



Facilities Management Service Level Agreement

February 1, 2022



Facilities Management

Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the strategic goals of Western Kentucky University.

Hours of Operations:

Monday thru Friday 730am-430pm

Main Line: 270-745-3253

- After Hours: Contact University Police at 270-745-2548 and they will dispatch the appropriate staff.

More detailed information can be found on our website: <https://www.wku.edu/facilities/>

Purpose

The purpose of this Service Level Agreement (SLA) is to inform the University community of the range of services provided by the WKU Department of Facilities Management (DFM), a description of basic vs. non-basic services, how to access the services, and the response times to expect for these services.

The objectives of the SLA is to define the DFM service delivery guidelines by:

- clarifying maintenance responsibilities for the building and grounds assets;
- specifying the minimum requirements for maintenance management;
- ensuring that physical assets are adequately maintained;
- ensuring that associated risks are effectively managed;
- ensuring that the built physical assets perform effectively and efficiently throughout their service life;
- preserving the natural physical assets appropriately;
- ensuring informed decisions are made in selecting maintenance strategies;
- ensuring that a sound basis exists for the allocation of maintenance funds;
- ensuring that an accurate database is maintained for deferred maintenance requirements and assets past their service life

Facilities Management Department Organization

Within Facilities Management, there are five (5) Operational Groups responsible for the delivery of services and three (3) Support Groups:

- **Maintenance Services**
- **Plant Operations**
- **Environmental Services**
- **Campus Services**
- **Housing and Residence Life**
- **Safety and Training**
- **Fiscal Services**
- **Human Resources**

Types of services covered by DFM SLA include:

- General cleaning;
- General building maintenance;
- Roof and gutter cleaning;
- Pest, vermin, and termite control;
- Fire protection system maintenance;
- Elevator maintenance and repair;
- Air conditioning & heating system maintenance including chilled water and steam systems;
- Waste disposal, recycling, surplus goods removal and disposal;
- General grounds maintenance;
- Utility commodity purchasing and billing;

Generally DFM is responsible for funding and executing campus building and infrastructure maintenance and repairs that are due to the normal wear and tear. Where possible, maintenance work resulting from misuse, accidents, or vandalism will be charged to the appropriate party.

Specific tasks and funding sources are listed in Appendix A.

Service Response Time Definitions

To effectively manage the department's workload, DFM prioritizes service request by assigning a priority rating based upon the information received from the requestor, effects of other on-going work, and other impactful factors involved.

Emergency Service

A maintenance emergency is any situation that if not responded to immediately will result in a threat to life, safety or health of any person or will pose a significant and immediate threat to buildings, utilities or grounds that would have a significant impact on the university mission. For emergencies, please call WKU Police at 270-745-2548 and they will dispatch the appropriate staff.

Work Order (WO) priorities are categorized from Critical to Planned.

Rating	Response	Completion	Definition of Work Request
Critical	1 hour	24 hours	Immediate risk to: personal safety or security; business continuity; major asset integrity; or the environment.
Urgent	4 hours	48 hours	Immediate risk to: student, faculty, or staff welfare; prevention of critical asset failure; thermal comfort in an open facility; research project.
Routine	48 hours	3-5 days	No discernible impact to: delivery of teaching, learning or research activities within specified timeframe.
Planned	30 days	30 days	Work subject to planning requirements and/or a programmed start date. Usually of a larger scale than routine maintenance activities i.e. Minor Works, etc.

Parts and materials required may not be immediately available in the local market area to meet the normal response timelines. If so, completion times may be extended. In the event of an emergency, expediting parts delivery may be possible. If deemed, non-critical, expediting parts delivery will be evaluated based upon need and expense.

Continual Improvement Process

Facilities Management is committed to maintaining a high level of customer service and highly encourages feedback for service improvement. Service complaints should, in the *first instance*, be directed to DFM.

Key Performance Indicators (KPI's) are monitored to ensure that the delivery of maintenance services meets desired standards.

Service Level Agreement Guideline Exclusions

- Facilities not owned by the University;
- Facilities excluded by formal lease arrangements or Memo of Understanding (MOU), etc.;
- Facilities or part thereof that support the generation of financial income and therefore could contribute towards the cost of maintenance activities;
- Special billable requests including small renovation projects.

Appendix B outlines the charging rates for reimbursable requested by the WKU Community.

Building occupants are responsible for:

- Submitting all maintenance requests in a timely and accurate manner;
- Ensuring that their use of the facilities does not negatively impact on the appearance, condition or designed service life of the building;
- That the campus amenities are not adversely impacted by their usage;
- That students, staff, and their visitors comply with University policy in relation to authorized access and safe use of the campus facilities;
- Reporting building related faults to the DFM Customer Service Centre;
- Funding building related work that falls outside the scope of this SLA.

Environmental Services Group Services

Environmental Services Group (ESG) provides building custodial services on a scheduled basis. The ESG consults with clients to determine the optimal timing to schedule routine work by the Environmental Service Attendants (ESAs). The level of cleaning is generally based on national APPA II cleaning standards, Appendix C. The ESG team is specifically trained to clean and maintain all types of floor coverings at the University and is familiar with the special needs that each floor covering requires. Unscheduled cleaning and event cleaning is scheduled by submission of a Work Order and billed to the requestor.

Examples of basic services include:

- Daily cleaning of restrooms;
- Scheduled general cleaning of offices, classrooms and laboratories;
- Maintenance of the hard floor surfaces, including dusting, damp mopping; burnishing, stripping and refinishing;
- Carpet care including vacuuming and shampooing (budget permitting);
- Daily removal of waste in trash and recycling cans;
- Replenishment as needed of bathroom paper goods;
- Liaison for services and contract management for pest control services.

Examples of chargeable services include:

- Clean-up during after special events;
- Refrigerator and microwave cleaning;
- Work scheduled outside normal service times or areas;
- Requests for cleaning services which are in addition to the regular cleaning scope and/or schedule;
- Clean-up after renovation and/or repair projects;

Maintenance Services Group Services

Maintenance Services Group (MSG) provides services and work to maintain the existing building interiors, building envelope, system components and exterior architectural components. The level of maintenance services is generally based on national APPA II building maintenance standards, Appendix A. Building component and building systems “repair by replacement” requirements are placed on a backlog and accomplished when funding and priorities allow. Due to the large backlog of “deferred maintenance” requirements, current funding levels, and resultant aged facility components, several APPA metrics have dropped to Levels 3 and 4.

Examples of basic building maintenance services include:

- Preventative Maintenance (PM);
 - PM activities are typically completed at times when they have minimal impact on the operations of the facilities.
 - PM services include:
 - Inspections, cleanings, lubrication of dynamic building components;
 - Changing air and water filters;
 - Replacement of belts;
 - Lubrication of motors;
 - Cleaning of coils;
 - Replacement of bearings;
 - Inspection and repair of air filtration systems;
 - Inspection and repair of exhaust fans;
 - Preparation of building equipment for seasonal use.
- Repair and maintenance to existing doors and door hardware;
- Repair and maintenance to interior tile surfaces;
- Repair and maintenance of walls and ceilings;
- Repair of torn carpeting;
- Door re-alignments for “sticking” doors;
- Door lock repairs;
- Repair and maintenance of heating and air conditioning interior components;
- Re-lamping of light fixtures;
- Elevator services;
 - DFM must be contacted for all elevator breakdown calls. MSG maintains this equipment through contractual arrangements with specialist service providers who in addition to routine maintenance activities also provide certifications and emergency breakdown service.
 - Telephones located in the lift cars are linked to WKU Police that can assist in obtaining an expedient response to a call.
- Plumbing, Drainage and Gas Fitting services;
 - Plumbing services are provided to ensure the campus infrastructure is properly installed and maintained to required building code(s). Plumbing infrastructure includes sanitary and storm water drainage systems; potable water reticulation; water supply for fire services; and natural gas reticulation

- Plumbing services include:
 - Maintenance of all in-ground water mains and reticulating systems through the buildings including sanitary fixtures;
- Repair and maintenance of plumbing components such as boilers, chilled water units, tanks, valves, traps, thermostatic mixing valves, RPZ devices, heat exchangers and water heaters;
- Repair and maintenance of natural gas reticulation and hard plumbed fixtures;
- Repair and maintenance of fire service reticulation and firefighting fixtures;
- Repair and maintenance of sewage and storm water reticulation systems and fittings;
- Plumbing leak repairs;
- Toilet repairs;
- Painting & finishes services;
 - Painting and finishes required to preserve structures;
 - Re-paint of faded external and internal painted surfaces.
 - Note; paint typically lasts for ten (10) years or more with the exception of high traffic areas or in harsh environments. The MSG is not currently funded or staffed to re-paint on a ten-year cycle; however MSG maintains a deferred painting & finishes backlog and prioritizes work based on the severity of need.
- Electrical Services
 - Electrical services are provided to ensure the campus electrical infrastructure is properly installed, operated and maintained to current codes. Electrical infrastructure includes High Voltage reticulation; Low Voltage reticulation; and those electrical components considered to be part of the buildings basic electrical wiring.
 - Electrical services include:
 - Maintenance of all in ground and above ground distribution networks owned by the University;
 - Repair and maintenance of electrical components such as lighting, general purpose devices, air conditioning and heating, hot water units, Residual Current Devices (RCD);
 - Repair and maintenance of fire detection systems;
 - Thermal imaging services and program management;
 - Transformer oil tests;
 - Electrical pole and conductor inspections.
 - Warranty and facility commissioning support services.

Examples of chargeable services include:

- Modifications of existing facilities;
- Renovations of facilities in good condition;
- Scope additions to capital projects and renovation projects;
- Assembly, dis-assembly, or construction of office furniture;
- Repair of non-standard furniture or furnishings;

- Hanging of picture frames, etc.;
- Door lock core replacements for key loss or other keying changes (Access Control);
- Repair of damage caused by the negligence of others under the control of Faculty, Staff, contractor or external entity;
- Maintenance and repair of Lenel door lock systems;
- Maintenance and repair of Rouge electronic access control systems;
- Maintenance and repair of athletic equipment (field groomers, pitching machines, etc.)
- Maintenance and repair of non-DFM vehicles;
- Maintenance and repair of solar panels;
- Maintenance and repair of non-DFM speakers and sound systems;
- Plumbing, Drainage and Gas Fitting services;
 - Repair of damage by others to in-ground services, building systems and fixtures;
 - Installation, maintenance and repair of appliances (e.g. dishwashers, dryers, clothes washers, etc.);
 - Installation of new equipment;
- Repair or maintenance of department equipment and appliances (e.g. training aides, reverse osmosis, DI systems, centrifuge, specialty gas lines, interceptor or neutralizing pits, specialized hoods, compressed air, meat chill lockers, furnaces, projectors, radioactive equipment, microscopes, etc.);
- Repair or maintenance of plant and equipment related to enterprises, auxiliary units or affiliated bodies (e.g. trade waste systems, farm services, wine producing equipment, food preparation systems, etc.);
- Repair and maintenance of Athletic Field lighting and score boards;
- Painting & finishes services
 - Cosmetic painting when not required to address asset protection processes or prior to a condition based need to do so or DFM's ability due to basic funding shortfalls;
 - Furniture refinishing;
 - New furniture painting;
 - Changing paint colors on occupants' request;
 - Painting repaired walls damaged by the occupant or someone under their control;
- Special event support
 - Note: Requestor is responsible for any equipment loss or damage during event unless request includes labor funding to monitor equipment through event period.

Plant Operations Group Services

The Plant Operations Group (POG) provides maintenance and operations of the Steam Plant, steam line system, Chill Water Plant, chill water line system, localized chiller systems, and localized Boilers. Utility systems and component's "repair by replacement" requirements are placed on a backlog and provided when funding and priorities allow unless they pose a critical safety or operational risk.

Examples of basic Plant Operations Division services include:

- Management of the campus WKU Energy Policy;
- Repair, maintenance and operation of Steam Plant and distribution system;

- Repair, maintenance and operations of localized chiller systems;
- Repair, maintenance and operation of heating boilers;
- Scheduling of heating and cooling periods;
- Liaison and work coordination with local utility providers;
- Utility supply metering;
- Management of billings and payments for utility commodities;
- Warranty and facility commissioning support services.

Examples of chargeable services include:

- Requests for modifications to the existing utility infrastructure for increased capacity, increased quality standards, an alternate generation source or delivery location;
- Repairs, testing and maintenance for laboratory hoods;
- Repairs, maintenance and installation of specialty air chillers;
- Any service provided to enterprises, auxiliary units or affiliated bodies that results in a cost;
- Utility supply requested by non-WKU Education and General (E&G) functions or entities;
- Special event support.

Grounds and Landscape Services

The grounds maintenance team maintains the aesthetics of 190 acres of campus grounds and the condition and health of the ground's natural and constructed assets. The level of grounds maintenance is generally based on national APPA II standards, Appendix A.

Examples of basic grounds and landscape services include:

- Turf Care Services
 - Turf and grass areas are mowed and cut to present a neat and clean appearance. Services include: mowing, edging and path sweeping;
 - Turf and grass health care services are designed to obtain a standard species blend, uniform appearance and strong health and endurance to meet usage demand and aesthetics. This service includes aeration, fertilizing, top dressing and over-sowing;
 - Athletic field mowing;
 - Athletic field seasonal routine turf maintenance (seeding, aeration, spraying, fertilization).
- Tree Care Services
 - Inventory of campus trees by location and species;
 - Health monitoring through a hazard identification process for disease and structural integrity;
 - Pruning and trimming to promote health and eliminate hazards;
 - Replacement of trees lost due to health or damage;
 - Administration of the Campus Tree Policy.
- Shrub Pruning Services
 - Pruning and trimming twice (2) per year unless safety considerations require more frequent trimming.
- Floral Plantings Services

- Seasonal color annuals are planted in strategic locations twice per year to promote the campus aesthetics.
- Irrigation services
 - Maintenance, operation and “winterization” of existing irrigation systems;
 - System repairs;
 - “Flagging” of sprinkler heads for special events held on irrigated turf.
- Litter control services
 - Campus grounds, parking lots, and parking structures are patrolled and litter removed once per weekday.
- Snow removal services per the current fiscal year Winter Weather Response Plan
- Power washing exterior assets as needed

Examples of chargeable Grounds and Landscape services include:

- When possible, repairs required to landscape assets due to negligent acts or vandalism;
- Landscape enhancements requests;
- Special event support.

Waste Removal Services

The waste management team provides and maintains the waste cans, recycle cans and bins, compost bins, trash compactors, and large dumpsters ensuring that all waste is properly removed from campus.

Examples of basic waste removal services include:

- Servicing of all waste cans, recycling cans and large dumpsters;
- Liaison services with local waste haulers;
- Recycling services;
 - Materials collected for recycling basic service include:
 - White paper;
 - Mixed paper;
 - Magazines, books and newspapers;
 - Aluminum and other metals when economical;
 - Glass marked recyclable;
 - Plastics containers for non-toxic contents;
 - Corrugated cardboard.

Examples of chargeable waste removal services:

- Waste removal from construction and renovation projects;
- Waste removal for Dining Services, enterprises, auxiliary units or affiliated entities.

Special Events Services

DFM provides services for special event preparation as a priority. Sufficient notice is required to allow time to plan other work activities around the event schedule.

Non-Chargeable services are offered for special event requests that can be completed during DFM normal working hours without impact to basic services and other scheduled events.

Non-Billable Special Events include:

- Commencement ceremony;
- Homecoming Special Events (game not included).

Examples of Chargeable Special Event services include:

- Event labor support performed;
- Electrical alterations to circuits, special equipment;
- Buildings and grounds clean-up crews;
- Rental equipment costs, including full replacement costs for damage or loss.

****All Chargeable services** should be sent to the Department of Facilities Management on a Campus Event Request, Project Request or a Billable

APPENDIX A
SERVICES AND FUNDING SOURCES

Item	Description	Funding Source
A. Campus Services and Grounds Maintenance		
1	Campus-wide snow and ice removal, including plowing of snow, salting of steps and walkways, and concentrated service in all entrance areas	Cost Allocation*
2	Lawn maintenance and recycling of landscape debris	Cost Allocation*
3	Herbicide and pesticide spraying on campus grounds	Cost Allocation*
4	Trimming of trees, pruning of bushes, hedges, ivy, etc., planting of seasonal flowers and trees	Cost Allocation*
5	Authorized dedication tree planting	Chargeback
6	Interior plant maintenance and design	Chargeback
7	Solid waste and recycling materials management	Cost Allocation*
8	Animal and bird control, carcass removal(s)	Cost Allocation*
9	Removal of exterior trash and debris across campus, including emptying of outdoor campus trash and recycling collectors	Cost Allocation*
10	Street and sidewalk sweeping, and storm drain and inlet cleaning	Cost Allocation*
11	Pressure washing of hardscape, and exterior graffiti removal	Chargeback**
12	Special event support, including set-ups and breakdowns, and delivery/set-up of equipment	Chargeback
13	Special event related pressure washing, if beyond normal services	Chargeback
14	Special event related services if beyond normal services	Chargeback
15	General athletic field maintenance	Cost Allocation*
16	Commencement event support services	Cost Allocation***
17	Planning, Design and Construction Management (CM) support on Landscape Major Projects	Cost Allocation*
18	Warranty Liaison and management services on Landscape projects	Cost Allocation*
B. Environmental Services (General Custodial Services)		
1	Ongoing policing of all public areas during building business hours	Cost Allocation*
2	Policing of restrooms, and replenishing of paper products during building business hours	Cost Allocation*
3	Cleaning of spills throughout campus buildings during business hours	Cost Allocation*
4	Routine cleaning of offices: vacuuming of carpets, mopping of hard floor surfaces, dusting and wiping of available horizontal surfaces	Cost Allocation*
5	Scheduled trash and recycling removal from interior building spaces	Cost Allocation*
6	Week night (5) cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	Cost Allocation*
7	Week night (5) cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture.	Cost Allocation*
8	Week night detailed cleaning of all restrooms/locker rooms with replenishing of all products	Cost Allocation*
9	Special cleaning requests of an area above and beyond normal scheduled cleaning	Chargeback

Item	Description	FundingSource
10	Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	Cost Allocation*
11	Scheduled vacuuming and shampooing of carpet in public spaces	Cost Allocation*
12	Spot cleaning of walls	Cost Allocation*
13	Interior graffiti removal	Chargeback**
14	Periodic cleaning of vents and lights	Cost Allocation*
15	Cleaning of elevators and stairs	Cost Allocation*
16	Cleaning of all indoor sports facilities	Cost Allocation*
17	Bulk recycling and clean-outs in buildings, including disposal of large amounts of delivery boxes, which are picked up by special request	Cost Allocation*
18	Liaison for services and contract management for pest control services	Cost Allocation*
19	Interior extermination and general pest control	Cost Allocation*
20	Public area furniture maintenance, shampooing, and repair	Cost Allocation*
21	Shampooing of private office furniture	Chargeback
22	Daily cleaning of entrance door glass	Cost Allocation*
23	Inside window cleaning, outside first floor window cleaning	Cost Allocation*
24	Window cleaning requests, in addition to scheduled cleanings	Chargeback
25	Cleaning of departmental microwaves and refrigerators	Chargeback
26	Special request lab cleaning	Chargeback
27	Furniture movement for custodial projects	Cost Allocation*
28	Furniture movement not for custodial purpose(s); contracted via Provost's Office	N/A****
C. Facilities Maintenance		
1	Maintenance and repair of plumbing systems, HVAC systems, electrical and lighting systems	Cost Allocation*
2	Mechanical, electrical, or plumbing system modifications due to program changes	Chargeback
3	Maintenance, repair and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, and processed chilled water systems	Chargeback
4	Maintenance and repair of building automation controls, energy management systems, elevators	Cost Allocation*
5		
6	Modifications to building systems to accommodate space reconfiguration due to program or personnel changes	Chargeback
7	Modifications to building systems to accommodate new departmental equipment installation	Chargeback
8	Renovations of facilities in good condition	Chargeback
9	Air balancing and duct cleaning	Cost Allocation*
10	Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Cost Allocation*
11	Repair, replacement, inspection and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, standby emergency power and lighting.	Cost Allocation*
12	Maintenance, repair and replacement of specialty fire alarm systems (e.g., in kitchens and computer rooms)	Chargeback
13	Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	Cost Allocation*
14	Maintenance and repair of other building common area items such as toilet partitions, fixtures, and accessories; doors, door hardware, and locks; and water fountains	Cost Allocation*

Item	Description	FundingSource
15	Liaison and contract management for elevator services, repairs and maintenance	Cost Allocation*
16	Re-lamping of light fixtures, interior and exterior	Cost Allocation*
17	Graffiti removal, interior and exterior	Chargeback**
18	Maintenance and repair of Dining Facility equipment and supporting facility components	Chargeback
19	Interior and exterior railing maintenance and repair	Cost Allocation*
20	Repair and replacement of directories and way-finding signage	Cost Allocation*
21	Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Cost Allocation*
22	Disaster recovery (e.g., power outage, fire, flood)	Cost Allocation*
23	Environmental remediation and asbestos abatement	Cost Allocation*
24	Flood/storm damage preparation and response	Cost Allocation*
25	Repairs due to leaks from roof or plumbing/mechanical systems	Cost Allocation*
26	Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Chargeback
27	Installation of additional electrical receptacles due to program or personnel changes	Chargeback
28	Electronic Access Control (EAC) system maintenance and repair	N/A****
29	Assembling furniture, and hanging pictures, boards, signs and banners	Chargeback
30	Original window treatment repair or replacement in public areas and classrooms	Cost Allocation*
31	Window treatment replacement and/or installation requested in private offices	Chargeback
32	Securing departmental equipment and PCs	Chargeback
33	Maintenance, repair, and servicing of "non-original" and/or Department installed equipment, fixtures, window, wall and floor treatments	Chargeback
34	Demolition and removal of student/research projects and department equipment	Chargeback
35	Sign replacement and support of security initiatives due to program changes	Chargeback
36	Special event support (e.g., temporary electric and plumbing, and standby technicians)	Chargeback
37	Planning, Design and Construction Management (CM) support on Major Facility Repair and Modernization Projects	Cost Allocation*
38	Warranty Liaison and management	Cost Allocation*
F. Plant Operations and Utilities Management		
1	Procurement, metering, and strategic management of: electricity, domestic water, sewage/wastewater, storm water management, natural gas, heating oil, steam, chilled water	Cost Allocation*
2	Boiler operations, maintenance, repairs, inspections and certifications	Cost Allocation*
3	Demand management services and energy efficiency upgrades	Cost Allocation*
4	Oversight of campus utility infrastructure, including distribution systems and utility plants	Cost Allocation*
5	Planning, Design and Construction Management (CM) support on Major Utility Projects	Cost Allocation*

* Cost Allocation is to the DFM Annual Budget for the Education and General (E&G) facilities, other facilities are Chargeback according to Memorandums of Agreements (MOA) and/or negotiations.

** Graffiti removal is charged to the appropriate person(s) as appropriate following WKU Police Department investigation(s).

***Budget set to 2017 expenditure level, remaining costs are Chargeback.

****Services not performed by DFM

APPENDIX B

WKU CHARGE RATE SCHEDULE

Estimated Average Labor Charges (Hourly rates)		
Maintenance and Operations* (effective January 2022)	Straight	Overtime
Area Technicians	\$46.98	\$58.74
Electricians	\$45.05	\$56.33
Electronics	\$43.80	\$54.76
Painters	\$35.44	\$44.31
Plumbers	\$47.63	\$59.55
Heating, Ventilation and Cooling (HVAC)	\$53.66	\$67.09
Carpentry	\$41.92	\$52.41
Roofer	\$44.13	\$55.17
Steam Technicians	\$47.18	\$58.99
Energy Management	\$45.21	\$56.52
Custodial	\$15.62	\$23.43
Grounds	\$18.79	\$28.18

*The labor rate for maintenance and operations staff is intended to recover actual direct costs and allocated indirect costs, including fringe benefits. The Controller's Office established the methodology for the labor rate calculation and annually approves any rate adjustments. The cost of inventory materials and purchased goods are passed through with no mark-up.

APPENDIX C

	APPA Maintenance Standards			
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
	Showpiece	Comprehensive Stewardship	Managed Care	Reactive Management
Customer Service & Response Time	Able to respond to virtually any service, immediate response.	Response to most service needs, typically in a week.	Services available only by reducing maintenance, response times of one month or less.	Services available only by reducing maintenance, response times of one year or less.
Customer Satisfaction	Proud of facilities; have a high level of trust for the facilities organization.	Satisfied with facilities related services, usually complimentary of facilities staff.	Basic level of facilities care. Able to perform mission duties. Lack of pride in physical environment.	Generally critical of cost, responsiveness and quality of facilities services.
PM vs. CM	100%	75-100%	50-75%	25-50%
Maintenance Mix	All PM is scheduled and performed on time. Emergencies (e.g. power outages) are infrequent and handled efficiently	A well-developed PM program; PM done less than defined schedule. Occasional emergency caused by pump failures etc.	Reactive maintenance high due to systems failing. High number of emergencies causes reports to upper mgmt.	Worn-out systems require staff to be scheduled to react to failure. PM work consists of simple tasks done inconsistently.
Aesthetics, Interior	Like new finishes	Clean/crisp finishes	Average finishes	Dingy finishes
Aesthetics, Exterior	Window, doors, trim, exterior walls are like new	Watertight, good appearance of exterior cleaners	Minor leaks and blemishes average exterior appearance.	Somewhat drafty and leaky, rough-looking exterior
Aesthetics, Lighting	Bright and clean, attractive lighting	Bright and clean, attractive lighting	Small percentage of lights out, generally well-lit and clean.	Numerous lights out, missing diffusers, secondary areas dark.
Service Efficiency	Maintenance activities appear highly organized and focused. Service and maintenance calls are	Maintenance activities appear organized with direction. Service and maintenance calls are responded to in a timely manner.	Maintenance activities appear to be somewhat organized, but remain people dependent. Service/maintenance calls	Maintenance activities are somewhat chaotic and people dependent. Service/maintenance calls are typically not

	responded to immediately.		are sporadic without apparent cause.	responded to in a timely manner.
Building Systems Reliability	Breakdown maintenance is rare and limited to vandalism and abuse repairs.	Breakdown maintenance is limited to system components short of MTBF.	Building and systems components periodically or often fail.	Systems unreliable. Constant need for repair. Backlog repair exceeds resources.
Operating Budget as % of CRV	>.4.0	3.5-4.0	3.0-3.5	2.5-3.0
Campus Average FCI	<0.05	0.05-0.15	0.15-0.29	0.30-0.49

APPA Custodial Standards

LEVEL 1 Orderly Spotless	<p>Floors and base moldings shine and/or are bright and clean; colors are fresh. All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Washroom and shower tile and fixtures gleam and are odor-free; supplies are adequate.</p> <p>Annual cleaning of all blinds. Repairs completed with 24 hours. Special projects completed within 5 working days. New buildings (avg. size of 100,000 NSF) online in one week</p>
LEVEL 2 Ordinary Tidiness	<p>Floors and base moldings 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 dirt, dust, stains and streaks. All vertical and horizontal surfaces are clean, but marks...</p> <p>Cleaning of all blinds within 18 months. Repairs completed within 1 week. Special projects completed within 5 working days. ...</p>
LEVEL 3 Casual Inattention	<p>Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen. There are dull spots and/or matted carpet in walking lanes, and streaks and ...</p> <p>Cleaning of all blinds within 3 years. Repairs completed within 2 weeks. Special projects completed within 10 working days. ...</p>
LEVEL 4 Moderate Dinginess	<p>Floors are swept clean, but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull, and contains streaks and splashes. All vertical and horizontal surfaces have conspicuous dust</p> <p>Cleaning of all blinds every 5 years. Repairs completed within three weeks. Special projects completed with one month. New buildings ...</p>

<p>LEVEL 5 Unkempt Neglect</p>	<p>Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, 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, ...</p> <p>No regular Blind cleaning Repairs done only as time permits. Special project work done only during semester breaks. New buildings (avg. size of 100,000 NSF) would require additional/contracted ...</p>
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Sample Classroom task list and frequencies per APPA level

Classrooms	APPA 1	APPA 2	APPA 3	APPA 4	APPA 5
Empty trash/replace liners	Daily	Daily	Daily	2X Week	1X Week
Clean whiteboards	Daily	Daily	Daily	2X Week	1X Week
Sweep/Dust mop floors	Daily	Daily	Daily	3X Week	1X Week
Spot mop floor	Daily	Daily	Daily	Daily	Daily
Damp mop entire floor	Daily	Daily	1X Week	Bi-Weekly	Monthly
Vacuum high traffic areas	Daily	Daily	Daily	3X Week	1X Week
Wall to wall vacuuming	Daily	Daily	1X Week	Bi-Weekly	Monthly
Carpet Spot Removal	As Needed	As Needed	Daily	Bi-Weekly	Monthly
Wipe down touch points	Daily	Daily	Daily	3X Week	1X Week
Clean/disinfect drinking fountain	Daily	Daily	Daily	1X Week	Bi-Weekly
Spot clean interior glass	Daily	Daily	Daily	Daily	Daily
Clean interior glass (full cleaning)	Daily	Daily	Daily	1X Week	Bi-Weekly
Dust furniture	Daily	Daily	1X Week	Bi-Weekly	Monthly
High/low dust	Daily	Daily	1X Week	Bi-Weekly	Monthly
Spot clean walls, doors and graffiti	Daily	Daily	Daily	Daily	Daily
Machine scrub floor	As Needed	As Needed	Monthly	Quarterly	1X Year
Burnish floors	As Needed	As Needed	Monthly	Quarterly	1X Year
Vacuum supply and return air vents	As Needed	Bi-Weekly	Monthly	Bi-Monthly	Quarterly
Dust ceiling area and light fixtures	As Needed	Bi-Weekly	Monthly	Bi-Monthly	Quarterly
Clean trash receptacles	Daily	1X Week	Monthly	Bi-Monthly	Quarterly
Wipe down window ledges	Daily	1X Week	Monthly	Bi-Monthly	Quarterly
Scrub and recoat floors	As Needed	2X Year	1X Year	Every Other Year	1X Year
Strip and refinish floors	As Needed	1X Year	1X Year	1X Year	Every Other Year
Full carpet extraction	As Needed	Monthly	2X Year	1 Year	Every Other Year

APPA Grounds Standards

LEVEL 1

State of the Art

Maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban areas, such as public squares, malls, government grounds, or college/university campuses

- **TURF CARE.** Grass height maintained according to species and variety of grass. Mowed at least once every five working days but may be as often as once every three working days. Aeration as required but not less than four times per year. Reseeding or sodding as needed. Weed control to be practiced so that no more than 1 percent of the surface has weeds present.
- **FERTILIZER.** Adequate fertilization applied to plant species according to their optimum requirements. Application rates and times should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should be fertilized according to their individual requirements of nutrients for optimum growth. Unusually long or short growing seasons may *modify* the chart slightly.
- **IRRIGATION.** Sprinkler irrigated-electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length, and demands of plant material.
- **LITTER CONTROL.** Minimum of once per day, seven days per week. Extremely high visitation may increase the frequency. Receptacles should be plentiful enough to hold all trash usually generated between servicing without overflowing.
- **PRUNING.** Frequency dictated primarily by species and variety of trees and shrubs. Length of growing season and design concept also a controlling factor-i.e., clipped vs. natural-style hedges. Timing scheduled to coincide with low demand periods or to take advantage of special growing characteristics.
- **DISEASE AND INSECT CONTROL.** At this maintenance level, the controlling objective is to avoid public awareness of any problems. It is anticipated at Level 1 that problems will either be prevented or observed at a very early stage and corrected immediately.
- **SNOW REMOVAL.** Snow removal starts the same day that accumulations of .5 inch are present. At no time will snow be permitted to cover transportation or parking surfaces longer than noon of the day after the snow stops. Application of snow-melting compound and/or gravel is appropriate to reduce the danger of injury due to falls.
- **SURFACES.** Sweeping, cleaning, and washing of surfaces should be done so that at no time does an accumulation of sand, dirt, or leaves distract from the looks or safety of the area.
- **REPAIRS.** Repairs to all elements of the design should be done immediately when problems are discovered, provided replacement parts and technicians are available to accomplish the job. When disruption to the public might be major and the repair is not critical, repairs may be postponed to a time period that is least disruptive.
- **INSPECTIONS.** A staff member should conduct inspection daily.

	<ul style="list-style-type: none"> • FLORAL PLANTINGS. Normally, extensive or unusual floral plantings are part of the design. These may include ground-level beds, planters, or hanging baskets. Often, multiple plantings are scheduled, usually for at least two blooming cycles per year. Some designs may call for a more frequent rotation of bloom. Maximum care, including watering, fertilizing, disease control, disbudding, and weeding, is necessary. Weeding flowers and shrubs is done a minimum of once per week. The desired standard is essentially weeded free.
<p>LEVEL 2 High Level</p> <p>Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations</p>	<ul style="list-style-type: none"> • TURF CARE. Grass cut once every five working days. Aeration as required but not less than two times per year. Reseeding or sodding when bare spots are present. Weed control practiced when weeds present a visible problem or when weeds represent 5 percent of the turf surface. Some pre-emergent products may be used at this level. • FERTILIZER. Adequate fertilizer level to ensure that all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils, and rainfall. Rates should correspond to at least the lowest recommended rates. Distribution should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should receive fertilizer levels to ensure optimum growth. • IRRIGATION. Sprinkler irrigated--electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length, and demands of plant material. • LITTER CONTROL. Minimum of once per day, five days per week. Offsite movement of trash depends on size of containers and use by the public. High use may dictate daily or more frequent leaning. • PRUNING. Usually done at least once per season unless species planted dictate more frequent attention. Sculpted hedges or high-growth species may dictate a more frequent requirement than most trees and shrubs in natural-growth plantings. • DISEASE AND INSECT CONTROL. Usually done when disease or insects are inflicting noticeable damage, are reducing vigor of plant material, or could be considered a bother to the public. Some preventive measures may be used, such as systemic chemical treatments. Cultural prevention of disease can reduce time spent in this category. Some minor problems may be tolerated at this level. • SNOW REMOVAL. Snow removed by noon the day following snowfall. Gravel or snowmelt may be used to reduce ice accumulation. • SURFACES. Should be cleaned, repaired, repainted, or replaced when their appearances have noticeably deteriorated. • REPAIRS. Should be done whenever safety, function, or appearance is in question. INSPECTIONS. Inspection should be conducted by

	<p>some staff member at least once a day when regular staff is scheduled.</p> <ul style="list-style-type: none"> • FLORAL PLANTINGS. Normally, no more complex than two rotations of bloom per year. Care cycle is usually at least once per week, but watering may be more frequent. Health and vigor dictate cycle of fertilization and disease control. Beds essentially kept weed free.
<p>LEVEL 3 Moderate Level</p> <p>Associated with locations that have Moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance</p>	<ul style="list-style-type: none"> • TURF CARE. Grass cut once every ten working days. Normally not aerated unless turf quality indicates a need or in anticipation of an application of fertilizer. Reseeding or resodding done only when major bare spots appear. Weed control measures normally used when 50 percent of small areas are weed infested or when 15 percent of the general turf is infested with weeds. • FERTILIZER. Applied only when turf vigor seems to be low. Low-level application • done once per year. Rate suggested is one-half the level recommended. • IRRIGATION. Dependent on climate. Locations that receive more than 25 inches of rainfall a year usually rely on natural rainfall with the possible addition of portable irrigation during periods of drought. Dry climates that receive less than 25 inches of rainfall usually have some form of supplemental irrigation. When irrigation is automatic, a demand schedule is programmed. Where manual servicing is required, the norm would be two to three times per week. • LITTER CONTROL. Minimum service of two to three times per week. High use may dictate higher levels during the warm season. • PRUNING. When required for health or reasonable appearance. With most tree and shrub species, pruning would be performed once every two to three years. • DISEASE AND INSECT CONTROL. Done only to address epidemics or serious complaints. Control measures may be put into effect when the health or survival of the plant material is threatened or when public comfort is an issue. • SNOW REMOVAL. Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all. • SURFACES. Cleaned on a complaint basis. Repaired or replaced as budget allows. REPAIRS. Should be done whenever safety or function is in question. INSPECTIONS. Inspections are conducted once per week. • FLORAL PLANTINGS. Only perennials or flowering trees or shrubs.

<p>LEVEL 4 Moderately Low-Level</p> <p>Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.</p>	<ul style="list-style-type: none"> • TURF CARE. Low-frequency mowing scheduled based on species. Low growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds. • FERTILIZER. Not fertilized. • IRRIGATION. No irrigation. • LITTER CONTROL. Once per week or less. Complaints may increase level above one servicing. • PRUNING. No regular trimming. Safety or damage from weather may dictate actual • Work schedule. • DISEASE AND INSECT CONTROL. None except where the problem is epidemic and the epidemic condition threatens resources or the public. • SNOW REMOVAL. Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all. • SURFACES. Replaced or repaired when safety is a concern and when budget is available. • REPAIRS. Should be done whenever safety or function is in question. • INSPECTIONS. Inspections are conducted once per month. • FLORAL PLANTINGS. None. May have wildflowers, perennials, flowering trees, or shrubs in place
<p>LEVEL 5 Minimum Level</p> <p>Associated with locations that have severe budget restrictions.</p>	<ul style="list-style-type: none"> • TURF CARE. Low-frequency mowing scheduled based on species. Low growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds. • FERTILIZER. Not fertilized. • IRRIGATION. No irrigation. • LITTER CONTROL. On demand or complaint basis. • PRUNING. No pruning unless safety is involved. • DISEASE AND INSECT CONTROL. No control except in epidemic or safety situations. • SNOW REMOVAL. Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all. • SURFACES. Serviced only when safety is a consideration. • REPAIRS. Should be done whenever safety or function is in question. INSPECTIONS. Inspections are conducted once per month. • FLORAL PLANTINGS. None. May have wildflowers, perennials, flowering trees, or shrubs in place