

Procedure III.3004.C.a, Facilities Services

Associated Policy

Policy III.3004.C, Facilities Services

Procedures

Requests for services provided by the Facilities Services Department shall be made through a prescribed process. This process receives requests via email, interoffice mail, by telephone, or in person. The requests are screened for details relevant to the intended work and entered in the College work task management software application. The tasks are then assessed, planned, and scheduled by the various department subgroups as priority, facilities availability, and resource availability dictate.

Services provided by Facilities Services include:

- repair of mechanical, plumbing, and electrical systems,
- carpentry and painting services,
- landscape and pest management services,
- nuisance pest and wildlife management services,
- moving and logistics support services,
- housekeeping and janitorial services,
- solid and recycled waste management,
- parking lot and College roadway maintenance,
- access control systems operation and maintenance,
- vehicle fuel storage and disbursement operations,
- vehicle maintenance and operations,
- facilities life safety systems operations and maintenance,
- campus grounds management,
- wayfinding and informational signage maintenance,
- building envelope inspection and maintenance, and
- building automation and energy management systems operation and maintenance.

Quality measures are taken on work processes. Customer satisfaction surveys are generated automatically for a sampling of work requests received. Additionally, periodic audits are carried out on select components of the work process. The Facilities Services Department reviews the results of these measures and reports the results to the College community.

Deferred maintenance is managed in three separate Facilities Services processes. These include the work order management system, the Request for Facilities Services (RFS) system, and the large capital improvement programs. The work order system is used to correct facilities failures and breakdowns that are routine or normal in nature. Labor is provided by in-house staff or through contract sources with established agreements. Moderate level renovation and heavy repairs are managed through the RFS process. Heavy, large-scale renovations and new building construction is managed through the capital improvement programs.

Service level agreements (SLAs) shall be created for the various services offered by the Facilities Services Department. These SLAs may be general as with office housekeeping, or they may be

specific as with certain labs or other spaces having unique service needs. The details of the SLAs are to be a mutually agreed upon between Facilities Services and the respective campus or department leadership receiving services.

Furniture and non-program specific building equipment are managed by Facilities Services. Budgets for the funding of departmental activities should be created annually and employ lifecycle methodology where the operating and replacement costs of large-scale systems and assets are amortized over a period of time representative of the expected lifespan of the items.

Furniture standards reflect a one college theme and are established based on best value for the College with consideration based on price, serviceability, and longevity. Standards prevent the use or purchase of sub-standard furniture items not in keeping with the one-College theme, reduce impact of failed components, and ensure that furniture is integrated into planned accessibility, power, and network plans. Every newly constructed and renovated physical resource utilizes standards to make the most of available space. Approved furniture moves are coordinated through Facilities Services to reduce the possibility of personal injury, as well as, damage to furniture and buildings.

Posting, adhering, fastening, marking, or painting on any walls, doors, glass, or any other surface of College facilities, infrastructure, landscape, not specifically designated for postings, is prohibited. If not done properly, using proper materials, these activities are detrimental to the condition of college assets and may impact life safety codes regarding combustible materials. Facilities Services will aid in the installation of bona fide works of art, certificates, bulletin boards, and/or door document sleeves as requested.

Facilities Services shall manage supplies and equipment necessary for a first response to foreseeable emergency conditions outlined on the department emergency plan. The department plan shall be coordinated with that of the College and be reviewed periodically. Expectations of the department are to be able to provide an initial response to control the spread of and mitigate damage from threats such as, but not limited to, rising floodwaters, water infiltration, loss of critical utilities, and regional/local emergency repurpose of College facilities for community relief efforts. Facilities Services may also provide support to other Colleges and responding agencies in the event of emergency conditions.

Utilities, life safety, and access controls systems are critical in nature. Access to these areas, components, and systems are strictly limited to properly trained and duly assigned Facilities Services employees, approved contractors, and/or Facilities Services designated individuals.

Definitions

Deferred Maintenance: The practice of postponing maintenance activities such as repairs on both real property (i.e., infrastructure) and personal property (i.e., machinery) to save costs, meet budget funding levels, or realign available budget funds.

SLA: A Service Level Agreement is a prearranged listing of services and deliverables between a service provider and a client.

Work Order: A work order is a discrete task or a job request for a client, which can be scheduled or assigned to department resources for execution. Facilities Services utilizes a computerized maintenance management software application to aid in the backlog, planning, and scheduling of work orders.

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