

Facilities Management Mission Statement

The mission of the Finance and Administration Division is to hold as our central purpose the stewardship of OHIO University's human, physical, and financial resources. We provide quality services to support and enhance the University's mission. Facilities Management is dedicated to serving the campus community to the best of its ability in relation to the stewardship of the physical resources the University owns and operates.

1.0 Purpose:

This service level provision (SLP) defines the services provided by Ohio University's Facilities Department to the main campus community. Additionally, this document outlines the principles that will govern the relationship between FM and the Campus. These principles establish the respective responsibilities of both parties and clarify their mutual expectations.

2.0 Customer: Main Campus General Fund

2.1 Base Services Provided

- 2.1.a: Maintenance Services
- 2.1.b: Custodial Services
- 2.1.c: Grounds Services
- 2.1.d: Mail Services
- 2.1.e: Moving and Surplus Services
- 2.1.f: Other Services

2.2 Minimum Service Levels

- 2.2.a: Maintenance Department
 - 2.2.a.1: Maintenance and repair of building systems including electrical, plumbing, fire alarm, emergency generators, heating and cooling equipment, controls, and other specialty equipment necessary to operate a building.
 - 2.2.a.2: Preventive maintenance is the main focus of the Zone maintenance shops to keep existing equipment operating at peak efficiency during its life span.
 - 2.2.a.3: Emergency maintenance / repair service is provided by all maintenance shops on the entire campus.
 - 2.2.a.4: Service desk coverage 24 hour / 7 day a week / 365 days per year.
 - 2.2.a.5: On-line work order entry and status updates.

2.2.b: Custodial Department

- 2.2.b.1: Public Space Restrooms – five (5) days per week, once (1) daily unless otherwise noted by (**).
 - 2.2.b.1.a: Empty trash and recycling
 - 2.2.b.1.b: Refill dispensers
 - 2.2.b.1.c: Clean and sanitize fixtures
 - 2.2.b.1.d: Deep clean floor four (4) times per year. **

- 2.2.b.2: Classrooms serviced five (5) days per week, once (1) daily unless otherwise noted by (**).
 - 2.2.b.2.a: Empty trash and recycling
 - 2.2.b.2.b: Spot vacuum four (4) days per week. **
 - 2.2.b.2.c: Wall to Wall vacuum one (1) day per week. **
 - 2.2.b.2.d: Deep clean / refinish carpet / floor two (2) times per year. **
 - 2.2.b.2.e: Spot clean desk tops
 - 2.2.b.2.f: Thorough desk top cleaning once (1) per year. **

- 2.2.b.3: Lobbies and Entrances serviced three (3) days per week, once per day unless otherwise noted by (**).
 - 2.2.b.3.a: Empty trash and recycling
 - 2.2.b.3.b: Spot vacuum / spot mopped two (2) times. **
 - 2.2.b.3.c: Wall to Wall vacuum / mop one (1) time. **
 - 2.2.b.3.d: Deep cleaning / refinishing carpet / floor two (2) times per year. **

- 2.2.b.4: Hallways serviced three (3) days per week, once (1) per day unless otherwise noted by (**).
 - 2.2.b.4.a: Empty trash and recycling
 - 2.2.b.4.b: Spot vacuum / spot mop two (2) times. **
 - 2.2.b.4.c: Wall to Wall vacuum / mop one (1) time. **
 - 2.2.b.4.d: Deep clean / refinish carpet / floor two (2) times per year. **

- 2.2.b.5: Stairwells (High Use) serviced one (1) time every two (2) weeks unless otherwise noted by (**).
- 2.2.b.5.a: Remove trash and debris
 - 2.2.b.5.b: Wall to Wall vacuum / mop
 - 2.2.b.5.c: Deep clean / refinish carpet / floor once (1) per year. **
- 2.2.b.6: Stairwells (Low Use) serviced once (1) per month unless otherwise noted by (**).
- 2.2.b.6.a: Remove trash and debris
 - 2.2.b.6.b: Wall to Wall vacuum / mop
 - 2.2.b.6.c: Deep clean / refinish carpet / floor once (1) per year. **
- 2.2.b.7: Non public spaces serviced two (2) times per week, once (1) per day unless otherwise noted by (**).
- 2.2.b.7.a: Empty trash and recycling in Offices and labs.
 - 2.2.b.7.b: Offices and labs spot vacuum / spot mopped
 - 2.2.b.7.c: Wall to Wall vacuuming / mopping in Offices and Labs once (1) every two (2) weeks. **
- 2.2.b.8: Residence Hall public restroom spaces are maintained by Custodial services five (5) days per week, once (1) per day. Student rooms and restrooms are not maintained during the academic year unless otherwise noted by (**).
- 2.2.b.8.a: Empty trash and recycling
 - 2.2.b.8.b: Refill dispensers
 - 2.2.b.8.c: Clean and sanitize fixtures
 - 2.2.b.8.d: Deep clean floor four (4) times per year. **
 - 2.2.b.8.e: Showers are deep cleaned once (1) per week. **
 - 2.2.b.8.f: Showers are cleaned and sanitized four (4) times per week. **
- 2.2.b.9: Residence Hall Hallways serviced five (5) days per week, once (1) per day unless otherwise noted by (**).
- 2.2.b.9.a: Empty trash and recycling
 - 2.2.b.9.b: Spot vacuum / spot mop four (4) times. **

- 2.2.b.9.c: Wall to Wall vacuum / mop one (1) time. **
- 2.2.b.9.d: Deep clean / refinish carpet / floor two (2) times per year. **
- 2.2.b.10: Residence Hall Lobbies and Entrances serviced five (5) days per week, once (1) daily unless otherwise noted by (**).
 - 2.2.b.10.a: Empty trash and recycling
 - 2.2.b.10.b: Spot vacuum / spot mop four (4) times. **
 - 2.2.b.10.c: Wall to Wall vacuum / mop one (1) time. **
 - 2.2.b.10.d: Deep clean / refinish carpet / floor two (2) times per year. **
- 2.2.b.11: Residence Hall Stairwells serviced two (2) times per week, once (1) daily unless otherwise noted by (**).
 - 2.2.b.11.a: Remove trash and debris
 - 2.2.b.11.b: Wall to Wall vacuum / mop
 - 2.2.b.11.c: Deep clean / refinish carpet / floor once (1) per year. **
- 2.2.b.12: Residence Hall Non public Office and Labs are serviced two (2) times per week, once daily unless otherwise noted by (**).
 - 2.2.b.12.a: Empty trash and recycling in Offices and labs.
 - 2.2.b.12.b: Offices and labs spot vacuum / spot mopped
 - 2.2.b.12.c: Wall to Wall vacuuming / mopping in Offices and Labs once (1) every two (2) weeks. **
- 2.2.b.13: Residence Hall Summer Turnover
 - 2.2.b.13.a: Each room on campus to be deep cleaned once (1) over the summer.
 - 2.2.b.13.b: Precollege rooms will be deep cleaned for each resident room and for the summer turn over.
- 2.2.c: Grounds Department
 - 2.2.c.1: High profile areas (College Green, Peden Gate)
 - 2.2.c.1.a: Green and sustainable Lawn Turf Program (minimal to no chemical applications).
 - 2.2.c.1.b: Regular mowing and trimming based on growth and weather conditions.

- 2.2.c.1.c: Regular weeding of designated high profile beds.
- 2.2.c.1.d: Reduced weeding of low profile beds (2 - 3 times per season).
- 2.2.c.2: Low profile areas
 - 2.2.c.2.a: Green and sustainable Lawn Turf Program (minimal to no chemical applications).
 - 2.2.c.2.b: Reduced mowing and trimming based on growth and weather conditions.
 - 2.2.c.2.c: Reduced weeding of beds (2 – 3 times per season).
- 2.2.c.3: Removal of snow and other hazards due to weather throughout the year.
- 2.2.c.4: Refuse pick up and recycling services for the entire campus.
 - 2.2.c.4.a: Recycling refuse removal from campus
 - 2.2.c.4.b: Removal of recycling from exterior collection points.
 - 2.2.c.4.c: Drop off and removal of recycling bins by special request.
 - 2.2.c.4.d: Drop off and removal of recycling bins for special events.
 - 2.2.c.4.e: Special item recycling pick up and self serve drop off locations (i.e. batteries, toner cartridges, etc....)..
- 2.2.d: Mail Services
 - 2.2.d.1: U.S. Mail and Campus mail delivered and picked up once per day.
 - 2.2.d.2: Parcels are picked up on a special collection daily.
 - 2.2.d.3: Office provision of bulk mail services and post office station.
 - 2.2.d.4: Operation of the South Green Mail Station as an extension of the main office for the benefit of students and the Campus population.
- 2.2.e: Moving and Surplus Services
 - 2.2.e.1: Contact point for all moves on campus.

- 2.2.e.2: Administer the disposition of all surplus / excess property to comply with all applicable laws.
- 2.2.e.3: All moving services require a fee with the exception of pick up and disposal of surplus items.

3.0 Customer: Ping Center

- 3.1: Additional custodial services
 - 3.1.a: Empty trash seven (7) days per week, two (2) times per day.
 - 3.1.b: Dispensers refilled seven (7) days per week, two (2) times per day.
 - 3.1.c: Fixtures cleaned and sanitized seven (7) days per week, two (2) times per day.
 - 3.1.d: Floors cleaned and sanitized seven (7) days per week, two (2) times per day.
 - 3.1.e: Floors deep cleaned four (4) times per year.
- 3.2: No additional maintenance services
- 3.3: No additional grounds services

4.0 Customer: Baker University Center

- 4.1: Additional custodial services
 - 4.1.a: Public Space restroom cleaning seven (7) days per week once (1) daily
 - 4.1.b: Restroom dispensers refilled seven (7) days per week, two (2) times daily.
 - 4.1.c: Restroom fixtures cleaned and sanitized seven (7) days per week, two (2) times daily.
 - 4.1.d: Restroom floors cleaned and sanitized seven (7) days per week, two (2) times daily.
 - 4.1.e: Restroom floors deep cleaned four (4) times per year.
 - 4.1.f: Restrooms receive porter (touch-up) service seven (7) days per week, two (2) times daily.
 - 4.1.g: Check trash and empty as needed seven (7) days per week, two (2) times daily.
 - 4.1.h: Check dispensers and fill as needed seven (7) days per week, two (2) times daily.
 - 4.1.i: Check fixtures, doors and floors seven (7) days per week, two times daily.
 - 4.1.j: Sweep, mop and machine clean the food court seven (7) days per week.
 - 4.1.k: Refinish terrazzo floors two (2) times yearly.

4.2: No additional maintenance services

4.3: No additional grounds services

5.0 Customer: Hudson Health Center

5.1: Additional custodial services

5.1.a: Empty trash and recycling in the exam rooms five (5) days per week.

5.1.b: Refill dispensers in the exam rooms five (5) days per week.

5.1.c: All fixtures in the exam rooms cleaned and sanitized five (5) days per week.

5.1.d: Spot vacuum exam rooms four (4) days per week.

5.1.e: Wall to wall vacuuming of exam rooms once (1) per week.

5.1.f: Carpet / floor deep clean / refinish in the exam rooms two (2) times per week.

5.1.g: Spot clean the table tops in the exam rooms daily.

5.1.h: Deep clean table tops in the exam rooms one (1) time yearly.

5.1.i: Restroom trash emptied five (5) days per week, once (1) daily.

5.1.j: Restroom dispensers refilled five (5) days per week, once (1) daily.

5.1.k: Restroom fixtures cleaned and sanitized five (5) days per week, once (1) daily.

5.1.l: Restroom floors cleaned and sanitized five (5) days per week, once (1) daily.

5.1.m: Restroom floors deep cleaned four (4) times per year.

5.2: No additional maintenance services.

5.3: No additional grounds services.

6.0 Customer: Parks Hall Clinic

6.1: Additional custodial services

6.1.a: Empty trash and recycling in the exam rooms five (5) days per week.

6.1.b: Refill dispensers in the exam rooms five (5) days per week.

6.1.c: All fixtures in the exam rooms cleaned and sanitized five (5) days per week.

6.1.d: Spot vacuum exam rooms four (4) days per week.

6.1.e: Wall to wall vacuuming of exam rooms once (1) per week.

6.1.f: Carpet / floor deep clean / refinish in the exam rooms two (2) times per week.

6.1.g: Spot clean the table tops in the exam rooms daily.

- 6.1.h: Deep clean table tops in the exam rooms one (1) time yearly.
- 6.1.i: Restroom trash emptied five (5) days per week, once (1) daily.
- 6.1.j: Restroom dispensers refilled five (5) days per week, once (1) daily.
- 6.1.k: Restroom fixtures cleaned and sanitized five (5) days per week, once (1) daily.
- 6.1.l: Restroom floors cleaned and sanitized five (5) days per week, once (1) daily.
- 6.1.m: Restroom floors deep cleaned four (4) times per year.

6.2: No additional maintenance services.

6.3: No additional grounds services.

7.0 Customer: Child Development Center

7.1: Additional custodial services

- 7.1.a: Empty trash and recycling in classrooms five (5) days per week, once (1) daily.
- 7.1.b: Refill dispensers in the classrooms five (5) days per week, once (1) daily.
- 7.1.c: Clean and sanitize fixtures in the classrooms five (5) days per week, once (1) daily.
- 7.1.d: Vacuum floors wall to wall in the classrooms five (5) days per week, once (1) daily.
- 7.1.e: Deep clean / refinish carpet / floor in classrooms two (2) times per year.
- 7.1.f: All horizontal surfaces in the classrooms spot cleaned five (5) days per week, once (1) daily.
- 7.1.g: Deep clean all horizontal surfaces in the classrooms once (1) per year.
- 7.1.h: Restroom trash emptied five (5) days per week, once (1) daily.
- 7.1.i: Restroom dispensers refilled five (5) days per week, once (1) daily.
- 7.1.j: Restroom fixtures cleaned and sanitized five (5) days per week, once (1) daily.
- 7.1.k: Restroom floors cleaned and sanitized five (5) days per week, once (1) daily.
- 7.1.l: Restroom floors deep cleaned two (2) times per year.

7.2: No additional maintenance services.

7.3: No additional grounds services.

8.0 Customer: Alden Library

8.1: Additional custodial services

- 8.1.a: Restrooms serviced five (5) days per week, once (1) daily unless otherwise noted by (**): Floors 1, 3, 5, 6, & 7
 - 8.1.a.1: Trash and recycling removed
 - 8.1.a.2: Dispensers refilled
 - 8.1.a.3: Fixtures cleaned and sanitized
 - 8.1.a.4: Floors cleaned and sanitized
 - 8.1.a.5: Floors deep cleaned four (4) times per year. **
- 8.1.b: Restrooms serviced seven (7) days per week, two (2) times daily unless otherwise noted by (**): Floors 2 & 4
 - 8.1.b.1: Trash and recycling removed
 - 8.1.b.2: Dispensers refilled
 - 8.1.b.3: Fixtures cleaned and sanitized
 - 8.1.b.4: Floors cleaned and sanitized
 - 8.1.b.5: Floors deep cleaned four (4) times per year. **
- 8.1.c: 2nd Floor Learning commons seven (7) days per week, once (1) daily unless otherwise noted by (**):
 - 8.1.c.1: Trash and recycling removed
 - 8.1.c.2: Spot vacuum six (6) days per week, once (1) daily. **
 - 8.1.c.3: Wall to wall vacuuming once (1) per week, once daily. **
 - 8.1.c.4: Carpet / floor deep cleaning / refinishing two (2) times yearly. **
 - 8.1.c.5: Desk tops spot cleaned
 - 8.1.c.6: Desk tops deep cleaned once (1) yearly. **

9.0 Customer: Athletics (ICA)

- 9.1: Additional grounds services – Peden Stadium, Pruitt Field, Chessa Field, Wren Stadium, the Softball Complex, and the football practice fields.
 - 9.1.a: Prepare playing fields for practices and games for OHIO University team use
 - 9.1.a.1: Industry standard cultural practices specific to the turf.
 - 9.1.a.2: Regular application of fertilizers, herbicides, and pesticides, and poa prevention programs.
 - 9.1.a.3: Aeration and top dressing of all surfaces (2 – 3 times per year)

- 9.1.a.4: Playing surface mowing based on growth, use and weather conditions.
- 9.1.a.5: Non playing surface reduced mowing and trimming based on growth and weather conditions.
- 9.1.a.6: Painting of the fields for practice and play based on needs. Practice football fields fifteen (15) times per year. Lines are done on a weekly basis during the season and four (4) to five (5) applications in preseason. All paint is purchased by Athletics.
- 9.1.b: Manage game day maintenance activities (additional fee)
- 9.1.c: Repair of any damage to the playing field due to ill-advised play. This un-playability may be due to weather (too wet, too cold, etc...) in which play will damage the playing surface and require significant repairs.
- 9.1.d: Any repairs to artificial turf are a vendor contract and will be an extra charge
- 9.2: Additional custodial services (additional fee)
 - 9.2.a: Game day services for restroom maintenance
 - 9.2.b: Game day trash and recycling removal
- 9.3: Additional maintenance services
 - 9.3.a: Standard on-call maintenance is included, game day maintenance presence requires an additional fee
 - 9.3.b: Work on artificial turf fields will be contracted out to the vendor and require an additional fee

10.0 Customer: Campus Recreations

- 10.1: Additional grounds services
 - 10.1.a: Golf Course
 - 10.1.a.1: Rough cutting as required in the spring and once (1) every two weeks during the summer.
 - 10.1.a.2: Driving range mowing once (1) every two weeks.
 - 10.1.a.3: Leaf removal using large equipment two (2) times per year
 - 10.1.a.4: Tree damage repairs deemed necessary for safety
 - 10.1.a.6: Applying fertilizer, herbicides, pesticides and any other chemical treatment as necessary on the course
 - 10.1.a.7: Irrigation repairs done as a work order for maintenance when too complex for student repair

- 10.1.a.8: Time to help with “consulting” on golf course issues
- 10.1.a.9: Refer to “FY2011 Ohio University Golf Course Provision; Recreation Department – Facilities Department” document for additional provisions and billed for services.
- 10.1.b: Recreation fields (Mill Street Fields, South Green Fields)
 - 10.1.b.1: Regular applications of fertilizers, herbicides, fungicides, and pesticides.
 - 10.1.b.2: Aeration and top dressing of all surfaces (2 – 3 times per year)
 - 10.1.b.3: Non playing surface reduced mowing and trimming based on growth and weather conditions.
 - 10.1.b.4: Weeding of beds (2 – 3 times per season)
 - 10.1.b.5: Playing surface mowing based on growth, use and weather conditions.
 - 10.1.b.6: Industry standard cultural practices specific to the turf.
 - 10.1.b.7: Painting of the lines for the necessary games once (1) per week. All paint is purchased by Recreation.

11.0 Customer: Main Campus

- 11.1: Additional services available (additional fee)
 - 11.1.a: Departmental equipment maintenance
 - 11.1.b: Miscellaneous small projects:
 - 11.1.b.1: Hang pictures / shelves
 - 11.1.b.2: Move / Assemble furniture / departmental equipment
 - 11.1.b.3: Assist with the installation of departmental equipment
 - 11.1.b.4: Moving of departmental materials
 - 11.1.b.5: Special event assistance
 - 11.1.c: Larger projects
 - 11.1.c.1: Project work in conjunction with the Design and Construction unit can be completed on an as needed basis, with the proper approvals and with appropriate departmental budget authorization.
 - 11.1.c.2: Coordinate with Facilities Planning department for needed estimates and authorization for space use.

11.1.c.3: Quotes and authorization before work proceeds.

11.1.d: Utilities payment and processing for the entire campus.

11.1.e: Utilities forecasting for the entire campus.

11.1.d: Benchmarking for certain facilities related indicators.

11.2: Service Disclaimer

11.2.a: These are examples of several expenses and classifications for funding different areas on campus. It is fairly extensive but does not cover everything. As items are identified and classified, this document will be updated and re-issued.

11.2.b: Service levels may change based on funding available. This document will be updated when necessary due to budgetary change.

12.0 Service Level Metrics

12.1: Auditing of the Customer Service Desk as part of the staff ratings

12.2: Number of open work orders at the end of each month

12.2.a: Goal of no work orders over 90 days old

12.2.b: Goal of 85% completion of all Preventive Maintenance work orders

12.3: Yearly reduction in weather adjusted energy use per square foot

12.4: Survey results / benchmarks vs. peer organizations

13.0 Other Information

13.1: Building systems

13.1.a: Any part of a building that is necessary to its operation.

13.1.b: If the equipment is out of its useful life, the repair or replacement is optional (depending on availability of repair parts). It could become a project that needs to be facilitated with Facilities Planning unit to identify funding and program as a project.

13.2: Departmentally Owned Equipment

13.2.a: Equipment purchased or owned by a department specifically for the use of only that department.

13.2.b: All maintenance and upkeep as well as any building alterations for that equipment is the responsibility of the owning department.

13.2.c: The purchase of any departmentally owned equipment will be coordinated with the Purchasing Department and the Facilities Department to determine proper requirements of the equipment and if the building can meet those requirements with or without modification.

13.3: Additional HVAC

13.3.a: The existing building systems will be maintained by Facilities Management for the life of that equipment.

13.3.b: If a department changes the use of a space (i.e.: Classroom to Computer Lab), then the costs necessary to keep the space comfortable are bourn by the department who authorized the changes.

13.4: Carpeting in offices

13.4.a: If a functional unit wants to change the carpet in their area, it will be a departmental cost that will be coordinated through the Design and Construction Unit.

13.5: Paint in offices

13.5.a: Offices will be painted only when it is required because of damage caused by water leakage, maintenance or project work, or other outside issues.

13.5.b: The department may request painting in the offices as a project with a separate charge.

13.6: Contract chargeback

13.6.a: Includes anything that Facilities Management pays for on behalf of another department at that department's request. An example is the monthly pest control charges for Auxiliaries.

13.7: Estimates

13.7.a: All estimates are performed by Facilities Planning and must be requested of that group through a work request. Forms are available on the Facilities website. A dean or vice president's signature is required.

13.8: Keys

13.8.a: The Access Control unit charges for all rekeying due to the loss of keys. It will be paid by the department authorizing the keys if the keys cannot be found.

13.8.b: Access Control maintains the existing locks at no additional charge.

13.8.c: Facilities Management will unlock the exterior doors of buildings once (1) per day and lock the exterior doors once (1) per day. Interior doors are not locked / unlocked on any schedule. It is up to the user to gain keys necessary for any door that needs to be unlocked inside the building.

13.8.d: Arrangements can easily be made with Access Control for needed keys with proper authorization.

13.9: Vandalism

13.9.a: All acts of vandalism inside of buildings will be charged to the department when the person who did the damage is known.

13.9.b: If the vandalism occurs in the residence halls, the Housing Auxiliary will be charged for repairs.

13.9.c: If the vandalism is on the outside of any building, Facilities will repair and no charge will result unless the vandal is known.

13.10: Elevators / Escalators

13.10.a: All elevators and escalators are managed by Facilities Management and will not be a charge to the department.

13.11: Extra Services

13.11.a: All services required due to a departmental, university, registered student organization event, and / or function that are not otherwise considered routine maintenance will require an additional charge to the requesting area.

13.11.b: Any services provided on holiday days will require an additional charge for any and all hours worked by maintenance, custodial, grounds, moving and storage, and / or recycling personnel

13.11.b: 45 Maplewood, 8133 Dairy Lane (EcoHouse), 8225 Dairy Lane, Athena Cinema, Ridges Cottages (#38 ')

13.11.b.1: Always billed for services due to the nature of their budgetary setup.

13.11.c: Any and all billing / purchasing services are an extra charge that are not part of the standard service level for any department.

14.0 Contacts **<THIS SECTION TO BE UPDATED PERIODICALLY>**

14.1:	Work Order / Service Desk	3-2911	fmservicedesk@ohio.edu
	Customer Service Issues	3-2911 Shari Smith	smiths15@ohio.edu
	Facilities Department	3-2731 Jackie Case	casej@ohio.edu
	Transportation & Parking	3-1611	parking@ohio.edu
	Design & Construction	3-2727 Debi Blevins	blevinsd@ohio.edu
	Facilities Planning &Space Mgmt.	3-2727 Debi Blevins	blevinsd@ohio.edu
	Facilities Management	3-2928 Paula Weinfurter	weinfurp@ohio.edu
	Access Control	3-1758 Matt Smith	smithm9@ohio.edu

15.0 Hours of Support

Standard support is described throughout the document. However, the front service desk is monitored by University Support staff from 7:00am to 11:00pm, Monday through Friday. During off hours, an answering service will relay calls to the appropriate location. Zone Maintenance is on staff seven days per week as well as custodial service. Emergency and after hours support is maintained with pager support for all major areas of maintenance.