ABOUT THIS CATALOG

A Dynamic Publication

Think Twice Before Printing
This is a “dynamic” PDF intended primarily for electronic viewing. As such, not only do we reduce paper use and costs, but it allows us to update the information in a much more timely and efficient manner. If you must print this material, please double-side (duplex) your printing, and check back often for updated versions.

How This Information is Organized
We’ve organized this information in an intuitive, “user-friendly” format, with Emergency Contacts and Quick References listed first, and the remaining areas of major interest listed in alpha order. Please take a moment to familiarize yourself with the topics we cover. As a dynamic PDF, you’ll find working hyper-links in familiar blue (web pages open in a new tab or window), and all the numbered pages have a link at the bottom that will bring you back to this About page. If you can’t find a topic in which you’re interested, please contact us.

Questions & Suggestions
Many of the sections in this catalog contain contact information of people who can help with a specific question. If you’re not sure to whom you should speak, or if you have a general question about Facilities & Campus Services, call 413-545-8000 and we’ll do our best to assist you. If you have a question or a suggestion pertaining to this catalog, contact the F&CS communications manager, Jim Hunt, at 413-577-4767 or jhunt@facil.umass.edu.

Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Contacts &amp; Procedures</td>
<td>4</td>
</tr>
<tr>
<td>Quick Reference Resources</td>
<td>5</td>
</tr>
<tr>
<td>Administration &amp; Organization</td>
<td>6</td>
</tr>
<tr>
<td>Alterations</td>
<td>9</td>
</tr>
<tr>
<td>Building Maintenance</td>
<td>10</td>
</tr>
<tr>
<td>Bus Service (UMass Transit)</td>
<td>13</td>
</tr>
<tr>
<td>Campus Planning</td>
<td>14</td>
</tr>
<tr>
<td>Capital Construction</td>
<td>22</td>
</tr>
<tr>
<td>Communications</td>
<td>28</td>
</tr>
<tr>
<td>Custodial Services</td>
<td>30</td>
</tr>
<tr>
<td>Customer Service Representatives</td>
<td>32</td>
</tr>
<tr>
<td>Departmental Building Coordinators</td>
<td>34</td>
</tr>
<tr>
<td>Elevators</td>
<td>35</td>
</tr>
<tr>
<td>Event Support &amp; Service Fees</td>
<td>36</td>
</tr>
<tr>
<td>Keys &amp; Locks</td>
<td>39</td>
</tr>
<tr>
<td>Landscape Management</td>
<td>40</td>
</tr>
<tr>
<td>Moving</td>
<td>41</td>
</tr>
<tr>
<td>Parking</td>
<td>42</td>
</tr>
<tr>
<td>Pest Control</td>
<td>43</td>
</tr>
<tr>
<td>Recycling &amp; Waste Management</td>
<td>44</td>
</tr>
<tr>
<td>Service Requests</td>
<td>46</td>
</tr>
<tr>
<td>Space Management</td>
<td>48</td>
</tr>
<tr>
<td>Special Transportation Services</td>
<td>49</td>
</tr>
<tr>
<td>Sustainability</td>
<td>50</td>
</tr>
<tr>
<td>Temperature Issues</td>
<td>53</td>
</tr>
<tr>
<td>Transportation Services</td>
<td>54</td>
</tr>
<tr>
<td>Utilities</td>
<td>55</td>
</tr>
<tr>
<td>Appendices—Fee Schedules</td>
<td>56</td>
</tr>
</tbody>
</table>
EMERGENCY CONTACTS & PROCEDURES

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

413-545-2121

F&CS 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 413-545-2121.

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 F&CS Solutions Center by calling 413-545-6401.

24/7/365 Availability
The F&CS 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 F&CS on-line 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 issues should be reported to the respective residential hall service desk, or, after hours, by calling Residential Life Facilities Operations at 413-545-1966.
QUICK REFERENCE RESOURCES

Phone Numbers

F&CS Solutions Center
545-6401

Facilities & Campus Services Main Number
545-8000

F&CS Administrative Services
545-8000

Campus Planning
545-6560

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
- Sustainability Initiative 545-0799
- Utilities 545-0605
- Waste Management 545-9615

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

Web Sites

This Facilities & Campus Services Catalog
www.umass.edu/facilities/fcscatalog.pdf

University of Massachusetts Home Page
www.umass.edu

Facilities & Campus Services
www.umass.edu/facilities

Physical Plant
www.umass.edu/physicalplant

Design & Construction Management
www.umass.edu/dcm

Transportation Services
www.umass.edu/transportation/

Campus Planning
www.umass.edu/cp

Parking Services
www.umass.edu/transportation/parking

Alterations
www.umass.edu/physicalplant/alterations

Sustainable UMass
www.umass.edu/sustainability/

Building Maintenance
www.umass.edu/physicalplant/building-maintenance

Custodial and Grounds Services
www.umass.edu/physicalplant/custodial-grounds

Utilities
www.umass.edu/physicalplant/utilities-0

Service Requests (Non-emergency)
www.umass.edu/facilities/requests
Including:
- General Service Request
- Campus Event Request
- Dig Safe Request
- Equipment Disposal Request
- Key Request
- Meet & Greet Service Request
- Moving Services Request
- Pothole Notification
- Space Request
- Vehicle Access Request
- Vehicle Rental Request
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, **F&CS has a direct and profound impact on the lives of every student, faculty member and administrator on the UMass Amherst campus every day.**
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 public transportation. We want to deliver the most sustainable, efficient, and cost-effective services to all of our customers. F&CS 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
ADMINISTRATION & ORGANIZATION

The Facilities & Campus Services Organizational Chart

Associate Vice Chancellor
Facilities & Campus Services

Shane Conklin

Director
Administrative Services

Larry Snyder

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

Interim Director
Campus Planning

Tom Shaw

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

Director
Design & Construction Management

Tom Shaw

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

Director
Physical Plant

Ray Jackson

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

Director
Transportation Services

Jeri Baker

- Fleet maintenance
- Parking services
- Regional travel information
- SpectTrans (special needs) services
- UMass Transit bus operations
- Van & field trip service
- Vehicle rentals
ALTERATIONS

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 properly funded, a preliminary sketch or drawings will be developed and estimates 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 F&CS Customer Service Representative, or F&CS Work Management at 545-6443.

QUICK FACTS

- The Alterations department is comprised of 42 skilled tradespeople and staff — carpenters, electricians, painters, plumbers, project managers, and administrators.

BILLABLE RATE

Physical Plant’s labor recharge rate for Alterations services is $50/hr.
BUILDING MAINTENANCE

Physical Plant provides routine and emergency repair and maintenance services; this included mechanical, electrical, plumbing, piping, fire protection and structural systems in all campus buildings. With the goal of providing superior customer service, the Physical Plant works to improve the operation and environment of all buildings in support of the University’s mission.

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 F&CS Services include:

- 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. The maintenance, repair, and replacement of all accessory items are the responsibility of the department assigned to the space. This includes classroom spaces.
- Painting offices and other non-public areas over and above current levels.
- Support for special/Institute and department events.

QUICK FACTS

- Physical Plant Building Maintenance receives approximately 970 service call work orders and approximately 1350 preventative maintenance work orders a month.
- Building Maintenance operations cover 6.5 million square feet of space across campus.

FOR MORE INFORMATION

To schedule these types of services, submit a Service Request Form.

If you have questions, contact your Customer Service Representative.
BUILDING MAINTENANCE

- 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 assure 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:
- Removal of graffiti
- Painting public areas such as corridors, classrooms, and restrooms
- Painting handrails and light poles

Billable painting services are those where new work or work on non-facility items are accomplished. Examples include:
- Painting departmental equipment
- Any painting as part of renovation work

Electrical

The University owns and operates a complex electrical infrastructure to serve campus. Power is purchased and distributed throughout campus via an underground high-voltage system. 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
- Light fixture repairs, including ballast replacement

Billable electrical services are those where new work or work on non-facility items are accomplished. Examples include:
- Installation of additional outlets or relocating existing outlets
- Installation of dedicated circuits or special voltage
- Installation or repair of department-owned equipment
- Installation of additional light fixtures
- Connecting department-owned furniture and equipment
- Any electrical work associated with renovations

Building Maintenance personnel making roof repairs
Building Maintenance

- 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 are those where new work or work on non-facility items are accomplished. Examples include:

- 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)
- 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
- Maintaining air handling equipment

Billable HVAC services are those where new work or work on non-facility items are accomplished. Examples include:

- Installation or repair of department-owned equipment, including growth chambers, refrigerators, ice machines, etc.
- 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
- Replacing damaged windows

Billable carpentry services are those where new work or work on non-facility items are accomplished. Examples include:

- Construction of bulletin boards
- Carpentry work associated with renovations

**BILLABLE RATE**

Physical Plant’s labor recharge rate for Building Maintenance is $49.58/hr.
BUS SERVICE (UMass Transit)

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.

QUICK FACTS

- Transit carried more than 2.9 million passengers in FY14 and traveled more than 965,000 miles.
- UMass Transit trains over 70 new CDL Bus Operators each year.

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://PVTA Buses) 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.

Thank you, driver, for getting me here
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 on-going 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 near term physical improvements needed to become the best public university in the country. The adoption of the CMP provides a framework 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 any and 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 new Scholar-Works@UMass page: [http://scholarworks.umass.edu/cp_masterplans/](http://scholarworks.umass.edu/cp_masterplans/)

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. To get a comprehensive look at all the major projects - many completed, many still in the planning stages - that tell the story of how UMass Amherst is rising to become the very best public research university in the country, visit the Decade of Development story map at [http://arcg.is/1DxatWQ](http://arcg.is/1DxatWQ).

This virtual tour is updated annually and presented to our campus and community during Alumni Weekend. To tell us what you Like or Dislike on campus as we go forward, visit: [http://bit.ly/1848HRI](http://bit.ly/1848HRI).

For questions about the Master Plan, 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 online requests identify changing needs as new center and institutes, schools, and departments are formed or dissolved.

On-going Space Planning efforts include:

- Backfill planning for space vacated by new construction, such as the ILC, Design Building, and South College.
- Integration of Tririga data with other enterprise databases and systems to collectively enhance what all of us do separately.

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 costing by the group.

On-going Facilities Programming and Planning projects include:

- Programming of the new Isenberg School of Management addition, that will provide space and functionality to consolidate their departments, meet the School’s growth needs, and create dynamic places for interactions and entrepreneurial opportunities. In-house programming is the basis of budget and scope for the RFP for Designer services.
- Thompson Auditoria Study: currently developing scope and cost for renovations, including accessibility upgrades, to three large campus, inter-connected auditoria.
• Worcester DC Study: In-house programming will guide development of draft alternatives and the identification of potential sites. Investigation may confirm if renovation of the existing facility or construction of a new replacement facility is appropriate. The in-house effort will be the basis of budget and project scope for an RFP for designer services.

• Science and Engineering Lab assessment to document and evaluate type and condition of lab facilities, followed by an analysis of utilization of labs across campus.

**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 http://scholarworks.umass.edu/cp_masterplans/

- 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 Development Guidelines

Campus Planning is currently engaged in the Campus Development Guidelines effort that will continue to refine the CMP framework, by formalizing a process for decision-making to advance the building of campus character. It will further define a hierarchy of public open spaces, building entrances and service access, design specific street types and pedestrian circulation corridors, and develop form-based zoning requirements that guide the development of campus blocks, the public realm, and the living and learning communities that ensure a vibrant campus setting.

We are working with the Campus Physical Planning Committee, the Chancellor’s Sustainability Committee, and our partners in Facilities & Campus Services to develop specific operational, design and construction processes and products that advance development of holistic and integrated systems, into which buildings are placed and districts are knit together.
Landscape Master Plan

Campus Planning is developing asset inventories and creating a comprehensive Landscape Master Plan that outlines design goals, defines character and examines the function of all external areas and elements on the campus, including: landscaped areas and outdoor gathering spaces, pedestrian connections and corridors, gateways/ campus edges, streets and drives, universal design, plant selection, public art, pavement, lighting and site furniture, banners, signage/way-finding and interpretive features. The Landscape Master Plan will ultimately clarify and guide all design and planning solutions related to campus open spaces and circulation. The Plan will encourage unity in the design of the landscape over time, so that all parts of the campus relate properly to one another and provide a visual transition between buildings of different eras and architectural styles.

If you have any questions about campus landscape planning or banners, please contact Simon Raine at sraine@facil.umass.edu or 413-577-4691.

Maps and Innovative Technical Solutions

The UMass Amherst Campus Planning office has a national reputation for leadership in developing innovative and collaborative Geographic Information Systems (GIS) applications that help us communicate with our customers and provide collaborative planning platforms. The Campus Planning website offers a gallery of campus systems maps developed using GIS, including environmental constraints, building use and accessibility, as well as online resources for engaging with the Campus Master Plan. There is a comprehensive story map of

Bird’s Eye View of Ellis Way and the new Physical Sciences Building looking north-east (proposed).
projects planned for the next Decade of Development, a Master Plan Explorer that gives easy access to the details of the master plan, and the Likes and Dislikes app that offers opportunities to continuously share your opinion with others on how we are doing. Campus Planning also provides web services for in-house staff such as a 3-D campus buildings model and online applications for managing campus parking lots, banners, academic collections and the arboretum.

Do you have a great idea for an ideal space and location on campus where students could eat, study, play, meet, rehearse, perform, exercise, socialize or celebrate? If so, we want to hear from you! Visit the Idea Collector and let us know: http://blogs.umass.edu/umakeumass/idea-collector/

If you need a map or have any questions about our GIS services, please contact Niels La Cour at nplacour@cp.umass.edu or 413-577-1723.

**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.
More Information
Visit the Campus Planning website www.umass.edu/cp and explore the Master Plan documents, map gallery and on-line resources such as the GIS story map/ Decade of Development, Master Plan Explorer and campus Likes and Dislikes application where you can share your opinion with others and see what others think about our campus.
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.
The Design & Construction Management Division is an authorized agent of the state’s Division of Capital Asset Management (DCAM). D&CM 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.

**D&CM Services**

**Project Design**
D&CM develops designs for both renovations to existing facilities and construction of new facilities, including studies for certification by DCAM.

**Design and Construction**
D&CM 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**
D&CM performs other facility-related services such as facilities assessment, environmental compliance reviews, retro-commissioning, ADA transition planning, and labor and material contracting.

*D&CM’s labor recharge rate for Project Management services is $89.00/hr.*
Current Projects

South College Academic Facility
Estimated completion in 2016. The South College Academic Facility is planned for 80,000 gross GSF 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 will contain 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.

Design Building
Estimated completion in 2016. 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 Re-
CAPITAL CONSTRUCTION

Regional Planning department, and the Building and Construction Technology Program. The building will be comprised of offices, conference rooms, studio spaces and computer labs. Targeting LEED Silver.

The Old Chapel Renovation
The Old Chapel at the University of Massachusetts is the most recognizable historic landmark on campus. Estimated for completion in 2016, the newly renovated Old Chapel will feature 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.

Physical Sciences Building
Estimated completion in 2017. 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 (Lederle Graduate Research Tower, Goessmann Laboratory, and

The Old Chapel

Physical Sciences Building
Hasbrouck Laboratory). 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.

**Robsham Visitor’s Center Solar Parking Lot Canopy**

Construction is expected to be completed the first week of December, 2015 on an innovative project that includes three Level 2 dual charging stations, and canopies that will provide up to 64kW of AC power for a total of 192 kW AC. The solar canopies will be 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.

**Life Sciences Laboratory Phase II**

UMBA financed with funding from the Massachusetts Life Sciences Center (MLSC), Life Science Laboratories Phase II is on track for substantial completion by Dec 31, 2015. This project creates 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.

FOR MORE INFORMATION

Visit the [F&CS web site](#) and opt-in to receive Construction Advisory notices.
CAPITAL CONSTRUCTION

Recently Completed

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

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 fitted 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.

More To Come

Isenberg School of Management Addition
Estimated completion in 2017. The 63,000 gsf addition will wrap around the north and northeast ends of the ISOM and be organized on either side of a multi-story atrium of about to be used for large, all-University gatherings and special functions such as business symposia.
COMMUNICATIONS

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 F&CS and divisional web sites. We’re engaged in a long-term project to completely redesign all of our web sites to provide more accurate, coordinated and timely information to the campus community and to continue to support the University’s standards and mission.

- Facilities & Campus Services www.umass.edu/facilities
- F&CS Administrative Services www.umass.edu/fcsadmin
- Campus Planning www.umass.edu/cp
- Design & Construction Management www.umass.edu/dcm
- Physical Plant www.umass.edu/physicalplant
- Transportation Services www.umass.edu/transportation

Social Media
You can like us on Facebook and follow us on Twitter 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.

Radio
As often as possible, we'll be sitting down with the talented student broadcasters and journal-
ists 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 as to major projects, disruptions and developments for the coming week. Listen to this week's PSA from your "Face Made for Radio" (MP3).

Presentations
We’re available to provide your department, group or organization a custom presentation on current and future construction projects and the Campus Master Plan. These events usually include a short PowerPoint presentation along with the opportunity to ask questions and discuss any relevant concerns you may have. To schedule a presentation, contact the F&CS communications manager, Jim Hunt, at 577-4767 or jhunt@facil.umass.edu.

Logo and Word Marks
The F&CS 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 F&CS Brand Book is intended to provide design assistance and standards to all those who wish to represent F&CS online or in print. If you have questions about possible or appropriate use, please contact the F&CS communications manager, Jim Hunt, at 577-4767 or jhunt@facil.umass.edu.
CUSTODIAL SERVICES

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 which are safe for the community and the environment. F&CS provides custodial services to all academic and office buildings. Custodial concerns in residence halls should be directed to Residential Life. Concerns in dining areas should be directed to Auxiliary Services.

QUICK FACTS

Custodial Services cleans:
- 587 classrooms
- 981 laboratories
- 4,831 offices
- 865 restrooms
- 4,236 public and miscellaneous areas

Basic Services

Offices, Lounges, Lobbies, Corridors and Entrances

Daily:
- Hard floors: dust mop floor completely, remove spills; straighten chairs.
- Carpets: remove visible litter with carpet sweeper; straighten chairs.
- Empty trash on Mondays, Wednesdays and Fridays; empty recycling on Tuesdays and Thursdays.

Weekly:
- Clean entry doors and glass daily.
- Dust all horizontal surfaces approximately six feet or below (Custodial will not dust computers, keyboards, phones, or cluttered areas where there is a potential for something to be damaged).
- Whisk all upholstery.
- Hard floors: dust mop completely; damp mop floor.
- Carpet: vacuum completely.
- Spot clean desks, walls, light switches, file cabinets, etc.

Classrooms

Daily:
- Hard floors: dust mop floor completely, remove spills; straighten chairs.
- Carpets: remove visible litter with carpet sweeper; straighten chairs.
- Empty trash and recycling on alternating days.
- Erase chalkboard; wipe chalk tray with treated paper, replace small chalk.
CUSTODIAL SERVICES

- Brush out erasers into cart with damp pot brush.
- Clean chalk/white boards.
- Remove visible dust, soil or spills on main desk.

Weekly:
- Dust all horizontal surfaces approximately six feet or below (Custodial will not dust computers, keyboards, phones, or cluttered areas where there is a potential for something to be damaged).
- Whisk all upholstery.
- Straighten Chairs.
- Hard floors: dust mop completely; damp mop floor.
- Carpet: vacuum completely.
- Spot clean desks, walls, light switches, file cabinets, etc.

Washrooms:
- Police floor with lobby pan and broom.
- Check dispensers; fill where needed.
- Damp wipe visible dust and spot clean ledges, dispensers, walls, stalls, doors, trash receptacles, etc.
- Disinfect wherever hands are placed.
- Clean/disinfect all bowls, tops, & sides of sinks, urinals, and commodes.

- Clean mirrors with water and paper towel, using glass cleaner only when necessary.
- Damp mop the floor (one step).

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.

BILLABLE RATE

Physical Plant’s labor recharge rate for custodial services is $28.85/hr.

FOR MORE INFORMATION

To schedule special custodial services, submit a Service Request Form.

Questions or problems should be directed to the Custodial Services Manager, Don Sullivan, at dsullivan@facil.umass.edu or 577-1007.
CUSTOMER SERVICE REPRESENTATIVES

F&CS 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 F&CS 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 find the list at the Customer Service Representative section of the F&CS Administrative Services web site.

If you have additional questions, please contact the F&CS work management coordinator, Melissa Bergeron, at 545-6443, or mbergeron@facil.umass.edu.

F&CS Customer Service Representatives

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Desk Phone</th>
<th>Cell Phone</th>
</tr>
</thead>
<tbody>
<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>Ron Husted</td>
<td><a href="mailto:rjhusted@umass.edu">rjhusted@umass.edu</a></td>
<td>(413) 545-6465</td>
<td>(413) 658-5296</td>
</tr>
<tr>
<td>Sarah Long</td>
<td><a href="mailto:selong@umass.edu">selong@umass.edu</a></td>
<td>(413) 577-4770</td>
<td>(413) 204-2700</td>
</tr>
<tr>
<td>Nancy Miller</td>
<td><a href="mailto:nancy.miller@umass.edu">nancy.miller@umass.edu</a></td>
<td>(413) 577-4771</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></td>
</tr>
</tbody>
</table>

Opposite: Sarah Long joined F&CS as a Customer Service Representative this year.
DEPARTMENTAL BUILDING COORDINATORS

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

Who is a Departmental Building Coordinator?

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

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

A Departmental Building Coordinators list is published annually and is available on the F&CS web site in PDF format. Updates should be reported to Nicole Joyce at F&CS Administrative Services.

Departmental Building Coordinator responsibilities:

- 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, F&CS.
- 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 F&CS.
- 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.

QUICK FACTS

- 165 Departmental Building Coordinators represent over 179 different departments and schools.
- DBCs attend bi-annual meetings to discuss concerns and receive updates on F&CS activities.
ELEVATORS

The F&CS Solutions Center (5-6401) 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 1 week prior to the planned elevator shutdown. Approximate elevator down time will be noted.

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 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.

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

Departmental Building Coordinators will be notified via RAVE as a Service Interruption Notice. Approximate elevator down time will be noted. This will only happen for emergency shut-downs longer than 30 minutes.

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.
EVENT SUPPORT & SERVICE FEES

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/water be available.

Please complete the online Campus Event Request and you will be contacted by Facilities staff to support your request.

**Fees**

All event-related services require a fee (see following page). Please submit the Campus Event Request to receive and 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.

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.

Quick Facts

- Our department can help you plan a zero-waste event.
- Facilities & Campus Services uses compostable bags for food waste collection.
EVENT SUPPORT & SERVICE FEES

Event Service Fee Schedule

Services are provided for campus events at a billable rate set through the University. Services outlined in this brochure are estimated charges based on those rates and the estimated amount of time required to provide those services. 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>

### 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>
</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>

### 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 (enough power at location)</td>
<td>N/A</td>
<td>No charge</td>
</tr>
</tbody>
</table>

### Waste Management

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery/pick up of trash/recycling</td>
<td>1.5</td>
<td>$73.74</td>
</tr>
<tr>
<td>Delivery/pick up/washing of food waste toters</td>
<td>2.5</td>
<td>$129.90</td>
</tr>
<tr>
<td>Staffing recycling barrels for compliance</td>
<td>N/A</td>
<td>$49.16/hour</td>
</tr>
<tr>
<td>Charge for unreturned barrels</td>
<td>N/A</td>
<td>$20.00/unit</td>
</tr>
</tbody>
</table>

### 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>

### Table Rental

<table>
<thead>
<tr>
<th>Task</th>
<th>Hrs</th>
<th>Est. 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>

### Moving Services

<table>
<thead>
<tr>
<th>Task</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moving of supplies, equipment, etc.— call for estimate</td>
<td>N/A</td>
</tr>
<tr>
<td>Moving boxes</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### 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>
</tr>
</tbody>
</table>

### Landscape Management

<table>
<thead>
<tr>
<th>Task</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of dump trucks, loaders, etc. with operator</td>
<td>N/A</td>
</tr>
<tr>
<td>Removal/return of bollards</td>
<td>1</td>
</tr>
<tr>
<td>Grounds - mowing/litter pickup</td>
<td>N/A</td>
</tr>
<tr>
<td>Cleaning parking lots (min. 4 people)</td>
<td>2</td>
</tr>
</tbody>
</table>

All rates effective as of July 1, 2014
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 Solutions Center located in the Physical Plant Building (360 Campus Center Way), 8:00 a.m. to 4 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 Solutions Center located in the Physical Plant Building. The individual will receive a receipt indicating the keys that have been returned.

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 speedtype.

QUICK FACTS

- There are 45,000 keyed doors on campus.
- The Solutions Center distributes keys to an average of 20 requestors per day.
LANDSCAPE MANAGEMENT

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 and cover 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 comports leaf and landscape waste as well as animal bedding.
MOVING

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, and 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.

QUICK FACTS

- We support an average of 50 campus events per year.
- We move everything from tubas to centrifuges, file cabinets to priceless sculptures.

BILLABLE RATE

Physical Plant’s labor recharge rate for Moving Services is $38.99/hr.
PARKING

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.
Campus Center Parking Office
Room 229, Level 2
Parking Garage
413-577-6593
Hours: M-F 7:45a-4:45p
Comments? Questions? Send them to: parking@umass.edu.

Permits

Permit Renewals 2015-2016
The renewal period for the 2015-2016 permit year has begun. Permits are available on a first-come, first-served basis and popular proximate lots fill up fast. You can renew on-line (your UMass NetID and password are required).

Lots Available Online
Parked 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.

QUICK FACTS

- There is 6,000,000 sq feet of parking space on campus in 95 lots.
- There are 10,350 surface parking spaces and 980 garage spaces on campus.

PARKING FEES

You can find a current parking fee schedule in Appendix A.
PEST CONTROL

Requests for the removal of pests are processed by the F&CS 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 conductive to pest intrusions. Pest Control works closely with the campus community to address all issues promptly.

QUICK FACTS

♦ The favorite foods of mice are chocolate and peanut butter.
♦ The favorite food for squirrels is McDonald’s French fries.
♦ We were once called to remove a 5’ iguana from McGuirk Stadium.

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 F&CS 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, 577-3106
RECYCLING & WASTE MANAGEMENT

The Office of Waste Management (OWM) recycling program staff works with campus partners such as Auxiliary Services, Residential Life, and the Sustainable UMass Green Committee to reduce waste while maximizing recycling and composting. The UMass recycling program is continuously growing and developing new ways to support the University’s sustainability initiatives.

OWM operations are based at a 6 acre site (151 Tillson Farm Rd.) that features an 18,000 sf materials processing facility. The facility and yard together are known as the UMass Waste Recovery and Transfer Facility (WRTF).

Basic Services

- Custodial Services supplies desk-side trash and recycling bins to offices, labs, classrooms and common areas for all academic, administrative, and residential buildings.
- Custodial Services staff empty all (excl. residence halls) indoor trash bins on Monday, Wednesday and Friday, and single stream bins on Tuesdays and Thursdays.
- Trash and cardboard are collected daily and single stream recyclables (bottles, cans, mixed paper) once per week from waste collection pads located at or near all campus buildings.
- OWM also manages ten trash, food waste and single-stream compactors located at heavy generation points around the campus.

- Collection and composting of food waste from dining commons, retail food locations and outdoor catered events.
- Recycling of mattresses, books, clothing, metal furniture, electronics and other materials left behind at move out.

Special Services

- Confidential documents are collected and shredded at the WRFT on an “as requested” basis.
- Special pickups may be requested for office cleanouts.

Q U I C K  F A C T S

- 24 different materials are recycled.
- OWM supports an average of 75 campus events per year.
- OWM operates the Surplus Property Barn where usable furniture and supplies are made available to the campus for reuse.

Dining Commons recycling
• OWM provides wheeled carts for trash and for recyclables and replaces them when full - as needed. See the Office of Waste Management Department Recycling Contact Info page for instructions.

• With 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; DVDs and CDs; toner cartridges (laser or ink jet) and transparencies. 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.

UMass Eco-Rep program recycles for “Trash Sort”

BILLABLE RATE
Physical Plant’s labor recharge rate for waste handling services is $49.16/hr.

? FOR MORE INFORMATION
To schedule special recycling or waste management services, submit a Service Request Form.

For more information, visit the Office of Waste Management website, or call 545-9615.
SERVICE REQUESTS

To Request Work:

- Call the Facilities Solutions Center: 545-6401
- Enter an online Service Request

The Solutions Center

We’re Here to Help
F&CS staff are here to ensure that all University faculty, staff and students can work 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 F&CS work management coordinator, 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.

Our Responsibility
Basic responsibilities of F&CS include the maintenance, operation and protection of campus facilities and infrastructure. F&CS 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 ren-

QUICK FACTS

- The Solutions Center dispatches approx. 20 work orders daily
- The Solutions Center creates approx. 100 work orders and work requests daily.
ovating a building. All work plans and completed alteration/construction work must be reviewed and approved for compliance with codes and established policies by F&CS.

**Funding**

F&CS 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 which 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 describe the lifespan of the project.

- **Emergency**
  Work required that unless quickly addressed will result in personal injury or severe damage 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 billable and non-billable (this includes Alterations and Design & Construction Management projects).

- **Key Requests**
  Key requests are treated as Service Requests and should be completed within ten working days of the request.
Campus Planning Space & Asset Management keeps accurate floor plans of over ten million square feet of campus space and the accounting of each room’s use. We find space to meet changing needs on campus. Periodic space audits and space requests update the space use accounts that assist 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 [Campus Planning’s Space and Asset Management 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 Asset Board (CAB) comprised of the Vice Chancellors and the Provost, as appropriate. CAB approves the overall allocation of space.

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.

**QUICK FACTS**
- We now track over 12M sf of space for use, size and activity.
- 900,000 GSF in eight new buildings was added to the system in FY14.
SPECIAL TRANSPORTATION SERVICES

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 trans-it@admin.umass.edu.

Dispatcher Service Hours

Academic Semester

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

<table>
<thead>
<tr>
<th>Rides available during the hours of:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F 7:15am-11pm</td>
<td></td>
</tr>
<tr>
<td>Sat 9am-10pm</td>
<td></td>
</tr>
<tr>
<td>Sun 10am-10pm</td>
<td></td>
</tr>
</tbody>
</table>

Intersession, Winter Session, Spring Break and Summer (reduced service)

<table>
<thead>
<tr>
<th>Dispatcher on duty during the hours of:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F 8am-5pm</td>
<td></td>
</tr>
<tr>
<td>Sat &amp; Sun NO dispatcher</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rides available during the hours of:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F 7:15am-8:30pm</td>
<td></td>
</tr>
<tr>
<td>Sat 9:15am-4:45pm</td>
<td></td>
</tr>
<tr>
<td>Sun NO service</td>
<td></td>
</tr>
</tbody>
</table>

QUICK FACTS

- In FY14, SpecTrans provided over 5,000 accessible rides.
- SpecTrans traveled over 38,000 miles in FY14.

Vans are equipped to carry the majority of wheelchairs.
“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

QUICK FACTS

- UMass Amherst comports over 1,400 tons of organic waste each year.
- 1,100 LED light bulbs were installed across the campus in 2013, and another 5,000 were purchased for installation in residence halls.

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 Committee, the Campus Sustainability Manager, the Sustainability Communications & Marketing 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 be.

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 25 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.

### The Green Office Program

In an effort to decrease the amount of waste produced in campus offices, Sustainable UMass created the Green Office Program. Designed to help the university reach the emissions and waste reduction goals outlined in the Climate Action Plan, this program aims to alter daily office practices. As of August 2014, 58 offices across campus are participating!

<table>
<thead>
<tr>
<th>Office/Department</th>
<th>Certification Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facilities &amp; Campus Services:</strong></td>
<td></td>
</tr>
<tr>
<td>Physical Plant</td>
<td>Gold</td>
</tr>
<tr>
<td>Administrative Services</td>
<td>Gold</td>
</tr>
<tr>
<td>Central Heating Plant</td>
<td>Bronze</td>
</tr>
<tr>
<td>Campus Planning</td>
<td>Green</td>
</tr>
<tr>
<td>Design &amp; Construction Management</td>
<td>Green</td>
</tr>
<tr>
<td>Transportation Services</td>
<td>Silver</td>
</tr>
</tbody>
</table>

Key: Bronze: 8+ Points, Silver: 12+ Points, Gold: 16+ Points, Green: 20+ Points
How Does It Work?

The offices that choose to participate in the program work to complete requirements based on a four level scale: bronze, silver, gold and green, and a new level called “Evergreen”. Each level is based off of four topics: energy, waste and recycling, kitchens and purchasing, which outline more sustainable office behaviors and operations. Completion of the program occurs once an office fulfills the criteria for the “green” level.

Our Sustainability Fellows work individually with each office to devise a plan customized to meet the office’s needs. The system allows for a friendly competition between offices to see who can reach the green certification. Recognition is rewarded for every level completed, both with a congratulatory certificate and acknowledgement in Sustainability Initiative publications.

See how your office measures up: a Green Office Program Checklist is available here.

For more information, email greenoffice@admin.umass.edu or go to the Green Office Program page of the Sustainable UMass web site.

Leading By Example

UMass Amherst has been recognized as a sustainable leader within the Commonwealth, regionally, and nationally. Here are just a few awards that Sustainable UMass has helped UMass Amherst win over the past four years:
TEMPERATURE ISSUES

Our Controls area and Solutions Center monitor building temperature and life safety systems 24/7 365 days a year. Our Repair and 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 68f to 74f. However, during the shoulder season (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.

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**QUICK FACTS**

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

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UMass Amherst Geosciences team at Siberia’s Lake El’gygytgyn
TRANSPORTATION SERVICES

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 13. 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 35. "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 43. Parking Services provides safe, orderly, and fair parking for employees, students, and visitors to campus. See Appendix A for current parking fees.

Rideshare
The UMass Rideshare 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 online reservation link for faculty, staff and students. Exclusive rates are available for vehicles rented at the UMass Amherst or Route 9 Amherst branches.
UTILITIES

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.

QUICK FACTS

- The Central Heating Plant produces 1,039,977,000 lbs. of steam and 92,815,973 kWh of electricity.
- Our goal is to procure 30% of our annual electricity needs from renewable sources by 2020.
# APPENDIX A

## PARKING FEES

### Employees*

<table>
<thead>
<tr>
<th>Category</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile, Vendor</td>
<td>$ 850</td>
</tr>
<tr>
<td>Lower Garage</td>
<td>$ 274 - $ 1,164</td>
</tr>
<tr>
<td>Upper Garage</td>
<td>$ 159 - $ 671</td>
</tr>
<tr>
<td>Red Lots</td>
<td>$ 126 - $ 444</td>
</tr>
<tr>
<td>Blue Lots</td>
<td>$ 88 - $ 375</td>
</tr>
<tr>
<td>Green Lots</td>
<td>$ 66 - $ 225</td>
</tr>
<tr>
<td>Purple Lots</td>
<td>$ 60 - $ 205</td>
</tr>
<tr>
<td>Yellow Lots</td>
<td>$ 44 - $ 70</td>
</tr>
<tr>
<td>Resident Staff</td>
<td>$ 83</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>$ 49 - $ 125</td>
</tr>
<tr>
<td>2nd Shift/Evening</td>
<td>$ 49 - $125</td>
</tr>
<tr>
<td>Lincoln &amp; North Village Apts</td>
<td>$ 115</td>
</tr>
<tr>
<td>Special Needs, Child Care</td>
<td>$ 0</td>
</tr>
<tr>
<td>Retired Employees</td>
<td>$ 24 - $ 83</td>
</tr>
</tbody>
</table>

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

### Temporary Permit Fees

<table>
<thead>
<tr>
<th>Category</th>
<th>Non-Employee</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Lot</td>
<td>$ 6/daily</td>
<td>$ 6/daily</td>
</tr>
<tr>
<td></td>
<td>$ 25/weekly</td>
<td>$ 25/weekly</td>
</tr>
<tr>
<td></td>
<td>$ 75/monthly</td>
<td>$ 75/weekly</td>
</tr>
</tbody>
</table>

### Non-Employee Permit Fees

<table>
<thead>
<tr>
<th>Category</th>
<th>Fees</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>$ 444 annually</td>
<td>NA</td>
</tr>
<tr>
<td>Blue</td>
<td>$ 375 annually</td>
<td>NA</td>
</tr>
<tr>
<td>Green</td>
<td>$ 125 annually</td>
<td>$ 340 annually</td>
</tr>
<tr>
<td>Purple</td>
<td>$ 205 annually</td>
<td>$ 305 annually</td>
</tr>
<tr>
<td>Yellow</td>
<td>$ 70 annually</td>
<td>$ 248 annually</td>
</tr>
<tr>
<td>Lower Garage</td>
<td>$ 1,164 annually</td>
<td>$ 1,164 annually</td>
</tr>
<tr>
<td>Upper Garage</td>
<td>$ 671 annually</td>
<td>$ 671 annually</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>$125 annually</td>
<td>$125 annually</td>
</tr>
<tr>
<td>Evening/2nd Shift</td>
<td>$ 125 annually</td>
<td>NA</td>
</tr>
<tr>
<td>Metered Parking/Paystations</td>
<td>$ 1.50/hour</td>
<td>NA</td>
</tr>
<tr>
<td>Garage</td>
<td>$ 2.00/hour</td>
<td>NA</td>
</tr>
</tbody>
</table>

### Occasional Parkers

<table>
<thead>
<tr>
<th>Category</th>
<th>Employee and Non-employee</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Lots</td>
<td>$40/card (3 allowed)</td>
<td>NA</td>
</tr>
<tr>
<td>Green and Blue Lots</td>
<td>$20/card (3 allowed)</td>
<td>$20/card (2 allowed)</td>
</tr>
<tr>
<td>Yellow Lots</td>
<td>$10/card (3 allowed)</td>
<td>$10/card (2 allowed)</td>
</tr>
</tbody>
</table>

### Mobile/Vendor

<table>
<thead>
<tr>
<th>Category</th>
<th>Vendors and Departments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$10/day</td>
</tr>
<tr>
<td></td>
<td>$48/week</td>
</tr>
<tr>
<td></td>
<td>$160/month</td>
</tr>
</tbody>
</table>
APPENDIX B
TRANSPORTATION SERVICES FEES

Field Trip Rates

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maroon &amp; white coach</td>
<td>$ 26/hour plus $ 3.30/mile</td>
</tr>
<tr>
<td>School bus</td>
<td>$ 24/hour plus $ 3.00/mile</td>
</tr>
<tr>
<td>All vans</td>
<td>$ 44/hour in Pioneer Valley</td>
</tr>
<tr>
<td>PVTA bus</td>
<td>$ 66/hour</td>
</tr>
</tbody>
</table>

Meet & Greet car Service to

<table>
<thead>
<tr>
<th>Destination</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradley Airport</td>
<td>$ 105/trip</td>
</tr>
<tr>
<td>In Pioneer Valley</td>
<td>$ 33/hour</td>
</tr>
<tr>
<td>Outside Pioneer Valley</td>
<td>$ 44/hour</td>
</tr>
</tbody>
</table>

Other

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fleet Maintenance Surcharge</td>
<td>$ 75 per vehicle per year</td>
</tr>
<tr>
<td>Transit Motor Pool</td>
<td>$ 20/day plus $ 0.36/mile</td>
</tr>
</tbody>
</table>

For on-campus tows to Fleet Maintenance, we use a classic 1965 International Loadstar

For more information, visit the Transportation Services web site.