

# *FM Service Guide Overview*

*FALL/WINTER 2019/2020*



# *Agenda:*

Facilities Management Overview & Service Guide Historical Context—15 min

Service Guide Review Discussion—15 min

College Specifics—15 min

Questions/Discussion—15 min

# Facilities Management Overview:



Don Guckert  
Associate Vice President,  
Facilities Management



Lynne Finn  
Associate Vice President,  
Facilities Management



Glen Mowery  
Director,  
Utilities



Sadie Greiner  
Director,  
Design & Construction



Julie Sychra  
Interim Director,  
Building & Landscape Services

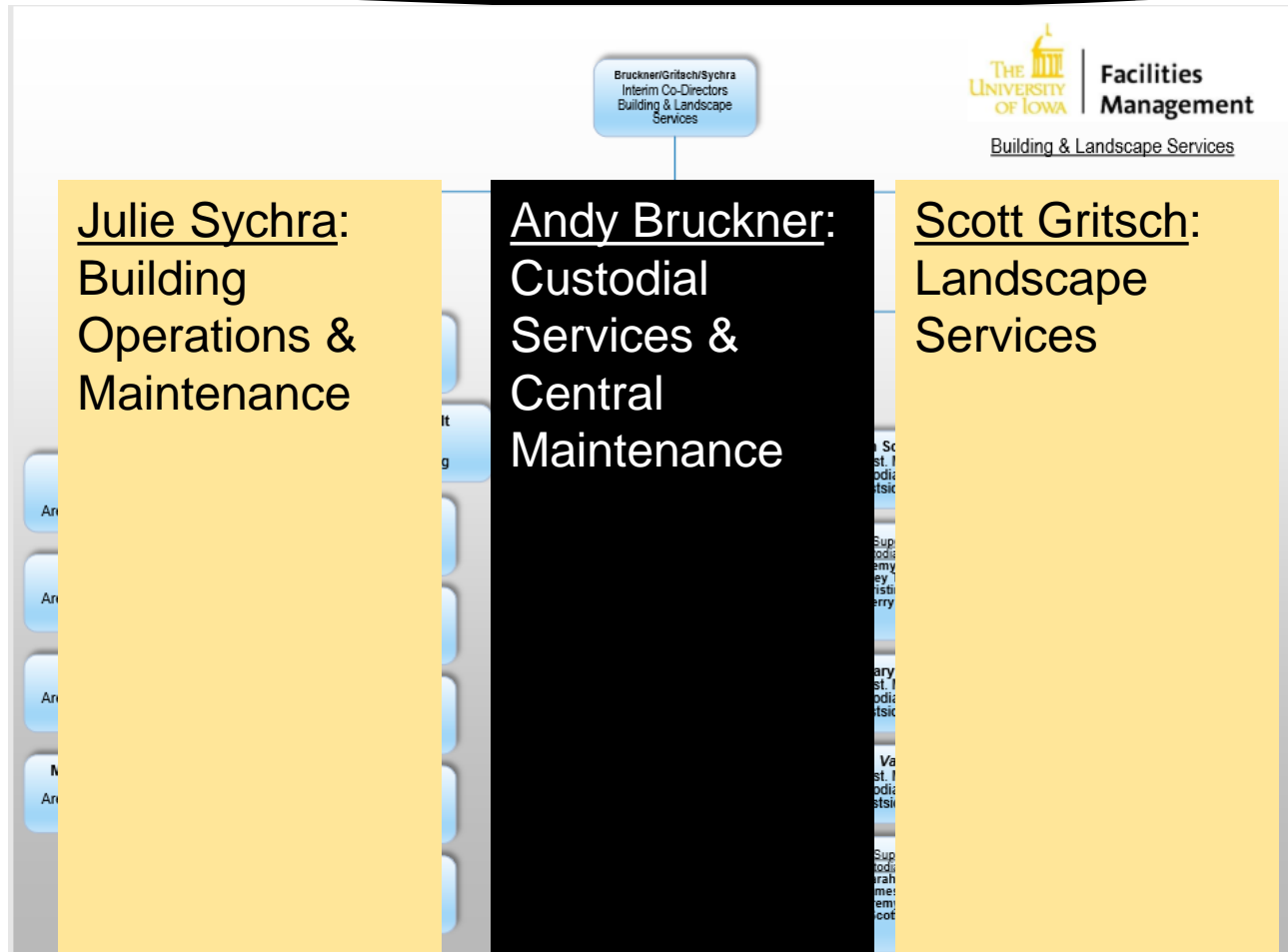


Andy Bruckner  
Interim Director,  
Building & Landscape Services

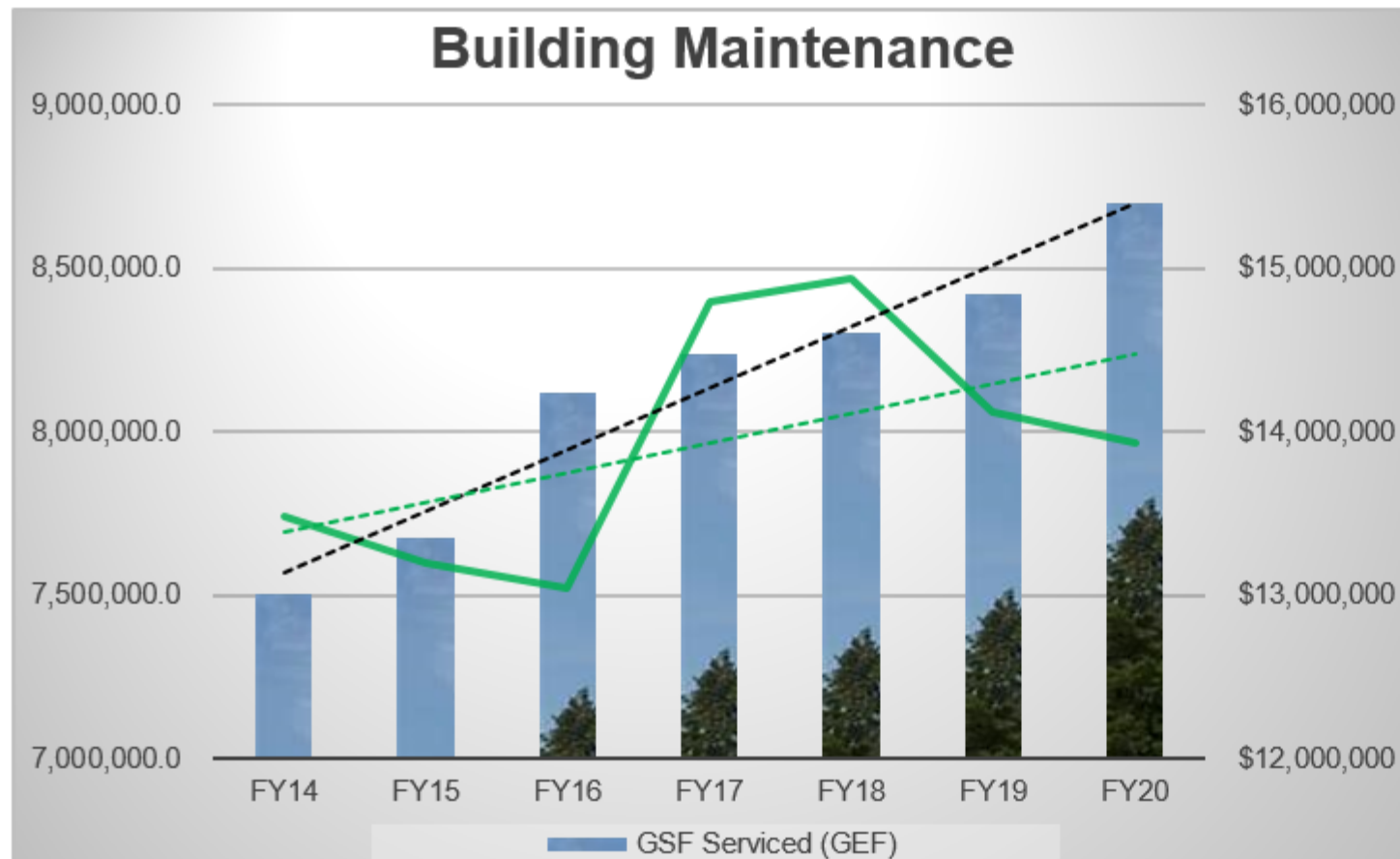


Scott Gritsch  
Interim Director,  
Building & Landscape Services

# Facilities Management Overview:



# Building Operations & Maintenance 3-Year Plan Budget:



Three Year Plan Details

**12 fte** reduction

**12.88%** Only GEF FTES

\$1.93 to \$1.77 per square foot

Repositioning Actions:

FDD

Planning and Scheduling

Realigned Maintenance Areas

Standard Work Flows

Leveraging Data

Defining Spend Categories

Identify critical MEP funding pool and priority model

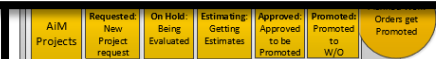
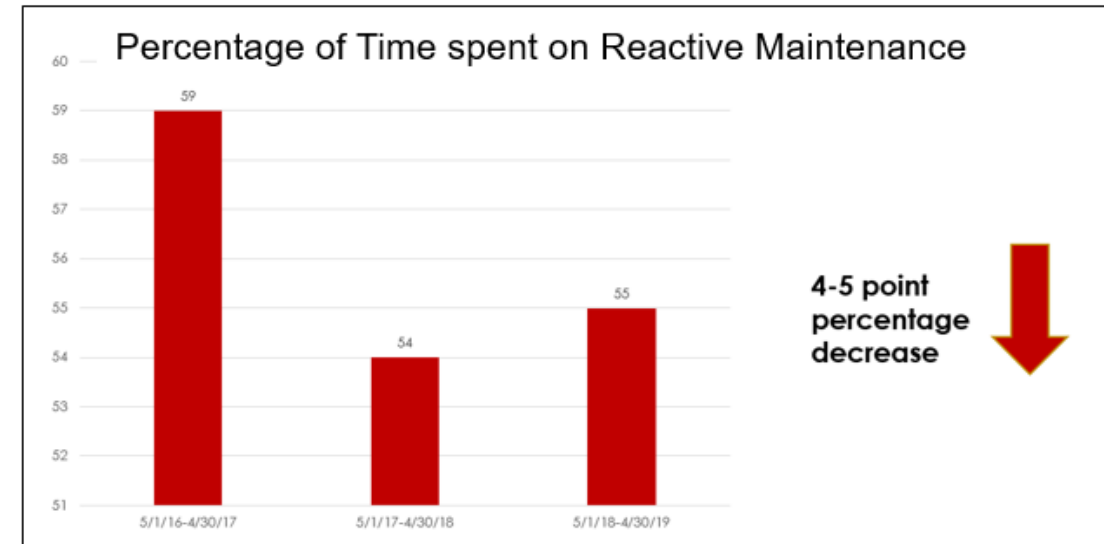
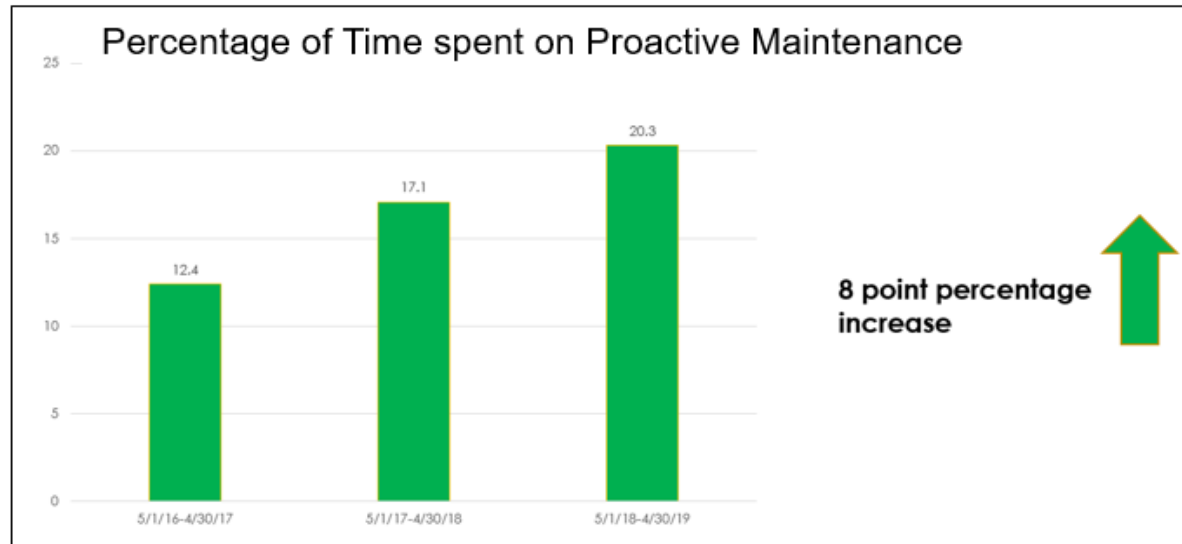
Scalable Service Model

# Building Operations & Maintenance

## Focus:

- Driving culture shift to planning and scheduling work
- Increasing Proactive Maintenance vs. Reactive Maintenance

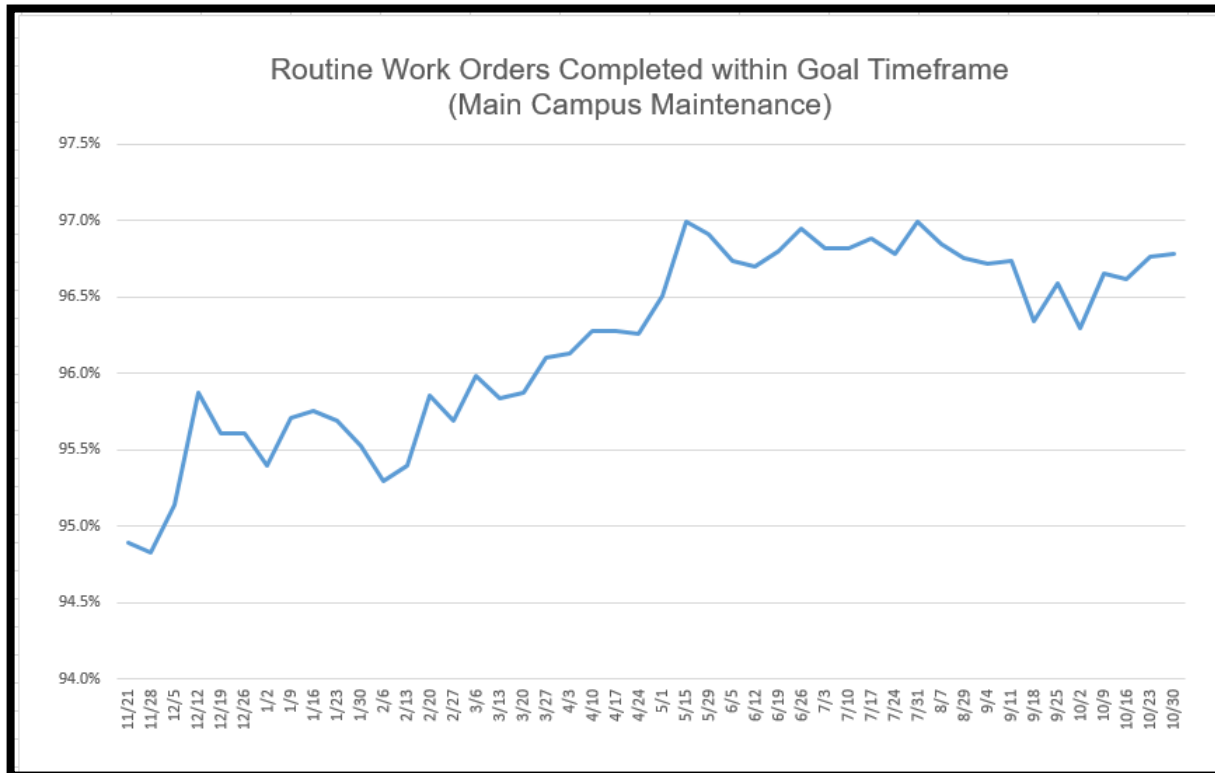
### AiM-EM Workflow



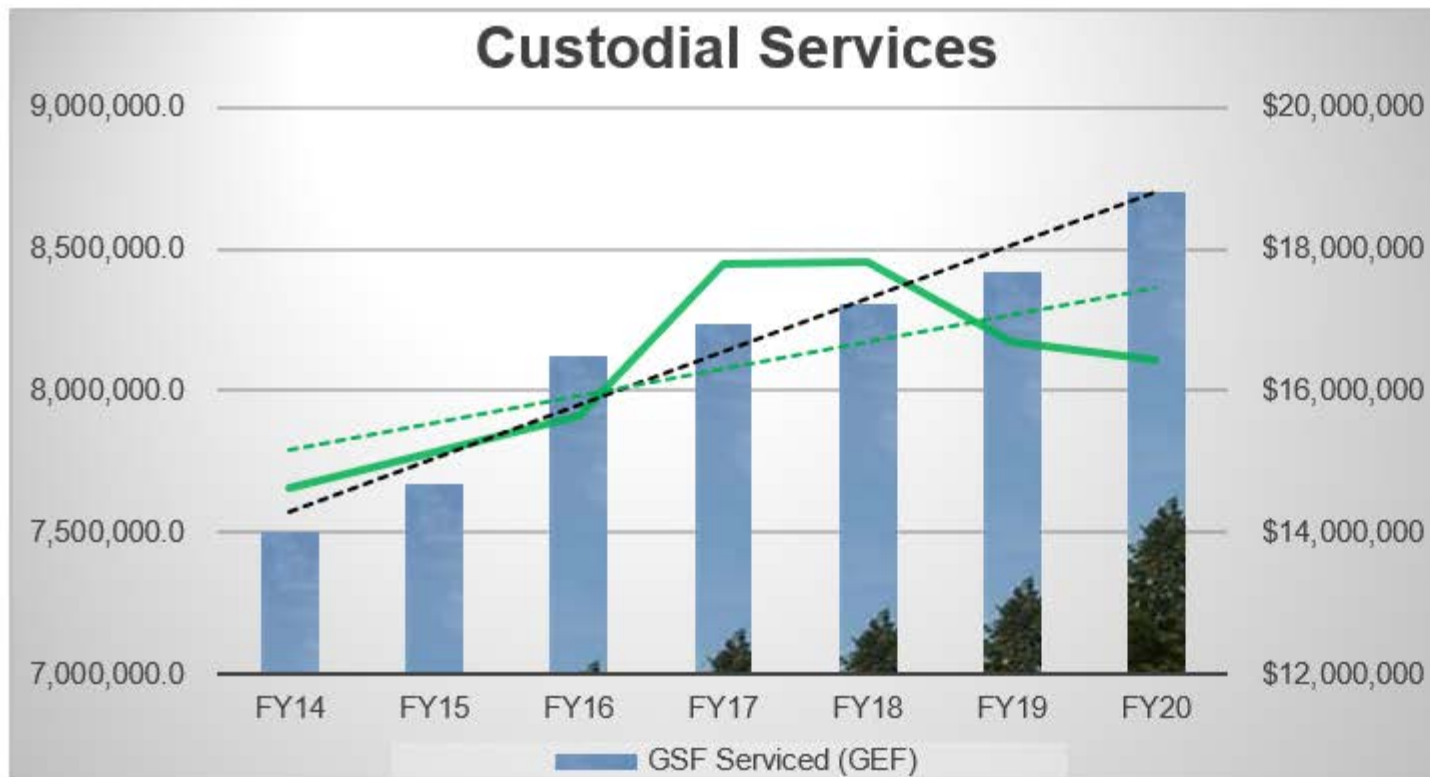
# Building Operations & Maintenance

## Focus:

- Driving culture shift to planning and scheduling work
- Increasing Proactive Maintenance vs. Reactive Maintenance



# Custodial Services 3-Year Plan Budget:



Three Year Plan Details

**12** fte reduction

**5.48%** Only GEF FTES

\$2.08 to \$1.90 per square foot

Repositioning Actions:  
Reorganization  
Supervisor Ratio Correction  
Automation  
Quality Assurance

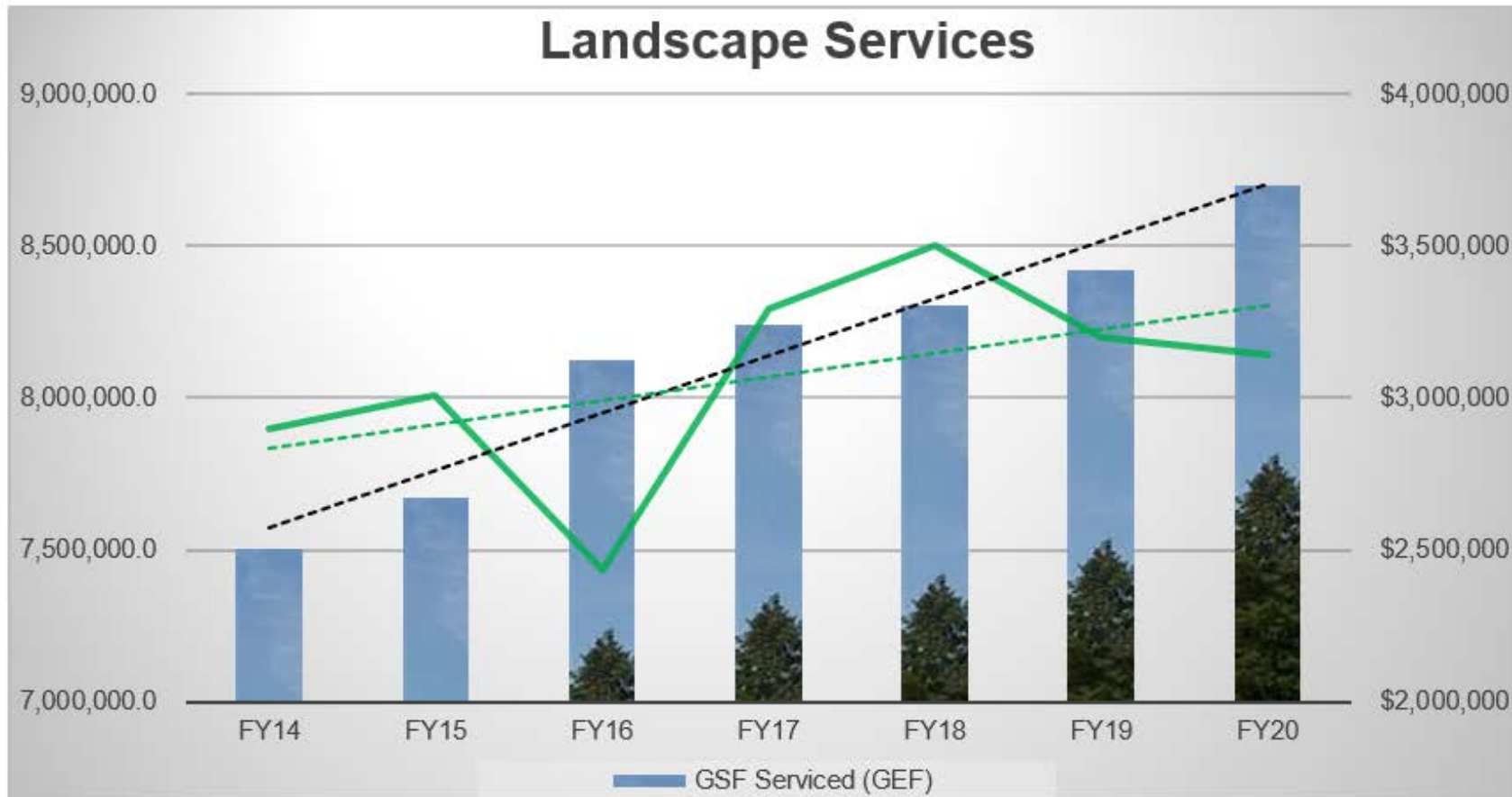


# *Custodial Focus:*

- Customer communication and satisfaction
- Quality of Services (appearance)
- Employee satisfaction
- Employee retention



# Landscape Services 3-Year Plan Budget:



Three Year Plan Details  
**2 fte** reduction  
**6.86%** Only GEF FTES

\$ .40 to \$ .36 per square foot

Repositioning Actions:

Landscape Management Plan  
Defined Service Levels  
Scalable Service Model

# Landscape Focus:

- Defining appearance expectations
- Establishing standards for maintenance
- Providing a structure for monitoring results

UNIVERSITY OF IOWA  
LANDSCAPE SERVICES MANAGEMENT PLAN

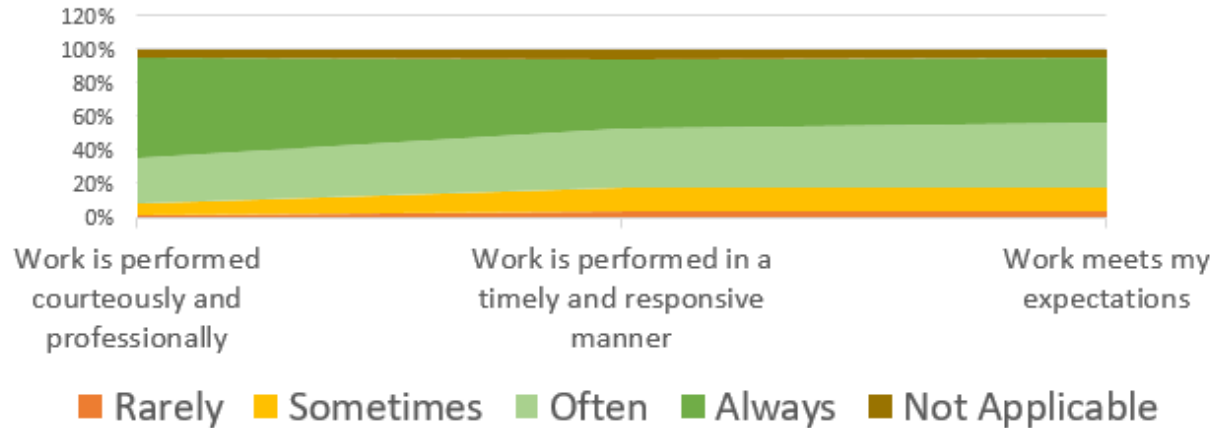


*For more information, link to the full management plan at:*  
[https://www.facilities.uiowa.edu/bls/landscape/LS\\_MgmtPlan.pdf](https://www.facilities.uiowa.edu/bls/landscape/LS_MgmtPlan.pdf)

# The Journey to Here:

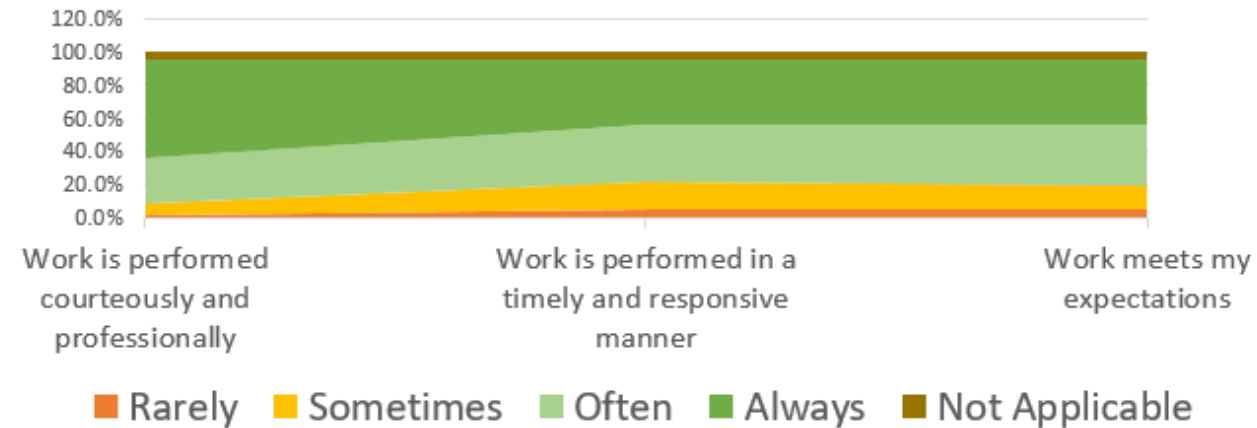
## How Work is Performed (2015)

*Building and Landscape Services Customer Survey 2015*



## How Work is Performed (2019)

*Building and Landscape Services Customer Survey 2019*



# Service Guide Overview:

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*“We receive General Education Funding (GEF) to support the baseline service levels for the academic and administrative functions of the university”*



# Service Delivery Highlights:

## How FM@YOURSERVICE Prioritizes Your Requests

All work is prioritized by specific definitions and parameters. This priority method allows fair and appropriate service responses to be planned and scheduled appropriately across all buildings and programs on campus. This system is utilized primarily for building maintenance, landscape and custodial services.

| Service Priorities   |   |
|--|---|
| <b>What to Expect:</b> <i>FM@YourService prioritizes work requests based on the scope of work provided. To allow us to most effectively and efficiently serve you, please be prepared to provide details regarding your request.</i> |   |
| Priority Type  | Definition  |
| Routine  | Corrective and preventive maintenance or service item that does not pose an immediate risk to facilities, systems, equipment, or components. Routine work is investigated within fourteen (14) days and repaired within thirty (30) business days.  |
| Urgent   | Potential threat to life, property, security, or the environment. Warrants expedited action to mitigate the situation before conditions escalate or worsen. Urgent work is investigated within two (2) days and repaired within seven (7) business days.  |
| Emergency  | Imminent threat to life, property, security, or the environment. Warrants immediate response and mitigation but not necessarily a permanent fix. Emergencies should be called into <u>FM@YourService</u> , 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours. |

Facilities Management **FM@YourService**

Welcome **Stephanie!** How may we assist you? I want to...

For Maintenance Emergencies, please call 335-5071

Click here for site instructions

**Request Maintenance**

Building Maintenance  
Custodial Maintenance  
Landscape Services

**Order Work or Keys**

Keys  
Carpentry  
Moving Services (non-project)

FMReqs - Departmental Work Order

**Request Project**

Renovate Space  
Install Signage/Furniture/etc.

FMReqs - Project Request

**Get Help**

Request Maintenance Estimate  
Contact Us  
Additional Resources

The University of Iowa | Facilities Management **FM@YourService**

<https://www.facilities.uiowa.edu/>

# Building Operations & Maintenance Highlights:

| Building Operations and Maintenance   |   |
|---|---|
| <p><b>What to Expect:</b> Funding for the daily operations and repair of these systems and equipment is in place through the GEF allocation, using the response standards published here. FM will also utilize technology to offer advanced methods to optimize building performance in those buildings where available. This includes predictive and preventative maintenance measures. The GEF allocation also allows for more major repairs (up to \$100,000) for a limited number of projects annually. Facilities Management will utilize customer feedback, Facilities Condition Assessment (FCA) information, the cost of operations and other factors to determine repair priorities. Weather events causing damage to facilities may affect the scheduled priorities. Critical mechanical and building envelope systems will generally carry a higher priority. Major capital reinvestments, such as system replacement, are funded through an annual block allocation funding process. Facilities Management will utilize input from shared governance groups, Campus Planning, FCA and institutional priorities to assign priority for funding. Capital reinvestment work may be limited by funding availability and campus or building capacity for disruption.</p> |   |
| Category  | Examples:   |
| Building Envelope   | Doors (hardware questions should be directed to Key and Access Services)<br>Roofs<br>Windows  |
| Building Systems  | Backflow preventers associated with building utilities<br>Building automation systems<br>Electrical (general power, lighting, emergency/exit lighting, spotlights)<br>Elevators<br>Fire systems (alarms, required extinguishers, protection)<br>Heating, ventilating, and air conditioning<br>Plumbing<br>Stairs/ramps/railings<br>Utilities supporting specialty rooms |
| Equipment   | Building maintenance hoists and cranes<br>Central lab air/vacuum systems and lab water systems (soft water, RO/DI)<br>Fencing<br>Fume hood controls<br>Loading docks and equipment<br>Plaster traps<br>Snowmelt Systems<br>Window AC units – repair of existing   |

| Finishes  |   |
|---|---|
| <p><b>What to Expect:</b> Repair and replacement of interior finishes are prioritized by severity of condition and are not performed on any pre-determined schedule. These scenarios will require a conversation between customers and maintenance area managers/supervisors. In some instances (painting for example), campus planning will need to be aligned with prioritization from a programmatic standpoint.</p> |   |
| Service   | Notes   |
| Interior Finishes   | Cabinetry<br>Carpentry<br>Ceilings<br>Floors (including waxing)<br>Painting and associated lead abatement<br>Standard window coverings and hardware<br>Walls and wall coverings |

# Building Operations & Maintenance Highlights:

|            | Emergency  |              |         |              |           | Urgent   |              |         |              |           | Routine   |              |         |              |           |
|------------|--|--------------|---------|--------------|-----------|--|--------------|---------|--------------|-----------|---|--------------|---------|--------------|-----------|
|            | React  |              | Repair  |              |           | React  |              | Repair  |              |           | React   |              | Repair  |              |           |
|            | Typical  | Non-Typical* | Typical | Non-Typical* | Exception | Typical  | Non-Typical* | Typical | Non-Typical* | Exception | Typical   | Non-Typical* | Typical | Non-Typical* | Exception |
| Lighting   | 90%  | 10%          | 90%     | 9%           | 1%        | 90%  | 10%          | 90%     | 9%           | 1%        | 95%   | 5%           | 90%     | 9%           | 1%        |
|            | <2hr   | <24hr        | <24hr   | <48hr        | **        | <2d  | <14d         | <7d     | <14d         | **        | <14d  | <30d         | <30d    | <90d         | **        |
|            | Examples: All lights out in a stairwell, all lights out in critical space                              |              |         |              |           | Examples: Flickering, multiple lights out in critical space                    |              |         |              |           | Examples: Single light out where others are present               |              |         |              |           |
| HVAC       | 90%  | 10%          | 80%     | 19%          | 1%        | 73%  | 27%          | 65%     | 34%          | 1%        | 80%   | 20%          | 74%     | 25%          | 1%        |
|            | <24hr  | <48hr        | <48hr   | <7d          | **        | <2d  | <5d          | <7d     | <20d         | **        | <14d  | <30d         | <30d    | <90d         | **        |
|            | Examples: Cold exterior building spaces in sub-zero temperature, System issues impacting research, OAR |              |         |              |           | Examples: Some building control alarm states, IT closet space                  |              |         |              |           | Examples: Window air conditioning, Too Hot/Too Cold               |              |         |              |           |
| Power      | 90%  | 10%          | 90%     | 9%           | 1%        | 90%  | 10%          | 90%     | 9%           | 1%        | 95%   | 5%           | 90%     | 9%           | 1%        |
|            | <2hr   | <24hr        | <24hr   | <48hr        | **        | <2d  | <14d         | <7d     | <14d         | **        | <14d  | <30d         | <30d    | <90d         | **        |
|            | Examples: Outage   |              |         |              |           | Examples: Tripped Breaker  |              |         |              |           | Examples: Single outlet   |              |         |              |           |
| Plumbing   | 95%  | 5%           | 85%     | 14%          | 1%        | 95%  | 5%           | 90%     | 9%           | 1%        | 65%   | 35%          | 50%     | 49%          | 1%        |
|            | <1hr   | <8hr         | <3d     | <5d          | **        | <2d  | <5d          | <7d     | <14d         | **        | <14d  | <30d         | <30d    | <90d         | **        |
|            | Examples: Over-running toilet  |              |         |              |           | Examples: Plugged toilet   |              |         |              |           | Examples: Faucet dripping, toilet not flushing                    |              |         |              |           |
| Odors      | 90%  | 10%          | 90%     | 9%           | 1%        | N/A  |              |         |              |           | N/A   |              |         |              |           |
|            | <2hr   | <24hr        | <24hr   | <7d          | **        |  |              |         |              |           |   |              |         |              |           |
|            | Examples: Burning smell, sewage smell  |              |         |              |           |  |              |         |              |           |   |              |         |              |           |
| Leaks      | 95%  | 5%           | 85%     | 14%          | 1%        | 95%  | 5%           | 90%     | 9%           | 1%        | N/A   |              |         |              |           |
|            | <1hr   | <8hr         | <3d     | <5d          | **        | <2d  | <5d          | <7d     | <14d         | **        |   |              |         |              |           |
|            | Examples: Leak puts life, property, research at risk   |              |         |              |           | Examples: Potential exists for leak to put life, property, or research at risk |              |         |              |           |   |              |         |              |           |
| Fume Hoods | N/A  |              |         |              |           | 65%  | 35%          | 70%     | 29%          | 1%        | 50%   | 50%          | 50%     | 49%          | 1%        |
|            |  |              |         |              |           | <2d  | <5d          | <7d     | <14d         | **        | <14d  | <30d         | <30d    | <90d         | **        |
|            |  |              |         |              |           | Examples: Failure or alarm during peak usage timeframes                        |              |         |              |           | Examples: Failure or alarm when excess hood capacity is available |              |         |              |           |

\* Non-Typical timeframes are impacted by scope of the issue, lead times for parts that are not locally available, vendor schedules, workload density across campus, and/or the user impact based on population at the location

\*\* Exception timeframes are for situations that are chronic design/deferred issues in need of funding, located in spaces where there is no occupancy, seasonal impacts, or in areas that are part of an actively scheduled remodeling

What to expect: Mechanical systems function as well as possible given limitations. Unusual or sustained weather conditions may impact mechanical systems ability to function. In buildings that mechanical systems are functioning beyond their expected useful life, Facilities and Services will take measures to continue to extend the useful function, but failure may occur. The maintenance services of Facilities Management listed above are focused primarily on a reactive service scope. This means that as maintenance problems are reported, FM will respond and mitigate the affect of the problem on people, animals, programs, and spaces. Maintenance items that could affect the overall building system operation will be addressed. Interior finishes will show discoloration, minor damage, or wear until replacement by association with a renovation project or outside baseline funding is identified. Reaction includes: a FM employee reporting to the location of the problem, assessing the situation, and taking initial steps to reduce the impact of the problem.



# Building Operations & Maintenance Highlights:

## Maintenance of Departmental/Specialized Equipment or Systems (not GEF funded)

**What to Expect:** Removal costs associated with departmental equipment will have an associated fee. Demolition for departmental project work will be departmentally funded. Asbestos and lead removal related to departmental work will have an associated fee.

| Restrictions  | Examples (not an inclusive list)  |
|---|---|
| Due to potential connections to building systems, work must be completed by Facilities Management                   | Dumbwaiters<br>Fume hoods—replacement<br>Heating, ventilation, air conditioning (dampers, ductwork, controls, etc.) and plumbing for departmental/specialty equipment<br>Railings/stairs/ramps for departmental use only  |
| Prior consultation or approval from Facilities Management is required if equipment is connected to building systems | Animal systems and waste disposal<br>Audio visual components and media equipment (including repair following removal)<br>Backflow preventers associated with departmental equipment<br>Clocks in departmental spaces<br>Cubicles and partitions<br>Departmental shop equipment<br>Departmental storage caging/interior fencing<br>Dust collectors<br>Fired devices<br>Fire protection—specialty/standalone units<br>Insulation for departmental equipment<br>Lab gas, water systems<br>Lifts and hoists (including department specific loading docks)<br>Moving services<br>Specialty electrical systems—lab specific, vending power, departmental equipment, specialty lighting, etc.<br>Specialty hoods—BioSafety cabinets, tissue culture hoods, kitchen hoods, etc.<br>Specialty rooms (chambers/environmental/manufacturing)—repair/replacement and initial utilities installation<br>Window AC units –installation of new |

## Examples of Other Special Services

**Questions** regarding these examples or other specific situations can be directed to [FM@YourService](mailto:FM@YourService) via the Customer Service Portal - Search Answers and Contact Us (blue button).

| Service             | Notes  |
|---------------------|--|
| AED Maintenance     | Departments fund initial purchase. Department of Public Safety (DPS) provides installation and annual service, FM provides replacement parts.  |
| Artwork Maintenance | All maintenance, repair and replacement associated with statues, paintings, and digital art falls outside of GEF funding and instead would be funded by the sponsoring department.   |
| Damage              | Damages caused by the public, college/department will be handled by FM/DPS/Risk Management/Department resources depending on the circumstances frequently resulting in cost recovery from a source other than GEF funding.   |
| Eyewash and Shower  | GEF funds support the weekly testing of units in public and custodial spaces by FM staff. GEF funds support the annual testing of all units by FM staff. New departmental installations in lab spaces are the responsibility of the department. Non-annual testing and repair of units in lab spaces are the responsibility of the department. |
| Pest Control        | Pest Control for GEF funds buildings occur at scheduled frequencies. Pest Control needed due to department-related issues will require a fee-for-service.  |
| Signage             | Required code signage will be provided for GEF spaces, along with exterior building identification per campus standards. Departments will fund departmental directories and custom signage. Signage is a large category that is best discussed on a case-by-case basis with an FM partner.   |

# Custodial Services Highlights:

## Auditorium, Classroom and Computer Lab Space

**What to Expect:** *Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the classrooms and computer labs during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. High lighting replacement is scheduled during school breaks with other maintenance to the room. Classrooms will be at highest cleanliness level at 6 am, with possible deteriorating conditions during the day. Many classrooms are used all day into the evening with few breaks in the schedule. If possible, daytime custodial support staff will take advantage of any schedule breaks to spot clean as needed. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.*

| Frequency | Task   |
|-----------|--|
| Daily     | Empty trash and recycle bins, if present; remove large debris from floor before dust mopping or vacuuming; mop or spot clean floors, as needed; clean major spills from floors, as needed; reposition chairs to original position and lower tablet arms; replace chalk and erasers in General Assignment Classrooms, as needed; thoroughly clean chalkboards and whiteboards unless "do not erase or save" is written on the board; discard colored chalk due to extreme ghosting on the chalkboards; report damaged seating; clean door handles, frames and light switches. |
| Weekly    | Wipe down tables or desktops and remove debris from chairs; spot extract carpet stains, as needed; clean instructor tables and lecterns (not electronics or equipment).  |
| Monthly   | Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.   |
| Annually  | Scrub and refinish floors, as needed; extract carpet, as needed; clean reachable light fixtures, as needed; clean walls, as needed; inspect all classroom seating in preparation for the start of school.  |

# Custodial Services Highlights:

## Office Space

**What to Expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between monthly surface cleanings, dust build-up and fingerprints will be noticeable. Offices receive less attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and surfaces containing personal belongings. Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt buildup may be present around the floorboards and room corners. Facilities Management will respectfully decline to provide service to office areas that are not accessible, or our service may damage or interfere with room contents. Facilities Management is instructed to lock office spaces after cleaning. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

| Frequency | Task  |
|-----------|---|
| Monthly   | Empty trash bins, as assigned per building; place tied trash in the hallway during interim cleaning; vacuum, sweep/mop as room contents allow and conditions warrant; dust empty horizontal surfaces such as windowsills, baseboards and fixtures; clean telephones; clean door handles and frames and light switches. Occupant is responsible to empty office recycle bin into a central location in the hallways. |
| Annually  | Clean carpet, if necessary and if carpet condition can withstand cleaning; scrub and refinish hard surface floors, as needed; clean reachable light fixtures, as needed; clean walls, as needed. Annual cleaning is accomplished through cooperation with occupants   |

# Custodial Services Highlights:

## APPA Appearance Levels

### Level 1 ★ ★ ★ ★ ★

Floors and base molding shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls. All vertical and horizontal surfaces have a freshly cleaned or polished appearances and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints. Lights all work and fixtures are clean. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

### Level 2 ★ ★ ★ ★

Floors and base molding shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days worth of dust, dirt, stains or streaks. All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

### Level 3 ★ ★ ★

Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen. There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding. All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

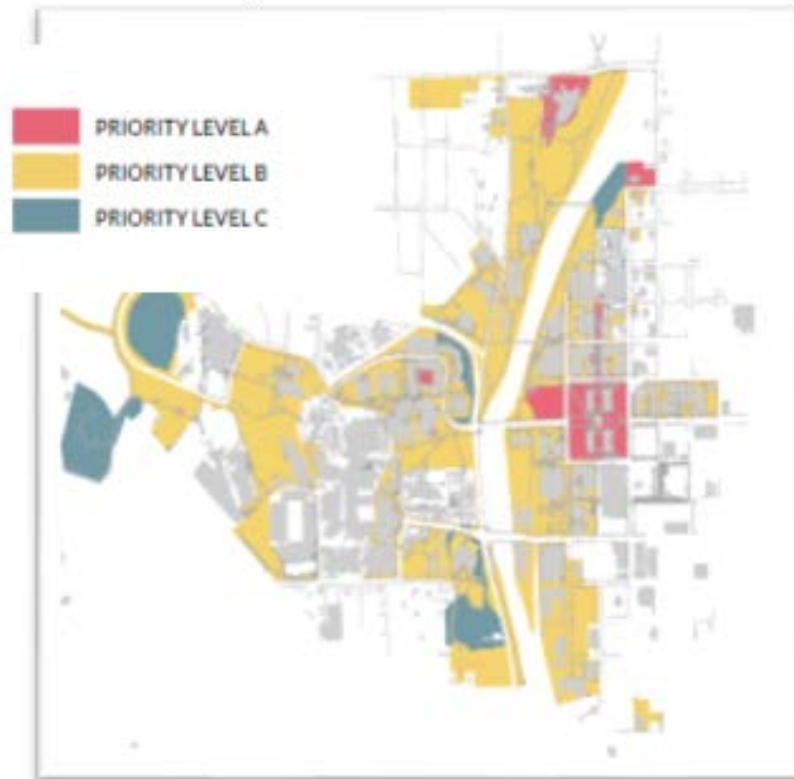
### Level 4 ★ ★

Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls. There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes. All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, and fingerprints. Lamp fixtures are dirty and some lamps (up to 5% are burned out). Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

### Level 5 ★

Floors and carpets are dull, dirty, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast. All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious. Light fixtures are dirty with dust balls and flies. Many lamps (more than 5% are burned out). Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

# Landscape Services Highlights:



## Landscape Services – Management Plan Service Level A (Highly Visible Impact Areas)

**What to Expect:** This level of service is found in the campus core and areas of intense use by students and faculty at gathering places or destination points. Historically or architecturally significant buildings or sites, significant areas of interface between the university and the public (theatres, visitor areas, major administration areas, and gathering places), locations containing major works of art, fountains, or other unique features or landmarks, identified in the Campus Master Plan as a prominent area on campus. Areas will display shrub massing and tree planting with attractive specimens with an educational focus, as well as seasonal flowerbeds. Sidewalks will be edged. Tree bases will be mulched. Turf will be healthy and aesthetically pleasing. Mechanical irrigation will be present. Bike racks, benches, trash receptacles near sidewalks (landfill only, no exterior recycling), trash picked up outside, exterior lighting provided on green spaces and buildings, exterior way finding signage, letters on each building. Grounds work impacted by weather and seasons. Note: Work schedule will be rearranged to accommodate outdoor events held on campus. Baseline does not include perennial or bulb splitting. Currently plant or bulbs are replaced rather than split. Note: Hours dedicated to tree maintenance preserves the U of Iowa's Tree Campus USA designation.

| Frequency           | Task  |
|---------------------|---|
| Daily               | Litter removal 2 x a day, debris removal in turf, building entrances and stairs, litter receptacle collection, garbage collection, snow removal and sand application on sidewalks, service drive and entrances as needed seasonally. Site furniture and amenities (building signs, tables, benches, bike racks and litter receptacles) are inspected daily for stickers, graffiti and damage.   |
| Weekly              | Turf mowed to maintain a 3 1/2" height (could be 2 x a week during growing season). Trimming done once a week. Mowing and trimming schedule is dependent on season and weather (i.e. when grass growth slows in the fall, the mowing occurs less frequently). Recycling receptacle collection. Weeding of flowerbed and developed planting areas (including flower deadheading and plant pinching) every week. Annual flowerbeds and planters (seasonal) watered 3 x times per week. Newly planted trees and shrubs (up to 2 years) watered weekly.                             |
| Future Planned Work | Edge all turf/sidewalk boundaries 2 x a year, aeration as required but not less than two times per year, lawns and sidewalk margins are repaired / renovated promptly. Trees inspected quarterly for hazardous limbs or structural defects to be pruned. Formal hedges trimmed a minimum of 2 x per year, prune dead branches and remove dead plants 2 x month. Perennials or bulbs replaced/split. Post and chain inspected 2 x a month. Sidewalks repaired promptly.  |
| Annually            | An organic based turf program with small amounts of fertilizers and pesticides applied 5 x a year, sidewalk inspections, leaves removed in the fall, tree inventory updated and replacements planned as necessary, tree inspection and pruning, natural edging of beds and tree circles, mulch replacement, annuals planted in the spring for Graduation and replaced with mums in the fall for Homecoming, power washing of litter receptacles and benches, update and review Landscape Management Plan. Prepare grounds and assist set up of Convocation and President Picnic |



# Task Frequencies By Service Level

## SERVICE LEVEL A AREA FREQUENCIES LITTER AND DEBRIS CONTROL

|  |              |
|--|--------------|
| Litter pick up around Area               | 2 x per day  |
| Cigarette butt pick-up                   | 2 x per week |
| Building entrances                       | 5 x per week |
| Litter receptacles, clean and power wash | 1 x per year |
| Sand and debris removal                  | 1 x per year |

## SERVICE LEVEL B AREA FREQUENCIES LITTER AND DEBRIS CONTROL

|  |              |
|--|--------------|
| Litter pick up around Area               | 5 x per week |
| Cigarette butt pick-up                   | 1 x per week |
| Building entrances                       | 5 x per week |
| Litter receptacles, clean and power wash | 1 x per year |
| Sand and debris removal                  | 1 x per year |

## SERVICE LEVEL C AREA FREQUENCIES LITTER AND DEBRIS CONTROL

|  |               |
|--|---------------|
| Litter pick up around Area               | 2 x per month |
| Cigarette butt pick-up                   | 1 x per month |
| Litter receptacles, clean and power wash | As directed   |
| Sand and debris removal                  | As directed   |

# Task Frequencies By Service Level

## SERVICE LEVEL A AREA FREQUENCIES

### SHRUB AND GROUND COVER BED

#### MAINTENANCE

|   |               |
|---|---------------|
| Trim formal hedges                            | 3 x per year  |
| Prune and shape shrubs                        | 2 x per year  |
| Edge and mulch beds                           | 1 x per year  |
| Weeding of beds                               | 2 x per week  |
| Prune dead branches and<br>remove dead plants | 2 x per month |
| Pre-Emergent                                  | 3 x per year  |

## SERVICE LEVEL B AREA FREQUENCIES

### SHRUB AND GROUND COVER BED

#### MAINTENANCE

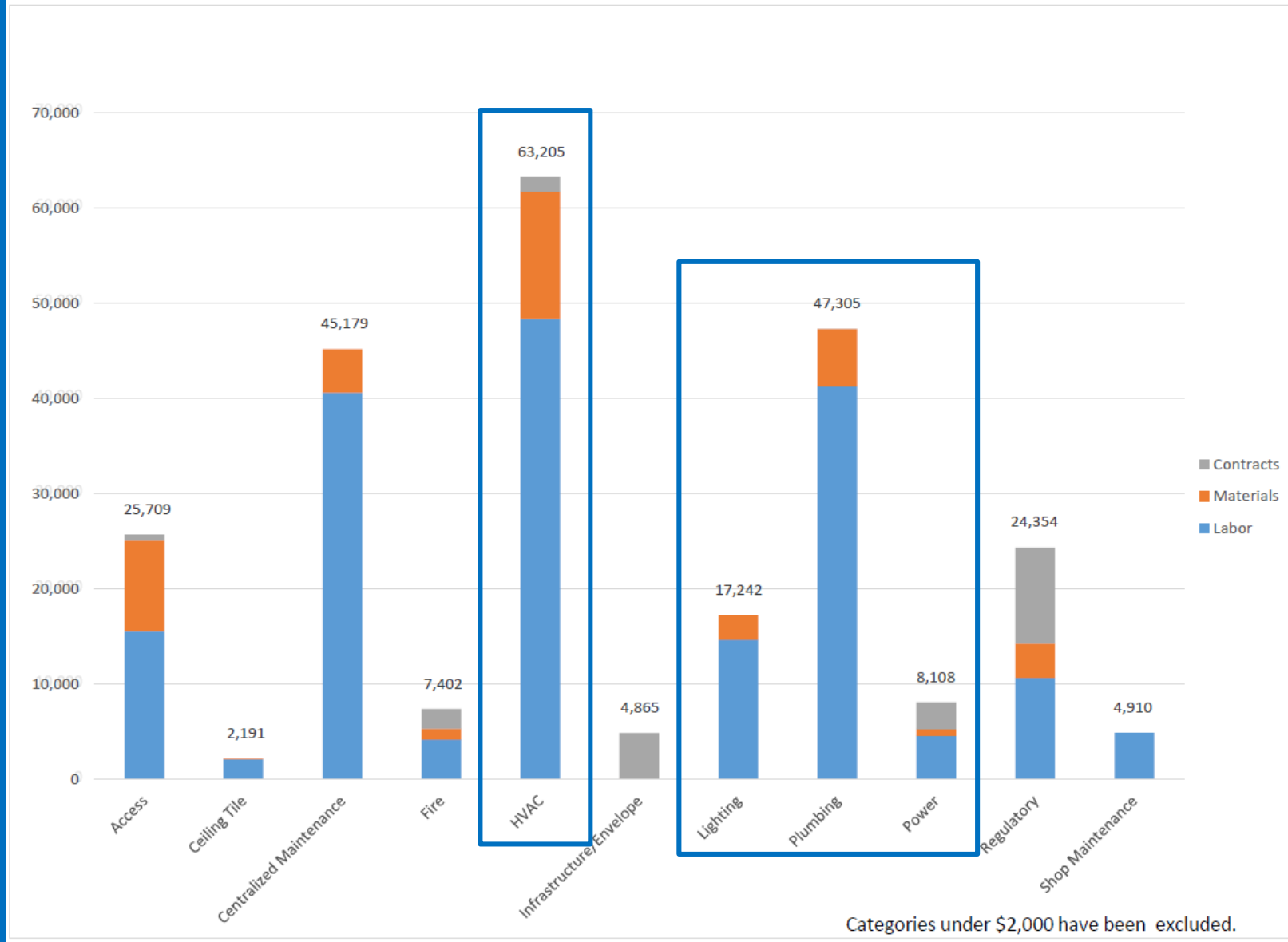
|   |               |
|---|---------------|
| Prune and shape shrubs                        | 1 x per year  |
| Edge and mulch beds                           | 1 x per year  |
| Weeding of beds                               | 1 x per week  |
| Prune dead branches and<br>remove dead plants | 1 x per month |
| Pre-Emergent                                  | 3 x per year  |

## SERVICE LEVEL C AREA FREQUENCIES

### SHRUB AND GROUND COVER BED MAINTENANCE

|   |               |
|---|---------------|
| Prune and shape shrubs                        | 1 x 2 years   |
| Edge and mulch beds                           | 1 x 2 years   |
| Pre-emergent beds                             | 1 x per year  |
| Weeding of beds                               | 1 x per month |
| Prune dead branches and<br>remove dead plants | 1 x 2 months  |

Building Maintenance Expenses by Work Code

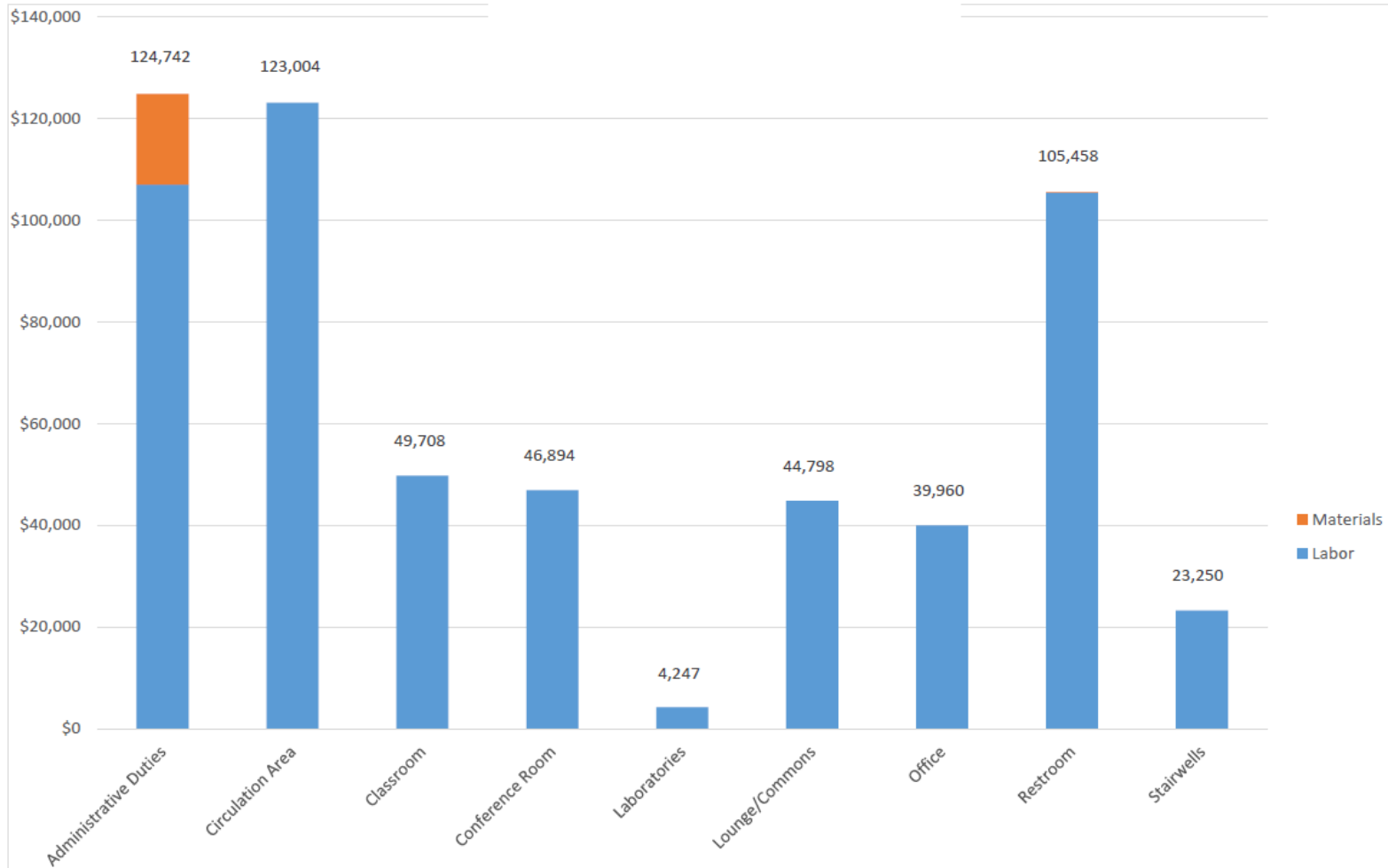


# Sample College - Building Maintenance Services

Area Maintenance  
Mechanical, Electrical,  
Plumbing



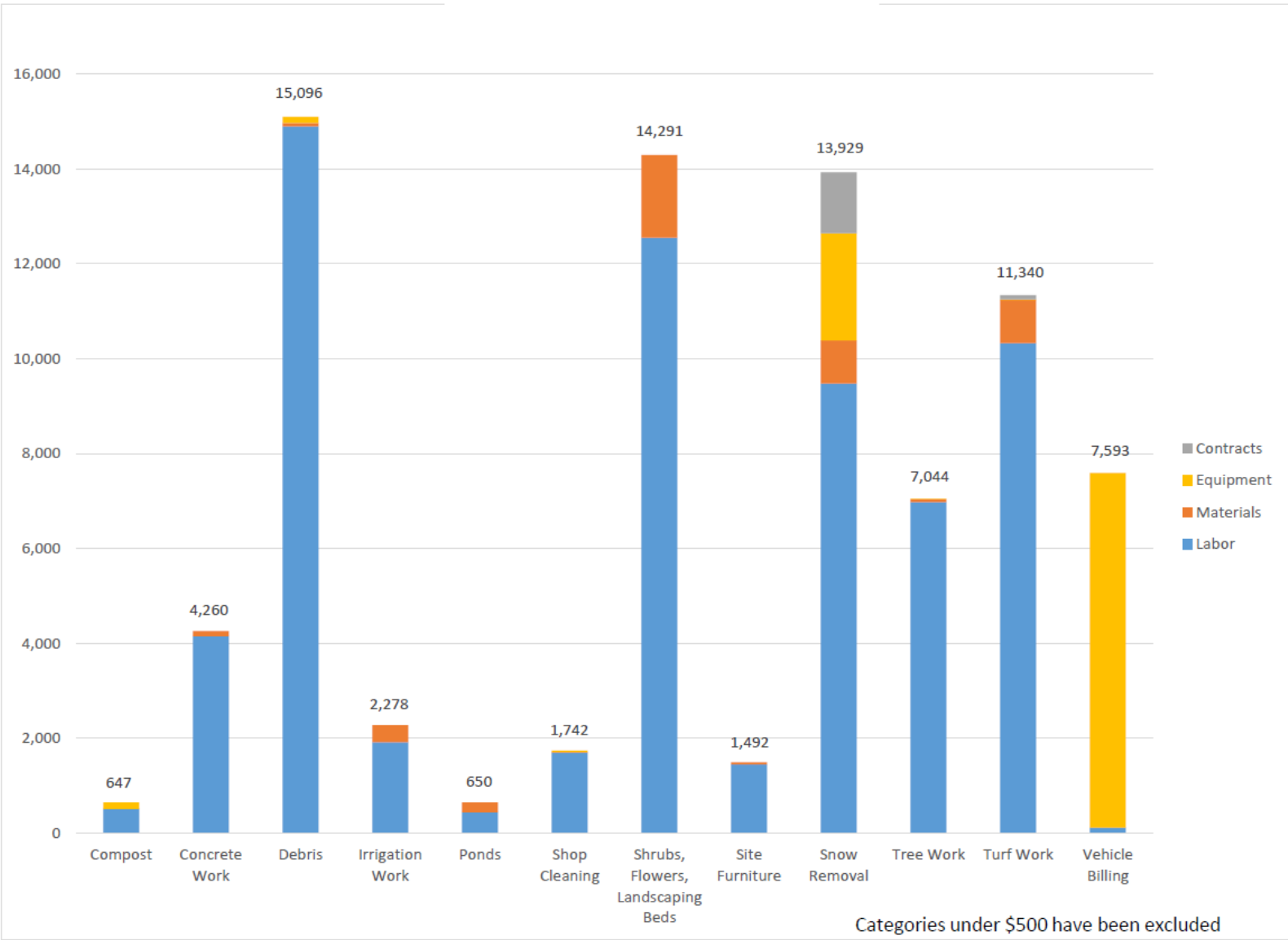
Custodial Services Cost by Area



Categories under \$3,000 have been excluded.

# Sample College - Custodial Services

Landscape Services Cost by Work Code



# Sample College - Landscape Services



## *Discussion Themes:*

Changes in space usage

- Renovations, more late-night building use, etc.

Expressed interest to modify funding source

- Window A/C units, Un-funded regulations, window washing, etc.

Expressed interest in block allocation process

*Questions/Discussion:*