



Facilities Planning
& Management

UNIVERSITY OF WISCONSIN-MADISON

UW-MADISON FACILITIES PLANNING & MANAGEMENT

Physical Plant Service Level Guide

Version 2026.1

Version 2026.1

Please see go.wisc.edu/fpm-slg-changelog for updates.

UW–Madison Division of Facilities Planning & Management

© 2026 Board of Regents of the University of Wisconsin System

Table of Contents

Overview 1

Baseline services (“General Maintenance”) within scope..... 2

Available services outside of scope 2

Customer Service..... 2

Contract labor (non-UW Vendors)..... 2

General Maintenance 3

Utilities 4

Humidification..... 5

Campus Mail/Parcel Services/Truck Services..... 5

Window washing 6

Custodial..... 6

Waste & Recycling 9

Grounds 10

Snow removal..... 11

Pest Control 12

Lock Shop 12

Direct Digital Controls (DDC) Shop 13

Preventive Maintenance and Asset Management (PMAM) Shop 14

Material Management..... 14

Construction and renovations 15

Interior finish updates..... 15

Helium and nitrogen..... 16

Moves/moving services..... 17

Event set-up..... 17

Banner hanging 18

Buildings serviced by Physical Plant Custodial..... 21

Association of Higher Education Facilities Officers (APPA) maintenance levels..... 23

Association of Higher Education Facilities Officers (APPA) grounds service levels..... 26

Facility Specialists 27

Work priority definitions and standards 28

Estimate types/standards 29

Equipment, functions, and building systems..... 30

Index..... 34

Overview

Facilities Planning & Management (“FP&M”) Physical Plant (“Physical Plant”) is responsible for ensuring proficient and reliable delivery of campus facilities operations, utilities and services. The primary mission of the Physical Plant organization is to proactively manage the useful lifespan of real property assets on the campus, identify and prioritize requirements, and plan and coordinate the execution of those requirements.

Physical Plant’s operations occur across the entire University of Wisconsin-Madison (“UW-Madison”) central campus, including buildings and grounds, walkways and roadways, parking lots, vehicles, and utility generation and distribution systems.

Physical Plant provides services in the following areas:

- **Campus Renovation Services** designs and manages the construction of noncapital renovation projects.
- **Facilities Management** serves as a client liaison to our campus customers and develops requirements for maintenance, repair and recapitalization; receives work from customers/ supported departments; sets priorities of work; manages current year maintenance funds and provides input for budgets; and develops and manages short- and long-range campus maintenance plans.
- **Maintenance and Operations** provides construction, renovation and maintenance services to the university’s 400+ buildings and other facilities.
- **Services** helps operate, maintain and enhance the physical facilities of the university. These services include custodial, rubbish collection, recycling, landscaping, pest control, snow removal, mail delivery, road, and parking lot maintenance, and moving and truck service.
- **Utilities and Energy Management** manages the university’s heating and cooling plants, as well as the campus utility distribution system.

This document is intended to provide a reference for services and support that are included in Physical Plant baseline services or General Maintenance, as well as those that are beyond baseline services and charged back to the requesting department/unit.

Baseline services (“General Maintenance”) within scope

The baseline services, also known as “General Maintenance,” described in this reference document outline the work necessary to properly maintain campus buildings and grounds, and are covered under campus General Maintenance as a result. The details of the service expectations can be found in specific sections covering the applicable product or service. The basis for this understanding is Universities of Wisconsin Policy 322: [SYS 322 Attachment: Physical Plant Services Chargebacks](#).

Units not covered under General Maintenance

The following units are not covered under General Maintenance: Wisconsin Unions, UW Athletics, University Housing and Transportation Services. Other units in ‘program revenue’ supported buildings may also be excluded from General Maintenance.

Available services outside of scope

Physical Plant Service chargebacks are governed by Universities of Wisconsin Administrative Policies 316, 318 and 322. Chargeback services include work requested by the customer that is outside of the baseline services or General Maintenance outlined in this document.

Policy 316: [Auxiliary Enterprises Support Services Chargebacks](#).

Policy 318: [Charging fuels and utilities – Auxiliary Enterprises](#).

Policy 322: [Physical Plant Service Chargebacks](#).

Customer Service

Please reach out to Physical Plant Customer Service (“Customer Service”) at 608-263-3333, ppcustomerservice@fpm.wisc.edu or facilities.fpm.wisc.edu to initiate work and service requests. You can also [request service](#) via Assetworks ReADY (NetID authentication required).

For immediate assistance, call Customer Service at 608-263-3333.

In case of emergency, please call 911.

Contract labor (non-UW Vendors)

State of Wisconsin and federal statutory compliance require that Physical Plant provide services where possible. Where Physical Plant determines that contract labor is appropriate, Physical Plant coordinates necessary contract labor.

General Maintenance

General Maintenance funded activities support campus buildings and campus utility infrastructure.

Campus standards

Physical Plant staff serves as a guide for customers to inform of equipment and finishes that meet campus standards. Physical Plant maintains and repairs equipment and finishes to meet campus standards as defined by State of Wisconsin Department of Administration and Universities of Wisconsin design specifications for new construction.

Improvements and specific programmatic needs

Specific functions, equipment, and improvements related to programmatic needs are funded by individual departments and units. More detailed information can be found below in Chargeback services; Departmental equipment chargebacks are outlined in Appendix F.

Maintenance levels

Physical Plant follows the Association of Higher Education Facilities Officers (APPA) Maintenance Levels; APPA maintenance levels are outlined in Appendix B. As resources are limited, Physical Plant may be required to prioritize activities to accomplish targeted repairs of critical facilities and infrastructure.

State-funded capital renewal

In accordance with Wisconsin statutes, more extensive building repairs are forwarded to the State of Wisconsin, Department of Administration for state funding consideration and centralized management. Roof replacement, large scale building tuck-pointing and replacement of mechanical equipment are some examples of the types of work submitted for state funding.

Prioritization and scheduling of work

All General Maintenance work is received and processed through the Customer Service group for work control, work classification and work order creation. Emergency work is immediately dispatched to the appropriate work group. All other work is reviewed to determine the most efficient and effective execution method. Because maintenance needs far outweigh the level of funding, work is prioritized and may not be scheduled for immediate response. This is further outlined in Appendix D.

Scheduling work supports the university's overall priorities. The overall goal is to maximize the number of scheduled activities in order to improve customer service (expectation of service completion) and work group coordination. Planning and scheduling work over an extended period of time assures resources are used in the most efficient manner, maximizes utilization of critical skills, assures material availability, and allows for work group and possible contractor coordination.

Chargeback services

The following incur additional funding from departments and are not included in General Maintenance:

- Equipment or finishes that do not comply with campus standards.
- Maintenance of departmental equipment.
- Other situations as described in the remainder of this document.

Utilities

Physical Plant provides purchased and/or generated utilities (water, sewer, natural gas, electricity, steam, chilled water and compressed air) and utility distribution system maintenance and improvement to support campus operations.

Physical Plant operates and maintains two power plants, Charter Street Heating Plant and Walnut Street Heating Plant. These supply steam to provide heat and hot water for buildings and process requirements. Typically, from April through October, the plants produce chilled water for air conditioning of many campus buildings. The power plants are staffed continually, 24 hours per day, 365 days a year.

There is the possibility during particularly hot summers that Physical Plant will request that facility managers undertake energy-conserving measures by eliminating noncritical loads (e.g., turning off lights and computers) to reduce cooling and electrical loads. In times of crises, a systematic shutdown of chilled water to buildings may be necessary. This is normally initiated in partnership with the utility power companies whose priority also includes maintenance of residential air conditioning. Priorities for maintaining air conditioning are health care facilities, animal care buildings, and related research facilities. Supply of air conditioning to office and classroom buildings may be shut down to continue to cool prioritized buildings and functions. This procedure is called load shedding and, although not a common occurrence, is a possibility.

Specific services/requirements provided under General Maintenance:

- Purchasing and providing electricity, natural gas, water & sewer.
- Generating and providing chilled water and steam.
- Energy management.
- Utility billing and administration.

Chargeback services

- Actual utility costs passed through to major auxiliary departments or external entities such as UW Health or US Government departments.
- Request for high-priority work that requires the accumulation of overtime hours for completion.

Humidification

Current State of Wisconsin and UW-Madison building design standards do not include humidifying equipment in buildings. Humidification can be added if programmatic requirements deem it necessary and it is requested by an S/C/D. Since this humidifying equipment is required to support a programmatic function for a lab or contents, the S/C/D with the requirement will pay for installation and ongoing maintenance. Because building design standards have evolved over time, buildings constructed before the current design standards were established may have humidification equipment installed, but in most cases, this humidification equipment is only in use or maintained if programmatic needs require them to be. If you have questions or concerns, please contact Physical Plant Customer Service.

Campus Mail/Parcel Services/Truck Services

Physical Plant provides pickup, sorting, and delivery of interdepartmental mail and on-campus parcel service in support of campus operations. For interdepartmental package delivery, resources (trucks and drivers) are limited; as a result, requests for courier services and other pickup or deliveries will be handled as resources are available.

Interdepartmental mail (campus mail) – Next day delivery of campus mail is the targeted standard. Pickup and delivery is conducted at least once daily from designated mail rooms or loading docks. Individual departments are responsible for sorting and distribution within their buildings.

Note: Interdepartmental mail may be used for delivery to or receipt from other state agencies. However, this service may take longer than intra-campus mail.

Parcel Delivery – Dock-to-dock deliveries that can be handled in a routine manner are free for less than five boxes unless special handling is required due to the size or complexity of the delivery. Room-to-room and time critical deliveries (special runs) will incur a charge.

Specific services/requirements provided under General Maintenance:

- Delivery and pickup of interdepartmental mail.
- For delivery of US Postal Mail, please note the following exceptions:
 - Campus Services does not deliver US Postal Mail to students in residence halls.
 - US Postal Service does deliver directly to some UW-Madison buildings.
- On-campus pickup and delivery of equipment/special items used for General Maintenance activities.

Chargeback services

- Room-to-room and time critical deliveries (special runs).
- Parcel services involving more than five boxes, unusual shape/size, or complexity of the delivery.
- Transporting material/equipment to Material Distribution Services (MDS), Surplus with a Purpose (SWAP) or other off campus locations.

Window washing

Physical Plant provides building window cleaning on a seven-year rotational schedule as staffing is available.

Inquiries about schedule details or a specific building may be submitted to Customer Service.

Specific services/requirements provided under General Maintenance:

- Physical Plant window washing per the seven-year plan, pending staff and resource availability.

Chargeback services

- When Physical Plant performs the cleaning, there will be a charge for special request window washing that falls outside of the scheduled seven-year schedule.
- Departments/campus units may negotiate separate costs and establish a specific agreement with FP&M for more frequent washing.
- Special requests that Physical Plant cannot accommodate will be bid out for a vendor to complete.
- When the Physical Plant schedule does not allow for in house delivery of cleaning and contract suppliers are sought, departments are required to contact Campus Services as there are special safety considerations and liability insurance requirements which must be followed.

Custodial

Physical Plant provides custodial services in restrooms, classrooms, labs, offices, conference rooms, lobbies, stairwells, and other areas in support of campus operations.

Please see [Appendix B](#) for the APPA custodial service level provided. There may be shifts or circumstances that prevent custodial to meet this level of service in all buildings and buildings and tasks may be prioritized accordingly.

Custodial standards

Restrooms

- **Waste** – baskets emptied five times a week.
- **Floors** – swept and wet mopped five times a week.
- **Fixtures** – cleaned five times a week.
- **Supplies** – checked and replenished five times a week.

Classrooms

- **Regular waste** – baskets emptied five times a week.
- **Recycle waste** – baskets emptied two times a week.
- **Floors** – dust mopped nightly and spot wet mopped as needed.
- **Hand dusting** – as needed.
- **Chalk boards** – cleaned once a week, chalk trays cleaned nightly.
- **White boards** – cleaned once a week (if cleaner is provided).
- **Carpets** – extracted yearly.

Public areas (stairways, entrances, lounges, hallways, elevators)

- **Waste** – baskets emptied five times a week.
- **Floors** – dust mopped or vacuumed as needed, wet mopped as needed.
- **Hand dusting** when necessary.

Laboratories

- **Regular waste** – baskets emptied nightly.
- **Recycle waste** – baskets emptied on Tuesday and Thursday.
- **Floors** – dust mopped nightly, wet mopped twice a week or as needed.
- **Weekly dusting** if clear of items (items will not be moved).
- **Laboratory work surfaces** will not be touched unless special arrangements are made by the person responsible for the laboratory. Floors will be wet mopped and cleaned weekly. Custodians are instructed not to move any equipment or supplies, materials, or chemicals.

Offices (weekly cleaning on designated day)

- **Waste** – baskets emptied (including recycling baskets).
- **Floors** – dust mopped and spot wet mopped or vacuumed.
- **Dusting** if clear of items (items will not be moved).

General floor care

Hallways will be swept, dusted, or vacuumed on a daily basis. Floors are scheduled for annual cleaning.

Notes and additional services

- **Work schedules** – Most custodians work on second or third shift.
- **Emergency water events** – The custodial department responds to emergency cleaning situations such as water events. All requests for emergency service should be submitted to Customer Service.
- **Recycling material** – Waste and recycling baskets will be emptied in accordance with the schedule established for the building. The Facility Manager and/or Custodial Supervisor will have the schedule for each building. See the Waste and Recycling section for more detail.
- **Light bulb replacement** – Physical Plant will replace all standard building light bulbs. Outages should be reported to Customer Service.
- **Floor care** – Floor care is provided according to the needs of the floor system at the APPA level referenced in [Appendix B](#).
- **Locks** – Custodial can assist with unlocking of exterior doors for buildings without access control.

Snow removal performed by Custodial staff (see also [Snow Removal](#) section)

Physical Plant custodial and other staff provide snow removal. When snow accumulates, many custodians spend much of their shift shoveling in addition to their normal cleaning duties. As a result, typical cleaning standards may not be met during these times. When it snows, custodial priorities are:

1. Snow removal
2. Restroom cleaning
3. Classroom cleaning
4. Cleaning of high public use areas and lobbies
5. Trash removal
6. Laboratory cleaning
7. Private office cleaning
8. Cleaning of stairs and low public-use areas

Chargeback services

- Additional service (custodial, floor care, otherwise) beyond the standard service level. Please contact Customer Service with requests, and to confirm staffing and scheduling availability.
- Replacement of custom, desk, and departmental-specific light bulbs.

Waste & Recycling

Physical Plant provides collection and disposal for outside trash cans, dumpsters, and bulk recycle bins throughout central campus that have been placed by the Waste & Recycling program. The goal of the university's recycling program is to reduce the amount of material that ends up in the landfill. All university employees are expected to help by properly sorting materials.

The university has a robust waste and recycling program and operates its own pickup and removal service. Bulk collection of trash and recycling is conducted at the dock area or a designated area outside the building. Items must be properly marked and placed in designated locations, or they will not be removed. Waste and recycling will only be removed from approved indoor and outdoor receptacles. If you would like to add a receptacle, please contact Customer Service for consideration.

Building occupants are responsible for separating the following items/recycling streams:

- **Office paper** – should be placed in designated office paper recycling baskets.
- **Trash** – should be placed in designated trash containers.
- **Newspapers/magazines/catalogs/clean paper** – should be placed in designated mixed paper containers in corridors throughout the building.
- **Cardboard** – should be flattened and placed in corridor outside offices or labs.
- **Glass/plastic/aluminum** – should be placed in designated containers throughout the building.

Disposal of larger items/quantities

- **Large appliances or large quantities of metal** – Contact Customer Service as a roll-off container can be made available. Waste & Recycling has a scheduled route and timetable for dumpster servicing based on the normal amount of trash placed in the dumpster. If a dumpster is full, please contact Customer Service.
- **Tip carts for large office or departmental clean-out** – Large tip carts can be provided upon request, at no charge, for any large office or departmental clean-outs. Contact Customer Service to arrange placement and coordinate pickup. In order to support the university sustainability program, items such as books, mixed paper, metal, and wood should be collected in different tip carts so they can be properly recycled.
- **SWAP (Surplus With A Purpose)** – is managed by UW-Madison Division of Business Services. The program promotes recycling/sustainability by finding users for items that might otherwise be relegated to the trash pile. Since this is not an FP&M service, the guidelines and costs are not covered in this Service Level Guide. If there are items that have outlived their usefulness, but are still usable, please contact SWAP for proper handling instructions. SWAP will arrange to pick up items and market them as an alternative to them entering the waste stream.

Chargeback services

- Special pickup materials that do not fit in or are not allowed in dumpsters, including disposal and landfill fees.
- Roll off containers for construction projects.

Grounds

Physical Plant provides snow removal, creation and upkeep of grounds, landscape, and hardscape including lawns, annual and container gardens, trees, shrubs, and perennials; maintenance of irrigation systems, green roofs, sidewalks, code-required signage, and retaining walls in campus spaces.

Grounds standards

Hardscapes and signage

- Repairs of concrete, asphalt, and retaining walls are done as needed.
- FP&M is responsible for code-required signage. Branding and wayfinding are the funded by S/C/Ds, including any changes, updates and maintenance.

Lawns

- Turf grass lawns are mowed weekly, or as needed, during the growing season.
- Bascom Hill is mowed on Thursday mornings, weather permitting.
- Low-mow lawns and preserve edges are mowed no more than once monthly or as needed throughout the growing season.
- Leaf removal is scheduled once per week during the fall season.
- Lawn chemical applications are normally limited to a single application per year and notifications are sent out through Campus Event Alerts.

Trees and shrubs

- Trees of the Lakeshore Nature Preserve and over 5,000 landscape trees on campus are inventoried and maintained by arborists on a three-year pruning cycle.
- Mulching is done on a biannual basis.
- Weed control, watering, and debris pickup is done as needed.
- Exterior plants and trees on campus property are the responsibility of Grounds.

Annual gardens

- Grounds grows over 40,000 annual flowers in university greenhouses for multiple displays each year in highly visible pots and beds throughout campus. This includes traditional plantings such as the "W" at Humanities and the UW seal at Lathrop Hall.
- Over 15,000 bulbs are planted each fall for spring blooms.

Specific requests and timing

Departments may have faculty, staff, or students who can provide valuable input for campus grounds through specific requests to change plantings or other features. The Grounds department welcomes the inquiries and will evaluate and decide if they can be accomplished under General Maintenance. Due to the scheduling limitations and the necessity to optimally time plantings (of shrubs, trees, or other plantings), change requests of any kind made prior to the start of spring semester will likely be installed during the following spring/summer season; requests made during the spring semester will most likely be scheduled for late summer/fall season or the following spring.

Chargeback services

- Any service or frequency not listed on the previous page, including departmentally requested landscape design, ornamental planting, or hardscape construction.

Snow removal

Physical Plant provides snow removal for the central Madison campus, including 13 miles of roads, over 60 miles of sidewalks, parking lots, loading docks, bike paths, bus stops, curb cuts and many of the steps throughout campus.

Sanding and deicing is intended to keep vehicle traffic flow possible and safe. Special attention is given to areas with steep inclines or declines before moving on to other areas and types of hardscapes.

Deicers are used, as needed, to help keep campus safe. Deicers are specifically used in conditions that will produce ice, so usually wetter weather events or snow during warmer weather. The university has long been focused on reducing salt use wherever and whenever possible and partners with the City of Madison. FP&M's approach is designed to protect waterways by minimizing both the amount and frequency of salt used, while also balancing the safety of students, faculty, staff and visitors.

Several units within Physical Plant address snow removal: Grounds, Custodial, Waste & Recycling and Campus Services. The City of Madison also addresses snow removal on city streets and sidewalks. In addition, certain auxiliary units address snow removal adjacent to their properties.

The Grounds Department makes two consecutive approaches to snow removal. The first is using large equipment to clear streets, sidewalks, parking lots, and similar areas. The second is manual shoveling or small equipment use for areas inaccessible to large equipment such as curb cuts, steps, and bus stops. Depending on the time of day a snowfall is expected to end, Grounds typically begins the snow removal effort in the early morning hours.

The Custodial Department is responsible for clearing snow and ice from the main sidewalks and stairs to the building entrances. When it snows, removal becomes the custodian's first priority to ensure safe access to buildings. Accessible entrances will be cleared first, even if they are not the main entrance to the building.

Unless conditions warrant, snow removal on sidewalks and roads is the highest priority and will take place first and during the storm. Snow removal in parking lots is best accomplished during the lowest user times and will take place at those times. Snow removal in designated bicycle and moped parking areas is conducted only when all other campus areas have achieved satisfactory overall conditions.

Excluded areas: Some low-traffic areas, staircases, sidewalks and parking areas are excluded to optimize resources and limit salt use.

Snow and ice problems or issues should be reported to Customer Service.

Chargeback services

- Special requests may incur chargeback fees if staffing is available to assist. As snow removal is triaged by available staff at the time of the snow event, staffing may be limited to support special requests.

Pest Control

Physical Plant provides pest control and extermination services (e.g., insects, animals or birds).

The university maintains pest control expertise and every effort is made to respond as quickly and as efficiently as possible. When reporting a problem, please provide detailed information about the pest issue of concern. Information that can help improve service includes size of the pest, number seen, time of day or night, frequency of occurrence, and special access information.

Pest issues are addressed by order of importance considering factors like safety, urgency, type of pest, research interference, etc.

Chargeback services

- At times, Physical Plant contracts out with vendors as pest control needs warrant.

Lock Shop

Physical Plant provides locksmith services.

The university maintains a locksmith shop capable of providing a full range of locksmith services. The locksmith shop develops and maintains facility master key systems and maintains key records. The locksmith shop provides General Maintenance support related to standard 'wear and tear' of locking components.

Master keys – Given the higher level of security required with master keys, these follow a different process. See UW Policy 401, [Campus Master Key Control](#) for complete information.

Master key information can be found on the Facilities Service Request website including links to navigate to Master Key Requests. wiscready.assetworks.cloud/ready.

Chargeback services

- New keys, rekeying, or different functionality.
- Locksmith services related to negligence or damage above normal wear and tear.
- Labor and materials related to a renovation/new construction.

Direct Digital Controls (DDC) Shop

Physical Plant manages a large direct digital control (DDC) enterprise for the operation of major heating, ventilation and air conditioning (HVAC) components and systems.

The university has an extensive DDC system nearing one million points (individual control components) and an extensive network with controllers, infrastructure, and servers. The primary reason for the network is to maximize the efficient and reliable operation of major building HVAC systems, saving energy, and ensuring system capabilities.

Alarms are the primary mode for indicating HVAC equipment status. The DDC shop has limited capacity to manage the volume of HVAC system alarms on campus. Alarms are set-up on major HVAC components and monitored during business hours. Critical system alarms are routed to the UW–Madison Police Department (UWPD) 24 hours per day, 365 days per year. Alarm configuration is managed by the DDC shop. There is limited capability to monitor/alarm at the room level.

Specific services/requirements provided under General Maintenance:

- Management of the DDC network in coordination with the Division of Information Technology (DoIT).
- Operation and Maintenance of major DDC HVAC systems and components.
- Operation of the technical support desk for Physical Plant trades and staff.
- Identification, troubleshooting, triage, and escalation of HVAC system failures.
- Management of network/hardware infrastructure for life safety system (fire alarms, security) reporting to UWPD.

Chargeback services

- Configuration and routing of alarms in non-General Maintenance organizations.
- Work on digital control equipment in non-General Maintenance organizations.
- Installation and operation of DDC systems not related to the operation of the main HVAC systems.
- Developing reports for historical data.
- Project review and consultation services for installations.
- Provision of an extraction layer for data sharing to departments.

Preventive Maintenance and Asset Management (PMAM) Shop

Physical Plant provides facility and utility asset data management and preventive maintenance program development.

The university has hundreds of thousands of individual facility assets and systems. The PMAM shop develops and maintains an inventory of those assets for which Physical Plant performs preventive maintenance.

The asset inventory is continually changing and growing. The inventory is managed in an Integrated Work Management System.

Specific services/requirements provided under General Maintenance:

- Asset inventory and related life-cycle management of asset data.
- Preventative maintenance standard development.
- Asset level condition assessment and data management.

Chargeback services

- Physical Plant will develop preventive maintenance standards for departmentally owned assets for the purpose of Physical Plant executing those preventive maintenance activities on a chargeback basis.
- Some additional assets in non-General Maintenance organizations are inventoried and managed because there is a life-cycle requirement to track those assets or asset condition even though preventive maintenance is not included.

Note: The PMAM shop does not offer asset inventory/management or a preventative maintenance program development for assets on which Physical Plant does not perform the maintenance.

Material Management

Physical Plant provides a material management operation to support Physical Plant activities. Having an on-site supply of commonly used or emergency items is important to the efficiency and effectiveness of Physical Plant activities. Physical Plant works with the FP&M Business Operations & Purchasing group to purchase non-stock items for Physical Plant activities.

Specific services/requirements provided under General Maintenance:

- Operating a warehouse and facilitating non-stock purchases.

Chargeback services

- Physical Plant does not sell materials from the warehouse operations or facilitate non-stock purchases for non-Physical Plant activities.

Construction and renovations

Physical Plant has its own internal project delivery unit for smaller scale renovations. Renovations must remain under \$300,000 and are limited, based on staffing availability and services required.

Customers wishing to conduct construction/renovations work with this Physical Plant team to determine scope of work and cost through an initial rough order of magnitude (ROM) estimate. Physical Plant Architect and Engineering (AE) services are provided in support of these in-house construction projects.

The AE team works to ensure that any changes to systems, accessibility, and egress are maintained at all times. Due to the complexity and interconnectedness of building systems and code requirements, even seemingly minor requests may need to involve utility assessments, connections, and code requirements. Physical Plant helps customers navigate through these. Some examples may include installation of program-specific equipment, electrical or utility work, or door changes.

Work Induction Board

Construction work is reviewed weekly by the Work Induction Board (WIB). This cross-discipline team in FP&M reviews incoming work requests, determines the best execution method, and influences overall FP&M resourcing. WIB can route work in-house or refer work to the FP&M Capital Project Delivery department or the State of Wisconsin. Once a WIB decision is made, customers are notified of next steps and the recommended path forward.

Interior finish updates

Units can request updates to paint, carpet, flooring, and other interior finishes as their needs warrant. Most often, these are elective requests that fall outside of General Maintenance. Units are encouraged to discuss their needs and possible costs with their facility specialists and submit requests to Customer Service.

Specific services/requirements provided under General Maintenance:

- Providing initial ROM estimates and scope of work when changes that require utility and/or HVAC upgrades for new equipment, remodeling, or code compliance are requested.

Chargeback services

- Work beyond the ROM level and/or design efforts.
- Schematic design.
- Space planning.
- Line Item estimating.
- Construction documents.
- Bid schedules for construction documents.
- Elective interior refresh of paint, flooring, etc.

Helium and nitrogen

Physical Plant provides cryogenics, helium recycling, and cryogenic consulting to campus researchers.

Operating the Central Helium Liquefier facility in Engineering Hall, Physical Plant provides centralized purchasing and distribution, as well as recovery, purification, and liquefaction of helium. From bulk storage, lab-scale helium dewars are filled and distributed by truck through the campus for use. Helium vent from vaporization is captured as a gas and fed back into the liquefier system.

UW-Madison's helium recovery system consists of recovery piping from research site endpoints, endpoint storage bags, helium blowers for campus return through underground recovery piping, and a centralized helium storage and liquefier facility. The central helium recovery equipment is maintained by FP&M.

Helium is non-renewable and critical to university research. Stewardship of this scarce resource is a campus priority. Global market shortages are common and restrict UW-Madison's ability to procure additional helium. New requirements and unusual quantities may not be able to be supported and must be approved through the Vice Chancellor for Research prior to seeking fulfillment through Physical Plant.

Specific services/requirements provided under General Maintenance:

- Services provided by the Helium/Nitrogen Plant generally result in a charge for material, labor, and the use of equipment.

Chargeback services

- Helium, nitrogen, associated transportation, and dewar rentals.
- Costs to connect labs and research equipment to recovery infrastructure is a requirement of the user/department/research activity. Locating new research activities near existing infrastructure is recommended to reduce the time and costs to connect.
- Request for high-priority work that requires the accumulation of overtime hours for completion.

Moves/moving services

Physical Plant provides moving services in support of small departmental moves.

Campus Services maintains moving crews that, among other things, move furniture and office equipment. The moving crew is equipped to handle smaller building-to-building moves or room-to-room moves within a building. Large move requests may be referred to a local contractor and require additional time for planning and contract preparation. These larger moves will be administered by the Space Management Office.

Move requests should be scheduled a minimum of one week in advance. Same day requests are strongly discouraged and typically cannot be accommodated.

Specific services/requirements provided under General Maintenance:

- Services provided by Campus Services generally result in a charge for material, labor, and the use of equipment.

Chargeback services

- Relocation services.
- Small office moves (large office moves are contracted out to moving vendors).

Event set-up

Physical Plant provides move and set-up services and associated equipment in support of campus events.

Table and Chair rental – Campus Services offers 6-foot and 8-foot rectangular tables and folding chairs for rent. Short-term rental of chairs and tables can be arranged through Customer Service.

Events should be scheduled a minimum of one week in advance. Same day requests typically cannot be accommodated.

Specific services/requirements provided under General Maintenance:

- Services provided by Campus Services generally result in a charge for material, labor and the use of equipment.

Chargeback services

- Event support.
- Table/chair rental and set up.

Banner hanging

Campus Services personnel accommodate campus banner installation requests with the assistance of the Carpenter Shop and other Physical Plant units as needed. Please see UW Policy 6036, Banners, for complete information on UW-Madison's Banner Policy.

Banner request forms, as outlined in UW Policy 6036, should be submitted to Customer Service at ppcustomerservice@fpm.wisc.edu.

Specific services/requirements provided under General Maintenance:

- Services provided in support of banner hanging generally result in a charge for material, labor, and the use of equipment.

Chargeback services

- Time, material, and equipment (e.g., aerial lift) associated with banner placement and removal.

Appendices

Appendix A

Buildings serviced by Physical Plant Custodial

The list below includes UW-Madison buildings that are cleaned by Physical Plant staff.

Building	Bldg #
30 N. Mills	0124
445 Henry Mall	0102
Air Force ROTC	1095
Ag Bulletin	0078
Ag Engineering Bldg	0080
Ag Engineering Lab	0099
Agricultural Hall	0070
Hanson Biomed Sci	0094
Animal Science	0118
Atmospheric Oceanic Space Science	0156
Army ROTC Linden Dr	0103
Art Lofts	0220
Babcock Hall	0106
Bascom Hall	0050
Bardeen Medical Laboratories	0451B
Bernard Ct 206	1082
Biochemical Sciences	0204
Biochemistry	0084
Biochemistry Labs	0205
Birge Hall	0054
Bock Lab	0033
Bradley Memorial	0452
Chamberlin Hall	0055

Building	Bldg #
Charter St 45 N	0504
Chazen Art Museum	0524
Chemistry Bldg, F Daniels & JH Mathews	0047
Computer Science	0155
Conrad A. Elvehjem	0544
Dairy Barn & Silos 4	0105
Dairy Forage	0096
Dairy Research Center	0092
Eagle Heights Preschool	1239
East Campus Mall 432	0515A
Education	0400
Education Science	0154
Engineering Center	0481
Engineering Hall	0408
Engineering Research	0762
Enzyme Institute	0479
Fleet & Service Garage	1077
Genetics – Biotechnology Center	0082
Goodnight Hall	0508
Grainger	0140
Greenhouse Walnut St	0122
Hamel Music Center	0585
Helen C White Hall	0018

Building	Bldg #
Herrick Dr 2115 Horticulture	0128
Herrick Dr 2135 Grounds	0111
Horticulture	0087B
HSLC	1480
Humanities	0469
Ingraham Hall	0056
Integrative Biology Research Building	0401
King Hall	0074A
Lathrop Hall	0032
Law Building	0430
Limnology Lab	0483
Linden Dr 2105	0465
Livestock Lab	0115
Material Science	0520
McArdle Cancer Research	0468
Meat Science & Muscle Lab	0149
Mechanical Eng Bldg	0407
Medical Foundation Centennial Bldg	1435
Medical Sciences	0451C
Medical Science Center	0450
Meiklejohn House	0035
Memorial Library	0015
Microbial Science	0060
Moore Hall - Agronomy	0087A
Middleton Medical Library	0455
Morgridge Hall	0215
Music Hall	0485

Building	Bldg #
Nancy Nicholas Hall	0085
Navy ROTC, University	0129
Noland Zoology Building	0402
North Hall	0052
Nutritional Sciences	0449
Observatory Hill Office	0512
Park St 21 N	1078
Parking Ramp 75 (Clinical Science Center)	0751
Pharmacy	0034
Plant Sciences	0087C
Poultry Research Lab	0110
Primate Annex	0782
Primate Center	0526
Primate-Harlow Lab	0527
Psychology Building	0470
Radio Hall	0405
Red Gym	0020
Russell Lab	0114
Rust-Schreiner	0158
Safety Building	0549
School of Nursing	0044
Schumann House	0116
Science Hall	0053
Service Memorial Institute	0451A
Smith Annex Hiram	0077
Smith Hall Hiram	0076
Social Science	0046

Building	Bldg #
Social Work School of	0453
Soils	0074B
Soils Greenhouse	0075
South Hall	0051
Steenbock Library	0079
Sterling Hall	0057
Stock Pavilion	0090
Stovall Bldg Hygiene Lab	0476
Taylor Hall, Henry	0464
Teachers Education	0153
University Bay Dr,901, Max Kade Inst	0547
University Club	0515B
UW Police Station	0550
Van Hise Hall	0482
Van Vleck Hall	0048
Veterinary Medicine Bldg	0093
Vilas Communication Hall	0545
Waisman Center	0459
WARF Office Bldg	0039
Washburn	0510
Water Sci & Engineer Lab	0403
Weeks Hall	0521
WEI (WI Energy Institute)	0752
Wendt Commons, Kurt F	0404
WIDMIR	0212
WIMR	1485

Appendix B

Association of Higher Education Facilities Officers (APPA) maintenance levels

Based on content described in the APPA publication *Operational Guidelines for Educational Facilities: Custodial*, Physical Plant currently aims to provide level 3 service. There may be circumstances that prevent custodial to meet this level of service in all buildings and buildings and tasks may be prioritized accordingly.

Level	1	2	3	4	5
Description	Orderly spotlessness	Ordinary tidiness	Casual inattention	Moderate dinginess	Unkempt neglect
Floors	Bright/shiny	Minimal dust	Few stains	Dull/dingy stained	Dirty/dingy/scarred
Surfaces	Freshly cleaned	Clean w/few marks	Obvious dust, dirt, smudges	Conspicuous dirt, dust	Major dust, dirt
Restrooms	Freshly cleaned	Clean w/all supplies	Obvious dust, dirt, stains	Conspicuous dirt, stains	Major dirt, mold
Trash cans	Daily waste, odor free	Daily waste, odor free	Daily waste, odor free	Old waste, malodorous	Overflowing, malodorous
Light fixtures	Freshly cleaned	Clean	Clean	Dirty	Dirty, flies, dust balls

There is a direct correlation between the available number of resources and the appearance of facilities. Therefore, the five levels are mathematically tied, through accumulated data, to the number of workers required to produce a given level of appearance. Subsequently, the APPA methodology describes the cleaning requirements to produce five levels of cleanliness.

Level 1 – Orderly spotlessness

Highest Level- Corporate suite, donated building, show quality cleaning for prime facility.

- Floors & base moldings shiny bright and clean, no buildup in corners or along walls.
- All vertical and horizontal surfaces freshly cleaned or polished appearance, no accumulation of dust, marks, streaks, smudges, or fingerprints.
- Washroom and shower tile & fixtures gleam and odor free.
- Trash containers and pencil sharpeners empty and clean and odor free.

Level 2 – Orderly tidiness

The level at which cleaning should be maintained. Lower levels for washrooms, locker rooms and similar facilities not acceptable.

- Floors and moldings shine and clean. No buildup in corners or along walls. Could be up to 2 days dirt, stains, streaks.
- All vertical & horizontal surfaces clean but marks, dust, smudges, and fingerprints noticeable with close observation.
- Restroom and shower tile fixtures gleam and odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor free.

Level 3 – Casual inattention

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

- Floors swept clean, but upon close observation dust, dirt and stains and buildup of dirt, dust, floor finish in corners, etc.
- Dull spots and/or matted carpet in walking lanes, streaks & splashes on moldings.
- All vertical and horizontal surfaces have obvious dirt, dust, marks, smudges, fingerprints.
- Lamps all work and fixtures clean.
- Trash containers & pencil sharpeners empty, clean, odor-free.

Level 4 – Moderate dinginess

Reflects second budget cut, or other significant staffing-related problem. Areas becoming unacceptable. People begin to accept an environment lacking normal cleanliness. Facility begins to constantly look like it requires a good “spring cleaning.”

- Floors are swept but dull. Colors dingy with obvious buildup of dust, dirt, and floor finish in corners. Molding is dull with streaks & splashes.
- All vertical and horizontal surfaces have conspicuous dust and dirt smudges that are difficult to remove.
- Less than 5% of lamps burned out, fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings, are stained, and marked. Trash cans smell sour.

Level 5 – Unkempt neglect

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

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

Association of Higher Education Facilities Officers (APPA) grounds service levels

Based on content described in the APPA publication *Operational Guidelines for Educational Facilities: Grounds*, Physical Plant service levels vary based on the type of landscape being managed.

Level	1	2	3	4	5
Description	<i>State-of-the-art</i>	<i>High level</i>	<i>Moderate level</i>	<i>Moderately low level</i>	<i>Minimum level</i>
Turf care	Mowing < 5 days, 1% weeds	Mowing @ 5 days, <5% weeds	Mowing <10 days, <15% weeds	Low freq. mowing, weed control limited	very low freq. mowing, min. weed control
Floral plantings	Extensive w/multiple rotations	Many w/2 or more rotations	Few w/only perennials	None w/few perennials	None w/few perennials
Surfaces	Great repair	Good repair	Repaired as budget allows	Repaired as safety vs. budget	Repaired only as safety requirement
Snow removal	Same day <0.5 inches	By noon following day	Day after	Local code requirements	Local code requirements
Litter control	1x day 7 days/week	1x day 5 days/week	2-3 times per week	Once per week	On demand

Appendix C

Facility Specialists

The Facility Specialists (FS) are part of Physical Plant's overall customer service effort, and they are part of the planning effort for capital renewal of the built environment. An individual FS is responsible for partnering with customers on issues that require more engagement, investigation, or clarification than a typical Customer Service phone call or email exchange can handle. For instance, FS are deployed for anything that might require AE compliance review and they summon such help when confirmed.

Each FS is responsible for either a Zone or Vocational portfolio. Please see facilities.fpm.wisc.edu/facility-specialists for Facility Specialist Assignments per building. The Zones are based on lists of individual properties arranged against school/college/division (S/C/D) affiliations as the primary definition, but some geographical influence is also used to inform the composition. Some S/C/D are too large for one FS and some properties have occupants from multiple S/C/D, so these concepts are not purely executed in the zone assignments. The Vocational FS specialize in a specific facilities management related discipline and support/mentor the Zone team for those specific issues.

Appendix D

Work priority definitions and standards

The Physical Plant work classification model is key to allowing resources to be applied in a way that most effectively addresses life cycle management and university priority. This model provides a method to optimize how and when work will be accomplished and is flexible in nature to promote accomplishment of the most needed work.

Preventive maintenance is an important maintenance activity, efficiently using General Maintenance funding, minimizing equipment downtime, and maximizing efficient scheduling of resources. The benefits include reduced impacts to facility operations (classrooms, labs, etc.), energy savings, fewer service calls, extended equipment life, and potential maintenance cost savings of over 25%.

Phases

On a work order, there are distinct “phases” to identify separate task responsibilities for separate shops or separate tasks or both. Often, a given work order will need multiple shops or multiple tasks or both. Each phase receives a priority code; the planning and scheduling efforts are derived from those codes. Below are the relevant priority codes and descriptions:

Priority Code	Description
EMERGENCY	Disruption of university operations. Fire, flood, elevator entrapment, safety issues that demand immediate response to protect and save lives (including animals), property, and research. Respond during the same day including overtime, sometimes within minutes depending on the nature of the call and ability of responders. After hours calls are treated as emergency but include travel time from home for voluntary responders.
URGENT	Non-emergency work that needs to be responded to quickly. This is important work; however, overtime might not be authorized if work can wait until the next day. Respond within 24 hours.
ROUTINE	Work that can be responded to in a deliberate manner. Respond within current backlog of existing similar work, usually more than several days and less than several weeks.
SCHEDULED	Construction management for remodel work or other planned activities needing coordination.
FIXED DATE	Work that requires a specific date and time, and this usually requires more than two-week notice.
PREV MAINT	Preventative maintenance according to strategic schedule or regulatory compliance.

Appendix E

Estimate types/standards

When department-funded work is requested, generating a cost estimate prior to the start of work can be helpful for budgeting and planning purposes. Estimates varying in degree of complexity and corresponding level of expected accuracy can be provided. Depending on the complexity of the request, estimates can be based on designs provided by the AE group or directly from a work order description.

Per Board of Regents policy, FP&M must charge for the actual cost of work and materials. Actual costs may exceed estimates based on unforeseen conditions and changes to the original scope of work.

The following are brief descriptions of the different types of estimates that can be requested. Please note that estimates of any level of detail, whether developed by designers or trades, may be subject to hourly labor charges.

- **Work order estimates** are produced by the relevant trades' shops. They are a fee for service activity performed by employees who charge time, so the cost will be based on the labor needed for a site visit and the administrative work to record the results.
- **Rough order-of-magnitude (ROM)** estimates are based on historical square-foot costs of similar work done in the past. These are intended to provide customers broad, initial cost estimates so they can decide if they wish to pursue design. ROM estimates are provided without a full on-site analysis of specific circumstances and will change as more project information is developed and refined. If you want a ROM estimate, please provide as much information as possible (e.g., description, pictures, etc.) to help us understand your requirements.

Flat fee design service can be provided upon request by the AE team. The product of this effort is most commonly a drawing, a line-item estimate, and other supporting documents as needed. The AE team will provide the flat fee with customers in advance of starting the work.

Appendix F

Equipment, functions, and building systems

Physical Plant is responsible for maintaining building and base building. Specific lab and environmental controls may also be maintained by Physical Plant, however, those costs are borne by S/C/Ds. Equipment, functions, and building systems related to specific programmatic needs are funded by individual departments and units. The lists below are not exhaustive but provide the most common items.

Example functions/building systems covered under General Maintenance

- Foundations/roofs/exterior envelope/floor structure.
- Public restrooms.
- Stairs/ramps for building egress.
- Interior finishes, deterioration due to age/condition.
- Domestic water supply/distribution.
- Sanitary waste system.
- Rain/storm sewer system.
- Building ventilation/heating/cooling to compliance standards imposed by law or relevant public policy.
- Utility distribution: natural gas, compressed air, chilled water, steam, domestic water, heating water, electricity.
- General space lighting.
- Standard fire protection systems.

Example equipment covered under General Maintenance

- Fire pumps.
- Elevators.
- Fluid pumps, air handlers, supply/return fans, building controls for systems required for occupancy under the building code.
- Emergency generator for general building support.
- Humidifying equipment needed for general occupancy.

Example functions not covered under General Maintenance

- Building systems and utility consumption in properties built as “Program Revenue” space such as Wisconsin Unions, UW Athletics, University Housing, and Transportation Services, and other specific instances defined by the initial enumerated project construction.
- Remodeling for program purposes.
- Laboratory gas storage and distribution for programmatic consumption such as oxygen, nitrogen, hydrogen, helium recovery, natural gas, and others.
- Water filtration for lab process.
- Competitive or recreational swimming pools.
- Electronic access control (“card readers”).
- Security cameras.
- Alarm/control systems for security or lab process.
- Humidity adjustments.
- Utilities distribution from grid to end points for program purposes.
- Changes to finishes for reasons other than decay/deterioration.
- Domestic water filtration, softening, polishing, or conditioning for programmatic requirements.
- Specialized fire suppression systems such as halon systems.

Example equipment not covered under General Maintenance

- Fume hoods, biosafety cabinets, environmental chambers, cold rooms, paint booths and similar.
- Vacuum pumps.
- Autoclaves.
- Fluid pumps, air handlers, supply/return fans, building controls for systems required for program purposes such as process chilled water loops, exhaust systems serving fume hoods, and biosafety lab compliance.
- Emergency generator for program requirements.
- Electric power conditioning for sensitive program equipment.
- General lab equipment.
- Humidifying equipment.
- General manufacturing processing equipment/food processing equipment.
- Ice makers.
- Minus 80-degree freezers or refrigeration for programmatic needs.
- Incubators.

Index

A

access control 31
alarms. *See security*
APPA 3, 6, 8, 23, 26
Architect and Engineering (AE)
 services 15, 29
asphalt. *See hardscapes*
asset inventory. *See Preventive
 Maintenance and Asset
 Management (PMAM) Shop*
autoclaves 31
auxiliary enterprises 2

B

banner hanging 18
baseline services 2
biosafety cabinets, 31
building numbers 21
buildings (list) 21
building systems 30

C

Campus Renovation Services 1
Campus Services 17
campus standards 3
capital project delivery 15
state-funded capital renewal 3
carpets 7, 15
chalk boards 7
chargebacks 2, 3, 4
classrooms 7, 8
clean-out. *See waste*
cold rooms 31
concrete. *See hardscapes*
construction 9, 15. *See
 also renovations*
contract labor. *See non-UW
 vendors*
cost. *See work*

cryogenics 16
Custodial 6, 11, 21, 23
 standards 7
Customer Service 2, 27

D

Direct Digital Controls (DDC) Shop
 13
Division of Information Technology
 (DoIT) 13
dusting 7

E

elevators 30. *See public areas*
emergency 8, 28, 30, 31
environmental chambers 31
equipment 30
estimates. *See work*
event set-up 17
 chairs and tables 17
exterior envelope 30

F

Facilities Management 1
Facility Specialists 27
fire alarms. *See life safety systems*
floors 7, 8, 15, 23, 30
fuels 2
fume hoods 31

G

gardens. *See Grounds*
General Maintenance 2, 3
 units not covered under 2
Grounds 10, 11
 hardscapes 10
 lawns and gardens 10
 service levels 26
 shrubs 10
 signage 10
 trees 10

H

hallways. *See public areas*
heating, ventilation and air
 conditioning (HVAC) 13, 30
helium 16, 31
humidification 5, 32, 33
hydrogen 31

I

ice. *See snow removal*
icemakers 31
incubators 31
Integrated Work Management
 System 14
interdepartmental mail.
 See Campus Mail
interior finish updates 15, 30

K

keys. *See Lock Shop*

L

laboratories 7, 8, 31
leaf removal. *See lawns*
life safety systems 13, 30, 31
lights 8, 23
Lock Shop 6, 12, 13
lounges. *See public areas*

M

mail
 Campus Mail 5
 parcel delivery 5
 US Postal Mail 5
Maintenance and Operations 1
maintenance levels 3, 23
master keys. *See Lock Shop*
Material Distribution Services
 (MDS) 5
Material Management 14
moves 17

N

nitrogen 16, 31
non-UW vendors 2, 6, 12, 17

O

offices 7, 8
overview 1
oxygen 31

P

paint. *See interior finish updates*
paint booths 31
paper. *See waste*
Pest Control 12
planting. *See Grounds*
policies 2
 Policy 316: Auxiliary
 Enterprises Support Services
 Chargebacks 2
 Policy 318: Charging fuels and
 utilities – Auxiliary Enterprises
 2
 Policy 322: Physical Plant
 Service Chargebacks 2
Preventive Maintenance and Asset
Management (PMAM) Shop 14,
28
programmatic needs 3
program revenue' supported
 buildings 2
public areas 7, 30
stairways. *See campus mail*
purchases 14

R

recycling. *See waste*
relocations. *See moves*
remodel 15
remodeling. *See renovations*
renovation 15, 28

rentals. *See event set-up*
restrooms 7, 8, 23, 30
retaining walls. *See hardscapes*
roofs 30
rough order-of-magnitude (ROM).
 See work
routine 28

S

scheduled 28
security 31. *See life safety system*
service levels 23, 24, 25, 26
Services 1
shrubs. *See Grounds*
signage. *See Grounds*
signs. *See banner hanging*
snow removal 8, 10, 11, 26
 salt 11
Space Management Office 17
State of Wisconsin Department of
Administration 3
Surplus with a Purpose (SWAP) 5,
9
swimming pools 31

T

table/chair rental. *See event set-up*
Transportation Services 2, 31
trash. *See waste*
trees. *See Grounds*
Truck Services 5

U

Universities of Wisconsin (UW
System) 2, 3
 policies. *See policies*
University Housing 2, 31
University of Wisconsin-Madison
Police Department (UWPD) 13

urgent 28
utilities 2, 4
 chilled water 4
 compressed air 4
 electricity 4
 natural gas 4, 31
 power plants 4
 sewer 4, 30
 steam 4
 water 4, 30
Utilities and Energy Management 1
utilitiies 31
UW Athletics 2, 31
UW Health 4

W

waste 7, 8, 9, 23
 appliances 9
 metal 9
 recycling 7, 8, 9
 aluminum 9
 cardboard 9
 glass 9
 paper 9
 plastic 9
white boards 7
window washing 6
Wisconsin Unions 2, 31
work
 costs 29
 estimates 29
 flat fee design service 29
 phases 28
 prioritization 3, 28
 rough order-of-magnitude
 (ROM) 15, 29
 scheduling 3
Work Induction Board (WIB) 15



Facilities Planning
& Management
UNIVERSITY OF WISCONSIN-MADISON

UW-Madison Division of Facilities Planning & Management
21 North Park Street | Sixth Floor | Madison, WI 53715
facilities.fpm.wisc.edu | 608-263-3000 | communications@fpm.wisc.edu

© 2026 Board of Regents of the University of Wisconsin System