Facilities Services
Customer Handbook
Facilities Services

Who We Are....................................................................................................................................................................1
Services Guide................................................................................................................................................................1

Important Phone Numbers & Links

Departmental Phone Numbers.............................................................................................................................................2
Service Call Reference........................................................................................................................................................3
“One Call” Number...............................................................................................................................................................3
Departmental Web site links...............................................................................................................................................4
Archibus..................................................................................................................................................................................4

Facilities Services Organization

Facilities Services Units.......................................................................................................................................................5

Services Provided

Rapid Response Team.............................................................................................................................................................6
Maintenance Painting............................................................................................................................................................6
“T” Cleaning........................................................................................................................................................................7
STAR Team...........................................................................................................................................................................7
Zone Maintenance.................................................................................................................................................................8

Stay Connected with Facilities Services

There are many ways to connect with Facilities Services now that we are on some of your favorite social networking sites:

Twitter @utkfacserv
Facebook UT Facilities Services
Instagram utk_fac_serv
Google+ UT Facilities Services
flickr UTFacserv

You can also see details of, and keep up on the progress of several large campus construction projects at the Facilities Services “Under Construction” Web page:

http://fs.utk.edu/underconstruction.html
Who we are...

The Facilities Services Department is the largest non-academic department on the Knoxville campus.

Our department is responsible for the basic operation and continuous maintenance of most facilities on the main and agriculture campuses of the University of Tennessee.

Campus facilities include roughly 280 buildings, a little over 15 million square feet of space, and more than 600 acres of land.

In addition to these facilities we are also responsible for electrical substations which provide power to most of our campus buildings, and a central steam plant which provides steam for heating and hot water in most campus spaces.

We currently have more than 700 employees spread out through several specialized units in our department.

These units include Administration, Administrative & Support Services, Communication & Information Services, Construction Services, Design Services, Facilities Operations, Utility Services and Zone Maintenance.

Facilities Services staff members also oversee the university’s environmental programs, including UT Recycling and The Office of Sustainability.

Key parts of our operation are operating continually 24 hours a day, 365 days a year, and we are always on call 24 hours a day, 365 days a year.

Anyone on campus can contact Facilities Services’ 24-hours a day using our One Call Program at 946-7777. Someone is always available 24 hours a day to provide customer service and support to the campus community.

Our goal is to always enhance and maintain campus environments that are highly conducive to learning and research. Students and faculty are our top priorities.

Services Guide

A comprehensive Facilities Services Guide has been prepared to inform all members of the University of Tennessee community of the services available from the Facilities Services Department, of policies related to the maintenance and operation of the university’s facilities, and of procedures by which services may be obtained. Matters related to buildings and grounds, but not under the administrative supervision of the Facilities Services Department, have also been included for the convenience of users.

This comprehensive guide can be found on the Facilities Services Web site by following this link: http://fs.utk.edu/servicesGuide.htm
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADMINISTRATION</td>
<td></td>
</tr>
<tr>
<td>Office of Associate Vice Chancellor</td>
<td>974-2178</td>
</tr>
<tr>
<td>BUSINESS SERVICES</td>
<td></td>
</tr>
<tr>
<td>Business Services</td>
<td>974-7794</td>
</tr>
<tr>
<td>Central Supply</td>
<td>974-4344</td>
</tr>
<tr>
<td>COMMUNICATION &amp; INFORMATION SERVICES</td>
<td></td>
</tr>
<tr>
<td>Office of Sustainability</td>
<td>974-7780</td>
</tr>
<tr>
<td>Communications &amp; Public Relations</td>
<td>974-7782</td>
</tr>
<tr>
<td>IT Support &amp; Maintenance</td>
<td>974-7784</td>
</tr>
<tr>
<td>Employee Training &amp; Development</td>
<td>974-2510</td>
</tr>
<tr>
<td>CONSTRUCTION SERVICES</td>
<td></td>
</tr>
<tr>
<td>Construction Services</td>
<td>974-4472</td>
</tr>
<tr>
<td>Construction Services Projects</td>
<td>974-2176</td>
</tr>
<tr>
<td>DESIGN SERVICES</td>
<td></td>
</tr>
<tr>
<td>Archives &amp; Space Inventory</td>
<td>974-7756</td>
</tr>
<tr>
<td>Code Enforcement</td>
<td>974-7747</td>
</tr>
<tr>
<td>Landscape Design</td>
<td>974-7760</td>
</tr>
<tr>
<td>Architectural Design</td>
<td>974-3425</td>
</tr>
<tr>
<td>Estimating Services</td>
<td>974-3406 or 974-5890</td>
</tr>
<tr>
<td>Interior Design</td>
<td>304-9443</td>
</tr>
<tr>
<td>FACILITIES OPERATIONS</td>
<td></td>
</tr>
<tr>
<td>Accessibility</td>
<td>974-2178</td>
</tr>
<tr>
<td>Arena Operations</td>
<td>974-5107</td>
</tr>
<tr>
<td>Building Finishes</td>
<td>974-6669</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Painting Services</td>
<td>974-6669</td>
</tr>
<tr>
<td>Roof Leaks</td>
<td>946-7777</td>
</tr>
<tr>
<td>Building Services</td>
<td>974-5107</td>
</tr>
<tr>
<td>Landscape Services</td>
<td>974-3486</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Grounds Maintenance</td>
<td>974-3486</td>
</tr>
<tr>
<td>Heavy Equipment</td>
<td>974-3486</td>
</tr>
<tr>
<td>Horticultural &amp; Landscape Services</td>
<td>974-3486</td>
</tr>
<tr>
<td>Ice &amp; Snow Removal</td>
<td>974-3486</td>
</tr>
<tr>
<td>Transfer &amp; Hauling Services</td>
<td>974-3486</td>
</tr>
<tr>
<td>Lock &amp; Key Services</td>
<td>974-4371</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Costs Associated with Key Services</td>
<td>974-4371</td>
</tr>
<tr>
<td>Lock Repair</td>
<td>974-2178</td>
</tr>
<tr>
<td>Sanitation Safety Services</td>
<td>974-3486</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Pest Control</td>
<td>974-8161</td>
</tr>
<tr>
<td>Asbestos Inquiries</td>
<td>974-3486</td>
</tr>
<tr>
<td>Alumni Memorial Building Reservations</td>
<td>974-2200</td>
</tr>
<tr>
<td>Rapid Response Team</td>
<td>974-5346</td>
</tr>
<tr>
<td>UT Zero Waste</td>
<td>974-3480</td>
</tr>
</tbody>
</table>
**Departmental Phone Numbers**

**UTILITIES SERVICES**

Air Conditioning Services............................................................................................................................... 974-3478  
To Report Malfunctions................................................................................................................................. 946-7777  
After 4 p.m. on Weekdays.............................................................................................................................. 974-2158  
Report Emergencies on Weekends/Holidays/Admin Closings (UTPD)....................................................... 974-3114  
Electrical Services........................................................................................................................................... 974-2505  
Plumbing & Heating Services.......................................................................................................................... 974-3401  
Steam Plant....................................................................................................................................................... 974-2476

**ZONE MAINTENANCE**

Zones......................................................................................................................................................... 974-5346  
Special Team to Assist Research (STAR)......................................................................................................... 974-3178  
Elevators:
8 a.m. to 4:30 p.m. Monday through Friday............................................................................................... 974-2453  
4:30 p.m. to Midnight Monday through Friday............................................................................................. 974-2158  
Holidays/After Midnight................................................................................................................................. 974-2453  
Emergencies (UT Police)................................................................................................................................. 974-2114

**Service Calls**

Air Conditioning Malfunctions....................................................................................................................... 946-7777  
Asbestos Questions......................................................................................................................................... 974-3486  
Grounds Maintenance..................................................................................................................................... 974-3486  
Heavy Equipment Service............................................................................................................................... 974-3486  
Key Requests.................................................................................................................................................. 974-4371  
Landscape Services......................................................................................................................................... 974-3486  
Lock Repair.................................................................................................................................................... 974-4371  
Painting Questions.......................................................................................................................................... 974-6669  
Pest Control..................................................................................................................................................... 974-8161  
Roof Leaks (Service Calls)............................................................................................................................ 946-7777  
Roof Leaks (Serious)...................................................................................................................................... 974-6669  
Zone Maintenance Service Calls.................................................................................................................. 974-5346

**Accessibility for the Disabled:** The Facilities Services Department coordinates curb cuts in streets and sidewalks; installation of ramps, lever handles, visual alarm systems and other devices; and construction or maintenance services required for appropriate accessibility for the disabled. The Associate Vice Chancellor is a member of the various campus committees which generally oversee accessibility for disabled individuals. For information about these programs, contact the Associate Vice Chancellor (208 Facilities Services Building, 974-2178).

The Facilities Services One Call program was created in 2011 in an effort to expand availability and increase the department’s level of customer service. Over the past three years, “One Call” has resulted in a much faster response time for the UT campus community. For more information about “One Call” go to fs.utk.edu.
To better serve our campus customers, Facilities Services will make the switch from its current legacy system to a custom built Archibus system in the coming months.

This switch is meant to eliminate some existing drawbacks of our current system, such as difficult Web usage and hard to obtain report information.

The new Archibus system will give our customers easier access to general work order information, broader access to more detailed reports, and real-time updates on work orders in our system.

In addition to creating a more transparent, user friendly experience, the new Archibus system will increase our service level to campus in many ways.

Responsiveness of Facilities Services will improve through changes in procedures, quicker electronic approvals, and the availability of more information and services on the Web. The eventual use of smart devices by our team will allow them to more quickly process work orders with more information right at their fingertips to assist our customers. In addition, easier reports will allow us to track work order process and increase productivity.

Archibus, a global provider of real estate, infrastructure, and facilities management software, will allow Facilities Services to better schedule, dispatch, manage, and report maintenance tasks efficiently using self-service capabilities to reduce operational costs and increase customer satisfaction.

For more information about Archibus please go to:  http://fs.utk.edu/archibus/
Facilities Services Units

Administration

Office of Associate Vice Chancellor
Associate Vice Chancellor: Dave Irvin
Office of the Associate Vice Chancellor: 974-2178

Departmental Units:
• Administrative & Support Services
• Communications & Information Services
• Construction Services
• Design Services
• Facilities Operations
• Utilities Services
• Zone Maintenance

Administration & Support Services

Director: Sheree Spoons
974-2178
sspoons@utk.edu

Offices:
• Business/Financial Services
• Administrative Support
• Supply Warehouse

Communications & Info Services

Director: Kevin Garland
974-4009
garland@utk.edu

Offices:
• Office of Sustainability
• Communications & Public Relations
• IT Support & Maintenance
• Employee Training & Development

Construction Services

Director: Tim Tomlinson
771-0546
ttomlins@utk.edu

Offices:
• Construction Team
• Project Coordination
• Estimating Services

Design Services

Director: Andy Powers
974-3425
aapowers@utk.edu

Offices:
• Archives & Space Inventory
• Code Enforcement
• Landscape Design
• Architectural Design
• Interior Design

Facilities Operations

Director: Bob Caudill
974-3486
rcaudill@utk.edu

Offices:
• Building Finishes
• Building Services
• Landscape Services
• Lock & Key Services
• Sanitation Safety
• Alumni Memorial Building (reservations)
• Rapid Response Team
• UT Recycling

Utilities Services

Director: Roy Warwick
974-7768
rwarwick@utk.edu

Offices:
• Air Conditioning Services
• Electrical Services
• Plumbing & Heating Services
• Steam Plant

Zone Maintenance

Director: Terry Ledford
974-5346
tledfor1@utk.edu

Offices:
• Zones 1, 4, 5, 6, 9 and 11
• Zones 2, 3, 7, 8, 14, and 15
• Special Team to Assist Research
Rapid Response Team

The Rapid Response Team (RRT) receives work requests from all areas of the UT campus. The team has a wide variety of skills in the areas of electrical, plumbing, carpentry and heavy equipment.

RRT is responsible for the annual Spring Clean Up event, surplus moves, special event set-up, banners, relocations, equipment moves and classroom “clean outs.”

Spring Clean Up: A special event held for 15 weeks annually as an effort to clear academic buildings by disposing of items no longer needed such as surplus equipment, furniture, trash and recyclables.

Surplus Moves: Moving unwanted items to the Surplus Warehouse from offices and buildings. RRT also moves items requested from the Surplus Warehouse to offices and buildings.

Special Events: The set up and tear down of special events on campus. This includes delivery of tables, chairs, stages, recycling, and waste receptacles. The team also provides the set-up for the Board of Trustees meetings twice a year.

Banners: RRT is responsible for the installation and maintenance of street banners on both the Main and Agricultural UT campuses.

Relocations: Whole building, department and office relocations are performed by RRT. New building moves consist of the complete “move-in” of equipment, furniture, and supplies into new buildings.

Equipment Moves: Moving equipment to different laboratory and office locations on campus.

Classroom “Clean Out”: When a construction project is scheduled in a classroom, RRT removes all of the furniture, desks and equipment from the classroom and moves it to storage until the construction is complete. Once the project is complete, RRT returns the items back to the classroom.

For more information about RRT, or to obtain the team’s services, contact General Superintendent Dennis Lee at dlee6@utk.edu or Facilities Operations Director Bob Caudill at rcaudill@utk.edu.

Maintenance Painting

Facilities Services Building Finishes is overseen by the Facilities Operations Unit. Building Finishes provides a diverse range of services directed both toward special projects and routine maintenance, as well as upgrading facilities. One of the many services provided by Building Finishes is maintenance painting.

All maintenance painting for academic and support buildings is performed by an in-house crew. When Building Finishes begins a building, the crew will paint all the public spaces such as halls, stairs, entrances, foyers and classrooms – this does not include individual offices.

Building Finishes has a list of buildings to paint that is determined mainly by the number of years since it was last painted and/or the condition of the building’s existing paint. However, buildings can be moved to the top of the list if they have an upcoming accreditation review, or a similar need that would supersede other scheduled buildings.

In the event that offices require painting, building occupants can submit a PP-28 form to establish a project that will be paid for. The PP-28 form can be found on the Facilities Services Web site at fs.utk.edu.

For more information about Maintenance Painting and services provided by Building Finishes, contact Building Finishes Supervisor Mac Chamberlain at mchamberlain@utk.edu or Facilities Operations Director Bob Caudill at rcaudill@utk.edu.
“T” Cleaning

The Building Services Unit of the Facilities Services Department has taken on an aggressive program in support of the university’s Top 25 Initiative.

In 2012 Facilities Services began the transition of more than 4 million square feet of previously contracted space to in-house cleaning.

As of June 1, 2014 Building Services completed its transition to in-house cleaning on both the main and agricultural campuses.

Total Cleaning, or “T” Cleaning, allows the custodial staff to deliver professional custodial services to campus building occupants.

Each building that Building Services cleans is equipped with all the equipment necessary to provide total cleaning services to the building. This includes hard floor care, shampooing, recycling, lavatory scrubbing, and detailed office cleaning.

All public areas are on a daily cleaning schedule while private areas are on a weekly detail cleaning schedule. This enables custodial staff to provide a higher level of service to our customers.

The key is communication. Occupants know what services are provided when.

Building Services also assists our campus customers with obtaining contracted work such as window cleaning and heavy duty wood floor care (major repairs). Staff work with customers to obtain quotes and the Building Services team then manages the project.

This service can be obtained by submitting a work order on the Facilities Web site fs.utk.edu.

For more information about “T” Cleaning, or any other services provided by the Building Services unit, call Assistant Director Gordon Nelson at 4-2054.

STAR Team (Special Team to Assist Research)

The STAR Team is a specialized team responsible for providing a more focused service function to the research community.

This is accomplished by assisting new researchers in getting their research programs running in a timely fashion once they arrive on campus. The team also works with existing researches during changes in programming requirements and with day-to-day maintenance issues that may arise.

Colleges may also contact the STAR Team in matters such as Governor’s Chair programs and accreditation visits.

For more information about STAR, or to access the team’s services, please contact STAR General Superintendent Derek Bailey at dbailey4@utk.edu
Zone Maintenance

The Zone Maintenance Unit of Facilities Services provides general maintenance services within the educational and general purpose buildings on the Main and Agricultural campuses. These services encompass almost all maintenance needs, up to and including walls and roofs.

Zone Maintenance has personnel who are assigned to almost every building on UT’s campus who are available to perform maintenance repairs. This team can be contacted by initiating a request through Archibus (archibus.tennessee.edu), or by calling the Facilities Services One Call Number at 946-7777.

The team performs scheduled inspections of buildings and makes repairs which can be carried out in a short time frame with basic hand tools.

The services generally performed include:

- Checking and logging door systems, elevators, chillers, cooling towers, condensers, circulating pumps, air compressors, and air handlers.
- Checking plumbing systems for leaks and stoppages, as well as making necessary repairs.
- Checking lighting systems and replacing fixtures, bulbs and/or ballasts as needed.
- Performing maintenance, repairs, and replacement on motors and pumps.
- Changing belts and/or filters, washing coils.
- Answering request calls from university employees whose work station is in a campus building.
- Identification and referral of needed repair items to be appropriate Facilities Services unit.

Personnel also assist with things like minor office furniture repair or assembly, hanging some pictures, and similar tasks that, although normally chargeable, can be handled in a relatively short period of time. While Zone Maintenance provides maintenance for most systems, the funding has limitations.

For a major need such as a roof, HVAC system components, and other high cost components, Zone Maintenance pursues additional funding and the amount of time required for a repair or replacement is dependent on acquiring that funding.

To obtain more information about the services provided by Zone Maintenance, please go to fs.utk.edu or contact Zone Maintenance Director Terry Ledford at tledfor1@utk.edu.

Detailed Zone Maps and Zone Charts can be found on the Zone Maintenance page of the Facilities Services Web site: fs.utk.edu.