

TABLE OF CONTENTS

Section	Page Number
<i>Preface</i>	2
<i>Mission Statement</i>	3
<i>Introduction</i>	4
<i>Services Provided</i>	5
<i>Operational Services</i>	5
<i>Departmental Services</i>	6
<i>Alterations Process</i>	8
<i>How to Request Services</i>	9
<i>Urgency of Response</i>	10
<i>Customer Care Program</i>	11
<i>Regulated Activities</i>	12
<i>About Facilities Services</i>	14
<i>Organizational Chart</i>	15
<i>Building Maintenance Service Center</i>	16
<i>Campus Utilities Service Center</i>	17
<i>Core Trades Service Center</i>	18
<i>Custodial Service Center</i>	19
<i>Customer Care Center</i>	20
<i>Facilities Planning and Construction</i>	21
<i>Garage Service Center</i>	22
<i>Grounds Service Center</i>	23
<i>Frequently Asked Questions</i>	24
<i>Appendices:</i>	
A: <i>Snow Removal Policy</i>	
B: <i>Building Heating and Cooling Policy</i>	
C: <i>College Special Events Policy</i>	
D: <i>Departmental Equipment Policy</i>	
E: <i>Billing and Payment</i>	
F: <i>Facilities Services Customer Care Program</i>	
<i>Service Level Agreements</i>	http://www.geneseo.edu/~admin/fs/forms.php

PREFACE

The personnel of the Facilities Services Department are dedicated to the mission of both our department and the College. These men and women work behind the scenes to develop the enjoyable aesthetic qualities of the campus, repair unimaginable numbers of necessary pieces of equipment, and keep the campus functioning. They continue to respond to thousands of work requests each year and enjoy being stewards of the University assets.

Dr. Harry P. Snoreck
Interim Vice President for Facilities and Planning
September 13, 2002

Mission Statement

In support of the SUNY Geneseo Mission as a public liberal arts college promoting excellence in undergraduate education, the Department of Facilities Services provides quality maintenance services that assure safe, reliable, aesthetically pleasing building and grounds.

INTRODUCTION

The I3 Project was initiated to identify, implement and assess improvements to the operations of the Facilities Services Department. The need to improve communications between the Facilities Services Department and the campus community was identified as a project priority.

The Facilities Services User Guide was developed to assist the campus community understand the improvements implemented to-date.

Specific sections of this document include:

- How to request services
- Defining the types and levels of service provided by Facilities Services
- Contacts for questions, specific services or suggestions

This User Guide summarizes the more detailed information contained in the Service Level Agreements which can be accessed at <http://www.geneseo.edu/~admin/fs/forms.php>.

UPDATES:

Like the I3 Project, this User Guide will be continually revised to reflect improvements. Updates will be immediately available on the web version maintained at _____. Hardcopy revisions will be distributed to campus departments on a semi-annual basis.



Questions on the content of the User Guide or suggestions on how to improve future editions, should be forwarded to the Facilities Services Business Manager, Jon Erickson, at x5918.



SERVICES PROVIDED

An important I3 Project initiative involved the classification of services provided by the Facilities Services Department. Analysis indicated that these services can be classified into the following categories:

1. ***Operational Services*** - *related to the general maintenance and repair of campus facilities.*
2. ***Departmental Services*** - *specific services requested by a Department or Division.*

These two service classifications have different funding sources.

Operational Services:

The Department of Facilities Services is directly budgeted to provide Operational Services. There is no charge to the customer for these maintenance and repair services, regardless of when the service is rendered. A partial listing of these services includes:

- Maintenance and repairs of building components (doors, windows, walls, floors, roofs, etc.) and building systems (electrical, heating, plumbing, ventilation, etc.)
- Routine custodial services (floor care, trash removal, restroom disinfecting, etc.)
- Maintenance of trees, lawns, sidewalks, streets and parking lots
- Snow removal and ice control
- Utility distribution and maintenance
- Construction/Alteration planning and management
- Signs required by code or other regulation

A major emphasis of the Facilities Services Department is Preventative Maintenance, performed at regularly scheduled frequencies on equipment across the campus to maintain proper equipment efficiencies. Preventative Maintenance is also designed to extend the useful life of operational equipment or facilities.

SERVICES PROVIDED

Departmental Services:

Departmental Services are those outside the budgeted maintenance and custodial functions of the Facilities Services Department.

Through the funding process, campus Departments, Divisions and other organizations are able to prioritize and select desired projects and services. To facilitate this policy, \$350,000 was moved from the Facilities Services “discretionary allocation” to the budgets of campus divisions. Approval for use of this funding is obtained from the Provost, VP Finance and Administration, VP Student Life or Director Residence Life, as appropriate. Other Departmental funding sources may also be used for Departmental Services.

The budgeting process for Departmental Services allows Campus organizations to prioritize and select the projects and services they, themselves, determine will provide the greatest benefit to the college community.

Billing and payment for Departmental Services is accomplished through the process identified in Appendix E.

Examples of Departmental Services include:

- Special Events Support (see Special Events Policy: Appendix C)
- Support for outside user conferences and events, conducted in conformance with Facilities Use Policy: <http://www.geneseo.edu/~policies/610.html>
- Departmental Equipment or Furniture, including window air conditioners, bulletin boards and shelving (see Departmental Equipment Policy: Appendix D)
 - * Assembly or installation
 - * Repair and/or maintenance
 - * Relocations, repairs and re-upholstery
 - * Disposal or arranging for surplus listings
- Athletic field marking
- Moving crew services (delivery of items stored elsewhere on cam-

SERVICES PROVIDED

pus, surplus removals, furniture relocation, etc.)

- Support for Construction Projects (utility stake-outs, power and other utility connections, building systems integration, etc.)
- Desk or Door signs not required by code or other regulation
- Installation and/or removal of lofts from student rooms

Departmental Services are provided at fixed hourly charge rates, reflecting the true cost of the requested service, including salary (PSR), overhead, training and tools (OTPS). The hourly charge rates for Fiscal Year 2002-2003 are:

<u>Personnel Providing Service</u>	<u>PSR</u>	<u>OTPS</u>	<u>TOTAL</u>
Building Maintenance	\$31.50	\$1.50	\$33.00
Core Trades (including Moving Crew)	\$29.00	\$1.00	\$30.00
Grounds	\$24.00	\$2.00	\$26.00
Custodial	\$19.00	\$1.00	\$20.00
Garage	\$22.00	\$5.50	\$27.50
Utilities	\$31.50	\$2.50	\$34.00

These rates apply regardless of the time the work is actually performed. There is no premium for work scheduled to occur on weekends, evenings or “on overtime”.

NOTES:

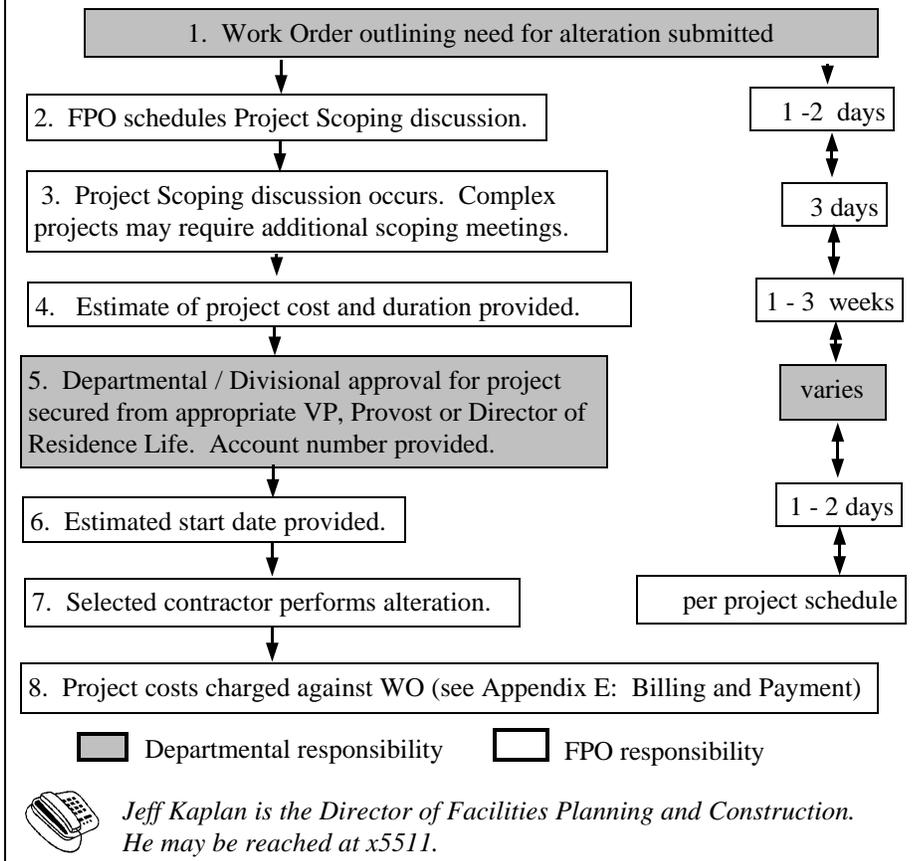
1. *These rates are based upon a 5-working-day advance submission of Work Orders. Requests submitted with less notice may incur additional charges.*
2. *In accordance with Civil Service Law, work must be performed by appropriately classified personnel. For instance, it would be inappropriate to request that a custodian perform servicing of window air conditioners or repair other departmental equipment.*

SERVICES PROVIDED

The Alterations Process

The Facilities Planning and Construction Office (FPO) serves as construction managers for small alteration projects. These projects can range from installation of a new electrical outlet to installation of environmental controls for a delicate piece of laboratory equipment.

The following flowchart summarizes the major steps involved in the typical campus alterations project - a small project NOT requiring outside architectural design services. A more detailed flowchart, included in the Facilities Planning and Construction Service Level Agreement, provides guidance for more complex projects.



HOW TO REQUEST SERVICE

The methods for requesting service vary with the level of urgency of the situation requiring response.

◆ *Routine*

To simplify and speed the Work Order Process, the Department of Facilities Services has developed a website for on-line Work Order submission.

Routine requests for service may be submitted at:
<http://act.geneseo.edu>.

First-time users of the on-line work request system should contact John Haley, the Systems Manager for Administration & Finance, at haley@geneseo.edu or x5548 for user name and password.

◆ *Non-life threatening Emergencies*

To facilitate timely response to these types of situations (water leaks, activated circuit breaker, broken window, etc.), please report the situation by telephone:

Workdays 7AM - 4:30 PM

Customer Service Center (x5661 or x5662)

After 4:30 PM and Weekends:

UP at their non-emergency number (x5651)

(UP will contact appropriate Facilities Services personnel)

◆ *Emergencies*

In accordance with Campus Policies and Procedures, all life-threatening emergencies are to be reported immediately upon discovery to University Police at x5222. UP will contact Facilities Services for response to emergencies, as appropriate.



URGENCY OF RESPONSE

When a request for service is received by the Facilities Services Department, the urgency of the situation is immediately assessed. Assigning one of the following service levels assures Emergency Situations are given the highest priority.

Level 1: Emergency

A situation that creates a major safety hazard or prohibits continuation of a campus activity or activities.

Target response time to **assess and secure** a Level 1 situation is 60 minutes. 

Level 2: Urgent

A situation that is disruptive, but does not present an immediate threat to health or safety.

Target response time to **assess and secure** a Level 2 situation is 24 hours. 

Level 3: Necessary

Services that do not qualify as an emergency or urgent situation will be responded to within 5 working days. Repairs will be accomplished as soon as possible, but within a targeted time-frame of 30 days.

<i>Comparisons of Service Levels</i>		
<i>Level 1 - Emergency</i>	<i>Level 2 - Urgent</i>	<i>Level 3 - Necessary</i>
Utility Failure	Leaking water pipe	Dripping faucet
	Overhead light repair	
Occupied Elevator Failure	Service Elevator Failure	Loose stair rail
ADA-required Elevator Failure		
Persons locked in rooms	Repair of door hardware	Key duplication
Building-wide temp. extremes	Hot or cold rooms	“Drafty” conditions assessment.

To “**assess and secure**” involves immediately eliminating hazards and dangers. Complete resolution of the situation may require additional time, and depending on the situation, may include addressing asbestos issues, ordering replacement parts and complying with NYS construction contracting requirements.



CUSTOMER CARE PROGRAM

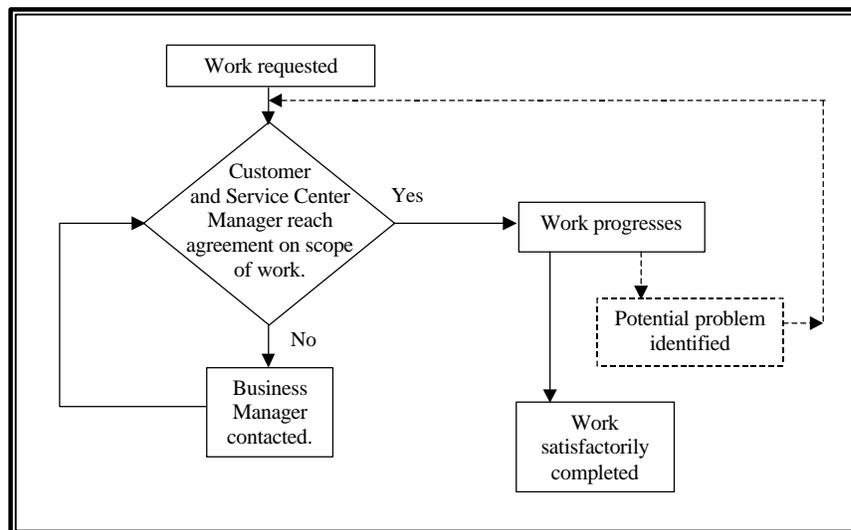
The Facilities Services Department established a Customer Care Program as a continuous improvement process.

The Facilities Services Department is committed to protecting, promoting and enhancing the appearance and condition of the SUNY Geneseo campus - and to improving the processes by which services in support of college and departmental objectives are delivered.

The Customer Care Programs for individual Service Centers of the Department of Facilities Services are located in the respective Service Level Agreements (<http://www.geneseo.edu/~admin/fs/forms.php>)

Problem Resolution

Problem resolution occurs continuously as the service is rendered. Discussing any potential problems with the involved Service Center Manager will ensure resolution as early in the process as possible.



In the rare cases where problems cannot be resolved, contact should be made with the Facilities Services Business Manager, Jon Erickson, at x5918.

REGULATED ACTIVITIES

SUNY Geneseo, like all other public institutions in New York State, is subject to a myriad of codes, laws and regulations. Those specifically affecting the operation and maintenance of the campus facilities include:

Fire Code and Inspection

In 2002, New York State adopted the International Building Code as the “Fire Code”. This code will vary slightly from the previous New York State Code. An annual inspection of campus buildings is conducted by the Bureau of Fire Prevention and Control. Citations requiring Departmental corrections are forwarded to the appropriate departments. Questions on the Fire Code and/or the annual inspection should be directed to Steve Benchik, the Campus Code Manager (x5662).



Carpet Removal:



Removal of existing carpet may also remove underlying tiles. If the underlying tiles contain asbestos, the removal is subject to full regulations as an asbestos abatement activity. To avoid delays and unforeseen expense, sampling and analyses of underlying tiles should occur prior to any planned carpet removals. Submission of a Work Order will initiate this testing.

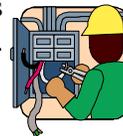
Ground Penetrations:

An Underground Facility Protection Organizations (UFPO) utility stake-out is required for all ground penetrations, even for erecting a tent, to avoid disrupting service. Submission of a Work Order will initiate this clearance.



Utility Service Connections:

A review of the capacity of electrical or other utility systems must occur prior to connection of any Departmental Equipment. Submission of a Work Order will facilitate this review.



REGULATED ACTIVITIES

Wall, ceiling or floor penetrations:

Building utilities, including electrical, phone, water and sewer are located behind walls, under floors and above ceilings. Even very small penetrations of these surfaces, such as drilling a hole to hang a picture or bulletin board, may pierce a concealed conduit or pipe. Such penetrations may also be subject to asbestos regulation, should the wall or ceiling contain asbestos. Submission of a Work Order identifying the location of the proposed penetration will ensure these issues are addressed.



ABOUT FACILITIES SERVICES

Our Core Values

The customer service orientation of Facilities Services is reflected in our core values:

We lead by example
We take great pride in our work
We provide quality in our service
We have a commitment to our customers
We express professionalism in our attitude
We always promote safety in our approach

The approximately 200 men and women of the Facilities Services Department are responsible for the operation, maintenance, and repair of all College facilities.

- 40 buildings containing over 2 million square feet of space
- 224 acres
- 1.2 miles of roadways
- 9.5 miles of sidewalks
- 21.8 acres of parking lots and paved areas
- 2.8 acres of outdoor athletic fields
- 80 vehicles
- 20+ miles of underground pipe for steam, water, gas, and sewer
- 200 mmBtu steam generating plant



Organization

The Facilities Services organization is depicted graphically in the chart on the following page. Services provided by each of the eight service centers are detailed in subsequent pages.

Service Centers

Building Maintenance	Campus Utilities
Core Trades	Custodial
Customer Service	Grounds
Vehicle Garage	Facilities Planning and Construction

Org Chart

ABOUT FACILITIES SERVICES

Building Maintenance Service Center

The Building Maintenance Service Center provides “basic, recurring work necessary to maintain the College Facilities in good repair and in satisfactory operation”.

Responsible to:

Maintain and repair building physical components and building systems:



- walls
- roofs
- windows
- ceilings
- floors
- doors
- electrical
- water
- heat
- ventilation
- plumbing
- elevators

The Building Maintenance Service Center is organized as a set of six zone

Building Maintenance Service Center

Academic Zones

<u>Zone A</u>	<u>Zone B</u>
Milne Library	South Hall
Newton Hall	Welles Hall
Greene Science	Wadsworth Aud.
Bailey Hall	Erwin Hall
Brodie Hall	Fraser Hall
Roemer House	Sturges Hall

Zone C
 Holcomb
 Alumni
 Schrader
 College Union

Residence Hall Zones

<u>South Quad.</u>	<u>North Quad.</u>
Nassau	Wyoming
Suffolk	Genesee
Wayne	Letchworth
Onondaga	Allegany
Niagara	Ontario
Saratoga	
Red Jacket	

Central Quad.
 Livingston
 Jones
 Monroe
 Steuben
 Lauderdale



Steve Benchik is the Manager of the Building Maintenance Service Center. He may be reached at x5661 or x5662.

ABOUT FACILITIES SERVICES

Campus Utilities Service Center

The Campus Utilities Service Center maintains campus utility distribution systems to provide services in an economic, efficient and safe manner.

The utilities provided include:

- High-pressure Steam - produced at the Central Heating Plant
- Heating Hot Water - produced in “satellite boilers” in most campus buildings
- Water - distributed to the campus from the Geneseo Village Water System, includes maintaining pressures required for Fire Hydrants
- Natural Gas - distributed to the campus from local natural gas suppliers



Underground pipelines carrying these services are located across the campus. To ensure that these pipelines are not inadvertently severed during excavating or other ground penetrating activities, Campus Utilities also coordinates all subsurface activities through the state and national UFPO system.



During the fall, winter and spring semesters, the Campus Utilities Service Center is staffed 24 hours per day/7 days per week. Through University Police dispatch, Heating Plant personnel provide 24-hour emergency repair services.

Campus Utilities also manages the purchase and contracting for delivery of natural gas, electricity and fuel oil. Total expenditures for these can exceed \$2 million annually.

Campus Utilities also manages the computerized campus Energy Management System (EMS) which establishes set-points and other control factors for building systems.



Neil Blanchard is the Manager of Campus Utilities. He may be reached at x5656.

ABOUT FACILITIES SERVICES

Core Trades Service Center

Core Trades is the “Construction Contractor” of Facilities Services. This Service Center is not funded through the Facilities Services Operating Budget. Costs for this Service Center are recovered through providing Departmental Services to other campus departments or providing services to other Facilities Services Service Centers.



Services Provided by the Core Trades Service Center include:

- Carpentry: Repair and installation of cabinetry, doors, windows, walls, flooring, and ceilings.
- Painting: Painting and wall covering of all types.
- Electrical: Troubleshooting, repair and installation of lighting, receptacles, and direct wiring.
- Electronics: Repair and installation of fire protection equipment, electronic card access and system clocks.
- Asbestos: Asbestos sampling and small abatement and disposal projects
- Locksmith: Repair and installation of locks and door hardware.
- Welding: Fabrication of all types.
- Machinist: Machine all types of mechanical parts.
- Glazing: Glass and mirror replacement and repair.
- Wire Pulling: Wire and conduit installation.
- Plumbing: Plumbing repair and new installations.
- Moving Crew: Relocation of existing or new items room-to-room

or across campus. *Note: Moving Crew services are distinct from those performed by the Central Receiving Unit of the Purchasing Department. Central Receiving will deliver items ordered from Central Stores or those items delivered to the campus at the Clark Loading Dock by off-site vendors through a delivery service such as UPS. The Moving Crew is charged with providing the Department Service of relocating items already on the campus.*



Ron Morsch is the Supervisor of the Core Trades Service Center. He may be reached at x5661 or x5662.

ABOUT FACILITIES SERVICES

Custodial Service Center

Custodial Services provides general housekeeping services in and around campus academic, administrative and residence hall buildings.

Custodial Services conducts its operations under the GEN-1 Program. This program, modeled after similar programs in the private sector, uniformly addresses the cleaning process at prescribed frequencies.

The GEN-1 Program operates with this main purpose:

Clean for health and safety first....appearance will follow.



In 2000, the GEN-1 Program received a Higher Education Award from the National Association of College and University Business Officers (NACUBO).

The Custodial Service Center also provides event setups for campus-related events and assists with snow removal in areas adjacent to campus buildings.

During the academic year, Custodial Service is available 7 days per week to accommodate expanded campus services.



Kirk Spangler is the Manager of Custodial Services. He may be reached through the Customer Service Center at x5661 or x5662.

ABOUT FACILITIES SERVICES

Customer Service Center

The Customer Service Center, formerly known as the Work Control Center, is the nerve center and communication hub of Facilities Services. The Customer Service Center remains in constant contact with over 130 personnel through pagers and two-way radios.



The Customer Service Center provides invaluable service to the campus community. They control the workflow within Facilities Services by receiving, analyzing, classifying and routing incoming work orders to the appropriate Service Centers for action. They serve as the initial contact point for all incoming communications from campus personnel, vendors and contractors. They also administer the Campus Preventative Maintenance Plan and the Fleet Vehicle rentals. In addition, the Customer Service Center provides clerical support to Facilities Services Management.

The Customer Service Center is located
in the Clark Service Building
and
can be reached at
x5661 or x5662

Staff is available Monday - Friday:

During Academic semesters:

7:00 AM - 4:30 PM

Summers:

7:00 AM - 4:00 PM



Jon Erickson is the Operational Manager of the Customer Service Center. He may be reached at x5981.

ABOUT FACILITIES SERVICES

Facilities Planning and Construction

Facilities Planning and Construction is the campus link to the State University Construction Fund (SUCF) and the Dormitory Authority of the State of New York (DASNY).

Facilities Planning and Construction represents the college on all construction or renovation projects. This involves the coordination of meetings with SUCF and DASNY representatives and contractors.

The office serves as construction managers for small alteration and other discretionary construction projects valued at \$20,000 or less. Many campus department alteration projects will fall into this category. Submission of a Work Order describing a proposed alteration or remodeling will initiate the alteration process. Within 3 business days of receipt of the Work Order, Facilities Planning and Construction will contact the submitting department to review project scope and requirements. Progressed projects will then be managed to provide the most effective delivery method that complies with College standards

In addition to these construction project activities, the Facilities Planning Office also performs inventories of campus real properties and assists in the preparation of the annual capital budget requests for the campus.



Jeffrey Kaplan is the Director of Facilities Planning and Construction. He may be reached at x5511.

ABOUT FACILITIES SERVICES

Garage Service Center

Skilled mechanics at the Facilities Services Garage maintain and repair all of the college-owned vehicles and small engine equipment. This includes the autos, trucks, tractors, vans, loaders, mowers and numerous pieces of grounds equipment. The services provided range from preventative maintenance to most of the functions of a full-service garage.

The Garage operates as a separate business unit. Costs are recovered through recharges to other Facilities Services Service Centers and the vehicle rental accounts.



Steve Benchik serves as Manager of the Garage Service Center. He may be reached through the Customer Service Center at x5661 or x5662.

ABOUT FACILITIES SERVICES

Grounds Service Center

The SUNY Geneseo Grounds Crew works to provide a safe, functional and aesthetically pleasing exterior. They are responsible for:

- installing and maintaining exterior plantings
- maintenance of paved surfaces (walks, streets and parking lots)
- sewers
- exterior furniture
- exterior signage
- fencing
- snow removal
- heavy equipment operation
- exterior trash and litter removal

The Grounds Manager hires several Residence Hall residents to serve as the “Blizzard Brigade,” assisting with snow and ice removal in areas immediately adjacent to residence hall exits and entries.



*Kirk Spangler serves as Manager of the Grounds Service Center.
He may be reached through the Customer Service Center at x5661
and x5662.*

FREQUENTLY ASKED QUESTIONS

The following is an alphabetical listing of frequent service requests:

Air Conditioning:

Problems with Central Air Conditioning or air conditioning required to maintain environmental tolerances should be reported workdays to the Customer Service Center (x5661 or x5662) or UP (x5651) after hours. The purchase, installation and repair of window air conditioners or specialized environmental units are considered chargeable Departmental Services.

Alterations/Renovations

Facilities Planning and Construction manages planned alterations to campus buildings. These services are requested through submission of a Work Order at <http://act.geneseo.edu>. Facilities Planning and Construction may be contacted directly at x5511.

Bulletin Boards

To prevent possible injury due to unanticipated locations of electrical wires, and the potential for unintentional disturbances of asbestos, the installation of bulletin boards, bookshelves, or other items requiring wall or ceiling penetration must involve Facilities Services personnel. Submission of a Work Order at <http://act.geneseo.edu> will initiate required contacts.

Carpet Cleaning

The Operational Services of carpet vacuuming and extraction are conducted at a frequency determined by the Custodial Service Center. A Work Order may be submitted at <http://act.geneseo.edu> to request additional carpet cleaning, which is available as a Departmental Service (chargeable).

Carpet Removal

(see Page 11)

Custodial Service

The Custodial Service Center schedules building cleaning on regular frequencies. Special custodial services, including set-ups or other support for Special Events (see Appendix C), which are chargeable Departmental Services, can be requested through submission of a Work Order at <http://act.geneseo.edu>.

FREQUENTLY ASKED QUESTIONS

Departmental Equipment

The delivery, assembly, and maintenance of Departmental Equipment (see Appendix D) are the responsibility of the department purchasing or using the equipment. Facilities Services can, at customer request, provide these Departmental (chargeable) services, however, it is recommended that specialized equipment be assembled and installed by the supplier. Utility connections (water, electrical, etc.) require clearances from the Building Maintenance Service Center. Submission of a Work Order at <http://act.geneseo.edu> at least 5 days prior to the equipment delivery date will assist in securing this clearance.

Electrical Service

The Building Maintenance Service Center repairs and maintains existing building electrical services, including wiring, outlets, switches and lights. Installation of additional circuits, outlets and lighting is considered an alteration (see Alterations).

Elevators

Problems with elevators should be reported immediately upon discovery - workdays to the Customer Service Center (x5661 or x5662) or UP (x5651) after hours.

Excavating

Digging, excavating or otherwise penetrating the grounds of the SUNY Geneseo campus requires an Underground Facility Protection Organizations (UFPO) clearance to avoid inadvertent severing of a utility line. Submission of a Work Order at <http://act.geneseo.edu> will initiate this utility stake-out.



Fire Code and Inspection

In 2002, New York State adopted the International Building Code as the "Fire Code." This code will vary slightly from the previous Fire Codes. An annual inspection of campus buildings is conducted by the Bureau of Fire Prevention and Control. Citations requiring corrections are forwarded to the appropriate departments. Questions on the Fire Code and/or the annual inspection should be directed to Steve Benchik, the Campus Code Manager (x5662).

FREQUENTLY ASKED QUESTIONS

Fire Extinguishers (Portable)

Monthly inspections of portable fire extinguishers are conducted by Facilities Services personnel. Questions or concerns on portable fire extinguishers should be directed to the Customer Service Center (x5661 or x5662).



Flooding

In addition to being the result of adverse weather conditions, building flooding can also result from utility line ruptures. All building flooding should be reported immediately upon discovery workdays to the Customer Service Center (x5661 or x5662) or UP (x5651) after hours.

Furniture

With the exception of classroom furniture, the purchase, assembly, repair, moving and disposal (through the surplus process) of office and/or departmental furniture is the responsibility of the Department with ownership. Facilities Services can, at customer request, provide these Departmental (chargeable) services.

Garbage Collection



Office, classroom and residence hall garbage collection is an Operational Service provided by the Department of Facilities Services. Special arrangements for bulk item disposals or large volume one-time disposals, which are conducted as a Departmental Service (chargeable), can be initiated by submission of a Work Order at <http://act.geneseo.edu>.

Grounds Maintenance and Landscaping

The Grounds Service Center provides grounds maintenance and landscaping services. New plantings, exterior displays of artwork or modifications to existing landscaping are coordinated through this service center. Submission of a Work Order at <http://act.geneseo.edu> will facilitate that coordination.

Hazardous Materials

In accordance with the Campus Spill Response Policy, (<http://www.geneseo.edu/~ehs/spills/index.html>) small spills of Hazardous Materials

FREQUENTLY ASKED QUESTIONS

should be reported immediately to Laboratory, Art Studio Instructor or Supervisor. As with any campus emergency situation, larger spills should be reported immediately to University Police at x5222.

Hazardous Waste Disposal

Information on the disposal of wastes that meet the regulatory definition of hazardous waste, or are wastes that are otherwise regulated can be found at <http://www.geneseo.edu/~ehs/Waste%20Management/Hazardous%20Wastes/>.

Heating and Cooling



Building or room temperature extremes should be reported workdays to the Customer Service Center (x5661 or x5662) or UP (x5651) after hours. (See Heating and Cooling Policy, Appendix B).

Keys

The Core Trades Service Center repairs mechanical door locks as an Operational Service. Replacement keys and lock changes are available as a Departmental Service (chargeable) through the submission of a Work Order (<http://act.geneseo.edu>). The campus swipe cards are managed by Campus Auxiliary Services (CAS). Missing, damaged or malfunctioning swipe cards should be reported to the CAS Business Office at Blake A 108 (x5648). Non-functioning swipe card readers should be reported to University Police at x5651.



Mechanical Rooms

Due to the presence of mechanical equipment, chemicals and other dangers, access to mechanical spaces is limited to University Police, Building Maintenance and Utility personnel. Fire Code prohibits storage in a mechanical room.



Painting

Campus building interiors are painted on a cyclical schedule (each building is painted every 7 years). Special painting requests are considered alterations (see Alterations). Painting of campus interior walls, including those in Residence Halls, by other than Facilities Services personnel must be coordinated through the Building Maintenance Service Center. This coordination can be initiated by submission of a Work Order at <http://act.geneseo.edu>.

FREQUENTLY ASKED QUESTIONS

Pest Control

Use of any pest control device, trap or spray, must be conducted in accordance with the Campus Pesticide Use Policy (<http://www.geneseo.edu/~ehs/Pesticide/Pesticide%20Application%20Policy.htm>). Contact the Customer Service Center (x5661 or x5662) or UP (x5651) after hours, if          pest control services are required.

Renovations (see Alterations)

Residence Hall Maintenance Problems

Residents should report maintenance problems to the appropriate Residence Hall Assistant (RA) or Residence Hall Director (RD).

Roof Access

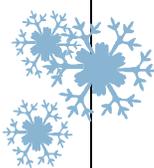
Due to the presence of mechanical equipment and other dangers, roof areas are not accessible to the campus community. Placement of equipment on building roofs may require a structural assessment and are therefore considered Alterations (see Alterations).

Signs

Signs required by code or regulation are provided as an Operational Service by the Department of Facilities Services. Other signs such as desk or door nameplates, which are subject to College design standards, are provided as a Departmental Service (chargeable).



Snow and Ice

 Snow Removal and Ice Control are provided as an Operational Service by the Department of Facilities Services. These services are provided 24 hours per day, 7 days per week in accordance with the Campus Snow Removal Policy - Appendix A.

Space Allocations

Departmental space (room) allocations and uses are recorded through the Facilities Planning and Construction Office. Please call x5512 to record any changes in room use.

FREQUENTLY ASKED QUESTIONS

Special Events

Support for special events is provided as a Departmental Service (chargeable) by the Department of Facilities Services. Support services can be requested through the submission of a Work Order (<http://act.geneseo.edu>) five working days prior to the event. Use of campus facilities is subject to the SUNY Geneseo Facilities Use Policy at: <http://www.geneseo.edu/~policies/610.html>.

Student Room Maintenance (see Residence Hall Room Maintenance)

Telecommunication

Problems with telephone service should be reported to the Telecommunication Department (x5250 or x5631).



Vehicle

The use or rental of campus vehicles is coordinated through the Customer Service Center (x5661 or x5662) in accordance with the campus Travel Policy <http://www.geneseo.edu/~policies/1030.html>.



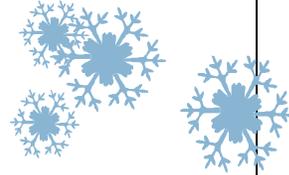
Water

Water leaks or issues with water quality should be reported to the Customer Service Center (x5661 or x5662) or UP (x5651) after hours.

Appendix A: Snow Removal Policy

Snow Removal Policy

1. Maintain open access of the following areas (24 hours)
 - University Drive
 - South Campus Loop
 - College Drive
 - Heating Plant Loop
 - Letchworth Road
 - Lauderdale Health Center (including access road and G-lot)
2. Open access to the following areas by 6 AM:
 - Holcomb Bus Loop and main walk
 - Dining Hall Loading Docks (Letchworth, Blake A Hub and Red Jacket)
3. Open access to the following parking lots prior to 7 AM:
 - Lot D (University Drive)
 - Lot K (Clark Service)
 - Lots V and J (South Campus)
 - Doty Building lots and steps
4. Open access to the following parking lots by 7 AM:
 - Lot A (Greene)
 - Lot B (College Drive)
 - Lots C and G (Lauderdale)
 - Lot L (Brodie and Bailey)
5. Open access to Primary Walkways by 7 AM:
 - Upper Quad access (to Erwin and Milne Library) from Lots A, B, L and Bank Street
 - University Drive and College Drive walks
 - Tundra walk from South Campus through Saratoga Terrace
 - Sturges Quad walk from south Hall to Blake A
 - Sturges Quad walk along Blake to Upper Quad
 - South Hall Courtyard walk along Fraser to Upper Quad
6. Open access to Clark Loading Dock by 8 AM.



After primary walkway are clear - all secondary portions of the campus are cleared. One pass through the entire campus requires approximately 84 labor hours.



Questions on the Snow Removal Policy should be directed to Kirk Spangler (x5661 or x5662)

Appendix B: Heating and Cooling

Building Heating and Cooling Policy

Campus Utilities adheres to the SUNY Energy Conservation and Management Guidelines for the maintenance of building temperatures:

Typical Geneseo Seasons:



*Heating: October -
May*

Cooling: June - Sept.



1. During the Heating Season, building temperatures are maintained at a **maximum** of **68 degrees**.

2. During the Cooling Season, buildings with central air conditioning are maintained at a **minimum** temperature of **78 degrees**.

These are target temperatures and while efforts are continually made to ensure building temperatures remain within these ranges, variations will occur due to:



- The physical condition and unique characteristics of campus buildings and the efficiency of the heating and cooling systems affects the ability to maintain target temperatures within all spaces.
- Special event requirements or extreme temperature conditions can alter the heating and cooling season startup schedule.
- Academic building heating temperatures are “set back” after working hours according to occupancy schedules provided by Campus Scheduling and Special Events Planning.
- Unoccupied Academic and Residence Hall Buildings are “set back” during curtailment and observed breaks.

Central air conditioning is available during the Cooling Season in Erwin, South Hall, Milne Library and the College Union. All other campus spaces are cooled according to occupancy schedules provided by Events Planning.



Please contact the Supervisor of Zone Maintenance, Arlie Bennett at x5661 or x5662 for further information.

Appendix C: Special Events Policy

Campus Special Events Policy

Special Events
“Co-curricular activities sponsored by campus departments or organizations that require application of the resources of Facilities Services in excess of 30 minutes”

Except as specifically identified in the Service Level Agreements, it is the policy of the College that all financial costs of Special Events be the responsibility of the sponsor. These costs include the direct costs of event set-up, operation, and tear-down and any costs imposed on the College as a result of the events.

In order to understand and budget the extent of these costs, sponsoring departments must provide Facilities Services with sufficient advance notice and scope of special events. Facilities Services is obligated to provide the sponsor with a reasonable estimate of these costs for budget purposes.

Facilities Services is responsible for providing moving, trades, custodial, and grounds services for such events on a time-and-materials basis. Facilities Services will do this by:

1. Providing services of its in-house staff at the established labor rates for each service, or;
2. Contracting with outside vendors for the requesting services.

In either case, the full cost of these services will either be billed to the department directly or paid by Facilities Services and recharged to the sponsoring department.



Kirk Spangler, Custodial Manager, may be reached at x5661 or x5662 to discuss estimates for Special Events or to answer other questions related to Special Events.



Appendix D: Departmental Equipment Policy

Departmental Equipment Policy

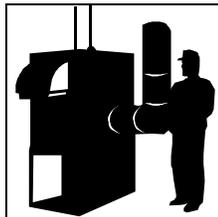
Departmental Equipment

“ Furniture, fixtures, and equipment that are not part of the building shell, utility infrastructure, or basic building operating equipment”

While Facilities Services is responsible for addressing all facilities and equipment deficiencies (including Departmental Equipment), the College budget presumes that financial responsibility for maintenance, repair and replacement of Departmental Equipment is retained by the “owning” department.

Zone Maintenance personnel will provide assessments of Departmental Equipment deficiencies to the extent that they are qualified to do so. If they can assist departments by making adjustments to or assessment of such deficiencies without sacrificing their building maintenance obligations (+/- 15 minutes), they will do so at no charge to the requestor.

If more extensive work is required on Departmental Equipment, Facilities Services will perform such work on a time and materials basis following the issuance of a Work Order and identification of an appropriate funding source.



Building Equipment

A “test” which can be used to determine if an item is Departmental or Building Equipment is to identify what budget would be used to replace the item. If an item is appropriate to be purchased through the Operating Budget of Facilities Services, the item is defined as Building Equipment. Items that would be purchased with other funding are considered Departmental Equipment.

A more technical test would require an examination of original building construction or renovation project costs. If the item was included in the original building construction budget, the item is defined as Building Equipment. Items that were classified as “furniture, fixtures and equipment” in the original building project, or those purchased subsequent to construction, are considered Departmental Equipment.



Departmental Equipment

Appendix D: Departmental Equipment Policy

Arbitration

If disputes arise regarding the financial obligation for a specific item, the matter will be referred to the AVP for Facilities Services and the Departmental budget manager. If resolution cannot be achieved, the final resolution will be determined by the VP for Finance and Administration and the appropriate VP or Provost.

Examples of Departmental and Building Equipment	
<i>Departmental</i>	<i>Building</i>
Office, lounge and sitting area furniture	Classroom desks, chairs and tables. Auditorium seats.
Floor and desk lamps	Ceiling and wall lighting fixtures
Theatrical lighting equipment and controls	Electrical outlets and circuitry. Wiring and ports for telephone and computer.
Microscopes, GC/MS, MMR and other laboratory equipment	Fume hoods
Window air conditioners	Central (building-wide) air conditioning
Portable Risers	Floor and stair coverings installed as part of approved construction or renovation
Departmental, student or employee union coffee pots, refrigerators, microwaves or other appliances	Appliances installed in Residence Halls as part of approved construction or renovation
Compressors, sprayers, electrical fans or other portable mechanical devices	Building compressors, sump pumps, exhaust fans or other non-portable building system equipment
Window treatments, including curtains, blinds or drapes, not installed as part of approved construction or renovation	Window treatments installed as part of approved construction or renovation

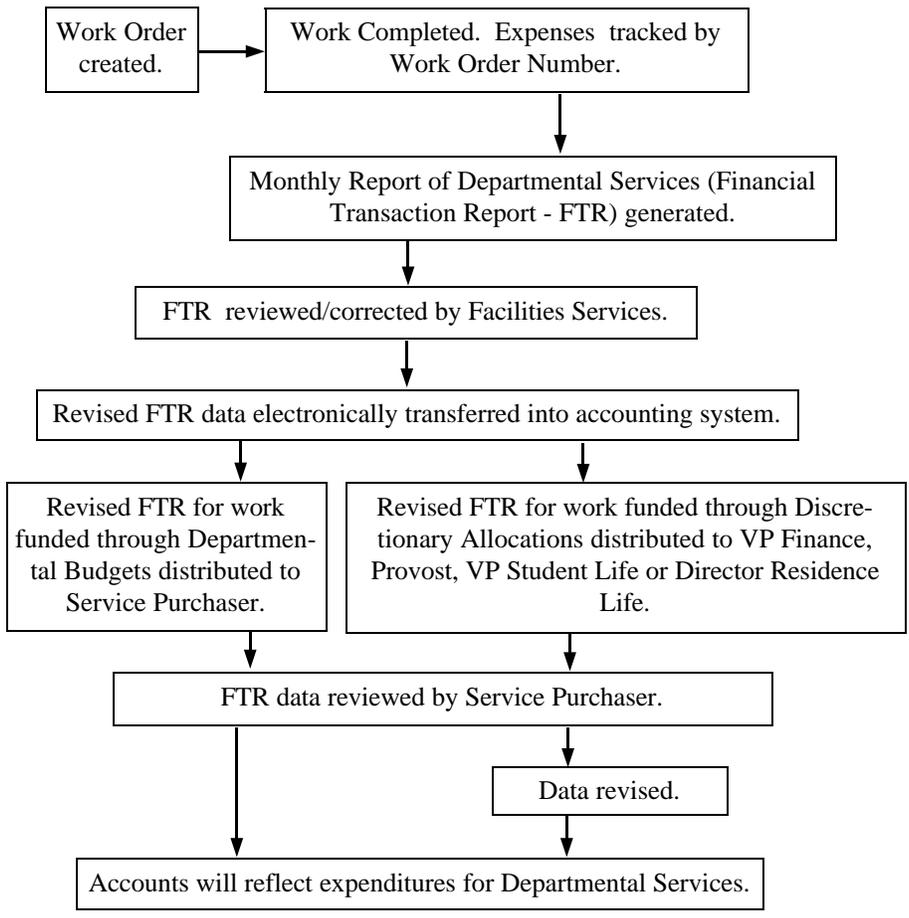
Limitation

Abuse, vandalism or misuse of Building Equipment may result in Departments being held financially responsible for premature replacement - if such abuse, vandalism or misuse could have been reasonably predicted or controlled.

Appendix E: Billing and Payment Process

The Billing and Payment Process for Departmental Services is managed through a Computerized Maintenance Management System (CMMS). This system generates Financial Transaction Reports (FTRs) on the 15th of each month.

The following flowchart identifies the Billing and Payment Process, including opportunities for review .



If you have any questions on the billing or payment process, please contact the Facilities Services Business Manager, Jon Erickson, at x5918.

Appendix E: Billing and Payment Process

The Computerized Maintenance Management System generates Financial Transaction Reports (FTRs) on the 15th of each month detailing expenses for Work Orders related to Departmental Services.

The following provides an explanation of the accounting information presented in a Financial Transaction Report.

Facilities Services Recharge Advice (User)

Account Name - (Account Number)

Person requesting work or person to contact with questions on work

Work Order Number: all expenses are tracked by Work Order Number

Description of Work

Costs of required items

Work Order:	Location:	WO Status:	WO Contact:
36639		Complete	Bill Meyers

We need to have a mounting bracket installed near the center of the ceiling (opposite the screen) in Wadsworth 21 for a new projector installation. See Bill Meyers for bracket & exact location.

Provider	Description	Qty	Hours	PSR	OTPS	Book Charges	Total
Stores	wm 517 internal elbow - wiremold internal elbow, ivory	1	0	\$0.00	\$0.00	\$1.04	\$1.04
Stores	liquid nail - liquid nail adhesive, 10.5 oz. tube	1	0	\$0.00	\$0.00	\$2.63	\$2.63
Stores	recept cov brwn plast - plastic duplex receptacle plate, 1 gan	2	0	\$0.00	\$0.00	\$0.35	\$0.35
Stores	wm 511 flat 90 - wiremold flat 90 elbow	3	0	\$0.00	\$0.00	\$2.59	\$2.59
Stores	wm 5748 box - wiremold box ivory	1	0	\$0.00	\$0.00	\$3.84	\$3.84
Stores	wm 5744s box - wiremold box, ivory	1	0	\$0.00	\$0.00	\$6.38	\$6.38
Stores	green booster - green booster 3rs27, 100box	1	0	\$0.00	\$0.00	\$11.70	\$11.70
Stores	1/2 emt - emt conduit, 1/2"	9	0	\$0.00	\$0.00	\$6.67	\$6.67
Stores	duplex receptacle - duplex receptacle, 20 amp, back & side	2	0	\$0.00	\$0.00	\$3.42	\$3.42
Stores	wm 5703 clips - wiremold supporting clips, ivory	10	0	\$0.00	\$0.00	\$2.47	\$2.47
Core Trades	labor and overhead materials	0	3	\$87.00	\$3.06	\$43.06	\$133.06
Total Charges for WOW: 36639				3	\$87.00	\$3.06	\$43.06

Total cost

Service Providers

Required items

Number of hours required to complete work.

PSR hourly charge rate X number of hours worked

OTPS hourly charge rate X number of hours worked

Appendix F: Customer Care Program

Customer Care Program —Providing Quality Customer Service—

Introduction

The Facilities Services Customer Care Program established a continuous improvement process designed to address issues of customer service. The primary focus of the program is to ensure that customer needs are being met or exceeded and customer concerns are being satisfactorily addressed.

Customer Service Performance Measurement

To identify the needs and concerns of customers and facilitate delivery of quality services, three types of performance measurements were incorporated into the Customer Care Program:

1. Process Improvements:

To improve efficiency while maintaining desired levels of quality the following internal process improvements are being emphasized:

- Consistency in policies and procedures
- Frequent congenial customer communication
- Skilled resource management
- Innovative approaches to problem solving, including barrier removal
- Improving customer feedback mechanisms

2. Quality Improvement

Improving the quality of services provided by Facilities Services involves:

- Assigning the highest priority to value-added work, such as preventative maintenance
- Empowering employees to be responsible and innovative
- Eliminating waste

continued on next page

Appendix F: Customer Care Program

- Providing services that are:
 - Reliable
 - Timely
 - Cost Effective
- Implementing proven technologies and methodologies

3. Continuous Improvement

Facilities Services continuously strives to provide the types and Quality of services expected by customers through:

- Establishing processes to improve customer feedback
- Developing programs and initiatives that address identified customer needs
- Benchmarking against public and private businesses
- Providing training and educational opportunities to employees