Administrative Procedure

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Subject: FACILITIES SERVICES WORK REQUESTS

1.0. PURPOSE:

To establish the procedures for requesting facilities work and maintenance/repair services from the Facilities Services Department.

2.0. ORGANIZATIONS AFFECTED:

All units of the University.

3.0. REFERENCES:

3.1. California State University Executive Order 847 - Policy of Facilities Maintenance.

3.2. California State University Executive Order 1000 - Delegation of Fiscal Authority and Responsibility.

4.0. POLICY:

4.1. The provision of expedient maintenance and repair services is intended to protect the health and safety of campus personnel and to prolong the life of campus facilities and equipment. All maintenance, repairs, or modifications to buildings, grounds, or utility systems must be authorized and coordinated through Facilities Services.

4.2. The California State University (CSU) requires the campus to implement a chargeback system for non-maintenance plant work. The system must ensure return of all direct labor and material costs and costs for contracted services to the Facilities Services budgets. Additionally, the system should include reimbursement for overhead or indirect costs. These latter costs include reimbursements for administrative processing, estimating, supervision, project management, equipment, vehicles, etc., and will be calculated and added as a percentage of the total project cost.

5.0. DEFINITIONS:

5.1. Facilities Services Department - Consists of the Director's Office as well as managers of the trades, grounds, custodial and central plant. Functional work areas include the Work Control Center, Carpenter Shop, Electrical Shop, Paint Shop, Plumbing Shop, Auto Shop, Custodial Services, Building Service Engineer Shop, and Grounds.

Approved: _____ **Date:** _____

5.2. Chargeback Work - Non-maintenance work requests received by Facilities Services and funded by the requesting department, includes such items as, (1) the installation/repairs of departmental lab equipment, cabinet manufacturing, painting other than during the regular painting cycle, installation of specialized departmental signs, out-of-cycle custodial service, changes in the equipment function, and remodeling of departmental areas not included in a funded minor capital outlay construction project, (2) set-up and clean-up for special events, association meetings, workshops, seminars, etc., sponsored by University departments, UAS/University-Student Union (including chartered student clubs), and other university organizations, and (3) maintenance and repair of facilities covered under the Housing Services, Student Health Center, and Parking Revenue budgets.

5.3. Emergency Repairs - Any repairs required from a failure or unusual occurrence that presents imminent danger to life or property. Emergency facility problems include the sudden breakdown of utilities and/or equipment and damage caused by vandalism.

5.4. Corrective/Preventive Maintenance - Operations and maintenance activities that include the routine work necessary to keep State-supported facilities, utility infrastructure, roads and grounds in good repair, appearance and operating condition. This work includes maintaining, operating, and repairing utility systems, e.g., electricity, water, gas, heat, ventilation, air conditioning, plumbing, sewage, and elevators. It also includes maintaining and repairing basic components of campus buildings and grounds, e.g., foundations, walls, roofs, stairs, ceilings, floor, floor covering, wall covering, doors, windows, hardware, turf, sidewalks, streets, and ancillary facilities or Group I Equipment that supports basic building operations, and routine custodial services.

5.5. Facilities Services Work Order Request Form - The form (Appendix 8.1.) used to request all types of maintenance, repair, and alteration services for University facilities, grounds, and equipment, which involves a chargeback to the requesting department. Work requests must be approved by the academic or administrative department head authorized to approve department expenditures.

5.6. Group I Equipment - All fixed mechanical, electrical, plumbing, and other fixtures, provided with the building at construction.

5.7. Responsible Building Administrator - Senior level administrator appointed by the President with the responsibility for a designated building/area with regard to reporting emergency health and safety issues, cleanliness problems, and maintenance/repair issues to the Facilities Services Work Control Center (Work Control).

6.0. RESPONSIBILITIES:

6.1. Faculty and staff will report the need for facilities maintenance/repair services to their respective Responsible Building Administrator (Appendix 8.2.).

6.2. Responsible Building Administrators will report the routine need for facilities and maintenance/repair services and cleanliness problems to Facilities Services, via the internet based Computerized Maintenance Management System (CMMS). Emergency health and safety issues will be reported by telephone to the Work Control at extension 3-3440 and/or directly to the Risk Management/Environmental Health and Safety Office (RM/EHS) at extension 3-3531. During emergencies,

anyone can report to Work Control. Chargeback work will be submitted to Work Control using the Facilities Services Work Order Request Form (Appendix 8.1.).

6.3. Facilities Services will:

6.3.1. Schedule work based on emergency work as the highest priority, corrective/preventive maintenance is the second highest priority and chargeback work is the third priority.

6.3.2. Prioritize, coordinate, and perform requested services in a satisfactory and expeditious manner based on available resources.

Limitations: Facilities services are limited to areas and property of the University campus. Labor, materials or equipment cannot be used for private or personal benefit either on or off campus.

7.0. PROCEDURES:

7.1. All emergency work requests should be reported to Work Control at 3-3440 during normal working hours. After hours calls should be directed to Public Safety at 3-3700.

7.2. Facilities Services normal working hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday. During normal hours Work Control will immediately dispatch the appropriate staff in response to all emergency calls.

7.3. Requests for corrective/preventative maintenance should be made through the Computerized Maintenance Management System website available as a link from the Facilities Services Homepage: http://www.calstatela.edu/univ/facility/. The requestor will receive an email notification upon receipt http://www.calstatela.edu/univ/facility/ and approval of the work request and may view the status of the request at any time.

7.4. Chargeback Work Requests:

7.4.1. Requesting Departments will:

a. Prepare a Facilities Services Work Order Request Form (Appendix 8.1.) providing a clear statement of the work to be performed and sketches, as needed.

b. Obtain the signature of the department head.

c. Forward the request to Work Control.

d. Review and approve the estimate, identify an account to be charged for the project, and return the estimate to Work Control; or,

e. Request a modification of the scope of work, if necessary, resulting in a modification to the estimate; or

f. Disapprove the expenditure and retain the estimate.

g. Agree to be charged an administrative fee for the indirect costs associated with the project, as required by Executive Orders 847 and 1000 (reference 3.1. and 3.2.).

7.4.2. Facilities Services will:

a. Notify the department that the request has been received and communicate the date a cost estimate will be provided to the department for review and approval, or tentative start date for the project (if no estimate is required). Facilities Services does not charge the requesting department for project estimates.

b. Coordinate the affected trade shop(s), develop the scope of work for the request, develop the project estimate, and forward completed estimate/scope to the requesting department for review and approval.

7.4.3. Upon receipt of budget approval from the requesting department, the Director of Facilities Services, or his/her designee as appropriate, will authorize the shop(s) to order materials and schedule the project for completion.

7.4.4. Actual costs for work completed by Facilities Services will be automatically deducted from the requestor's account via the PeopleSoft interface with the Computerized Maintenance Management System.

7.4.5. The requestor will not be billed for an amount greater than the approved estimate unless unforeseen conditions require additional labor and material. The additional labor and material will be presented to the requestor for approval (as a change order) before the work is authorized to proceed.

8.0. APPENDICES:

8.1. Facilities Services Work Order Request Form.

8.2. List of Responsible Building Administrators.