<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care On Campus</th>
<th>Health Care Off Campus</th>
<th>Research On Campus</th>
<th>Research Off Campus</th>
<th>Academic On Campus</th>
<th>Academic Off Campus</th>
<th>Business On Campus</th>
<th>Business Off Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for departmental computer applications. Some examples are work order tracking, space utilization database and electronic document Management.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Application up time of 95%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation Unit Indicator</td>
<td>Service requests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General IT consulting including departmental web management, database design and reporting, audio/visual services, and pc inventory and refresh</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Respond to 95% of service requests within 1 hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation Unit Indicator</td>
<td>Service requests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Service Center Planning &amp; Reporting</td>
<td>Service Center Plan completed on schedule and in budget.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Service Center Plan</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation Unit Indicator</td>
<td>Service Center Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Health Care</td>
<td>Research</td>
<td>Academic</td>
<td>Business</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility invoice processing (Non-PO Vouchers)</td>
<td>Auditing 95% of 135 bills for accuracy &amp; processing the bills for payment in 5 working days. Service Center billing 2 working days after close of month.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non PO Vouchers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice processing (Purchase Orders). Verifying that invoices have the correct PO number, dollar amount matches the PO price and payments have been processed</td>
<td>Process 98% of invoices received in 5 working days.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft - Inquiry &amp; PO Summary</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Health Care</td>
<td>Research</td>
<td>Academic</td>
<td>Business</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>Connect and Disconnect Public Utilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Email from customer within 5 working day.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Researching entries to comply with Finance Departmental Review &amp; Reconciliation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Data Mart/Hyperion Reports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Contract Management</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>* New</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Amendment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Modifications</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracts are reviewed/renewed prior to start of fiscal year.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

- **Reliant Energy Solutions**
  - Documentation
  - Amendments/RFQ's/Contracts

- **Cokinos**
  - Tracking
  - Annually

- **Republic/Allied Waste**
  - Reporting
  - Annually

- **Air Products – Oxygen**
  - Frequency
  - Annually

- **Nalco**

- **Sharps Direct**

- **Siemens Industry**

- **Siemens Water Technology**

- **Cummins Southern Plains**

- **ADA Resources-Diesel Fuel**

- **Air Liquide Healthcare**

- **American Corporation – Nitrogen**

- **Action Personnel**

- **Ambius**
<table>
<thead>
<tr>
<th>Service</th>
<th>Documentation</th>
<th>Tracking</th>
<th>Reporting</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPB Energy Management Electricity Gas</td>
<td>Audit of Utility Bills</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Ports from LPB</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chilled Water delivery @42-45 Deg and steam @ 100lbs 95% of time</td>
<td>Apogee system/ Daily report</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
</tr>
<tr>
<td>Twenty four hour support, maintenance and repair of these production systems</td>
<td>Daily Report</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
</tr>
</tbody>
</table>
## Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Second level support for hot and cold calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Respond to 95% of service requests within 1 hour</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Work Orders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schedule of utility systems outages for planned maintenance and construction.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Respond to shut down requests within 14 days</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Shut Down Request</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit Indicator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After hours contact for maintenance support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>95% of phone calls answered in 5 rings</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Call Log</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup, treatment, and disposal of regulated medical waste to be</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autoclaved and shredded from UTMB facilities.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pickup, Storage, and disposal of regulated Special waste to be</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>incinerated from UTMB facilities within 8 weeks.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide Portable Emergency Power, Cooling &amp; Heating Services to Critical</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>areas during planned and unplanned events impacting normal campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>operations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality Indicator or Performance Std.</th>
<th>On Campus</th>
<th>Off Campus</th>
<th>On Campus</th>
<th>Off Campus</th>
<th>On Campus</th>
<th>Off Campus</th>
<th>On Campus</th>
<th>Off Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical waste picked up on schedule and disposed of within 72 hours</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Medical waste picked up on schedule and disposed of within 72 hours</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>UTMB owned equipment available 95% of time (scheduled maintenance)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Manifests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracking</td>
<td>Daily</td>
</tr>
<tr>
<td>Reporting</td>
<td>Daily</td>
</tr>
<tr>
<td>Frequency</td>
<td>Daily</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documentation</th>
<th>PM reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracking</td>
<td>As needed</td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
</tr>
</tbody>
</table>
# Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintains the Building Automation System (BAS).</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Application up time of 95%</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provides technical assistance for instrumentation on HVAC equipment throughout the campus.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respond to 95% of service requests within 1 hour</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit Indicator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance and repair for emissions control equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application up time of 95%</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TCEQ Reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care On Campus</th>
<th>Health Care Off Campus</th>
<th>Research On Campus</th>
<th>Research Off Campus</th>
<th>Academic On Campus</th>
<th>Academic Off Campus</th>
<th>Business On Campus</th>
<th>Business Off Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide Engineering Support and Technical expertise to:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respond to 95% Request 3 business days</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>E-Mail Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment Selection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respond to 95% Request 3 business days</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>E-Mail Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit Indicator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review Project Designs and Basis of Design</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review 95% of documents within 14 calendar days</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>E-Mail Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Health Care</td>
<td>Research</td>
<td>Academic</td>
<td>Business</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submittal review of exceptions to campus standards</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>E-Mail Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review of Energy Performance Std.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliance Submittals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>E-Mail Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit Indicator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintain Pressure Dependant Space Report</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Annually</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>Annually</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Annually</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Maintain Campus Design and Construction Standards</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>Annually</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Annually</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Quality Reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>Report</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Act as the primary conduit between Facilities and the Campus community for energy use and sustainability goals.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>KPI</td>
<td>Tracking</td>
<td>Reporting</td>
<td>Frequency</td>
</tr>
<tr>
<td>Reconciling utility consumption and energy purchases</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Energy Cap Software</td>
<td>Tracking</td>
<td>Reporting</td>
<td>Frequency</td>
</tr>
</tbody>
</table>

- **Quality Indicator or Performance Std.**
  - EUI Index with a goal of 200 Kbtu/sqft

Act as the primary conduit between Facilities and the Campus community for energy use and sustainability goals.

- **Documentation**
- **KPI Tracking**
- **Reporting As needed**
- **Frequency Monthly**
<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Maintains data for building consumption of utilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>100% of Data entered within 2 business days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>Energy Cap Software</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conducts building energy policy compliance audits and reports.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Audit 2 buildings per month</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>Energy/Resource Conservation Initiative Building Report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinate Municipal Solid Waste service (MSW) to the main campus</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>Maintain established MSW schedule</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>Daily Report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Quality Indicator or Performance Std.</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Recycle rate of 29% of MSW</td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Facilitates Recycle service for the main campus and paper recycling to clinics; paper, cardboard, pallets, landscape debris, metal, plastic, e-waste, e-records, toner &amp; inkjet cartridges.</td>
<td>Waste stream Pick-up Daily Totals Sheet</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reporting</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Frequency</td>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Coordinates UTMB’s annual Earth Day event                              | Submit Budget and Plan for Earth Day event by Sept 1 each year | X           | X        | X        | X        | X          | X         | X          | X          | X         |
|                                                                        | Documentation                          | Emails      |          |          |          |             |           |
|                                                                        | Unit Indicator                         |             |          |          |          |           |           |
|                                                                        | Tracking                               | Monthly     |          |          |          |           |           |
|                                                                        | Reporting                              | Annually    |          |          |          |           |           |
|                                                                        | Frequency                              | Annually    |          |          |          |           |           |

| Provides information and reports to the campus sustainability committee | Revised report submitted annually     | X           | X        | X        | X        | X          | X         | X          | X          | X         |
|                                                                        | Documentation                          | Report      |          |          |          |             |           |
|                                                                        | Tracking                               | Annually    |          |          |          |           |           |
|                                                                        | Reporting                              | Annually    |          |          |          |           |           |
|                                                                        | Frequency                              | Annually    |          |          |          |           |           |
## Business Operations and Facilities - Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Health Care</th>
<th>Research</th>
<th>Academic</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Campus</td>
<td>Off Campus</td>
<td>On Campus</td>
<td>Off Campus</td>
</tr>
<tr>
<td>Quality Indicator or Performance Std.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Documentation</td>
<td>Meeting Agenda &amp; Minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Quarterly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Quarterly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Quarterly</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Facilitate Transit Program

Representation at 100% of regional/local planning meetings & conduct 100% of quarterly meetings with on-island transit provider