



# UNIVERSITY OPERATIONS

DEFINITION OF SERVICE LEVELS

# UNIVERSITY OPERATIONS - DEFINITION OF SERVICE LEVELS

This document serves as an understanding of services provided by University Operations (UO). This document includes services performed by the following units: Building Systems Maintenance, Custodial Services, Landscape Services, Inventory, Moving and Asset Management, Refuse and Diversion Services, Environmental Health and Safety, Husker Energy and Power, Office of Sustainability, Print and Mail Services. The level of service described in this document is uniform for all state funded spaces across campus.

UO will provide a comfortable, functional, safe, and reliable environment through Basic Services, and Recharge Services. Basic Services cover the scope of work necessary to properly maintain campus buildings and grounds. Provided at no additional cost they include, but are not limited to, standard custodial coverage, mechanical system maintenance, building envelope maintenance and grounds maintenance. Basic Service is limited within the parameters of the operating budget per fiscal year. Recharge Services cover work requested by the customer that is outside of Basic Services. These items include, but are not limited to, special or above basic service custodial requests, updating and/or enhancing office spaces and special events service. A customer can request an estimate for any scope of work outside of Basic Services for budget planning. Recharge reporting will be made available upon request.

For each unit this document includes a Service Matrix, Service Schedule, Service Access and Hours, Service Expectations, Performance Metrics, and Zone Maps.

Unit	Service Matrix	Service Schedule	Accessing Services & Hours	Service Expectations	Zone Maps
Building Systems Maintenance	Preventive and predictive maintenance services for state-funded buildings/spaces per <a href="#">BSM Service Matrix</a> . General building maintenance and repair for state-funded buildings/spaces. Overnight emergency call center.	Periodic. See <a href="#">BSM Service Schedule</a> .	BSM service requests are processed by the Service Desk. They can be reached at <a href="mailto:servicedesk@unl.edu">servicedesk@unl.edu</a> or 402-472-1550 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	APPA levels 2 & 3. See <a href="#">APPA Maintenance Service Levels</a> . See also <a href="#">BSM Service Response Matrix</a> .	<a href="#">City East</a> Ancillary

Unit	Service Matrix	Service Schedule	Accessing Services & Hours	Service Expectations	Zone Maps
Custodial Services	Basic custodial support per <a href="#">Custodial Service Matrix</a> for state-funded spaces. Periodic floor care for state-funded spaces. Cleanup service emergency response for state-funded areas.	Daily. See <a href="#">Custodial Service Schedule</a> .	CUS service requests are processed by the Service Desk. They can be reached at <a href="mailto:servicedesk@unl.edu">servicedesk@unl.edu</a> or 402-472-1550 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	APPA levels 2 & 3. See <a href="#">APPA Custodial Service Levels</a> . See also <a href="#">CUS Service Response Matrix</a>	<a href="#">City East</a> Ancillary
Landscape Services	Basic landscape services per <a href="#">Landscape Service Matrix</a> for state funded areas. Snow removal for state-funded areas. Periodic renewal of state-funded plantings.	Periodic. See <a href="#">Landscape Service Schedule</a> .	LND service requests are processed by the Service Desk. They can be reached at <a href="mailto:servicedesk@unl.edu">servicedesk@unl.edu</a> or 402-472-1550 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	APPA levels 2 & 3. See <a href="#">APPA Landscape Service Levels</a> . See also <a href="#">LND Service Response Matrix</a> .	<a href="#">City East</a> Ancillary
Inventory, Moving & Asset Management	Surplus property pickup. Office Depot products delivery. Asset management for UNL assets over \$5,000 per <a href="#">IMA Service Matrix</a> .	Office Depot: daily service Surplus property: by request Asset management: periodic. See <a href="#">IMA Service Schedule</a> .	IMA service requests are processed by the Service Desk. They can be reached at <a href="mailto:servicedesk@unl.edu">servicedesk@unl.edu</a> or 402-472-1550 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	See <a href="#">IMA Service Response Matrix</a> .	N/A

Unit	Service Matrix	Service Schedule	Accessing Services & Hours	Service Expectations	Zone Maps
Refuse & Diversion Services	Refuse and recycling container placement and pickup for state-funded departments per <a href="#">RDS Service Matrix</a> .	Periodic. See <a href="#">RDS Service Schedule</a> .	RDS service requests are processed by the Service Desk. They can be reached at <a href="mailto:servicedesk@unl.edu">servicedesk@unl.edu</a> or 402-472-1550 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	See <a href="#">RDS Service Response Matrix</a> .	N/A
Environmental Health & Safety	Management of regulatory requirements related to biological, radioactive, special, and universal hazardous wastes, elevators, fire alarm systems, lifts, certain controlled substances, used oil, and used antifreeze generated during routine campus operations per <a href="#">EHS Service Matrix</a> . Preparing, maintaining, and delivering health and safety training to campus personnel.	Periodic. See <a href="#">EHS Service Schedule</a> .	For all EHS requests, call 402-472-4925 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	See <a href="#">EHS Service Response Matrix</a> .	N/A
Husker Energy & Power	Delivery of electricity, water, steam, and chilled water to state-funded spaces per <a href="#">HEP Service Matrix</a> . Maintenance of sanitary sewer water lines outside buildings. Preventive and predictive maintenance services for state-funded utility system.	Daily. See <a href="#">HEP Service Schedule</a> .	HEP service requests are processed by the Service Desk. They can be reached at <a href="mailto:servicedesk@unl.edu">servicedesk@unl.edu</a> or 402-472-1550 M-F, 7:30am-5pm. For issues outside of business hours call 402-472-1550 and follow the prompts to the appropriate on-call personnel.	See <a href="#">HEP Service Response Matrix</a> .	N/A

Unit	Service Matrix	Service Schedule	Accessing Services & Hours	Service Expectations	Zone Maps
Office of Sustainability	Development, implementation, and management of sustainability and recycling initiatives for campus per <a href="#">OOS Service Matrix</a> .	N/A	For all OOS requests, call 402-472-9139 M-F, 8:00am-5pm or <a href="mailto:sustainability@unl.edu">sustainability@unl.edu</a> .	N/A	N/A
Print & Mail Services	Mail pickup and distribution according to <a href="#">Mail Service Matrix</a> .	Periodic. See <a href="#">Mail Service Schedule</a> .	For all PMS service requests, call 402-472-2146 M-F, 7:30am-5pm.	See <a href="#">PMS Service Response Matrix</a> .	N/A

# BUILDING SYSTEMS MAINTENANCE

Building Systems Maintenance (BSM) is the “steward” of all building systems, maintaining them for the current campus community and preserving them for future generations. The maintenance department is at the cutting edge of industry standards with best practices and is staffed with a diverse staff skilled in HVAC, plumbing, electrical, exteriors, structural, and refrigeration workers. The building automation and energy management system team creates a healthy and productive research environment, optimizes energy consumption, and proactively engages in renewable energy planning. They collaborate with building design engineers and campus customers to perform the design, installation, implementation, commissioning, and quality service of HVAC controls systems. The Projects team provides building construction, electrical, and low-voltage services for all facilities renovation, repairs, alteration, and new construction projects. The Service Desk Team is integral to supporting daily operations at UNL. Whether it is relaying information, providing direction, or sending help when there is an emergency, they answer the call. This level of responsibility requires a broad knowledge of campus systems and processes as well as familiarity with those they serve. Fostering partnerships and relationships with the campus community allows for efficient resolutions when connecting faculty, staff, and students to resources and services that align best with their needs.

## BSM - SERVICE MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Accessibility (ADA)	Most campus buildings have accessible entrances for persons with disabilities. We continue to refine our level of accessibility as circumstances dictate. New construction work complies with the requirements of the applicable state and federal codes and regulations. Students who require additional accommodation should call the Office of Services for Students with Disabilities at 402- 472-3787. Faculty or staff members who require additional accommodation should call the Office for Institutional Equity and Compliance at 402-472-3417. Contact your BMR for repairs to accessibility equipment such as automatic or handicap door operators and elevators.	✓		
Air Conditioners, Window	BSM maintains, repairs and replaces window air conditioners.	✓		
Alarms, Fire	BSM maintains and tests fire alarms and sprinkler fire safety systems.	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Alarms, Security	Building security systems and other departmental alarm systems are the responsibility of the department. For modifications, maintenance, testing, or repair of these systems, contact the UNL police department. To report an alarm sounding in a building, please contact UNL Police Department at 402-472-2222.			✓
Appliances	BSM is not responsible for the maintenance and repair of the following portable appliances: microwaves, conventional ovens and stoves, refrigerators, dishwashers, coffee makers, or clothes washers/dryers. BSM provides utilities to all of these appliances. Report utility losses to your BMR.			✓
Artwork, Including Wall Hangings	Exterior art on campus is primarily part of the Sheldon Sculpture Collection. There are some pieces that are department owned. The sculptures are installed and maintained by Sheldon or the department. BSM will arrange for the installation of artwork inside the buildings at the request and direction of departments. Departments are responsible for the maintenance of any artwork they acquire. Facilities Maintenance and Operations performs maintenance or repair to exterior sculptures and fountains only. To report problems or maintenance needs with art work, contact your BMR.		✓	
Audio Visual Systems	BSM is not responsible for the maintenance and repair of AV systems. Contact ITS for classroom technology packages and service.			✓
Baby (Diaper) Changing Stations	Custodial Services is responsible for cleaning the stations to ensure a safe and healthy environment for users. BSM is responsible for ensuring the station is securely attached to the structure. To report issues of cleanliness or stability of the station, contact your BMR.	✓		
Boilers & Pressure Vessels	BSM maintains and repairs boilers used for building heat on campus. For emergency repair of a boiler, contact your BMR.	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Building Automation Systems (BAS)	The Building Automation System (BAS) controls temperature, humidity, ventilation, and energy use in most state funded buildings and many non-state funded buildings. BSM has also developed an end-users system, called BAMS, which allows researchers to request direct notification via text message if conditions are outside the normal range in their research spaces. The BSM Control Center uses the BAS to schedule many rooms and entire buildings to go to a low-energy use mode overnight and on weekends. If you need to request a schedule change or schedule a special event, contact your BMR.	✓		
Building Exterior Envelope	BSM maintains and repairs building exteriors. The types of repairs done by BSM include: concrete repairs, brick or masonry repairs, wood trim, and leaking windows. More serious conditions will be referred to Facilities Planning and Construction. Contact your BMR to report problems.	✓		
Building General Electrical Systems	BSM maintains, repairs and replaces electrical systems.	✓		
Electrical Service to Equipment	BSM will install electrical service to departmental equipment at the department's expense.		✓	
Building General HVAC Systems	BSM maintains, repairs and replaces HVAC systems.	✓		
Building General Interior Finishes, Walls, Stairs	BSM is responsible for repairs to general interior finishes, walls and stairs. However, the need far exceeds the funds available for this activity. Priorities are assigned to buildings and updates are done as funds are available. In many cases, departments opt to fund aesthetic upgrades themselves.	✓		
Building General Plumbing Systems	BSM maintains indoor sanitary and storm water drains. Report slow or stopped-up drains to your BMR. Department BMRs must contact BSM to make permanent connections to drains.	✓		
Building System-Lab Benchtop Gas (i.e. natural gas)	BSM maintains gas systems in buildings. Report problems with gas systems to your BMR.	✓		



Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Building Systems-Compressed Air Systems	BSM maintains compressed air systems in buildings. Report problems with compressed air to your BMR.	✓		
Building Systems-Processed Chilled Water	BSM maintains processed chilled water systems in buildings. Report problems with processed chilled water systems to your BMR.	✓		
Building Systems-R.O. Water	BSM maintains R.O. water systems in buildings. Report problems with R.O. water systems to your BMR.	✓		
Bulletin Boards	Bulletin boards (tack boards) are installed and maintained at department expense. BSM can assist in the construction, installation and repair of bulletin boards. Contact your BMR to request this service.		✓	
Cabinets, Built-In	BSM provides maintenance and repair of built-in cabinets. Report problems to your BMR.	✓		
Card Readers - Exterior Doors	BSM is responsible for installation and maintenance of the card access system for exterior doors.	✓		
Card Readers - Interior Doors	Card access for most interior doors is the responsibility of the department. BSM is primarily responsible for all corridors and stairwell doors.		✓	
Ceiling tile	BSM maintains ceiling tiles in buildings. Report problems with ceiling tiles to your BMR.	✓		
Chalkboards / Whiteboards	BSM maintains and repairs chalk and white boards.	✓		
Clean Rooms	Clean Rooms are maintained by department staff.		✓	
Clocks	BSM is responsible for the maintenance and repair of clocks in hallways and general purpose classrooms. Notify your BMR if a classroom clock is in need of repair.	✓		
Cold Rooms, Walk-in Freezer	With the exception of the UNL Dairy Store, cold rooms and walk-in freezers are maintained by BSM. Call your BMR to request service.	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Darkroom Red Lights	BSM will replace or repair darkroom red lights at department expense.		✓	
Departmental Equipment	BSM is not funded to maintain or repair departmental equipment. In many cases, however, BSM has the expertise to perform these repairs and can do so at department expense. Please check with your BMR to see if they can help you with your departmental equipment.		✓	
Dishwashers	BSM will repair, at department expense, built-in dishwashers (hard-wired and fixed plumbing), including water and electric service. Please check with your BMR to see if they can help you with your departmental equipment.		✓	
Built-in Display Cases	Display cases that are part of the building structure are the responsibility of BSM. Free-standing display cases are the responsibility of the department. Departments are responsible for cleaning the interior surfaces of all display cases.	✓		
Docks, Loading	BSM is responsible for the maintenance and repair of loading dock equipment such as: dock lifts, garage doors, door openers, lighting, etc. To report problems with equipment on loading docks or concerns with the cleanliness of the outside areas, contact your BMR.	✓		
Door Openers, Disability Access	In state funded buildings, BSM is responsible for the installation, on-going maintenance, and repair of these devices.	✓		
Doors and Related Hardware	BSM performs routine maintenance and repairs on door hardware. All locksmith work performed on campus must be authorized by BSM. Report problems with doors and hardware to your BMR.	✓		
Drinking Fountains	BSM installs and maintains indoor drinking fountains. Problems with drinking fountains should be directed to your BMR. Water service and drain issues are the responsibility of BSM.	✓		
Bottle Fillers	Departments can choose to replace their drinking fountains with bottle fillers at their expense.		✓	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Dryers, Clothes	Clothes dryers are the responsibility of individual departments. Contact a local appliance repair company for service. Note: For safety purposes, BSM must be contacted prior to the installation of electrical equipment. Please contact your BMR.			✓
Dust Collection System	BSM performs routine maintenance and repairs on dust collection systems in all state funded buildings. Report problems with your dust collection system to your BMR.	✓		
Electric Space Heaters	Supplemental electric heaters shall only be used in case of long-term system malfunctions and as authorized and provided by BSM. No other use of electric heaters is allowed and unauthorized heaters will be removed.	✓		
Electrical Systems-Power Strips/Surge Protectors	BSM does not support or maintain department owned power strips/surge protectors.			✓
Electrical Systems-UPS Power Systems	BSM does not support or maintain department owned UPS power systems.			✓
Elevators/Lifts/ Escalators	BSM maintains elevators, stage lifts, escalators, and wheelchair lifts. To report a problem with any of these devices, call your BMR.	✓		
Emergency Telephones	Emergency telephones are installed in most elevators and at several locations across the campuses. If an emergency phone is not working contact Information Services at 402-472-3434. If the blue light on top of the phone kiosk is not operating, contact your BMR.			✓
Emergency/Exit Lighting	BSM is responsible for the maintenance and testing of emergency lighting.	✓		
Equipment Electrical Connections	BSM can install electrical connections of various voltages in departmental space. Requests of this nature are funded by the departments. Departments needing installation of electrical connections may download and complete an On-Campus Requisition Form and email it to the Facilities Service Desk at: servicedesk@unl.edu.		✓	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Eyewash Stations and Emergency Showers	Departments are required to test eyewash stations weekly. BSM is responsible for the annual maintenance and testing of eye wash stations and emergency showers.	✓		
Installation of Eyewash Stations and Emergency Showers	BSM installs new eyewash and shower stations at department expense.		✓	
Fans, Portable	BSM does not provide portable fans to departments. However, in the event that a heating or cooling system has broken down and the occupants of the affected space are uncomfortable, BSM will attempt to locate sufficient portable fans to aid those in need.	✓		
Fire Sprinkler Systems	BSM maintains and repairs fire sprinkler systems.	✓		
Fire Suppression Systems	BSM tests, maintains and repairs fire suppression systems at the departments expense.		✓	
Floor Covering, repair/ replacement	BSM is responsible for repairs to floor coverings. Floor tile and carpet, when damaged or torn, can become a tripping hazard. Contact your BMR to report the problem. BSM is responsible for the replacement of floor coverings however, the need far exceeds the funds available for this activity. Building assessments are conducted every five years, and wear and tear of floor coverings is part of that assessment. Priorities are assigned to buildings and floor covering replacement is done as funds are available. In many cases, departments opt to fund the replacement of floor coverings themselves.	✓		
Freezers/Refrigerators, Moveable	Departments provide and maintain moveable freezers, such as chest, vertical freezers (not built-in), -80 or ultra-low freezers. BSM will maintain and repair freezers at department expense. The work can be performed on an "as requested" basis or BSM can schedule this activity in the Preventive Maintenance (PM) program and provide regular cleanings and inspection of the freezer components.		✓	
Furniture (General Purpose)	General purpose classroom furniture, furniture in common areas, and built-in furniture in office areas are maintained by BSM. For repair needs call your BMR.	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Furniture (Department-owned)	Departments are responsible for the purchase and installation of furniture in their areas. Facilities Planning and Construction provides interior design services at department expense.		✓	
Garbage Disposals	BSM can provide, maintain and repair garbage disposals at the expense of the department.		✓	
Glass Replacement	BSM is responsible for maintaining and replacing glass. This includes all glass built in to the structure of the building. This excludes glass panels in modular furniture and panels. Contact your BMR for repairs.	✓		
Growth Chambers	BSM provides maintenance and repairs for growth chambers at the expense of the department.		✓	
Humidifiers - Stand alone	BSM can provide, maintain and repair for stand alone humidifiers at the expense of the department.		✓	
Ice Machines	BSM can provide, maintain and repair for Ice Machines at the expense of the department.		✓	
Kilns	Departments are responsible of the purchase, maintenance and repair of Kilns.			✓
Lab Equipment-Glass Washers	Departments are responsible for the installation, maintenance, and repair of glass washers. BSM does not maintain or service glass washers. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓
Lab Equipment-Incubators	Departments are responsible for the installation, maintenance, and repair of incubators. BSM does not maintain or incubators. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓
Lab Equipment-Lasers	Departments are responsible for the installation, maintenance, and repair of lasers. BSM does not maintain or service lasers. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Lab Equipment-Stand alone equipment to provide specialized lab services including lighting, air filtration, etc.	Departments are responsible for the installation, maintenance, and repair of specialized lab equipment. BSM does not maintain or service specialized lab equipment. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓
Lab Equipment-Sterilizers	Departments are responsible for the installation, maintenance, and repair of sterilizers. BSM does not maintain or service sterilizers. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓
Lab Equipment - Autoclaves and Associated Boilers	BSM is responsible for the maintenance and repair of the utility systems inside the buildings that deliver electricity, steam and water to autoclaves. BSM does not install, maintain, or service the autoclaves themselves. Service on these devices must be obtained from a vendor outside of the University at department expense. Departments are responsible for cleaning and decontaminating the equipment before it is serviced.			✓
Lab Equipment - Centrifuges	Departments are responsible for the installation, maintenance, and repair of centrifuges. BSM does not maintain or service centrifuges. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓
Lab Equipment - Animal Cage Washers	Departments are responsible for the installation, modification, maintenance and repairs of cage washers.			✓
Lab Equipment - Chemical Fume Hoods	Departments pay for the installation of new fume hoods. BSM performs routine maintenance on and certification of fume hoods. University of Nebraska EHS conducts periodic safety checks and relays this information to BSM for follow-up. For “low” or “no flow” problems with fume hoods, do not use the hood, and contact your BMR immediately.	✓		
Installation of Lab Equipment-Chemical Fume Hoods	Departments pay for the installation of new fume hoods.		✓	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Lab Equipment-Drying Ovens	Departments are responsible for the installation, maintenance, and repair of drying ovens. BSM does not maintain or service drying ovens. Service on these devices must be obtained from a vendor outside of the University at departmental expense.			✓
Lab Equipment-Stand alone equipment for water filtration	Departments are responsible for the installation, maintenance, and repair of specialized water systems serving one or two labs.			✓
Lighting, Area Lights	BSM is responsible for the maintenance repair of area lighting at UNL.	✓		
Lighting, Building Exterior	BSM is responsible for the maintenance repair of lighting attached to the exterior of buildings.	✓		
Lighting, Building Interior	BSM is responsible for the maintenance repair of lighting in buildings.	✓		
Lighting, Parking Lot Lighting	BSM maintains and repairs parking lot lighting for Parking Services.	✓		
Lockers	BSM maintains and repairs built-in lockers.	✓		
Electronic Locks for Lockers	Electronic locks and associated systems added to built-in lockers are a departmental expense.		✓	
Mueller Tower Bells/ Music	BSM is responsible for the maintenance of Mueller Tower and the electronic system that provides chimes and music on City Campus. Music selection and timing of the chimes are coordinated through the Office of the Vice Chancellor for Business and Finance.	✓		
Office Equipment	BSM is not responsible for the maintenance and repair of portable office equipment and furniture.			✓
Paint Booth Systems	BSM is responsible for the maintenance of paint booths.	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Painting	BSM is responsible for painting. However, the need far exceeds the funds available for this activity. Building assessments are conducted and painting is a part of that assessment. Priorities are assigned and painting is performed as funds are available. In many cases, departments opt to fund the painting of departmental spaces themselves.	✓		
Restroom Fixtures	BSM is responsible for maintaining Bathroom fixtures.	✓		
Restrooms, Stalls	BSM is responsible for maintaining Bathroom stalls and partitions.	✓		
Seating, Auditorium	BSM will repair damaged seating. Upholstery that has reached the end of useful life will be replaced by BSM as funding allows. However, the need far exceeds the funds available for this activity. When BSM receives requests from state funded buildings, those requests will be evaluated and prioritized as funds become available.	✓		
Theatre Rigging and Lighting Systems	Departments are responsible for the installation, modification, maintenance and repairs of theatre rigging and lighting systems.			✓
Vandalism/Graffiti	Any vandalism, including graffiti, is covered by BSM	✓		
Vending Machines	Vendors maintain vending machines. BSM provides utilities to all of these devices. Report utility losses to your BMR.			✓
Existing Window Coverings	Existing window coverings in buildings are maintained by BSM. Call your BMR for this service.	✓		
New Window Coverings	BSM maintains, replaces, and installs draperies at department expense. Changes to existing window coverings or new installations are the responsibility of the departments.		✓	
Window Washing	Departments are responsible for window washing in their buildings.			✓
Windows and Related Hardware	BSM maintains and repairs windows and associated hardware.	✓		



# BSM - SCHEDULE OF SERVICES

Electrical										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Clean and Verify Operation of Variable Frequency Drive									✓	
Exercise Generator Weekly, Record Required Parameters. Transfer Monthly.			✓		✓					
Exterior Lighting								✓		
Replace Bulbs and Reseal Fixtures in MODL									✓	
Verify Classroom Lighting Operation, Repair and Replace as Necessary										✓
Verify Uninterrupted Power Supply Operation									✓	
Exterior										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Clean Gutters							✓			
Dock Lift Inspection and Repair								✓		
Drone Survey Building Exterior Inspection									✓	
Perform Structural Survey on Building Exteriors and Surroundings									✓	
Roof Inspections									✓	

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Perform Building Walk Through, Visit Customers, Note Required Repairs							✓			
Perform Various Fall Seasonal Activities i.e. Clean Window Wells, Turn on Steam, etc.										✓
Spring Seasonal Activities to Include Steam Shutdown, Clean Drains, Window Wells, etc.										✓

HVAC										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Change HEPA Filters if Necessary									✓	
Clean Air Dryer, Verify Operation								✓		
Clean and Descale Humidifier, Verify Proper Operation							✓	✓		
Clean and Lubricate Fans, Replace Belts, Check for Proper Operation							✓	✓		
Clean and Verify Condensate Unit Operation, Verify Float Operation, Lubricate if Necessary								✓		
Clean Chilled Beam Coil and Check for Proper Operation										✓

HVAC										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Clean Condenser, Straighten Fins, Replace Belts, Verify Operation					✓		✓	✓	✓	
Clean Dehumidifier, Verify Proper Operation							✓	✓		
Clean Fan Coil DX (Window), Change Filter, Check for Proper Operation								✓		
Clean Fan Coil DX, Clean Motor, Check for Proper Air and/or Water Flow					✓		✓	✓		
Clean Fan Coil, Change Belts and Clean Coils as Necessary						✓	✓			
Clean, Lubricate and Verify Proper DX Compressor Operation					✓		✓			
Clean, Lubricate Furnace as Necessary, Check Coils and Flues as Necessary							✓	✓		
Clean, Service and Verify Proper Operation of DX (Direct Expansion) Air Handler					✓	✓	✓	✓		
Drain Evaporators, Tag Out, Lubricate Moving Parts									✓	
Fill Evaporators, Remove Tag Out, Lubricate Moving Parts, Check for Proper Operation								✓		
Flush Plate to Plate					✓	✓	✓	✓		

HVAC										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Flush/Clean Heat Pump, Verify Proper Operation							✓			
Lubricate Exhaust Components as Necessary, Change Belts						✓	✓			
Perform Vibration Analysis on Critical Fans and Pumps							✓			
Review Documentation of Equipment Containing Less than 50lbs of Refrigerant							✓			
Service Air Compressor Belts, Change Oil, Filters							✓	✓		
Service Air Handler, Replace Filters, Change Belts, Verify Operation					✓	✓	✓	✓		
Service Chilled Water System Valves, Coils. Trend Valve Position							✓	✓		
Service Chiller Electrical, Electronic and Gas Systems, Trend Operation, Record Leaks, Verify Operation					✓	✓	✓	✓		
Service Desiccant Air Dryer, Clean and Replace Beads									✓	
Service Unit Heater, Clean and Blow Out Strainer as Necessary							✓			
Trend Energy Recovery System Valves, Flush Heating Water Coils as Necessary					✓					

HVAC										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Verify Motor Operation, Lubricate as Necessary					✓		✓			
Verify Proper Boiler Operation, Service Louvers, Motors and Linkages					✓		✓	✓		
Verify Proper Operation of Glycol Heating Hot Water System							✓	✓	✓	
Verify Proper Operation of Heating Chilled Water Subsystem, Blow Down Coils, Check Bladder Tank							✓			
Verify Proper Operation of Heating Hot Water Subsystem, Blow Down Coils, Check Bladder Tank							✓			
Verify Pump Operation, Lubricate as Necessary							✓			
Verify Radiant Heater Operation								✓		
Verify Refrigerant Leak Log is Up to Date and Audit Ready								✓		
Verify Steam Trap Operation, Repair/Replace as Necessary							✓	✓		

Plumbing										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Add Salt to Water Softener, Clean, Verify Proper Operation							✓			
Clean Out Clay & Plaster Trap									✓	
Perform Maintenance on Reverse Osmosis System/RO Equipment including adding salt, filters, filter media, verifying water quality							✓	✓		
Service Vacuum Pump Including Changing Oil, Lubing Motors, Changing Belts as Necessary							✓			
Test and Certify Backflow Preventer's Proper Operation									✓	
Verify Domestic Water Heater Operation, Drain Sediment, Check Heating Element/ Flame Source									✓	
Verify Drinking Fountain Operation, Adjust Stream and Replace Filter if Necessary								✓		
Verify Floor Drain is Clear, Fill with Veg Oil or RV Antifreeze as Necessary					✓					
Verify Proper Sump Pump Operation								✓		
Verify Storm Drain System is Working Properly							✓			

Safety										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Battery Replacement for Fire Alarm and Access Control										✓
Bleed Sprinkler Condensate Drum Drip Unit									✓	
Ensure Mechanical Space Safety and Cleanliness					✓				✓	
Facilitate Contractor Hoist Safety Inspections									✓	
Inspect Emergency and Exit Lighting					✓					
Inspect Eye Wash Stations and Safety Showers									✓	
Inspect Eye Wash Stations and Safety Showers - Critical Labs Only					✓					
Inspect Fall Protection Components for Deficiencies								✓		
Inspect Fire Extinguishers									✓	
Inspect Smoke Management System								✓		
Shop Safety Inspection					✓					

Specialized										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Annual Aircurity Inspection and Repair									✓	
Clean Amalgam Separator, R/R Amalgam Tanks, Verify Operation							✓	✓	✓	
Clean Dust Collection System, Verify Proper Operation					✓		✓	✓		
Flush Manure Pit								✓		
Verify Carillon Operation for Mueller Tower								✓		
Verify Proper Ice Machine Operation							✓	✓	✓	
Structural										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Common Area Painting										✓
Survey General Purpose Classrooms for Needed Service									✓	
Verify Mechanical Blind, Lubricate if Necessary								✓		
Verify Operation of Cable Actuated Chalk Board, Service Cables and Pulleys as Required									✓	



# BSM - SERVICE EXPECTATIONS - APPA

## APPA MAINTENANCE STANDARDS

APPA defines five levels of maintenance service. Please reference below for standards for each level. BSM provides service at a level 2/3

### *Level 1: Showpiece Facility*

Maintenance activities appear highly focused. Typically, equipment and building components are fully functional and in excellent condition. Service and maintenance calls are responded to immediately. Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.

### *Level 2: Comprehensive Stewardship*

Maintenance activities appear to be somewhat organized, but they remain people dependent. Equipment and building components are usually functional and in operating condition. Service and maintenance calls are responded to in a timely manner. Buildings and equipment are regularly updated, keeping them current with modern standards and usage.

### *Level 3: Managed Care*

Maintenance activities appear to be somewhat organized, but they remain people-dependent. Equipment and building components are mostly functional, but they suffer occasional breakdowns. Service and maintenance call response time are variable and sporadic without apparent cause. Buildings and equipment are periodically upgraded to current standards and usage, but not enough to control the effects of normal usage and deterioration.

### *Level 4: Reactive Management*

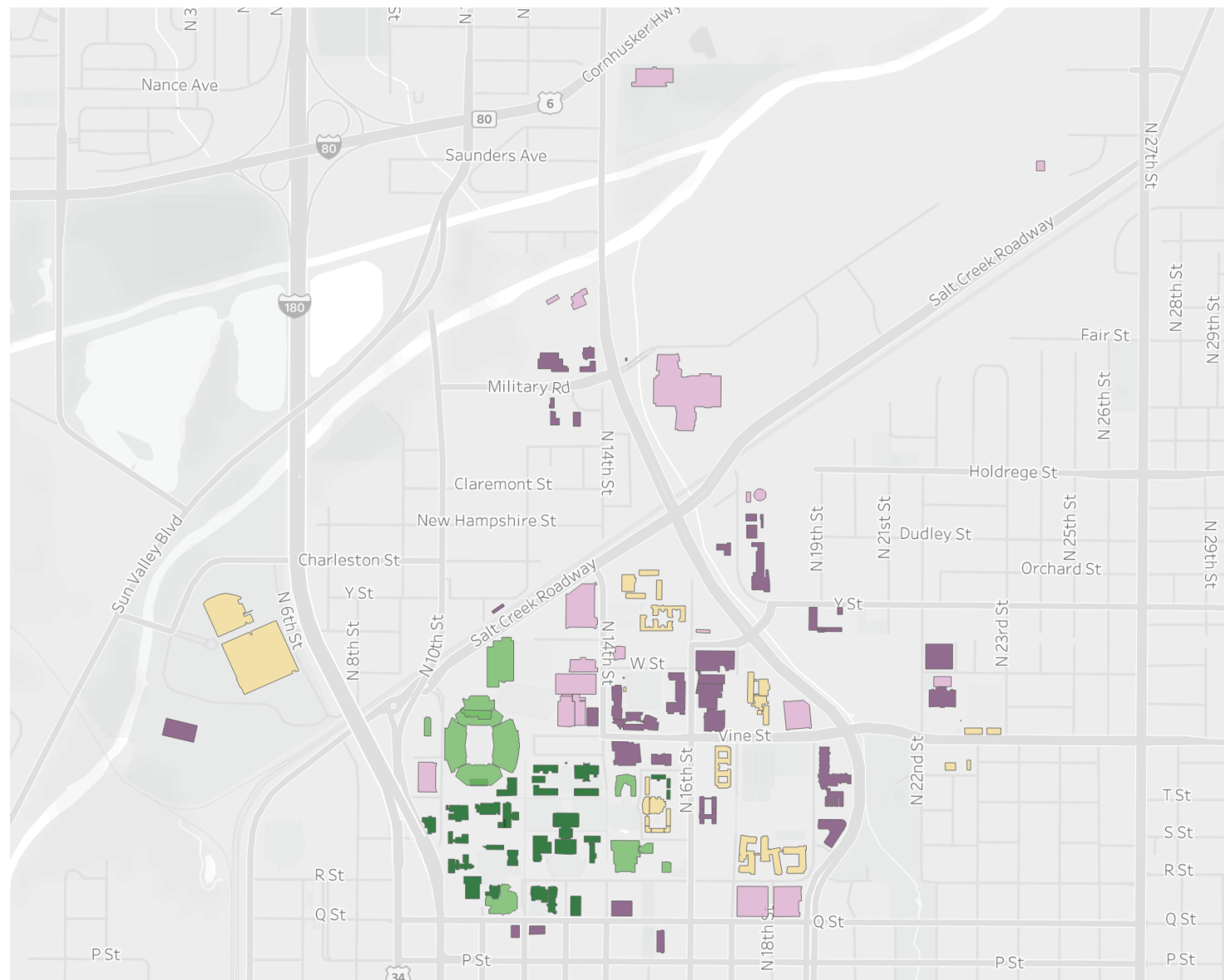
Maintenance activities appear to be somewhat chaotic and are people-dependent. Equipment and building components are frequently broken and inoperative. Service and maintenance calls are typically not responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

### *Level 5: Crisis Response*

Maintenance activities appear chaotic and without direction. Equipment and building components are routinely broken and inoperative. Services and maintenance calls are never responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

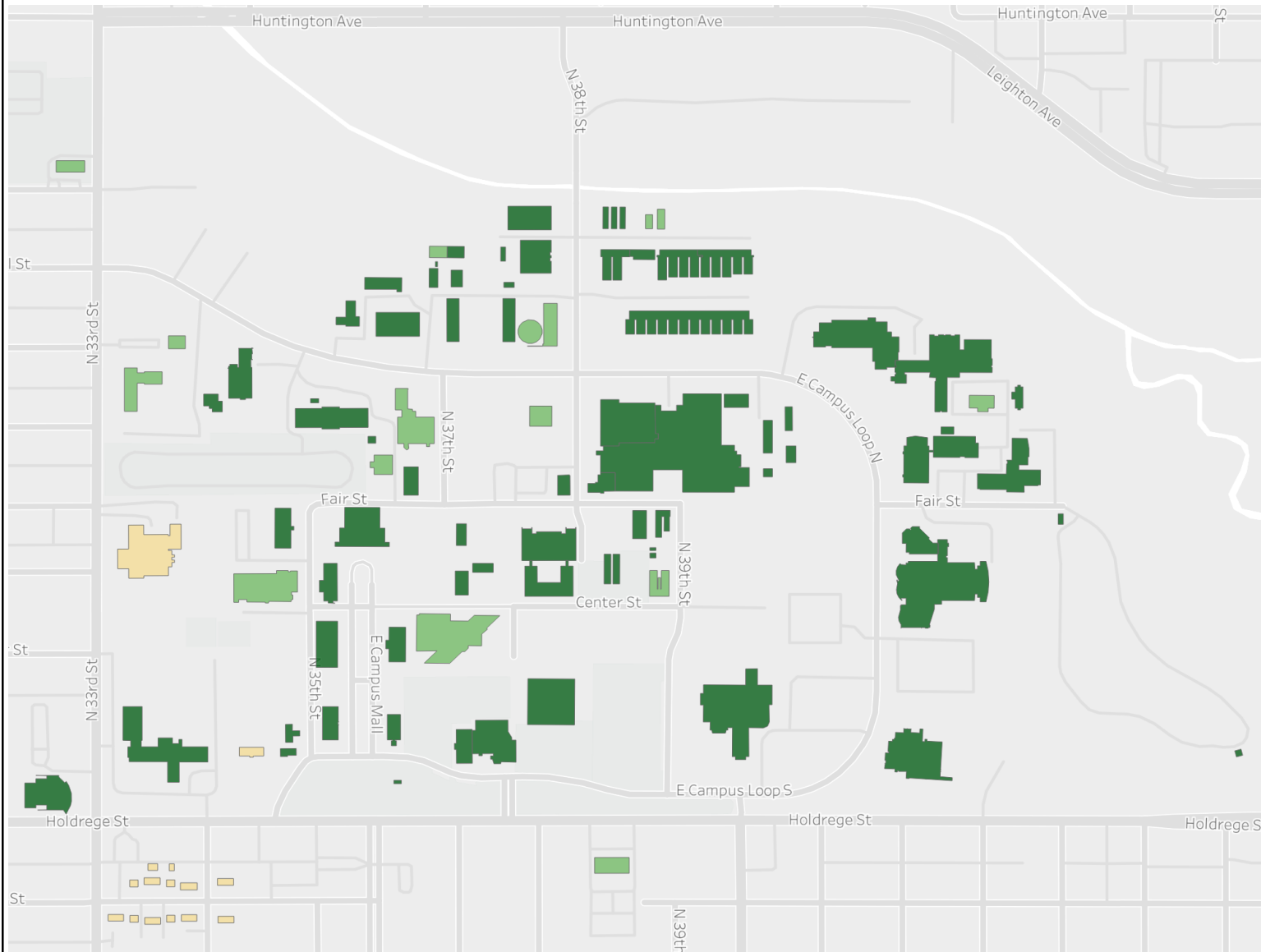
# BSM - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Emergency	Immediate Action	Yes	Fire, health, and safety items that demand immediate response to protect and save property and/or lives. There is an immediate response to alleviate the situation. Requests are dispatched via telephone call immediately and then entered in to TMA.	Alarms, floods, research or equipment compromised, vandalism, elevator entrapment, odor calls, and tripped breaker.
2	Urgent	As soon as practically possible (Typically within 1-3 working hours)	Yes	Urgent situations which may pose a less immediate threat of personal injury or equipment damage, but may disrupt University operations. Others may be high profile in nature, have a short deadline date, or be requested from a high-ranking official. An expedited response shall occur, and requests are dispatched via telephone call and then entered into TMA.	jEMS alarms, temperature calls, lights flickering, door slamming, trip hazards, doors not latching/locking, equipment repairs deemed urgent by requestor, plugged or running toilet.
3	Routine	Scheduled	No	All other maintenance, repair, or service that does not pose an immediate risk to facilities, systems, equipment, or components and can be handled on a routine basis. Work orders are processed through TMA as immediate dispatching of personnel is not required.	Pest control, lights out, paint, projects, estimates.
4	Events	Scheduled	No	Work orders are processed through TMA as dispatching of personnel is only required at the time of the event or activity. This does not include work 'scheduled for a later time.'	Jazz in June, working a game, Burr Bull Fry, departmental support of Steam Outage, or other support).
5	PM	Scheduled	No	System generated PM Work Orders	PM generated by TMA system.
6	No Priority	None	No	To be used for work orders that will not be closed and do not have a response time. This priority is used for Custodial and Landscape daily recurring work orders (currently coded as SWO).	Tools & Supplies, Key Shop Operations, Asbestos Program Management, General Card Access, Treka, and Andover Operations, ongoing training, etc.



**Legend**

- Area 1 Auxiliary
- Area 1 State
- Area 2 Auxiliary
- Area 2 State
- Not Serviced



**Legend**

- Area 1 Auxiliary
- Area 1 State
- Not Serviced

# CUSTODIAL SERVICES

Custodial provides full-service cleaning in all state funded buildings and several auxiliary buildings across both city and east campuses. The custodial shop performs all preventative maintenance for custodial cleaning equipment and performs installation and repair for restroom cabinetry. This department also provides Integrated Pest Management (IPM) for both state and auxiliary buildings.

## CUS - SERVICE MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Cleaning Services	Cleaning services are provided. Reference frequency table for details.	✓		
Dispensers - Paper Towels, Sanitary, Soap, and Toilet Paper	Custodial Services is responsible for installing and repairing all dispensers in bathrooms. To report a problem, contact your BMR.	✓		
Floor Covering, cleaning	Custodial Services is responsible for cleaning floor surfaces in buildings. They will use the methods and equipment deemed most suitable for a particular floor surface. They have developed an extensive plan for cleaning the areas and the frequency of cleaning depends on the use of the space.	✓		
Pest Management	Pest management is a function of Custodial Services. Pests include but not limited to bats, birds, insects, rodents in building.	✓		

# CUS - SCHEDULE OF SERVICES

Office, Conference Room, Staff Lounge										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Stairways dust mopped and spot mopped		✓								
Sweep inside and outside steps of entries leading to office areas		✓								
Spot clean entry doors as well as one panel of glass to either side of the door of entries leading to office areas		✓								
Dust mop or vacuum public hallways		✓								
Empty regular trash			✓							
Vacuum traffic areas and visible soil and spot clean carpet			✓							
Dust mop and spot mop hard surface floors			✓							
Clean conference room chalkboard/marker board upon request			✓							
Damp mop hard surface floors and spot clean baseboards				✓						
Wipe light switch and door knob as needed				✓						
Vacuum and edge complete carpeted area and spot clean baseboards						✓				

Office, Conference Room, Staff Lounge										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Dust ceiling vents						✓				
Clean trash receptacles									✓	
Clean inside glass (non-structural)									✓	
Clean ceiling vents									✓	
Clean doors, jambs, kick plates and hardware									✓	

**Restrooms,** \*Restrooms in student and public use areas receive service five days per week. Restrooms in non-public and non-student space receive services two days per week

Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Empty trash and spot clean receptacle	✓									
Dust mop floor	✓									
Wet mop floor and baseboards with an approved cleaner	✓									
Replace sanitary napkin sacks	✓									
De-scale and disinfect stools and urinals	✓									
Disinfect and rinse toilet seats	✓									
Spot clean partitions and toilet paper holders with a disinfectant	✓									

**Restrooms,** \*Restrooms in student and public use areas receive service five days per week. Restrooms in non-public and non-student space receive services two days per week

Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Fill empty toilet paper dispensers	✓									
Disinfect lavatories	✓									
Spot clean walls and paper towel dispenser with a disinfectant	✓									
Restock paper towel dispensers	✓									
Clean and fill soap dispensers	✓									
Clean and shine mirrors	✓									
Dust and disinfect door push plate, jambs, kick plates and door hardware	✓									
Clean and disinfect partitions, pipes, registers, sills, ledges, bookshelves, furniture, trash receptacles and their containers			✓							
Pour disinfectant down floor drain			✓							
Clean vents, doors and jambs					✓					
Clean walls							✓			
Machine scrub floors							✓			



Non-Classroom Laboratories										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Empty regular trash	✓									
Clean chalkboard/marker board	✓									
Vacuum traffic area, visible soils and clean carpet spots	✓									
Dust mop and spot mop hard surface floors	✓									
Damp mop hard surface floors			✓							
Spot clean doors, jambs, kick plates and door hardware			✓							
Spot clean light switches			✓							
Vacuum and edge carpet					✓					
Spot clean baseboards					✓					
Clean trash receptacles					✓					
Clean doors, jambs and hardware								✓		
Clean accessible ceiling vents								✓		
Clean inside glass (nonstructural)								✓		

Classroom, Laboratory, Public Hallway, Library, Student and Public Lounge, Public Stairway, Public Entry

Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Empty trash and spot clean container	✓									
Clean chalkboard or marker board along with its tray	✓									
Restock chalk and markers as needed	✓									
Spot clean and arrange desks and tables	✓									
Vacuum carpet traffic areas and spot clean as needed	✓									
Dust mop hard surface floors	✓									
Spot mop as needed	✓									
Close and lock windows and turn off lights	✓				✓					
Clean and disinfect drinking fountains	✓				✓					
Spot clean entry doors as well as one panel of glass to either side of the door	✓				✓					
Spot clean chairs and disinfect lounge tabletops	✓									
Sweep inside steps		✓								
Spot mop inside steps as needed		✓								
Clean surface edges of chalkboards and marker boards			✓							

Classroom, Laboratory, Public Hallway, Library, Student and Public Lounge, Public Stairway, Public Entry										
Dust horizontal ledge surfaces			✓							
Vacuum carpeted area			✓							
Damp mop hard surface floor			✓							
Spot clean doors, jambs. Kick plates, hardware and light switch plates			✓							
Clean desks and tables			✓							
Dust open portions of library bookshelves			✓							
Dust ceiling vents, chairs and classroom equipment					✓					
Spot clean baseboards					✓					
Edge carpet					✓					
Wash trash receptacles					✓					
Clean desks, tables, doors, jamb, hardware and ceiling vents								✓		
Clean inside glass (non-structural)								✓		
Vacuum upholstered chairs								✓		
Vacuum or dust blinds								✓		

Periodic Floor Care										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Burnish or buff hard surface floors in public hallways					✓					
Scrub and refinish hard surface floors									✓	
Soil extract carpets									✓	
Refinish Terrazzo Floors - state										✓

# CUS - SERVICE EXPECTATIONS - APPA

## APPA CUSTODIAL STANDARDS

APPA defines five levels of cleaning services. Please reference below for standards for each level.  
CUS provides service at a level 2/3

### *Level 1: Orderly*

This level establishes cleaning at the highest level. It was Spotlessness developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

### *Level 2: Ordinary*

This level is the base upon which this study is established. Tidiness is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

### *Level 3: Casual*

This level reflects the first budget cut, or some other staffing- related Inattention problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

#### **Level 4: Moderate**

This level reflects the second budget cut, or some other significant Dinginess staffing-related problem. Areas are becoming unacceptable. People begin to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

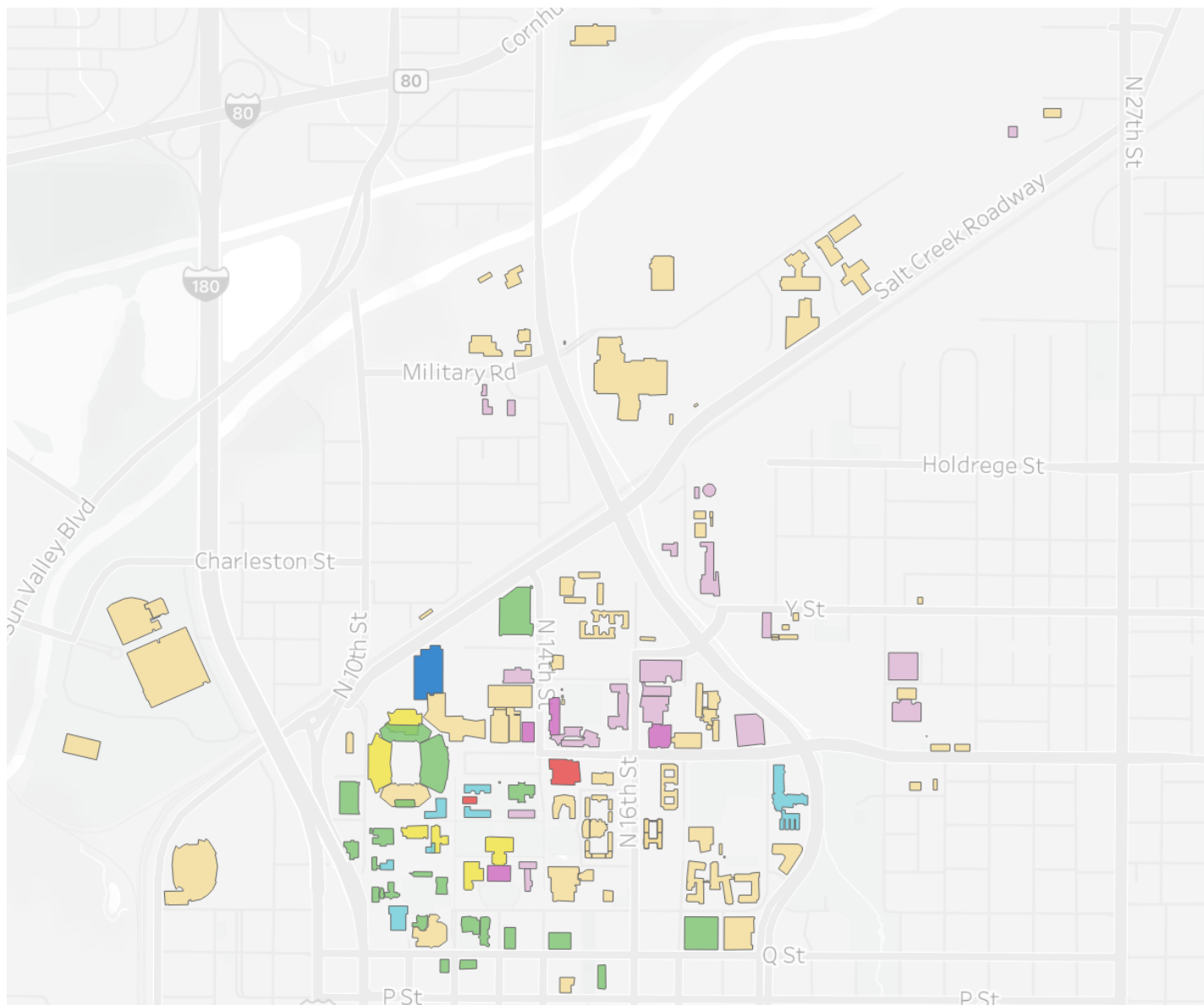
#### **Level 5: Unkempt Neglect**

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour

## CUS - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

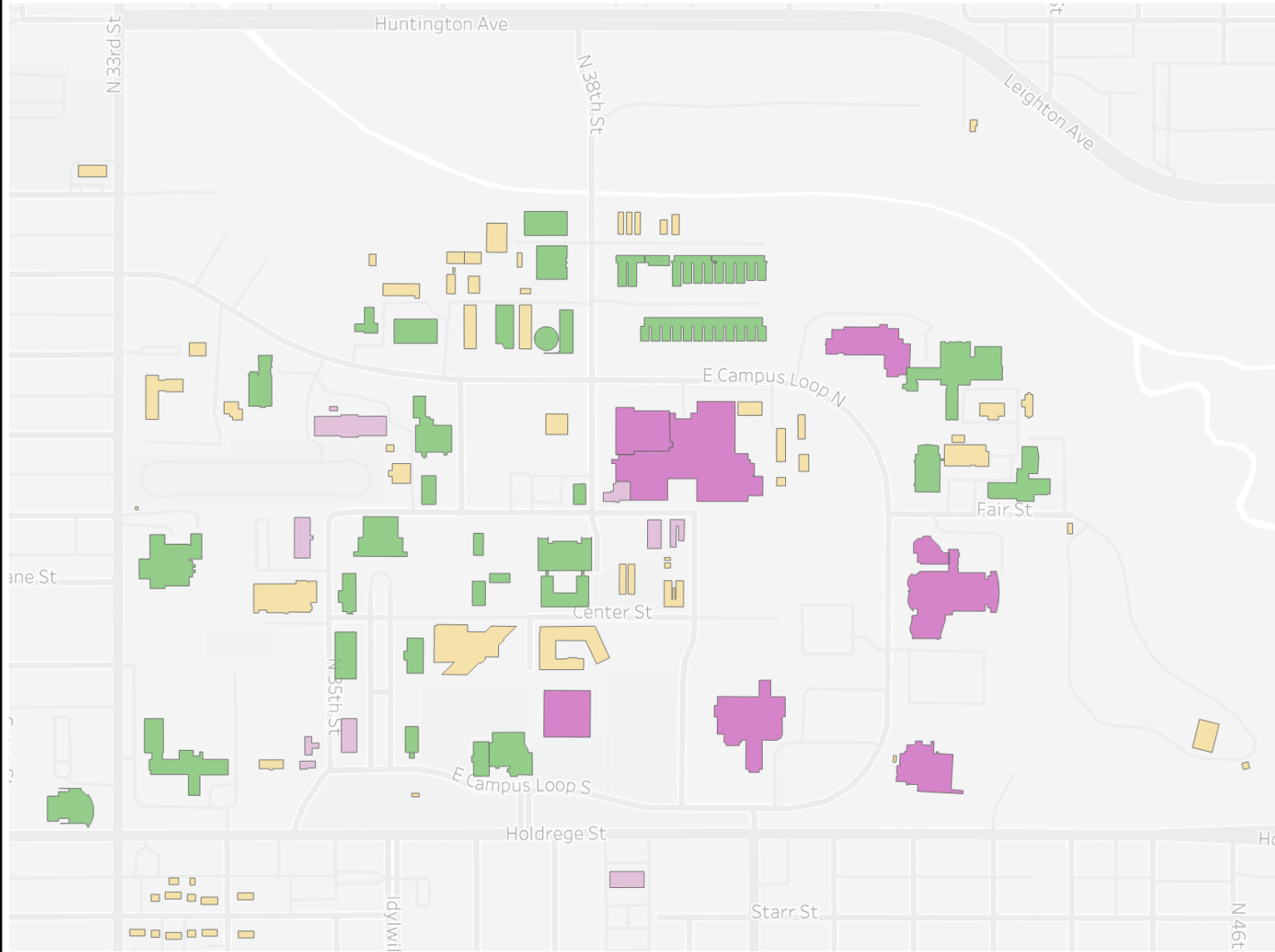
Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Emergency	Immediate Action	Phone Call to Supervisor	Health and safety items that demand immediate response to protect the health and safety of occupants or property.	Flood clean up, blood borne pathogen cleanup, toilet paper paper towels, or soap completely out in a restroom, vandalism cleanup.
2	Urgent	As soon as practical-ly possible (typically within an hour)	Teams message to responder group	Urgent situations less of an immediate threat to health and safety but can interrupt University Operations. May come be a high profile in nature, have a short deadline, or be requested by a high-ranking official.	Toilet paper paper towels, or soap out in a restroom but other dispensers are not out, trash that is unsightly or causing an odor.
3	Events	Scheduled	No	Work that is needed the day of an event	Jazz in June, football games, dental days, east campus farmer's market, etc.
4	Routine	Scheduled	No	Routine requests that are not part of the scheduled work.	Brut for extra trash, request a service be done that normally is not or done sooner than normal. Want a vacant room cleaned thoroughly before next occupant moves in.
5	PM	Scheduled	No	System Generated PM Work Orders	All work scheduled by the TMA system
6	No Priority	Scheduled	No	Daily work	All work that is agreed to happen day in and day out



**Legend**

- 1st Shift
- 2nd Shift
- 3rd Shift
- 1st & 2nd Shift
- 1st & 3rd Shift
- 2nd & 3rd Shift
- 1st, 2nd & 3rd Shift
- Not Serviced





**Legend**

- 1st Shift
- 2nd Shift
- 1st & 2nd Shift
- Not Serviced

# LANDSCAPE SERVICES

Landscape Services develops and maintains the outdoor resources of the University of Nebraska-Lincoln campuses by providing excellence in its grounds, landscapes, surfaces, utilities, and amenities. All outdoor spaces and facilities must be managed in a condition that is safe, attractive, and fully functional.

## LND - SERVICE MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Asphalt Repair	Landscape Services maintains University of Nebraska owned streets only. Parking and Transit Services maintains parking lots with the assistance of Landscape Services. On City Campus, some streets are owned by UNL and some by the City of Lincoln. Call the Facilities Service Desk to report problems on any streets if the ownership is unknown. To report a pothole or problem on a University-owned street, contact your BMR. To report problems with parking lot surfaces, call the Parking and Transit Services office at 402-472-1800.	✓		
Banners	Landscape Services installs and maintains light pole banners. Banners are not provided by FMO. If a banner is approved, installation can be done by BSM at the departments cost.		✓	
Bicycle Racks	Bike racks are maintained by Landscape Services. To report problems or maintenance needs with bike racks, contact your BMR.	✓		
Building Identification Signs	To report a problem with building identification signs contact your BMR.	✓		
Flags	Landscape Services maintains the two flags at Canfield Hall and Chase Hall. Other flags at non-state funded buildings are maintained by their building staff. The flags at Varner Hall are maintained by Landscape Services at Central Administration expense.		✓	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Irrigation Systems	Landscape Services maintains automatic sprinklers. Frequency of use is dependent upon rainfall, temperature, season length, demands of plant material, and water restrictions due to drought.	✓		
Seating, Exterior Benches	Landscape Services maintains all exterior benches and seating areas. Contact your BMR to report any concerns.	✓		
Sidewalks	Landscape Services is responsible for the maintenance and repair of sidewalks .	✓		
Snow and Ice Removal/Salting	Landscape Services is responsible for the removal of all snow and ice (including salting) in all state funded areas.	✓		
Turf Care	Grass is cut once every five working days. Curbs and sidewalks are edged every three weeks or more frequently if needed. Aeration is performed not less than one time per year. Reseeding or sodding is performed when bare spots are present.	✓		
Fertilizer	Adequate fertilizer levels are applied to ensure that all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils, and rainfall. Trees, shrubs, and flowers receive fertilizer at a level to ensure optimum growth.	✓		
Litter Control	Litter control is performed a minimum of three days per week. High use may dictate daily or more frequent cleaning.	✓		
Pruning	Pruning is done at least once per season unless species planted dictate more or less attention.	✓		
Disease and Insect Control	Done when disease or insects are inflicting noticeable damage, are reducing vigor of plant material, or could be considered a bother to the public. Some preventive measures may be used, such as systemic chemical treatments.	✓		
Snow Removal	All snow must be removed from transportation or parking surfaces no later than 8:00 am of the day after the snow stops. Application of snow melting compound is appropriate to reduce the danger of injury due to falls.	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Inspections	Inspections are conducted by a staff member at least once a day when regular staff is scheduled. Plant inventory and base maps will be updated annually.	✓		
Plantings	Campus plant palette is used in the design of the landscape. Plant replacements are accomplished within 6 months of removal.	✓		

# LND SERVICES - SCHEDULE OF SERVICES

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Street and Parking Lot Repairs									✓	✓
Rock Parking Lot - Grading and Maintenance								✓		✓
Sidewalk Maintenance and Repair										✓
Mulch/Rock Path Maintenance										✓
Exterior Bench Repair										✓
Exterior Bench Installation										✓
Banner Replacement										✓
Abandoned Bike Removal										✓
Bicycle Rack Maintenance										✓
Inspect Site	✓									
Flag Raising, Lowering, and Replacement										✓

Building Signage										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Building Identification Sign Maintenance									✓	✓
Building Sign Design										✓
Building Sign Replacement										✓
Snow and Ice Removal										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Building Entrances										✓
Sidewalks										✓
Parking Lots and Streets										✓
Campus Landscape Design										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Update Existing Landscapes									✓	✓
New Landscapes										✓
Litter and Recycling Collection										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Containers	✓									
Ground	✓									

Irrigation System										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Design										✓
Installation										✓
Maintenance	✓									✓
Annual Turn On/Off								✓		
Turf										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Mowing	✓									✓
Fertilization							✓			
Aeration								✓		
Weed Control	✓									
Reseeding, Seeding, and Sodding					✓					
Edging				✓						

Tree, Shrub, Perennial, Annual										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Planting							✓			✓
Mulching	✓									
Watering										✓
Pruning/Removal										✓
Fertilization										✓
Pest Control										✓



# LND - SERVICE EXPECTATIONS - APPA

## APPA GROUNDS STANDARDS

APPA defines five levels of attention. Please reference below for standards for each level.

LND provides service at a level 2/3

**Level 1: State-of-the-art maintenance applied to a high-quality diverse landscape.**

Associated with high- traffic urban area, such as public squares, malls, government grounds, or college/university campuses.

- Turf Care: Grass mowed according to species and variety, at least once every 5 days, as often as every 3 days. Aeration required not least than 4 times per year. Reseeding as needed. Weed control to no more than 1% of surface.
- Fertilizer: Adequate fertilizer applied to plant species according to their optimum requirements.
- Irrigation: Sprinkler irrigated by electronic automatic controls. Frequency follows rain fall, temperature, season length and demands of individual plant species.
- Litter Control: Minimum of once per day, seven days per week. No overflowing receptacles.
- Pruning: Frequency dictated by species, length of growing season, design concept also a controlling factor i.e., using clipped method vs. natural-style hedges.
- Disease and Pest: Controlling objective to anticipate and avoid public awareness of any problem.
- Surfaces: Sweeping and cleaning frequency as such that at no time does accumulation of debris distract from look or safety of the area.
- Repairs: Done immediately when problems are discovered.
- Inspections: A staff member to conduct inspections daily.

**Level 2: High-level maintenance.**

Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations.

- Turf Care: Grass cut once every 5 days. Aeration required no less than 2 times per year. Reseeding when spots are present. Weed control to no more than 5% of surface.
- Fertilizer: Adequate fertilizer level to ensure all plants are healthy and growing vigorously.
- Irrigation: Sprinkler irrigated by electronic automatic controls. Frequency follows rain fall, temperature, season length and demands of individual plant species.
- Litter Control: Minimum of one per day, 5 days per week. Accumulation depends on size of container available to public.
- Pruning: Usually done at least once per season, species planted may dictate more frequent attention.
- Disease and Pest Control: Done when disease or pest are inflicting noticeable damage or reducing vigorous plant material growth.
- Surfaces: Should be kept clean, repaired or replaced when their condition has noticeable deterioration.
- Repairs: Done whenever safety, function or appearance is in question.
- Inspections: A staff member to conduct inspections daily when regular staff is scheduled.

### Level 3: Moderate-level maintenance.

Associated with locations that have moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a high level of maintenance.

- Turf Care: Grass cut at least once every 10 days. Normally not aerated unless turf indicates need. Reseeding done only when major bare spots appear. Weed control to no more than 15% of surface.
- Fertilizer: Applied only when plant vigor seems to be low. Low-level application done once per year.
- Irrigation: Depends on climate. Areas with more than 25 inches per year rely on natural rainfall. Areas with less than 25 inches per year have some form of supplemental irrigation, normally 2 to 3 times per week.
- Litter Control: Minimum service of 2 to 3 times per week.
- Pruning: When required for health of reasonable appearance.
- Disease and Pest Control: Done only to address epidemics or serious complaints.
- Surfaces: Cleaned on complaint basis. Repaired or replaced as budget allows.
- Repairs: Done whenever safety or function is in question.
- Inspections: Inspections are conducted once per week.

### Level 4: Moderate to low-level maintenance.

Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.

- Turf Care: Low-frequency mowing schedule based on species. Low growing grasses may not be mowed, high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- Fertilizer: No fertilization.
- Irrigation: no irrigation.
- Litter Control: Once per week or less, complaints may increase level above one servicing.
- Pruning: No regular trimming. Safety or damage from weather may dictate actual work schedule.
- Disease and Pest Control: None, except where the problem is epidemic and epidemic conditions threaten resources or the public.
- Surfaces: Replaced or repaired when safety is a concern and budget is available.
- Repairs: Done whenever safety or function is in question.
- Inspections: Conducted once per month.

### Level 5: Minimum-level maintenance.

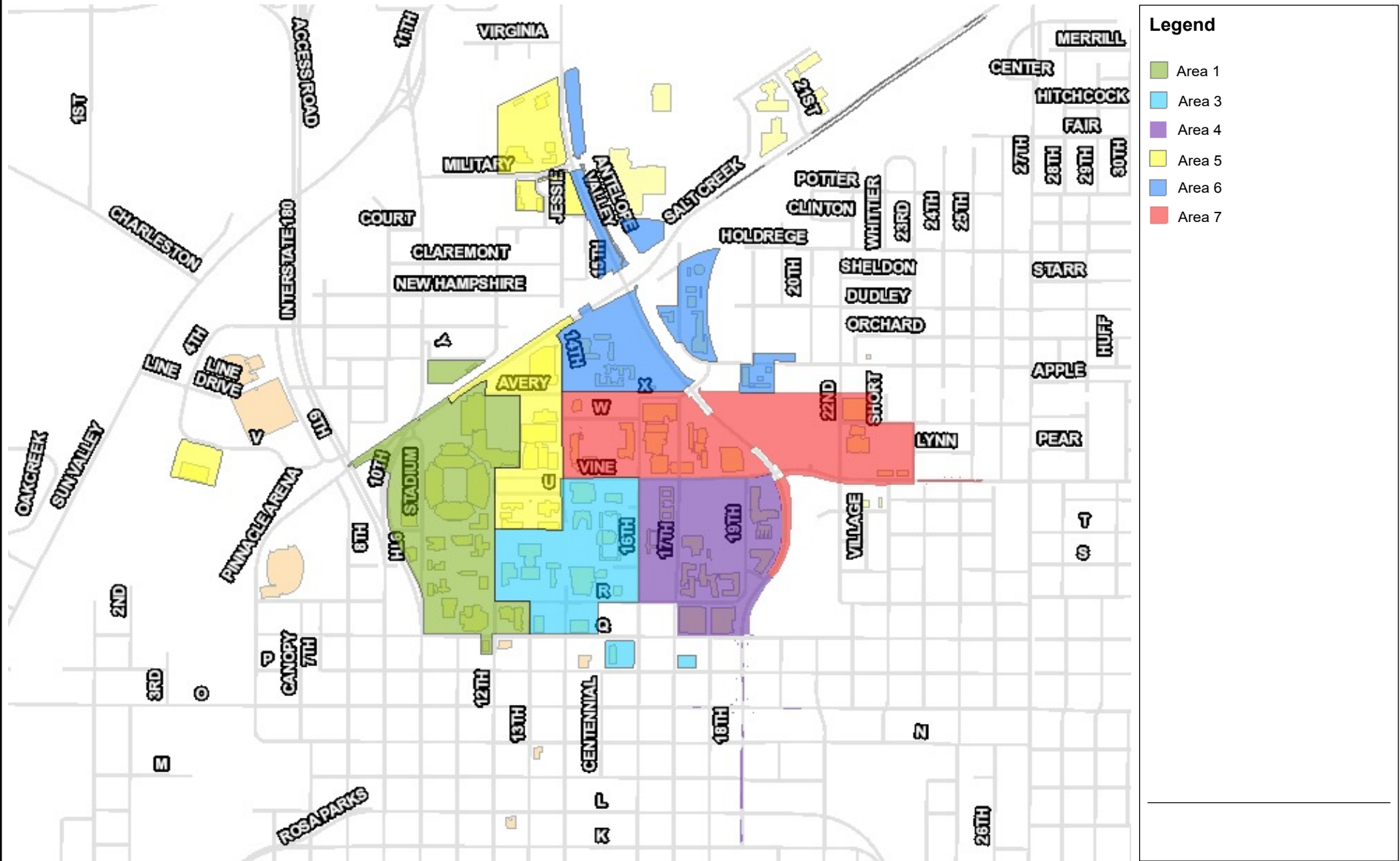
Associated with locations that have severe budget restrictions.

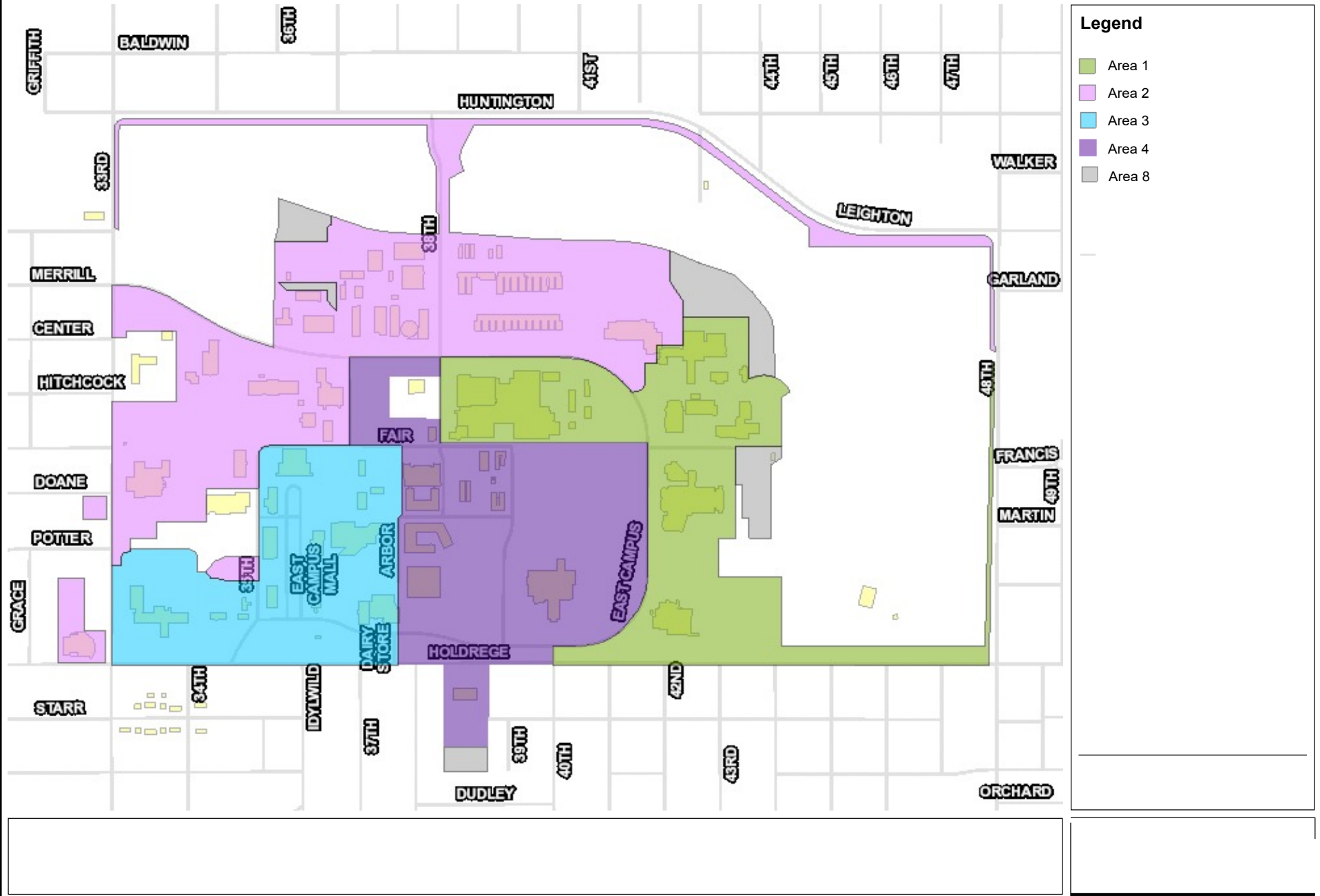
- Turf Care: Low-frequency mowing schedule based on species. Low growing grasses may not be mowed, high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- Fertilizer: No fertilization.
- Irrigation: no irrigation.

- Litter Control: On demand or complaint basis.
- Pruning: No pruning unless safety is involved.
- Disease and Pest Control: No control except in epidemic or safety situations.
- Surfaces: Serviced only when safety is a consideration.
- Repairs: Done whenever safety or function is in question.
- Inspections: Inspections are conducted once per month.

## LND - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Emergency	Immediate Action	Yes	Health and safety items that demand immediate response to protect and save property and/or lives. There is an immediate response to alleviate the situation. Requests are dispatched via telephone call immediately and then entered in to TMA	Tree or Branches blocking sidewalks/streets, Ice on stairs, vandalism, sprinkler water main water leak
2	Urgent	As soon as practically possible (Typically within 1-3 working hours)	Yes	Urgent situations which may pose a less immediate threat of personal injury or equipment damage, but may disrupt University operations. Others may be high profile in nature, have a short deadline date, or be requested from a high-ranking official. An expedited response shall occur, and requests are dispatched via telephone call and then entered into TMA.	Partially blocked sidewalks and streets from tree debris, dead animals, broken sprinklers, US/State/UNL Flags damaged, Snow/Ice requests
3	Routine	Scheduled	No	All other maintenance, repair, or service that does not pose an immediate risk to facilities, systems, equipment, or components and can be handled on a routine basis. This is used for Standing Work Orders.	Tree pruning, sidewalk/street repairs, planting projects
4	Events	Scheduled	No	Work orders are processed through TMA as dispatching of personnel is only required at the time of the event or activity.	Student/Staff outdoor events, Jazz in June, Homecoming, Big Red Welcome
5	PM	Scheduled	No	System generated PM workorders	PM generated by TMA system





# INVENTORY, MOVING, AND ASSET MANAGEMENT

Inventory provides the University Operations staff and others across campus with a store consisting of items needed in day-to-day work including both stock and special-order items. Moving Services provides campuses with full service moving capabilities including the collection of surplus items for auction. They are also responsible for delivery of Office Depot orders and University Operations supplies. The Key Shop provides asset management services for the University of Nebraska-Lincoln.

## IMA - SERVICE MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Surplus Pickup	Pickup anything purchased with University money that is no longer needed	✓		
Moving	Move furniture, equipment, boxes, etc.		✓	
Delivery	This includes BSM zone delivery, Custodial, ethyl alcohol, table & chairs, ice cream cart, etc.		✓	
Office Depot Delivery	Office Depot ordered through eShop that is bulk delivered to FMS, gets sorted and last mile delivery to person who ordered.	✓		
Keys Checkouts	By UNL employee or affiliate	✓		
New keys	Making additional or replacement keys		✓	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Rekey	Changing cylinders		✓	
Table and Chair Rentals	Rental for tables and chairs and setup		✓	
Inventory - used by UO, Unions, Athletics, Housing	Keeping the UO inventory stocked. Part checkout, order, and receive	✓		
Calibrating Equipment	Making sure equipment is working properly and sending it in for recalibration		✓	
Tool crib management	Keep track of specialized tools used by BSM	✓		
Non-stock items selection	Customer must provide vender, manufacturer and pricing for items they are ordering.			✓
Non-stock ordering	Once give exact specs for an item and the signed non-stock form an item can be ordered.	✓		

# IMA - SCHEDULE OF SERVICES

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Surplus pickup										✓
Inventory Check out	✓									
Moving Services										✓
Office Depot Delivery	✓									
Custodial/BSM Delivery	✓									
Alcohol Delivery	✓									
Key replacement and creation										✓
Rekey										✓
Key estimates										✓
Inventory Check out	✓									
Inventory Purchasing	✓									
Calibrating Equipment										✓
Tool crib management										✓
Table and Chair Rentals										✓
New Construction and remodel key schedule review										✓
Ice Cream Cart Delivery & Pickup										✓
Review outstanding key checkouts			✓							



## IMA - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Emergency	Immediate Action	No - Oncall BSM person would call them	Do not use on IMA work orders. If staff is required to come in their time is charge to a BSM work order.	BSM has an emergency and they need stock checked out or keys.
2	Urgent	As soon as practical-ly possible (typically within an hour)	Teams message to responder group	Urgent situations less of an immediate threat to health and safety but can interrupt University Operations. May be high profile in nature, have a short deadline, or be requested by a high-ranking official.	
4	Routine	Scheduled	No	Routine requests that are not part of the scheduled work.	Moving jobs, surplus pickups, etc.
3	Events	Scheduled	No	Work that is needed the day of an event	Move the ice cream cart, setup stage and chairs for graduation, etc.
5	PM	Scheduled	No	System Generated PM Work Orders	For radiation meter repair and calibration.

# REFUSE AND DIVERSION SERVICES

Refuse & Diversion Services promotes waste reduction, reuse, and recycling while educating students, faculty, and staff on how to make simple lifestyle changes that positively impact local and global natural environments through voluntary partnership with our programs.

## RDS - SERVICE MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Waste and Recycling Dumpsters	Dumpsters are used to collect general waste from buildings. Construction debris, hazardous waste, lab waste, needles, etc., should never be placed in a dumpster. University dumpsters may not be used for personal refuse.	✓		

## RDS - SCHEDULE OF SERVICES

Pick Ups										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Refuse Pick Up	✓	✓								✓
Recycling Pick Up	✓	✓								✓

## RDS - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Urgent	As soon as practically possible	Yes	Situations of a high profile nature, short deadline, or a request of a high ranking official.	Full containers, containers moved by weather, vandalism
2	Routine	Scheduled	No	Scheduled Refuse or Recycling pickup	We have a pickup route that is followed

# ENVIRONMENTAL HEALTH AND SAFETY

Environmental Health and Safety protects the campus community's human resources, research, and environment by providing services to assist UNL faculty, staff, and students to integrate safety, environmental stewardship, and compliance into their workplace.

## EHS - SERVICE MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Radiation Safety				
Broadscope Radioactive Materials Licence	Prepare and maintain UNL's Broadscope Radioactive Materials License and pay associated fees to NHHS (renewed every 5 years, and amended as needed)	✓		
Radiation Protection Plans	Prepare and maintain specialized Radiation Protection Plans and Procedures; register radiation producing devices annually with NHHS and pay associated fees	✓		
Licensing and Commissioning	License UNL Authorized Users; commission and decommission radiation labs/work locations	✓		
Training	Train Authorized Users and Radiation Workers and prepare/maintain guidance documents	✓		
Receipt/Delivery of Radioactive Materials	Receive and deliver all radioactive materials used on UNL premises; coordinate and authorize radioactive material transfers and off-site uses	✓		
Dosimetry	Issue dosimetry, coordinate quarterly badge exchange, evaluate radiation doses of all users, and pay dosimetry fees	✓		
Calibrate Radiation Detectors	Coordinate and pay for calibration of portable radiation detectors used for contamination control	✓		
Purchase Radiation Detectors	Purchase of radiation detectors for use by Authorized Users and Radiation Workers; service contracts, calibrations, repairs of liquid scintillation counters, gamma counters, and similar research equipment is the responsibility of Principal Investigators and their departments.			✓

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Repair Radiation Detectors	Repair of portable radiation detectors used for contamination control		✓	
Leak Tests	Semi-annual leak tests of radioactive sealed sources	✓		
Inspection/compliance	Inspect radioactive material use and radiation-producing device locations at required frequency (at least annually) to evaluate compliance	✓		
Safety Committee	Coordinate activities of the Radiation Safety Committee and maintain all documentation of committee activities.	✓		
Dose Limits	Evaluate public dose limits annually	✓		
Regulatory agencies	Prepare and submit notifications to regulatory agencies as required	✓		
<b>Laser Safety</b>				
Registration	Facilitate registration of class 3B and 4 users by Principal Investigators	✓		
Safety Committee	Coordinate activities of the Laser Safety Committee and maintain all documentation of committee activities	✓		
Commission/Decommission	Commission and decommission laser labs/work locations	✓		
Inspection/compliance	Evaluate laser beam and non-beam hazards and associated protection plans, procedures, engineering controls, and personal protective equipment. Inspect laser use areas for conformance.	✓		
Training	Train laser users	✓		
Injury/Accident Investigation	Investigate occupational injuries and accidents involving lasers to implement appropriate corrective actions	✓		
Laser Controls and Protective Equipment	Purchase, installation, and maintenance of laser controls and protective equipment is the responsibility of Principal Investigators and their departments			✓

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Biosafety				
IBC	Facilitate Principal Investigator registration with the Institutional Biosafety Committee (IBC); coordinate activities of the Institutional Biosafety Committee and maintain all documentation of committee activities.	✓		
Select Agent	Prepare, administer, and maintain UNL Select Agent registrations and supporting plans and procedures	✓		
Third-party Certifications	Coordinate annual third-party certifications of BSL-3 spaces (Principal Investigators and their departments are responsible for costs of third-party certification)	✓		
Commission/Decommission	Commission and decommission biosafety labs/work locations	✓		
Training	Train Principal Investigators and laboratory workers consistent with regulatory requirements and industry standards and provide guidance documents	✓		
Bloodborne Pathogen	Administer UNL's Bloodborne Pathogen Exposure Control Plan	✓		
Material Transfer Agreements	Support Material Transfer Agreements (MTAs) for biological agents	✓		
Biological Agent Inventory	Maintain institution-wide biological agent inventory	✓		
Regulatory Agencies	Prepare and submit notifications to regulatory agencies as required	✓		
Inspection/compliance	Inspect biosafety laboratories to evaluate compliance	✓		
Medical Surveillance Programs	Develop and implement appropriate medical surveillance programs, as needed, and investigate potential exposures to biological agents and lab-acquired infections (however costs for medical examinations and tests are the responsibility of Principal Investigators and their departments)	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Uncovered Costs	Costs associated with engineering controls, protective equipment, medical surveillance, and vaccinations are the responsibility of Principal Investigators and their departments			✓
Tech Support	Provide technical support to other research compliance committees as needed, e.g., SROC, IACUC, IRB, Greenhouse, etc.)	✓		
<b>General Laboratory Safety</b>				
Design and Controls	Advise on laboratory design, engineering controls, administrative controls, and personal protective equipment	✓		
Inspection/compliance	Inspect laboratories to evaluate compliance and uncontrolled hazards	✓		
Door Postings	Prepare laboratory hazard door postings	✓		
Hazard Data in GIS	Populate GIS with laboratory hazard data	✓		
Training	Provide training and guidance documents for laboratory workers	✓		
Uncovered Costs	Costs associated acquisition and maintenance of engineering controls and protective equipment are the responsibility of Principal Investigators and their departments			✓
<b>Regulated Waste Management</b>				
Medical Waste	Coordinate off-site disposal of regulated medical waste and pay associated costs	✓		
Biological Waste	Collect and coordinate off-site disposal of laboratory-generated biological waste that is not treated on-site by autoclave or chemical disinfection		✓	
Radioactive Material and Regulated Waste	Collect and coordinate off-site disposal of radioactive materials and regulated wastes	✓		
Chemical Waste	Collect and coordinate off-site disposal of chemical wastes, used oil, antifreeze, special wastes	✓		
Construction Waste	Collect and coordinate off-site disposal of regulated wastes associated with construction projects		✓	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Sample Waste	Sample wastes and coordinate off-site testing as necessary to support waste characterization	✓		
Permits	Obtain and maintain disposal permits as necessary	✓		
Biennial Reports	Prepare and submit status of waste generation biennial reports	✓		
Documentation	Prepare and maintain required plans and procedures, manifests, exception reports, and related activities	✓		
Inspection/compliance	Inspect campus waste generation sites to determine compliance	✓		
<b>Environmental Regulations</b>				
SMS4 and NPDES	Administer and maintain UNL's Small Municipal Separate Stormwater System (SMS4) National Pollutant Discharge Elimination System (NPDES) permit and associated plans and procedures	✓		
Discharge Permits	Administer and maintain specific NPDES discharge permits, including sampling and submittal of monitoring reports to regulatory authorities; periodically inspect permitted campus operations to monitor compliance status.	✓		
Uncovered Costs	Consultant fees associated with design of livestock operations and preparation/submittal of construction and operating permits are the responsibility of individual departments. However, EHS will collaborate with departments and consultants during the design and permitting process			✓
PCS Remediation and Monitoring	Coordinate PCB remediation plans and implement PCB long-term monitoring plans	✓		
Consultant Fees re: PCB	Consultant fees for PCB-testing, plan preparation, and oversight of PCB projects		✓	
Clean Air Act Permits	Maintain Clean Air Act permits, including submittal of required quarterly, semi-annual, and annual reports	✓		
Fees	Air permit fees, emission fees, and consultant fees		✓	



Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Inspection/compliance	Inspect campus operations and locations subject to Clean Air Act requirements to determine compliance status	✓		
SPCC Plans	Prepare and maintain Spill Prevention Control and Countermeasures (SPCC) plans for affected facilities, train personnel, and audit affected locations to monitor compliance status.	✓		
Investigations and remediation activities	Oversee environmental investigation and remediation activities, however EHS is not responsible for costs associated with sampling, consultant fees, Agency oversight fees, etc.	✓		
Asbestos Abatement	Asbestos abatement projects			✓
Shipping of Dangerous Goods				
Training	Train campus hazmat employees	✓		
Carrier Fees	Shipping materials and carrier fees for dangerous goods			✓
Audits	Audit campus hazmat employees to determine compliance with DOT regulations	✓		
Occupational Safety				
Injury and Illness Prevention Plan	Maintain UNL's Injury and Illness Prevention Plan; investigate and maintain records of occupational injuries and illnesses	✓		
Hearing Conservation	Develop and administer UNL's Hearing Conservation program, including exposure assessments, employee training, and review of annual audiograms	✓		
Uncovered Costs	Costs associated with audiograms, medical consultation, hearing protectors, and noise reduction controls			✓
Respiratory Protection	Develop and administer UNL's Respiratory Protection program, including exposure assessments, employee training, fit testing	✓		
Uncovered Costs	Costs associated with medical consultation, respiratory protection devices, and engineering controls			✓

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Training	Develop and maintain general training programs related to powered industrial trucks, confined spaces, lockout/tagout of hazardous energy sources, personal protective equipment	✓		
Site/Function-specific protocols and training	Site/function-specific protocols and training for powered industrial trucks, confined spaces, lockout/tagout, hot work, fall protection			✓
Uncovered Costs	Costs associated with engineering controls and personal protective equipment at the campus level			✓
Construction Safety	Construction safety			✓
AEDs	Automatic External Defibrillators (AEDs) purchase, inspection, maintenance, and registration			✓
Ergonomics	Ergonomic evaluations and purchase of ergonomic-designed equipment			✓
<b>Building Compliance</b>				
Fume Hoods and Biosafety Cabinets	Coordinate and fund annual third-party inspections of fume hoods and biosafety cabinets and maintain associated records and contract. Coordinate and fund repairs of fume hoods and controls. Users are responsible for cost of repairs, modifications, and replacement of biosafety cabinets.	✓	✓ (if more than once per year, user is responsible for cost)	
Repair Equipment	Repair of biosafety cabinets, gas sensors, autoclaves		✓	
Third-party inspections: Elevators, etc.	Coordinate and fund annual third-party inspections of elevators, stage lifts, and chair lifts and maintain associated records and contract. Coordinate and fund repairs, modifications, and upgrades.	✓	✓ (non-state funded buildings)	
Third-party inspections: Fire suppression	Coordinate and fund annual third-party inspections of fire suppression systems. Coordinate and fund repairs, modifications, and upgrades.	✓	✓ (non-state funded buildings)	

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Fire Alarms	Conduct annual fire alarm, smoke evacuation, and fire damper systems inspections. Coordinate and fund repairs, modifications, and upgrades.	✓	✓ (non-state funded buildings)	
Fire Pump Tests	Conduct monthly fire pump tests and coordinate annual third-party inspection and testing. Fund repairs and upgrades, as needed	✓	✓ (non-state funded buildings)	
Third-party inspections: Fire Extinguishers	Coordinate annual third-party inspections of fire extinguishers and maintain associated records and contract. Fund replacement and repairs as necessary;	✓	✓ (non-state funded buildings)	
Third-party inspections: Cranes and Hoists	Coordinate annual third-party inspections of cranes and hoists and maintain associated records and contract. Coordinate and fund repairs, modifications, and upgrades.	✓	✓ (non-state funded buildings)	
Third-party inspections: Gas Detectors	Coordinate semi-annual third-party inspections of gas detectors and maintain associated records and contract	✓	✓ (non-state funded buildings; and upon request)	
State Inspection: Boilers	Coordinate annual State inspections of boilers and maintain associated records	✓	✓ (non-state funded buildings)	
Third-party inspections: Autoclaves	Coordinate third-party preventative maintenance contracts for autoclaves	✓		

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Safety showers/eyewash	Annual inspection of safety showers and eyewash stations. Fund repairs, as needed.	✓	✓ (non-state funded buildings)	
Emergency and Exit Lighting	Fund monthly inspection of emergency and exit lighting. Fund repairs, as needed.	✓	✓ (non-state funded buildings)	
Exterior Lighting	Fund exterior lighting (area and building) repairs, modifications, and upgrades.	✓	✓ (non-state funded buildings)	
ADA Doors	Fund ADA Door operators repairs and upgrades	✓	✓ (non-state funded buildings)	
Abatement	Coordinate and fund testing of potential hazardous building materials and abatement as needed to facilitate facility maintenance	✓	✓ (non-state funded buildings)	
Indoor Air Quality	Conduct basic indoor air quality investigations, as requested/ needed.	✓	✓ (non-state funded buildings)	

# EHS- SCHEDULE OF SERVICES

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Submit registration and licensing documents and fees to NHHS									✓	
Prepare and maintain specialized Radiation Protection Plans and Procedures										✓
License UNL Authorized Users; commission and decommission radiation labs/ work locations/equipment										✓
Train Authorized Users and Radiation Workers and prepare/maintain guidance documents									✓	
Receive and deliver all radioactive materials used on UNL premises	✓									✓
Issue dosimetry, coordinate badge exchange, evaluate radiation doses of all users, and pay dosimetry fees							✓			
Conduct leak tests of radioactive sealed sources								✓		
Inspect radioactive material use and radiation-producing device locations									✓ (minimum)	

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Coordinate activities of the Radiation Safety Committee and maintain all documentation of committee activities.					✓					
Evaluate public dose limits									✓	
Conduct shielding reviews										✓
Prepare and submit notifications to regulatory agencies as required										✓
Coordinate activities of the Laser Safety Committee and maintain all documentation of committee activities					✓					
Commission and decommission laser labs/work locations										✓
Evaluate laser beam and non-beam hazards and associated protection plans, procedures, engineering controls, and personal protective equipment. Inspect laser use areas for conformance.									✓	
Train laser users									✓	

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Facilitate Principal Investigator registration with the Institutional Biosafety Committee (IBC); coordinate activities of the Institutional Biosafety Committee and maintain all documentation of committee activities.					✓					
Prepare, administer, and maintain UNL Select Agent registrations and supporting plans and procedures									✓	
Coordinate annual third-party certifications of BSL-3 spaces (Principal Investigators and their departments are responsible for costs of third party certification)									✓	
Commission and decommission biosafety labs/ work locations										✓
Train Principal Investigators and laboratory workers consistent with regulatory requirements and industry standards and provide guidance documents									✓	
Maintain institution-wide biological agent inventory									✓	
Prepare and submit notifications to regulatory agencies										✓

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Inspect biosafety laboratories to evaluate compliance									✓	
Develop and implement appropriate medical surveillance programs and investigate potential exposures to biological agents and lab-acquired infections										✓
Provide technical support to other research compliance committees as needed, e.g., SROC, IACUC, IRB, Plant Growth Facility, etc.)					✓					
Inspect laboratories to evaluate compliance and uncontrolled hazards									✓	
Prepare laboratory hazard door postings										✓
Coordinate off-site disposal of regulated chemical wastes							✓			
Coordinate off-site disposal of regulated medical/biological waste					✓					
Coordiante off-site disposal or radioactive waste							✓			
Collect regulated wastes generated on-campus and transport to storage facility	✓									



General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Sample wastes and coordinate off-site testing as necessary to support waste characterization										✓
Obtain and maintain disposal permits									✓	
Prepare and submit biennial reports									✓ (every 2 years)	
Prepare and maintain required plans and procedures, manifests, exception reports, and related activities									✓	
Inspect campus waste generation sites to determine compliance									✓	
Inspect central waste accumulation areas			✓							
Prepare and submit Small Municipal Separate Stormwater System (SMS4) National Pollutant Discharge Elimination System (NPDES) reports to regulatory authorities									✓	
Collect NPDES samples required by permits and submit data to regulatory agencies								✓		

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Consolidate and submit Livestock NPDES reports to regulatory authorities									✓	
Implement PCB long-term monitoring plans and submit reports to regulatory authorities									✓	
Prepare and submit Clean Air Act reports to regulatory authorities							✓			
Prepare and submit air emission reports and associated fees to regulatory authorities									✓	
Inspect campus operations and locations subject to Clean Air Act requirements to determine compliance status									✓	
Prepare and maintain self-certifying Spill Prevention Control and Countermeasures (SPCC) plans for affected facilities, train personnel, and audit affected locations to monitor compliance status.									✓	
Oversee environmental investigation and remediation activities										✓
Train campus hazmat employees									✓ (retraining required every 3 years)	

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Audit campus hazmat employees to determine compliance with DOT regulations									✓	
Investigate and maintain records of occupational injuries and illnesses	✓									
Conduct Hearing Conservation training, review exposure assessments, and review of annual audiograms									✓	
Conduct Respiratory Protection training and fit-testing, and review exposure assessments									✓	
Coordinate third-party inspections of fume hoods and biosafety cabinets									✓	
Coordinate third-party inspections of elevators, stage lifts, and chair lifts									✓	
Coordinate third-party inspections of fire suppression systems.									✓	
Conduct fire alarm, smoke evacuation, and fire damper systems inspections.									✓	
Conduct monthly fire pump tests and coordinate annual third-party inspection and testing.					✓				✓	

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Coordinate third-party inspections of fire extinguishers									✓	
Coordinate third-party inspections of cranes and hoists									✓	
Coordinate third-party inspections of gas detectors								✓		
Coordinate State inspections of boilers									✓	
Coordinate testing of potential hazardous building materials										✓
Conduct basic indoor air quality investigations, as requested/needed.										✓

## EHS - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Emergency	As soon as possible (typically immediately during normal business hours and within hours after normal business working hours)	Requests generally made by emergency responders/UN-LPD	Fire, health, and safety items that demand immediate response to protect and save property, lives, or environmental receptors.	Significant chemical releases, human exposures, fires, explosions
2	Urgent	As soon as possible (typically within 1 hour during normal business hours)	Requests generally made by a member of the campus community or BSM	Urgent situations which may pose a less immediate threat of personal injury, equipment damage, or environmental impact, but may disrupt university operations. Others may be high profile in nature, have a short deadline date, or be requested from a high-ranking official.	Indoor air quality concerns, serious injuries, newly discovered historical releases, potential exposures to chemicals, biological agents, radiation without immediate adverse effects
3	Routine	Scheduled	Requests generally by phone, electronic submission, or other established mechanism	All EHS services that do not fall in the emergency or urgent categories	Waste collections, campus audits, delivery of radioactive material packages, injury investigations, protocol reviews

# HUSKER ENERGY AND POWER

Husker Energy & Power (HEP) provides power for University students, faculty, and staff. HEP is responsible for delivering electricity, heating, cooling, water sanitation services, and other essential day-to-day operations that keep campuses running. HEP is always innovating and continuously seeking better ways to use resources to support City, East, and Nebraska Innovation Campuses.

## HEP - SERVICES MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Electricity	Distribution of electricity to campus buildings, including maintenance and repair of cables, transformers, and switches.	✓		
Emergency Generators	Maintain emergency generators.	✓		
Steam	Provide steam at appropriate pressures to buildings.	✓		
Steam System	Maintain, operate, and manage repairs for boiler plant and steam/condensate systems.	✓		
Chilled Water	Provide chilled water at appropriate temperatures and pressures to campus buildings.	✓		
Chilled Water System	Maintain, operate, and manage repairs for chiller plant and chilled water distribution system.	✓		
Domestic Water	Maintain university owned domestic water pipes and all associated infrastructure.	✓		
Sanitary Sewer	Maintain university owned sanitary sewer water pipes in tunnels, manholes, underground, and outside of buildings.	✓		
Utility Locates	Coordinate with local diggers hotline and other local utilities to provide locating services of university owned underground utilities.	✓		

# HEP - SCHEDULE OF SERVICES

General										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Emergency Diesel Generator fueling, top off fuel after testing or usage to maintain proper level										✓
Emergency Diesel Generator fuel filter replacement									✓	
Emergency Diesel Generator oil sampling and analysis									✓	
Emergency Diesel Generator oil and filter change										✓
Emergency Diesel Generator load bank testing									✓	
Emergency Generator repairs, coordinate and/or perform services										✓
Steam Tunnel inspections, checking for leaks, insulation condition, verifying manhole covers, vault lids, and doors					✓					
Steam System maintenance outage, repair and update the steam production and distribution system									✓	
Steam Tunnel steam-trap surveys and inspections								✓		
Underground Fuel Tank inspections for regulatory compliance										✓

General										
Fire Hydrant preventative maintenance for flow testing, proper operation, and lubrication.									✓	
Underground Utility locates in coordination with diggers hotline										✓
Utility Meter maintenance and repairs										✓
Utility Meter data verification							✓		✓	
Utility Meter inspection or calibration									✓	
Utility Meter repairs or replacements										✓
Repair of distribution system leaks/pipe breaks/damage										✓
Coordinate Utility outages with affected buildings/customers										✓



## HEP - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
1	Emergency	Immediate Action	Yes	Fire, health, and safety items that demand immediate response to protect property, system integrity and/or lives. There is an immediate response required to alleviate the situation. Requests are dispatched via telephone calls immediately and then may be entered into the CMMS system for tracking.	"Alarms, floods, smoke, fire, large breaks to water, sewer, or chilled water mains, steam system leaks, missing/open manhole or vault lids, vandalism."
2	Urgent	As soon as practically possible (typically within 2-4 hours)	Yes	Urgent situations which may pose a less immediate threat of personal injury or equipment damage, but may disrupt University operations, research, or processes. May be high-profile in nature, have a short deadline requirement, or be requested from a high-ranking official. An expedited response is expected and requests are dispatched via telephone call and then may be entered into the CMMS system for tracking.	jEMS or BAMS alarms, small chilled water, domestic water, or other leaks with smaller volumes reported coming from underground or through wall penetrations, generator repairs affecting operability, or other repairs deemed urgent by requestor.
3	Routine		No	All other maintenance, repair, or services that do not pose an immediate risk to facilities, systems, equipment, personnel, or other components and can be handled on a routine basis. Workorders are processed through the CMMS system for scheduling and work tracking.	Meter repairs, noisy equipment inspection, cooling tower cleaning, electrical switching, minor generator repairs and fueling, and heat exchanger cleaning
4	Preventative Maintenance (PM)		No	CMMS generated preventative maintenance workorders to ensure reliability, safety, and integrity of system components.	Meter calibration, annual steam outage activities, trap inspections, tunnel inspections

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
5	None		No	To be used for CMMS workorders that will remain open throughout a period of time, and that do not have a response time. This is primarily used for daily operations duties workorder for Utility Operations and for FY recurring workorders.	Utility Operations daily activities incl. rounds and remote plant walk-through, training activities, project review.

# OFFICE OF SUSTAINABILITY

The Office of Sustainability provides support for initiatives at the University of Nebraska-Lincoln aimed at creating a culture of faculty, staff, and students who are socially, economically, and environmentally responsible.

## OOS - SERVICES MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Training/Education	Provide subject matter expertise to promote sustainability to campus units and community members including senior leadership, faculty, staff, students, and external entities.	✓		
Recycling	Manage phased implementation of the All in the Hall recycling program in conjunction with Custodial and Refuse & Diversion Services.	✓		

# PRINT AND MAIL SERVICES

Print & Mail Services is a multi-faceted department that supports the educational objectives of the University by providing properly branded, high-quality printed products, and materials along with acting as postal experts for both inward and outward-bound mail.

## PMS - SERVICES MATRIX

Facility or Building Component	Description and Information	Basic Service	Recharge Service	Service Not Provided
Branding Compliance	Provide branding compliance for UNL, UNK, UNO, and UNMC per University of Nebraska Communications.	✓		
Delivery of Printing Projects	Campus delivery of printing projects.	✓		
Incoming Mail Distribution	East Campus on odd days, City Campus on even days.	✓		
Outgoing Mail Pickup	Outgoing mail pickup from building mailrooms and delivery to Mail Services for processing.	✓		
Shredding Services	Provide lockable shredding bins and pickup when full.	✓		
Shredding Services	Shredding.		✓	
Package Shipment and Preparation	Prepare packages for shipping and ship.		✓	
Printing Projects	Offset printing, full color digital printing, folded self-mailers, business cards, letterhead and envelopes, high volume production print, posters, banners, displays, wall graphics, signs, laminating and mounting, and binding.		✓	

# PMS - SCHEDULE OF SERVICES

Section Title										
Task	Daily	Twice Weekly	Weekly	Every Other Week	Monthly	Every Other Month	Quarterly	Every Six Months	Annually	As Needed
Alternating Campus Mail & Package Delivery	✓									
Shredding Pick up										✓
Fulfillment										✓
Ink & Toner Cartridge Recycling										✓
Cost Per Copy - Service/Supplies										✓
CpC moving,/returning CpC - MFPs										✓
Service Monitoring CpC -MFPs										✓

## PMS - SERVICE EXPECTATIONS - SERVICE RESPONSE MATRIX

Priority	Priority Type	Response Time	Call from Service Desk?	Description	Examples
High	Estimate/Quote	Next Business Day		Requests for estimates or quotes for print jobs	Brochure, booklets, postcards, posters, signage, ect.
High	Service Issues Vendor	within 4 hours		Customer calls Vendor Service	
High	Move MFPs	normal within 2 weeks		Involves scheduling vendor personnel to move	
High	Return MFPs	2 weeks no charge		Involves scheduling vendor personnel to remove	
High	Toner/Supplies	24 hours		Call Service/supply number on each device	toner, parts, staples, service
High	CpC /MPS	24 hoours		Call Service/supply number on each device	service/toner/parts