



Facilities Management Event Presentation

Revised November 2023

General Tips For A Successful Event



The key to a successful event is planning and communication among all campus service providers through a logistic meeting and proper lead time. FMHelp can assist with providing a suggested list of invitees for a logistics meeting.

Lead time is dependent upon the scale and complexity of the event.

- **Small/Standard events require a minimum of 2 weeks' notice.** An example is events that are indoors, within a classroom, and during normal operating hours.
- **Larger/Complex events require a minimum of 3 months' notice.** An example is events that are outdoors, with food, equipment, and/or entertainment.

- Events are normally supported on a first-come, first-served basis. FM reserves the right to prioritize work.
- Event requests **MUST** be submitted to the [Citizenserve](#), with a diagram, a **minimum of 15 business days prior to the event.**
- FM is not the campus event coordinator. We only provide facilities support services for campus events.
- All events hosted by external agencies require a Facilities Use Agreement which is managed by [Hospitality Services](#). For exterior spaces, Conference Center, or the California Room, contact Hospitality Services, and they will assist in processing an FM request. There are a few exceptions to this.



Citizenserve
Special Event Permit
Application



FMHelp Approval
Process

FM Services



Event Changes



Special Event Permit
Application
(Citizenserve)



Work Order Recharge /
Billing Practices

General Event
Information



Citizenserve - Special Event Permit Application



**Effective December 1, 2023,
Citizenserve will be the only system to
submit an event request.**

**Special event requests will no longer be
submitted into WebTMA through
iServiceDesk.**

Facilities Management and other campus service providers utilize the Special Event Permit App in Citizenserve to help ensure proper support. The event application includes a section for each of these campus service providers:

- Facilities Management
- Fire and Building Safety (FABS)
- Environmental Health & Safety (EH&S)
- Public Safety
- Campus Risk
- Transportation & Parking Services (TAPS).

The event sponsor is responsible for submitting a Special Event Permit Application via Citizenserve to coordinate service providers and obtain their approvals.

Submit an event app as soon as possible; revisions can always be made to an event as the event date gets closer.

Citizenserve will be the only system to submit an event request.

Citizenserve – Special Event Permit Application



[Home](#) [Services](#) [Search](#) [Reports](#) [My Account](#) [Contact](#)

APPLY FOR A PERMIT

[Home](#) / [Services](#) / [Application](#) / [Apply for a permit](#)

Projects on campus, the parcel number is the CAAN #

Indicates a required field

Application Type:	<input type="text" value="Special Event Permit"/>
Sub Type:	<input type="text" value="Special Event - Large (SEL) Stage over 120 Sq. Ft.; Tent over 700 Sq. Ft."/>
Advertised Event Name:	<input type="text" value="Special Event - Small (SES) 10 Ft x 10 Ft Canopy/Tabling"/> <input type="text" value="Special Event - Large (SEL) Stage over 120 Sq. Ft.; Tent over 700 Sq. Ft."/>
Address or Parcel #:	<input type="text" value="Merced"/> <input type="text" value="CA***"/> <input type="text" value="95343"/>

FM Services



FM is not the campus event coordinator. FM is a service provider for campus events.

- General Support Services (Moving & Events)
 - Equipment use – Set up & Break down
 - Moving Services
- Building Access
- Electrical/HVAC Services
- Grounds
- Custodial Services
- Refuse/Recycling Services

Any event conducted for or by the University, regardless of division or department, is chargeable under the current [recharge policies](#) and procedures.

Please refer to our website for [Recharge Rates](#) and the [FM State-Funded and Billable Services](#).

General Support Services



Equipment Use

- FM has a list of supplied equipment that can be borrowed for an event. These items include tables, chairs, easy-ups, etc. (see Special Event Permit App for a complete list of available equipment)
 - FM does not relocate classroom furniture.
- FM does not charge for the equipment used; only the labor time it takes to set up and break down the event. FM can provide an estimate upon request. [Recharge Rates](#) are listed on the Facilities website.

Moving Services

- General Support can assist with moving services such as picking up items for an event from one location to another, picking up a projector from OIT, etc. However, FM will not be liable for any damages.
- FM no longer provides flags for events, however, if a department provides their own flags, FM will place them using our flag poles. (flag poles shown in image)



Building Access



Room/Outdoor Reservation

- FM does not manage room/outdoor reservations.
 - Reservations of non-instructional spaces and outdoor areas are made through [EMS](#).
 - Reservations of instruction spaces are made through the website of the [Office of the Registrar](#).

The event sponsor/coordinator must receive reservation approval prior to submitting the Citizenserve Special Event Permit Application.

Access

- FM utilizes the locations on the event app to determine the access needed for an event. Be sure to list all areas used during an event.
- All outdoor events reserved through EMS will be granted access to the nearest restrooms.
- If requesting event access to an individual's CatCard, be sure to state this and include the individual's Net ID on the events app.

The event coordinator or their designee is fully responsible for being in attendance for the entirety of the event. This includes all setup, breakdown, and cleanup. This is especially important as it relates to monitoring people entering unlocked areas.

Electrical/HVAC Services



Electrical Services

- Power support for vendors such as DJs, food vendors, etc.
 - If generators are needed, FABS requires the installation of grounding rod(s). This requires a USA North submittal to confirm the proposed grounding location is free of any below-grade utility lines. There is a **minimum of 7 business days advance notice on top of the standard advance minimum notice.**
- FM utilizes the locations on the event app to determine the scheduling of lighting at indoor and outdoor locations.
- FM Electricians can provide on-site support on the day of the event.

HVAC Services

- FM utilizes the locations on the event app to determine the scheduling of heating/cooling needed for an event.

Grounds Services



- Grounds provides outdoor clean-up:
 - Removal of litter, leaves, etc.
 - Maintenance of landscaping/vegetation
 - Sidewalk sweeping/pressure washing
- All in-ground signage must be placed by Grounds to ensure the sprinkler system is not damaged.
- FM utilizes the locations on the event app to determine the scheduling of the overnight sprinklers system to ensure grass areas are not watered the night before the event.

Custodial and Waste/Recycling Services



Custodial Services

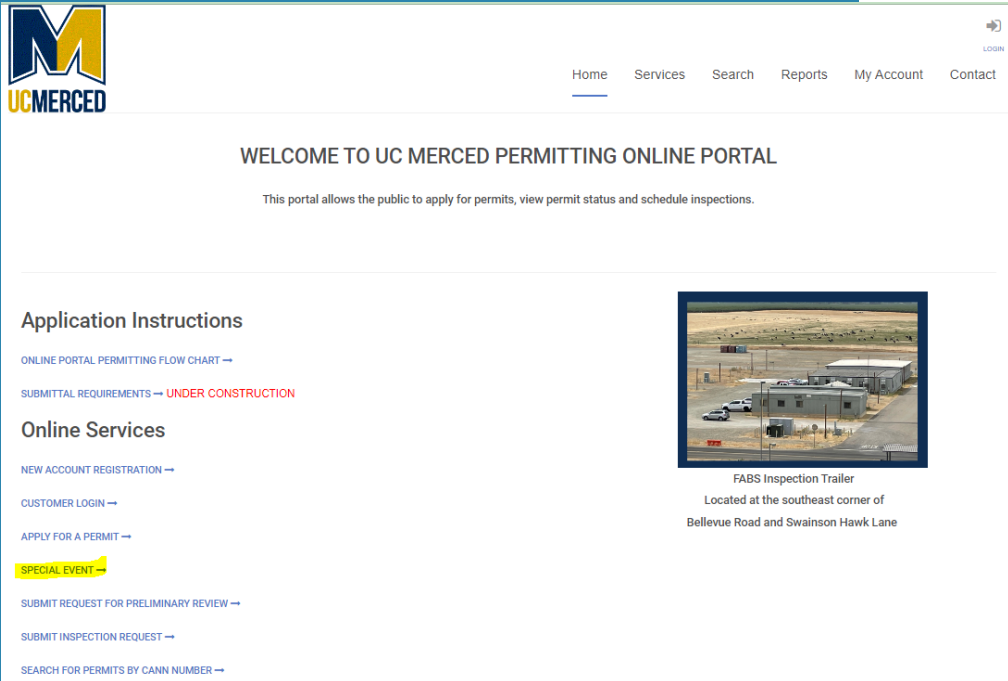
- Custodial provides area clean-up and empties trash for indoor spaces.
- Custodial maintains restroom and restocks supplies.
- FM utilizes the locations on the event app to ensure custodial services are provided at the correct locations.



Refuse/Recycling Services

- Refuse/Recycling provides additional trash bins upon request for exterior spaces.
- Refuse/Recycling empties trash bins during events upon request.
- Refuse/Recycling can assist in promoting our campus' sustainability commitment with a **Zero Waste Event**. When submitting the event request, note you would like your event to be a "Zero Waste Event".

Special Event Permit (Citizenserve)



The screenshot shows the UC Merced Permitting Online Portal. At the top left is the UC Merced logo. The navigation menu includes Home, Services, Search, Reports, My Account, and Contact. A 'LOGIN' button is in the top right. The main heading reads 'WELCOME TO UC MERCED PERMITTING ONLINE PORTAL' with a subtext: 'This portal allows the public to apply for permits, view permit status and schedule inspections.' On the left, there are sections for 'Application Instructions' (with links for flow chart, requirements, and registration) and 'Online Services' (with links for account registration, login, permit application, special event, preliminary review, inspection request, and permit search). The 'SPECIAL EVENT' link is highlighted in yellow. On the right, there is a photo of a 'FABS Inspection Trailer' with a caption: 'Located at the southeast corner of Bellevue Road and Swainson Hawk Lane'.

- Fire and Building Safety (FABS) requires a permit for most events.
- Facilities Management and other campus service providers utilize the Special Event Permit App in Citizenserve to help ensure proper support.
- FABS will need to conduct a fire inspection of the event area prior to utilizing the space.
- Any changes to the site plan must be submitted to Citizenserve for FABS staff to review and approve before the event. The fire permit issued will be null and void if the actual setup does not match the approved site plan.

Event requests **MUST** be submitted through Citizenserve with a diagram, a minimum of 15 business days before the event.

For any assistance applying or registering through Citizenserve, please contact FABS at fabs@ucmerced.edu.

General Event Information

- Be sure to include as much detail as possible on the event application.
- A diagram/layout is required for the setup of the event. Any changes to the diagram/layout must be submitted and approved in Cizitenserve.
- Event sponsors can request an estimate by noting on their event app that they would like an estimate.
- Set Up/Breakdown times may change depending on the number of events on that day or depending on the General Supports Staffing schedule. FM works with the event coordinator to determine the best mix of resources and scheduling of staff to support their event. The top priority is to accomplish all tasks in a timely manner and to standard. FM reserves the right to determine the most economical mix of resources for all events but will not sacrifice employee well-being or safety
- **Equipment**
 - If an event requires equipment such as tables and chairs, FM will provide them in numbers up to our current stock. If demand exceeds our stock, the event coordinator will need to contact a rental agency for all equipment. FM will not mix any University equipment with any rented equipment.
 - Any University equipment used for an event is the event sponsor's responsibility. If equipment is lost, stolen, or damaged the event sponsor will be charged appropriately for all repairs and/or replacement. This includes wind damage to easy-ups.

FMHelp Approval Process



Typically, it can take up to 2 weeks to process an event for approval. It is critical to include as much detailed information as possible on the event app to ensure each area of approval has the information needed. This will help avoid delays in the approval process.

The FMHelp requests approvals from the following FM areas:

- General Support & Refuse/Recycling
- Skilled Craft and Custodial Services

The requestor must provide approvals from the following areas, when applicable:

- Fire and Building Safety
- Campus Risk

An event request **can not** be processed until all approvals are received.

****FM may not be able to support an event if the event was not submitted within the minimum time frame, due to staffing, or if a Special Event Permit is not issued. ****

If FM is unable to support the event, the coordinator will need to coordinate with an outside vendor for support.

A contracting out form will need to be completed:

<https://supplychain.ucmerced.edu/procurement/contracting-out-services>

Event Changes



- To make changes to an event, the information will need to be updated through the CitizenServe event application online.
 - Select the “Resubmittal” option under “My Account.”

This will allow the new changes to be linked to the existing event application. Whenever possible, it is best to make changes no later than the day before the event.
- Be sure to update the event application and diagram(s). Facilities cannot make changes on the day of the event without an updated permit from FABS. General Support staff must set up equipment exactly as it is on the diagram that was approved by the Fire Marshal. Any changes must be resubmitted and approved by the Fire Marshal.

Work Order Recharge



The recharge process can take up to a month or more from start to finish. Once a work order is marked completed by the Technician and Supervisor the recharge process begins.

Steps for Recharge:

1. Completed recharge work orders are identified through a weekly report.
2. Each identified recharge WO goes through a two-step internal review process. This can take approximately one week.
3. Once reviewed the WO is submitted to CBS2 to create a recharge template. This can take approximately one week.
4. CBS2 submits a ticket to DFA (Accounting Department) to post the charges to Oracle. The expense will be posted to your department ledger. This can take approximately one week.

This process can take over a month due to staffing and if there is a high number of ServiceNow tickets submitted to CBS2 and DFA.

Billing Practices



- FM abides by all University of California policies and procedures as they relate to recharging internal UC organizations and direct charging external organizations.
- Customers are billed for actual hours worked down to the closest 1/4 hour of work. Breakdowns lower than 1/4 hour are not allowed.
- Any work required outside the normal workday Monday - Friday (generally 8 am to 5 pm), weekends, and on holidays recognized by the UC will be charged at time-and-a-half.
- Weekend, holiday work, or after-hour work requires a two-hour minimum per person at time-and-a-half. If the work involves setting up before the event and a break down after, there is a charge for each two-hour block in which work was done.
- If any work is done, and the customer has a concern with the quality or scope, this should be raised immediately by the event coordinator with the senior FM staff present or contact FMHelp to resolve any issues. If work is done and issues are raised after the fact, FM will make every effort to address concerns, but all charges will stand and must be paid.
- Any University equipment used for an event is the responsibility of the event sponsor/coordinator. If lost, stolen, or damaged, the event sponsor/coordinator will be charged appropriately for all repairs and/or replacement. This includes wind damage to easy-ups.

Contact Information



FMHelp Desk

fmhelp@ucmerced.edu

209-228-2986

Jovana Cruz, FMHelp Manager

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209-201-5052

Jon Lampman, Assistant Vice Chancellor, Facilities Management, Central Plant Operations

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209-500-9137

Facilities Management website:

Additional information and all links are available on the Facilities Management website in the Events Questions & Answer document.

<https://facilities.ucmerced.edu/>

Customer Service Center

1-855-234-0579

Citizenserve

<https://fabs.ucmerced.edu/requesting-permit/special-events>