

Service Statement for the Allocation Review Committee

From: Facilities Services
Date: October 8, 2021
Subject: Description of General Services

Scope: While there are functions of Facilities Services that are billable, there are many support functions within the department that are not directly tied to a chargeable service. Those functions include Administrative Support, Construction, Communication & Information, Sustainability & Recycling, Energy Management, Utilities, Design Services, Special Projects and certain aspects of Facilities Operations.

Each of the aforementioned units/subunits is essential to providing quality customer service to the University of Tennessee Knoxville campus, and as a result of general allocation funds, your college/department will receive the added-value services listed below. While there are many services listed, please keep in mind that anything outside the scope of these services is considered a chargeable request. Chargeable requests are subject to separate billing.

Administrative Support – Financial services for easy billing and payment processing for services rendered for maintenance, projects and/or utilities; contract administration; HR support for the largest non-academic department on campus working directly with personnel, payroll and UTK policies & data reconciliation (including accounts management, asset management, equipment & tools management, records management & reconciliation); issuance of uniforms and protective material to ensure easy recognition of Facilities Services employees across campus; notary services; resource handling and storage via our central supply warehouse which includes but is not limited to purchasing, receipting/expediting, warehousing, quality control and campus delivery/parts pick up.

Construction – Project estimation and coordination, building finishes such as minor carpentry or hanging pictures on walls, paint repairs and common area painting (on a 10-year cycle).

Communication & Information – All communications and public relations for Facilities Services (including but not limited to management of campus building representatives list, updates to website content including seasonal construction project updates, emergency management communications via UT Rave, creation of digital and print publications for the purpose of sharing information and/or educating the campus community on Facilities-specific information, distribution of communiques to employees/interested parties, transparent weekly newsletters and quarterly e-magazine updates, data entry for benchmarking reports and surveys to compare UTFS performance to other universities, administration of employee and customer satisfaction surveys, conference planning, planning of campus-wide safety walks, and management of social media);

All training for Facilities Services (including but not limited to OSHA training, New Employee orientation and scheduling of respirator fitting and Hep B screenings as requested, development and implementation of new training programs, conduction of needs assessments, development of career paths, provision of workshops and educational opportunities to campus, provision of support to system and campus training functions and OIT roll-outs, vendor training and logging of training for HR 128, generation of reporting on annual training, assistance with job fairs and special events, processing of all temporary employees, student works and AmeriCorps employees, management of the employee badge program and management of employees in the RAVE system for emergency communication);

All Information Technology functions within Facilities Services (including but not limited to the support of technology needs for Facilities Services, purchasing, maintenance and inventory of all technological equipment owned by the department, Liaise with training to develop programs based on employee needs, coordinate acquisition, installation and upgrades of software systems, constant review of software systems and recommendation for future usage, exploration of emerging technologies, data analysis to develop benchmarks, KPIs, etc, improvement of workflow processes by leveraging technology to empower FS units, support, development and system administration for the Archibus software platform, maintenance of security updates for operating systems and software packages, troubleshooting for software and hardware systems, installation/disassemble/relocation of desktop equipment as needed, software upgrades, management of software licenses and inventory, management of network port purchases and installations, management of registration and inventory of all network connected FS devices, assistance with phone purchases/documentation, assistance with storage and operation of equipment for FS Emergency Operations Center, assistance with backups of FS data from campus servers, A/V support for FSC meeting spaces, digital signage and special events, surplus management, time clock system management, and email Listserv management.

Sustainability & Recycling – Recycling and compost collection (including provision of containers and scheduled collections for plastic, cans, cardboard, paper and compost and/or manure/bedding at specified locations across campus), management of compost site, collection of pallets, plastic bag/film materials and electronic waste, coordination of processing Universal Waste for campus, management of Waste Collection (via contract writing, management of dumpster procurement, maintenance and installation, and set up of dumpster delivery and/or removal for special events, cleaning, etc.), management of the Grow Lab, Free Store and public recycling drop-off center, provision of sustainability education and outreach opportunities across campus, provision of recycling containers within buildings, special event recycling and composting, food recovery and donation from football games, staffing and handling of materials from of all Zero Waste events, provision of trash and recycling containers for non-Zero Waste events, tracking and reporting of campus sustainability data, management of UT Office of Sustainability communications (including but not limited to presentations, social media, website content, newsletters, and press releases), administration of The Mug Project, Green Office Program, student engagement events and the Student Environmental Initiatives Fee (Green Fee), and advocacy of alternative transportation

Operations (Key Shop) – Repairs, adjustments, replacements and installation of new locksets & exit devices, assistance for lock in or out situations including after hour emergency lock needs, consultations for keying needs, provision of keys to appropriate building(s)/space(s), and administrative assistance (i.e – questions and/or dispatch)

Special Projects – Coordination of special events (including but not limited to: scholarship fundraisers, awards ceremonies, employee recognition events, and conferences), joint management of the PM system in Archibus, and Archibus QA & module testing and training for new roll outs

Utilities – Campus utility infrastructure including but not limited to: steam plant and steam distribution/condensate collection, electric sub-stations and electric distribution, chilled water plants and chilled water distribution, building automation and control valves, stormwater systems including environmental units, hot water equipment, DI water equipment (in lab only buildings), heat exchangers, Transformers/switchboards, pressure reducing stations, backflows, fire protection infrastructure and air handlers

Full list of value-added services:

Administrative Support :

- Finance & Human Resources
 - Accounts Payable – Payment Processing (including Utilities)
 - Accounts Receivable - Billing
 - Maintenance
 - Projects (Project Admin Coordination)
 - Utilities
 - Contract Administration
 - HR/Personnel
 - HR/Payroll
 - UTK Policies & Data Reconciliation
 - Accounts Management
 - Asset Management
 - Equipment & Tools Management
 - Records Management & Retention
 - Uniform & Protective Wear Administration
 - Notary Services
- Resource Handling and Storage
 - Central Supply
 - Buying/Purchasing
 - Receipting/Expediting
 - Material Quality Control
 - Warehousing
 - Campus Deliveries/Parts Pickup

Construction :

- Building Finishes- Minor Carpentry Repairs, Hanging Items on Walls
- Paint Shop- Common Area painting on a 10 year cycle, Repairs
- Project Estimating
- Project Coordination

Communication & Information:

- Communications & PR
 - Building Representatives List & Communications
 - Updates to website content & design
 - Seasonal Construction Project Updates to Campus
 - Communication with Campus Community
 - PR (including but not limited to social media, press releases, Volunteer First Impressions, Emergency Management, etc.)
 - FS email responses to general inquiries
 - UT Rave alerts for Facilities Services issues
 - Communications Officer for Emergency Management
 - Facilities Services Emergency Plan
 - Departmental Reports like the Annual Report
 - Submissions to publications
 - Department-wide communiques from the Associate Vice Chancellor
 - Weekly newsletters to staff and interested parties
 - Quarterly E-magazine
 - Liaise between FS and Communications & Marketing to ensure brand compliance
 - Job Fair Coordination
 - Orders for Promotional Materials
 - Serve as part of the Big Orange Family Campaign executive committee
 - Updates FS policies and procedures
 - FPI Survey and Benchmarking reports
 - Management of comment boxes on campus for FS
 - Org Chart Updates
 - Employee Satisfaction Survey
 - Customer Satisfaction Survey
 - Conference planning (TNAPPA, SRAPPA, SEC, etc.)
 - Communications Committee chair
 - Culture Committee member
 - Spring Safety Walk

- Training
 - OSHA Training
 - Scheduling of respirator appts for new hires
 - New Employee Orientation
 - Hep B Appt scheduling
 - Design, Develop and Implement New Training programs
 - Conduct needs assessments
 - Develop Career Paths
 - Workshops & educational opportunities to campus (Facilities Fundamentals)
 - Support system & campus training functions
 - Support campus OIT roll-outs (i.e. 2-Factor)
 - Log Training for HR 128
 - Host Vendor Training to help people achieve their HR 128
 - Work together for HR Roadshows & Benefits Chats
 - Generate reporting on annual training (monthly, quarterly, etc.)
 - Support FS job fairs and other events, as needed
 - Processing of all Kelly Services and UT temps as well as all student workers and AmeriCorps employees

- Managing the employee badge program
- Managing the backup badges for emergency management and managing the employees in the RAVE system.

- IT
 - Support technology needs for Facilities Services
 - Purchase, Maintenance and Inventory of all computers, Printers, Scanners, Workstation UPS, mobile devices and radios owned by the Department
 - Liaise with Training to design training programs based on the needs of employees in the department
 - Coordinate the acquisition, installation, and upgrades of software systems
 - Continuously review software systems in place and craft recommendations on future uses
 - Explore emerging technologies and advise on which should be adopted by FS
 - Collect and analyze data to develop benchmarks, KPIs, and other useful measures of FS services
 - Create data visualizations, dashboards, and reports to convey information to support data-driven decision making
 - Improve workflow processes by leveraging technology to empower FS units
 - Support, development, and system administration for the Archibus software platform
 - Maintain latest versions and security updates for operating systems and software packages
 - Constant Troubleshooting and Consultation for Software and Hardware Systems used at Facilities Services
 - Install, disassemble and relocate desktop equipment(computers, printers, scanners) as needed
 - Software upgrades, updates as needed and available
 - Manage Software Licenses, Inventory Installations and purchase renewals as needed
 - Manage Network Port purchases and installations, including wireless Hot Spots for remote locations.
 - Manage registration and inventory of all Network Connected FS Devices (computers, printers, HVAC, IoT, Mobile Devices)
 - Assist with Phone purchases and Documentation
 - Assist with Storage and Operation of equipment for FS Emergency Operations Center
 - Assist with Backups of Facilities Services data from Campus Servers and some Workstations
 - Audio/Video support for FSC meeting spaces and Digital Signage
 - Computer spare parts and cable storage management
 - Surplus Documentation, storage and transport for Electronic Equipment owned by Facilities Services and sometimes Other Depts.
 - Assist with E-waste Recycling
 - Manage Time Clock Systems used by Facilities Services Staff
 - Participation on various department committees (Hiring, Next Gen 2.0)
 - Email Listserv Management
 - Legacy Hardware Support and Storage

Design Services

- **Project Management**
 - Provide project management oversight for Capital Projects and major renovations
 - Provide counsel and oversight regarding programming, campus master planning, sector plans, interiors, landscape and architectural design
 - Generate conceptual design options along with preliminary order of magnitude cost and schedules
 - Provide critical coordination between Design Consultants, UT Facilities Planning, Contractors, Campus utilities and other entities
- **Code Analysis, Fire Safety and Accessibility**
 - Provide professional architectural and engineering expertise in code analysis, fire safety and accessibility.
 - This support assists UTFS Maintenance and Operations Departments, persons with disabilities and University legal teams.
- **Interior Design**
 - Provide interior design for departments through programming, space planning, finish and Furniture, Fixtures, and Equipment selections, acquisitions and move assistance.
 - Support the University's branding, theming, graphics, and classroom renovation efforts. Partner with UTFS Construction Department to provide education and assure adherence to University standards.
- **Signage Standards**
 - Set and maintain standards for University buildings, systems, and exterior/interior signage.
 - Manage placement and content of exterior/interior signage.
- **Space and Archive Databases**
 - Digital Assets creates and maintains Space and Archive databases supporting Administration with space management tracking for State funding, research and academic planning.
 - Annual space audit is performed and reported to Administration; and is made available through Archibus.
 - Building Information Modeling database is being created for all existing and new buildings.
 - Campus maps are created, updated, and stored in this unit.
 - Access to as-built documentation and other existing records for all buildings on campus. This information is used by the entire campus community for planning including administration, academics, athletics, research, students, and staff, as well as external consultants working on University projects and the UT System.
- **UTK Stormwater Management**
 - Management of UTK's Stormwater Management Plan, including the Phase II Municipal Separate Storm Sewer System (MS4) and State of Tennessee National Pollutant Discharge Elimination System Permit for compliance with the Clean Water Act of 1972.

- Provide education of the environmental importance of stormwater through public outreach, guest lecturing for various courses, and working with academic and research departments to create experiential learning opportunities.
- The primary goal of the MS4 is to improve and/or maintain the quality of surface waters by reducing the amount of pollutants in storm water as a result of continued urbanization.
- Stormwater initiatives also result in aesthetic improvements to the Campus environment as well as reduce overall utilities costs.

Sustainability & Recycling:

- Recycling and Compost Collection:
 - Provide plastic/cans recycling containers and collection of material at 109 locations on schedule, plus additional locations as requested
 - Provide cardboard containers and collection of material at 81 locations on schedule, plus additional locations as requested
 - Provide paper recycling containers and collection of material at 63 locations on schedule, plus additional locations as requested
 - Provide compost containers and collection of material at 35 locations on schedule, plus additional locations as requested
 - Provide manure and bedding trailers and collection of material from the vet school on schedule, plus additional locations as requested
 - Manage compost site; deliver compost to the UT Organic Crops unit, Landscaping Services, and other campus partners
 - Collect pallets from 27 locations on schedule, plus additional locations as requested
 - Provide plastic bag/film containers and collection of material at 5 locations on schedule, plus additional locations as requested
 - Collect electronic waste, printer cartridges, and toner cartridges from all buildings as requested and manage these materials that Mail Services collects on their routes
- Manage Universal Waste:
 - Coordinate proper processing of all Universal Waste lamps, PCB-Containing Ballasts, and Batteries for campus
- Manage Waste Collection:
 - Contract writing and management of contractor
 - Procure, maintain, and provide and install university-owned dumpsters and compactors for collection of waste from all buildings on campus
 - Set up dumpster delivery, hauling, and removal for cleanouts, renovations, and other special events
- Special Event Recycling and Composting:
 - Food recovery and donation from football games
 - Research and expansion of catering and dining food recoveries
 - Event consultation to assist offices in planning Zero Waste events
 - Set up and staff all Zero Waste events
 - Handle all recyclables, donations, and compostables from Zero Waste events
 - Provide trash and recycling containers for non-Zero Waste events

- Provide Recycling Containers inside buildings:
 - Campuswide communication and implementation of the My Tiny Trash program; pre- and post-implementation research on effectiveness of program
 - Fulfill requests for new recycling and trash containers
 - Provide trash and recycling containers for special requests such as office clean-outs, office move-outs, and preparations for building demolitions
 - Provide help cleaning out and gathering recyclable materials from offices and other spaces for clean-outs, office moves, and vacating buildings
- Manage Public Recycling Drop-Off:
 - Provide containers for recyclables, including materials that are not collected on campus:
 - Plastic, paper, aluminum and steel cans, cardboard, electronic waste, printer and toner cartridges, batteries, scrap metal, plastic film
 - Manage the collection of all materials and daily maintenance of facility
- Manage Grow Lab:
 - Recruit and manage student workers to maintain garden
 - Coordinate planting and harvesting for vegetable donations to Smokey's Pantry
 - Recruit departmental partners
 - Coordinate plots for research/community development projects
 - Facilitate pollinator green space for Bee Campus certification
 - Provide experiential & service learning opportunities through volunteer days and class visits
 - Outreach about food insecurity
 - Research and prepare proposals for expansion and institutionalization of program
- Manage Free Store:
 - Recruit and manage student workers to work the Free Store
 - Plan and coordinate donation drives including Winter and Spring Move-Outs
 - Provide experiential & service learning through volunteer opportunities
 - Coordinate sorting of donations for contributions to Smokey's Pantry and Goodwill
 - Plan and manage Free Store Pop-Up days to provide collected items back to the student community at no charge
 - Research and prepare proposals for expansion and institutionalization of program
 - Reduce usable items entering the landfill stream by reallocating them to those in need
 - Mattresses and furnishings that Surplus cannot sell donated to local nonprofits
 - Clarence Brown Theater sets donated to local schools
- Track and report sustainability data:
 - Tracking expenses for and payment streams from recycling operation
 - Collecting and collating data from all departments for annual reports
 - STARS
 - SIMAP
 - Environmental Impact Report

- Track
 - Landfill waste totals
 - Recycling totals
 - Compost totals
 - Food donations
 - Materials donations
 - Energy usage
 - Water usage
 - Green space and tree inventory
 - Greenhouse gas emissions
- Provide education and outreach:
 - Advise sustainability student internship program
 - Goal: 20 interns, Current: 13 interns
 - Provide project guidance and initiate conversations with other professionals on campus
 - Professional development and educational group events
 - Advise student groups
 - Food Recovery Network
 - Swipe Out Hunger
 - Provide educational experiences for classes
 - Host waste audits, group activities related to waste reduction and diversion, tours of the Public Recycling Drop-Off and compost site, any other activities requested by professors
 - Presentations
 - Food insecurity
 - Food waste
 - Waste reduction and reallocation
 - Campus & community partnerships for sustainability
 - Social Media
 - Educate through informational graphics
 - Engage students, faculty, & staff for behavior change
 - Share sustainability developments of local, national, & international significance
 - Write and distribute The Green Leaf, the Office of Sustainability newsletter, once each month
 - Plan and host events for student engagement
 - Arbor Day, Sustainability Day Symposium, The P.O.W.E.R Challenge, Earth Month Celebration, Environmental Leadership Awards, RecycleMania Tournament, Environmental and Sustainability Career Mingle
 - The Mug Project
 - Promote program, partnership with VolDining
 - Green Office Program
 - Support faculty and staff working to make their offices more sustainable with educational resources
 - Website
 - Provide a home for information and resources online about sustainability relating to the University
 - Student-workers and work study students

- Provide opportunities for 12 student workers and up to 15 work study students to gain hands-on experience through paid employment in our office
- Administer the Student Environmental Initiatives Fee (Green Fee):
 - Sustainability Manager serves as chair and non-voting member of the Student Environmental Initiatives Fee Committee
 - Collects proposals, organizes and runs meetings, holds votes on proposals, tracks expenditures, reports to Facilities Fee Oversight Committee
 - Serve on the Committee for the Campus Environment
 - Representatives from the Office of Sustainability act as co-chair and secretary of the committee
 - Organize meetings, create agendas, and relay recommendations to the Vice Chancellor of Finance and Administration
- Alternative Transportation
 - Promote modes of alternative transportation for getting around campus and Knoxville
 - Week-long Biketoberfest bicycle awareness event
 - Act as liaison across all transportation-related departments on campus to facilitate coordinated conversations and project ideas related to alternative transportation
 - Research best practices from other universities to make living on or off campus without a car more accessible to students
 - Assist students with research projects based on alternative transportation by locating relevant information, research and contacts
 - Write grants to fund new alternative fuel vehicles and equipment
 - Conduct annual commuter surveys

Operations (Key Shop):

- Locksets & Exit Devices – All repairs/adjustments/damages
- Locksets & Exit Devices – All replacements or installing new
- All after hour emergency lock needs
- Assistance for any Locked in/Locked out
- Consultations for keying needs rekeying/new system
- All keys to building/space - cut/issued/recorded
- Admin. Assistance/questions/dispatch

Special Projects:

- Coordinating fundraising events for scholarship awards
- Coordinating holiday events
- Actively participating in all Archibus training & QA Testing
- Jointly manages the PM system

Utilities:

- Utility Infrastructure
 - Steam Plant
 - Steam Distribution / condensate collection
 - Electric Sub Stations
 - Electric Distribution
 - Chilled water plants
 - Chilled water Distribution
 - Building automation and control valves
 - Storm water including environmental units
 - Hot water equipment
 - DI Water equipment (lab only buildings)
 - Heat exchangers
 - Transformers/switchboards
 - Pressure reducing stations
 - Backflows
 - Fire protection infrastructure
 - Air Handlers