We’re talkin’ (less) trash

The new Physical Sciences Building is set to open

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The FCS Catalog is published by Facilities & Campus Services Communications. If you have a
general question about Facilities & Campus Services, call 413-545-8000. Questions and
suggestions pertaining to this catalog should be directed to the FCS communications manager,
Jim Hunt, at 413-577-4767 or jhunt@facil.umass.edu.

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© Front cover: UMass Amherst New2U student volunteer with Chancellor Subbaswamy.
Photo courtesy of www.postlandfill.org/umassamherst.

Back cover: A student finds solitary study time in the gardens outside the W.E.B. Du Bois
Library. Photo courtesy of UMass Gateway Campus Gallery.
Welcome to Facilities & Campus Services. We’re proud to be the stewards of the University’s facilities, infrastructure and grounds, and the local provider of our public transportation.

We want to deliver the most sustainable, efficient and cost-effective services to all of our customers. FCS strives to maintain a welcoming and engaging environment for faculty, staff, students, alumni and visitors alike—a place where living, learning, teaching and working can be both rewarding and memorable.

If you have any suggestions for how we can improve our services, or the campus, please don’t hesitate to contact us.

Shane Conklin
There’s an app for that.

Peeling paint? Broken street light? Dripping faucet? Need a full-scale workplace alteration? FCS has partnered with My UMass to create a service request app. Make any facilities-related request (non-residential, non-emergency), and we’ll take care of it pronto. Convenience, efficiency, effectiveness — there’s an app for that.

Get the app.
EMERGENCY CONTACTS & PROCEDURES

UMass Police/Fire:  **911** on a campus phone.
If calling on a cell phone, or from off-campus, call direct:

**413-545-3111**

FCS Solutions Center: **413-545-6401**

Any Emergency Involving Fire, Injury, or Chemicals

**Campus Phone**
If the emergency involves fire, fire potential, loss of life, bodily injury, life-threatening or criminal activity, chemicals or other environmental hazards, contact the UMass Police by calling 911.

**Off-campus or Cell Phone**
The preferred method for reaching the UMass Police using an off-campus or cell phone is by calling 413-545-3111.

All Other Facilities-Related Emergencies

**Call the Solutions Center**
All other emergencies involving non-residential facilities, grounds, utilities, and residential facilities affecting building-wide or campus systems should be reported immediately and directly to the FCS Solutions Center by calling 413-545-6401.

**24/7/365 Availability**
The FCS Solutions Center is staffed 24 hours a day, seven days a week, 365 days a year.

Non-emergency Service Requests

If the facilities-related issue really isn’t an emergency, but nonetheless requires our attention, please use the FCS online service request form.

Residence Halls

This information applies to all non-residential facilities-, grounds- and utilities-related emergencies; it also applies to residential facilities-related emergencies affecting building-wide or campus systems. It does not apply to residential facilities maintenance, routine or urgent, that is localized in nature and/or does not affect building-wide or campus systems. Localized residential maintenance concerns that are routine should be reported via the Residential Life iService Request Page. Emergency residential concerns should be reported to the respective residential hall service desk, or after hours, by contacting the RA on duty or the Residential Life Facilities Operations Center at 413-545-0812.
QUICK REFERENCE RESOURCES

Phone Numbers

Facilities Solutions Center  545-6401
FCS Main Number  545-8000
FCS Administrative Services  545-8000
Campus Planning  545-1383
Design & Construction Management  545-1383

Physical Plant

Alterations  577-4475
Building Maintenance  545-6429
Custodial Services  545-0200
Director’s Office  545-6478
Grounds Management  545-6522
Sustainable UMass  545-0799
Utilities  545-0605
Waste Management  545-9615

Transportation Services  545-0056
Parking Services  577-PARK (7275)
Web Sites

University of Massachusetts Home Page

Facilities & Campus Services
Service Requests (Non-emergency)
Work Information Resource Center
Scheduled Service Interruptions
Current Construction

FCS Administrative Services

Campus Planning

Design & Construction Management

Physical Plant
Alterations
Building Maintenance
Custodial and Grounds Services
Recycling and Waste Management
Sustainable UMass
Utilities

Transportation Services
Parking Services
FCS has a profound impact on our campus every day.

From parking and bus service to pedestrian pathways, from lights and heat to garbage collection, from buildings old and new to the University’s entire carbon footprint, FCS has a direct and profound impact on the lives of every student, faculty member and administrator on the UMass Amherst campus every day.

Our Divisions

Administrative Services
FCS Administrative Services provides a broad range of centralized administrative functions for Campus Planning, Design & Construction Management, Physical Plant, and Transportation Services. These functions include accounting, accounts payable, billing, capital and operating budgeting, communications, human resources, materials inventory, procurement, and work management, including Customer Service and the Solutions Center.

Campus Planning
Campus Planning supports the overall mission of the University of Massachusetts Amherst by guiding the physical development of the flagship campus through the creation, maintenance and administration of a campus master planning process and Space & Asset Management.

Design & Construction Management
Design & Construction Management is responsible for capital projects, plant adaptation, and other non-maintenance construction on state property within UMass Amherst.

Physical Plant
Physical Plant is responsible for the custodial, grounds, utilities, and building maintenance for nearly 6 million square feet of administrative, academic, and recreational space at our Amherst campus. Among the many services Physical Plant provides are building alterations, sustainability, event planning, moving services, pest control, waste management and recycling, snow and ice removal, asbestos removal, key coring and duplication, and Dig Safe permits.

Transportation Services
Transportation Services programs are designed to enhance ground transportation options essential to the campus mission including bus and van service, Special Transportation Services, service for passengers with disabilities, as well as Parking Services for employees, students, and visitors to our campus.
The FCS Organizational Chart

Associate Vice Chancellor
Facilities & Campus Services
Shane Conklin

Interim Director
Campus Planning
Doug Marshall

Interim Director
Design & Construction Management
Peter Gray-Mullen

Director
Physical Plant
Ray Jackson

Director
Transportation Services (Vacant)

Manager
Parking Services
Jonathan King

Manager
Transit Services
Glenn Barrington

- Accounting and reconciliation
- Budget and finance
- FCS Communications
- FCS Human resources
- Materials inventory
- Procurement and contracts
- Work and records management
- Customer service and Solutions Center

- Long range physical and environmental planning
- Master planning
- Project programming
- Space and Asset Management

- Design and construction management for renovations, new construction and campus infrastructure
- In-house architectural and engineering services

- Alterations
- Building operations and maintenance
- Custodial services
- Event facilitation
- Grounds maintenance
- Sustainability
- Utility and energy management
- Waste management and recycling

- General parking operations
- Accessible parking
- Parking permits
- Special event parking
- Pay-by-cell
- Citations and appeals

- Fleet maintenance
- Regional travel information
- SpecTrans (special needs) services
- UMass bus operations
- Van & field trip service
- Vehicle rentals
- Alternative transportation
ALTERATIONS
In-house construction services

Alterations performs in-house construction services on small-to-medium size projects. The Alterations construction team is able to effectively and efficiently complete work in close cooperation with the client.

Getting Work Done

The Service Request Form
The Service Request Form must be initiated by the requestor in order to start the process. If the work is assigned to Alterations, a representative will visit the site to understand the general scope and exact location of the work requested.

Estimates and Drawings
If the project is within the parameters of work that can be managed by Alterations, and is properly funded, a preliminary sketch or drawings will be developed and estimates will be made for the requestor. A time table will be set and, upon written approval by the requestor, the project will be authorized to move forward. A pre-construction meeting date will be set.

Communication
Regular communication will occur between Alterations and the designated customer contact. At the completion of the project, a walk-through with the client will occur at which time a punch list will be developed if there is any remaining work to be done.

Billable Work
All work performed by Alterations is considered billable. This means you’ll need a budget and dean (or departmental) approval before getting started.

We’re Here To Help
If you’d like more information about Alterations, would like some assistance with a project, or simply need a little help filling out the Service Request Form, call your FCS Customer Service Representative, or the FCS customer service manager, Melissa Bergeron, at 545-6443.

Opposite: Alterations personnel at work on a new UMass Police data center in the Du Bois Library.

$ BILLABLE RATE

Physical Plant’s labor recharge rate for Alterations services is $45.00/hr. or $60.00/premium rate.
Physical Plant provides routine and emergency repair and maintenance services, including mechanical, electrical, plumbing, piping, fire protection and structural systems in all campus buildings.

**Service Types**

**Basic**

Any repair cost associated with the building components that are part of a building’s original design and construction are covered in the operational budget of Facilities & Campus Services.

Services that are covered by the Building Maintenance area:

- Monitoring of a building’s temperature, humidity and emergency alarms 24 hours a day.
- Maintaining the structural and system integrity of buildings: windows, walls, painting of common areas, doors, locks, lights, flooring, ceilings, roofing; high and low voltage electrical distribution; life safety systems; air supply and exhaust distribution systems; emergency generators; interior and exterior steam, chilled water and heating hot water distribution piping; sanitary and lab waste systems; and domestic water services.
- Repair and replacement of damaged or missing signage.
- Preventative maintenance of building systems.

**Special**

Special services require a charge to the department; please submit a Service Request for an estimate.

Examples that require a charge include:

- Alterations or additions to any original building system.
- Maintenance or alteration to any system or equipment that supports a specific Department or lab function.
- Accessory room features including projectors, projection screens, teacher stations, furnishings, and such other accessory items as may have been installed in the room that are not required for building occupancy or fire and life/safety purposes.
- Painting offices and other non-public areas over and above current levels.
- Support for special/Institute and department events.
- All services provided to Auxiliary Services, Athletics, Residential Life and other campus-related non-state funded organizations.
- Signage over and above standard building signs.

**Services**

**Painting**

It is the responsibility of Building Maintenance to paint University facilities. A priority list of areas in need of painting is maintained, and work is scheduled, as staffing and resources permit. Requests for repainting areas, outside the normal schedule, or changing room colors,
may be made through a Service Request and will be charged to the requesting department.

**Departments or users may not do their own painting.** This is to ensure compliance with, and enforcement of, hazardous materials handling and disposal regulations and to maintain appropriate University conditions, appearance and quality of workmanship.

Examples of non-billable painting include: graffiti removal; painting public areas (such as corridors, classrooms, and restrooms); and painting handrails and light poles.

Billable painting services include new work or work on non-facility items. For example: painting departmental equipment, and any painting as part of renovation work.

**Electrical**

The University owns and operates a complex electrical infrastructure to serve campus. The University’s electricians maintain the high-voltage distribution, as well as the building electrical systems.

Examples of non-billable electrical service include: circuit breaker replacement; outlet repair; street light repair; exterior building light repair; and light fixture repairs, including ballast replacement.

Billable electrical services include new work or work on non-facility items. For example: painting departmental equipment, and any electrical work associated with renovations; and standby for special events.

**Plumbing**

Plumbing services are provided to maintain the interior and exterior plumbing for campus. Examples of non-billable plumbing service include: repair and maintenance of all plumbing (pipes and fixtures) integral to the building operating system; leaky faucets, drains, and pipes; clogged drains in sinks, toilets, urinals and floor drains; repair of drinking fountains; repair of tanks, valves, traps, heat exchangers, etc.

Billable plumbing services include new work or work on non-facility items. For example: installation or removal of plumbing fixtures; repair of plumbing problems related to departmental equipment (i.e. autoclaves, air systems); installation or repair of department-owned equipment (i.e. microwaves); and all renovation work.

**HVAC**

Heating, ventilation, and air conditioning technicians play a vital role in maintaining comfort on campus. They provide services from repair up to and including work such as complete overhaul of a building’s heating and cooling system.

Examples of non-billable HVAC service include: repair of air conditioning units; repair of heating and cooling units; temperature adjustments; air compressor repairs; and maintaining air handling equipment.

Billable HVAC services include new work or work on non-facility items. For example: installation or repair of department-owned equipment; and HVAC work associated with renovations.

**Carpentry**

Carpentry service involves repair to existing building architectural components.

Examples of non-billable carpentry service include: repair of existing doors, doorstops and hinges; repair of horizontal and vertical blinds; repair to moldings, baseboards and weather stripping; replacement of handrails; repair of damaged walls and ceilings; and replacing damaged windows.

Billable carpentry services include new work or work on non-facility items. For example: construction of bulletin boards; and carpentry work associated with renovations.

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**FOR MORE INFORMATION**

To schedule these types of services, submit a Service Request Form. If you have questions, contact your Customer Service Representative.

Current and upcoming service interruptions are now available online.
A fare-free public transit bus system serves the UMass campus as well as the Five College consortium and eight surrounding towns. We’re committed to providing safe, efficient, and economical mobility for over 16,000 riders every school day. All UMass buses are equipped with bike racks.

**Schedules**

For schedule and other information, go to [www.umass.edu/transportation/route-schedules](http://www.umass.edu/transportation/route-schedules). Mobile Schedules providing “real time” bus arrivals are available at [m.pvta.com](http://m.pvta.com).

Go to [PVTA Buses](http://pvtabuses.com) for more information about our routes and service area. Printed schedules are available on our buses, at the UMass Bus Garage, and at the UMass Campus Center concourse information booth.

Transit carried more than 3.5 million passengers in FY17 and traveled 1,023,072 miles.
Campus Planning supports the mission and strategic initiatives of the University of Massachusetts by informing and guiding the development of a campus that enhances our vibrant and diverse community. We collect, analyze, and communicate information that helps campus leadership better steward our physical, built, and planned-to-be-built assets. We work toward the vision expressed in the 2012 Master Plan framework through the creation of campus spaces and places, infrastructure that supports future needs, and clear direction toward sustainable facilities. We collaborate inside and outside the campus community and communicate an ongoing planning process, supported by the use of dynamic and innovative planning tools, to produce creative, comprehensive, and feasible solutions.

The Campus Master Plan

In April 2012 the University adopted a Campus Master Plan that provides the vision and framework for a long term view of the institution’s growth for the next 50 years. While the Campus Master Plan (CMP) illustrates the physical capacity we have to accommodate growth over the long term, it also addresses many of the short term physical improvements needed to become the best public university in the country. The adoption of the CMP provides an outline for aligning academic and physical systems planning and provides a platform for ensuring that short-term facility decisions support the long-term vision of the institution. The CMP embodies the campus approach to sustainable development by providing a framework for all discussions of systems such as open space, circulation, flexible mixed-use development, building heritage and community connectivity.

To access the CMP document and related system plans, please visit our ScholarWorks@UMass page.

During the CMP process, Campus Planning reached out to the campus community to build a culture of planning that will ensure that the master plan continues as a living document that will adapt to the needs of the campus and its stakeholders, and to new and unforeseen factors.

The Master Plan Explorer

We’ve created an online function that will allow you to see the Campus Master Plan and explore individual sites. Open our Master
Plan Explorer and find a wealth of information about our evolving campus and details of the Master Plan.

The Idea Collector
You can join the conversation, let us know what you like or dislike, and provide us with your ideas by logging into our Idea Collector.

If you could create the ideal space and location on campus, where would you... eat, study, play, meet, rehearse, perform, exercise, socialize, celebrate?

We’ve partnered with Student Affairs and Campus Life to seek your input as we imagine what’s possible in the UMass Amherst campus of the future. Whether it’s a place or location that’s already awesome, a function that’s needed right now or your Utopian vision for the future – we want to hear from you!

For questions about the Master Plan, please contact Ludmilla Pavlova-Gillham at lpavlova@cp.umass.edu or 413-577-1720.

Facilities Programming and Planning
Facilities Programming and Planning efforts focus on work with faculty and administration in all university college, school, and administrative units in programming and planning facilities to meet current needs, provide space for anticipated growth of programs, and develop concept plans for facilities that support the University’s Strategic Plan. For large capital projects, we use consulting firms in the concept planning phase to develop final programs, plans, and costs for projects that have received capital funding. The final programs ensure a seamless transition to the Design and Construction Management Division, who then guides projects through the final design and construction. Defining needs broadly enough to anticipate infrastructure requirements and any enabling efforts that are triggered by each project is an important part of accurate planning and pricing by the group.

Campus Systems
Campus Planning is responsible for taking a big picture systems approach to implementing the Campus Master Plan by initiating and managing planning processes that support and supplement it. Our effort to create campus, not just build buildings, necessitates a comprehensive understanding of all of the systems that are interrelated and connect together to support the physical campus. These systems include the built environment; the landscape and open space network; the vehicular, bicycle, pedestrian circulation and transportation networks; the utility networks; the land use patterns; building functions and space use; and how all of these systems work together in a sustainable manner to support the
University’s vision and environmental goals.

Campus Planning provides customer services with a comprehensive campus focus. We work with all administrative divisions to facilitate dynamic and innovative plans and to ensure that the vision of the Campus Master Plan and the culture of planning and sustainability permeate physical development as we move into the future.

Following is a list of comprehensive planning efforts that have been completed and are available at our Scholarworks archive:

- Comprehensive Energy Master Plan, 2015
- Campus Master Plan Sustainability Chapter, 2015
- Campus-Wide Hardscape Condition Assessment, 2014
- Campus-Wide Parking Vision Plan, 2013
- 2012-2021 Capital Improvement Projects, 2013
- Planning for Student Union Functions Study, 2012
- Campus Master Plan Executive Summary, 2012
- Campus Master Plan 2012
- Campus Master Plan Transportation and Parking Appendix A, 2012
- Framework Plan: Preliminary Observations and Existing Conditions, 2010
- Libraries Master Plan, 2010

Campus LEED Building Support
UMass Amherst is a member of the US Green Building Council and is committed to building all new construction and major renovation projects at a LEED Silver level or higher. Campus Planning serves as a resource to students and staff seeking LEED accreditation, supports all campus design & construction projects undergoing LEED certification, maintains a database of LEED facility documentation and leads green building tours that allow our community and the public to learn from and take pride in the successes of our green facilities.

If you have any questions about physical planning for sustainability, LEED certification and professional accreditation, or are interested in a green building tour, please contact Ludmilla Pavlova-Gillham at lpavlova@cp.umass.edu or 413-577-1720.

Space and Asset Management

The space needs of the University are complex and ever-changing and require high-level planning and up-to-date information to manage. Space and Asset Management efforts keep accurate floor plans of over 12.5 million square feet of campus and field station space, encompassing over 30,000 rooms, along with the accounting of each room’s use. Working at all levels of campus, we identify space availability, assess condition and capacity, and recommend most appropriate assignments, to meet changing needs on campus. Annual space audits keep academic space use information current, while on-line requests identify changing needs as new center and institutes, schools, and departments are formed or dissolved.

For more information on Space & Asset Management, visit their section of Campus Planning’s website. For information on making a space request, see page 52.
As the University’s flagship institution, the Amherst campus has established a goal to become one of the best public universities in the country. Our capital construction supports the strategic challenges and campus goals of improving teaching, increasing research, enhancing student life and recruiting/retaining quality students and faculty.

Design & Construction Management

The Design & Construction Management Division (DCM) is an authorized agent of the state’s Division of Capital Asset Management and Maintenance (DCAMM). DCM is responsible for all capital projects, renovation, new construction, utility system upgrades and other non-maintenance construction on the University of Massachusetts Amherst campus as well as outlying facilities under the campus’ jurisdiction.

DCM Services

Project Design
DCM develops designs for both renovations to existing facilities and construction of new facilities, including studies for certification by DCAMM.

Design and Construction
DCM develops construction documents and bid specifications including green building design where appropriate, administers and manages designer and contractor contracts, and provides construction administration and commissioning services.

Special Services
DCM performs other facility-related services such as facilities assessment, environmental compliance reviews, retro-commissioning, ADA transition planning, and labor and material contracting.

Design & Construction Management projects are billable.

Current Projects

Isenberg School of Management Addition
Estimated completion in early 2019. The 70,000 GSF addition will wrap around the north and northeast ends of the ISOM and be organized on either side of a multi-story atrium to be used for large, all-University gatherings and special functions such as business symposia. The new “Business Innovation Hub” will accommodate faculty growth, career center...
recruiting, team-based learning and advising services.

**Physical Sciences Building**
Due for completion in May 2018. Designed by Wilson Architects, the Physical Sciences Building (PSB) will be a research building providing laboratory space for organic chemists and condensed matter physicists whose laboratories require levels of hazard control and environmental sensitivity that can no longer be met in the space they currently occupy. Part of this project will be moving the West Experiment Station 75 feet to the west, providing it with a new damp-proof foundation and a connection to the new PSB which will also be connected underground to Lederle and Goessmann.

**Recently Completed**

**North and ISB Chiller Plant**
Completed in December of 2017, with testing completed in the winter of 2017/18. The new chiller plants increase the reliability and capacity of two existing regional chiller plants. One is located in the Engineering quadrant on the north side of campus. The other is located to the east of the Integrated Sciences Building. In addition to comfort-related cooling (i.e. air conditioning), chilled water service is also used for research-focused, process-related purposes.

**South College Academic Facility**
Opened for spring semester, 2017, the South College Academic Facility has 80,000 gross sq. ft. of new construction combined with a historically sensitive renovation of the 30,000 GSF of South College
comprised of a new building sited along its south wing, attached by an enclosed atrium. The project contains academic program space for departments primarily within the College of Humanities and Fine Arts, as well as some portion of replacement seats to offset the 1,330 instructional seats to be lost when Bartlett Hall is demolished.

**John W. Olver Design Building**
Completed in the spring of 2017. The new Design Building (DB) is proposed as both a replacement for facilities located within Hill House (to be demolished) as well as to consolidate three interrelated programs that are currently spread across campus. The DB will consolidate the Architecture and Design Program, Landscape Architecture and Regional Planning department, and the Building and Construction Technology Program. The building will be comprised of offices, conference rooms, studio spaces and computer labs.

**Robsham Visitor’s Center Solar Parking Lot Canopy**
Completed in early 2016, this project includes three Level 2 dual charging stations, and canopies that provide up to 64kW of AC power for a total of 192 kW AC. The solar canopies are the first of their kind at UMass and the first of their kind in the Amherst area. It is estimated that they’ll result in yearly cost saving to the University of $160-170,000.00 with a seven to ten year payback schedule.

**Furcolo Hall**
A 100,000 GSF renovation completed in 2016. The University rehabilitated the portion of Furcolo that was an Amherst Elementary School, addressing accessibility issues and dealing with deferred maintenance issues in the rest of the building. The Furcolo renovation accommodates all three departments and the dean’s offices of the entire College of Education.

**Campus Solar**
As part of a long-term commitment to increasing clean, renewable energy generation on the UMass Amherst campus, the University has installed solar array installations during the 2016 calendar year in two parking lots and on the roofs of six campus buildings, bringing over 4 Megawatts (MW) of renewable, solar energy to the campus. UMass Amherst selected Brightergy LLC, Kansas City, MO, in a competitive procurement process to implement, through a Power Purchase Agreement (PPA), the installation and operation of these solar photovoltaic (PV) arrays for the campus. The PPA called for Brightergy to finance, own, permit, construct, operate and maintain the solar arrays for the UMass Amherst campus for up to 20 years. UMass Amherst did not use capital funds to build the solar array systems. As the developer, Brightergy financed the cost of all equipment, installation and operations associated with the solar arrays.
**Old Chapel Renovation**
The Old Chapel at the University of Massachusetts is the most recognizable historic landmark on campus. Completed in the fall of 2016, the newly renovated Old Chapel features a new entry pavilion on the south elevation, a new glass pavilion, a mechanical vault and a completely redone basement with public bathrooms, a catering kitchen and storage.

**Morrill Courtyard Utilities**
Completed in November, 2016. The University identified deficiencies and deterioration in the steam and underground utility systems in the corridor between Morrill II and IV. This extensive project addresses structurally deficient manholes, deteriorated asbestos-insulated steam lines, and non-code compliant rails and accessibility deficiencies to the Morrill Buildings.

**John Francis Kennedy Champions Center**
The Champions Center for men’s and women’s basketball (supported by a gift of $10M) was completed in the summer of 2015. It is a state-of-the-art practice facility that will attract the nation’s best recruiting prospects.

**Life Sciences Laboratory Phase II**
UMBA financed with funding from the Massachusetts Life Sciences Center (MLSC), Life Science Laboratories Phase II was substantially completed in December of 2015. This project created the Institute for Applied Life Sciences (IALS) at University of Massachusetts Amherst, home to three unique Centers focused on translational life sciences research: the Center for Bioactive Delivery, the Models to Medicine Center, and the Center for Personalized Health Monitoring.

**Integrative Learning Center**
Formerly known as the New Academic Classroom Building, the ILC was completed in the summer of 2014. This facility provides new classrooms and academic department space for Communications/Journalism and Linguistics. It is fit-out with state-of-the-art technology and is a LEED Gold building.

**McGuirk Alumni Stadium Upgrades**
Upgrades to the McGuirk Alumni Stadium were completed in the summer of 2014. The University's football program recently began a new era as a full member of the Division I Football Bowl Subdivision (FBS) of the National Collegiate Athletic Association (NCAA) and a member of the Mid-American Conference. This project supplemented the existing stadium by adding a football performance center and press & skybox complex.

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**FOR MORE INFORMATION**
Visit the Design & Construction Management web site and click on the Major Capital Projects tab.
Custodial Services’ primary function is to provide safe and effective cleaning services to the UMass Amherst community. Through our Green Cleaning Program, we implement cleaning procedures that are safe for the community and the environment. FCS provides custodial services to all academic and administrative buildings.

Custodial concerns in residence halls should be directed to Residential Life. Concerns in dining areas should be directed to Auxiliary Services.

**Special Services**

- Office tile is refinished and carpet is deep cleaned yearly at no charge to departments.
- Upholstered furniture in public areas and designated windows are cleaned semi-annually at no charge.

**Basic Services**

<table>
<thead>
<tr>
<th>TASK</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRASH and RECYCLING</td>
</tr>
<tr>
<td>Trash</td>
</tr>
<tr>
<td>Single-stream Recycling</td>
</tr>
<tr>
<td>GENERAL CLEANING</td>
</tr>
<tr>
<td>Spot clean desks, walls, light switches, doors, blinds, dust horizontal surfaces</td>
</tr>
<tr>
<td>Clean erase board</td>
</tr>
<tr>
<td>Remove visible dust, soil or spills</td>
</tr>
<tr>
<td>Carpet - remove visible litter with sweeper</td>
</tr>
<tr>
<td>Straighten chairs/furniture</td>
</tr>
<tr>
<td>Dust mop tile floors</td>
</tr>
<tr>
<td>Damp mop tile floors</td>
</tr>
<tr>
<td>Vacuum carpets completely</td>
</tr>
<tr>
<td>Refill all dispensers</td>
</tr>
<tr>
<td>Damp wipe ledges, dispensers, walls, stalls, doors, trash receptacles, etc. Disinfect wherever hands are placed. Clean and disinfect all toilet bowls, tops, sides, urinals (dry chrome to prevent spotting)</td>
</tr>
<tr>
<td>Clean mirrors</td>
</tr>
<tr>
<td>Clean and disinfect all sinks</td>
</tr>
<tr>
<td>Dust lights and vents</td>
</tr>
<tr>
<td>Remove graffiti</td>
</tr>
<tr>
<td>Clean entrance mats</td>
</tr>
</tbody>
</table>

**BILLABLE RATE**
Custodial Services’ labor recharge rate is $28.85/hour.
### Custodial Services

<table>
<thead>
<tr>
<th>Auditoriums, Classrooms, Kitchens</th>
<th>Conference Rooms, Libraries</th>
<th>Corridors, Elevators, Lobbies</th>
<th>Entrances</th>
<th>Offices</th>
<th>Stairwells</th>
<th>Research Labs</th>
<th>Restrooms, Locker Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>M-W-F</td>
<td>Daily</td>
<td>Daily</td>
<td>M-W-F</td>
<td>M-W-F</td>
<td>Daily</td>
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<td>Daily</td>
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</tbody>
</table>

### For More Information

To schedule special custodial services, submit a [Service Request Form](#). Questions or problems should be directed to Sherry Brazee at 577-1007.
FCS Customer Service Representatives provide a courteous and knowledgeable point of contact between Facilities & Campus Services and the campus community.

Our CSRs
Our CSRs work with staff, faculty and administrators to develop scope-of-service required to meet the customer’s objectives. They assist with scheduling planned work and act as liaisons between FCS and the campus community.

Your CSR
If you have questions or concerns about a request you have submitted, please contact your Customer Service Representative. If you do not know the Customer Service Representative for your department, you can consult the Departmental Building Coordinator/Customer Service Representative list. This list is also available in the Customer Service Representative section of the FCS Administrative Services web site.

If you have additional questions, please contact the FCS customer service manager, Melissa Bergeron, at 545-6443, or mbergeron@facil.umass.edu.

FCS Customer Service Representatives

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Desk Number</th>
<th>Cell Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melissa Bergeron</td>
<td><a href="mailto:mbergeron@facil.umass.edu">mbergeron@facil.umass.edu</a></td>
<td>(413) 545-6443</td>
<td>(413) 695-1782</td>
</tr>
<tr>
<td>CSR Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Josh Burton</td>
<td><a href="mailto:jjburton@umass.edu">jjburton@umass.edu</a></td>
<td>(413) 577-4771</td>
<td></td>
</tr>
<tr>
<td>Bethany Desbien</td>
<td><a href="mailto:bdesbien@facil.umass.edu">bdesbien@facil.umass.edu</a></td>
<td>(413) 577-4770</td>
<td>(413) 658-8035</td>
</tr>
<tr>
<td>Sonya Fernandes</td>
<td><a href="mailto:smf@umass.edu">smf@umass.edu</a></td>
<td>(413) 577-0412</td>
<td>(413) 687-3161</td>
</tr>
<tr>
<td>Special Needs CSR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liz Tousignant</td>
<td><a href="mailto:ltousignant@facil.umass.edu">ltousignant@facil.umass.edu</a></td>
<td>(413) 577-0413</td>
<td>(413) 204-2650</td>
</tr>
<tr>
<td>Indoor Events Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Opposite: Josh Burton, a customer service representative since 2017.
DEPARTMENTAL BUILDING COORDINATORS

Departmental Building Coordinators serve as an important liaison between occupants of their building and Facilities & Campus Services. FCS relies on coordinators to notify building occupants of events (e.g. planned utility outages, road closings, maintenance and construction) that may affect them.

UMass Amherst Departmental Building Coordinators have accepted an important responsibility. The time and energy they bring to the task makes UMass Amherst a better place to learn, work and play.

We want to help. If you’re a DBC with questions, concerns, or just need a little guidance about your role, please give the FCS customer service manager, Melissa Bergeron, a call at 5-6443, or email mbergeron@facil.umass.edu.

Who is a Departmental Building Coordinator?

The DBC List

If you need to know who is currently serving as the DBC for your building or department, you can also contact us, or refer to the Departmental Building Coordinators list.

The Departmental Building Coordinators list is published annually and updated as necessary. Changes should be reported to Nicole Joyce at FCS Administrative Services.

Facilities & Campus Services should be contacted as soon as possible when new Coordinators or alternates are appointed.

Building Coordinators and alternates are appointed by deans, directors and/or department heads, and are usually available in their building during regular working hours.

If you’re interested in becoming a Departmental Building Coordinator and want more information about what’s involved, we’d like to hear from you.

Departmental Building Coordinator responsibilities:

• Report emergencies occurring in the building.
• Develop a list of special equipment affected by utility emergencies.
• Serve as a point of contact during campus emergencies.
• Maintain an accurate list of contact persons and corresponding spaces for your department within the building.
• Report building deficiencies to, and make service requests of, FCS.
• Review all key/core requests and express concern to csr@umass.edu.
• Report occupational health and safety concerns to Environmental Health and Safety.
• Disseminate pertinent construction and maintenance information to building occupants.
• Oversee building conditions and act as liaison between your department and FCS.
• Assist in scheduling repair and renovation projects.
• Once requested work is completed, please fill out the Customer Service Feedback Survey that is emailed to you.
• Update space-utilization reports.
• Report unauthorized construction activity.

**DBC Resources**

**The DBC Meeting**
In addition to this catalog and the Departmental Building Coordinators list, FCS hosts a twice-yearly meeting of Departmental Building Coordinators to share information, orient newcomers to procedure and personnel, and address any issues of concern. These meetings are usually held during the academic year in October and April, and the most recent meeting presentation, a PDF version of a PowerPoint, can always be found [here](#).

**On-line Service Interruptions**
Our Current and Upcoming Service Interruptions are now available online. We’ve also provided an on-line Interruptions Calendar to better support your long-range planning. And you can always call our 24/7 Facilities Solutions Center at 545-6401 for any needed preparations or work-arounds.

**Work Information Resource Center**
Our Work Information Resource Center provides user-friendly controls to search Work Tasks and Service Requests by date, by building, by Work Task Number or Service Request ID.

**How DBCs Can Request Work**
In the event of a facilities-related emergency, always call the Solutions Center: 545-6401.

The Solutions Center is staffed 24 hours a day, 7 days a week, 365 days a year. Call any time, day or night, if you discover a problem in a building, on campus grounds, with utility services, or at a construction site.

For non-emergency requests, DBCs should use the online form at Facilities & Campus Services’ web site.

“OR”
Use the FCS Service Request function embedded in the My UMass app. Get the app:

[Get on Google Play](#)  [Download on the App Store](#)

“OR”
Contact the Facilities & Campus Services Customer Service Representative for your department.

If you don’t know the Customer Service Representative for your department, you can refer to the Departmental Building Coordinators List, or call Melissa Bergeron at 545-6443 for assistance.
DOCUMENT ARCHIVES and PRINTING

New buildings, past buildings, old buildings.

The records and documents for new buildings, past buildings, planned buildings, and renovations of current buildings are archived by the construction archives and record manager, Pat Parenteau. Pat also manages printing in extra large, color and special media formats.

Construction Archives & Records

If you’re looking for, or have questions about, construction documents, new or old, contact Pat Parenteau at (413) 545-6495.

Special Printing

We have the capacity to print on media as large as 42” x any reasonable banner length, in full color or black and white, on plain paper or special material (Tyvek or self-adhesive, for example). Requests for special printing projects (not specifically related to construction documents) should be routed through Print Services (413-545-2718), but you can always contact Pat if you have a technical question, or wish to discuss printing options and possibilities.

The archive contains official construction records for UMass Amherst buildings going back to the early 1900’s.
Handling the ups and downs.

The FCS Solutions Center (545-6401) must be contacted for all elevator trouble calls. Physical Plant maintains special contract arrangements on maintenance and standby repair service for all campus elevators. Telephones installed in elevators are linked directly to the UMass Police who will respond in the event of an emergency.

**Shut-downs**

**Scheduled**
Periodic maintenance is necessary on all elevators on campus. All scheduled elevator maintenance shut downs will be communicated to the Departmental Building Coordinators via e-mail as a Service Interruption Notice at least one week prior to the planned elevator shutdown. Approximate elevator down time will be noted.

A weekly e-mail will be sent to people with mobility disabilities listing elevators disrupted and anticipated times of disruption of service.

A sign will be posted on every floor communicating that the elevator is down for scheduled maintenance and the expected time of service restoration. The sign will also reference the FCS Solutions Center phone number (5-6401) if there are questions or need for assistance.

**Emergency**
A Work Order will be created to log the emergency work needed on the elevator.

Departmental Building Coordinators will be notified with a Service Interruption Notice. Approximate elevator down time will be noted. This will only happen for emergency shutdowns longer than 30 minutes.

An e-mail will be sent to persons with mobility disabilities alerting them of the disruption of service and approximate time of service restoration.

A sign will be posted on every floor communicating that the elevator is down for non-scheduled maintenance and the expected time of service restoration. The sign will also reference the Solutions Center phone number (5-6401) if there are questions or need for assistance.
Facilities & Campus Services can provide assistance with events both inside and outside. We support various campus-wide events including: Commencement, Move-in, Open House, Homecoming, Alumni Weekend, and the Faculty Convocation.

Things to consider when planning an event include: cleaning assistance before, during, or after the event; what receptacles are needed (recycling, compost, trash); should a podium, tables, chairs, electricity, tent, grounds support, or water be available.

For outdoor events, please review our Outdoor Event/land Use Planning Brochure to help guide you through the process. Please complete the online Outdoor (Land Use) Event Request and you will be contacted by Facilities staff to support your request.

For indoor events, please complete an Indoor Event Support Request.

Fees

All event-related services require a fee (see following page). Please submit an Event Request (Indoor or Outdoor) to receive an estimate.

Cleaning can be requested before, during and after the event depending on the customer’s needs.

After an outdoor event, a department is responsible for the cost of repair to damaged landscape, hardscape or lawn irrigation systems from the installation of tents and other equipment or rigorous activities.

Additionally, for outdoor events, the requestor is required to submit a dig safe application for any ground penetration, a tent permit for any tent larger than 10 x 10, and a building permit for any stage.

All events must have a University sponsor and be approved by the Vice Chancellor of Administration and Finance.

FOR MORE INFORMATION

For outdoor events, contact the Physical Plant Outdoor Events/Land Use Liaison, Donna Bourguignon at 413-545-6512.

For indoor events, contact Liz Tousignant, Customer Service Rep and Indoor Events Coordinator, at 413-577-0413.
## Event Service Fee Schedule

Services are provided for campus events at a billable rate set through the University. Services provided over estimated times will be charged at the hourly rate.

### Utilities

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water (per gallon)</td>
<td>N/A</td>
<td>$0.01/gal</td>
</tr>
<tr>
<td>Activating fire hydrant, installing backflow preventer, testing/picking up backflow preventer</td>
<td>4</td>
<td>$198.32</td>
</tr>
<tr>
<td>Entry for Dig Safe</td>
<td>1.5</td>
<td>$74.37</td>
</tr>
</tbody>
</table>

**Rate $50.01/Hour**

### Mechanical Trade

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water (per gallon)</td>
<td>N/A</td>
<td>$0.01/gal</td>
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<tr>
<td>Activating fire hydrant, installing backflow preventer, testing/picking up backflow preventer</td>
<td>4</td>
<td>$198.32</td>
</tr>
<tr>
<td>Entry for Dig Safe</td>
<td>1.5</td>
<td>$74.37</td>
</tr>
</tbody>
</table>

**Rate $50.01/Hour**

### Electrical Trade

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up/pick up of temporary electrical panel (if additional power required)</td>
<td>4</td>
<td>$198.32</td>
</tr>
<tr>
<td>Setting/usage of yellow jackets to cover electrical cords</td>
<td>2</td>
<td>$99.16</td>
</tr>
<tr>
<td>Charge for unreturned yellow jackets</td>
<td>N/A</td>
<td>$50.00/unit</td>
</tr>
<tr>
<td>Check power supply at desired location</td>
<td>N/A</td>
<td>No charge</td>
</tr>
</tbody>
</table>

**Rate $49.16/Hour**

### Waste Management

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery/pick up of all types of waste totes up to 10</td>
<td>2</td>
<td>$98.32</td>
</tr>
<tr>
<td>Delivery/pick up of all types of waste totes from 10-30</td>
<td>4</td>
<td>$196.64</td>
</tr>
<tr>
<td>Delivery/pick up of all types of waste totes over 30</td>
<td>6</td>
<td>$294.96</td>
</tr>
<tr>
<td>Food Waste Totes require staffing for compliance; UMass WM can Staff at current rate</td>
<td>N/A</td>
<td>$49.16/hour</td>
</tr>
<tr>
<td>Unreturned Waste/Recycling barrels</td>
<td>N/A</td>
<td>$20.00/unit</td>
</tr>
<tr>
<td>Unreturned Event/Food Compost Totes</td>
<td>N/A</td>
<td>$129.00/unit</td>
</tr>
</tbody>
</table>

**Rate $49.16/Hour**

### Table rental

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 tables delivery &amp; pick-up</td>
<td>1</td>
<td>$49.16</td>
</tr>
<tr>
<td>12 tables delivery &amp; pick-up</td>
<td>1.5</td>
<td>$73.16</td>
</tr>
<tr>
<td>Damage or replacement fee</td>
<td>N/A</td>
<td>$165.00</td>
</tr>
</tbody>
</table>

**Rate $49.16/Hour**

### Moving Services

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moving of supplies, equipment, etc.—<em>call for estimate</em></td>
<td>N/A</td>
<td>$38.99/hour</td>
</tr>
<tr>
<td>Moving boxes</td>
<td>N/A</td>
<td>$2.50/box</td>
</tr>
</tbody>
</table>

**Rate $38.99/Hour**

### Custodial

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restroom cleaning for length of event (must have 1 male &amp; 1 female)</td>
<td>N/A</td>
<td>$57.70/hour</td>
</tr>
<tr>
<td>Venue prep (1 hr before &amp; 1 hr after)</td>
<td>2</td>
<td>$57.70</td>
</tr>
<tr>
<td>Cleaning areas (inside)</td>
<td>4</td>
<td>$115.40</td>
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**Rate $28.85/Hour**

### Landscape management

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>Use of dump trucks, loaders, etc. with operator</td>
<td>N/A</td>
<td>$49.16/hour</td>
</tr>
<tr>
<td>Removal/return of bollards</td>
<td>1</td>
<td>$49.16</td>
</tr>
<tr>
<td>Grounds - mowing/litter pickup</td>
<td>N/A</td>
<td>No charge</td>
</tr>
<tr>
<td>Cleaning parking lots (min. 4 people)</td>
<td>2</td>
<td>$98.32</td>
</tr>
</tbody>
</table>

**Rate $49.16/Hour**

### Sign Shop

<table>
<thead>
<tr>
<th>Task</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make, place and retrieve signs</td>
<td>$15-$20/sign+labor</td>
</tr>
</tbody>
</table>

**Rate $45.00/Hour**

All rates effective as of January 1, 2017
FCS Communications is responsible for conveying vital project and facilities related information, advisories and warnings to the campus community. We employ an integrated, cross-media strategy that includes electronic media, print, radio, video, signage, table displays and in-person presentations. Working closely with Customer Service and Work Management, we develop and maintain shared information systems and positive customer service protocols, and we act as liaison to campus news outlets, departments, clubs, organizations and industry groups.

Access to Information

Web Sites
In addition to this catalog, your best sources of information will be the FCS and divisional web sites. We’ve completely redesigned all of our web sites to provide more accurate, coordinated and timely information to the campus community and to better support the University’s standards and mission.

- Facilities & Campus Services
  [www.umass.edu/facilities](http://www.umass.edu/facilities)
- FCS Administrative Services
  [www.umass.edu/fcsadmin](http://www.umass.edu/fcsadmin)
- Campus Planning
  [www.umass.edu/cp](http://www.umass.edu/cp)
- Design & Construction Management
  [www.umass.edu/dcm](http://www.umass.edu/dcm)
- Physical Plant
  [www.umass.edu/physicalplant](http://www.umass.edu/physicalplant)
- Transportation Services
  [www.umass.edu/transportation](http://www.umass.edu/transportation)
Social Media
You can like us on Facebook, or follow us on Twitter and Instagram, to access fun, interesting and timely information about all things Facilities.

Construction Advisories
If you wish to be included on our Construction Advisory distribution list, please email us from or with the address to which you would like the Advisories sent and include the word “subscribe” in the subject line. We do not rent or share this list with any other company or organization, and you can unsubscribe at any time by emailing info@facil.umass.edu with the word "unsubscribe" in the subject line.

The FCS Brand Book
Consistent, positive branding is an essential element in communicating who we are and what we do to the campus community; it also provides our large, diverse organization a common point of pride and identification. The FCS Brand Book is intended to provide design assistance and standards to those who wish to represent FCS online or in print. If you have questions about appropriate use, please contact the FCS communications manager, Jim Hunt, at 577-4767 or jhunt@facil.umass.edu.

Radio
As often as possible, we’ll be sitting down with the talented student broadcasters and journalists at WMUA News (91.1 FM) to discuss major issues affecting Facilities & Campus Services and the Amherst campus --from capital construction to sustainability to innovations in transportation to long-range campus planning.

We’re also recording weekly PSAs (to be aired Monday mornings) to keep the campus informed about major projects, disruptions and developments for the coming week. Listen to this week's PSA from your "Face Made for Radio" (MP3).

Service Interruptions
Our Current and Upcoming Service Interruptions are now available online. This is real-time, continuously updated data that you get to see the moment a Service Interruption Request is reviewed and approved by our staff. We’ve also provided an on-line Interruptions Calendar to better support your long-range planning. And you can always call our 24/7 Facilities Solutions Center at 545-6401 for any needed preparations or work-arounds.

Work Information Resource Center
Our new Work Information Resource Center provides user-friendly controls to search Work Tasks and Service Requests by date, by building, by Work Task Number or Service Request ID. Now you’ll be better able to plan for, and schedule around, requested work. If you still have questions about the status of your work request, don’t hesitate to contact your Customer Service Representative.
Access and safety.

Keys & Locks

Keys are distributed on campus according to the terms listed below. All keys remain the property of the University. Reproduction of a University key is forbidden. *Key exchanges and reproduction of keys are not permitted.*

Key Requests

Key requests for individual faculty, staff, and students are requested electronically by use of the Key Request Form. All key requests must be processed and approved at least two weeks prior to the desired issue date.

**Key Pick-up**

The key requestor will be contacted by e-mail when the key is ready. Keys may be picked up at the Key Shop located in the Physical Plant Building (360 Campus Center Way, Rm 236), 7:00 a.m. to 4:45 p.m., Monday through Friday. The key holder will be required to sign a Key Agreement stating they will be responsible for their key(s). Keys may be picked up (in person) *only* by the key holder. A picture ID is required to pick up keys.

Lock Change Requests

Lock Change Requests should be requested through the electronic Service Request Form. This request must be approved by the dean, department head or director who has authority over the area and must be accompanied by the account number to be charged. A thorough review of the area affected by the lock change is completed before the change is made to avoid compromising anyone who may need access to the area.

Returning Keys

Individuals leaving the University, or transferring to another department, must return keys to the Key Shop located in the Physical Plant Building. The individual will receive a receipt indicating the keys that have been returned, if requested.

Lost Keys

Lost keys should be reported to University Police. You will be issued a Lost Key Case #. It will be necessary to input this number into the Key Request Form when requesting a replacement key.

Billable Services

There is no charge for issuing a key to a new employee, replacing a damaged key, or replacing a broken lock. Services that require a fee include: installing, changing, or replacing locks and installing a lock for short-term use. To request services that require a fee, please submit a Key Request with a valid speedtype.

There are 45,000 keyed doors on campus.
Landscape and Construction Services maintains the 1,500 acres of campus grounds throughout the year. Landscape personnel supervise and coordinate all activities involved in the maintenance, repair, and upgrade of the campus landscape.

Landscape & Construction Services employs a wide variety of skilled trades including horticulture, arboriculture, landscape maintenance, integrated pest management, floriculture, and small engine repair. Both landscape and construction personnel are responsible for removing snow and ice during the winter months, covering both academic and residential life facilities.

### Basic Services

Services that are covered by the operational budget of Facilities & Campus Services include:

- Design and maintenance of planting beds and pocket gardens.
- Green space care and management.
- Hardscape maintenance including repairs, renovation and renewal.
- Snow removal and ice management of all roads, walkways, and parking lots.

### Special Services

Special services include:

- Memorial trees and benches are donor funded. Location, species of plants and trees, and type of bench need to be to campus standard and must be approved.
- Landscape and Construction services manages the campus Small Compost program, which composts leaf and landscape waste as well as animal bedding.

### To Make a Request for Service

In the event of a facilities-related emergency, always call the Solutions Center: 545-6401.

For non-emergency landscaping or snow-removal requests, use the online form at Facilities & Campus Services’ web site.

Landscape Management works with the Stockbridge School of Agriculture to create a Pollinator Garden on campus. Click through for video.
In-house moving services for all departments.

In-house moving services are provided to all campus departments through a campus Moving Services office – located within the Office Of Waste Management, Moving and Surplus (OWM). To place a request for moving services, use the Service Request form on the Facilities & Campus Services website. You will receive a phone call from your customer service representative to discuss an estimate (if billable) and schedule of your move.

**Basic Services**

- Basic moving services provided during normal business hours are free to non-revenue generating departments at UMass.

- Moving Services collects and manages the re-distribution and disposal of surplus furniture and equipment. This includes staffing the Surplus Property Barn, located at 151 Tillson Farm Rd which is open from 9-10 am on Wednesdays. The on-line Surplus Equipment Disposal (SED) form must be completed for all surplus equipment to be picked up by Moving Services and for any item originally valued at over $1,000 when the equipment is to be dropped off at the WRTF. Use the Surplus Equipment Disposal Request form to request pick-up.

- All lab equipment disposals are reviewed by Environmental Health and Safety (EH&S) for hazardous components before Moving Services arrives for equipment pick up.

**Special Services**

- Moving Services can move equipment between on campus and off-campus locations. This service is normally billable to the requesting department.

- Departments will be charged the billable hourly rate for moves performed outside of normal business hours: Monday-Friday, 7-4 pm.

- Moving Services will deliver property barn surplus items to on campus locations on an “as available” basis.

**$ BILLABLE RATE**

Physical Plant’s labor recharge rate for Moving Services is $38.99/hr.
Our goal is to provide safe, orderly, and fair parking for employees, students, and visitors to our campus. We strive to make parking on campus as convenient as possible, while promoting safe movement of vehicles, providing for pedestrian safety, and assuring free and continuous access to buildings and walkways for pedestrians and emergency vehicles.

Contact Us

www.umass.edu/transportation/parking

Parking Services
University of Massachusetts
51 Forestry Way
Amherst, MA 01003-9262
413-577-PARK (7275)
Hours: M-F 7:45a.m.-4:45p.m.

Permits

Lots Available Online
Parking lots are available for online purchase. Check the Parking web site for current availability. Lot availability is based on University status and housing assignment for students. If you feel you are eligible for a lot listed below that is not available at the point of sale, please contact Parking Services.

Parking Services on the Web

The Parking Services web site contains information on purchasing permits, parking fees, lot availability, paying and appealing parking citations, commuter and Rideshare options, special needs assistance, and much more. If you can’t find the information you’re looking for, please give us a call at 413-577-PARK (7275). We’re glad to help.

FOR MORE INFORMATION

Comments? Questions?
Send them to:
parking@umass.edu.
### Parking Fees

<table>
<thead>
<tr>
<th>Employees*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile, Vendor</td>
<td>$1000</td>
</tr>
<tr>
<td>Lower Garage</td>
<td>$299 - $1,381</td>
</tr>
<tr>
<td>Upper Garage</td>
<td>$180 - $831</td>
</tr>
<tr>
<td>Red Lots</td>
<td>$141 - $542</td>
</tr>
<tr>
<td>Blue Lots</td>
<td>$100 - $460</td>
</tr>
<tr>
<td>Green Lots</td>
<td>$74 - $275</td>
</tr>
<tr>
<td>Purple Lots</td>
<td>$68 - $252</td>
</tr>
<tr>
<td>Yellow Lots</td>
<td>$49 - $84</td>
</tr>
<tr>
<td>Resident Staff</td>
<td>$115</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>$55 - $151</td>
</tr>
<tr>
<td>2nd Shift/Evening</td>
<td>$55 - $151</td>
</tr>
<tr>
<td>Lincoln / North Village Apts</td>
<td>$130 / $314</td>
</tr>
<tr>
<td>Special Needs, Child Care</td>
<td>$0</td>
</tr>
<tr>
<td>Retired Employees</td>
<td>$66 - $137</td>
</tr>
</tbody>
</table>

*Citation Fines .................. $20—$150
*Citation Late fee ............. $10

*Where a fee range is given, actual fee is based on the employee’s compensation level.

#### Temporary Permit Fees

<table>
<thead>
<tr>
<th>One Lot</th>
<th>Non-Employee</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$8/daily</td>
<td>$8/daily</td>
</tr>
<tr>
<td></td>
<td>$35/weekly</td>
<td>$35/weekly</td>
</tr>
<tr>
<td></td>
<td>$105/monthly</td>
<td>$105/monthly</td>
</tr>
</tbody>
</table>

#### Non-Employee Permit Fees

<table>
<thead>
<tr>
<th></th>
<th>Red</th>
<th>Blue</th>
<th>Green</th>
<th>Purple</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$542 annually</td>
<td>$460 annually</td>
<td>$275 annually</td>
<td>$252 annually</td>
</tr>
<tr>
<td>Lower Garage</td>
<td>$1,381 annually</td>
<td>NA</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Upper Garage</td>
<td>$831 annually</td>
<td>$831 annually</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Motorcycle</td>
<td>$151 annually</td>
<td>$151 annually</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Evening/2nd Shift</td>
<td>$151 annually</td>
<td>$151 annually</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Metered Parking/Pay Stations</td>
<td>$1.50/hour</td>
<td>NA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garage</td>
<td>$1.75/hour</td>
<td>NA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Mobile/Vendor, Departments

<table>
<thead>
<tr>
<th></th>
<th>$13/day</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$65/week</td>
</tr>
<tr>
<td></td>
<td>$200/month</td>
</tr>
</tbody>
</table>
Requests for the removal of pests are processed by the FCS Solutions Center (545-6401). Requests are addressed using an Integrated Pest Management (IPM) process. IPM emphasizes prevention by controlling conditions in and around buildings that may be conducive to pest intrusions. Pest Control works closely with the campus community to address all issues promptly.

Basic Services

- Prompt response to pest control issues.
- Implement IPM processes of finding the root cause of the issue while addressing the specific problem.
- Ongoing monitoring of Pest Control Work Request until there are five days of inactivity.
- Direct customer contact before a work request is closed.

Special Services

- Pest Control periodically contracts with integrated pest management contractors when necessary.
- A posting will be made prior to any treatment and treatment will be coordinated with occupants.

Costs

Costs associated with Pest Control for academic buildings are covered in the operational budget of Facilities & Campus Services. Pest control issues in residence halls and dining areas should be directed to FCS Pest Control. Please call the Solutions Center (545-6401) to report pest control issues.

All pest control services provided to Auxiliary Services, Athletics, Residential Life and other campus-related non-state funded organizations are billable.

FOR MORE INFORMATION

To schedule special pest control services, submit a Service Request Form.

Questions should be directed to the Assistant Director for Buildings & Grounds, Pam Monn, at 577-3106.
The Office of Waste Management (OWM) staff work with campus partners such as Physical Plant Custodial Services, Auxiliary Services, Residential Life, and the Chancellor’s Sustainability Advisory Council (CSAC) to maximize recycling and composting while reducing waste. OWM and its working partners continually examine possibilities for expanding participation in waste recovery programs and targeting new materials for recovery as they later become feasible.

**Basic Services**

The collection of trash and recyclables from the exterior of campus buildings is the responsibility of the Office of Waste Management.

OWM’s role begins at the curb or loading dock where aggregated waste materials are collected and hauled to the campus Waste Recovery and Transfer Facility (151 Tillson Farm Rd.) or shipped directly to private waste processing or disposal sites.

Provides wheeled carts for trash and recyclables and services them on a daily or weekly schedule as needed.

Trash and cardboard are collected daily and single stream recyclables (bottles, cans, mixed paper) one to two times per week from waste collection pads located at or near all campus buildings.

OWM also manages thirteen trash, food waste and single-stream recycling compactors located at heavy generation points around the campus.

**Special Services**

- Collection and composting of food waste and compostable packaging from dining commons, retail food locations and outdoor catered events (via Service Request).
- Miscellaneous electronics may be either delivered to the WRTF or collected by OWM following customer submission of Surplus Equipment Disposal (SED) Form.
- Recycling of mattresses, books, clothing, metal, furniture and other materials either collected from campus or delivered to the WRTF.
- Collection and shredding of confidential documents and collection of office clean-out wastes on an “as requested” basis. Call OWM office at 545-9615 to request.
- Through the cooperation of Campus Mail Services, small quantities of the following items may be placed (properly packaged) in campus mail pick up locations for delivery to the WRTF: non-alkaline dry cell batteries (mercury, lithium, nickel cadmium) with battery terminals taped; cell phones; toner cartridges (laser or ink jet) sealed.

For more information, visit the Office of Waste Management web site, or call 545-9615.
in a plastic bag. For quantities greater than a full paper ream box or 10 lbs., call 545-9615 for pickup assistance, or deliver to the WRTF at 151 Tillson Farm Rd. Monday-Friday, 7:00 a.m. through 2:30 p.m.

**Custodial Services**

The collection of trash and recyclables from the interior of campus buildings is the responsibility of Custodial Services.

- Custodial Services supplies deskside trash and recycling bins to offices, labs, classrooms and common areas for all academic and administrative areas. Speak with the Residential Life operations office (545-2100) for information about waste collection inside of residence halls and apartments.
- Custodial Services staff empty all indoor trash bins on Monday, Wednesday and Friday and all indoor recycling bins on Tuesdays and Thursdays. There is some variation in this schedule according to building.

See page 28 for more information about Custodial Services.

---

**Spring 2018 New2U Move-out (May 7-13)**

**Collection tents:** North Apartments, Orchard Hill, Southwest, CHC, and Sylvan

**DON'T FEED THE TRASH MONSTER! DONATE YOUR UNWANTED ITEMS TO NEW2U!**

Want to help make this year’s New2U Move-out Collection a success? [SIGN UP HERE](#)
You can request work in one of three ways:

- Call the Facilities Solutions Center: 545-6401
- Enter an online Service Request
- Make a Service Request using the My UMass app

The Solutions Center

We're Here to Help
FCS staff are here to ensure that all University faculty, staff and students can work, learn and play safely and comfortably. Solutions Center and Work Management staff members are trained personnel who are in direct radio contact with our technicians and service people. The Solutions Center can answer most of your questions or direct you to the appropriate person. For questions regarding a work request, contact your Customer Service Representative or the FCS Customer Service Manager, Melissa Bergeron, at 545-6443.

Hours
The Solutions Center staff is available 24 hours a day, 7 days a week and is responsible for receiving, prioritizing and routing of routine maintenance requests and dispatching maintenance emergencies.

On-line Form
For non-emergency work requests, we encourage building users to submit work requests on-line via our website. This system enables us to provide better services to our customers by assuring complete and accurate information is provided.

The My UMass App
You can also submit a Service Request on the My UMass app. For facilities-related issues (non-residential, non-emergency), the app provides a simple, efficient and effective means to make a work request from your hand-held device.

Get the app:

Our Responsibility
Basic responsibilities of FCS include the maintenance, operation and protection of campus facilities and infrastructure. FCS must be aware of the condition of the physical facilities, and because of safety and legal considerations, must approve all alterations or additions to any structure or ground area — from hanging a bulletin board to renovating a building. All work plans and completed alteration/construction work must be reviewed and approved for compliance with codes and established policies by FCS.

Funding
FCS has an annual budget to maintain existing state-owned real estate and physical assets such as buildings, landscape, streets, and utility systems. These funds are targeted for maintenance, repair and operation of the buildings, and the permanent, built-in equipment.
that is an integral part of the building and necessary for its operation. This does not normally include installed equipment. The purpose of this is to support the function or operation housed in the building.

The funding responsibility for work defined as construction, alteration, replacement, conversion, expansion, or extension will normally fall to the supported program or the requesting office. Central, institutional resources may be requested for programmatic renovations and associated infrastructure improvements.

Classification of Work

Work is classified into categories to indicate the lifespan of the project.

Emergency
Work required that unless quickly addressed will result in personal injury or severe dam-age to buildings or building systems. Emergency work is completed within one day. Generally non-billable.

Dispatched Service Call
Work requiring little time or materials, but is urgent in nature and can be handled on the spot with properly trained maintenance personnel. Completed within three-five days. Generally non-billable.

Service Call
Work that is relatively minor in scope; can be completed with less than eight hours of labor. Usually completed within ten working days. Can be both billable and non-billable.

Planned Work
Work that is larger in scope; work that needs to be planned, estimated, and scheduled. Can be both bill-able and non-bill-able projects (this includes Alterations and Design & Construction Management projects).

Key Requests
Key requests are treated as service calls and should be completed within five business days. (Also see Keys & Locks, page 41.)

There’s an app for that.

Dripping faucet? Broken street light? Peeling paint? Need a full-scale workplace alteration? FCS has partnered with My UMass to create a service request app. Make any facilities-related request (non-residential, non-emergency), and we’ll take care of it pronto. Convenience, efficiency, effectiveness — there’s an app for that.

Get the app.
We find space to meet the changing needs on campus.

Campus Planning Space & Asset Management keeps accurate floor plans of over twelve million square feet of campus space and accounts for each room’s use. We find space to meet changing needs on campus. Periodic space audits update space uses which assists with campus space needs planning.

Making a Space Request

When should I make a space request?
- As soon as possible!
- When room uses will change.
- When renovation work needs to be done.
- When new hires need an office or a lab.
- When functions needed don’t match the space available.

How do I make a space request?
Visit the FCS Service & Space Requests page and submit an on-line space request.

Space and Asset Management will contact you within a week of your request to get more information. In-depth follow-up may be needed to write up a program of quantity and types of space needed.

Space and Asset Management performs the review of needs, generates alternatives, considers impacts, and makes recommendations to department heads, deans or the Capital Planning Group.

Given the many requests for space, a time frame for resolving your request will be communicated. Funding may be required to meet the request.

When my request is approved, what then?
You can initiate a project with departmental funds, and if it requires design and construction, a project can be initiated and assigned to Alterations or Design & Construction Management.

If you have any questions, contact Pamela Rooney, at prooney@facil.umass.edu or 577-0472.

We track over 12M square feet of space for use, size and activity.
SPECIAL TRANSPORTATION SERVICES

Providing special transportation services since 1986.

Special Transportation Services has been a part of UMass Transit Service since 1986. "SpecTrans" provides free on-call reservation service to students, staff, and faculty with mobility impairments. Our primary mission is to transport people to and from their classes and work. We also provide off-campus trips on a limited basis.

Registering as a SpecTrans Passenger

UMass students, staff and faculty who need our service on a long-term basis must register with Disability Services by calling (413) 545-0892. Passengers with temporary disabilities can register directly with the SpecTrans Dispatcher by calling 413-545-2086.

For questions about Special Transportation, call: 413-545-2086, or email transit@admin.umass.edu.

Dispatcher Service Hours

**Academic Semester**

<table>
<thead>
<tr>
<th>Dispatcher on duty during the hours of:</th>
<th>M-F</th>
<th>7am-5pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sat &amp; Sun</td>
<td>NO dispatcher</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rides available during the hours of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F</td>
</tr>
<tr>
<td>Sat</td>
</tr>
<tr>
<td>Sun</td>
</tr>
</tbody>
</table>

**Intersession, Winter Session, Spring Break, Summer, & state holidays (reduced service)**

<table>
<thead>
<tr>
<th>Dispatcher on duty during the hours of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F</td>
</tr>
<tr>
<td>Sat &amp; Sun</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rides available during the hours of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F</td>
</tr>
<tr>
<td>Sat</td>
</tr>
<tr>
<td>Sun</td>
</tr>
</tbody>
</table>
I have never seen a school with so many and such high caliber people working towards sustainability. Everywhere I look here I see signs of hope and inspiration convincing me that change is possible”

-Annie Leonard, Environmental Activist and 2013 UMASS Amherst Earth Day Keynote Speaker

What is Sustainability at UMass Amherst?

www.umass.edu/sustainability

Our Sustainable Community

Sustainable UMass consists of a diverse group of campus-wide sustainability advocates & leaders. These include members of the Chancellor’s Sustainability Advisory Committee (CSAC), the Campus Sustainability Manager, and a number of other vital faculty and staff advocates on campus, along with our Permaculture Initiative members, Eco-Rep Program participants, Sustainability Fellows, and affiliated Registered Student Organizations.

The Sustainable UMass community is made up of people like you, who believe in making our campus and world a healthier, greener place to learn, work, and live.

The Sustainable UMass Mission

At UMass Amherst there are incredible opportunities for students, faculty, and staff to learn about sustainability and to practice sustainable living in a collaborative environment. The university recognizes its responsibility to be a leader in sustainable development and education for the community, state, and nation. Imparting knowledge of sustainability is vital to achieving our campus wide mission of producing citizens who serve as leaders in their fields working to create a just, healthy, and sustainable world.

Learn It, Live It, Lead It!

As the flagship campus of the Commonwealth, UMass Amherst has been a leader in agricultural research and green education since our founding as a land grant institution in 1863. Students can choose from more than 20 sustainability-related undergraduate majors, which include over 300 sustainability-related courses.

We walk the talk at UMass Amherst: students, faculty, and staff practice sustainability each and every day here on campus. Sustainability committees and projects are being implemented everywhere from renewable
energy, to green building practices, to local food systems and permaculture gardens, green residence halls, recycling and waste reduction, alternative vehicles and sustainable transportation, to water conservation.

The Sustainability, Innovation & Engagement Fund was established in August, 2013 to foster a strong culture of sustainability on our campus by incentivizing students, faculty, and staff involvement. Any student faculty, staff, student group, academic class, or faculty/staff and student team can propose a sustainability project. Campus members will be limited to receiving one grant per year. If you are interested in learning more about this sustainability funding opportunity and what projects are currently being implemented visit the Sustainability Innovation & Engagement Fund portion of the Sustainable UMass website.

New2U Move-out Collection and Move-in Tag Sale

The New2U Move-out Collection and Move-In Tag Sale is a waste reduction program that is created, organized and run by students. In 2013, Campus Sustainability Fellows saw just how much waste can be generated when over 13,000 students move out at the end of each year. At the time, most of the items that were being thrown in a dumpster were only lightly used, or even new! A dedicated group of student sustainability leaders decided they must create an innovative solution to this problem, and so the idea of New2U was born.

The New2U team of student volunteers and campus staff collects discarded items like clothing, futons, lamps, and TVs from across campus each spring during move-out, and resells these collected items each fall during a move-in tag sale. New2U is able to sell thousands of new or gently used items back to students, faculty, and staff at affordable prices! Since the program’s inception, New2U has been able to divert over 60,000 pounds of items from being sent to a landfill.

The program is organized by students, supported by the Sustainability Innovation and Engagement Fund, and is a collaboration between student leadership, the Physical Plant, Residential Life, the Office of Waste Management, Moving Services, and New Student Orientation. The program also gets planning assistance from the Post-Landfill Action Network (PLAN), a non-profit that helps students create zero waste solutions on college campuses. Proceeds from the sale are used to fund future New2U events and other projects that are funded by the Sustainability Innovation and Engagement Fund.

FOR MORE INFORMATION

Visit the Sustainable UMass web site, or contact the Campus Sustainability Manager, Ezra Small, at esmall@umass.edu or 413-545-0799.
Our Controls Area and Facilities Solutions Center monitor building temperature and life safety systems 24/7 365 days a year. Our Repair & Maintenance Area teams respond to all hot and cold issues and maintain all associated equipment. Call the Solutions Center (545-6401) to report a temperature-related issue.

**Basic Services**
The University of Massachusetts standard is to maintain space temperatures of 68°F to 74°F. However, during the shoulder seasons (between traditional heating and cooling seasons) when temperatures may fluctuate during the day, there may not be cooling or heating available to resolve all temperature issues.

**Special Services**
All costs associated with temperature-related issues are covered in the operational budget of Facilities & Campus Services.

**Physical Plant monitors over 25,000 data points related to building occupant comfort and safety 24/7/365.**
TRANSPORTATION SERVICES

Reduce the carbon footprint and decrease costs.

Transportation Services provides a variety of programs designed to enhance ground transportation options essential to the campus mission. They offer a variety of programs with choices that allow students, staff and faculty to reduce their carbon footprint and decrease their commuting costs. For a complete description of all our services, visit our web site at www.umass.edu/transportation.

Bus Service (UMass Transit)
See page 16. UMass Transit provides bus and van service to the University/Five College communities. We’re committed to providing safe, efficient, and economical mobility for over 16,000 riders every school day.

Special Transportation Services (SpecTrans)
See page 53. "SpecTrans" provides free transportation service around the Amherst campus to students, staff, and faculty with a disability.

Field Trip Services
Field Trip Services provides transportation for large groups such as Registered Student Organizations, classes or conference groups.

Meet and Greet Service
The Meet and Greet Service provides ground transportation to and from the Amherst campus.

Destinations include Bradley International and Boston-Logan Airports, the UMass President’s Office and the Springfield Amtrak station.

Parking Services
See page 45. Parking Services provides safe, orderly, and fair parking for employees, students, and visitors to campus.

Carpool and Rideshare
Our Carpool Program provides an alternative to single-occupancy vehicles by assisting UMass employees and off-campus students in forming carpools.

Vehicle/Fleet Maintenance
To arrange for repair work on a university vehicle or to schedule preventive maintenance or yearly inspections, call 413-545-6511 with the vehicle’s M# to initiate the work order process.

Vehicle Rental Services
The UMass Amherst Vehicle Rental Services contract provides excellent prices and an on-line reservation link for faculty, staff and students. Exclusive rates are available for vehicles rented at the UMass Amherst or Route 9 Amherst branches.
## Transportation Service Fees

### Field Trip Rates

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maroon &amp; white coach</td>
<td>$35/hour plus $4.40/mile</td>
</tr>
<tr>
<td>School bus</td>
<td>$32/hour plus $3.90/mile</td>
</tr>
<tr>
<td>All vans</td>
<td>$51/hour in Pioneer Valley</td>
</tr>
</tbody>
</table>

### Meet & Greet car Service to

<table>
<thead>
<tr>
<th>Location</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradley Airport</td>
<td>$117/trip</td>
</tr>
<tr>
<td>In Pioneer Valley</td>
<td>$36.50/hour</td>
</tr>
<tr>
<td>Outside Pioneer Valley</td>
<td>$49/hour</td>
</tr>
</tbody>
</table>

### Other

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fleet Maintenance Surcharge</td>
<td>$75 per vehicle per year</td>
</tr>
<tr>
<td>Fleet Garage Hourly Rate</td>
<td>$49.16 per hour</td>
</tr>
</tbody>
</table>

For more information, visit the [Transportation Services web site](#).

UMass Transit logged 116,725 miles in FY17 for university and departmental field trips.
The Utilities team plans for University of Massachusetts’ future energy needs while it maintains electricity, heating, and cooling resources for the campus on a daily basis. This group runs the Central Heating Plant, which produces most of the electricity, steam, and chilled water used on campus.

Services that are covered by the operational budget of Facilities & Campus Services include:

- Steam, medium temperature hot water, electricity, chilled water, natural gas, water, sewer, fire protection water, fuel oil, and limited compressed air to the campus.
- In conjunction with Campus Planning and Design & Construction Management: planning, development, and oversight of utility expansion and renovation projects.

The Central Heating Plant—commissioned in 2008
There’s an app for that.

Broken street light? Peeling paint? Dripping faucet? Need a full-scale workplace alteration? FCS has partnered with My UMass to create a service request app. Make any facilities-related request (non-residential, non-emergency), and we’ll take care of it pronto. Convenience, efficiency, effectiveness — there’s an app for that.

Get the app.  

Customer Service: (413) 545-8000  
Solutions Center: (413) 545-6401