintenance and repair services for all Academic Division facilities. A skilled staff of over 150 men and women spans a wide variety of trades professions:
 - **Carpenters and Masons** maintain, repair, replace, and install doors, windows, walls, and ceilings.
 - **Electricians** work on every type of electrical fixture or device from a wall outlet to a high amperage switch gear.

- **Elevator Technicians** routinely inspect and service 140 elevators and chair lifts throughout the University.
- **Fire Safety Technicians** install, inspect, and maintain fire alarm and suppression systems in both the Academic and Health Systems Divisions. Additional services such as audio systems support for graduation and other University events are also provided.
- **Historical Facilities Specialist** in masonry, carpentry and painting restore and maintain the Jefferson Academic Village and other historical buildings throughout the Grounds.
- **HVAC Mechanics** focus on preventative maintenance but also repair and replace heating, ventilation, and cooling equipment such as window air conditioners, chillers, laboratory fume hoods, and boilers.
- **Locksmiths** service all keyed access hardware and maintain the University's master key system.



- **Plumbers** maintain water, sewer and gas piping systems and fixtures inside all the Academic Division buildings.
- **Roofers** inspect, repair, replace, and restore roofing structures throughout the University.
- **Safety and Training Staff** ensure and record compliance with Occupational Safety and Health Administration, Department of Environmental Quality, and Environmental Protection Agency regulations and provide safety training for all Facilities Management and Health Systems Physical Plant personnel.

- **Zone Teams** provide an enhanced level of service to a defined area or group of University buildings and departments. The **North Grounds Zone** serves the schools at Darden, Law, and JAG. The **Southwest McCormick Zone** consists of the science and engineering schools and departments located in Thornton Hall, Chemistry, Gilmer Hall, and surrounding buildings.
 - **Landscape** manages the beautification and maintenance of the University Grounds, gardens, and tree arbors; provides snow and ice control; and provides scheduled moving assistance within the University area. It also maintains the University Cemetery and Columbarium records, protocols, and procedures.



- **Project Services** provides renovation services, design coordination, estimating, scheduling, and contract management for construction projects throughout the University Academic and Health System, primarily using in-house professional trades' personnel.
- **Work Management** is responsible for customer service, maintenance programs management, work reception and authorization, maintenance program management, facility assessment, fleet management, materials receiving, and operations and maintenance budget management:
 - Customer Relations Managers are responsible for coordination and assistance to all University academic and administrative departments and units supported by Facilities Management.
 - The Customer Service Desk receives service call requests for the University Academic Division, enters the work into the work control system, and coordinates information reporting for all work except capital projects.

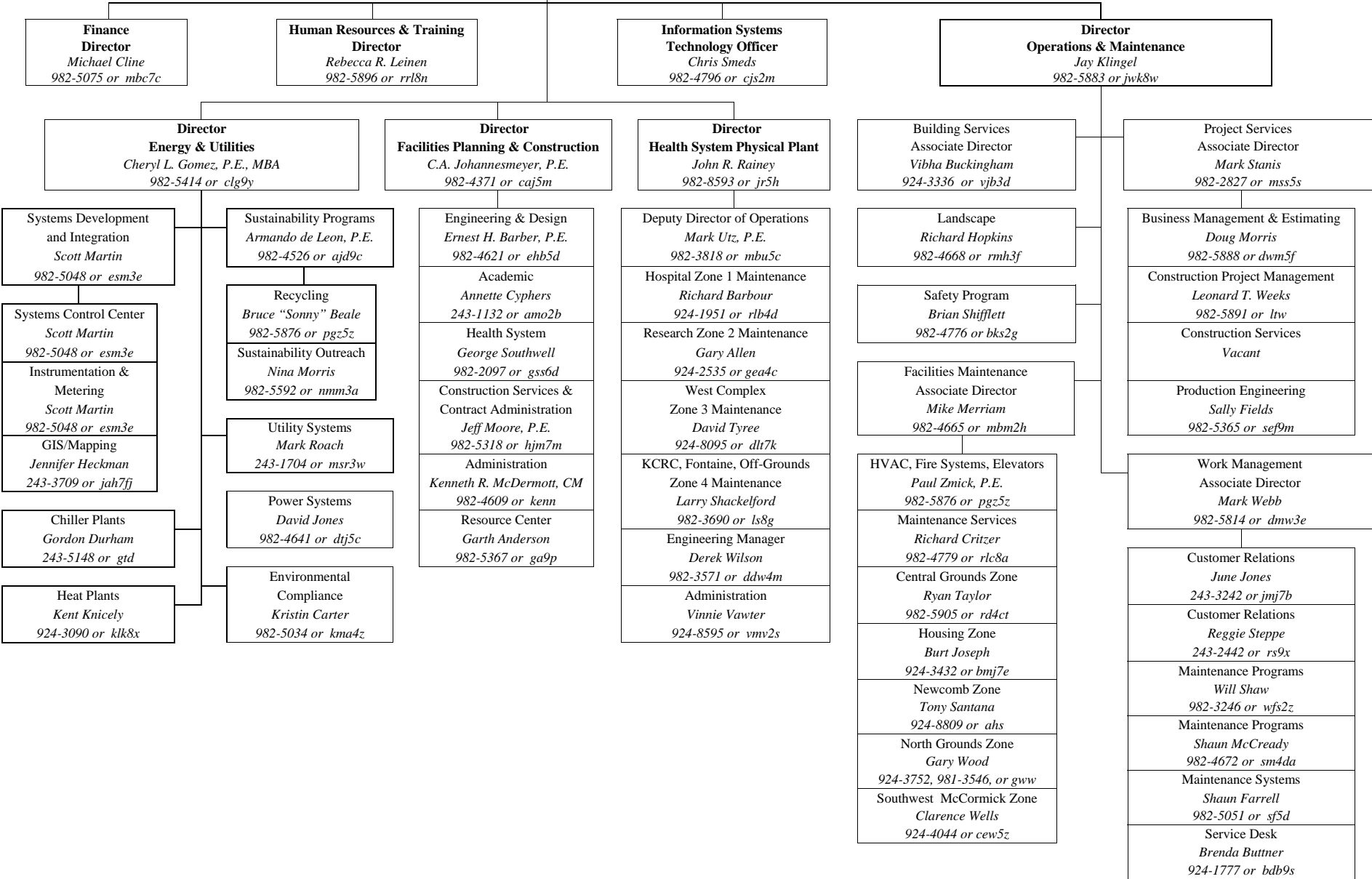


Chief Facilities Officer
Donald E. Sundgren
 982-5834

Deputy Chief Facilities Officer
Richard H. Rice, Jr., P.E.
 982-5836

Administrative Assistant
G. Maxine Maupin
 982-5834 or gmw

Organization
Facilities Management
University of Virginia



Section 8: Finding the Web Version of the Services Guide

The Facilities Management Services Guide is regularly updated on-line with new content and contact information. To review the most current information, visit the Facilities Management Web site. The latest revision date appears at the bottom of the Table of Contents page of both the printed and the Web versions.

Step 1. Enter www.fm.virginia.edu to locate the Facilities Management Web site.

Step 2. Click on “Services Guide (pdf)” under On-line Resources.

UVA Facilities Management - Windows Internet Explorer

http://www.fm.virginia.edu/

File Edit View Favorites Tools Help

Google

UVA Facilities Management

People / Web Search Calendars UVA Maps A-Z Index UNIVERSITY OF VIRGINIA

UNIVERSITY OF VIRGINIA

FACILITIES MANAGEMENT

FM Intranet Login

NEED HELP?

Report a Facilities or Grounds Related Problem

Online Resources

- A-Z List of Services
- Documents & Forms
- Facility Information
- Job Listings
- Maps
- Perspective Newsletter (pdf)
- Resource Center
- Service Request
- Services Guide (pdf)
- Work Order Status

Announcements

- Bid & Contract Information
- Current Excavations
- Service Bulletins
- Utilities Outages

Search

DEPARTMENTS

- Chief Facilities Officer
- Energy & Utilities
- Facilities Planning & Construction
- Finance
- Health System Physical Plant
- Human Resources & Training
- Information Systems
- Operations & Maintenance
- Organizational Chart
- Contact Us

Welcome

Facilities Management's mission is to provide timely, cost-effective quality facilities management for the University. Our vision is to provide the best learning, research, and health care physical environment with integrity, pride, and respect.

Academic Areas: Phone (434) 924-1777 [Request Service](#)

Health System Areas: Phone (434) 924-2267 [Request Service](#)

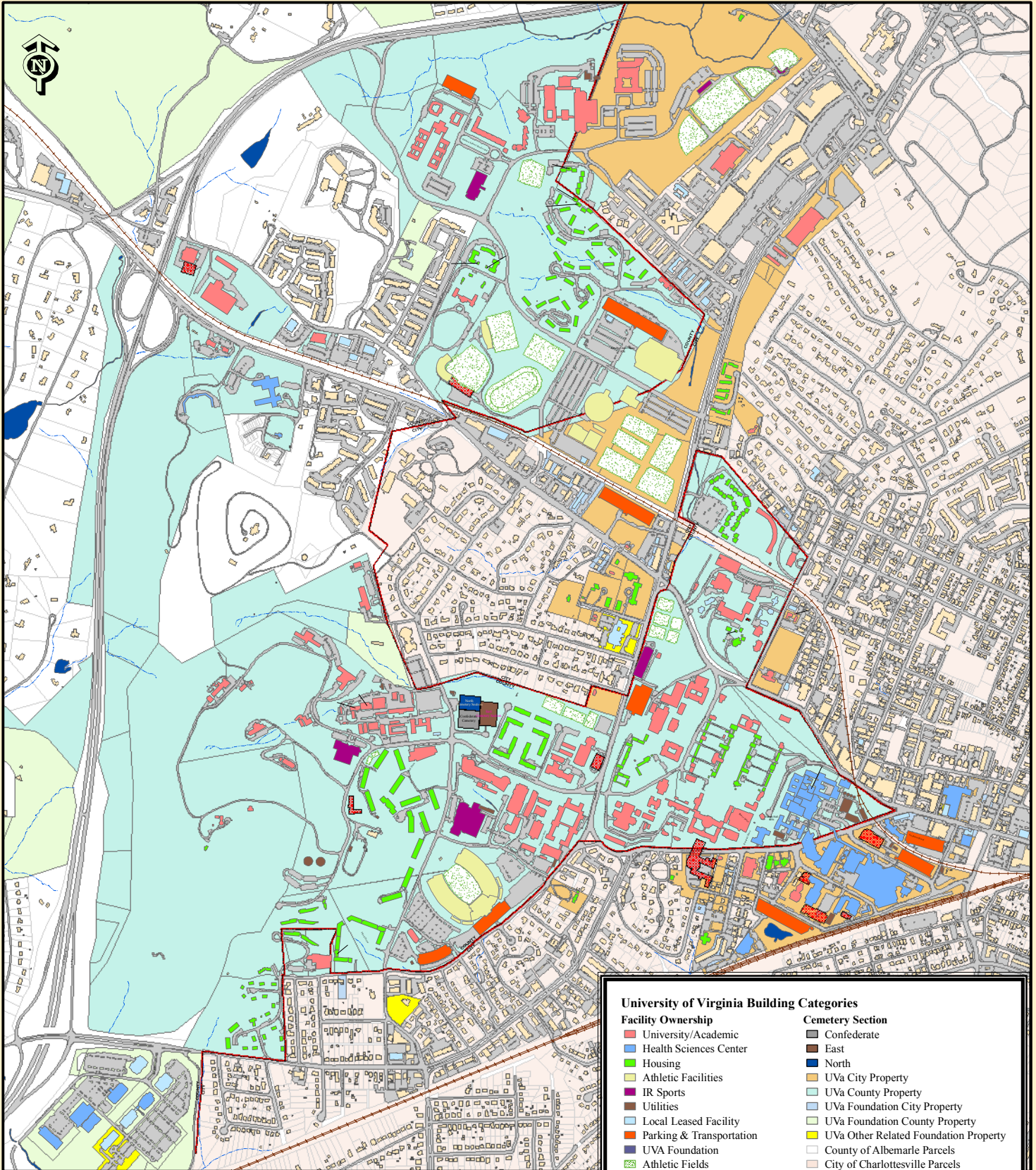
The 2009 Apprenticeship Program

The University of Virginia Apprenticeship Program offers highly motivated applicants an opportunity to learn a skilled trade through a strong combination of on-the-job training, technical education and classroom instruction in a four-year program. Recruitment for the Apprenticeship Program is conducted annually in the spring. [More>](#)

Apprentice positions for 2009 will be posted on the Web from April 13 through May 1. Applications can be made on-line ONLY at Jobs@UVA.

Maintained by: fmweb@virginia.edu
Last Modified: 9/30/2009 12:09:01 PM
Copyright 2005 by the Rector and Visitors of the University of Virginia

Local intranet 100%



1,400 700 0 1,400 2,800

1 inch = 1,400 feet

University of Virginia Building Categories

Facility Ownership	Cemetery Section
University/Academic	Confederate
Health Sciences Center	East
Housing	North
Athletic Facilities	UVa City Property
IR Sports	UVa County Property
Utilities	UVa Foundation City Property
Local Leased Facility	UVa Foundation County Property
Parking & Transportation	UVa Other Related Foundation Property
UVa Foundation	County of Albemarle Parcels
Athletic Fields	City of Charlottesville Parcels
UVa Facilities Under Construction	City/County Boundary Line
Non UVA Facilities	

Date: 8/27/08
 I:\GIS\ESRI Projects\UVA Grounds-ArcGIS\1386\1386.mxd



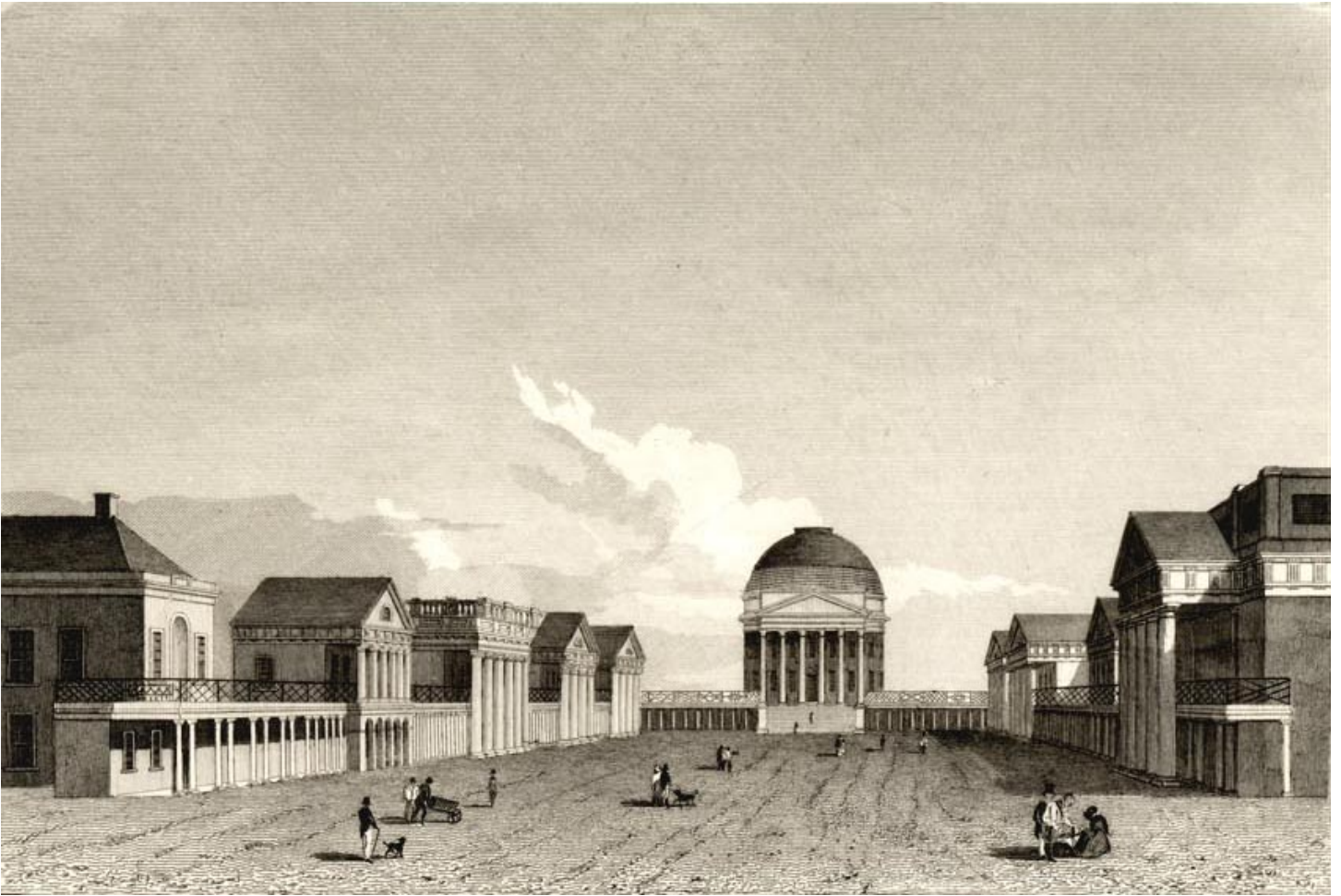
This mapping has been compiled in accordance with procedures that have been demonstrated to comply with the National Standard for Spatial Data Accuracy (NSSDA), for target horizontal mapping scale of 1 inch = 50 feet and a specified contour interval of 2 feet

This map compiled by photogrammetric methods from aerial photography dated March 7, 2000. Grid is based on Virginia State Plane Coordinate System, South Zone, NAD 1983/94. Vertical datum is based on NAVD 1988.

University of Virginia
Building Category Map

University of Virginia
 Facilities Management
 Real Estate & Space Management
 575 Alderman Road
 Charlottesville, VA 22903
 (434) 982-4636
 William R. Bond, III
 GIS Mapping Administrator





University of Virginia, Charlottesville, 1831
William Goodacre, draughtsman
Fenner Sears & Co., engraver and printer.

In the 1980's, the University of Virginia began a comprehensive restoration of the buildings of Thomas Jefferson. Architecturally, this group of buildings, constructed between 1817 and 1826 and known as the Academical Village, remains the preeminent planned academic / residential community in America. A 1976 poll by the American Institute of Architects rated the ensemble as the proudest achievement in the first 200 years of American architecture.