



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

FACILITIES SERVICES

Departmental Service Guide

Department Overview:

The Facilities Services Department is the largest non-academic department on the University of Tennessee, Knoxville campus.

Our department is responsible for the basic operation and continuous maintenance of most facilities on the Main and Agricultural campuses of the University of Tennessee. Campus facilities include approximately 280 buildings, slightly more than 15 million square feet of space, and more than 700 acres of land.

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

We currently have more than 720 employees distributed through several specialized units in our department. These units are Administration, Administrative & Support Services, Communication & Information Services, Construction Services, Design Services, Facilities Operations, Special Projects, Utilities Services, and Zone Maintenance.

Our specialized subunits include STAR Team, Business Services, Central Supply, Plumbing & Heating Services, Electrical Services, Air Conditioning Services, Steam Plant, Landscape Services, Building Services, Building Finishes, Lock & Key Services, Sanitation Safety, Rapid Response Team, Communications & Public Relations, Employee Training & Development, IT Support & Maintenance, Project Coordination, Construction Team, Estimating, Stormwater Management, Landscape Response, Interior Design, GIS Projects, Space & Archives, Codes Enforcement and Project Management.

Facilities Services staff members also oversee the university's environmental programs, including the UT Office of Sustainability.

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

Anyone on campus can contact Facilities Services 24 hours a day using our "One Call" program at 946-7777. Someone is always available 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.

One Call:

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.

The Facilities "One Call" program is available all day, every day of the year. Customers can call 865-946-7777, or 6-7777 from a campus phone, and speak live with a Facilities Services representative.

Changeover from Air Conditioning to Heat:

Facilities Services personnel change over buildings on two pipe systems from air conditioning to heating each fall. Due to the nature of the equipment installed throughout the campus, buildings must be changed over separately. Facilities Services performs the changeover on the basis of priorities established 1) to maintain required temperatures to protect equipment and research in progress, and 2) to serve the greatest number of individuals and activities.

Heating changeover may not begin until outside temperatures have dropped below at least 50°F for a minimum of three consecutive days.

Consideration is also given to temperature projections. The wide swings in temperature during the fall have made this policy necessary. Special problems or hardships with the policy should be discussed with the [Vice Chancellor of Facilities Services](#).

Changeover from Heat to Air Conditioning:

Facilities Services personnel change over building on 2 pipe systems from heat to air conditioning in the spring. Due to the nature of the equipment installed throughout the campus, buildings must be changed over separately. Facilities Services performs the changeover on the basis of priorities established 1) to maintain required temperatures to protect equipment and research in progress, and 2) to serve the greatest number of individuals and activities.

Air conditioning changeover may not begin until temperatures have reached at least 80°F for three consecutive days.

Consideration is also given to temperature projections. The wide swings in temperature during the spring have made this policy necessary. Special problems or hardships with the policy should be discussed with the [Vice Chancellor of Facilities Services](#).

Services Provided Organized By Sub-Unit:

Air Conditioning Services

Air Conditioning Services provides maintenance and repair services for all HVAC (heating, ventilation, and air conditioning) equipment and systems on the Main Campus, Agricultural Campus and off-campus buildings.

The team's responsibilities include maintaining and repairing all existing equipment, including rebuilding/refurbishing chillers, maintenance/replacement of large motors and fans included in air conditioning systems, and maintenance, repair, and replacement of air conditioning controls. This includes installation of new or replacement components needed to maintain existing systems on campus.

All mechanics on the team are EPA certified to recover and handle regulated refrigerant gases in all systems. Emergency service for air conditioning/heating equipment is available 24 hours a day.

Basic Services:

Air Conditioning Services maintains existing equipment as well as installation of new and replacement equipment, including rebuilding/refurbishing of chillers, maintenance/replacement of large motors and fans serving air conditioning systems, and maintenance, repair, and replacement of air conditioning controls (pneumatic, electric, and solid state).

Approximately 45,000 tons (12,000 BTU per ton) of cooling capacity is available, provided by the following equipment:

- Over 3,000 window air conditioners, ranging in size from 5,000 to 32,000 BTU.
- Approximately 3,500 chilled water fan coil units
- Approximately 1,500 through the wall P-TAC units
- Approximately 500 package & split systems ranging in size from 1 to 60 tons.
- 77 chillers (centrifugal [water cooled] & air cooled units) ranging in size from 20 to 1,500 tons.

Emergency Services:

Emergency service for air conditioning equipment is available 24 hours a day.

- To report malfunctions with a/c equipment call the Work Order Office, 974-2347.
- After 4:00 p.m. on weekdays, report emergencies to 946-7777.
- After 12:00 a.m. Monday-Friday, on weekends, holidays, and days of administrative closing, report emergencies to 946-7777.

Additional Services:

Additional Services provided by Air Conditioning Services are listed below.

- Provide maintenance, service, and repairs for stationary air compressors serving laboratory buildings on campus.
- Testing, evaluation, repair or replacement of all building BAS control systems on campus.
- Install, maintain, and repair all ice machines for food service, laboratories, and campus buildings.
- Install, maintain, and repair refrigeration equipment with temperatures ranging from 98.7 degrees F to -180 degrees F.
- Responsible for maintenance of food service refrigerators and freezers.
- Responsible for maintenance and service of environmental growth chambers and hot boxes serving laboratories.
- Responsible for the proper operation of building ventilation systems.
- Responsible for central vacuum systems used in laboratories (and some portable systems, upon request).
- Perform chemical analysis on cooling tower systems, building water loops (chilled water and heating systems), and geothermal water loops.
- Repair and maintain pumps serving all water loops on campus.
- Review design and construction for new facilities being built on campus.

Heating:

Air Conditioning Services is responsible for repairing all heating system equipment within buildings on the Main and Agricultural campuses as well as off-campus buildings. Both systems which use steam from the central steam plant, and those with separate or stand-alone systems. Approximately 100 different heating systems are maintained on campus in addition to the central steam system equipment. Heating systems located in various buildings on the campus include, electric, gas fired boilers and furnaces, and hydronic hot water heating systems.

Arena and Building Services Custodial Athletics

Arena and Building Services Custodial Athletics consists of a group of more than 50 employees who provide the seven-day-a-week coverage of the UT Knoxville athletic facilities. Members of this group are responsible for the general custodial maintenance of athletic buildings including stadiums and Thompson Boling Arena, sound setups on and off campus, event setup and teardown, and football game day support. Arena and Building Services Custodial Athletics also coordinate with Arena Management and outside event staff to ensure all equipment is in place for events. The group works with outside contractors as well who are responsible for portions of TBA.

As part of the Building Services subunit, Arena and Building Services Custodial Athletics works closely with the UT Office of Sustainability to ensure efficient pickup of recyclable items on game days and during events, as well as setup before and coordination during events.

Lost and Found:

Lost items that are turned in at UT athletic facilities are kept in the Arena Office. To report a lost item at one of UT's athletic facilities, please call or email Sandra Britt at 974-0114 or sbritt@utk.edu. Stolen items should be reported to [UTPD](#).

Service Requests

Non-Chargeable Services

Snow Removal – Snow and Ice Removal on Athletic Ramps

Building Services Custodial Athletics and Arena crew members assist with the removal of ice and snow from ramps at Thompson Boling Arena. For concerns about other athletic venues, please call Facilities Services One Call at 946-7777.

Chargeable Services

Podium – Provide Podium

Arena will provide a podium and sound, including speakers and a microphone, to venues on campus. Any combination of these items can be requested. Please indicate if microphone and/or speakers are needed, as only the podium will be provided if these items are not requested. A member of the Arena team will set up the podium and/or sound at the location and time indicated by the customer. The equipment will be picked up at the time specified by the customer.

Athletic Hospitality – Providing Specified Services

The Arena and Building Services Custodial Athletics subunit provides a variety of services at the campus' various athletic venues. These services include providing sound, electrical hookups, cleanup (before and after) and breakdown at campus athletic venues, such as the East and West Neyland Stadium skyboxes, Wolf Kaplan Center, Lauricella Center, and Ray Mears Room. The subunit has an in-house electrician and electrical hookups include TVs/monitors, concert equipment, extension cords, etc. Customers are asked to provide specific details about services requested, as well as a contact name and reliable phone number, in the Archibus Work Request.

Event Setup – Setup for Events at Arena and Other Campus Venues

The Arena and Building Services Custodial Athletics subunit provides several services for event setup and teardown. The subunit can furnish and set up its stage, load and unload equipment, provide cleaning services before, after and during including recycling, compost and garbage collection, and provide sound and electrical setup. Customers are asked to provide a contact name and reliable phone number before the event in the Archibus Work Request.

Building Services:

Building Services provides all professional building service needs to all academic and athletic facilities. This includes “T Cleaning” of all areas, all hard floor care, restroom sanitization, carpet care, and routine rubbish and recycling removal.

Building Services also handles the cleaning of our athletic venues including the 102,000 seat Neyland Stadium. Special requests for services such as window washing and pressure washing are also coordinated through this operation. Special events at Thompson-Boling Arena are set up using Building Services personnel. This includes concerts, graduations, basketball games, and other sporting events. Building Services operates seven days a week, 24 hours a day to best serve the university community

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The University of Tennessee has taken on an aggressive program in order to reach its Vol Vision, taking one step further in its journey to become a Top 25 Research Institution. The University has decided to reverse its outsourcing of custodial work, and take 5 million square feet of cleaning back in-house, phasing out its current contractor, and adding 140 new positions.

“T Cleaning” stands for Total Cleaning and it is through this comprehensive plan that the University will see an overall improvement in custodial services as outsourced buildings are moved back in-house. “T Cleaning” allows in-house custodial staff to deliver professional custodial services to building occupants. All buildings that UT employees clean are equipped with the proper supplies and tools to provide total services to those buildings. This includes hard-floor care, shampooing, recycling, lavatory scrubbing, and detailed office cleaning. All public areas in these buildings are on a daily cleaning schedule while private areas (such as offices) are scheduled weekly. This enables “T Cleaning” to provide a higher level of service to our customers. Reception, public areas, and common areas receive nightly service, while private offices get detail vacuum, polished desks, trash removal and recycling on the appropriately scheduled night. If trash collection in a private office is needed more often, the occupant only needs to place can(s) in the hall and they will be serviced that night.

Facilities Services began transitioning custodial staff in April, 2012 with a switch over of 250,000 square feet in the Conference Center Building. The UT Main and Agricultural campuses have now both been fully transitioned to the program. Transition was complete in fall 2014.

Building Services stands behind “Total Cleaning” and looks to provide a World Class service that any Top 25 Research Institution should expect. The University of Tennessee family is a close knit organization, and the subunit knows that everyone wishes to put their best foot forward in order to achieve the campus’ Top 25 goals.

If you have any questions or concerns, please call Gordon Nelson, Building Services Director, at (865) 974-2054.

Service Requests

Non-Chargeable Services

Paper Products – Provide Paper Towels and/or Toilet Paper

Building Services provides rolls of paper towel and rolls of toilet paper to UT’s Main and Agricultural campuses. The subunit has standardized its products and only keeps rolls of paper products in stock.

Paper Products – Repair/Replace Paper Towel or Toilet Paper Dispenser

Building Services replaces, repairs and services all paper towel and toilet paper dispensers on UT’s Main and Agricultural campuses.

Soap – Provide Soap for Dispenser

Building Services supplies standardized soap to all dispensers on the UT’s Main and Agricultural campuses.

Soap – Repair/Replace Soap Dispenser

Building Services replaces, repairs, and services all soap dispensers on UT’s Main and Agricultural campuses.

Carpet – Spot Clean and Stain Treat Carpet

Through its Total Cleaning program, Building Services maintains equipment in every building and/or zone for carpet treatment. Carpets are vacuumed daily in public areas of campus and private offices are vacuumed weekly.

Floors – Sweep, Mop, Clean, Wax

Through its Total Cleaning program Building Services maintains equipment in every building and/or zone for floor cleaning and maintenance. Bathrooms are cleaned and disinfected daily. Floors are swept and mopped daily in public areas of campus, and private offices are cleaned weekly.

Floors - Clean Up Spill/Provide Hazmat Cleanup

Building Services responds to calls regarding spills including those that require sanitization and disinfectant. For spills please call Facilities Services One Call at 946-7777.

Floors - Strip

Building Services strips floors on campus on an as-needed basis. With the inception of Total Cleaning fewer floors on campus require stripping.

Flood - Clean Water in Area

Building Services provides cleanup of water caused by flooding on campus. Teams bring in a wet vacuum to remove the water and thoroughly clean the area. Floods caused due to construction are charged to the contractor.

General Cleaning - Cleaning Mold

Any mold found on campus is tested by Facilities Services Sanitation Safety. Once the mold is tested, Building Services cleans and disinfects the area.

General Cleaning - Clean Restroom As Needed

Building Services cleans and disinfects all restrooms on campus as part of its Total Cleaning program. Concerns about restrooms can be directed to the Facilities Services One Call Number at 946-7777.

General Cleaning - Clean Window Blinds in Room

Window blinds are cleaned by Building Services as requested by the occupant.

General Cleaning - Provide Window Cleaning (Inside)

Entry glass is cleaned daily by Building Services crews. All other interior glass is cleaned on request.

General Cleaning - Vacuum Carpets in Room

Carpets in public areas are vacuumed daily and private offices are vacuumed weekly unless otherwise requested.

General Cleaning - Rubbish/Recycling Services

Building Services provides receptacles for trash, recycling, and compost. These receptacles are also serviced by the UT Office of Sustainability.

Graffiti - Remove Graffiti

Building Services will remove graffiti located on campus as needed. Customers are asked to place a work request indicating the specific location of the graffiti.

Restroom Access – Provide Restroom Access As Needed

Building Services will provide restroom access for special and weekend events on campus.

Chargeable Services

Cleanup – Cleanup after Event

Cleanup after events includes removing trash, removing any leftover catering materials, break down of tables and chairs, resetting the room as indicated, sweeping and vacuuming.

General Cleaning – Provide Window Cleaning (Outside)

Exterior window cleaning is provided on request and is a chargeable service.

Athletic Venues – Custodial Support

Building Services provides custodial support for athletic venues on campus. This support includes servicing locker rooms and restrooms, cleanup before and after events, service during events, and rubbish and recycling removal before and during.

Construction Services:

The Construction Services Unit assists the campus with a variety of construction and renovation activities.

The groups within Construction Services are: Project Management & Estimating Services, Construction Teams, Building Finishes, Paint Shop, Sign Shop, and STAR Team.

Project Management

The Project Management Group manages construction and renovation activities on campus for contracted projects as well as projects performed by Facilities Services and the group is also available to assist with projects managed by the Office of Capital Projects.

Some of their responsibilities include:

- Primary contact for the campus community for renovation projects. This includes:
 - New finishes such as paint, flooring, and ceiling
 - Electrical and lighting upgrades or changes
 - Adding or removing walls or doors
 - New furniture and blinds
- Work along with the Office of Capital Projects on projects under \$1 million in value to help control costs, achieve quality, and to monitor the campus interests and standards.
- Develop specifications for material and contracts.
- Assist with estimates and design projects including consulting with architects, engineers and clients concerning the design development of projects when needed
- Work with the State Fire Marshall Office for project code compliance, inspections and approvals.
- Contract and manage the yearly maintenance of exterior campus sculptures.

Construction Team

The Construction Team aids the campus and department with in-house construction and renovation projects. The team includes experienced electricians and carpenters to carry out work. Since the creation of this subunit, the Construction Unit is able to complete projects in a more timely and efficient manner.

Many projects, such as classroom upgrades, take place over the summer break. These projects require a great deal of planning with the campus departments as well as vendors to ensure everything is completed before the beginning of the fall semester.

Some of the Construction Team's responsibilities include:

- New Construction
- Remodeling
- New Loading Docks and Handicap Ramps
- Outdoor Lighting
- Other Major and Minor Building Projects

Building Finishes

Building Finishes provides a diverse range of services directed toward routine carpentry maintenance on campus. Services provided include: repairing and installing windows and doors, repairing floors, walls, ceilings. Installing new doors, installing whiteboards, glass boards, chalkboards and corkboards, forming, pouring and refinishing concrete walls, steps and retaining walls; laying blocks, brick and stone; repairing concrete sidewalks and other walking surfaces; installation and repair of cubicle furniture and work furniture; and the installation of new exterior building signage and Cone Zone signage.

Accessibility for the Disabled:

Building Finishes coordinates curb cuts in streets and sidewalks, installation of ramps, lever handles, visual alarm systems and other devices. The team also organizes construction or maintenance services required for appropriate accessibility for the disabled. The Associate Vice Chancellor of Facilities Services is a member of the various campus committees which generally oversee accessibility for disabled individuals.

Painting Services:

Is responsible for all maintenance painting in the interior of all building common areas, stairwells and bathrooms etc... Painting Services is also responsible for the repair and finishing of sheetrock and plaster on interior/exterior surfaces, sandblasts and pressure washes all exterior buildings and hardscape on grounds.

Sign Services:

The Facilities Operations Sign Shop is responsible for exterior and interior signage throughout the UT campus. They Design, manufacture/fabricate and install various types of graphic images and signage per campus standards.

Design and replicate graphic images using various design software programs.

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Design and replicate graphic images using various design software programs.

Service Requests:

Non-Chargeable Services

Building Finishes: Repair - Block Wall and brick surfaces

Building Finishes removes and replaces block walls on the main and agricultural campuses.

Building Finishes: Repair - Broken Window

The Building Finishes repairs all window seals and frames. For other issues (broken glass etc...) with windows, please contact Zone Maintenance at the Facilities Services One Call Number, 946- 7777.

Building Finishes repairs ceilings damaged by leaks. Repairs include new drop ceiling tiles, and removing and replacing damaged sheet rock. These repairs are also provided by Construction Services.

Building Finishes: Repair - Door and Door Frame

Doors and frames in need of repair are routed to Building Finishes. If the door and/or frame is damaged beyond repair, the subunit can install and finish a new door or frame for the location.

Building Finishes: Repair - Floor Tile

If a small area of tile is in need of repair or replacement, the work request is routed to Building Finishes. The subunit will remove damage tiles and install new matching tiles. Installation of a completely new floor is routed to Construction Services.

Building Finishes: Repair - Handrail (wooden)

Building Finishes repairs and installs existing and new wooden handrails on UT's Main and Agricultural campuses.

Building Finishes: Repair/Replaces - Marble and VCT

Building Finishes: Repair - Concrete Stairs and Sidewalks

Concrete stairs and sidewalks that present a possible trip hazard are repaired by Building Finishes. An epoxy patch is used for small repairs or grinding the concrete. If the damage is too big to repair, Building Finishes will remove the concrete, form and pour new.

Building Finishes: Repair - Wall: Patch Hole

Building Finishes will patch small holes in walls. Larger projects are routed to the Construction Team. This is also applying to cutting areas in walls.

Paint – Common Areas

Paint Services provide painting for common areas on campus including hallways, conference rooms, stairwells, etc. Painting of private areas such as an office is a chargeable services that is routed through Construction Services.

Chargeable Services

Signs – Provide Room Sign or Sign Holder

Sign Services can provide and install room signs and holders as needed on the Main and Agricultural campuses. Other signage can be provided as indicated on Archibus work requests. For questions please call 974-6821.

Nameplates/Tags – Provide Name Plates and Tags

Sign Services can create nameplates and tags as requested. Items are then delivered to requester. Nameplate holders are also available for delivery.

STAR Team (Special Team to Assist Research)

The Star Team is a specialized team responsible for providing a more focused service function to the university new and existing research community. This is accomplished by assisting new researchers by renovating their lab space, helping them get acclimated to campus, and installing their lab equipment to ensure they can hit the ground running when they get to campus.

The Star Team also assists existing researchers with changes in programming requirements and with day-to-day problems that may arise, such as issues the lab's electrical, plumbing and other utilities. Star Team also installs, relocates and terminate building utilities to meet the researchers needs to ensure there are no interruptions to the research.

The Star Team collaborates with others (e.g. University administrators, faculty, and staff, contractors, vendors, and Facilities Services personnel) for implementing and maintaining services and/or research programs. Assists in the coordinating of services and activities of outside contractors as assigned to ensuring that contracted work is completed in a safe, effective and timely manner that it meets both the University and Facilities Services standards and objectives.

Electrical Services:

The Electrical Services unit is responsible for the operation and maintenance of 13.2KV underground distribution and metering systems, 480/277V and 208/120V building distribution -main service and lighting systems and Fire Alarm /Building Access systems in all UT Knoxville and Agricultural campus buildings. These duties are performed by three groups:

- o High voltage (HV)
- o Electrical Services <600V (ES)
- o Fire Alarm (FA) and Building Access (BA)

High Voltage Group

- Operates, maintains and tests the 13.2KV underground distribution Systems according to utility industry standards and IEEE guidelines.
- All HV personnel has Medium Voltage Technician Certification from AVO Training in Dallas, Texas.
- All HV personnel have in house OSHA Training, 29 CFR 1910.331 - 1910.335.
- HV Foremen have FEMA Emergency Management Institute - National Incident Management System (NIMS) ICS-100, ICS-200, ICS-300, ICS-400 training.
- All HV personnel have Archibus (Web based Facilities Management Software for the State of Tennessee) Training.
- HV personnel have factory specific KWH PQ meter training - GE Multilin, Pad Mounted Transformer - Cooper and 15KV Switchgear-Eaton, S&C and Siemens.
- HV Testing by NETA guidelines on cables, transformers and circuit breakers.
- In House NFPA70E ARC Flash Training.
- Specific manufacturer training of 15KV distribution equipment by UT Facilities Services personnel permits preventive and deferred maintenance activities, avoiding outside contractor cost.
- Facilities Services is the 24/7 first responder for 15KV distribution at all academic, dormitory, athletic and auxiliaries (Fraternities/Sororities) buildings.

Electrical Services - Systems <600V

- In-house NFPA70E ARC Flash Training.
- All personnel have Archibus (Web based Facilities Management Software for the State of Tennessee) Training.
- Electrical Services foremen have FEMA Emergency Management Institute - National Incident Management System (NIMS) ICS-100, ICS-200, ICS-300, ICS-400 training.
- Electrical Services provides power to all special events and does all service calls on the campus.
- UT Facilities Services is the 24/7 first responder for 600V equipment all academic, dormitory, athletic and auxiliary (Fraternities/Sororities) buildings.
- Electrical Services implements continuous improvement in energy efficiency by using latest and cost effective technology in lighting systems (LED and Induction).
- Electrical Services is trained in the latest lighting control technology to automatically control lighting levels in UT buildings (Lutron).
- Electrical Services personnel have electrical certificates from Tennessee Tech and Associates degrees from Pellissippi State Community College. Also, Electrical Services personnel have NCCER training and certification.
- Specific manufacturer training of Lutron Lighting systems by UT Facilities Services personnel permits operational, preventive and deferred maintenance activities, avoiding outside contractor cost.

Fire Alarm and Building Access:

- Operates, maintains and tests building Fire Alarm Systems according to NFPA and UT Environmental, Health and Safety (EHS) standards.
- Manufacturer specific Simplex-Grinnell 4100 Fire Alarm Panel Training.
- Operates, maintains and tests facility Building Access Systems according to NFPA, UL and UT Environmental, Health and Safety (EHS) standards.
- Manufacturer specific Cardax - Gallagher Building Access Software and Hardware.

- Operates, maintains and tests building sprinkler and fire pump systems according to NFPA and UT Environmental, Health (EHS) and Safety standards.
- Fire Alarm and Sprinkler System alarms response, 24/7, all academic, dormitory, athletic and auxiliary (Fraternities/Sororities) buildings.
- Operates, maintains and tests the building Emergency Generators to NFPA standards.
- Specific manufacturer training of Fire Alarm, Sprinkler and Generators systems permits UT Facilities Services personnel to be “first responder,” avoiding outside contractor cost.
- Maintains Life Safety Panels which monitor the fire alarm and campus access systems

Electrical Services also provides support for the following facilities systems:

- heating
- ventilating and air conditioning systems
- plumbing systems
- laboratory systems

24/7 Service Call Response

Electrical Services provides emergency response coverage on the UT Knoxville Main and Agricultural campuses 24-hour-a-day, 365-days-a-year on High Voltage, Low Voltage and Fire Alarm systems. Customers can call Electrical Services through the Facilities Services One Call Line.

Special Assistant to Research

The Electrical Services group provides specialized electrical support in Research Buildings. Power Quality measurements, engineering evaluation and solutions are carried out in-house.

Service Requests:

Non-Chargeable Services

Electrical Estimates for Renovations

Power Quality Analysis

Electrical Safety Training

Electrical Design Review for SBC Projects

University of Tennessee sponsored Academic events

Lighting Design Review

Lighting Recommendations

NETA Recommended Testing in 15KV systems

NETA Recommended Testing in 600V systems

Chargeable Services

Fire Watch for Athletics Events

Fire Watch for Residence Halls

Building Access Support for UTPD

Neyland Stadium Football Game support for the operation of the 13.2KV and 600V electrical distribution and Stadium Lighting Systems.

Landscape Services:

Landscape Services is responsible for the landscape maintenance and upkeep of the University of Tennessee's Main and Agriculture campus, as well as the Cherokee Farm and off-campus sites. The total area represents 600 acres of space on the Main and Agricultural campuses and an additional 200 acres at Cherokee Farm.

Four groups make up the Landscape Services subunit: Landscape Management, Arboriculture, Turf Management, and Heavy Equipment Operations.

Landscape Management:

Landscape Services is responsible for the landscape maintenance and upkeep of the University of Tennessee's Main and Agriculture campus, as well as the Cherokee Farm and off-campus sites.

The total area represents 600 acres of space on the Main and Agricultural campuses and an additional 200 acres at Cherokee Farm.

Four groups make up the Landscape Services subunit: Landscape Management, Arboriculture, Turf Management, and Heavy Equipment Operations.

Arboriculture:

Arboricultural Services was formed in 2015 to provide tree care and maintenance services to the entire University of Tennessee, Knoxville campus.

Services include:

- Maintain and update campus tree inventory database
- Preventive Maintenance Pruning
- Clearance of streets, sidewalks, fixtures and buildings
- Removal of dead and defective branches
- Removal of dead and dying trees
- Tree selection and planting
- Insect and disease control
- Tree preservation during construction
- Ensure UTK maintains Tree Campus USA status
- Host & plan annual Arbor Day celebration on campus

To request Arboriculture service, please call 974-3486.

Heavy Equipment:

Landscape Services maintains a variety of heavy equipment through which it provides diverse services. Heavy equipment services include grading, excavating, trenching, demolition, street sweeping, storm sewer clean-out, hauling, asphalt preparation and repair, fence repair, general purpose welding, ice and snow removal, handling and placement of heavy pieces of equipment, and other miscellaneous activities. To request Heavy Equipment Services, please call the Facilities Services One Call number at 946-7777.

Ice and Snow Removal

Landscape Services provides ice and snow removal services for the Main and Agricultural campuses. These services are provided on a priority basis, with safety of the greatest number of individuals being used to determine the order of service.

Service Requests:

Non-Chargeable Services

Trash/Litter - Provide Litter Clean-up:

Landscape Services removes litter on campus while making morning rounds. If litter is seen on campus, please call the Facilities Services One Call Number at 946-7777. Crew members will remove any litter where indicated.

Pest Control - Dead Animal Removal (Exterior)

Landscape Services crew members will remove dead animals found outside of buildings on campus. If a dead animal is present and requires removal, please call the Facilities Services One Call Number at 946-7777. Crew members will remove and dispose of the dead animal.

Landscape & Grounds Maintenance - Extinguish Mulch Fire

In event of a mulch fire, please call the Facilities Services One Call Number 946-7777 immediately. Landscape Services crews will be dispatched to extinguish the fire.

Landscape & Grounds Maintenance - General Landscaping (Mow, Trim, Weed)

Landscape Services provides routine landscape maintenance service to all common areas. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Landscape & Grounds Maintenance - Leaf Removal

Landscape Services provides leaf removal service to all common areas on a routine schedule. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Landscape & Grounds Maintenance – Remove/Replace Bollards

The short vertical posts are removed and replaced as needed on campus. To request removal or repair please call the Facilities Services One Call Number at 946-7777.

Landscape & Grounds Maintenance – Tree Pruning

Landscape Services Arboriculture Team provides routine tree maintenance service to all common areas. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Landscape & Grounds Maintenance – Trim Shrubs/Hedges

Landscape Services provides routine landscape maintenance service to all common areas. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Landscape & Grounds Maintenance – Weed Control

Landscape Services provides routine landscape maintenance service to all common areas. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Irrigation – Event Preparation

In preparation for your special event Landscape Services can ensure the grass is freshly mowed and irrigation systems are appropriately timed. To request this service, please submit a work request at fs.utk.edu.

Asphalt – Repair Potholes

Heavy Equipment personnel provide asphalt pothole repair to campus parking lots, drives and roads. Please submit a work request at fs.utk.edu

Snow Removal – Snow Removal/Salt/Deice

Landscape Services provides snow removal, salt and deice services to campus. If you would like to report an area of concern, please call the Facilities Services One Call Number at 946-7777.

Mowing – Mowing of Specific Campus Location

Landscape Services provides mowing service to all common areas on a routine schedule. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Chargeable Services

Landscape & Grounds Maintenance – Emergency Generator Fuel Top-off

Heavy Equipment personnel can assist with top-off of emergency generator fuel. Please submit a work request at fs.utk.edu. The requesting department will be charged the current market rate plus a logistics time.

Landscape & Grounds Maintenance – External Fence Repair

Heavy Equipment personnel can assist with exterior fence repair. The requesting department will be charged for materials costs and logistics time. Please submit a work request at fs.utk.edu.

Landscape Grounds & Maintenance – Provide Mulch Delivery

Landscape Services can provide mulch delivery to a specific location for organization/departmental use. Please submit a work request at fs.utk.edu. The requesting group will be charged the current market rate. Mulch may be donated to an organization and will be determined on a case by case basis.

Landscape & Grounds Maintenance – Assist with Landscape Improvements

Landscape Services can assist with landscape improvements including providing shrubs, trees, mulch, benches, tables and other site amenities. The subunit can also provide the set-up of these items. These services can be requested using the PP-28 form.

Landscape & Grounds Maintenance – Provide Top Soil Delivery

Landscape Services can provide topsoil delivery to a specific location for organization/departmental use. Please submit a work request at fs.utk.edu. The requesting group will be charged the current market rate.

Landscape & Grounds Maintenance – Soil Excavation

Heavy Equipment personnel provide soil excavation for all campus needs. The requesting department/organization will be charged for costs associated with material disposal, equipment, and operator time. Please submit a work request at fs.utk.edu.

Landscape & Grounds Maintenance – Transport Heavy Materials (Loading/Unloading/Crane Lifting)

Heavy Equipment personnel provide loading/unloading of heavy materials for campus departments. The requesting department/organization will be charged for costs associated equipment and operator time. Please submit a work request at fs.utk.edu.

Landscape & Grounds Maintenance – Tree Removal

Landscape Services Arboriculture Team provides performs dead/hazardous tree removal service to all common areas. Please submit a work request at fs.utk.edu. If tree is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Landscape & Grounds Maintenance – Special Events Request

Landscape Services provides mowing, trimming and weeding service before special events on campus.

Landscape & Grounds Maintenance – Repair Irrigation System

Landscape Services provides routine maintenance to common area landscape irrigation systems. If you have a private system requiring attention, please submit a work request at fs.utk.edu. If a system is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

Irrigation – Winterize Irrigation System

Landscape Services provides seasonal maintenance to common area landscape irrigation systems. If you have a private system requiring winterization, please submit a work request at fs.utk.edu.

Irrigation – Spring Startup of Irrigation System

Landscape Services provides seasonal maintenance to common area landscape irrigation systems. If you have a private system requiring spring start-up and testing, please submit a work request at fs.utk.edu.

Gravel/Rock – Provide Gravel

Heavy Equipment personnel provide gravel to parking areas, drives and roads. The requesting department/organization will be charged for costs associated with material, equipment, and operator time. Please submit a work request at fs.utk.edu.

Sand – Provide Recreational Sand

Heavy Equipment personnel provide recreational sand to playgrounds and volleyball courts. The requesting department/organization will be charged for costs associated with materials, equipment, and operator time. Please submit a work request at fs.utk.edu.

Snow Removal – Delivery of Salt and Deice Products

Landscape Services provides the delivery of salt and deice products for the customer's use. Please submit a work request at fs.utk.edu.

Equipment Repair – Repair Small Engine and Diesel Equipment

Heavy Equipment personnel provide power equipment repair to machinery with gasoline and diesel engines. The requesting department/organization will be charged for costs associated with materials, parts, and technician time. Please submit a work request at fs.utk.edu.

Lock & Key Services:

Lock & Key Services oversees the issuing of all keys and the maintenance of all campus locks.

For key requests, please log in and use the online portal found at the site linked [here](#).

All UT issued keys are assigned through Lock & Key Services and should be picked up and returned to the Lock & Key office located in Room G015 at Greve Hall.

Keys:

Issuance of keys, rekeying of buildings, and general locksmith services are provided by the Facilities Services Lock & Key Services unit. Requests for Lock & Key Services and inquiries about charges for services should be directed to Lock & Key Services at 974-4371 during normal business hours and the Facilities Services One Call Number 946-7777 after hours.

Lock Policy:

All locks on doors of university buildings, both exterior and interior, must be furnished by Lock & Key Services and be on a master key available to UTK Security and Facilities Services. *Occupant installed locks or padlocks will be removed by the Facilities Services Department, with the cost for removal and installation of university locks billed to the department or entity to which the space is assigned.* Issues with this policy should be discussed with the Lock & Key Services subunit at 974-4371 or the Associate Vice Chancellor of Facilities Services at 974-2178.

Lock Repair:

Malfunctions of building locks, door hardware, or exit hardware should be reported to Facilities Services by calling the Lock & Key Services office at 974-4371 or the One Call Number afterhours at 946-7777. These repairs are building maintenance functions for which no charge is addressed. Changing of locks, issuance of keys and rekeying of rooms or buildings are matters under the administrative responsibility of Lock & Key Services.

Service Requests:

Please note that some services are **chargeable** for **Auxiliary** and **non-chargeable** for **Academic**.

Non-Chargeable Services

Keys (Academic) – Keys Not Working

Lock & Key Services personnel address issues with non-working keys that include locks sticking and keys not turning in academic rooms, offices, and exterior doors. In these instances the lock and/or key is repaired or replaced.

Keys (Academic) – Provide Keys as Needed

Keys for all UT buildings' interior and exterior doors are to be requested through the online portal at [UTK/Facilities Services – Key and Electronic Access](#). UT issued keys are the property of the University and should be returned to Lock & Key upon exiting. Duplication services for file, des, and misc. keys are also offered at the main office and will be chargeable through a work order.

Keys (Academic) – Stuck in Door

If a key is stuck in a campus lock a member of the Lock & Key Services crew will first try to remove it, if the key cannot be removed then the core will be replaced.

Locks (Academic) – Repair, Replace or Adjust Locks as Needed

All locks and exit hardware on UT buildings that is damaged, broken, jammed or loose will be repaired or replaced as needed. See exceptions below.

Request for the installation of Mechanical Combination Locks to replace a standard lock will be chargeable to requesting department as well as all combination changes or repairs.

Desk, file cabinets, cabinets & safes – any installation, repair or keys cut will be charged to the requesting department.

Chargeable Services

Keys (Auxiliary) – Keys Not Working

Lock & Key Services personnel address issues with non-working keys that include locks sticking and keys not turning in academic rooms, offices, and exterior doors. In these instances the lock and/or key is repaired or replaced.

Keys (Auxiliary) – Provide Keys as Needed

Keys for all UT buildings' interior and exterior doors are to be requested through the online portal at UTK/Facilities Services – Key and Electronic Access. UT-issued keys are the property of the university and should be returned to Lock & Key only upon exiting. Duplication services for file, desk, and misc. keys are also offered at the main office and will be chargeable through a work order.

Lock & Key Services provides service for all UTK buildings for recore/lock changes of an entire building after renovations, reorganizations, department moves, or in the instance of a lost master key.

Keys (Academic & Auxiliary) – Recore/Lock Changes

Lock & Key Services provides service for all lock changes for UTK buildings, including those for academic, office, housing and exterior doors, desks, safes, and file cabinets.

Keys (Academic & Auxiliary) – Replace Door or Cabinet Locks

Locks are replaced when the hardware is not repairable.

Keys (Auxiliary) – Stuck in Door

If a key is stuck in a campus lock a member of the Lock & Key Services crew will first try to remove it, if the key cannot be removed then the core will be replaced.

Locks (Auxiliary) – Adjust Lock as Needed

Adjustments can be made to lose locks on a variety of doors across campus.

Locks (Academic & Auxiliary) – Provide Padlocks as Needed

Lock & Key Services furnishes commercial and UT keyed padlocks for use on campus.

Locks (Auxiliary) – Repair and Replace Locks as Needed

Lock & Key Services repairs broken, jammed, loose and damaged locks on campus including those for academic, office, housing and exterior doors, desks, safes, and file cabinets. If the lock cannot be repaired, crew members will replace the lock.

Locks (Academic & Auxiliary) – Unlock Cabinet as Needed

If a key or combination is changed for a cabinet, the new key and/or combination is given to the person indicated on the request.

Locks (Academic & Auxiliary) – Change Safe Combination

After a safe combination is changed, the new combination is provided to the person indicated on the request.

Safe (Academic & Auxiliary) – Repair as Needed

A variety of safe repairs can be completed by Lock & Key Services, up to and including gaining access, replacing parts, and replacing the entire safe.

Key Pad (Academic & Auxiliary) – Mechanical Keypad Lock Combination Changes

After a key code is changed, the new code is provided to the person indicated on the request.

Key Pad (Academic & Auxiliary) – Mechanical Keypad Lock Repair or Replace

Lock & Key Services crews will repair a key pad if the combination is not working or if there is a hardware malfunction. If the key pad cannot be repaired, crews will replace it.

Plumbing & Heating Services:

Plumbing & Heating Services performs routine, periodic utility maintenance on domestic water systems (including sewers), low pressure distribution systems within buildings, and storm sewers. It also provides special project services.

The subunit provides multi-levels of services ranging from scheduled equipment maintenance, service calls, scheduled project work and major emergencies to piping systems. Major disruption of services may include water distribution, steam distribution, sanitary waste removal, storm water removal and natural gas distribution. These utilities are essential to the day to day operation of our campus from student housing to classrooms and their associated labs.

In the event of any emergency disruption of a utility service to our campus, Plumbing & Heating Services work around the clock in response, identifying the problem and restoring the utility as quickly as possible. When repair work on a utility interfaces with the Knoxville Utility Board and/or the City of Knoxville systems, coordination of the work is made with them. After an emergency has been taken care of and the utility restored, work remains for Plumbing & Heating to complete in the area of the repair work. This may involve work with other Facilities Services subunits for road repairs, sidewalk repairs and/or ground work.

At times, a scheduled disruption of a utility is needed for work on a piping system. Efforts are made to schedule this work during a time period that will have the least impact on the campus community. Much of this work is done when the campus is shut down for a holiday or during off hours.

Service Requests:

Please note that some services are **chargeable** for **Auxiliary** and **non-chargeable** for **Academic**.

Non-Chargeable Services: Academic

Repairs are performed to leaks on campus piping utilities including water, steam, gas, sanitary sewers and storm sewers.

Plumbing & Heating Services fabricates and repairs campus handrails.

The subunit performs miscellaneous welding repairs and special welding requests.

Air Conditioning Services is assisted by Plumbing & Heating Services on high pressure air and chilled water piping installation and repair.

Fire hydrant testing and repairs are completed by the subunit.

Plumbing & Heating tests and repairs post indicator valves and street valves on the main water distribution system.

Backflow devices for domestic and fire water systems are inspected and repaired by the subunit.

Plumbing & Heating personnel perform scheduled maintenance on water stations located in campus buildings.

Water pressure regulator valves are inspected and repaired by subunit personnel.

Booster pumps and motors are tested and repaired as needed.

Plumbing & Heating Services is responsible for the abatement, repair and install insulation on water lines, steam and condensate lines.

Gas water heater with storage tanks are inspected and repaired as needed.

The subunit is responsible for the installation and repair drinking fountains including bottle filling stations.

Water heaters are installed and repaired by Plumbing & Heating Services.

Steam valves are tested and repaired by the subunit.

Scheduled maintenance on steam stations located in campus buildings is performed.

Personnel inspect and repair the approximately 200 steam vaults on campus.

The subunit is responsible for scheduled steam expansion joint maintenance.

Personnel inspect and repair steam expansion joints and pressure regulator valves.

Pumps are inspected, tested and repaired by the subunit.

Personnel inspect and repair high pressure safety relief valves, and blowdown lines and supports for high pressure safety relief valves.

The subunit performs scheduled maintenance on main line condensate pumps and motors.

Plumbing & Heating assists Air Conditioning Services with steam heat convertors.

Personnel install, inspect and repair flash tanks and steam heaters.

Steam water heaters are installed by the subunit.

Personnel abate, repair and install insulation on high and low pressure steam lines.

Plumbing & Heating Services is responsible for the inspection and repair of steam water heaters with storage tanks and pipe supports located outside buildings.

Personnel mark campus piping utilities for TN 1 calls.

Crews perform inspections and cleanings of storm water catch basins.

Plumbing & Heating personnel repair and pump-out storm water catch basins.

Personnel pump, inspect and repair sanitary manholes, install and repair grease interceptors, and repair sewer pumps.

Crews inspect and repair backflow check floor drain assemblies.

Plumbing & Heating rod sewer lines in buildings without kitchens.

Natural gas line valves are tested and repaired.

Steam condensate and water metering are performed by personnel.

Chargeable Services: Auxiliary and Special Department Requests

Plumbing & Heating completes special welding requests by department.

Personnel are responsible for the rodding and flushing of sewer lines at University Housing and Campus Dining.

The subunit installs grease interceptors for Campus Dining's grease control.

Booster pumps are tested.

Personnel test and repair post indicator valves.

Plumbing & Heating Services repairs booster pumps.

Insulation is abated, installed and repaired by subunit personnel.

Gas water heaters with storage tanks are inspected and repaired.

Drinking fountains and water heaters are installed and repaired by Plumbing & Heating Services.

Personnel repair pressure regulator valves.

Crews inspect and repair high pressure safety relief valve blowdown lines and supports.

Steam flash tanks and steam heaters are repaired by the subunit.

Crews repair and install piping insulation.

The subunit inspects and repairs steam water heaters w/storage tanks.

Personnel install and repair grease interceptors.

Sewer pumps are tested and repaired.

Crews inspect and repair backflow check floor drain assemblies.

The subunit provides support for special campus events including football game day coverage.

Rapid Response Team

The Rapid Response Team (RRT) is responsible for special projects, customer initiatives, crises and emergencies. RRT also oversees transfers and hauling.

Transfer and Hauling Services:

RRT provides transfer and hauling services for the Main and Agricultural campuses. These services include:

- Set up for registration, commencements, SGA elections, classrooms, and special events.
- Pickup and delivery services.
- Arrangement and moving of office furniture and equipment.
- Arrangements with professional moving companies for heavy items and large moves.

Those requesting services from RRT are generally charged for the services of the transfer and hauling unit. There is a minimum requirement for 5 tables and/or chairs.

Questions about services provided can be directed to the Rapid Response Team office at 974-7748.

Service Requests:

Please note that some services are **chargeable** for **Auxiliary** and **non-chargeable** for **Academic**.

Non-Chargeable Services

Move (Academic) - Boxes, Equipment, Freezer(s), Furniture within Cubicle(s), Furniture within Office Suite(s)

The Rapid Response Team moves boxes, various equipment, freezers and refrigerators, cubicle and office suite furniture from one location to another on the UT Knoxville and Agricultural campuses. Customers are asked to specify number of boxes, types of equipment or furniture, and details about locations.

Move (Academic) - Items to and from Surplus Warehouse

RRT will move items from campus Surplus to specified locations on campus and will also move items from campus locations to Surplus. Customers are asked to indicate the specific items requested for moves in the Archibus Work Request.

Banners (Academic) - Hang or Remove Banners

The Rapid Response Team hangs and removes banners on the UT Main and Agricultural campuses. This services includes light post banners and individual building banners.

Risers (Academic) - Provide Riser(s)

The Rapid Response Team delivers and picks up risers on the UT Main and Agricultural campuses.

Chargeable Services

Move (Auxiliary) - Boxes, Equipment, Freezer(s), Furniture within Cubicle(s), Furniture within Office Suite(s)

The Rapid Response Team moves boxes, various equipment, freezers and refrigerators, cubicle and office suite furniture from one location to another on the UT Knoxville and Agricultural campuses. Customers are asked to specify number of boxes, types of equipment or furniture and details about locations.

Move (Auxiliary) – Items to and from Surplus Warehouse

RRT will move items from campus Surplus to specified locations on campus and will also move items from campus locations to Surplus. Customers are asked to indicate the specific items requested for moves in the Archibus Work Request.

Tables/Chairs (Academic & Auxiliary) – Provide Tables and Chairs/Provide Chairs Only/Provide Tables Only

The Rapid Response Team will supply, setup and breakdown tables and chairs on the UT Main and Agricultural campuses for special events. RRT also handles requests for tables only and chairs only. A minimum of five tables is required for requests. Customers are asked to provide a contact name and reliable phone number. A member of RRT will call the contact to schedule setup and breakdown times.

Banners (Auxiliary) – Hang or Remove Banners

The Rapid Response Team hangs and removes banners on the UT Main and Agricultural campuses. This services includes light post banners and individual building banners.

Risers (Auxiliary) – Provide Riser(s)

The Rapid Response Team delivers and picks up risers on the UT Main and Agricultural campuses.

Risers (Academic & Auxiliary) – Provide Stage(s)

The Rapid Response Team delivers, assembles and disassembles stages on the UT Main and Agricultural campuses. Customers are asked to provide a contact name and reliable phone number to schedule setup.

Sustainability

The Office of Sustainability (OOS) works to Make Orange Green by promoting a sustainable and equitable campus community. We take pride in our role as part of the state's flagship land-grant university and our responsibility to mitigate the social impacts of climate change. Through student engagement and collaborative programming, we tackle issues related to waste diversion, resource conservation, food justice, and more.

The Sustainability staff includes full-time employees, AmeriCorps members, and numerous students who are passionate about sustainability and waste reduction, and affectionately refer to themselves as Waste Warriors. The staff is here to serve campus every Monday through Friday, and on Saturdays for Football Games, Move-in, and other special events.

Sustainability's primary efforts are based in three broad categories 1- Collecting recycling and composting materials, 2- overseeing solid waste and cardboard collection services for campus performed by a 3rd party, and 3- Reporting on and educating about campus sustainability efforts. Further explanations of each of those three categories follow.

Recycling/Composting Collection

The Office of Sustainability strives to provide exceptional customer service in collecting recyclable and compostable materials from campus. Sustainability works closely with Building Services to provide appropriate recycling and composting containers for use throughout the Main and Agricultural Campuses of the University of Tennessee, Knoxville. Typically Building Services provides the small trash and recycling containers and service for those containers inside buildings, while Sustainability provides larger containers outside buildings, large containers for office clean-outs and special events, and empties those larger containers. Sustainability staff drive and operate two large white and orange recycling trucks to empty the blue and green 95-gallon wheeled recycling containers throughout campus, and a smaller orange truck to empty the 35-gallon wheeled compost containers. Sustainability staff also drive pickup trucks or dump trucks to collect pallets, electronics, and other recyclables from campus, as well as emptying manure trailers.

Sustainability operates a 24-hr Public Recycling Drop-off located outside docks 24 and 25 of the UT Warehouse at 2121 Stephenson Drive. Students, faculty, staff, and the community are all encouraged to take advantage of this convenient recycling drop-off center and bring in Paper, Cardboard, Aluminum Cans, Steel Cans, Plastics #1-7, Plastic bags/film, Scrap Metal, Electronics, and Batteries from work or home.

Sustainability operates the UT Compost Facility across from UT Medical Center at 1657 Cherokee Trail. Leaves, wood chips, paper towels, and manure and bedding collected from campus operations, along with food waste, coffee grounds, and compostable service ware collected from events and dining facilities are all mixed, turned, and screened by Sustainability staff at the UT Compost Facility. The finished compost material is then used for soil amendment or erosion control on campus.

Solid Waste and Cardboard Collection Services

The Office of Sustainability oversees trash service and cardboard collection service provided by a third-party contractor, currently Waste Management. Sustainability oversees dumpster and compactor placements throughout campus and establishes schedules for those containers to be emptied, maintained, and repaired as needed. Sustainability also bills auxiliaries for trash collection services provided to them.

Sustainability Reporting and Education

The Office of Sustainability provides educational materials through the website and social media, an emailed newsletter, and a blog, as well as printed flyers, posters, and banners. Sustainability holds tabling events, movie screenings, public waste audits, and other educational events throughout campus. Campus participation in national competitions such as the Race to Zero Waste and Game Day Recycling Challenge are spearheaded through the Office of Sustainability, as well as intra-campus competitions such as the POWER Challenge, Residence Hall Recycling Challenge, and other competitions to get the campus community excited about reducing their environmental impact. Sustainability staff visit campus departments, housing units, fraternities and sororities, and student groups to give "Recycle Talks" as well as teach classes, give guest lectures, and take groups on tours of landfills, recycling centers, and the UT Compost Site.

Sustainability Reporting and Education

If you have suggestions, questions or concerns, please contact Jay Price, Sustainability Manager, at 865-200-7662 or jayprice@utk.edu.

To schedule a Sustainability presentation or other event with Sustainability, or to find out more information, call 865-974-3480, visit the website <https://sustainability.utk.edu/>, or follow UT Office of Sustainability on Facebook (@sustainableUTK), Twitter (@sustainableUT), or Instagram (@sustainableUT).

Service Requests:

Non-Chargeable Services

Recycling/Composting – Provide Recycling/Composting Bins

Sustainability provides larger recycling and composting containers for outside buildings, large wheeled Paper recycling and Zero Waste containers for office clean-outs and recycling and composting containers for special events. The Zero Waste containers provided for office clean-outs are for reusable office supplies, non-perishable food items, electronics, and other recyclables.

Recycling/Composting – Provide Recycling/Composting Services

Sustainability staff drive and operate two large white recycling trucks to empty cardboard recycling containers and the blue and green 95-gal wheeled recycling containers throughout campus. Sustainability staff also drive pickup trucks to empty the large gray wheeled compost containers and collect pallets, electronics, and other recyclables from campus, as well as emptying manure trailers. Sustainability can also provide staff for “goalies” at Zero Waste Events to help people sort their waste appropriately.

Recycling/Composting – Provide Recycling Education

Sustainability staff visit campus departments, housing units, fraternities and sororities, and student groups to give “Recycle Talks” as well as teach classes, give guest lectures, and take groups on tours of landfills, recycling centers, and the UT Compost Site.

Waste Management – Empty Compactor

The Recycling Manager coordinates with our waste hauler, Waste Connections, to have the compactor emptied and returned. The truck is typically only available to empty compactors between 6am and 3pm, M-F, though special arrangements can be made for weekends.

Waste Management – Empty Roll-off

The Recycling Manager coordinates with our waste hauler, Waste Connections, to have the roll-off emptied and returned or removed. The truck is typically only available to empty roll-off containers between 6 a.m. and 3 p.m. Monday through Friday, though special arrangements can be made for weekends.

Waste Management – Empty Trash Dumpster

The Recycling Manager coordinates with our waste hauler, Waste Connections, to have the regular trash dumpster emptied. The truck for emptying dumpsters is typically only available to empty them between 2 a.m. and 9 a.m. every day. If it is after 9am, the dumpster will not be emptied until the following morning.

Waste Management – Other Services

Customers can provide a detailed description of service needs in the Archibus System and the Recycling Manager can assist as needed in a timely manner.

Waste Management – Repair Compactor

The Recycling Manager coordinates with our waste hauler, Waste Connections to repair compactors as needed or upon request. This service is typically only available 8 a.m. to 4 p.m. Monday through Friday, though special arrangements can be made in emergency situations.

Waste Management – Repair Dumpster

The Recycling Manager coordinates with our welders or our waste hauler, Waste Connections, to repair compactors as needed or upon request. This service is typically only available 8 a.m. to 4 p.m. Monday through Friday, though special arrangements can be made in emergency situations.

Dumpster – Add Trash Dumpster to Specific Location

The Recycling Manager coordinates with our Heavy Equipment staff or our waste hauler, Waste Connections, to add regular trash dumpsters or roll-offs as needed or upon request. Please provide details as to type of container and materials to dispose along with length of time needed. This service is typically only available 6 a.m. to 3 p.m. Monday through Friday, though special arrangements can be made well in advance.

Dumpster – Remove Trash Dumpster from Specific Location

The Recycling Manager coordinates with our Heavy Equipment staff or our waste hauler, Waste Connections, to remove regular trash dumpsters or roll-offs as needed or upon request. This service is typically only available 6 a.m. to 3 p.m. Monday through Friday, though special arrangements can be made well in advance.

Chargeable Services

Swim Meet – Recycling Service

Sustainability provides recycling containers, moves existing recycling containers, and empties the containers upon request. Please provide specific details on timing of placement, empties, and removal.

Swim Meet – Recycling Service (Moves)

Sustainability provides recycling containers and recycling dumpsters, moves existing recycling containers, and empties the containers and recycling dumpsters upon request. Please provide specific details on timing of placement, empties, and removal.

Swim Meet – Waste Management Support

The Recycling Manager coordinates dumpster empties and movement or removal of dumpsters with Heavy Equipment staff or our waste hauler, Waste Connections. Please provide specific details on timing of placement, empties, and removal.

Sanitation Safety

Sanitation Safety is responsible for pest control and asbestos abatement.

Pest Control

Sanitation Safety provides comprehensive pest control services. The unit is headed by a supervisor licensed by the State of Tennessee as a Commercial Pest Control Operator. Two Sanitation Safety technicians are Certified Basic Wildlife Control Operators and Certified Applicators. Services provided include insect, rodent, termite, bird, odor, and biological control. A paging system enables prompt response to trouble calls. To obtain service, please call the Facilities Services One Call Number at 946-7777. If there are conditions or problems requiring special care or procedures, please contact the Superintendent of Sanitation Safety Randy Hamilton at 974-8161.

Asbestos Abatement

Tests have been conducted in all buildings for friable asbestos. The Sanitation Safety unit coordinates asbestos abatement if asbestos is found during a renovation or maintenance project being conducted by the Facilities Services Department, as needed or as required by regulations. Inquiries about asbestos and asbestos abatement should be directed to the Superintendent of Sanitation Safety Randy Hamilton at 974-8161 or the Director of Facilities Operations Jason Cottrell at 974-6076.

Service Requests:

Non-Chargeable Services

Abatement: Estimates – Asbestos Abatement Estimates

Most estimates provided by and coordinated through Sanitation Safety do not necessitate a charge. The exception is if sampling is required to provide a more accurate estimate, the cost of testing would result in a chargeable service.

Pest Control – Pest Control Services

There are certain laws and restrictions governing the use and application of pesticides. These laws are strictly followed to ensure the safety of our customers by our own State Licensed & Certified Technicians. Therefore, the way a certain situation is handled is up to the licensed, certified technician.

Treatment options vary according to the target pest. When possible, Sanitation Safety follows an Integrated Pest Management System. This simple system is based on the safety of individuals by employing mechanical, and environmental controls in place where possible. It may include trapping or baiting instead of conventional liquid application.

Pest Control - Requesting Pest Control Service

Customers are asked to provide their full name and contact information when requesting pest control services. Also, please be as descriptive and precise as possible concerning the services desired to ensure the Sanitation Safety team has the necessary information needed.

Once a work request has been received, it will be issued to a technician which will then take the information given and investigate the issue(s). Inspection and identification of the target pest is a key component of successfully eradicating any pest issue. Therefore, customer information is vital to this process. Customers are asked to describe the situation to the best of their knowledge.

Chargeable Services

Abatement: Testing - Asbestos Testing

Upon requesting this service the Sanitation Safety subunit investigates its records. The subunit maintains a historical archive of more than 7,000 samples and surveys collected over the course of the last 30 years. From this database previous samples can many times be located of the area in question. In the event insufficient data for the area is determined, a state licensed inspector will visually inspect the area. If necessary, samples of the material will be collected and sent to a certified third party testing laboratory to be analyzed. A report of the testing will be provided and the appropriate action will be taken.

Abatement: Removal - Asbestos, Mold or Lead Removal

The Sanitation Safety subunit coordinates the removal of asbestos containing material, mold, and/or lead is warranted for repair or renovation purposes. The University of Tennessee has a contract with a state licensed abatement contractor that will complete the removal. Facilities Services also has four inspectors on campus, three supervisors and monitors, and an abatement designer to coordinate with all parties to establish the most convenient time to conduct the abatement project.

A ten day waiting period mandated by NESHAPS may be warranted if the size of the area to be removed is a surface area more than 160 square feet, the combined length of piping insulation is longer than 260 linear feet, or any material that makes up more than 35 cubic feet.

During abatement, the area will be sealed developing a containment which would then be placed under negative air pressure. All EPA and OSHA regulations will be followed to ensure the safety of the customers and contractors.

Pest Control - Animal Removal

Customers are asked to provide their full name and contact information when requesting pest control services. Also, please be as descriptive and precise as possible concerning the services desired to ensure the Sanitation Safety team has the necessary information needed. Sanitation Safety has two Wildlife Control Operators on staff. Work requests will be issued to these individuals who will use the information provided to investigate the issue. When possible and safe, customers are asked to keep an eye on the animal while staff gathers the appropriate tools for removal. There are laws and regulations which govern the relocation of animals that carry stiff penalties and fine. Relocation is always the first option when possible.

Zone Maintenance

The Zone Maintenance unit is responsible for maintenance of all systems related to the 250+ buildings on the Main and Agricultural Campuses.

This includes:

- Lighting and electrical systems
- Heating
- Ventilating and air conditioning systems
- Plumbing systems
- Laboratory systems
- Structural and building envelope systems including roofing, walls and windows

With the over 1,500 years of combined experience (>10 year average), the unit has developed a workforce that, along with being very well equipped and adept at handling everyday requirements, is able to quickly respond to and diffuse any emergency situation that may arise. These two characteristics are essential for an educational and heavy research campus as diverse in service and customer needs as UT Knoxville.

With the reorganization of Facilities Services in 2012, more resources have been provided to Zone Maintenance personnel empowering them to perform more tasks without being required to call on others. This has provided more efficient and effective service to the campus community.

Apprenticeship Program

Zone Maintenance has been charged with starting an Apprenticeship Program to assist with training the next generation of employees. This was an idea that Governor Lee initiated, and we were fortunate to be able to assist in pioneering it within maintenance. We currently have fifteen apprentices working towards their certification. Apprentices receive incremental raises during the program as they reach on-the-job learning milestones. These employees attend classes weekly to gain instruction on the theory of maintenance and work directly with a mentor to gain 2,000 hours of hands-on experience in maintenance by the end of the program. Upon completion of the program, apprentices receive a certificate and are promoted to a Maintenance Specialist II where they will assist with training and mentoring future apprentices. Our mission is to build a qualified and dedicated workforce that sets a solid foundation for the future of Zone Maintenance and Facilities Services as a whole.

One Call Program (One Call Shift)

Zone Maintenance provides maintenance coverage on the UT Knoxville Main and Agricultural campuses 24-hour-a-day, 365-days-a-year. Customers can call the Facilities Services One Call Line and be in touch with someone who is on campus and will either be able to remedy or stabilize a problem. These people also have the authority to call in additional resources as needed.

Specialty Teams

The Archibus Coordinator leads the equipment asset tagging program by working with Maintenance personnel in each Zone to classify, inventory, and QR Code equipment. The Coordinator also maintains equipment records and provides updates to the 15,000+ assets in the EAM system, and creates and schedules Preventive Maintenance work procedures and inspections for HVAC systems, mold inspection, sprinkler system inspection, elevator track inspection/cleaning, and various building inspections/duties. Provides on-campus training to Zone Maintenance staff on how to properly collect equipment data and roll out QR Code stickers.

The Building Commissioning Team does Commercial Test and Balance; measures and calibrates air and water flow, pressure, temperature, and humidity to obtain desired comfort level with an emphasis on energy efficiency in labs, offices, and classrooms. Performs chemical fume hood performance testing, certification, and air change certification in labs and animal facilities. Also performs many tasks with building automation systems and installs and repairs pneumatic and electronic components on air handlers, cooling towers, and steam converters. Assist other Specialty Team Work Groups and the AC Controls Group as needed. The Entrances Team ensures all ADA doors on campus are operational and in compliance, they stock the necessary parts in-house to complete same-day repairs and will respond to calls 24/7 to guarantee everyone has accessibility in/out of our buildings. They'll also repair or replace external metal doors, replace pivots and hinges, add Roton Hinges where needed, and complete special projects; fabrication of steel framing, railing, post and bases, shelf and racks when requested. Assist other Specialty Team Work Groups as needed.

The Glass Team responds to calls 24/7 to guarantee the safety and security of glass entrance doors and windows. Also, repair, replace and maintain storefront systems, aluminum doors, glass railings, Fume Hood sash glass, display case glass, glass with encased blinds, and insulated glass units. Assist other Specialty Team Work Groups as needed.

Lift/Generator Team schedules the delivery and pickup of all lifts, aerial platforms and forklifts. Is first response on all generator calls, in-house repair on light items and schedules contract repairs. Completes camera cleaning when requested by OIT, Telephone Services, EOC and/or the Police Station. Provides operator training on lifts, aerial platforms and forklifts to Facilities Services employees. Assist other Specialty Team Work Groups as needed.

The Predictive Maintenance Team is leading the way in the use of data-driven, proactive maintenance techniques that include ultrasonic leak detection, vibration analysis, shaft alignment, and thermal analysis. Their mastery of specialized test equipment and analytics is maximizing efficiencies to improvement longevity in equipment and lower utility costs. Assist other Specialty Team Work Groups as needed.

Service Requests:

Non-Chargeable Services

Temperature - Too Hot/Cold:

Zone Maintenance will check the temperature then troubleshoot the problem and make necessary repairs to the system. If the temperature in your space on campus, please call the Facilities Services One Call Number at 946-7777.

Lights - Inside:

Zone Maintenance will troubleshoot the problem by checking the power, bulb, switch and ballast then make necessary repairs to the light. If you have a light out on campus, please call the Facilities Services One Call Number at 946-7777.

Lights - Outside:

Zone Maintenance will check the temperature then troubleshoot the problem and make necessary repairs to the station. If you see a blue light out on campus, please call the Facilities Services One Call Number at 946-7777.

Lights (Outside) - Pole Light Broken/Missing, Street Lights:

Zone Maintenance will troubleshoot the problem by checking the power, bulb, photocell and ballast then make necessary repairs to the system. If you see an outside light out on campus, please call the Facilities Services One Call Number at 946-7777.

Electrical Power - Other

Zone Maintenance will troubleshoot the problem by checking the circuit breaker or finding another problem and make the necessary repairs to the system. Zone Maintenance will call the Electrical Services for assistance if needed. If you have a power issue on campus, please call the Facilities Services One Call Number at 946-7777.

Electrical Power - Power is Out Inside Entire Building

Zone Maintenance will troubleshoot the problem by checking the main switch gear or by finding another problem and make the necessary repairs to the system. Zone Maintenance will call the electric shop for assistance if needed. If you have the power goes out in your building, please call the Facilities Services One Call Number at 946-7777.

Generator - Assist with Certification

Zone Maintenance will coordinate getting the inspection and appropriate certifications done on generators. If you need a generator certified on campus, please call the Facilities Services One Call Number at 946-7777.

Generator - Check with Transfer Problems & Other

Zone Maintenance will troubleshoot the problem and make the necessary repairs to the generator. Zone Maintenance will call an outside contractor for assistance if needed. If you have generator problems, please call the Facilities Services One Call Number at 946-7777.

Elevators - General

Zone Maintenance will access the problem or retrieve lost items from the elevator pit. Zone Maintenance will call the elevator contractor for assistance if needed. If you have elevator problems on campus, please call the Facilities Services One Call Number at 946-7777.

Fume Hood - Test, Repair and/or Certification

Zone Maintenance will test, repair and/or certify the operation of fume hood performance. If you have problems with fume hoods on campus, please call the Facilities Services One Call Number at 946-7777.

Sprinkler - General

Zone Maintenance will access the problem with sprinkler. Zone Maintenance will make the appropriate repairs or call the sprinkler contractor for assistance if needed. If you have sprinkler problems on campus, please call the Facilities Services One Call Number at 946-7777.

Leak - General

Zone Maintenance will access the pipes, roof, windows, walls, etc. to find the leak. Zone Maintenance will make the appropriate repairs to stop the leak. If you have a leak on campus, please call the Facilities Services One Call Number at 946-7777.

Toilet or Urinal

Zone Maintenance will inspect the toilet/urinal to make sure it's not leaking and flushing properly. Zone Maintenance will make the needed repairs. If you have a problem with a toilet/urinal on campus, please call the Facilities Services One Call Number at 946-7777.

Sink - General

Zone Maintenance will check the faucet to ensure its functioning properly, make sure it is not leaking or stopped up. Zone Maintenance will make the needed repairs. If you have a problem with a sink on campus, please call the Facilities Services One Call Number at 946-7777.

Water - No Hot/Cold

Zone Maintenance will troubleshoot the problem to find the issue with the water then make necessary repairs to the system and call the other shops if necessary to assist. If you have a problem with water on campus, please call the Facilities Services One Call Number at 946-7777.

Water Fountain - General

Zone Maintenance will troubleshoot the problem to find the issue with the water fountain then make necessary repairs to the system and call the other shops if necessary to assist. If you have a problem with water fountain on campus, please call the Facilities Services One Call Number at 946-7777.

Drains - General

Zone Maintenance will troubleshoot the problem by checking to see if the drain is stopped up or leaking then make necessary repairs to the system. If you have a problem with drain on campus, please call the Facilities Services One Call Number at 946-7777.

Odor - General

Zone Maintenance will find the source of the odor then make necessary repairs to get rid of the odor problem. If smell an odor on campus, please call the Facilities Services One Call Number at 946-7777.

Air Conditioning - General

Zone Maintenance will troubleshoot the problem whether it is a window unit or an air handler then make necessary repairs to the unit and call the other shops if necessary to assist. If you have a problem with air conditioning on campus, please call the Facilities Services One Call Number at 946-7777.

Condensate Pump - General

Zone Maintenance will troubleshoot the problem then make necessary repairs to the air condensate pump and call the other shops if necessary to assist. If you have a problem with a condensate pump on campus, please call the Facilities Services One Call Number at 946-7777.

Air Compressor - General

Zone Maintenance will troubleshoot the problem then make necessary repairs to the air compressor and call the other shops if necessary to assist. If you have a problem with an air compressor on campus, please call the Facilities Services One Call Number at 946-7777.

VFD (Variable Frequency Drive) - General

Zone Maintenance will troubleshoot the problem then make necessary repairs to the VFD and call the other shops if necessary to assist. If you have a problem with a VFD on campus, please call the Facilities Services One Call Number at 946-7777.

Locks - Lock/Unlock Doors as Needed

Zone Maintenance will lock or unlock doors as needed. If you need a door locked or unlocked on campus, please call the Facilities Services One Call Number at 946-7777 with contact information, building name and room number.

Locks - General

Zone Maintenance will make necessary repairs to the door handle. If you see a broken door handle on campus, please call the Facilities Services One Call Number at 946-7777.

Doors/Doorknobs - Change Door Combination

Zone Maintenance will make necessary repairs to the door handle. If you see a broken door handle on campus, please call the Facilities Services One Call Number at 946-7777.

Doors/Doorknobs - Door Handle Mechanism Broken

Zone Maintenance will make necessary repairs to the door handle. If you see a broken door handle on campus, please call the Facilities Services One Call Number at 946-7777.

Doors/Doorknobs - Door Strike - Electric Door Strike Not Working

Zone Maintenance will troubleshoot the problem then make necessary repairs to the door strike and call the Electrical Services if necessary. If you see a problem with a handicap door on campus, please call the Facilities Services One Call Number at 946-7777.

Doors/Doorknobs - Handicap Door Repair or Other Problem

Zone Maintenance will troubleshoot the problem and make necessary repairs to the door openers. If you see a problem with a handicap door on campus, please call the Facilities Services One Call Number at 946-7777.

Gutters - General

Zone Maintenance will check to see if the gutter is stopped up or damaged then make necessary repairs to the system. If you see any gutter issues on campus, please call the Facilities Services One Call Number at 946-7777.

Building Finishes - General

Zone Maintenance will access the problem with the building finishes then make necessary repairs. If you have any problems with the finishes in your building, please call the Facilities Services One Call Number at 946-7777.

Glass - Repair/Replace and General

Zone Maintenance will access the problem then make necessary repairs to the glass. If you have any problems with glass on campus, please call the Facilities Services One Call Number at 946-7777.

Chargeable Services

Swim Meet - Maintenance Support

Zone Maintenance will provide maintenance support for the event. If you have a swim meet on campus and need maintenance support, please call the Facilities Services One Call Number at 946-7777.