



Facilities Management Event Presentation

Revised October 2025



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Special Event Permit Application (Citizenserve)



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

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

Facilities Management does not coordinate campus events. FM is a service provider for campus events.

Facilities Management (FM) utilizes the Special Event Permit App in Citizenserve to help ensure proper event 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.

FM can provide an estimate upon request. Please make a note on the event application, under *Facilities*, in the *Additional Notes* section.

Special Event Permit Application (Citizenserve) (cont.)

Event Changes

It's highly recommended to submit an event app as soon as possible; revisions can always be made as needed.

- 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 link the updates to the existing event application. Whenever possible, it is best to make changes no later than the day before the event.

- A diagram/layout is required for the setup of the event. Any changes to the diagram/layout must be submitted and approved in Citizenserve.

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



Home Services Search Reports My Account Contact



LOGIN

WELCOME TO UC MERCED PERMITTING ONLINE PORTAL

This portal allows the public to apply for permits, view permit status and schedule inspections.

Application Instructions

[ONLINE PORTAL PERMITTING FLOW CHART →](#)

[SUBMITTAL REQUIREMENTS →](#)

Online Services

[NEW ACCOUNT REGISTRATION →](#)

[CUSTOMER LOGIN →](#)

[APPLY FOR A PERMIT →](#)

[SPECIAL EVENT →](#)

[SPECIAL EVENT RESUBMITTAL →](#)



FABS Inspection Trailer
Located at the southeast corner of
Bellevue Road and Swainson Hawk Lane

Tips For A Successful Event



The key to a successful event is planning and communication among all campus service providers through a logistical meeting and proper lead time.

- 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 an indoor event held within a classroom during normal operating hours.
 - **Larger/Complex events require a minimum of 3 months' notice.** An example is an outdoor event, featuring food, equipment, and/or entertainment.
- FM reserves the right to determine the most economical mix of resources for all events, while not sacrificing employee well-being or safety.
- Be sure to include as much detail as possible on the event application. FM uses information from the event app to determine FM services needed for an event.
- FMHelp can assist with providing a suggested list of invitees for a logistics meeting.
- Events are normally supported on a first-come, first-served basis. FM reserves the right to prioritize work.
- Event hosted at any exterior spaces, the Conference Center, the Crescent Arch Room, the California Room, Elizabeth Gardens, or Admin 306, contact [Hospitality Services](#).
- All Facilities Use Agreements for all events hosted by external agencies are managed by [Hospitality Services](#). Hospitality Services will coordinate FM support for such events; there are a few exceptions to this.

FM Services



Services Facilities Management provides for Campus Events include:

- **General Support Services (Moving & Events)**
 - Equipment use – Set up & Breakdown
 - Moving Services
- Building Access
- Electrical/HVAC Services
- Grounds
- Custodial Services
- Refuse/Recycling 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 will provide equipment in an amount up to our current stock. If the request 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.
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- FM does not charge for the equipment used; the charge is the labor time it takes to set up and break down the event. The current [Recharge Rates](#) are listed on the Facilities website.
 - 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.
 - 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 staff scheduling to support the event. The top priority is to accomplish all tasks on time and to standard.

General Support Services (cont.)



Moving Services

- General Support can assist with moving services such as picking up items from one location and delivering them to another location, i.e., 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 its 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.

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.

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.

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).
 - Grounding Rods:
 - There are several outdoor areas with existing ground rods. *CTK Quad, Rec Field, University Plaza, Little Terrace, Pavilion Lawn, South Bowl, NW Conference Center.*
 - If grounding rods are needed in an outdoor area other than the ones listed above, **FM requires a minimum of 14 business days' notice.** A USA North submittal is required to confirm that the proposed grounding location is free of any below-grade utility lines.

Use of any grounding rod requires coordination with FM.

- 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, if requested.

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.
- Sprinkler schedule can be adjusted to ensure grass areas are not watered the night before the event. Be sure to make this request on the event app, under the *Grounds* section.

Custodial and Refuse Services



Custodial Services

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



Refuse Services

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

Event Approval Process



Typically, it can take up to 2 weeks to complete the FM event approval process.

It is critical to include as much detailed information as possible on the event app so that the FM support team has the information required to approve the event. This will help avoid delays in the approval process.

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

If an event is not submitted within the minimum time frame, FM may not be able to support the event 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 and a contracting out form will need to be completed:

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

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 all scheduled technicians and their Supervisors, the recharge process begins.

Recharge Process:

1. Completed recharge work orders are identified through a weekly report.
2. Each recharge WO goes through a two-step internal review process. This can take approximately one week.
3. Once reviewed, the WO is submitted to Financial & Accounting Services (F&AS). This process time can vary depending on several factors.
 - F&AS gets dept CAO approval and creates a journal to post the charges to Oracle. Once approved, the charge will be posted to your department ledger.

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

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

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



Customer Service Center

1-855-234-0579

Facilities Management Point of Contact:

Danyel Robertson & Ashley Johnson

fmhelp@ucmerced.edu

209-228-2986

Jovana Cruz, FMHelp Manager

jcruz22@ucmerced.edu

209-201-5052

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

jlampman@ucmerced.edu

209-500-9137

Resources

Additional information and all links are available on the Facilities Management website in the Events webpage.

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

FM Events: <https://facilities.ucmerced.edu/events>

FM Recharge Rates: <https://facilities.ucmerced.edu/fm-help/recharge-rates>

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

Fire and Building Safety (FABS): <https://fabs.ucmerced.edu/special-events>

EH&S: <https://ehs.ucmerced.edu/>

Public Safety: <https://police.ucmerced.edu/events-0>

TAPS: <https://taps.ucmerced.edu/event-services>

Risk Management: <https://risk.ucmerced.edu/events-activities>

Hospitality Services website: <https://hospitality.ucmerced.edu/>

EMS website: <https://rooms.ucmerced.edu/#/search>

Office of the Registrar room reservations:
<https://registrar.ucmerced.edu/services/room-reservations>

Procurement Contracting Out For Services:
<https://supplychain.ucmerced.edu/contracts/contracting-out-services>

Recharge Handbook: <https://bfs.ucmerced.edu/cost-policy-analysis/self-supporting-recharge-operations>

UC Merced Event Calendar: <https://events.ucmerced.edu/>

OSI Clubs & Organization Event Planning:
<https://clubsorganizations.ucmerced.edu/resources/event-planning>

Campus Catering: <https://dining.ucmerced.edu/dining-locations/lakeside-catering>