I. **GROUNDS DEPARTMENT SERVICES:** The Grounds Department provides quality services, consistent with responsible fiscal and environmental stewardship, to support the landscape maintenance and landscape construction needs of the Cornell Community. Since the condition and appearance of the campus grounds affects the image of the University, the Grounds Department is solely responsible for balancing the standards of University Grounds care and managing the available resources to accomplish that work.

A. **Snow Removal:** Remove snow from all sidewalks, roads, parking lots, ramps, and steps unless the area is specifically identified as having no winter maintenance. Snow removal activities can happen at any time with the intent of providing safe vehicular and pedestrian traffic flow utilized for the common good during normal business/teaching hours. The intent is to move the masses safely to their destinations. Grounds will apply salt/grit as needed. In general, Building Care removes snow from building specific entrances out to a point where Grounds can remove the snow mechanically, but this will vary based on specific locations.

1. We recognize the above guidelines do not provide clarity to all parts of campus and ask that you work with your Custodial Manager in the event a sidewalk or stair adjacent to your building is not being covered by Building Care or Grounds staff. Please contact Customer Service (5-5322) to report unsafe/slippery conditions anywhere on campus.

2. High priority snow removal essential service locations: All roadways, CU Police, Gannett Health Services, Environmental Health and Safety, Vet Medical Hospital, student housing and dining facilities, specified service docks, or through special requests/notification.

3. The map in the following web link shows areas with no (or limited) winter maintenance: [Grounds Department Winter Maintenance Map](#)

4. **Note:** Risk Management has the sole responsibility of approving what areas may have winter maintenance discontinued.

5. Snow removal for events and activities that occur outside of the normal business/teaching hours may require additional funding for services provided. Please call the Grounds Dept. at 254-1661 with requests and scheduling. Afterhours, weekends or holidays call Customer Service at 255-5322.

B. **Turf Management:** Periodic mowing to maintain a grass height of less than 4 inches. Minimal fertilization and weed control utilizing IPM (Integrated Pest Management) guidelines. Irrigation is managed by Grounds in select Gardens and Lawn areas on Campus where specialized or long term hydration is necessary. Turf maintenance guidelines (seed selection, top dressing, aeration, scarification) dovetail with our own University Horticultural professional guidelines (ex. CALS, NYSTA).

C. **Tree & Shrub Care:** Please note that the Grounds Department has two fully certified Arborists on hand (ISA). Pruning of trees and shrubs (in need) annually to preserve structural aesthetics and to renovate or remove any dead or unsafe branches. Trees deemed unsafe (for a variety of
reasons) are removed in their entirety and replaced with like varieties or species more suitable for the site. Building specific tree care (roof clearance, etc.) is done per work order request. Apply bark mulch annually as necessary. Replacement of shrubs and trees in some cases is funded through various specific Donor Accounts (managed by Grounds) as well as appropriated funding. Replacement is based on aesthetics, functionality, and funding.

D. **Flower Bed Care:** Periodic weeding, watering, fertilization and season appropriate cycling of plants (bulbs, annuals, and mums). Customer requested/building specific planters and plantings are funded via work order from the customer.

E. **Litter Removal:** Weekly litter removal from lawns and paved surfaces that would not be considered building specific. Weekly service of 170 exterior landfill and recycle containers that are not located at building entrances. Smoking outposts/stations are typically not maintained by Grounds. Litter removal from naturalized areas as needed.

F. **Student, Faculty, and Athletic support:** Grounds supports exterior student, faculty, and athletic activities campus wide. Some examples: Commencement, Reunion, Dormitory move in/out, UUP associated student projects ranging from art displays to awareness events, concerts, slope day, student volunteer groups, CALS Horticulture projects and Athletic events.

G. **Ivy Control:** Handled on a case by case basis but generally at the request of the Zone Facility Manager. Removal of ivy from buildings when it becomes problematic to the structure, windows, building signage, and or the function of facility mechanisms (air intakes, AC)

H. **Naturalized Areas:** The landscape in these areas (follow this web link: [Grounds Department Mowing Map](#)) has been designed to increase environmental benefits and to reflect the university’s campus-wide sustainability goals. By utilizing the correct plants, soil improvements and mulches, we have been able to greatly reduce the need for irrigation, fertilization, pest control and mowing. The result: an attractive landscape with fewer of our precious resources needed for its maintenance.

I. **Emergency Response Services:** 24 hour response for sewer backups, water breaks, winter snow and de-icing, environmental spills, barricade deployment, tree and storm damage.

J. **Construction Services:** These jobs are normally our Enterprise or Billable side of our operation and not part of the base level of service.

1. Utility Support.
   a) Water breaks
   b) Sewer backups
   c) Catch basin cleaning and repair
   d) Drain line cleaning and repair
   e) Water and Sewer line installations
   f) Retention/sediment pond cleaning and repair

2. All Shops and Trade Zone Support
Appendix D
Grounds Department Services

a) Excavation and Heavy Equipment support  
b) Repairs and Corrective maintenance  
c) Labor

3. Landscape Construction & Installation.  
a) Retaining walls and walkways  
b) Project Management  
c) Contractor support and site inspections  
d) Landscape and Turf repair  
e) New Landscape installations that are within character of the surrounding environment.

4. Pavement: sidewalk, roadway and parking lot repair and installations.  
a) Bollards and Guardrails  
b) Ramps and Curbing  
c) Fencing and signs  
d) Potholes and resurfacing  
e) New installs

II. RESPONSIBILITIES AND ACCOUNTABILITIES  
A. Unit facilities organizations  
   1. Review all exterior furnishings or proposed landscape changes with the Campus Planning Office prior to purchasing and installation. This review will help ensure consistency of design and function across campus.
   2. Provide a clear scope of work for any service requests entered into Maximo via Facilities Customer Service or the FS web site.
   3. Contact the Grounds Director promptly to discuss concerns with any service issues. If problems are not resolved satisfactorily, the issue should be raised to the Director of Facilities Management.

B. FS Grounds department  
   1. Partner with Units to provide the Campus-Wide level of service as outlined in section I. Be responsive to all requests and foster relationships.
   2. Provide prompt and clear communication to affected Units and Zone Trades Crews related to Grounds Department service issues in that zone.
   3. Participate in unit emergency planning process.

III. SERVICE AVAILABILITY  
A. Grounds services are subject to Emergency requests and are Weather dependent. For example: campus-wide snow removal or a water line break would take priority over unit requested services. The Grounds Department’s office hours are from 7:00 am to 3:30 pm Monday through Thursday,
Appendix D
Grounds Department Services

Friday 7:00am to 2:30pm. In case of an after-hours or holiday emergency, contact Facilities Customer Service at 255-5322.

IV. MEASUREMENT
A. Annual customer satisfaction survey
B. Metrics can be found at the following web link: http://www.fs.cornell.edu/fs/metrics/