



EMORY
UNIVERSITY

Campus Services Guide to Services

Version III: Return to Campus, COVID-19 Recovery

As of October 27, 2021



Campus Services

Guide to Services – Return to Campus, COVID-19

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Introduction and Overview

Campus Services Division

Mission: Creating an environment that inspires the discoveries of tomorrow.

Vision: We are highly skilled professionals who take pride in our work, provide exceptional service, and are empowered to drive results that achieve superior value and quality; making us the service provider of choice.

Values: We are committed to doing the right thing, the right way, for the right reasons. Our values are Safety, Collaboration, Ownership, Respect, and Excellence.

Campus Services is comprised of over 800 individuals across 8 departments including Facilities Management, Emory Police, Finance and Business Operations, Customer Experience, Planning, Design, and Construction, Master Planning, Sustainability, and Real Estate. We are committed to supporting Emory's campus by providing facilities and auxiliary services. Organizational charts and additional information can be found at www.campuserv.emory.edu.

Purpose

The purpose of the Guide to Services is to provide an overview of the services delivered by Campus Services, specifically Facilities Management, Emory Police, Finance and Business Operations, Customer Experience, and Planning, Design, and Construction. This version has been revised to indicate the services provided during the phased recovery and return to campus due to the COVID-19 pandemic. These services are different than the baseline and standard services included in and defined by Emory's resource allocation model. This guide is applicable to E&G units only. Auxiliary departments (such as Housing Operations) should have a separate Service Level Agreement (SLA) with Campus Services to define their service levels.

This document also serves as a reference when reviewing current service delivery and considering service level adjustments. If a unit would like a higher or adjusted level of service than provided by the allocation model, the unit's Chief Business Officer should discuss that adjustment with Campus Services.

This document may be updated in the future. Updates will be indicated by version number and revision date.

Resource Allocation Model

Emory University operates by a resource allocation (or Resource Centered Management) model. Based on this model, units contribute to the allocation and receive services in return. Those services are outlined in the Guide to Services. If a unit would like to receive services that are above and beyond the baseline allocation, the unit will be expected to pay for those services. Details regarding fees for additional services are outlined in the appendix.

Points of Contact

The following Campus Services leaders are the main points of contact associated with the services provided.

Campus Services, Vice President and Chief Planning Officer

Robin Morey

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Campus Services, CS Finance & Business Operations, Chief Business Officer

Lisa Underwood

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Facilities Management, Associate Vice President

David Forbes

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Emory Police Department, Associate Vice President/Chief of Police

Cheryl Elliott

Office Phone: 404-727-6115

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Customer Experience, Interim Director

Janine Cabrera-Velde

Office Phone: 404-727-4334

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Planning, Design, and Construction

Charlie Andrews

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Campus Services Website

Website: <http://www.campserv.emory.edu/index.html>

COVID-19 Response: <http://www.campserv.emory.edu/covid19/index.html>

Services Provided

Facilities Management

Overview

Facilities Management is composed of five departments and determines its service levels and associated activities in alignment with industry standards.

For Building and Residential Services, Emory University has designated an APPA Level 3 standard of cleaning. APPA specifies five levels of cleanliness that many higher education institutions utilize to manage their cleaning efforts. For select buildings or specific activities such as landscaping, the agreed upon APPA level may be different. Additional details regarding cleaning levels can be found in Appendix C and on the APPA website at www.appa.org.

RSMeans informs the industry standards for other operational activities. The services outlined in this document are also aligned to RSMeans.

In response to the COVID-19 pandemic, Building and Residential Services is increasing cleaning and sanitizing activities. More detail is provided in the following pages. Facilities Management is also performing inspections and reactive repairs of building systems and equipment.

For information regarding service contact and reporting service-related needs, reference the [Customer Resources](#) section.

Facilities Management Services include:

- Building and Residential Services/Auxiliary Services
- Building Operations and Maintenance
- Energy and Utilities
- Exterior Services
- Fire Safety
- Contracted Services

Building and Residential Services (BRS) / Auxiliary Services (Recycling & Waste)

BRS provides custodial cleaning service for Emory's campus using sustainable cleaning methods to provide a clean, healthy, safe, and pleasant environment for our faculty, students, staff, and visitors.

BRS: Return to Campus, COVID-19 Response

In response to the COVID-19 pandemic, BRS has developed a Campus Sanitization strategy that will cover the sanitizing of the following areas throughout all university facilities:

- Spaces include common areas, lounges, classrooms, bathrooms, and dining spaces

Cleaning and Sanitizing Activities

BRS will perform the following:

- Cleaning: Normal dusting, waste removal, vacuuming, floor cleaning, etc. See detail in the following pages.
- Cleaning High Touch Surfaces: Cleaning high touch surfaces such as building entryways, elevator lobbies, break rooms, etc. This will be done regularly throughout the day.
- Sanitization: Sanitization of classrooms, congregate areas, restrooms etc. will be performed utilizing the misting sanitization product "[Prokure V.](#)" This will be performed once nightly.
- Disinfectants: BRS is utilizing [EPA-Registered disinfectants](#) which are approved by [EHSO](#) and in alignment with CDC guidelines.
- Offices, Personal Spaces: Sanitizing stations are located in facilities if occupants would like to perform additional sanitization in their offices and personal spaces.

Hand Sanitizer and Disinfecting Stations

- BRS and Operations and Maintenance teams are installing and maintaining hand sanitizer and disinfection stations in facilities. These teams are following guidelines from EHSO regarding the [recommended placement of hand sanitizer and disinfection stations](#).
- [Disinfection Matrix by Area](#): Please reference the matrix which outlines disinfection activities by area, disinfectant, frequency, and responsible party.

Soap and Hand Sanitizer Products

BRS provides the following soap and hand sanitizer solutions that are approved by EHSO and in alignment with EPA and CDC guidelines. Select the links to review the safety data sheets.

- Hand Soap: [Medama Green Soap](#)
- Hand Sanitizer: [Medama Foaming Hand Sanitizer](#)

Please reference the [Campus Services webpage](#) for any updates on products.

Building and Residential Services (BRS) / Auxiliary Services (Recycling and Waste) – Cleaning and Sanitation, Return to Campus, COVID-19		
SERVICE TYPE	DEFINITION	FREQUENCY
Sanitization – Spaces	<p>Sanitizing the following spaces:</p> <ul style="list-style-type: none"> - Common areas - Lounges - Classrooms - Restrooms - Dining Spaces - Congregate areas <p>Using a misting sanitizing solution, “Prokure V.” See appendix for details.</p>	Once, nightly
Cleaning – High Touch Surfaces	<p>Cleaning high touch surfaces such as</p> <ul style="list-style-type: none"> - Building entryways - Elevator lobbies - Break rooms - Doorknobs - Etc. 	Regularly throughout the day
Cleaning – Routine	<p>Continuing normal cleaning routines such as dusting, waste removal, floor cleaning, etc.</p> <p>See the following BRS tables for details.</p>	See the following BRS tables for details.
Cleaning – Personal Spaces	Sanitizing stations are located in facilities if occupants would like to perform additional sanitization in their offices and personal spaces.	Occupants perform as they see fit.

This is in alignment with recommendations from EHSO. Reference the [matrix](#) for additional detail.

Building and Residential Services (BRS) / Auxiliary Services (Recycling and Waste) – Routine Cleaning APPA Level 3 Service and Frequency (12 months) (Monday – Friday) All services are performed once per day unless noted Shift (8) Hour work Window		
SERVICE TYPE	DEFINITION	FREQUENCY
Office Areas	High dust shoulder height and higher	Once per week
	Sanitize all available horizontal Surfaces with approved all-purpose cleaner/germicidal solution – <i>*Will not move personal items unless authorized by staff.</i>	Daily
	Spot clean (Walls & Windows, Doors, Fixtures)	Daily
	Spot clean floors (carpet or hard surface)	Daily
	Low dusting of horizontal and vertical surfaces	Once per week
	High dusting of horizontal and vertical surfaces	Once per week
	Vacuum carpet	Once per week
	Mop hard surfaces	Once per week
	Carpet cleaning	Three times per year

Conference Rooms	Empty trash/compost	Daily
	Spot clean floors, tables, windows, and ledges	Daily
	Low dusting daily	Daily
	Vacuum entire suite; if hard floor will be mopped daily	Twice per week
	Carpets cleaned	Three times per year
	Hard floors stripped/scrubbed and waxed	Three times a year
Classrooms/Teaching Lab/Study Rooms	Empty trash/compost	Daily
	Spot clean floors, tables, windows, and ledges	Daily
	Clean boards (replenish chalk and dry erase material if expected)	Daily
	Low dusting of horizontal and vertical surfaces	Daily
	High dusting - horizontal and vertical surfaces	Twice per week
	Vacuum entire classroom; if hard floor will be mopped	Daily
	Carpets cleaned	Three times per year
	Hard floors stripped/scrubbed and waxed	Three times a year

Library/Study Space	Empty trash/compost	Daily
	Spot clean floors, windows, and ledges	Daily
	Clean boards (replenish chalk and dry erase material if expected)	Daily
	Low dusting of horizontal and vertical surfaces	Daily
	Vacuum entire space; if hard floor will be mopped daily	Daily
	Carpets cleaned	Three times per year
	Hard floors stripped/scrubbed and waxed	Three times a year
Corridors	Dust mopped	Twice per day
	Spot mopped (in the morning)	Daily
	Auto scrubbed/burnished nightly	Daily
	Empty trash/compost and clear area of debris	Daily
	Stripped/scrubbed and refinished	Three times a year
Restrooms / Locker Rooms	Clean and sanitize sinks and toilets with approved germicidal solutions	Once per shift
	Empty trash	Once per shift
	Clean all other horizontal/vertical surfaces	Once per shift
	Refill dispensers	Daily
	Mop floors	Daily
	High dust/low dust	Twice per week or as needed
	Floors scrubbed/stripped and refinished	Quarterly or in between cycle as needed

Entrances/Vestibules	Clean Glass and door frames Sweep/vacuum/ Mop floor Monitor areas several times during shifts Service entrance mats and runners High/low dust	Once per shift Once per shift Daily Once per shift Twice per week
Staff Lounges/Ancillary Areas	Clean sinks/refill soap/paper towels/etc. Mop floors Clean/sanitize other horizontal/vertical surfaces with approved germicidal solution High/low dust Floor scrubbed/stripped and refinished (Additional service provided by request (upon submitting charge back work order.) Carpet vacuumed Carpets cleaned	As needed and if applicable Daily Once per shift Twice per week Quarterly Twice per week or more as needed Quarterly or more as needed
Recycle Services	Remove trash Clean trash receptacles Spot clean wall and surrounding area	Twice per day or as needed Daily Daily

Building Operations and Maintenance (O&M)

The Operations & Maintenance department provides both interior and exterior maintenance and repair for Emory buildings. O&M is a zoned-based department which provides a combination of corrective and proactive building maintenance and focuses on general repairs, electrical, plumbing, and carpentry services. The Central Shops specialize in Painting Services.

O&M: Return to Campus, COVID-19

As of June 14, 2020 Operations and Maintenance service levels have returned to “normal” operations.

To prepare the buildings for resumption of on-campus activities, increased inspections and reactive repairs are being performed on HVAC systems, air cooled systems, cooling towers, and water-cooled chilled. Domestic water systems are being flushed and tested.

O&M: Services, Normal Operations

Building and Energy System Maintenance - NORMAL OPERATIONS		
SERVICE TYPE	DEFINITION	FREQUENCY
Building Inspections	A walkthrough of the property designed to identify, document, and address safety, aesthetic, general maintenance issues (temperature and humidity levels, pest management, lights, fixtures, door fixtures, closures, etc.). Inspections include building interior.	Twice per week
	Periodic walkthrough and inspections of building exterior.	As needed
Preventative Maintenance	A set of tasks designed to ensure the proper operation, maintenance, and life expectancy of major building equipment and systems.	As per issued manufacturer recommendations or RSMeans (Industry Standard).
	Building Equipment Lint Trap Dryer Vent Ice Machine Drinking Fountain Apartment Kitchen Hoods ADA / Emergency Door	Semi-annual Semi-annual Quarterly Annual Semi-annual Quarterly
	Fire Protection Fire Extinguisher Inspection Fire Door Fire Pump	Monthly Quarterly Weekly

	Hose Standpipe Valve Main Valve Sprinkler / Nozzles Fire Sprinkler System Inspection	Annual Annual Annual Annual
	Electrical System Emergency Generator & Switch Gear Emergency & Exit Lighting Electrical Panel, Circuit Breaker Transformers	Monthly Semi-annual Annual Annual
	Plumbing System Back Flow Prevention Grease Trap Cleaning Hot / Cold water Recirculating Pumps Reclaimed Booster Pump	Annual Quarterly Semi-annual Semi-annual
	Domestic Hot Water Domestic Hot Water Heater Mixing Valves Sump Pumps Backflow Preventer	Semi-annual Annual Semi-annual Annual
	Steam Condensate Pump Pressure Reducing Valve Steam Trap	Semi-annual Annual Annual

Note: All routine services listed above that are within scope are for those that cost less than or equal to \$10,000. See “**Major Maintenance & Repair**” for services above \$10,000.

Energy and Utilities (E&U)

E&U uses innovative technology to provide reliable and cost-effective utilities to the campus in support of the various schools, campus life, healthcare, and research excellence at Emory. It provides the vision, leadership, and direction for developing short and long-term energy strategies to achieve Emory's energy, water, and carbon reduction goals as it relates to the University's Sustainability and Vision goals. E&U also manages the day-to-day preventative maintenance and repair to the utility and HVAC systems.

In support of this Agreement, E&U will perform corrective building and energy maintenance in support of the respective O&M Shop. In addition, E&U is responsible for providing safe, efficient, reliable utilities (gas, water, electric, steam) to all facilities. Utility usage is billed per the rate structure approved annually by the University. This rate structure can be found in the appendix.

E&U: Return to Campus, COVID-19

As of June 14, 2020, Energy and Utilities service levels return to "normal" operations. To prepare the buildings for resumption of on-campus activities, increased inspections and reactive repairs are being performed on HVAC systems, air cooled systems, cooling towers, and water-cooled chilled. Domestic water systems are being flushed and tested. HVAC systems have been monitored and will be adjusted to normal operating schedules based on building occupancy and building operator requests.

Energy and Utilities (E&U) - NORMAL OPERATIONS		
SERVICE TYPE	DEFINITION	FREQUENCY
Heating Ventilation Air Condition (HVAC)	Air Handling Unit	Quarterly
	Variable Speed Drive	Annual
	Energy Recovery Equipment	Annual
	Exhaust Fan Motor	Semi-annual
	Power Induction Units	Semi-annual
	Terminal Air Units	Semi-annual
	VAV	Semi-annual
	Fire Dampers	Annual
	Exhaust Fan Bathroom	Semi-annual
	Chiller	Quarterly
	Cooling Towers	Semi-annual
	Chilled Water Pump	Semi-annual
	Heating Water Pump	Semi-annual

Exterior Services

Exterior Services provides professional services which ensures the natural splendor of Emory is well maintained, environmentally sensitive, and aesthetically pleasing to all customers. Related services include: Grounds and Roads & Hardscape.

Exterior Services – NORMAL OPERATIONS		
SERVICE TYPE	DEFINITION	FREQUENCY
Grounds	Mowing – 3" Fescue or other cool season turf 2-2 ½" on warm season turf such as Bermuda	Weekly during growing season
	String Trimmer needs (weed-eater)	During weekly service, if needed
	Edging	Bi-weekly, if needed
	Mulch for planting beds and trees; pine straw	Annually
	Redefine mulch beds.	Annually as needed
	Shrub maintenance (mechanical pruning)	Performed based upon cultural requirements for individual species
	Leaf removal – small organic debris	Weekly during fall/winter Every two weeks during fall/winter
	Aerating of high-profile areas	Annually
	Weed control - flower beds & planters	As needed.
	Flower bed color pallet plantings	Spring / Fall
	Fertilization – trees and shrubs	Annually, one application
	Litter removal	As needed

Fire Safety

The Fire Safety Division provides fire safety services for Emory's Atlanta, Oxford, and Grady campuses. The Fire Safety department is responsible for the management of fire safety programs and activities to ensure compliance with all regulatory requirements pertaining to fire safety and prevention within the Emory community.

The Fire Safety Division operates from 7:00 am to 4:00 pm Monday—Friday and provides both emergency response and educational services after normal business hours as needed or required.

Fire Safety: Normal Operations

Fire Safety – NORMAL OPERATIONS	
SERVICE TYPE	DEFINITION
Fire Safety	<p>Serving as the primary liaison for the State/County/Municipal Fire Department Administration and Fire Marshal's Office</p> <p>Reviewing construction documents to ensure construction plans meet applicable Fire / Life Safety codes and Emory construction standards</p> <p>Developing and implementing protocols for completion of building inspections, fire drills, and the maintenance and repair of fire prevention equipment</p> <p>Developing and implementing life safety and fire prevention education programs for the community</p> <p>Investigating or assisting other agencies in the investigation of fires</p> <p>Managerial / administrative oversight (to include contract administration, service performance, and invoice approval) of vendor contracts providing maintenance and repair services for: Fire Alarm Systems, Residential Kitchen Hoods, Fire Extinguishers, Sprinkler and Fire Pump systems; and, inspection and testing of Automatic Fire Doors.</p> <p>Conduct fire drills for facilities</p>

Contracted Services

All maintenance service contract (MSC) services will be managed by FM. The services will be provided to the same standards as required by all in-house and contracted services to Emory University. All contractors will be licensed and insured as required by Emory University and state and local authorities.

Contracted Services		
SERVICE TYPE	CONTRACT PROVIDED	FREQUENCY
Elevator Maintenance	Third Party Vendor	Semi-annual
Elevator Inspections	Office of Insurance & Fire Safety	Annual Inspection
Waste/Sanitation	Third Party Vendor	Varies by Location
Emergency Generators	Third Party Vendor	Annual
Storm Systems	Third Party Vendor	Quarterly
Water Treatment	Third Party Vendor	Monthly
Grease Traps	Third Party Vendor	Quarterly Inspection
Fire Alarms	Third Party Vendor	Annual Inspection
Fire Extinguishers	Third Party Vendor	Annual Inspection
Closed Circuit TV Cameras	Third Party Vendor	Bi-weekly
Sprinklers & Fire Pumps	Third Party Vendor	Annual Inspection
Kitchen Hoods	Third Party Vendor	Semi-annual
Pest Control	Third Party Vendor Inc	Monthly
Mosquito Treatment	Third Party Vendor	Monthly Apr-Oct
Roof Management	Third Party Vendor	Quarterly
Bldg Automation Systems	Third Party Vendor	Semi-annual

* All maintenance service contracts have a maintenance and or service inspection frequency as annotated above; however, the same contracted vendor can/will also be used for corrective maintenance and service when required. Contract details can be provided separately.

Contracted Services: Return to Campus, COVID-19

Contracted services will continue to ensure business continuity. Contractors and vendors are required to adhere to university policies and guidance. See appendix for requirements [documentation](#).

Emory Police Department

Overview and Services

Overview

The Emory Police Department (EPD) is the primary law enforcement service provider for all Emory University owned/affiliated facilities and property at the Emory, Oxford, and Emory Midtown campuses. Responsibilities include standard uniform police visibility and patrol functions, response to and documentation of all reports involving criminal acts occurring anywhere inside the facilities or on the property, criminal investigations regarding reported crimes, and response to requests for emergency and non-emergency services.

Additional services within EPD include:

The Electronic Security Services division provides electronic access control, key, intrusion alarm, and CCTV services for the Emory Atlanta, Oxford, and Grady campuses.

Emory Emergency Medical Service (EEMS) is a student operated, volunteer emergency medical service (EMS) that provides emergency and non-emergency medical care to Emory University students, faculty, staff, visitors, and the surrounding community. EEMS works in coordination with local EMS, fire, and police departments to provide high-quality, professional, confidential, and expeditious emergency medical care for the Emory Atlanta campus. In addition, EEMS provides medical standby services for special university events. EEMS provides services during the Fall and Spring Semester of each academic year on the Atlanta campus while school is in session.

Operating Hours

The Police department operates 24/7 – 365 days per year

The Electronic Security Services Division operates from 7:00 am to 3:30 pm Monday—Friday and provides emergency response services after normal business hours as needed or required.

Emory EEMS provides services during the Fall and Spring Semester of each academic year while school is in session.

EPD: Return to Campus, COVID-19

For all updates related to Emory Police Department services during the return to campus and COVID-19, please reference the webpage at <http://www.campserv.emory.edu/covid19/epd-response.html>

The Emory Police Department provides the following general services:

Emory Police Department	
SERVICE	DEFINION
Uniform Patrol	<p>Provide uniform police patrol and response to emergency and non-emergency requests for service on a 24 – 7 basis</p> <p>Serve as a support unit for the purpose of maintaining a safe environment for faculty, staff, students and visitors</p> <p>Police presence at Special Events----may incur additional costs</p>
Criminal Investigations	<p>Conduct investigations of reported criminal activity in an effort to Identify and apprehend offenders, recover stolen property, and assist in prosecution of offenders</p> <p>Provide victim assistance services in cooperation with the Center for Women, the Respect Program, FSAP, Campus Life, Office of Student Conduct, and outside agencies, as appropriate</p>
Crime Prevention	<p>Provide a resource for physical security concerns</p> <p>Develop programs to reduce the opportunity for crime</p> <p>Minimize the consequences of incidents which occur</p> <p>Address vulnerabilities in the community</p>
Emergency Preparedness	<p>Provide planning, support and coordination related to crisis management and emergency response in cooperation with Emory's Office of Critical Event Preparedness and Response (CEPAR)</p>
Electronic Security	<p>Manages the University Electronic Access Control System (installation, operation, maintenance, repair)</p> <p>Provides Locksmith services (key issuance, lock repair/replacement, key control database)</p> <p>Manages University CCTV system (installation, operation, maintenance, repair)</p> <p>Manages University intrusion alarm system (installation, operation, maintenance, repair)</p>

Emergency Medical Services	<p>Response to emergency and 911-based calls in the Emory community</p> <p>Emergency planning assistance</p> <p>Medical standby services for special university events----may incur additional costs</p> <p>CPR and First Aid courses available to the Emory community</p> <p>Annual in-house EMT Course for volunteer providers</p> <p>Girl Scout, Boy Scout, or Campfire USA activities</p> <p>Emergency planning assistance</p>
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Finance and Business Operations

Overview

Campus Services Finance & Business Operations is focused on providing high quality, strategic, and comprehensive business and administrative services and support to all Campus Services departments, and comprehensive parking, transportation, and fleet services to the Emory University and Healthcare communities.

Transportation, Parking, and Fleet Services

Transportation, Parking, and Fleet Services provide all parking, vehicle access, parking deck - related maintenance/repair, and alternative commute transportation services to the Emory Campus.

Transportation: The funding for the University shuttle system is shared by various campus partners creating cost efficiencies across the enterprise. Employees, students, and visitors have full access to all shuttle services available.

Transportation, Parking, and Fleet Services are not included in the allocation. Parking fees are paid by users of the service. In most cases, those fees are paid by students and employees purchasing permits.

For more details regarding parking fees and transportation options, please visit the Transportation and Parking Services website at parking@emory.edu.

TPS: Return to Campus, COVID-19

For all updates related to Transportation and Parking Services during the return to campus and COVID-19, please reference the webpage at <http://www.campserv.emory.edu/covid19/tps-response.html>

Planning, Design, and Construction

Overview

Campus Services Planning, Design, and Construction (PD&C) ensures that an appropriate level of stewardship for the Emory campus physical environment and infrastructure is applied to the ongoing design and development of the Emory campus. The PDC staff of campus planners, project managers, program managers, interior designers, and landscape architects integrate their specialized areas of expertise into cohesive planning principles to ensure the delivery of projects that facilitate the University's growth and development while meeting the University's strategic sustainability goals.

PD&C offers a range of services including Planning, Design, Construction, Interior Design, and Graphic Design. Please contact the Work Management Center or [PD&C](#) leadership to initiate a PD&C project.

PD&C: Return to Campus, COVID-19

PD&C is supporting the return to campus and COVID-19 response efforts by serving as project managers for several initiatives. Listed below are the initiatives and associated project managers. Contact the project manager directly to initiate or continue your school/unit return to campus efforts.

- Research Recovery Committee – [Julie McDaniel](#)
- Classroom Recovery Committee – [Christina Roberts](#)
- Campus Life Recovery Committee – [Josh Gilbert](#)
- Temporary Furniture Storage – [Heath Miller](#)
- Physical Distancing Signage – [Andrea Puccini](#) and [Meng Li-Underwood](#)
- Supply Chain Recovery Team – [Nancy Bayly](#)
- Physical Distancing Acrylic Barriers/Screens – [Mi-Jung Kim](#)

Customer Resources

Service Contact

To submit a service-related need, incident or request, contact the Work Management Center by:

WEB PORTAL	EMAIL	PHONE
www.csworkrequest.emory.edu	cscsc@emory.edu	404-727-7463

For Emergencies, dial 911.

The Work Management Center should be the first point of contact for reporting issues or concerns that are non-emergencies. All service-related needs, incidents or requests are logged as a work request and assigned a tracking number. The customer can track the work request through the Customer Portal.

If you are interested in adjusting your service level, or have feedback, questions, or concerns about service delivery, please contact the Director of Customer Experience.

Customer Experience, Director

Grace Liedberg

Office Phone: 404-727-5650

E-mail: grace.liedberg@emory.edu

Service Response

Facilities Management service-related incidents are assigned an “issue type” and have an associated expected response time. These are for unscheduled, unexpected events.

Service Response		
ISSUE TYPE	DEFINITION	RESPONSE TIME
Emergency	An event that will result in a threat to life, safety, facilities, and utilities, etc., if not responded to immediately. Examples are: Fire, building flooding, significant loss of a utility, significant hazardous spill, etc.	Within 30 minutes of the event
Urgent	An event that will result in a moderate disruption of normal activities or pose a threat to campus operations. Examples are: Small spill, stopped up toilet, noticeable pests, nonfunctional exit/entrance door, electrical outage in room, a room or zone that is too hot or cold, or the humidity is too high, etc.	Within 24 hours of the event
Routine	An event that is unexpected but occurs during the normal course of operations or of cleaning routine in the life of a facility. Examples are: Dripping faucet, cracked window, pest activity noticed, lost keys, and dusty or dirty floor, etc.	Within 3 days of the event

Service Response, Return to Campus, COVID-19

As of June 14, 2020, Campus Services is resuming normal operations. Expected service response times are resumed.

Customer Portal

The customer portal is a resource for customers to manage their activities with Campus Services. The web-portal provide work order/request information, billing, and other relevant Campus Services customer information.

Access the portal here with single-sign-on: <https://emap.fmd.emory.edu/fmit/CustomerPortal/>

Billing

Overview

All services, both fixed and performance, will be billed monthly by Campus Services to the customer via “speed type” journal for each respective property. Fixed pricing services will be billed at amounts indicated monthly.

For services performed above and beyond the services outlined here, billing will occur monthly.

Billing information can be accessed through the Customer Portal.

Billing: [Return to Campus, COVID-19](#)

Campus Services will provide additional detail to customers regarding billing practices.

Major Maintenance and Repair

Overview

The University is committed to maintaining our facilities at a specific Facility Condition Index (FCI) level. To support this commitment, the University budgets approximately \$9.9 million per year for major maintenance and repair projects (MR&R).

MR&R projects are projects that cost \$10,000 or more. Projects are identified and monitored on a multi-year basis by subject-matter expert committees and Campus Services leadership. Factors used to identify MR&R eligible projects include: Facility Condition Index, Master Plan, Work Orders, Life Cycle, Preventative Maintenance, Compliance, and Life Safety. Projects are then ranked and prioritized and ultimately confirmed by the Ways and Means Committee.

Each year, Campus Services will meet with unit leaders to discuss MR&R projects for the upcoming and future fiscal years.

General Services

A

Access Control

Provides keyless entry for authorized personnel to exterior and interior doors (card and keypad entry) and maintenance of those systems. If your access is not working, contact your department representative or Work Management for assistance.

Air Conditioning See Room Temperatures for details.

Auxiliary Services

Recycles Services, Staging and Moving Services, Pest Control Services, Surplus Property, Shredding Services, and Waste Management Services.

B

Back-up generators See **Emergency Power**.

Banners

Contact Graphic Design services for information regarding banners located on campus light poles. Students wanting to promote events with banners and signage visit Meeting Services for more information.

Billing Contact **Work Management** for assistance with billing.

Blinds

Blinds are repaired or replaced when inoperable or damaged. Blinds are not available for all windows at Emory University. Location of windows and design standards determine the use of blinds. Personal blinds are prohibited.

Bodily Fluids Clean-Up See **On-Demand Cleaning** for urgent response for clean-up.

Bollards

Bollards are traffic control devices which should only be removed when absolutely necessary for vehicular access. Contact Work Management for assistance with accessing areas restricted by the presence of bollards.

Break Room Cleaning

Daily tasks include trash removal, disinfecting sinks and counter tops, dusting and damp mopping tile floors and/or carpet vacuuming. Weekly tasks include dusting, spot cleaning walls, doors and furniture, and burnishing tile floors. Annual tasks include carpet extraction and stripping/waxing tile floors. [Click here for details.](#)

Building Exteriors

Inspections are conducted as needed to address life safety requirements and cleanliness. Detailed

inspections are conducted periodically to evaluate the building facade, condition of trim and fixtures and cleaning requirements. Repairs are prioritized and scheduled based on funding availability.

C

Cabinetry

Fixed or built in cabinetry repairs. Contact Work Management.

Carpentry

Carpentry and woodworking maintenance and repair are available through each Zone shop. New construction is also available as a recharge service. Contact Work Management.

Carpet Cleaning

All carpet is assessed annually and cleaned on schedule based on location, type and traffic exposure. Spot removal and sectional cleaning is done on an as-needed basis to maintain the appearance of the carpet. [Click here for details](#). Any requests for carpet cleaning outside the cleaning schedule is rechargeable. Report spills on carpet immediately to Work Management.

Carpet Repair

Carpet repairs are part of normal building maintenance to promote safety and enhance the appearance of the facility.

Carpet Replacement:

Carpet replacement is based on a Facilities Management evaluation process and in accordance with budget availability. For more information contact Work Management.

Ceiling Tile

All ceiling tiles should be in-place, lying flat, dry and clean. Spotty or moist ceiling tiles can be an indicator of a more serious issue. Report dirty or wet ceiling tiles to Work Management.

Classroom Cleaning

Daily tasks include trash removal, chalk/white board cleaning and dust mop/damp mop tile flooring and/or carpet vacuuming. Weekly tasks include dusting and spot cleaning walls and doors. Annual tasks include carpet extraction and stripping/waxing tile flooring.

Compost Collections

For a list of compostable items, visit Emory Recycles website. Compost collections are available for your building and for special events involving food waste. To request compost bins, contact Work Management. For service frequencies [click here](#). Special event support after normal business hours is rechargeable.

Conference Room Cleaning

Daily task include trash removal, chalk/white board cleaning, dust/spot cleaning furniture, dusting,

damp mop tile flooring and/or vacuum carpeting. Weekly task includes dusting doors, picture frames, etc. Annual tasks include carpet extraction and stripping/waxing tile flooring. [Click here for details.](#)

Custodial Services

Includes trash collection, sweeping, dusting, vacuuming, polishing floors, cleaning and supplying rest rooms. For Academic Units and Buildings service [click here](#) for more information. For Residential Halls Service.

D

Drainage

The Roads and Grounds Shop is responsible for exterior drainage. Please report drainage issues or concerns to Work Management.

Dryers

In Emory University Residential Units, Fraternities, Sororities and Clairmont Tower apartments dryers are owned and serviced by a vendor. Call 1-800-MAC-GRAY (1-800-622-4729) for service. In Clairmont Buildings A through H with dryers in individual apartments, report non-functioning units to Work Management.

Drywall

Damage to drywall should be reported immediately to reduce further damage. Facilities Management performs all levels of drywall repairs from patching nail holes and replacing complete sections of walls complete with finishing and painting. Report drywall damage to Work Management.

E

Electrical Systems

Replacing electrical devices i.e. switches, receptacles, breakers, etc. to maintain building operations. Electrical maintenance also troubleshoots and repairs or replaces circuitry and electrical equipment as needed to maintain building systems. Installation of receptacles and providing new power supplies for equipment is a rechargeable service. Contact Work Management with issues or concerns.

Electronic Recycling

Emory owned electronics are recycled through Emory Surplus Properties. Contact Work Management for a pick-up of electronic waste. Visit [Emory Recycles website](#) for more information regarding recycling of personal electronic waste.

Elevator Cleaning

Cleaning performed as needed.

Elevator Service

In order to be compliant with existing laws and codes, all elevators are inspected and maintained on stringent frequency. Elevators are equipped with two-way communication service to connect with assistance in the untimely event of an entrapment. Emory University elevators are maintained by

certified mechanics and certified by the State of Georgia. Duplicate certificates are posted in each elevator car and originals maintained at the Campus Services office. Please report any problems with elevator operation or cleanliness to Work Management.

Emergency Blue Lights

Used for emergencies and maintained by Facilities Management. Contact Work Management to report issues with the Blue Light locations.

Emergency Elevator Phone Information

Working elevators are required to have an operational help phone. Telephones installed in elevators are linked directly to the Emory's Police Department who will respond immediately in the event of an emergency.

Emergency Power

Designated critical facilities and life safety supporting infrastructure have back-up power systems. Emergency back-up power will be provided either from an emergency generator or batteries or a combination of both. Additional equipment requiring back up power will be through a reimbursable work order. Contact Work Management for more information.

Emergency Service

Emergencies include but are not limited to disruptions in utility and HVAC services in critical facilities, catastrophic events in buildings such as fire, flood, structural damage or vandalism, and weather-related occurrences that disturb normal operations. Contact the Work Management at 404-727-7463 for facility related emergencies.

Emergency Showers

Showers are inspected and tested monthly for optimal operation. A service tag attached to the unit is annotated to reflect the inspection. Report missing service tags or leaking showers to Work Management.

Emory Recycles

Provides a source separated recycling program for all Emory University academic buildings, residence halls, labs, clinics and offices; provides food waste collections for composting at the two main cafeterias on campus and numerous campus buildings; handles composting of animal bedding from Division of Animal Resources; and collects organic waste from the FM Grounds Department for composting. Emory Recycles is a department within Exterior Services. For more information, visit Emory Recycles website.

Emory Shredding Services (ESS)

Provides secure document destruction to Emory University and Emory Healthcare. Customers are provided with locked secure consoles for collecting confidential papers and mixed media for a monthly fee. For a secure console, call 404.712.8921 or send an email ESS can also provide large secure 95-gallon carts for one time shredding services involving office purges or moves. One time shredding service can be requested on Emory Express.

Energy Auditing See Engineering Services.

Engineering Services

Campus Services has an Engineering department that can provide preliminary design or energy audit services through a reimbursable work order. Contact Work Management to request services.

Entrance/Lobby Cleaning

For cleaning standards/frequencies

Exterior Painting

Maintenance painting on exterior surfaces is provided to protect surfaces (e.g. wood, steel, stucco, siding, etc.) from deterioration. Frequency of painting is based upon a Facilities Management inspection and evaluation process and in accordance with budget availability.

Event Set-up and Support

Staging provides special event support services for set-ups. Contact Work Management to request support. For more information regarding billable or non-billable event set-up and support services

Eyewash Stations

Stations are inspected and exercised monthly for proper operation and water quality. Inspections are verified on the service card attached to each unit. If a card is missing, contact Work Management.

F

Filters

Building mechanical systems for HVAC and plumbing that require periodic replacement of filters are serviced according to the Preventative Maintenance schedule. Contact Work Management for additional information.

Fire Alarms

Alarms are inspected and tested annually (residential facilities are tested once a semester) to comply with code requirements. All fire alarms are maintained by a licensed contractor.

Fire Extinguishers

Inspected monthly to ensure they are charged and ready for use in the untimely event of a fire. Extinguishers not ready for operation are replaced immediately. If a fire extinguisher is missing from a designated location or the service card is missing, contact Work Management.

Fire Alarm Systems

Systems are monitored by the Emory Police Department 24 hours per day. Fire alarm systems are serviced, tested, and inspected regularly to insure they are functional. In case of a fire alarm, exit the building and wait for the fire department or emergency personnel to give an "All clear" before re-entering. Fire alarm systems report to the Emory police, when a true fire alarm is reported, the Fire Department is called for immediate response. Sometimes the fire panels report troubles that do not

cause the system to go into full alarm but make a sound locally at the fire alarm panel or at a remote annunciator. Call Work Management if you have questions or concerns about fire alarm systems.

Fire Hydrants

Fire hydrants are tested as required by applicable code(s).

Fire Protection Systems

Most Emory Buildings have fire sprinklers for fire protection. If you notice a leaking sprinkler, contact Work Management. Other fire protection systems include special gas suppression systems, kitchen hood fire extinguishing systems, and pre-action (normally dry) sprinkler systems. For support with any of these systems, contact Work Management.

Fire Pumps

Large Emory buildings have fire pumps that supply sufficient water to the most distant sprinklers in a fire situation. Testing fire pumps creates a large flow of water. When testing Emory Fire pumps annually, special care is taken to perform the tests efficiently to conserve water, and if possible, to reuse, recycle, or collect part of the water in cisterns.

Flooding

Standing water on a hard-floor surface that cannot be immediately picked up with a mop and bucket or saturating carpet is considered a flood. Facilities Management works with EHSO to clean up all floods, monitor moisture levels and return affected areas to optimum operational levels as quickly as possible. To report a flood, contact Work Management.

Fume hoods

Environmental Health and Safety Office (EHSO) inspects all fume hoods for optimal operation. Facilities Management replaces filters and UV lamps as needed and makes operational corrections as required by EHSO. If regular lights are out, contact Work Management. For exhaust concerns, contact EHSO.

Furniture

For purchase and repair of furniture contact Campus Services Interiors.

Furniture Disposal

Surplus Property handles furniture reuse, disposal and recycling. For more information contact Work Management.

G

Generators See Emergency Power

Graffiti

Please report graffiti immediately to Work Management. Graffiti should be removed within 24 hours of occurrence.

Grounds Maintenance

Facilities Management Grounds shop provides comprehensive landscape maintenance services for Emory University. Contact Work Management for specific requests.

Gutters and Downspouts

Inspected as part of the roof and building exterior inspections. Gutters are cleaned annually as part of scheduled maintenance between March and September. Downspouts are checked for proper attachment and blockage. Contact Work Management to report problems.

Gymnasium Cleaning

For cleaning standards/frequencies click [here](#).

H

Hard Floor Surfaces

During the course of normal building operations floor surfaces can become damaged and pose a safety hazard to building occupants. Facilities Management will repair and replace damaged hard floor surfaces. Contact Work Management to report damage.

Hardscape

The Roads shop of Facilities Management maintains and repairs sidewalks, masonry retaining walls, brick pavers, outdoor tables, chairs, and benches, and signage on campus. Contact Work Management for additional information or to submit a request.

Heating, Ventilation, and Air Conditioning (HVAC) See Room Temperatures.

Hoods (ventilation other than fume hoods)

The building mechanic will respond and correct malfunctions within the hood. Contact Work Management for burned out lights, inoperable closure or other damage.

I

Irrigation

Campus irrigation systems are managed by the Grounds Shop; contact Work Management to report issues.

Interior Corridor Cleaning

For cleaning standards/frequencies

Interior Painting See Painting

K

Keys and Locks See Lock Shop

L

Landscape Services

The Grounds shop provides for comprehensive landscape maintenance services for Emory University units. [Click here for the Grounds Maintenance schedule.](#)

Library Cleaning

For cleaning standards/frequencies

Light Poles

Maintained by Facilities Management; repaired or replaced as needed. Report any exterior light outages to Work Management.

Lighting

Facilities Management maintains all affixed interior and exterior lights. Inoperable lamps are replaced and/or repaired as reported or discovered. Some lighting is darkened intentionally as part of Emory University's energy conservation initiatives. For specific lighting concerns contact Work Management.

Lobby Cleaning

For cleaning standards/frequencies [click here.](#)

Locked Out

Contact Work Management for all lock outs. If locked out during the work hours of 7:30 am – 4:30 pm, the Lock Shop will be called for assistance. After 4:30 pm, Emory Police Department (EPD) will be contacted.

Locker Room Cleaning

For cleaning standards/frequencies [click here.](#)

Lock Shop

Maintains ALL master keys and keying information for all key systems. Installs, repairs, and replaces all door hardware to include locksets, exit devices, door closers, door stops and ADA controls. Contact Work Management to request service.

Lounge Cleaning

For cleaning standards/frequencies [click here](#)

M**Manholes**

Report any missing manhole covers to Work Management.

Maps

Downloadable, printable, and interactive maps that show buildings and parking facilities are located at www.map.emory.edu.

Metal Fabrication

Facilities Management has the capability of metal fabrications that can be offered to our customers and

requested on a reimbursable basis through our Work Management Center. Contact Work Management.

Microwave Cleaning

Is a reimbursable service. The request must be scheduled through Work Management.

Mixed Media Destruction

Involves the destruction of electronic media storage devices such as DVDs, CD, hard drives, and x-rays. Emory Shredding Services can provide collection carts for mixed media for shredding. For more information visit Emory Shredding Services website.

Moving/Relocation Services (Emory Property)

Contact Work Management for information regarding moving services.

O

Office Cleaning

For cleaning standards/frequencies click [here](#).

On Demand Cleaning

Cleaning that is performed outside established cleaning standards, routines and frequencies. These are reimbursable services. The request for service must be scheduled through Work Management.

P

Painting

Maintenance painting is completed on an as needed basis to protect surfaces (e.g. wood, drywall, etc.,) from deterioration. Routine building inspections are performed to assess painted surface conditions. Maintenance painting is generally performed as determined by the Paint Shop supervisor, in conjunction with the Director of O&M. In high traffic areas, painting may occur more frequently. Additional painting services outside the scope of maintenance may be billed to the requester's department at the standard reimbursable rate. To request painting services, contact Work Management.

Patient Treatment Room Cleaning

For cleaning standards/frequencies

Pest Control Services

Comprehensive pest control systems protect the campus buildings from pests. Building spaces are inspected routinely for evidence of pest activity. Contact Work Management for a Service Request should you notice any pest related issues.

Plumbing

All plumbing services are available, from clearing clogged drains to the installation and repair of piping for water distribution and waste water disposal. Contact Work Management for additional information.

Power Washing

Conducted across campus throughout the year to address vandalism, bio-organic growth and to maintain an attractive appearance of campus property. Schedule and prioritization are set by the Director of Exterior Services. Contact Work Management to report issues or concerns.

Preventive Maintenance (PM)

Preventative Maintenance is an effective method of avoiding potential failure of facilities equipment and systems (i.e., pumps, motors, pulleys, filters, belts, fans). Much of our preventive maintenance is performed after normal work hours. Signage will be posted 24 hours prior to any equipment shut downs in common areas.

R**Reception Area Cleaning**

For cleaning standards/frequencies click [here](#).

Recycling

The act of diverting materials from the landfill by sending it to a facility that processes it into a product of the same (e.g. aluminum, paper) or lesser value (e.g. plastic, cardboard). Visit Emory Recycles website for a list of what is recycled at Emory University.

Refrigerator Cleaning

Is a reimbursable service. Contact Work Management to submit a request.

Renovations

Planning Design and Construction can provide estimates for renovation projects. Contact Work Management to submit a request.

Research Laboratory Cleaning

For cleaning standards/frequencies click [here](#).

Restroom Cleaning

For cleaning standards/frequencies click [here](#).

Roads

The Roads & Hardscapes Shop maintains the Emory owned roadways and regulatory signage on campus. Please report pot-holes, unsafe road conditions, and damaged signage to Work Management.

Roofs

Emory University inspects each building roof annually or immediately following a significant weather

event. Appropriate roof maintenance is scheduled and performed based on the inspection report. Report all roof leaks to Work Management.

Room Temperatures

Facilities Management will maintain room temperatures between 68-76 degrees in the majority of campus buildings per Emory University temperature policy. For exceptions, [click here for FAQs](#) regarding Emory's temperature policy. If temperatures are outside of this range, please call Work Management. All heating, ventilation and air conditioning units are maintained per a preventative maintenance schedule.

S

Screens

Do not remove screens from windows. Facilities Management personnel will annotate damage or missing screens during building inspections. Screens will normally be replaced during semester breaks. Report damaged or missing screens to Work Management.

Security Access Levels (Access Control)

Security access levels are authorized or approved by the student, staff, or faculty member's department. Campus Services Lock Shop will grant appropriate access when provided the approved access level.

Security Camera and Close Circuit Television

Access Control installs and maintains camera equipment and recording devices on a reimbursable basis. Contact Work Management.

Service Requests

Requests are given a work order number for identification.

Academic/Health Sciences Service Request

Housing Service Request

Signage

Roads and Hardscapes Shop installs and maintains all campus signage including directional and specialty signs. Report damaged signs to Work Management.

Smoke Detectors

Do not obstruct or tamper with any smoke detectors. Facilities Management replaces smoke detector batteries on a semi-annual basis. Report any issues to Work Management.

Snow and Ice Removal

Facilities Management has a response plan in place for the removal of snow and ice during inclement weather events.

Special Event Support

Contact Work Management to request support for special events.

Stairway Cleaning

For cleaning standards/frequencies

Staging Services

Staging Services is a department within Auxiliary Services for special event set-ups and moving services. For more information contact Work Management.

Steam Leaks

Contact Work Management if steam is observed from manholes or piping.

Street Lighting See Light Poles.**Sustainable Initiatives**

For information regarding University sustainable initiatives

Surplus Property

Supports the disposition of surplus furniture, equipment and vehicles, which are property of Emory University, by facilitating the resale, liquidation, salvage or disposal of such items. Surplus Property is dedicated to Emory's Sustainability Vision by supporting the resale of used Emory property, prolonging furniture life and decreasing our landfill waste. For more information visit Surplus Property.

T**Temperature Policy**

In order to conserve energy, Emory has a standardized temperature policy of 68°-76° (+/-2°) in the majority of campus buildings. Temperatures may be adjusted outside of this range if the relative humidity in a building rises about 60%. Depending on your building and location, the systems are remotely controlled and monitored by Facilities Management. For exceptions, click [here](#) for FAQs regarding Emory's temperature policy. If you feel your area is outside of the standardized temperature, contact Work Management to request a temperature check of your area.

Tent Requests

The use of tents may require a permit from City of Atlanta. Please contact Work Management before making any plans for outdoor tent usage.

Trash Compactors

Compactors located at various loading dock locations are pulled according to a schedule based on usage data and need. Please contact Work Management to report overflowing compactors or to request assistance with any trash concerns.

Trash/Recycling Exterior Pitch-ins

Pitch-ins are serviced minimally twice per week. High volume areas are serviced daily.

U

Upholstery Repair/Replacement See Furniture.

Utilities

Report any issues with Utility Service to Work Management.

Utility Location Services

Contact Work Management.

Utility Outages

Notify Work Management of a building or area that has lost utility services unexpectedly or has not returned to normal after the scheduled outage period. All customers/building managers will be notified in advance of planned outages that involve Heating, Cooling, Electric, and domestic water.

V

Vandalism

Please report any observance of vandalism or destruction of University property to Work Management.

W

Washing Machines

In Emory University Residential Units, Fraternities, Sororities and Clairmont Tower apartments washing machines are owned and serviced by a vendor. Call 1-800-MAC-GRAY (1-800-622-4729) for service. In Clairmont Buildings A through H with washing machines in individual apartments, report non-functioning units to Work Management.

Waste Management See Trash Compactors & Trash/Recycling Exterior Pitch-ins

Wild Animals

Report any wild animals that are behaving strangely to DeKalb County Animal Control, 404-294-2996, or Work Management.

Windows and Glass

Broken glass will be reinforced or removed immediately to prevent further damage or bodily injury. Windows should remain closed in an effort to support energy initiatives. Malfunctioning and broken windows should be reported immediately to Work Management.

Work Order Request

Contact Work Management.

Z

Zone Maintenance

Facilities Management Operations and Maintenance department is divided into Zone Maintenance

shops to better serve the campus community. Organizational charts are located on the Facilities Management website.

Appendices

Appendix A – Fees for Additional Services

Appendix B – Utility Rates

Appendix C – APPA Cleaning Levels

Appendix D – Prokure V Safety Data Sheet

Appendix E – Medama Green Soap Safety Data Sheet

Appendix F – Medama Foaming Hand Sanitizer Safety Data Sheet

Appendix G – Contractor/Vendor Guidelines