



Service Level Agreement

Physical Plant

Jul 2016 – Jun 2017

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SLA Contact Information	
SLA Doc Contact: Georgianne Carlson	Email: <u>Georgianne.Carlson@ucr.edu</u>
Plant Administration Contact: Greg Artman	<u>Greg.Artman@ucr.edu</u>
Directory	<u>http://pplant.ucr.edu/admin/contact.html</u>

1.0 EXECUTIVE SUMMARY

The long-time mission of the Physical Plant department is as follows:

To serve the UCR students, faculty, and staff by maintaining, operating, and repairing the physical aspects (facilities, utility systems, grounds, and other infrastructure) of the campus in a responsive, proactive, cost efficient and service-oriented manner that complements and enhances the instructional, research, and public service missions of the University.

In accomplishing this mission, the department provides basic maintenance services to the campus in six major functional areas: (1) building and utility distribution system maintenance and minor renovation services (Physical Plant shops Services); (2) landscape and grounds maintenance, refuse disposal, and recycling services; (3) building and custodial services, moves, and set-ups for campus events; (4) utility generation (steam, chilled water) and distribution services; (5) purchased utilities acquisition and management services; and (6) administrative support to the various functional areas.

While the department has faced some difficult challenges over the last 8 years due to a combination of resource reductions and increases in space to maintain, it continues to strive to serve the campus as effectively as possible. Although service frequencies have declined in many areas and the amount of preventive maintenance has steadily decreased, the department continues to respond quickly in addressing emergency situations, and in developing short-term “fixes” that serve as a bridge until longer term solutions can be developed and implemented. This is most evident in the “El Niño” preparations implemented to mitigate flooding in historically susceptible areas and in the assistance provided to Athletics in removing lockers over the holiday break.

Therefore, as it looks to the future, the department is hopeful that it can return to service levels that existed before the challenges of the last 8 years. Through a combination of the realignment/integration of campus and Housing, Dining, & Residential Services’ (HDRS) facilities functions and the resulting process improvements and associated administrative efficiencies anticipated and resource augmentations when necessary, the emerging Facilities Department’s objective is to align both resources and services to campus priorities and demand to the greatest extent possible.

The department envisions this becoming a reality over the next 3-5 years, and it is optimistic that this redesigned budget process will serve as a vehicle to more formally quantify the levels of service provided, and to document the department’s ability to meet its service commitments.

This document provides a description of the nature of the services provided in each of the six functional areas described above. Specific service level commitments and proposed costs per maintained gross square foot (mgsf) are included in the attached appendix.

2.0 SERVICE LINE SUMMARY

[This section will be used to list the various service lines or functions of the unit with tables below the summary for details on each service]

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Unit Services				
Plant Services Shops (Bldg/Util Dist Sys Mnt)	√		√	04
Landscape/Grounds, Refuse Disposal, Recycling	√	√	√	06
Custodial Services, Moves, Set-ups	√	√	√	07
Utility Generation & Distribution Services	√	√		09
Purchased Utilities Acq/Mgmt	√		√	10
Administrative Support Services	√			11

3.0 GENERAL SERVICE OVERVIEW

In developing this service level agreement, costs were based on the assumption that the current level of mgsf covered by Operation and Maintenance of Plant (OMP) resource allocations will continue to be maintained. Applicable OMP space was determined using information included in the facilities management system (FMS), but should be verified prior to formal implementation. Should additional space be added to this base, a determination will be made as to whether this new space will be maintained at the same levels and costs, or if special agreements will need to be made with particular customers/users. Major additional facilities potentially impacted in this assumption include: the HUB, the Student Recreation Center, UNEX, Costo Hall, Transportation & Parking Services, and the Bookstore.

- Current projected mgsf covered by this agreement: 4,010,256

4.0 SERVICE LINE DETAIL

Name of Service:	<u>Plant Services Shops</u>
Brief Description of Service:	Provide maintenance, repair, and minor renovation of campus buildings and building systems in support of its instructional and research objectives.
Customers Eligible to Request Service:	Occupants of the applicable OMP space identified in this agreement, subject to the limitations of specified resource availability.
Web Address	http://pplant.ucr.edu/facilities/facilities.html
Service Level Agreement Specifics:	<p>Maintenance and renovation services are provided in the following skilled trades: carpentry, electrical, hardware/lock, fire alarms, security alarms (including elevator maintenance), sheet metal, plumbing, paint shop, sign shop, and HVAC. Additionally, in partnership with outside vendors and contractors, the shops provide abatement services (asbestos, lead, mold), carpet/flooring, window coverings, and pest management. Services will be provided in accordance with the priority levels described in the detailed appendix, and for the purpose of this agreement, have been grouped into the major categories listed in the examples below.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Abatement services • Perform the annual steam shutdown • Capital project support activities • Carpet/flooring repairs and installation • Commencement set up and support • Elevator maintenance • Estimate preparation • Event set up and support • Fire alarm maintenance • General repairs & maintenance • Graffiti removal • Locksmith Services • Lamping • Minor renovation services (subject to funding availability and applicable legislation) • Pest control • Preventive maintenance • Security alarm services • Sign work

<p>Recharge Services</p>	<p>The same services will be provided on a recharge basis in support of work not funded through the campus core allocation. This primarily includes work done in support of construction and deferred maintenance projects, but also includes minimal charges for services provided to facilities not covered by the core allocation.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Same as above
<p>Premium Services</p>	<p>Premium services would potentially exist for those facilities that require a higher level of service than that proposed through the core allocation, and these would be provided via a specific SLA with that entity. Although none exist at this time, the potential for premium agreements with Housing, Dining and Residential Services (HDRS) and the Highlander Union Building (HUB) will be forthcoming in the next 3 – 15 months.</p>

Name of Service:	<u>Landscape/Grounds Maintenance, Refuse Disposal, & Recycling</u>
Brief Description of Service:	Provide grounds maintenance (mowing, edging, weed abatement, tree trimming, hardscape maintenance/trash removal, etc.), refuse disposal, and recycling services in support of the campus mission.
Customers Eligible to Request Service:	Occupants of the applicable space identified in this agreement, subject to the limitations of specified resource availability. Also occupants or overseers of facilities outside of this agreement who would like Physical Plant to provide this service through the development of a specific SLA.
Web Address	http://pplant.ucr.edu/landscape/landscape.html
Service Level Agreement Specifics:	<p>Examples:</p> <ul style="list-style-type: none"> • Provide turf care, including mowing, trimming, fertilizing, and irrigating. • Provide grounds services such as pruning, disease, weed, and pest control, tree trimming, and floral plantings. • Maintain hardscape and provide litter control. • Repair equipment in support of unit operations (vehicles, mowers, hand-held edgers and trimmers, etc. • Clean/sweep streets and parking lots (premium SLA). • Clean roofs, rain gutters, and drains. • Provide refuse collection services, including food and green waste composting/recycling and waste-to-energy services. • Provide recycling pick up and hauling services for commingled recyclables (blue dumpster collection), paper and cardboard (white); and interior blue bin recycling collection.
Recharge Services	The same services will be provided on a recharge basis in support of work not funded through the campus core allocation. This primarily consists of minimal charges for services provided to facilities not included in the core allocation.
Premium Services	Premium services would potentially exist for those facilities that require a higher level of service than that proposed through the core allocation, and these would be provided via a specific SLA with that entity. Entities currently receiving premium services include the SRC (surrounding grounds and intramural fields); TAPS (parking lot maintenance); and HDRS (Refuse/recycling/composting services).

Name of Service:	<u>Custodial Services, Moves, Set-ups</u>
Brief Description of Service:	Provide building and custodial services in cleaning classrooms, conference rooms, restrooms, labs, offices, lobbies and hallways, and stairwells, etc., as well as providing equipment/furniture moving and event set-up services in support of campus operations.
Customers Eligible to Request Service:	Occupants of the applicable space identified in this agreement, subject to the limitations of specified resource availability. Also occupants or overseers of facilities outside of this agreement who would like Physical Plant to provide this service through the development of a specific SLA.
Web Address	http://pplant.ucr.edu/building/building.html
Service Level Agreement Specifics:	<p>Examples:</p> <ul style="list-style-type: none"> • Provide a variety of cleaning services for classrooms as defined in the detailed appendix. • Provide custodial services for conference rooms. • Provide services for cleaning labs. • Provide cleaning services for restrooms, as defined in the detailed SLA appendix. • Provide cleaning services for offices. • Provide custodial services in halls, lobbies, and stairwells
Recharge Services	<p>The same services will be provided on a recharge basis in support of work not funded through the campus core allocation. Additional services not included in the base agreement or required at more frequent intervals than those specified can also be provided on a recharge basis. These include:</p> <ul style="list-style-type: none"> • Window washing. • High pressure cleaning. • High dusting/cobweb removal. • Wall washing. • Blind cleaning. • Furniture dusting. • Upholstery cleaning. • Floor stripping/scrubbing/waxing. • Carpet & tile cleaning. • Restroom cleaning for events. • Pre & post event cleaning. • Additional custodial staff support for additional cleaning & portering during the course of the event. • Emergency response clean-up (e.g. floods).
	Premium services would potentially exist for those facilities that require a higher level of service than that proposed, or with entities outside of the core mgsf covered in this SLA. These would be provided via specific agreements to be formally developed. Entities currently

Premium Services	receiving premium services include, School of Business Administration (SOBA), the Learning Resource Center, Student Health, the Intellicenter, and TAPS.
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Name of Service:	<u>Utility Generation & Distribution Services</u>
Brief Description of Service:	Providing steam and chilled water to the campus to provide necessary heating and cooling services in support of operations. This includes providing 24/7 monitoring of the central boiler plant, and all maintenance and upgrades necessary to ensure consistent provision of required services. Provides after-hours emergency contact and repair services as required.
Customers Eligible to Request Service:	Occupants of the applicable space identified in this agreement, subject to the limitations of specified resource availability. Also occupants of facilities outside of this agreement who are billed for this service on a predetermined basis through an established SLA.
Web Address	http://pplant.ucr.edu/utility.html
Service Level Agreement Specifics:	<p>Examples:</p> <ul style="list-style-type: none"> • Provide steam and chilled water to the campus in support of research and instructional operations. • Monitor the boiler plant on a 24/7 basis to ensure campus safety. • Provide after-hours initial service in addressing problems and emergencies.
Recharge Services	No direct recharges are anticipated from central utility plant operations.
Premium Services	Premium services will be provided through a specific SLA with departments not funded through the campus core allocation, but connected through the campus steam and chilled water loops. Although none exist right now, potential buildings/units to charge include the Highlander Union Building (HUB) and the Student Recreation Center (SRC).

Name of Service:	<u>Purchased Utilities Acquisition & Management</u>
Brief Description of Service:	Acquiring the electricity, natural gas, water, and sewer services necessary to support the campus mission at the most cost-effective rates that at the same time promote the accomplishment of University sustainability goals and policies.
Customers Eligible to Request Service:	All members of the campus community benefit from this service. Those who occupy space covered by this core agreement receive this as part of their basic service charge, those in space not covered by this agreement are provided this service on a recharge basis.
Web Address	http://pplant.ucr.edu/utility.html
Service Level Agreement Specifics:	<p>Examples:</p> <ul style="list-style-type: none"> • Assist in the development of energy management strategy that services the campus in the most cost-effective sustainable way possible. • Negotiate electricity acquisition contracts with Riverside Public Utilities (RPU) in accordance with the principles above. • Negotiate agreements for natural gas with appropriate suppliers in line with campus objectives. • Negotiate water acquisition and transportation agreements with Riverside Public Utilities (RPU), in accordance with the principles above and effective use of campus water rights. • Negotiate sewer rates with RPU in accordance with principles above.
Recharge Services	As mentioned above, purchased utilities are provided to customers in non-core space on a pass-thru recharge basis. These customers are predominantly residents in HDRS facilities, but also include buildings not included in the core OMP allocation, such as the HUB, the SRC, TAPS, and UNEX.
Premium Services	No premium services are provided at this time.

Name of Service:	<u>Administrative Support Services</u>
Brief Description of Service:	Provide financial and administrative support services for Physical Plant operations staff to facilitate the accomplishment of departmental goals and objectives.
Customers Eligible to Request Service:	While this applies to the overall customers serviced via the core agreement, it is most applicable to the staff of Physical Plant. The group is also a subset of an overall financial and administrative support structure for both Physical Plant and Architects and Engineers, and costs are allocated to each to reflect primary areas of support for each department.
Web Address	http://pplant.ucr.edu/admin/admin.html
Service Level Agreement Specifics:	<p>Examples:</p> <ul style="list-style-type: none"> • Provide overall management and direction for departmental operations. • Provide financial management support to facilitate the proper allocation and efficient use of departmental resources. • Provide human resources/payroll support and liaison with BAS Shared Services and the VC-BAS office. • Provide information technology support in liaison with campus Computing & Communications (C&C) in maintaining and upgrading the department's work order system. • Provide high level (up to \$50K) and low value purchasing services for Physical Plant. • Provide customer service/work order routing services for both emergency and non-emergency requests.
Recharge Services	No direct recharges are anticipated.
Premium Services	No premium services are anticipated.