

Facilities Department

SERVICE LEVEL AGREEMENT

From classrooms, laboratories, and administrative offices, to athletic facilities, function rooms, dining services and parking lots, we work diligently to keep the campus clean, safe, and attractive, while enabling the success of campus activities. Our initiatives incorporate environmentally friendly practices, such as recycling, use of renewable sources, and other green practices. Our responsibilities and scope of work includes:

- Custodial Services and Housekeeping
- Grounds and Landscaping
- Snow Removal
- Repairs and Maintenance
- Preventative Maintenance
- Utility Services
- Locks, Keys and access

SERVICE LINE DETAIL:

Name of the Service:	CUSTODIAL SERVICES/HOUSEKEEPING
Brief description of service:	The University is serviced by 85 dedicated staff providing custodial and housekeeping services throughout the campus to ensure clean, safe, and sustainable environment. Each staff member maintains approximately 44,000 gsf of building area and over 34,000 cy of trash is removed from campus each year. Facilities maintains the campus at an APPA level 3.
Customers Eligible to request Service:	General services are provided campus wide and are available to everyone. Special service requests are reviewed and assessed, these may require additional resources from the requesting party.
Service Level agreement specifics:	<p>When fully staffed and supported, Facilities tries to provide services in alignment with the following:</p> <p>Office Areas: 3 days per week- empty trash and recycling; address light bulb changes; spot clean; dust upon request. Weekly-Vacuum carpets; micro fiber VCT.</p> <p>Class Rooms: Daily-Erase and wipe down chalk and marker boards; straighten chair; pick up debris; empty trash/recycling; address light bulb</p>

	<p>changes; spot clean services. Weekly-Clean/ wipe down surfaces; sweep / dry mop floors.</p> <p>Common Space: Daily- Empty trash / recycling; pick up debris; clean and sanitize water fountains; vacuum carpeted floors and walk off mats. Annually-Deep clean all surfaces; wash and wax floors.</p> <p>Wash Rooms: Daily (1st and 2nd shift)-Flush all toilets; clean toilet seat; bowl and urinals; wipe down mirrors; pick up debris; clean sinks and faucets; wet mop floors. Weekly-Wet seal floor drain. Annually-Deep clean all surfaces and fixtures.</p> <p>Class Room and Research Labs: Labs will be reviewed with the appropriate Faculty and Research staff to determine services required on a case by case basis to insure the integrity of the research and safety of the Facility personnel.</p> <p>Furniture Moves: As Requested Pest Control: As requested/required Event/Conferencing Support: As requested</p>
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Name of the Service:	GROUNDS/LANDSCAPING
Brief description of service:	The University is serviced by 14 dedicated staff providing grounds and landscaping services throughout the campus to ensure an attractive, clean, safe, and sustainable environment. Each staff member maintains approximately 22 acres on our 710-acre campus. Most of the campus grounds are maintained at an APPA level 3, with some select areas and the athletic fields being maintained at level 2.
Customers Eligible to request Service:	General services are provided campus wide and are available to everyone. Special service requests are reviewed and assessed on a case by case basis and may require additional resources from the requesting party.
Service Level agreement specifics:	<p>When fully staffed and supported, Facilities tries to provide services in alignment with the following:</p> <p>Facilities utilizes the "Best" practice of applying "Zones" to the campus as a mechanism to scale services in alignment with the visible impact of an area. For example, Zone 3 is defined as a strong Zone with high visibility and impact, as such, activity frequency is the highest in these areas. Zone 2 is defined as moderate, with Zone 1 being low visibility and low impact.</p> <p>Campus areas by Zone:</p> <ul style="list-style-type: none"> • Zone-3 Athletic Fields; Central Quad; Front Entry

	<ul style="list-style-type: none"> • Zone-2 Residential Halls, department of Public Safety; areas between the academic buildings and Ring Road. • Zone-1 Clear space outside of Ring Road and line of sight to Cedar Dell pond. <p>All Zones: Daily-exterior clean up As Needed-Tree removal; brush and leaf removal; Event/conferencing support. Zone 3-Mowing and trimming every 4 to 6 days per week; Planting bed maintenance weekly. Zone 2-Mowing and trimming every 7 to 10 days per week; Planting beds bi-weekly. Zone 1-Mowing and trimming every 8 to 10 days per week; Planting beds as needed</p>
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Name of the Service:	SNOW REMOVAL
Brief description of service:	The University is serviced by 14 dedicated "essential" personnel, 28 paid staff volunteers, management personnel, and outside contractors to ensure all roadways, walkways, parking lots, accessible routes, building entries and exits, and fire hydrants on campus are safe, clear, and accessible conditions. The University prioritizes the 710-acre campus as a means to apply resources where they are most needed.
Customers Eligible to request Service:	General services are provided campus wide and are available to everyone. Special service requests are reviewed and assessed, these may require additional resources from the requesting party.
Service Level agreement specifics:	<p>The University shall safely clear snow and de-ice all roadways, walkways, parking lots, hydrants, and building entries and exits during a snow event. The University's essential personnel and paid staff volunteers address all snow operations under 4 inches.</p> <p>During snow events in excess of 4 inches the University contacts out the plowing of the Commuter parking lots, and some roadways to an experienced, professional vendor.</p> <p>In snow events less than 4 inches the University's staff addresses all residential life parking lots, all walkways, building entries and exits, exterior stairways, minor roadways, and access to the Library and research facilities.</p> <p>Snow removal priorities:</p> <ul style="list-style-type: none"> • Priority 1- Ring Road and major roads providing access to first responders and fire lanes. • Priority 2- Pedestrian walk ways, safe passage for residential students to Residential Dining, Campus Center, Library, and Athletic Facilities. • Priority 3- Parking Lots

	<ul style="list-style-type: none"> • Priority 4- Pedestrian walkways from commuter parking lots to academic buildings.
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Name of the Service:	REPAIRS AND MAINTENANCE
Brief description of service:	<p>The University is serviced by 28 dedicated skilled maintenance staff and 44 trade labor vendors, providing preventative maintenance, repairs, and maintenance services throughout the campus to ensure consistent operation of systems, functionality, and a safe / environmentally comfortable environment. On the University's 710 acre 2.7 million square foot campus, the skilled maintenance staff maintains approximately 120,000 gsf/FTE and administers nearly 15,000 work orders per year, 800 of which are preventative maintenance.</p> <p>Work orders are prioritized to ensure that the resources are applied where they are most needed. They are categorized into "urgent" (requires immediate response); "emergent" (requires response within 12 to 24 hours), "routine" (requires response within 2 to 7 days).</p> <p>Facilities maintains the campus at an APPA level 3, with some areas being level 4.</p>
Customers Eligible to request Service:	General services are provided campus wide and are available to everyone. Special service requests are reviewed and assessed, these may require additional resources from the requesting party.
Service Level agreement specifics:	<p>When fully staffed and supported, Facilities tries to provide services in alignment with the following:</p> <p>Please refer to the General Service Overview for the trades and activities managed by this section.</p> <p>Work Order Priority Rubric (included but not limited to the following activities)</p> <p>Urgent Work Orders, requiring immediate response should be called into Facilities at ext. 8100 to initiate the Department's response. Facilities will complete the work order request.</p> <ul style="list-style-type: none"> • No heat in a building • No running water • No hot water in a building • No power in a building

- No lights in a building
- Broken pipe/flood
- Clogged and flooding toilet
- Elevator entrapment
- Emergency safety concern
- Key broken in lock, area cannot be secured
- Fire Alarms / Fire Safety
- Research alarms

Emergent work orders, requiring response within 12 to 24 hours, should be called into 8100 to initiate Facilities response. Facilities will complete the work order request.

- No air conditioning on a floor or in a building
- No heat in a room
- No hot water on a floor or room
- Moderate to small leak in a room
- Light out in a room with no alternate light available
- Surface mold
- Clogged toilet, not over flowing
- Elevator repairs
- Clogged sink, no flooding
- Minor environmental concern

Routine work orders, Facilities response needed within 2 to 7 days, can be submitted to the department on the Trirega work order system by the requester, or simply called into the service center and Facilities will complete the work order request.

- Window screen ripped or torn
- Minor carpentry issue or repair
- General repairs (all trades)
- Dripping faucet
- Spare key request
- Replace stained ceiling tile
- Running toilet
- Pest control
- Broken floor tile
- Appliance repairs
- Painting repairs
- Install window ac unit
- Add a light fixture
- Add an electrical outlet
- Plumbing fixture repairs
- Minor mechanical issues
- Minor plumbing issues

Name of the Service:	UTILITY SERVICES
Brief description of service:	<p>The University is serviced by 10 dedicated stationary engineers and Fireman in the Central Utility Plant, who are supported by 28 skilled maintenance staff and 8 trade labor vendors in order to insure consistent, reliable, and safe availability of all utility systems.</p> <p>On the University's 710 acre, 2.7 million square foot campus, Facility Operations manages the supply, distribution, and service of 25,000,000 kWh of Electricity; 72,000,000 Ccf of water; and 309,000,000 Ccf of sewage treatment on annual basis.</p> <p>Utility Systems are managed in the most efficient and effective means available, utilizing solar panels, a wind turbine, and a gas fired cogeneration plant that generates on an annual basis 13,000,000 kWh of electrical energy and has a thermal output of 116,000 MMBTU which is used to heat the campus in the winter and air conditions spaces, through absorber chillers in the summer.</p>
Customers Eligible to request Service:	General services are provided campus wide and are available to everyone. Special service requests are reviewed and assessed, these may require additional resources from the requesting party.
Service Level agreement specifics:	<p>The following Utilities are supported by Facility Operations</p> <ul style="list-style-type: none"> • Electricity • Steam • Potable water • Non-potable water • Sewer • Storm water • Energy Management • Emergency Power

Name of the Service:	LOCKS, KEYS, AND ACCESS
Brief description of service:	The University of Massachusetts Dartmouth's Key and Lock Policy controls the issuance, maintenance, and accounting of keyed and keyless access systems for all University buildings. The policy and systems are intending to control access to all facilities on campus and to provide a safe and secure environment for their occupants.
Customers Eligible to request Service:	General services are provided campus wide and are available to everyone. Special service requests are reviewed and assessed, these may require additional resources from the requesting party.
Service Level agreement specifics:	Please refer to the attached Key and Lock Policy for specific details of the service level agreement.

