

UC Davis Policy and Procedure Manual

Chapter 360, Physical Facilities

Section 30, Operation and Maintenance of Plant

Date: 1/28/03

Supersedes: 6/14/85

Responsible Department: Facilities Operations and Maintenance

Source Document: N/A

See [UCD Directive 03-081](#).

I. Purpose

This section outlines general policy and procedures for the operation and maintenance of campus physical facilities and describes support services provided to campus departments by the Operations & Maintenance (O&M) Department.

II. Operations & Maintenance Department Functions

The O&M Department is responsible for the maintenance of campus facilities and grounds. O&M activities are organized within the following major divisions: Maintenance, Utilities, Project Management, and Support Services (Agricultural Services, Custodial, and Grounds). Information on the functions of these divisions is available on the O&M Web site (<http://facilities.ucdavis.edu>).

III. Maintenance

- A. Within funds available, a uniform level of maintenance by type of facility is provided for buildings and grounds throughout the campus as well as leased property. For State-funded instruction and research facilities and student Registration Fee-funded facilities, these services are provided without charge. For departments not eligible for State-funded or student fee-funded maintenance, services are provided on a recharge basis. (Student Housing and Memorial Union have been granted responsibilities for certain minor maintenance and custodial operations in their facilities.) In addition, departments seeking a level of maintenance higher than that provided to the rest of the campus can pay for additional services. Departments must also fund building alterations and installation and maintenance of equipment acquired specifically for their internal operations. The occupying department must also fund unusual damage or restoration costs resulting from removal of equipment or from other departmental activities.
- B. Building maintenance and repairs are scheduled in a manner that will cause minimum interference with essential campus activities.
- C. O&M operates and maintains general use equipment installed in campus buildings, such as central heating and air conditioning, ventilation systems, distilled and demineralized water systems, fume hoods, eye washers, and drinking fountains. Equipment and systems installed to benefit a specific research effort are considered departmentally owned and are maintained at departmental expense (i.e., biological cabinets, distilled or demineralized water equipment, autoclaves and sterilizers, growth chambers and incubators, dishwashers, glass washers, cage washers, refrigerators and freezers, specialized heating and air conditioning equipment, specialized filtration and waste disposal systems, alarm systems, and evaporative coolers). The Service Call Center should be contacted (530-752-1655) for a determination of maintenance responsibility prior to purchase of new equipment.
- D. The University is committed to a strict program of energy and water conservation. Building occupants are encouraged to cooperate by turning off lights, electrical equipment, and water taps after use; leaving thermostats set in accordance with campus policy and regulatory requirements; promptly reporting utility malfunctions; and employing other practical conservation methods.

IV. Utilities

A. Landfill refuse

Any campus department or activity may deliver acceptable refuse from campus sources to the campus landfill during hours posted at the site on Road 98. Acceptable refuse items include nonhazardous solid waste, demolition, tree trimmings, leaves, miscellaneous organic plant materials, soil from plant growth operations, sawdust, straw, rice hulls, wood chips, and excelsior. Departmental funding may be required for disposal of refuse from atypical specialized campus operations (e.g., disposal of bedding material from large animal operations). Disposal of hazardous wastes, designated waste, asbestos, dead animals, untreated medical waste, liquid waste, household hazardous waste, tires, and automobile bodies is not permitted. Contact Environmental Health & Safety (EH&S) (530-752-1493) for disposal of all sharps and medical waste. Departmental personnel must check with the operator on duty or the Solid Waste Section (530-752-1685) before dumping.

B. Waste removal

1. Broken glass waste

Broken glass waste items, such as test tubes and bottles, are to be deposited in a separate container labeled with its contents (i.e., "sharp/broken waste"). Custodians will empty these containers. Custodians will not handle sharp containers used to collect needles or medical waste.

2. Chemical and hazardous waste

Custodial personnel will not empty chemically treated waste, research waste, radioactive waste, medical waste, kitchen waste, animal matter, or fully or partially filled chemical containers. Policies and procedures regarding disposal of these waste materials may be obtained in [Chapter 290](#), Health and Safety Services, or from the EH&S Web site (<http://ehs.ucdavis.edu>).

3. Special collections of nonhazardous materials

- a. Special collection of large amounts of trash accumulations inside buildings may be arranged by calling the Custodial Division (530-752-1831).
- b. Special collection of nonhazardous materials deposited in front-loader containers outside buildings may be arranged by calling the Solid Waste Section (530-752-1685).

4. Animal remains

The Solid Waste Section does not accept animal remains at the campus landfill. Departmental personnel must secure off-site disposal of any animal remains or wastes.

5. Confidential materials

Confidential materials requiring certified destruction will be collected by the Solid Waste Section on request.

6. Recyclable material

The Recycle Program provides containers for and collects mixed paper, cardboard, cans, plastic, and bottles. Extra collections can be arranged by leaving a message (530-752-6970).

V. Project Management

- A. All construction, painting, repair, and alterations to buildings must be accomplished by O&M craftspersons or contracted through O&M or Architects & Engineers (A&E). This applies to all

partitions, doors, windows, window coverings, floors, cabinets, shelving, bulletin boards, chalkboards, maps, lighting, antennae, and other equipment attached to a structure or to basic utility services including electricity, gas, steam, chilled water, vacuum, compressed air, water, irrigation water, distilled (deionized) water, and sewage and drainage lines.

- B. Building renovation and construction management services are provided by O&M. These services include project planning, design, and construction management of department projects and minor capital projects normally costing less than \$400,000 and maintenance projects less than \$1 million. Departments may contact the Service Call Center at 530-752-1655.

VI. Special Services

A. Agricultural services

The Agricultural Services Office provides field support services including rental of agricultural, construction, and materials-handling equipment; labor; and operation of the campus irrigation system. See [Section 350-17](#) for more information.

B. Custodial services

The frequency of services provided by Custodial Services varies by type of facility, traffic loads, and available funding.

1. Custodial personnel remove normal refuse, including any material placed on top of containers, in offices, classrooms, and public areas. See IV, above, for removal of other types of waste.
2. For safety reasons or for preservation of research projects:
 - a. Custodial services are not provided in surgery rooms, animal holding rooms, morgues, rooms containing cadavers, kitchens, or sleeping quarters.
 - b. Custodial services do not include routine dusting of laboratories or cleaning of laboratory bench tops, unless specific arrangements are made with Custodial Services by the researcher in charge of the laboratory. In some cases, the department may need to clear the bench for cleaning if potentially harmful substances have been used on the bench.
 - c. Custodians report lighting problems to the Service Call Center, which will order repair or replacement of fluorescent tubes and fixtures.
3. Furniture and other furnishings are not to be removed from general assignment classrooms and conference rooms. Custodial personnel monitor these rooms to assure that they contain the required number of seats as determined by the Registrar's Office.

C. Opening and locking entrances

1. Custodial Services is responsible for opening and locking major building entrances and unassigned space Monday through Friday. (Major buildings are defined generally as structures housing more than one department; unassigned space is an area not assigned to a specific department.) Buildings are normally open between 7:00 a.m. and 5:30 p.m.
2. Locking and unlocking assigned departmental space is the responsibility of the department. (Refer to [Section 360-50](#) for policy regarding the issue and control of keys.)
3. Custodial Services will unlock and relock rooms and buildings after hours, on holidays, and on weekends when authorized in writing by the department head, or for reservable facilities when authorized by a Room Permit issued by the Registrar's Office (instruction-related activities) or Campus Events & Visitor Services (all other events). Department heads requesting a deviation from the normal schedule shall forward a copy of the request

to the Police Department.

4. Custodial personnel will relock assigned rooms upon completion of the cleaning tasks.

D. Groundskeeping services

Grounds Services is responsible for maintaining all exterior improved campus grounds areas, except as noted below.

1. Grounds Services maintains all campus general use roads, bike pathways, and walkways. Access roads required for farming production needs are maintained by Agricultural Services; departments must maintain roads required for access to and within experimental plots and departmentally assigned land.
2. Grounds Services is responsible for the maintenance of all fences that separate University property from public and private property. Fences that have University property on both sides are the responsibility of the department(s) to which the land is assigned. Where departmental land is fenced adjacent to a University road, the department assigned the land must maintain the fence.
3. Grounds Services is responsible for approving the selection of memorial trees and plantings and identifying appropriate sites in consultation with the Exterior Projects Committee.
4. All pruning of trees and shrubs, except those used for experimental or departmental academic work, shall be done by or under the supervision of Grounds Services personnel.
5. Grounds Services Salvage Yard collects excess property not suitable for sale at the Bargain Barn (refer to [Section 350-80](#)). Pickup of salvage goods can be arranged by leaving a message at the Service Call Center (530-752-1655).

VII. Procedures for Requesting Maintenance and Repair Services

A. Emergency and urgent requests

1. Call the Service Call Center (530-752-1655) for situations requiring correction in 48 hours or less. The caller should provide as much pertinent information as possible, including the specific description and location of problem, name and phone numbers of departmental contact persons, department or activity name, and account numbers. Problems involving a department's specific equipment will require an authorized account number. The situation will be corrected according to its urgency.
2. The Service Call Center also provides limited night and weekend service through a 24-hour emergency service telephone number (530-752-1655). Night and weekend service is limited to emergencies where repairs are required to avoid injury to humans or animals, damage to facilities, or loss of research, and that cannot wait until the next normal business day.

B. General departmental work requests

1. General (nonemergency) departmental work requests can be placed by telephone (530-752-1655), fax (530-752-3281), [O&M Web site](#), or a Facilities Requisition form (available upon request).
2. Departmental requests anticipated to cost over \$10,000 must be submitted to the Service Call Center on a Facilities Requisition (available upon request).

C. Processing of Facilities Requisitions

Facilities Requisitions are normally estimated and executed in the sequence of receipt.

Requisitions are processed according to the steps below:

Responsibility	Action
Department	1. Submits Requisition to Service Call Center.
O&M	2. Provides scope estimate to department, with copy of Facilities Requisition attached.
Department	3. Reviews scope estimate; if approved, submits fund requisition for design development and construction for projects less than \$35,000. <ul style="list-style-type: none">• For projects over \$35,000 (minor capital projects), the department will coordinate funds and projects approval through the Office of Resource Management & Planning prior to proceeding with design development and construction.
O&M	4. Prepares design development documents and obtains regulatory reviews prior to construction, detailed estimate, and work summary; forwards to department with requisition.
Department	5. If approved, returns funded requisition to O&M.
O&M	6. Notifies Accounting & Financial Services; orders necessary material; schedules and completes work.
	7. Initiates monthly progress billing recharge to account cited on Facilities Requisition; closes Facilities Requisition generally within 60 days of completion of work.

Questions regarding scheduling and status of requisitions may be directed to the Service Call Center (530-752-1655), which will refer the question to the appropriate office.

VIII. Further Information

- A. Requests for general information, for technical assistance, advice, or consultation, for special assistance (such as assistance from laborers for moving heavy objects), or for information on charges for services may be directed to the Service Call Center (530-752-1655).
- B. Scheduling the use of the campus stage or other equipment for on-campus events can be arranged by calling the Support Services Division (530-752-8279).

IX. Related Policy

UCD Policy & Procedure Manual (<http://manuals.ucdavis.edu>):

- A. [Section 270-20](#), Use of University Properties.
- B. [Section 270-23](#), Reservation of Property and Other Meeting/Special Event Arrangements.
- C. [Section 290-20](#), Fire Safety.
- D. [Section 360-10](#), Building and Directional Signs.
- E. [Section 360-22](#), Land Assignments.
- F. [Section 360-50](#), Key Control.