



# Guide to Facilities Services

The Ohio State University · Facilities Operations and Development

Supporting the university's physical environment.

To receive a print copy of this publication please  
send a request to [fod\\_communications@osu.edu](mailto:fod_communications@osu.edu)  
or call 614-247-0062.





# OUR MISSION.....

**WELCOME** to  
the *Guide to Facilities Services*.  
This handbook has been developed to  
provide a comprehensive  
A to Z overview of  
services. Details can be found  
at [fod.osu.edu/services](http://fod.osu.edu/services).



In support of the university's strategic goals and the Academic Plan, we will work to ensure excellence in all facility services by providing a seamless and unified support and delivery organization.

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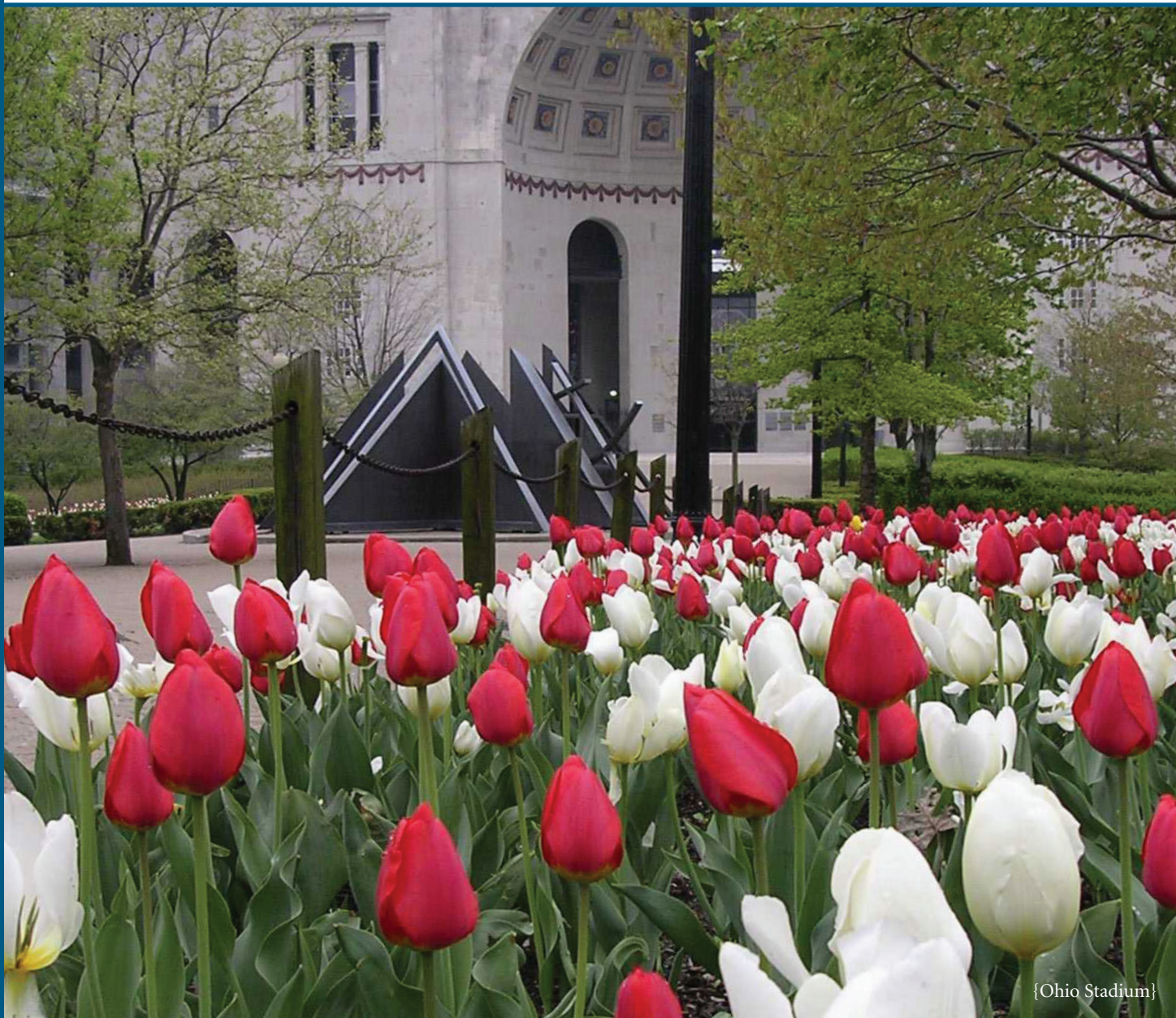


**Facilities Operations  
and Development**



WE DO  
the **WORK**

Facilities Operations and Development (FOD) supports Ohio State's academic facility needs and provides responsible stewardship for the long-term preservation of the university's physical assets. Our staff strives to deliver high-quality service to the university community, while remaining cost effective and competitive.





# ORGANIZATIONAL OVERVIEW

## CONTACT US

### MAINTENANCE, UTILITIES AND SAFETY

**OPERATIONS** is FOD's largest service unit and includes the following:

**REGIONAL INTEGRATED OPERATIONS (RIOps)** performs maintenance, custodial, roads, landscaping and grounds services.

**UTILITIES** provides campus utilities, energy services and sustainability program support.

**ENVIRONMENTAL HEALTH AND SAFETY (EHS)** provides occupational and environmental health and safety, radiation, bio safety and emergency preparedness services for the university community.

**RIOPS**

247-7622

**UTILITIES**

292-3428

**ENVIRONMENTAL HEALTH AND SAFETY**

292-1284

### DESIGN, CONSTRUCTION AND PROJECT DELIVERY

**DESIGN AND CONSTRUCTION (FDC)** oversees campus design, construction and renovation projects, technical support services and building design standards.

**DESIGN AND CONSTRUCTION**

292-4458

### PLANNING AND DEVELOPMENT

**PLANNING AND REAL ESTATE (PARE)** supports the university's real estate and property management needs and provides capital, master, space and renewal and deferred maintenance planning.

**PLANNING AND REAL ESTATE**

688-3715

### STRATEGY AND STRUCTURE

**FOD ADMINISTRATION** includes human resources and labor relations; business planning and strategy; operational, administrative and lock and key services; marketing and communications.

**FOD ADMINISTRATION**

292-0257

### RESOURCING

**BUSINESS MANAGEMENT** supports financial, purchasing and contracting needs for FOD units and provides information technology support and services.

**BUSINESS MANAGEMENT**

247-0004

For detailed organizational information, see [fod.osu.edu/aboutus](http://fod.osu.edu/aboutus).



# OUR PROGRAMMATIC FOUNDATION

To support Ohio State's Academic Plan and mission, FOD has established 9 Strategic Programs. These programs help lay the foundation for Integrated Facilities Planning (IFP), which is designed to ensure the integration of existing and new services. This comprehensive and integrated approach to our business functions will maximize opportunities, synergies and efficiencies.

Details about these programs can be found in the following pages and at [fod.osu.edu/aboutus](http://fod.osu.edu/aboutus).



## STRATEGIC PROGRAMS

- ❖ **Diversity**
- ❖ **Energy Services and Sustainability**
- ❖ **Infrastructure Master Plan**
- ❖ **Planned and Preventive Maintenance**
- ❖ **Project Delivery and Management**
- ❖ **Regional Integrated Operations (RIOps)**
- ❖ **Renewal and Deferred Maintenance (RDM)**
- ❖ **Research Support**
- ❖ **University Capital Planning**





# PRITA

## CORE VALUES

The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen endeavor.

- Vince Lombardi

PROFESSIONALISM  
RESPECT  
INTEGRITY  
TEAMWORK  
ACCOUNTABILITY



# THERE ARE **2** WAYS TO **ACCESS SERVICE**

## SERVICE REQUESTS

To submit a  
**Service Request**,  
contact S2F  
at [fod.osu.edu/s2f](http://fod.osu.edu/s2f)  
or 292-HELP (4357).

## REQUESTING A SERVICE

Operated jointly by FOD and Student Life, **Service2Facilities** handles all routine customer requests on main campus, including:

- ❖ Maintenance
- ❖ Custodial
- ❖ Grounds
- ❖ Service Questions

## GET TO KNOW YOUR BUILDING COORDINATOR

When possible, route service requests through your Building Coordinator. As partners with FOD, they represent the users and occupants of campus buildings and serve as a resource on facilities service matters. A list of Building Coordinators can be found at [fod.osu.edu/services](http://fod.osu.edu/services); if none is listed, contact Service2Facilities.

FOR EMERGENCIES, CALL 911; FOR PUBLIC SAFETY RELATED NON-EMERGENCIES, CALL 292-2121.

**WHETHER YOU NEED** a picture hung or a major capital project, our staff will evaluate your service requests and determine how to best meet your needs.

## REQUESTING A PROJECT

The online Project Request Form is the single point of contact to submit a request for several kinds of projects,\* including:

- ❖ Capital Plan Projects
- ❖ Cost Estimates
- ❖ Real Estate Projects
- ❖ Space Renovations or Upgrades
- ❖ Campus Signage
- ❖ Space Requests
- ❖ Study Requests

\*Any requests that are not considered service requests should be submitted via the online Project Request Form. Once the request is received, it is reviewed to ensure that the project supports core university business. If the request does not, you may be instructed to submit a Special Project Request Form. If the request is related to a research grant, the Office of Research must verify funding.

## FOR INFORMATION ABOUT PROJECTS,

consult the *Guidelines for Planning and Construction at The Ohio State University* at [fod.osu.edu/services](http://fod.osu.edu/services).





# GET TO KNOW YOUR DISTRICT&ZONE

Regional Integrated Operations (RIOps) offers an integrated service model that provides customers with a single point of contact and around-the-clock service.

The campus is divided into three service districts, and within each district there are four zones. Zone Leaders work closely with Building Coordinators to provide personalized service for each building, department and college.

For a map of campus districts/zones or information about district/zone leaders, visit [fod.osu.edu/services](http://fod.osu.edu/services).

## DISTRICT LEADERS

District Leaders are responsible for integrated maintenance, roads and grounds and custodial services to all facilities in that district. This breaks the areas of responsibility into a more manageable size, for improved customer service.

## ZONE LEADERS

Zone Leaders are key players in maintaining integrated facilities plans. In the District/Zone model, they function as the single point of contact within each zone to help customers with specific needs and to improve communications. Zone Leaders and Building Coordinators work together to improve services in each building (see page 8).

## CENTRAL SERVICES

Central Services provides specialty trades and services campus wide to support all districts and zones.

## RELIABILITY SERVICES

Reliability Services provides Planned and Preventive Maintenance planning and technical support. They develop comprehensive quality control programs to enhance customer relationships, including staff development (succession and career path planning for RIOps).



# SERVICES A TO Z

Explore this overview of FOD's most requested services.

Detailed information can be found at [fod.osu.edu/services](https://fod.osu.edu/services).



**ACCOUNTING (FOD)**

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 247-0004

Departmental accounts payable, billing, billing rates, annual billable projects and invoices.

**BIOLOGICAL SAFETY**

[fod.osu.edu/ehs\\_svcs](http://fod.osu.edu/ehs_svcs) | 292-1284

Regulatory compliance issues involving the receipt, use or shipment of biohazards at Ohio State.

**BUILDING AUDITS**

[fod.osu.edu/bldg\\_audit](http://fod.osu.edu/bldg_audit) | 688-3715

Building condition reports and the deferred maintenance database for Ohio State's main campus.

**BUILDING AUTOMATION**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Maintenance and service for automated building systems and fire, heating and cooling systems.

**BUILDING DESIGN STANDARDS**

[fod.osu.edu/bds](http://fod.osu.edu/bds) | 292-4458

Development guidelines for campus, including specifications for design, contract administration, construction, plumbing, HVAC, fire, electric, site and infrastructure.

**BUILDING PLANS AND ARCHIVES**

[fod.osu.edu/archives](http://fod.osu.edu/archives) | 292-4458

Electronic images of architectural and engineering drawings for all campus buildings, from 1898 to present.

**CAPITAL PLANNING**

[fod.osu.edu/planning](http://fod.osu.edu/planning) | 688-3715

Management of the University Capital Plan and analysis and preliminary budgets to assist planning for strategic, long-term capital needs for the university.

**CARPENTRY**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Services include building shelving and hanging art, chalkboards and whiteboards.

## WHEN SUBMITTING A SERVICE REQUEST, there are several things you can do to help ...

Please route service requests through your Building Coordinator when possible or submit service requests online at [fod.osu.edu/s2f](http://fod.osu.edu/s2f).

If you are submitting a service request by phone, please be ready with important details such as ...

- ❖ The building name and room number of the area in need of service.
- ❖ Your name, phone number and department.
- ❖ The urgency of the problem. How long do you think the problem has been going on?
- ❖ Any details that will help us determine an appropriate response. For example, if you have an elevator problem, give the floor number on which the problem occurred, or if you have a water leak, try to give a precise location of the leak.

## GIVE US YOUR FEEDBACK

We want to hear from you.

Please respond to any surveys we distribute and feel free to submit your input online at [fod.osu.edu/suggestions](http://fod.osu.edu/suggestions).

SP

### Project Delivery and Management

The purpose of this strategic program is to continue development of the university's project delivery model. Components of this program include ongoing staff training, customer resource development and support of key university project initiatives. Projects include student housing, capital plan projects, Board of Trustees reports, metrics development and Integrated Facilities Planning (IFP) to link key university priorities – space planning, renewal and deferred maintenance, energy management, construction and enhanced maintenance.

SP

### Energy Services and Sustainability Program

This program serves as the focal point for continued energy conservation, education, recycling and other sustainability initiatives. Ohio State's goal is to lead the nation in achieving sustainability in all areas of university operations, including responsible resource usage and energy management (see page 20).

### COMMUNICATIONS (FOD)

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 292-0257

Departmental media requests, website, publications, marketing and graphics.

### CONTRACTS (FOD)

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 247-0004

Contract administration, preparation, specification and support, project reporting, prevailing wage, fee schedules, negotiation controls and vendor inquiries.

### CUSTODIAL SERVICES

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Cleaning services, including floors, restrooms and public and private spaces.

### DESIGN AND CONSTRUCTION

[fod.osu.edu/dc](http://fod.osu.edu/dc) | 292-4458

Campus renovation, infrastructure and new construction projects.

### ELEVATORS

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Elevator (vertical transportation) contracts for all academic buildings (excluding elevators in Student Life, Med Center and Athletics).

### EMERGENCY PREPAREDNESS

[fod.osu.edu/ehs\\_svcs](http://fod.osu.edu/ehs_svcs) | 292-1284

Development of procedures to be followed by university departments in case of certain types of campus emergencies, including assistance in completing and practicing Building Emergency Action Plans (BEAP).

### ENERGY

[fod.osu.edu/energy](http://fod.osu.edu/energy) | 292-3428

Energy services for most of main campus, maintenance of university utility systems, energy metering and building energy audits. For some buildings on the edges of campus, maintenance is provided by others – e.g., AEP, City of Columbus, Columbia Gas.



**ENVIRONMENTAL AFFAIRS**

[fod.osu.edu/ehs\\_svcs](http://fod.osu.edu/ehs_svcs) | 292-1284

Environmental regulatory compliance, chemical recycling and disposal, infectious waste disposal, air and water pollution permitting and prevention, asbestos and lead-based paint assessment and abatement, emergency spill response, liaison with regulatory authorities.

**FINANCE (FOD)**

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 247-0004

Project accounting, service and utility rates and facilities funding – Plant, Operations and Maintenance (POM) (see page 18).

**FIRE SYSTEMS**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

All alarm and fire retardant systems in academic buildings.

**FURNITURE**

[fod.osu.edu/furniture](http://fod.osu.edu/furniture) | 292-4458

Outdoor furniture estimates and installation, including bike racks; office and interior design services.

**HEATING AND COOLING**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Maintenance of all building heating and cooling systems.

**HUMAN RESOURCES (FOD)**

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 292-0257

Employee and labor relations, hiring, recruiting, orientation, training, timekeeping, payroll and workplace safety.

**INFORMATION TECHNOLOGY (FOD)**

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 247-2756

Help desk and user assistance, network access, database resource design and support, and NetLink and FacilityMax administration.

**LANDSCAPING AND GROUNDS**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Landscape design, installation and maintenance; sidewalks; snow and litter removal.

**LIGHTING**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Indoor and outdoor lighting, including changing bulbs.

**Diversity Program**

FOD remains committed to advancing diversity initiatives and promoting an inclusive culture for all employees regardless of race, ethnicity, gender, age, sexual orientation, national origin, cognitive style or disability. Diversity remains at the forefront of our leadership agenda as we work collaboratively to develop programs, hiring practices and initiatives that reflect our commitment to diversity.



## LOCKS AND KEYS

[fod.osu.edu/lockandkey](http://fod.osu.edu/lockandkey) | 292-1415

Brass keys, card access and locksmith services for rooms and buildings.

## LOST AND FOUND

[fod.osu.edu/lost](http://fod.osu.edu/lost) | 292-1415

Accepts only backpacks, credit cards, electronic devices, IDs, keys, purses, wallets and prescription glasses.

## MAPPING

[fod.osu.edu/mapping](http://fod.osu.edu/mapping) | 292-4458

University building and infrastructure maps can be provided digitally or in hard copy.

## MASTER PLANNING

[fod.osu.edu/planning](http://fod.osu.edu/planning) | 688-3715

University Master Plan, subdistrict plans, feasibility studies and other planning documents to implement and refine strategic direction for university land resources.

## OCCUPATIONAL HEALTH, SAFETY AND EDUCATION

[fod.osu.edu/ehs\\_svcs](http://fod.osu.edu/ehs_svcs) | 292-1284

Identification, evaluation and elimination of workplace hazards. Education programs to ensure compliance with federal, state and local regulations.

## PAINTING

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Interior painting services for all academic buildings.

## PLUMBING

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

Maintenance and repair of building plumbing systems.

## PROJECT REQUESTS

[fod.osu.edu/prf](http://fod.osu.edu/prf) | 247-2486

Access point to request Capital Plan projects, cost estimates, space requests, space upgrades and renovations, study requests and campus signage (see page 9).

## PUBLIC RECORDS REQUESTS (FOD)

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 292-0257

Public records requests for FOD departmental inquiries.



### Planned and Preventive Maintenance

In 2006, a measurement standard was established to assess planned versus reactive work. The overall goal of this program is to increase both planned and preventive maintenance for overall quality improvement.

### Renewal and Deferred Maintenance

In 2007, the university began developing a program to assess and define the extent of building systems that require renewal and maintenance backlog to inform strategic decisions for effectively managing physical conditions. The objectives are to limit the deferred maintenance impact on educational programming and to be proactive in the planning and application of financial resources to support the university's mission.



**PURCHASING (FOD)**

[fod.osu.edu/fod\\_svcs](http://fod.osu.edu/fod_svcs) | 247-0004

Departmental purchase orders, requisition, training and payment requests.

**RADIATION SAFETY**

[fod.osu.edu/ehs\\_svcs](http://fod.osu.edu/ehs_svcs) | 292-1284

Supports more than 600 labs on campus working with or storing radioactive material; safety training courses.

**REAL ESTATE**

[fod.osu.edu/realestate](http://fod.osu.edu/realestate) | 688-3715

Real estate purchasing and leasing, strategic planning services, property management functions for properties owned or leased by the university.

**RECYCLING**

[fod.osu.edu/recycling](http://fod.osu.edu/recycling) | 292-1528

Recycling program planning and development for all campus facilities and special events. For containers and collection, contact Waste Collection.

**RESEARCH SAFETY**

[fod.osu.edu/ehs\\_svcs](http://fod.osu.edu/ehs_svcs) | 292-1284

Lab management and regulatory compliance support for university research laboratories.

**ROADS**

[fod.osu.edu/riops\\_svcs](http://fod.osu.edu/riops_svcs) | 292-HELP (4357)

General roadway, sidewalk, bike path and curb maintenance and repair; snow removal (excluding parking lots).

**SERVICE2FACILITIES**

[fod.osu.edu/s2f](http://fod.osu.edu/s2f) | 292-HELP (4357)

One-stop customer service for all maintenance, custodial and other services for academic buildings and residence halls.

**SHREDDING**

[fod.osu.edu/shredding](http://fod.osu.edu/shredding) | 292-3974

Shreds and recycles confidential papers, including delivery and collection of secure containers.

**Regional Integrated Operations**

In 2008, FOD restructured its service delivery model to improve customer service and maximize service efficiency. The reorganization consolidated Maintenance, Building Services and Roads and Grounds into one integrated service group. The campus was divided into three service districts and subdivided into four zones. The overarching goals of the transformation are to provide customers with a single point of contact to improve service, an easy way to interact with FOD's service groups, and to redirect more of the available financial resources to front-line staffing (see page 10).

**Research Support**

To support safe research practices at Ohio State, FOD Environmental Health and Safety (EHS) partners with researchers to promote compliance with federal, state and local laws, regulations and safe research practices. FOD continually strives to expand safety training and resources for the university's research community.



## University Capital Planning

FOD supports a program to ensure alignment of capital projects in areas of funding resources, timing, physical interdependencies, staffing and state requirements. Alignment of university projects with state, city and township projects is also a key element of capital planning.

## SIGNAGE

[fod.osu.edu/signage](http://fod.osu.edu/signage) | 247-2486

Interior and exterior signage requests, campus signage studies and special requests, including donor plaques (see page 9).

## SPACE PLANNING

[fod.osu.edu/planning](http://fod.osu.edu/planning) | 688-3715

University space studies and assignments and strategic planning for future space needs across the university.



## UTILITY MARKING

[fod.osu.edu/marking](http://fod.osu.edu/marking) | 292-HELP (4357)

Provides color-coded marking of all utilities by request, required before beginning any project.

## UTILITY SERVICES

[fod.osu.edu/util\\_svcs](http://fod.osu.edu/util_svcs) | 292-HELP (4357)

Provides electricity, natural gas, steam, domestic water and compressed air on the Columbus campus.

## WASTE COLLECTION

[fod.osu.edu/waste](http://fod.osu.edu/waste) | 292-HELP (4357)

Collection of waste and recyclable materials, pallets and oversized bulk items from university buildings; provides large open-top totes and recycling containers.



## Infrastructure Master Plan

In 2006, a 25-year Infrastructure Master Plan was developed. This plan will help support and address critical needs for utility capacity and deferred maintenance. Areas targeted in the initial 6-year \$480 million plan include two chilled water plants, a second electrical substation, projects to support ongoing growth and more than \$250 million in investments to repair aged tunnels and steam and chilled water systems.



# {POM}

## PLANT, OPERATION AND MAINTENANCE FUNDS

FOD uses Plant, Operation and Maintenance (POM) funds to offset basic utilities, repairs and ongoing maintenance costs in campus buildings. Individual unit funds are used for each department's equipment and service enhancements.

As a general rule, FOD is responsible for components that are common to most buildings. Imagine an empty classroom or office with no furniture, office machines, laboratory equipment or other added features – the cost of maintaining this space is covered by POM funds. Any additions to this space would normally be covered by departmental funds and would be considered billable work.

### HOW IS POM CALCULATED?

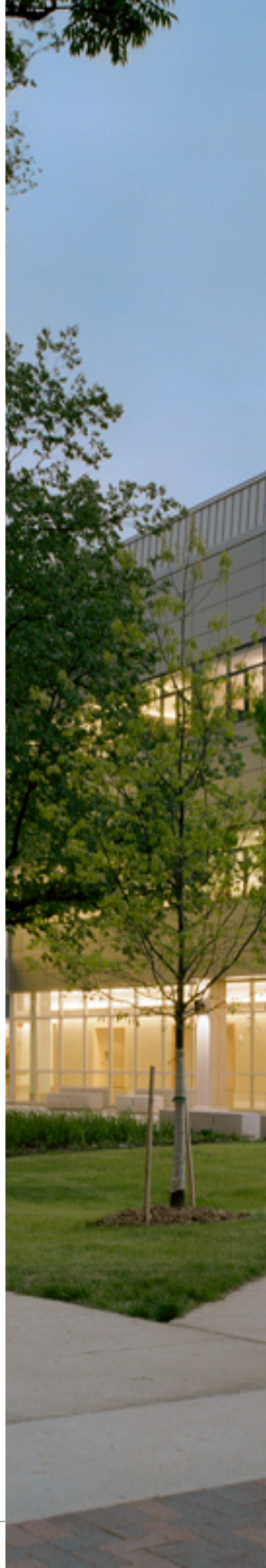
POM rates are calculated yearly based on campus-wide average costs per assignable square foot (ASF) calculated for three service areas: utilities, custodial services and maintenance. For current rates, visit [fod.osu.edu/whopays](http://fod.osu.edu/whopays).

■ **AS DEFINED BY INDUSTRY STANDARDS**, FOD is funded at the reactive level.\* At this level of funding, frequent service gaps and deferred maintenance are to be expected. In some cases, departments elect to pay a higher rate for additional services. Please contact your Zone Leader for more information (see page 10).

## SERVICE LEVEL RATES



\*APPA Appearance Levels ([appa.org](http://appa.org))





## {NON} BILLABLE SERVICES

Plant, Operation and Maintenance (POM) funds are used to maintain and repair campus buildings, not including residence halls or most athletic and medical facilities.

Examples include:

- ❖ Repairs resulting from normal wear and tear, including plumbing, central HVAC and electrical systems
- ❖ Maintenance of the building envelope – windows, foundation, walls and floors
- ❖ Maintaining clean and safe campus buildings

## BILLABLE SERVICES

Facilities Operations and Development has the desire and technical expertise to provide services that are not covered by POM funding. Some of these projects may require the submission of a Project Request (see page 9).

Examples include:

- ❖ Minor renovations, conversion of space, installation and/or maintenance of specialized equipment affecting the building systems, such as fume hoods and acid drains
- ❖ Repair of department equipment, such as window air conditioners, furniture, etc.
- ❖ Installation of items that require only minor modifications, such as pictures, wall brackets and wall clocks
- ❖ Fabrication of shelves and equipment, non-scheduled painting, changing ventilation equipment, adding electrical service

For more information about Billable Services, see [fod.osu.edu/whopays](http://fod.osu.edu/whopays).



# SUSTAINABILITY

CREATING A CAMPUS THAT IS TIMELESS, maintainable and flexible; incorporating responsible use of fiscal, environmental and human resources; and having minimal environmental impact.

## SOME SUSTAINABILITY PROGRAMS UNDERWAY:

### **American College and University Presidents Climate Commitment (ACUPCC)**

President E. Gordon Gee signed this pledge in 2008, committing the university to the goal of climate neutrality. The commitment reads, "Universities that exert leadership in addressing climate change will stabilize and reduce their long-term energy costs ... and increase the support of alumni and local communities." [presidentsclimatecommitment.org](http://presidentsclimatecommitment.org)

### **President's Council on Sustainability**

President Gee created this council, comprised of students, faculty and staff, to help coordinate the university's efforts on behalf of environmental sustainability. The council serves as an overarching steering committee for campus issues surrounding sustainability.

## SCARLET, GRAY & GREEN

Developing principles and practices for a culture of sustainability at Ohio State.

## GREEN BUILD AND UNIVERSITY DESIGN STANDARDS

The university is committed to developing new and renovated buildings that use resources efficiently and create healthy environments. Each new building or renovation with a \$4 million budget (or more) will strive for U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) Silver-level certification or higher. [usgbc.org](http://usgbc.org)

## ENERGY

Ohio State is committed to improving energy efficiency, reducing energy consumption and investigating cost effective options for use of renewable energy sources.

## PURCHASING

Eco-friendly products are purchased whenever possible. Ohio State's Stores offers products and services for green purchasing, and all copy paper purchased contains 30 percent post-consumer recycled content.

{ THE COMMITMENT TO CAMPUS SUSTAINABILITY IS A RESPONSIBILITY SHARED BY EACH AND EVERY MEMBER OF OUR CAMPUS COMMUNITY. }

## WASTE MANAGEMENT, RECYCLING AND COMPOSTING

Disposal of materials represents an increasing cost to the environment and the university. As a result, the university has adopted a goal of 40 percent waste reduction by 2010. Programs include All-In-One recycling and food and landscaping waste composting.

## TRANSPORTATION

Campus Area Bus Service (CABS), car sharing and car/van pooling will continue to be an integral part of transportation and parking strategies. Student fees include a COTA bus pass for unlimited access to local mass transit. Anti-idling guidelines have been adopted, and the university's onsite fueling station dispenses only soy biodiesel.

## WATER USAGE

Low-water flush valves and flow restrictors will be used in all applicable areas. Landscape design works to utilize local plant life that requires minimal maintenance, and rainfall monitoring will be utilized to minimize irrigation.

## BUILDING ENERGY MANAGEMENT AND UTILITY METERING

Utility metering provides essential data for energy management. Energy audits help identify opportunities for energy conservation.

For more information, see [fod.osu.edu/sustainability](http://fod.osu.edu/sustainability).

# a few of the THINGS WE ALL CAN DO

### ♻️ TURN IT IN!

- ❖ Use campus recycling bins for recyclable items.

### ♻️ TURN IT OFF!

- ❖ Lights: Turn off artificial lighting when natural light is sufficient. Turn off all nonessential lighting (classrooms and office space) when not in use, particularly during nights and weekends.
- ❖ Office machines: Turn off energy-consuming office equipment, such as computers, fax machines, printers, copiers and window air conditioners when not in use.

### ♻️ TURN IT DOWN! USE LESS.

- ❖ Walk, bike, carpool and use public transportation whenever possible.
- ❖ Keep office and academic spaces at 70°F during heating season and 76°F during the cooling season. Dress appropriately. Report energy issues to Service2Facilities.
- ❖ Conserve water whenever possible. Report water leaks and dripping faucets to Service2Facilities.
- ❖ Purchase and use environmentally friendly products, such as energy-efficient appliances and lighting fixtures.

### ♻️ TURN IT OVER!

- ❖ Reduce waste and conserve resources by making double-sided copies and printing only when necessary.

TO HELP PROMOTE A STRONG CULTURE OF CUSTOMER SERVICE, please recognize staff for a job well done. Nomination forms are available for quarterly or annual awards at [fod.osu.edu/recognition](http://fod.osu.edu/recognition).



#### QUARTERLY AWARDS

The PRITA Key Value Award is granted to individuals or teams who, on a consistent basis, demonstrate the PRITA principles in the workplace.

Customer Key Service Awards are based on customer feedback and praise in recognition of service that has exceeded their expectations. Individuals or teams are eligible for this award.

#### ANNUAL AWARDS

Special Recognition Awards are given to individuals and teams that may be a part of initiatives that are not visible to all employees throughout the year, including partnering with other areas within Ohio State or the surrounding community, overall leadership or other significant achievements.

Innovation Award recipients are recognized for developing and/or participating in a project or process improvement that moves FOD toward its mission and substantially impacts operations.











## ADDITIONAL RESOURCES

To Report an Emergency: 911  
General Non-emergency: 614-292-2121

### Transportation & Parking

160 Bevis Hall  
1080 Carmack Road  
Columbus, OH 43210  
(614) 292-9341  
(877) OSU-PARK toll free  
tpinfo@osu.edu  
tp.osu.edu

### Public Safety

Michael Blankenship Hall  
901 Woody Hayes Dr.  
Columbus, OH 43210  
(614) 247-6300  
ps.ohio-state.edu

### Student Life

600 Lincoln Tower  
1800 Cannon Drive  
Columbus, OH 43210  
(614) 292-9334  
questions@studentlife.osu.edu  
studentlife.osu.edu

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Facilities Operations and Development  
150 Central Service Building  
2003 Millikin Road  
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(614) 292-0257  
(614) 292-6751 fax  
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**Facilities Operations  
and Development**

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