

PUC Services Guide

Table of Contents

Section I.	What is PUC?
Section II.	How To Request Service
Section III.	Service Priorities and Response
Section IV.	Basic Services
Section V.	Special Services
Section VI.	Custodial Service Schedules

Section I. What is PUC?

PUC stands for Public Utilities Commission, a framework for providing cleaning, maintenance, and operational services across the university for a nominal fee. All Vanderbilt schools and departments pay this fee and receive Basic Services.

Basic Services are performed by the Office of Facilities Maintenance & Operations (VUMO) and Environmental Health Safety & Sustainability (EHS&S) departments for university-owned buildings and grounds. Basic Services are sometimes referred to as “PUC funded” services. Special Services are services above and beyond Basic Services. Special Services requested from schools or departments are not PUC funded and are billed directly to the requestor. Also, any Basic Service that exceeds \$20,000 per incidence is billed directly to the school or department.

This guide details the services that Facilities provides, and how to access these services.

Section II. How To Request Service

Many schools and departments have facility officers, coordinators, or contact persons who work with VUMO regularly and know the service procedures well. Please coordinate requests with the facility representative in your building to facilitate service delivery.

The procedure for requesting work is as follows:

- A. When possible, contact the facility coordinator in your building to discuss your request.
- B. The facility coordinator will request work through the ReADY software application.
- C. If the request is for a Special Service the requesting department is asked to provide the account (COA, GAR, POET) to which the work will be charged.
- D. Facilities will receive the request and assign a Service Priority.
- E. A Work Order is created and automatically forwarded to the appropriate VUMO service unit. An e-mail will be sent to the requestor indicating that a work order has been created. Status emails are sent when each phase of the work order is completed.

Urgent and Emergent Calls: Contact Building Systems Control (BSC) at 615-322-2621.

Section III. Service Priorities and Response

In addition to scheduled cleaning and maintenance Facilities receives tens of thousands of work requests every year. VUMO prioritizes work based on potential risk to people

and assets, the potential mission impact, and the overall resources required to complete the work.

- A. **Emergency**—Imminent threat to life, property, security or environment. Emergencies will be responded to immediately and mitigated until a permanent repair can be made. Examples are: electrical power failure, an overflowing toilet, elevator malfunctions, chemical odors, flooding, or broken windows.
- B. **Urgent**—Situation posing a mild threat of injury, equipment damage, or serious disruption to University operations. Urgent requests will be responded to as soon as possible. If circumstances prevent an immediate response then it will be addressed within 24 hours, and resolved within 72 hours. Examples are: malfunctioning heating and cooling (too cold/too hot), plumbing (continuously running toilets/faucets), graffiti, flickering office lights or lights out in a large area, Fire Marshal or code compliance corrective actions, ADA compliance issues (e.g. inoperative door opener), and problems affecting the security of facilities.
- C. **Routine**— Normal maintenance or service item that does not pose an immediate risk to people, facilities, systems, or equipment. Examples are: repairing or replacing door hardware; patching and repainting; checking, inspecting, servicing, and adjusting various systems or components; pruning, trimming, mowing, and fertilizing grounds areas; and repairing or replacing ceiling tiles. Advance notice from the customer is required to allow scheduling of personnel and receipt of materials. Response is within 5 days and completed in 15 days or less depending on workload.
- D. **Scheduled**—Normal maintenance or service that does not pose an immediate risk to people, facilities, systems, or equipment. Examples are: projects, and improvements or enhancements to existing infrastructure/equipment/assets.
- E. **Preventive Maintenance**—Scheduled maintenance to ensure the reliability of university assets. Examples are: filter changes, lubrication, gasket and seal replacement, and vibration analysis. This work is scheduled based on manufacturer’s specifications.

Section IV. Basic Services

- A. **Building Envelope** - Maintenance and minor repair to the outer shell of the building including the foundation, roof, exterior walls, doors, windows, and substructures. Examples include:
 - 1. Roofs and gutters
 - 2. Building façade and fenestrations
 - 3. Broken window replacement not considered intentional damage
 - 4. Window cleaning every other year
 - 5. Cyclic power washing of building every 3 years
 - 6. Cyclic painting of building exterior every 5 years
 - 7. Exterior stairs, entrances, columns and handrails associated with building access

PUC Services Guide

8. Attached porches, patios, and decks
 9. Exterior lighting
 10. Underground fuel tanks for generators
- B. **Building Systems** - Maintenance and minor repair to heating, ventilation, cooling, plumbing, electrical, lighting, life safety, energy management, and other building systems. Examples include:
1. Lighting fixtures that are part of the building, excluding office lamps
 2. Elevators
 3. Drains, traps, drinking fountains, plumbing fixtures
 4. Electrical panels, transformers
 5. Air conditioning and heating systems
 6. Preventive maintenance services including mechanical, electrical, and plumbing systems
 7. Life safety systems such as fire suppression, fire alarms, and fire detection
 8. Dryer duct cleaning
 9. Energy management systems
 10. Building-wide DI and RO water systems
 11. Building-wide vacuum and compressed air systems
- C. **Building Interiors** - Maintenance and minor repair to ceilings, floor coverings, interior walls, stairs, handrails, and signage. Examples include:
1. Touch up painting of common and public areas
 2. Walls, floors, and ceilings
 3. Doors, door hardware, and door openers/closers
 4. Stairs, handrails, glass, and signage
 5. Fume hoods and biosafety cabinets
 6. Teaching and research lab safety, compliance, and sustainability support
 7. Energy, water, and waste conservation support
- D. **Custodial Services** - Cleaning of horizontal and vertical surfaces in common and private spaces including restrooms, lounges, corridors, stairwells, classrooms, conference rooms, kitchens, break rooms, offices, and laboratories.
- E. **Grounds Maintenance** - Maintenance and repair of exterior elements, and response to seasonal weather events. Examples include:
1. Lawns, trees, plants, flowers, and ground cover
 2. Irrigation

PUC Services Guide

3. Litter and trash removal
4. Street sweeping, pavement repairs, and markings
5. Parking garages less than 500 spaces
6. Exterior lighting
7. Wayfinding signage
8. Water features
9. Sidewalks, retaining walls, bollards, bike racks, benches, curbs, patios, etc.
10. Outdoor waste and recycling containers
11. Snow and ice removal

F. **Waste Management and Recycling** - Collection and disposal of solid waste and recyclable material. Examples include:

1. Solid waste removal from campus
2. Recycling paper, cardboard, plastic, and aluminum
3. Recycling of batteries
4. Recycling light bulbs
5. Recycling of electronics
6. Recycling of scrap metal
7. Recycling glass bottles and jars
8. Recycling and surplus of furniture, equipment, and other items (unless it exceeds the weight and volume capability of Facilities staff)
9. Composting food wastes (select locations only)
10. Bio-hazardous and infectious waste removal
11. Chemical waste removal
12. Radioactive waste removal
13. Equipment decommissioning for radiological, biological, chemical, and laser hazards

G. **Integrated Pest Management (IPM)** - Managing/controlling pests through an effective and environmentally sensitive approach that relies on a combination of common-sense practices and current comprehensive information on the lifecycles of pests and their interaction with the environment. Examples include:

1. Regular inspection of buildings and other structures
2. Appropriate annual/seasonal application of traps, baits, or pesticides
3. Seasonal nuisance wildlife control
4. Annual termite inspection of select buildings

H. **Utilities** – Maintenance and repair to utility systems including all equipment and devices related to production, delivery, and M&V. Examples include:

1. Electricity
2. Natural gas
3. Steam and condensate

PUC Services Guide

4. Heating hot water
5. Chilled water
6. Potable water
7. Sanitary sewer
8. Stormwater sewer

Section V. Special Services

Following are examples of Special Services offered by VUMO:

- A. Installation of additional electrical power
- B. Painting out of cycle
- C. Keys, card readers, panic buttons, and security cameras
- D. Installation of flood alarms
- E. Special events support to include sporting events, fire drills, or other off hour requests
- F. Intra-campus moving for business purposes of not more than two offices
- G. Maintenance and repair of laboratory freezers and cold rooms
- H. Lighting retrofits
- I. Assembly and repair of furniture, cubicles, cabinets, TVs, speakers, etc.
- J. Installation of artwork, shelving, whiteboard, diploma, and sculptures
- K. Uninterrupted power systems (UPS) in support of departmental needs
- L. Emergency generators in support of departmental needs
- M. Building signage alterations
- N. Cleaning of furniture, area rugs, blinds, and drapery
- O. Landscape renewal beyond regular maintenance
- P. Intra-campus research and teaching lab moves that exceed the weight and volume capability of Facilities staff
- Q. Biosafety cabinet or chemical fume hood decontaminations

Following are examples of services **NOT** offered by VUMO:

- A. Maintenance and repair of refrigerators/freezers, dishwashers, washers, dryers, ice machines, customer installed water filters, microwaves, etc
- B. Maintenance and repair of autoclaves and specialized monitoring systems
- C. Maintenance and repair of specialized classroom and laboratory equipment
- D. Renovations, improvement, alterations, and new construction
- E. ACM abatement when part of a customer initiated renovation project