We are pleased to provide this update of the Facilities Services Guide to Services, the document that articulates Facilities Services services, programs, and recharge rates. In this document you will find answers to common questions about Facilities Services, as well as hopefully learn something new about our organization. We would like to focus special attention on a few key developments:

**Partnership with Research**

Facilities Services is pleased to announce a renewed effort to partner with UCSF’s researchers and laboratory staff. In 2011-12, we have funded two services that support the research environment: fume hood maintenance and repair, and eye wash station maintenance and repair. In addition, we will be funding preventative maintenance for built-in refrigeration boxes in 2012-13 on a pilot basis.

**New Facilities Services Zones East and West**

During this past fiscal year, Facilities Services announced the creation of two zones for the overall management and delivery of services. In the past, most services were managed out of the Parnassus campus, and in the new model, each zone has its own management and support structure. To that end, we conducted a nationwide recruitment for two new leadership team members. We were pleased to have Sal Genito and Jewel Barton join our team in July 2011. Sal and Jewel are each responsible for directing the services and staff in their respective zones, and they have been instrumental in instilling new energy and direction into our organization.

**Efficiency in Facilities Services**

Like many other campus departments, Facilities Services has significantly reduced its budget over the past four fiscal years. We have reduced our budget by 3.9% or $1.6 million in recent years while doing our best to maintain core services and enhance new focus areas, like partnering with research as described above, increasing support of the UCSF classroom environment, and developing the new zone system to better localize services and management where appropriate.

**New Custodial Services Delivery**

A major focus area for our department will be in the delivery of custodial services. Under the direction of our new associate directors, we are rolling out new custodial routes, new state of the art equipment to help our staff do their jobs more efficiently and ergonomically, and new methods for trash collection and recycling education. Through these efforts, Facilities Services will be able to deliver better services at a reduced cost. Included in this updated Guide to Services is the new Custodial Guide to Services that lays out our specific commitments to the campus for the delivery of these important services. Your evaluation of these services over the coming months will help us fine tune this new program and ensure that UCSF’s dollars spent on custodial services are well spent.
Sustainability and Recycling Efforts

Facilities Services has a strong commitment to running UCSF facilities in an environmentally sustainable manner. From green cleaning to energy efficiency, low toxicity pest management to water conservation, recycling, and composting, we strive to minimize the environmental impact of operating the highly complex research and instructional buildings that comprise the majority of the space we maintain.

Joining the Campus Life Services Organization

As many of you know, Facilities Services has become its own organizational entity, separate from Capital Programs, as of 2008. This organizational change clearly establishes Facilities Services as the organization that manages UCSF facility assets on a day to day basis, as well as plans strategically for the long term renewal of these assets. In addition, Facilities Services has joined the Campus Life Services organization and we will have more information on this merger over the coming months. Facilities Services will be a distinct unit of Campus Life Services and you will begin to notice this changeover during late 2012.

We are all pleased to be serving UCSF at this unique time where financial constraints are challenging us to deliver services in new and more efficient ways. In Facilities Services, we are doing our best to maintain our core services while asking the campus to support slight changes to our previous ways of doing business. If you have any ideas or suggestions to communicate, please let us know. We continue to be engaged in process and service improvements and look forward to serving your facility needs.

Angela Hawkins
Associate Vice Chancellor
Campus Life Services

Maric Munn
Director, Facilities Services

Jon Giacomi
Deputy Director, Facilities Services
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introduction
Facilities Services

Our Mission
We operate and maintain UCSF facilities in support of its research, teaching, health care, and community service mission.

Our Vision
To create an exceptional campus physical environment to advance health worldwide.

Department Overview
Facilities Services is responsible for the operation and maintenance of all UCSF campus instructional, research, and administrative facilities. This includes campus utilities, building maintenance, engineering services, fire and life safety services, landscaping, custodial, and lock/security services, as well as various aspects of environmental sustainability such as energy efficiency and refuse and recycling. Facilities also includes a Customer Service Center to receive and process all job requests coming in to Facilities Services. Beginning in July, 2012, Facilities Services will also oversee the Campus Life Services facilities services unit, providing operations and maintenance services to Campus Housing, Fitness and Recreation, Childcare, Conference, and Parking facilities.

Please note that this guide does not apply to medical center facilities service areas such as Moffitt/Long Hospital, Mt. Zion, or San Francisco General Hospital, and also does not apply to leased space. For contact information for medical center facilities, see page 9.
Facilities Department Level Organizational Chart 2012

Associate Vice Chancellor
Campus Life Services
Angela Hawkins

Director
Facilities Services (1)
Maric Munn

Deputy Director
Facilities Services (1)
Jon Giacomi (0.60 FTE)

Customer Service Center Supervisor
Emma Perez

Customer Service Center
Jaycee De Guzman, Analyst
Roberta Kenyon, Analyst
Under Recruitment, Analyst
Ruby Allen, CSC Rep.
Noelani Burleson, CSC Rep.
Eleanor Edralin, CSC Rep.
Ronda Metcalf, CSC Rep.
Susan Yun, CSC Rep.

Notes:
(1) Facilities Senior Leadership Team Member
(2) Dotted line reporting relationship to Associate Director West Zone/
Parnassus Facilities Services to provide enhanced site coordination
(3) Reports to Facilities Director
(4) Reports to Facilities Deputy Director
how to obtain services
how to obtain services

Customer Service Center: 476-2021

The primary customer interface with Facilities Services is our Customer Service Center (CSC). Located on Parnassus in Room N241 of the School of Nursing Building, the CSC provides guidance to customers who need access to our services. Staffed from 7:00 am to 8:00 pm, Monday through Friday, the CSC receives work requests, processes job inquiries and customer billing, and relays your needs to the appropriate Facilities staff member.

The phone is answered at all hours, every day of the year. After-hours calls route to a local response center that will dispatch Facilities staff to perform critical after-hours work. During power outages, please use the Facilities information line at 514-1212 for the most up-to-date information.

Emergencies

Facilities Services responds immediately to emergencies such as health and safety hazards, damage or potential damage to facilities, and loss of security or of facility use. For emergency response, please call 476-2021 rather than placing your request online.

To be added to the Urgent Notification list, send an email to facilities@ucsf.edu.

Note:

- Medical Center Facilities for the Moffitt, Long, and ACC buildings can be reached at 353-1120.
- Mt. Zion Medical Center Facilities can be reached at 885-7576.
- San Francisco General Hospital Facilities can be reached at 206-8076.
- Facilities provides maintenance services for the Langley Porter Psychiatric Institute.

Service Orders

For repair and maintenance requests covered by the Facilities Services budget, CSC staff will initiate a service order. This work is funded by Facilities and there is no charge to the customer. These requests can be placed online at http://www.campuslifeservices.ucsf.edu/facilities, under “Facilities Funded Work,” or they can be called into the CSC at 476-2021.
how to obtain services

Work Orders

For chargeable services, the CSC staff will initiate a work order. When service is requested that is not covered by Facilities Services, a six-digit blanket account number or an allowable recharge DPA/fund number is required. These numbers are available through your department’s business officer. (See Costs and Billing, page 37). These requests can be placed online at http://www.campuslifeservices.ucsf.edu/facilities, under “Customer Funded Work.”

When contacting the CSC, customers can facilitate the process by providing as much of the following information as possible:

- A precise description of the request/problem
- Name of building or address
- Official department name
- Room number or location
- First and last name and phone number of site contact person
- A fund/dpa number or departmental blanket account number, if applicable
- Whether or not this is a sensitive area, such as an animal room or BSL facility.

Prioritization of Orders

The CSC prioritizes orders for the following response times:

Priority 1

Addressed immediately to ensure safety or preserve work product or facilities, for example: flooding, resetting a circuit breaker, or adjusting temperature control in an animal care or research area.

Priority 2

Contact made in 24 hours with work completed within 3 to 5 days, or as negotiated, for example: repairing a broken water fountain or adjusting a door hinge in a classroom.

Priority 3

Contact made in 3 to 5 days with work to be scheduled as negotiated and subject to reprioritization, for example: replacing a light bulb in a non-critical area or repairing window treatments. All estimate requests are categorized as a Priority 3.

Place Your Order Online

Non-urgent requests can be placed online. To set up a new account, go to the Facilities web site at http://www.campuslifeservices.ucsf.edu/facilities, and click on “Submit Work Orders.”
On the next page, click on “Setup New Account.”

Then enter an email address and desired password, and hit “Set Up New Account.”

An email will be sent to the email address you entered. Click the confirmation link, and you’re ready to make a request.
how to obtain services

Contact the CSC

PHONE: 476-2021
WEB: www.campuslifeservices.ucsf.edu/facilities
FAX: 514-0470
MAIL: Box 1282
EMAIL: facilities@ucsf.edu
LOCATION: Parnassus Campus, School of Nursing, Room N241

Call 514-1212 for information updates during power outages.

How An Order Is Processed

1. The customer submits an order directly to the Customer Service Center.

2. The Customer Service Center staff enters the order in the Facilities tracking system or edits orders entered via the web. They then analyze the job and determine:
   - whether the work is funded by Facilities Services or will be billed to the customer/requestor
   - type of work required (craft, project management, etc.)
   - prioritization of the job

3. The CSC sends an email confirmation to the customer with priority of 1, 2, or 3 and assigned order number for future reference. This number is also listed online in the customer’s FMTrack account.

4. For Priority 1 orders, the order is assigned to the appropriate Facilities Services unit, and the CSC staff personally contacts the appropriate job manager by radio, phone, e-mail, and/or pager.

5. For Priority 2 and 3 orders, the job is assigned to the appropriate Facilities Services unit and the appropriate job manager reviews the order, assigns it to Facilities staff or outside vendors and notifies the customer of when the work will be done.

6. If an estimate is required, the CSC staff will forward the work order to the appropriate job manager. Customers are asked to approve any estimate specifications.

   If the scope of the work changes once the estimate is approved and recorded, a “change order” must be initiated through the job manager to modify the original scope. A change order will impact the existing estimated costs.

7. An email notification will be sent to the customer when the job has been completed.

8. After the work has been completed, an email will be sent to the customer requesting them to fill out an online customer service survey.
services
Facilities Services is responsible for the operations and maintenance of the campus, maintaining the physical structure of the campus, providing utilities, and providing the support services that surround these functions. Associate Directors oversee each of the following areas of operation across the UCSF campuses, including Parnassus, Mission Bay, and outlying areas. They are also responsible for providing advice and project management services on minor contract construction projects up to $50,000.

Facilities Services includes the following:

- **Customer Service Center**
- **LEED Sustainability Program for Existing Buildings**
- **Engineering Services**
  - Facilities Design Guidelines and Compliance
  - Systems Engineering
  - Energy Conservation and Project Management
- **Energy and Utilities Services**
  - West Zone Campus Engineers, Trades, and Building Maintenance Workers
  - Parnassus Central Utilities Plant Engineers
  - Preventative Maintenance and Utilities Shutdowns
  - Building Controls and Commissioning
  - Energy Engineers
- **Central Facilities Services**
  - Fire and Life Safety Program
  - Lockshop and Security Services
  - Elevator Operations
  - Inventory Warehouse
- **West & East Zone Facilities Services**
  - East Zone Campus Engineers, Trades, and Building Maintenance Workers
  - West and East Zone Site Support and Facilities Projects
  - Custodial Services
  - Landscape Services
  - Recycling Services
Customer Service Center

For a full description of services provided through the Customer Service Center, see page 9.

LEED Sustainability Program for Existing Buildings

Carlowe Connelly, Coordinator
476-5117, Carlowe.Connelly@ucsf.edu

The U.S. Green Building Council (USGBC), a national member-run affiliation of institutions and individuals which works to establish standards for cost-efficient and energy-saving green buildings, offers certification for buildings that meet the stringent standards of their LEED (Leadership in Engineering and Environmental Design) programs. The UC Policy on Sustainability asks that each UC campus document what we are currently doing in the maintenance and operation of our buildings that meets the LEED for Existing Buildings Program (LEED-EB) standards, and that we identify opportunities to further maximize the sustainable potential for each building, as funding allows.

The LEED-EB staff at UCSF analyzes energy-use data, establishes policies and plans for grounds, custodial practices, etc., tracks and makes recommendations about purchasing practices, investigates system efficiencies, and surveys building occupants about their sustainable practices in relation to the workplace and the effectiveness of building maintenance practices in supporting their work. After collecting myriad data on the utility efficiency, staff practices and purchases in relation to sustainability, and the building’s overall impact on the environment, applications are submitted to the USGBC for consideration and UCSF buildings which meet the minimum criteria are awarded LEED-EB Certification. Facilities Services is proud that Rock Hall at the Mission Bay campus became the first laboratory building in the San Francisco Bay area to achieve a LEED for Existing Buildings rating.

The new Smith Cardiovascular Research Institute, located at Mission Bay.
Engineering Services

Winifred Kwofie, Associate Director
476-6469, Winifred.Kwofie@ucsf.edu

Facilities Design Guidelines and Compliance

This unit provides design review services for all construction projects, including new and retrofit projects. These services are specifically aimed at assuring compliance with UCSF Facilities Design Guidelines and good design practices as well as compatibility with existing systems.

Systems Engineering

Mechanical and electrical systems engineering design can be provided in-house for small and medium-sized projects.

Energy Conservation and Project Management

Facilitied promotes and implements energy conservation and management, including technical planning and upgrades to building systems such as lighting and HVAC. Services include: field estimates, planning, development, and implementation of upgrades in lighting, HVAC, and other systems to promote energy and operational efficiency.

Laurel Heights engineers Ethan Ruan and Kelly Darnell replacing parts on a chiller.
Energy and Utilities Services
Bruce Shapiro, Associate Director
502-6496, Bruce.Shapiro@ucsf.edu

West Zone Engineers, Trades, and Building Maintenance Workers (BMWs)

Engineers, skilled trades, and building maintenance workers provide ongoing building maintenance services.

- **Plumbers** repair and maintain hot and cold water, as well as gas, air, and vacuum systems. They also maintain sink faucets, drains, acid waste, waste vent drainage systems, and drinking fountains.

- **Carpenters** maintain doors and windows, repair floor tiles, hang shelves and earthquake bracing, and repair furniture.

- **Heating, Ventilation and Air Conditioning (HVAC) mechanics** maintain comfort cooling and heating systems, steam systems, heating hot water, and oversee computer-controlled environmental systems. Refrigeration mechanics maintain chillers, ice makers, and refrigeration and freezer units.

- **Electricians** repair and maintain electrical systems, outlets and equipment, and also respond to trouble calls.

- **Building Maintenance Workers (BMWs)** replace air filters, clear roofs of debris, move furniture, and assist the craftspeople in all general building maintenance.

- **Campus Engineers** provide maintenance and repair services for rotating equipment, install new equipment, and consult and assist on project management services. The Parnassus and Mission Bay engineers are on duty 24 hours a day, seven days a week to provide emergency coverage and response. The outlying areas engineers are also on-call after hours to respond to emergencies.
Parnassus Central Utilities Plant

UCSF is a leader in the generation and use of efficient energy systems. At the center of this effort is the central power, heat, and chilled water plant on the Parnassus campus which, combined with the university’s district heating, provides high overall efficiency and reduced utility costs for UCSF.

Plant Services engineers operate the Parnassus Central Utilities Plant (PCUP) and maintain the campus normal power system, emergency electrical power generators and distribution, central chilled water distribution, steam distribution, high pressure condensate, campus supervisory control and data acquisition system (SCADA) and energy management systems.

Stationary engineers assigned to Plant Services perform maintenance on the miles of piping that make up the campus steam heating and cooling district. Services include: utility billing, operation, expansion, and maintenance of the University’s steam distribution infrastructure from the point of supply (PCUP) to the point of use (UCSF buildings), as well as the associated metering equipment.

The central plant control room is staffed 24 hours a day and serves as the focal point for most major operations related to utilities distribution that occur on the campus, as well as monitoring the campus fire alarm system.

Utilities Procurement and Management

Facilities Services procures and manages purchased utilities for the campus. The three principal purchased utilities are electricity, natural gas, and water. The campus also generates chilled water and steam (see Energy and Utilities Services, page 17). Energy and Utilities Services coordinates with utilities suppliers on behalf of the campus and develops agreements and contracts. Energy and Utilities Services also provides utility price forecasts and utility budget updates.
Central Facilities Services

Frank Fasano, Associate Director
476-8270, Frank.Fasano@ucsf.edu

Fire & Life Safety

The UCSF Fire and Life Safety Systems Group is staffed with on-site fire and life safety technicians and operates under strict state code requirements. The group is responsible for the design, installation, updates, maintenance, operation, and repair of all building fire alarm, fire extinguisher, and life safety systems on the main campuses as well as many off-site locations affiliated with UCSF. This group, with the assistance of the CSC, is also responsible for maintaining the records required by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) with regard to Environment of Care Standards and fire code compliance.

Lock Shop

The Lock Shop installs and maintains intrusion and freezer alarm systems, access control systems, closed circuit television systems (CCTV), and the campus master key system.* It also procures and provides all UCSF proprietary keys and locks, as well as maintaining thousands of alarm points, door systems, and emergency call buttons across our many sites. All intrusion and freezer alarm systems are monitored by UCPD.

For after-hours (5:00 pm to 6:00 am) lockouts, contact the UCSF Police Department at 476-1414. For internal, after-hours access between Moffitt and Medical Sciences, contact secaccess@ucsfmedctr.org.

*All system installations require a security survey, http://police.ucsf.edu/index.php/?Campus-Security/security-surveys.html, conducted by UCPD (or Medical Center Security).
Proximity (Access) Cards

Exterior access to secured campus buildings is by proximity card (which also serves as an employee ID badge). These are issued by the UCSF Campus Police Department “We ID” program. The UCSF Police Department manages the database that controls access through identity proximity cards; access is granted either by a department representative or the UCSF Police Department. To contact the UCSF Police Department about access control, call 476-2088, or visit UCPD’s web site, www.police.ucsf.edu.

Elevator Operations

The UCSF Elevator Operations Group manages over 155 elevator systems located throughout all UCSF Campus and Medical Center sites. The group is staffed with 4 full-time contract elevator technicians Monday through Friday with overlapping coverage at various locations. The Elevator Operations Group operates, repairs and inspects all systems under State Elevator code requirements.

Inventory Warehouse

The Inventory Warehouse (IW) operation (formerly known as the Storehouse) is located on the Parnassus Campus and maintains over 4500 stocked items for Facilities Services. The IW serves all UCSF Facilities locations through catalog sales and a newly created on-line ordering system.
services

West and East Zone Facilities Services

Jewel Barton
Associate Director
East Zone Facilities
(Mission Bay, Mission Center, 100 Buchanan)
514-4006, Jewel.Barton@ucsf.edu

Sal Genito
Associate Director
West Zone Facilities
(Parnassus, Laurel Heights, Mt. Zion Cancer Research Center)
476-8052, Sal.Genito@ucsf.edu

Zach Quan
West Zone Facilities Manager
476-0552,
Zach.Quan@ucsf.edu

Millicent Magiera
East Zone Facilities Manager
514-4000,
Millicent.Magiera@ucsf.edu
East Side Engineers, Trades, and Building Maintenance Workers (BMWs)

The East Side stationary engineers, skilled trades, and building maintenance workers provide ongoing building operations and maintenance services.

Campus engineers provide maintenance and repair services to the buildings in addition to installing new equipment and consulting and assisting on project management services. Mission Bay engineers are on duty 24 hours a day, seven days a week to provide emergency coverage and response. For more information on engineers, trades, and building maintenance workers, see page 17.

Facilities Services Projects

The project team is responsible for the development, design, planning, scheduling, and management of campus facilities projects generally in the range of $500 to $50,000. These projects include minor remodels and small projects designed to improve, repair, or enhance existing campus work environments or systems. The client can expect the following project support:

- Define the scope of the project, design criteria, programming, budget limitations, and other considerations
- Develop estimates, prepare specifications, and provide drawings and documentation as required
- Oversee construction, repair, and maintenance
- Provide schedules, post notifications, and arrange for work group access
- Act as primary on-site project coordinator and representative on projects
- Process change orders and coordinate the various phases of a project with the different in-house work groups and outside contractors
- Monitor project budgets and expenditures, and maintain project records
- Inspect ongoing and completed work, and ensure that project details are completed
- Coordinate Fire Marshal approvals
- Authorize payment for contracted services and close out projects

Bob Basso, Chief Engineer at the Mission Center Building, checks the operation of the new building chiller.
Custodial Services

Most of the Custodial staff works Monday through Friday, 5:30 pm-2:00 am. A smaller daytime crew provides daily policing of facilities and responds to emergencies such as spills and floods, as well as monitoring restrooms to replenish supplies and cleaning as necessary. See page 25 for routine custodial services and frequencies.

Carpet Cleaning, Floor Waxing and Polishing

Carpet shampooing and floor stripping and waxing in non-public areas are performed on a recharge basis. A work order request for these services can be placed online at http://www.campuslifes.ucsf.edu, under option “Customer Funded Work.” Occupants are responsible for removing personal items, chairs, boxes, supplies, and other obstructions from the floor prior to a scheduled cleaning. The area must be vacated during cleaning.

Window Washing

Exterior window washing is funded by state funds and is performed once every five years, or as budget allows. Interior window washing is only performed on a chargeable basis. To arrange for window washing, place a work order request online at http://www.campuslifeservices.ucsf.edu/facilities/, under option “Customer Funded Work.”

Special Event Services

Special event setup or cleanup services must be arranged one week in advance and are performed on a chargeable basis. Last minute setup requests will incur an extra charge. Setups can include six foot by three foot banquet tables, chairs, easels, extra recycling and refuse bins, and cleaning services before, during, or after your event. A work order request for setups can be placed online at http://www.campuslifeservices.ucsf.edu/facilities/, under option “Event Setups.”
Disposal of Boxes and Broken Glassware

Custodians are responsible for breaking down small boxes. If you have a large delivery (5 or more boxes of any size), your lab or office is responsible for breaking down the boxes before custodians retrieve them. Boxes should be left in the corridor outside the area. For everyone’s safety, broken glassware should be appropriately packaged and labeled before disposal. For biohazardous materials, contact Environmental Health and Safety at 476-1300.

Surplus

The Surplus division of Distribution and Storage handles removal of unneeded equipment and furniture. Most small, single items, or items with wheels, are picked up at no charge. To place a request for pick-up, go to https://clsdslb2b.ucsf.edu or email distribution.feedback@ucsf.edu or call 502-3086.
## Custodial Services Frequencies

### CLASSROOMS

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| Daily     | • Trash bins and recycling bins are emptied.  
|           | • Large debris is removed before the floor tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.  
|           | • Tabletops are wiped down and debris is removed from chairs.  
|           | • The instructor's table and lectern are cleaned.  
|           | • Chairs are placed back in position and counted.  
|           | • Chalk and erasers are replaced on blackboards; trays, blackboards, and white boards are cleaned. |
| Weekly    | • Door frames and light switches are cleaned and chalk dust is wiped up.  
|           | • Recycling containers are checked and emptied or replaced. |
| Monthly   | • All areas of the room are dusted: window sills, baseboards and fixtures. |
| Yearly    | • Chalkboards and whiteboards are washed thoroughly. |

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors contact our Customer Service Center at 476-2021.

### CONFERENCE ROOMS

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| Daily     | • Trash bins are emptied.  
|           | • Large debris is removed before the floor tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.  
|           | • Tabletops are wiped down and debris is removed from chairs.  
|           | • Chairs are placed back in position and counted. |
| Weekly    | • Door frames and light switches are cleaned and chalk dust is wiped up.  
|           | • Recycling containers are checked and emptied or replaced. |
| Monthly   | • All areas of the room are dusted: window sills, baseboards and fixtures. |
| Yearly    | • Chalkboards and whiteboards are washed thoroughly. |

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors contact our Customer Service Center at 476-2021.

### HALLS AND LOBBIES

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| Daily     | • Trash bins are emptied.  
|           | • Large debris is removed before the floor tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.  
|           | • Tabletops are wiped down and debris is removed from chairs.  
|           | • Chairs are placed back in position and counted. |
| Weekly    | • Door frames and light switches are cleaned and chalk dust (classrooms only) is wiped up.  
|           | • Recycling containers are checked and emptied or replaced. |
| Monthly   | • All areas of the room are dusted: window sills, baseboards and fixtures. |
| Yearly    | • Floors are stripped and waxed once-a-year on main lobby floors only. Other floors as budget allows. |

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. To arrange for floor stripping and waxing more than once-a-year, tough stain removal or for additional window cleanings, contact our Customer Service Center at 476-2021.
## Stairwells

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>• The main lobby stairs are dust-mopped if tile or vacuumed if carpet; minor stains are spot-cleaned.</td>
</tr>
</tbody>
</table>
| Weekly    | • Stairs separate from the main lobby stairs are swept if tile or vacuumed if carpet; minor stains are spot-cleaned.  
|           | • All rails and other level surfaces are dusted. |
| Monthly   | • All areas of the stairwell are dusted including window sills, baseboards and fixtures. |

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. To arrange for cleaning services, contact our Customer Service Center at 476-2021.

---

## Labs

**What to expect:** Floors are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floor boards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Additional cleaning services can be arranged through our Customer Service Center at 476-2021.

### Daily

- Trash bins are emptied; recycling bins are checked and emptied or replaced if necessary.
- The floors are dust-mopped and stains are spot cleaned with a wet mop.
- The furniture is returned to its proper position.

---

## Offices

**What to expect:** Offices receive little attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and other surfaces. Floors are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floor boards and room corners. Additional cleaning services can be arranged through our Customer Service Center. If you have trash/compost that may cause odor or pest issues, please dispose of it in kitchen or common area bin that is emptied daily.

### Daily

- Trash bins are emptied; recycling bins are checked and emptied or replaced if necessary; vacuum carpet.
- The floors are dust-mopped and stains are spot cleaned with a wet mop.
- The furniture is returned to its proper position.

### Weekly

- Trash bins are emptied; recycling bins are checked and emptied or replaced if necessary; vacuum carpet.
- The floors are dust-mopped and stains are spot cleaned with a wet mop.
- The furniture is returned to its proper position.

---

## Restrooms

**What to expect:** All lights work. Soap dispensers, paper towel dispensers, faucets, door and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, sinks, and floor are all clean and disinfected. Most heavily used restrooms receive increased attention between the hours of 7:00 a.m. to 4:00 p.m., Monday through Friday.

### Daily

- Trash bins and receptacles are emptied.
- Dispensers are checked and filled as needed.
- Large debris is removed; tile is dust-mopped, sprayed with disinfectant, then mopped thoroughly.
- All surfaces are sprayed with disinfectant and scrubbed.

### Weekly

- Trash bins and receptacles are emptied.
- Dispensers are checked and filled as needed.
- Large debris is removed; tile is dust-mopped, sprayed with disinfectant, then mopped thoroughly.
- All surfaces are sprayed with disinfectant and scrubbed.

---
landschapng
The Grounds Maintenance Crew maintains the plants, shrubbery, trees, hardscape, and all landscaped areas on the Parnassus and Mission Bay campuses, as well as outlying campus sites such as Laurel Heights and Mission Center. This encompasses a total area of over 100 acres on the Parnassus campus alone.

The Grounds Maintenance staff is responsible for keeping the exterior of our campuses clean, safe, and attractive. Over time, the unit is moving our older landscaping into more sustainable designs on the Parnassus Campus, and establishing new landscaping at the Mission Bay Campus as new buildings and grounds come on line.

Refuse and Recycling
Susan Bluestone - West Zone
502-6808, Susan.Bluestone@ucsf.edu

Adam Schirnel - East Zone
502-1233, Adam.Schnirel@ucsf.edu

The Campus Recycling Program began in 1998 with a 7% diversion rate meaning that back then 93% of all material discarded from UCSF was ending up in landfill. Today, UCSF is diverting over 60% of materials away from the landfill either as recycling, compost, or reuse. UCSF is mandated by the University of California Office of the President (UCOP) to achieve a waste diversion goal of Zero Waste by 2020.

The Campus Recycling Program’s goal is to incorporate best practices in recycling and waste reduction throughout UCSF and continue increasing our diversion rate, year after year. Recycling and waste reduction training is available for anyone on campus upon request. Questions related to recycling, compost, or reuse can be directed to the Recycling Hotline at 502-6808, and the new UCSF sustainability video can be found at www.youtube.com/watch?v=4Epl-kfhHo.

The Campus Recycling Program helps facilitate the disposal of standard recycling, compost, and garbage materials, and coordinates special material handling for cell phones, batteries, toner cartridges, and scrap metal.
Questions?

We encourage you to email us at recycling@ucsf.edu.

Website:
http://livinggreen.ucsf.edu/learntosort
Facilities Services State-Funded and Billable Services

Facilities Services receives funding to provide maintenance in eligible state-supported areas. State-supported areas, equipment, and facilities are those that are utilized by the general public and are not assigned to, occupied by, or dedicated to a specific department. The following is a partial list of both maintenance services funded by Facilities and maintenance services that are not state funded and therefore chargeable to the customer.

These are examples and this list is not comprehensive. If the service you need is not listed specifically, please contact the Customer Service Center at 476-2021 to ascertain whether or not it is state supported.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
</table>
| Building Custodial | • Carpet shampoo/cleaning, floor strip and wax done every 24 months in public spaces  
• Graffiti removal  
• Routine* cleaning services performed daily in general use spaces such as lobbies, corridors, restrooms, and other public areas  
• Routine* cleaning services in labs, offices, classrooms, and other supported areas  
• Spill cleanup in public areas  
• Trash removal – regular trash in standard containers  
• Recycling and compost removal  
• Routine scheduled pest control  
• Exterior window washing provided every 5 years, as budget allows  

*Routine services include emptying trash, sweeping and/or mopping, and vacuuming. See the Custodial Frequency Chart (pg 25) for further details.                                                                                   | • Carpet shampoo/cleaning, floor strip and wax in all departmental-occupied, non-public spaces  
• Event setups  
• High-clean requests  
• Spill clean-up in department spaces  
• Project clean-up over and above routine cleaning  
• Special requests such as additional trash cans, walk-off mats, special cleanup above and beyond established routine cleaning  
• Trash removal of irregular items or excessive accumulations above and beyond everyday norms  
• Interior window washing |
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
</table>
| Carpentry    | • Baseboard repairs  
• Ceiling tile replacement and repair  
• Door repairs  
• Drywall and plaster repairs  
• Door closers  
• Doorstop installation  
• Restroom partitions  
• Floor tile repair and replacement in public spaces  
• Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces  
• Furniture repair in public spaces  
• Mirror replacements in restrooms and public spaces  
• Wooden railings and steps repair and replacement  
• Stair tread, guard replacements, safety strips  
• Window and glass repairs on building exteriors | • Construction, repair, and/or installation of cabinets, bookshelves, and miscellaneous casework  
• Door replacements and/or conversions within controlled space  
• Earthquake restraints: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers, or other such furniture or equipment  
• Picture framing, picture hanging, white board / chalk board installations or moving  
• Office furniture repair  
• Hanging of screens or special projection equipment  
• Mirror installation or moving  
• Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in departmental spaces  
• Purchase and/or installation, maintenance and repairs of venetian blinds or draperies |
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical</td>
<td>• Ballast replacement (facility lighting)</td>
<td>• Lighting requests for services above baseline</td>
</tr>
<tr>
<td></td>
<td>• Circuit breaker resets, repair or replacement</td>
<td>• Additional outlets and circuit requests</td>
</tr>
<tr>
<td></td>
<td>• Electrical distribution repair</td>
<td>• Cord replacement and/or repair</td>
</tr>
<tr>
<td></td>
<td>• Emergency generator and circuit service serving state supportable spaces</td>
<td>• Desk lamps and relamping</td>
</tr>
<tr>
<td></td>
<td>• Emergency lighting</td>
<td>• Departmental display case lighting installation, repair, and relamping</td>
</tr>
<tr>
<td></td>
<td>• Facility fixture cleaning and relamping</td>
<td>• Intercom repairs and installation</td>
</tr>
<tr>
<td></td>
<td>• Building facility lighting control systems</td>
<td>• Department-owned equipment installation and hook-up</td>
</tr>
<tr>
<td></td>
<td>• Handicap door access controls</td>
<td>• Temporary power installations</td>
</tr>
<tr>
<td></td>
<td>• Fume Hood lighting</td>
<td>• Special lighting requests such as UV lamps, dark room lamps</td>
</tr>
<tr>
<td>Elevator</td>
<td>• All general elevator maintenance and repair</td>
<td>• Maintenance and repair of departmental power conditioners and emergency power systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Maintenance and repair of dedicated departmental equipment and appliances</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• More than two circuit breaker resets due to customer equipment overloading circuits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Special use lifts within specific departments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Special requests such as opening cab ceiling to allow transportation of large furniture or equipment</td>
</tr>
</tbody>
</table>
## Service Area

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
</table>
| **Fire and Life Safety**      | • Fire extinguishers, hoses, cabinets, sprinklers  
• Fire alarms / smoke detectors and system monitoring                                                                | • Additional protective devices beyond code requirements                         |
| **General Maintenance**       | • Brick, mortar, cement inspection  
• Public space inspection  
• Graffiti removal                                                      | • Minor moving services of equipment, furniture, etc.                             |
| **Landscaping Services**      | • General landscape maintenance of all non-dedicated landscape areas  
• Hardscape maintenance and trash removal  
• Tree trimming, removal, and replacement  
• Litter pickup  
• Road and walkway maintenance and repair  
• Irrigation system installation and repair  
• Exterior planter beds and containers not specifically assigned to a department  
• Library planters and terrace irrigation in state supportable space | • Project related landscape needs or repair of damage caused by project work  
• Special requests for plantings or color changes  
• Parking lot maintenance and cleanup  
• Special event preparation and cleanup  
• Damage and vandalism to existing landscaping and irrigation systems |
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
</table>
| **Lock Shop** | • Repair and replacement of architectural door hardware: standard locksets, key cylinders, closers, door operators, and panic devices  
• Installation and maintenance of Electronic Access Control systems for non-dedicated exterior and public spaces.  
• Door alarm installation and maintenance in public spaces.  
• Omni locks in public spaces  
• Door maintenance | • Combination lock / Omnilock installation, maintenance, and repair*  
• Deadbolt installation*  
• Electronic access control installation,* maintenance, and repair, dedicated to departmental space or program  
• Dedicated intrusion/freezer alarm installation,* maintenance, and repairs  
• Key fabrication (24-hour turnaround)  
• Lock re-keying, installation  
• Window, cabinet, file, and desk locks  
• Unlocking cabinets, desks, and other case goods  
• Lockouts** - For after-hours lockouts (5:00 pm to 6:00 am), please contact UCPD at 476-1414  
• Repair/replacement of locks on interior office doors  
• Security alarm reports  
*Installation of locks and security systems only after UCPD security survey and approval.  
**For security purposes, Facilities must verify customer’s right to access an area during regular business hours. |
| **Mechanical** | • Building fans  
• Fumehood maintenance | • Dedicated fans*  
• Animal bedding systems  
• Dedicated humidifiers  

*Will be reviewed on a case by case basis.*
## services

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Painting</strong></td>
<td>• Painting is done in public spaces, as needed</td>
<td>• Routine painting and refinishing of all non-state space</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Parking lot painting and restriping</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Vinyl and/or wallpaper installation or repair</td>
</tr>
<tr>
<td><strong>Plumbing</strong></td>
<td>• Restroom equipment maintenance and repair/replacement</td>
<td>• Laboratory equipment hook-up and/or installation</td>
</tr>
<tr>
<td></td>
<td>• Drinking fountains in public spaces</td>
<td>• Installation and/or maintenance of dedicated laboratory systems: DI Water, waste systems, cooling systems, vacuum systems, gases, etc.</td>
</tr>
<tr>
<td></td>
<td>• Emergency eyewash/showers</td>
<td>• Installation of experimental laboratory equipment</td>
</tr>
<tr>
<td></td>
<td>• Facility wide systems: chilled water, DI water</td>
<td>• Clogged sinks and/or drains due to customer operations</td>
</tr>
<tr>
<td></td>
<td>• Water, gases, vacuum, etc.</td>
<td>• Water filter installation and/or maintenance</td>
</tr>
<tr>
<td></td>
<td>• Leaks, facility drain stoppages, and flooding</td>
<td></td>
</tr>
</tbody>
</table>
## services

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigeration / HVAC</td>
<td>• Building chillers</td>
<td>• Dedicated air conditioning units*</td>
</tr>
<tr>
<td></td>
<td>• Building air conditioning units</td>
<td>• Dedicated fan coil units*</td>
</tr>
<tr>
<td></td>
<td>• Walk-in boxes (cold and warm) maintenance*</td>
<td>• Dedicated chillers*</td>
</tr>
<tr>
<td></td>
<td>*Walk-in boxes will cease to be billable (for maintenance and minor repairs only) as of July, 2012, as part of a one year pilot program.</td>
<td>• Refrigerators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Freezers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Freezer rental</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ice machines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Walk-in boxes (cold and warm) maintenance*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Walk-in boxes will cease to be billable (for maintenance and minor repairs only) as of July, 2012, as part of a one year pilot program.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Will be reviewed on a case by case basis.</td>
</tr>
<tr>
<td>Refuse and Recycling</td>
<td>• Routine recycling material pickup (Custodial)</td>
<td>• Excessive or unusual recycling materials pickup</td>
</tr>
<tr>
<td></td>
<td>• Bulky waste removal (periodic scheduling)</td>
<td>• Wooden pallets and excessive or non-flattened cardboard or packing materials</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Furniture and special item pickup (outside of scheduled bulky waste pickup)</td>
</tr>
<tr>
<td>Signage</td>
<td>• These services are provided to the campus community on a billable basis, unless specifically done as part of New Construction or a funded remodel project</td>
<td>• Signage / name plates / holders</td>
</tr>
</tbody>
</table>

*Note: Signage standards have been established by the University to insure consistency and compliance with ADA Guidelines.*
## services

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Centrally Funded Services for State Supported Spaces</th>
<th>Billable Services</th>
</tr>
</thead>
</table>
| Structural Maintenance  | • Roof maintenance and repairs  
• Structural waterproofing  
• Building window leaks and caulking  
• Gutter and downspout maintenance                                      |                   |
costs and billing
Costs

Recharge Rates

Monthly billings include material and labor charges associated with the performance of work by Facilities craftspeople or outside contractors. For work performed by in-house personnel, the charges (to the nearest quarter hour) are based on the established recharge rates. Facilities rate development methodologies and recharge rates are approved by the UCSF Budget and Resource Management office, as required by campus policy. Please visit http://www.campuslifeservices.ucsf.edu/facilities for the current year's recharge rates.

Fees for Services Provided Through a Facilities Services Work Order

Services provided through a work order are billable to the campus customer. Estimates can be requested when placing the work order. Alternatively, customers may request to be charged on a time-and-materials basis.

Estimates

Estimates are provided on a recharge basis, for a fee of $55. This recharge is waived if the customer chooses to proceed with the work requested. Facilities Services provides up to one hour of craft time for providing an estimate to a customer. Beyond this threshold level of one hour of craft time, Facilities will recharge time and materials for estimates. Any costs beyond Facilities staff time such as consultant fees, professional service fees, and any operational costs related to obtaining the estimate are charged to the customer. Estimates are provided as a priority three work request (3 to 5 days) and can be requested on a work order. Written estimates take about two weeks to receive.
Billing

Facilities Services bills monthly for services performed through work orders and for those performed under a departmental blanket service agreement.

Facilities also bills for maintenance and operating services provided to non-state-supported campus activities. Statements are prepared and distributed to customers after the close of business each month.

For work that Facilities contracts out to a vendor, there is a contract administration fee. There is also an administration fee for materials furnished by Facilities. These fees include overhead costs such as accounting services, code compliance oversight, and contract execution and management. Current fee rates can be found on the annual Facilities recharge rate schedule at http://www.campuslifeservices.ucsf.edu/facilities.

Customers can look up their Facilities recharge statements online at http://www.campuslifeservices.ucsf.edu/facilities, under “Billing Inquiries.”

To have your name removed from a billing list, send an email to facilities@ucsf.edu.
service-related policies
Service-Related Policies

Construction

Construction or renovation work ("projects") requiring work exceeding $50,000 in cost is to be offered for bid by outside contractors (Cal Public Contract Code 10500).

Changes to Scope of Work

Initiation of a change order for Facilities services must be done by the customer through the job manager. Changes made to the scope of work will impact the existing estimated costs.

Custodial Service

Baseline standard services are provided by Facilities for custodial work funded by the state (see page 25). If a customer requires additional work, it is on a recharge basis. If a customer requires work instead of standard services, arrangements can be made through placing a work order with the Customer Service Center online at http://www.campuslifeservices.ucsf.edu/facilities.

Equipment Maintenance

Facilities Services is funded to maintain equipment that is part of the building system and was originally purchased with state funds. Dedicated equipment purchased by a department is maintained at the department’s expense. When assigned to a new space, occupants should ask if there is dedicated equipment in the space that they will inherit from the previous occupants.

In-House Construction

Customers choosing to go to an outside vendor for small construction jobs may do so either before or after obtaining an estimate from Facilities Services. However, once an estimate or quote has been solicited from an outside vendor, the customer can no longer have the work done in-house, due to state law. Outside vendors must be authorized by the University of California (see Hiring of Vendors, page 42).
service-related policies

Hiring of Vendors

The authority to hire vendors to do work with funds allocated to the university for maintenance or construction is delegated by the Office of the President to the chancellor of each campus and by the chancellor to the various departments charged with maintenance and construction on campus, per Construction Contract policy 600-11, which can be found at http://policies.ucsf.edu/600/60011.htm.

Both Facilities Services and Capital Projects have been delegated full authority to enter into contracts for construction and maintenance work on the UCSF campus. Campus customers need to go through Facilities Services or Capital Projects when hiring outside vendors because academic and research departments do not have delegated authority to enter into construction and maintenance contracts on behalf of the university.

Construction and Maintenance Work in Labs and Sensitive / Special Occupancy Areas

Facilities Services workers and workers contracted through Facilities will follow specific guidelines when working in laboratories, including contact with the appropriate lab manager or supervisor. Customers are expected to post the names and contact information for the appropriate managers or supervisors in the same location as their universal hazardous notification sign, as well as identifying the appropriate manager or supervisor when calling in a request for work. For the complete text of this policy, see Appendix 1. Please contact the Customer Service Center if you believe your area has not been identified as a sensitive area.

The new Helen Diller Cancer Research building at Mission Bay.
glossary of terms
The following are terms that are used in the routine business of Facilities Services. Some are industry-specific, some are unique to the UC system or to the UCSF campus. This glossary is intended as an aid to customers in their interactions with their construction and maintenance service providers here at UCSF.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Receivable</td>
<td>Facilities Unit that bills campus customers for work done that is not covered by state funding.</td>
</tr>
<tr>
<td>Animal Care</td>
<td>Facilities within UCSF where laboratory animals are cared for (see also LARC).</td>
</tr>
<tr>
<td>Biohazard Waste Removal</td>
<td>Pick-up of refuse that is dangerous, either chemically or physically (such as sharps).</td>
</tr>
<tr>
<td>Blanket Account</td>
<td>An account number assigned by Facilities to a customer that accesses the customer’s account and fund numbers. This number serves as a “charge account” for services provided by Facilities to that particular customer department or work unit.</td>
</tr>
<tr>
<td>BMW</td>
<td>Building Maintenance Worker</td>
</tr>
<tr>
<td>Campus Power Plant</td>
<td>(see PCUP)</td>
</tr>
<tr>
<td>Change Order</td>
<td>A change made to the pre-existing, agreed-upon defined scope of work on a work order request.</td>
</tr>
<tr>
<td>Circuit Breaker</td>
<td>An electrical device that controls power either automatically or manually to a specific piece of equipment or branch of a system.</td>
</tr>
<tr>
<td>Code</td>
<td>A law, legal requirement, or legal restriction applicable to construction and maintenance of university facilities or the expenditure of funds provided to the university by a government agency.</td>
</tr>
<tr>
<td>Construction Drawings</td>
<td>Documents visually defining the scope of a project and giving graphic direction to construction workers.</td>
</tr>
<tr>
<td>Crafts</td>
<td>Carpenters, plumbers, locksmiths, painters, electricians, etc.</td>
</tr>
<tr>
<td>DPA</td>
<td>Departmental Program Account (number)</td>
</tr>
<tr>
<td>Deferred Maintenance</td>
<td>Unfunded maintenance needs which have been placed in a backlog.</td>
</tr>
<tr>
<td>Emergency Power</td>
<td>Power supplied by power sources separate from the general source which become available upon failure of primary power feeds. They are usually supplied by on-site diesel generators and, to be considered true emergency power, they come into effect within ten seconds. “Standby power” is a separate power source that becomes available with a longer lead time than ten seconds.</td>
</tr>
<tr>
<td>Energy Management</td>
<td>Planning for and using energy wisely. Sometimes involves energy conservation and equipment replacement strategies.</td>
</tr>
<tr>
<td>Equipment Maintenance</td>
<td>Proactive activities involved in maintaining specific pieces of equipment to insure and promote long life and proper operation.</td>
</tr>
<tr>
<td>Estimate</td>
<td>An assessment of the cost of a specific scope of work. Assuming the scope does not change, the parties agree to adhere to this cost even though the final cost may vary slightly either up or down.</td>
</tr>
<tr>
<td>Glossary of Terms</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Facilities Manager</td>
<td>Individual responsible for all aspects of the physical environment in which you work including but not limited to maintenance, upgrades and operation of buildings.</td>
</tr>
<tr>
<td>Fire Marshal</td>
<td>(see State Fire Marshal)</td>
</tr>
<tr>
<td>Grounds Maintenance</td>
<td>(see Landscaping)</td>
</tr>
<tr>
<td>In-House Construction</td>
<td>Facilities Unit that does small construction and renovation projects generally under $50,000.</td>
</tr>
<tr>
<td>JCAHO</td>
<td>The Joint Committee on Accreditation of Healthcare Organizations (JCAHO) is a regulatory agency that conducts intensive team inspections every three years and grants accreditation to hospitals. JCAHO publishes an “Environment of Care” manual with extensive governing policies and procedures that must be adhered to by the Medical Center and LPPI for accreditation purposes. This is comprised of, and implemented through, the following five (5) monitored management plans under the “Management of the Environment of Care”: Safety and Security, Hazardous Material and Waste, Fire Safety, Medical Equipment, and Utilities Management.</td>
</tr>
<tr>
<td>LARC</td>
<td>Laboratory Animal Resource Center (see also Animal Care).</td>
</tr>
<tr>
<td>Lab (Dry)</td>
<td>Research laboratory containing equipment that does not require running water. Contains desks, computers, instrumentation, but no sinks. Bioinformatics laboratory.</td>
</tr>
<tr>
<td>Lab (Wet)</td>
<td>Research laboratory that includes sinks, fume hoods, etc.</td>
</tr>
<tr>
<td>Landscaping</td>
<td>Facilities Services unit responsible for all planted and landscape areas on UCSF campuses.</td>
</tr>
<tr>
<td>OSHPD</td>
<td>Office of Statewide Planning and Development is responsible for overseeing all aspects of general acute care hospital, psychiatric hospital, and multi-story skilled nursing home and intermediate care facility construction in California.</td>
</tr>
<tr>
<td>PCUP</td>
<td>Parnassus Central Utility Plant. A power plant on the Parnassus campus that provides most of its necessary electricity and steam.</td>
</tr>
<tr>
<td>Power Plant</td>
<td>(see PCUP)</td>
</tr>
<tr>
<td>Preventive Maintenance</td>
<td>Scheduled inspections for operations maintenance which may involve replacement of worn parts, required lubrication, recording temperatures and pressures and adjustments as required to maintain equipment within normal operating parameters, and general visual inspections for overall appearance and condition for customer satisfaction. Any indications of major components or equipment failures are recorded, then forwarded as unscheduled maintenance and repairs and are implemented immediately.</td>
</tr>
<tr>
<td>Public Space</td>
<td>General use classrooms, restrooms, lobbies, and corridors.</td>
</tr>
<tr>
<td>Recharge</td>
<td>The requesting customer is charged for the work completed by service providers from within UCSF.</td>
</tr>
<tr>
<td>SCADA</td>
<td>An electronic monitoring system which monitors all electrical distribution systems, campuswide. Connected to the Power Plant, it alerts the Plant Engineers to electrical system failures and alarm conditions.</td>
</tr>
<tr>
<td><strong>glossary of terms</strong></td>
<td></td>
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<tr>
<td>----------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Service Order</strong></td>
<td>For state funded services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.</td>
</tr>
<tr>
<td><strong>Space Database</strong></td>
<td>Lists of space assignments maintained by Facilities Services</td>
</tr>
<tr>
<td><strong>Stationary Engineer</strong></td>
<td>Stationary engineers are responsible for the operation, maintenance and repair of heating, air conditioning, ventilation, and electric or steam powered systems in industrial and commercial facilities and complexes.</td>
</tr>
<tr>
<td><strong>State Supported</strong></td>
<td>A program or facility which has been identified as eligible for operations and maintenance funding provided by the state.</td>
</tr>
<tr>
<td><strong>Systems Engineering</strong></td>
<td>Systems Engineering integrates various disciplines and specialty groups into a team effort forming a structured development process that proceeds from concept to production to operation. It considers both the business and the technical needs of all customers with the goal of providing a quality product that meets the user needs.</td>
</tr>
<tr>
<td><strong>Time and Materials</strong></td>
<td>A term used for charging for work performed and billed on an hourly basis. Materials are billed at cost, plus a fixed mark-up, generally with no cap in place.</td>
</tr>
<tr>
<td><strong>Uniform Building Code (UBC)</strong></td>
<td>A regulatory requirement mandated by an agency (e.g. Air Quality Management District, State Fire Marshal, San Francisco Police, OSHPD)</td>
</tr>
<tr>
<td><strong>Unscheduled Maintenance</strong></td>
<td>Includes emergencies, failures, and reported repair needs, such as those resulting from preventive maintenance inspections.</td>
</tr>
<tr>
<td><strong>Utilities</strong></td>
<td>Water, gas, electricity, and steam.</td>
</tr>
<tr>
<td><strong>Customer Service Center</strong></td>
<td>The Facilities Services unit that receives service requests for billable and state funded work, routs it to the appropriate facilities manager or work unit, and tracks all jobs being performed by the department.</td>
</tr>
<tr>
<td><strong>Work Order</strong></td>
<td>For billable services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.</td>
</tr>
<tr>
<td><strong>Work Requisition</strong></td>
<td>(see Work Order)</td>
</tr>
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Appendix 1

Policy for Maintenance and Construction Work in UCSF Laboratories

For routine planned maintenance in UCSF laboratories, the following policy is to be followed by Facilities Services staff and contractors. When Facilities staff responds to an emergency, the policy should be followed to the extent possible. Where it is not possible, Facilities staff is expected to use reasonable judgment to ensure the safety and security of themselves, laboratory staff, and research products.

<table>
<thead>
<tr>
<th>Laboratory Staff/Customer Requirements</th>
<th>Facilities Services Staff and Contractors Working Under Facilities Services Supervision</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. When submitting a service order online to the Customer Service Center, or calling in a service request, customers must note that the area in which service is required is a laboratory, and provide a name and contact information for whoever is authorized to approve work in the space.</td>
<td>1) Make arrangements well in advance with the Laboratory Manager or Supervisor posted in the Laboratory space.</td>
</tr>
<tr>
<td>B. When submitting a service order to the Customer Service Center, customers must designate if they want the work to be left undone if the contact person is unavailable at the time the worker arrives or if they want the work to proceed.</td>
<td>2) Notify the Manager and the occupants before any interruption of water, power, vacuum, air, or gas supplies.</td>
</tr>
<tr>
<td>C. Lab Managers will post the name and contact information for the appropriate contact person, and an alternate, in the same location as their posted Emergency Plan. Posting must be specific to the exact area of the lab the contact person is responsible for, given that some lab spaces house more than one research group. Where this information is made available, contractors are to contact the lab manager or designated area supervisor, upon entering a laboratory and before beginning work.</td>
<td>3) Notify the Manager if the work to be done may involve vibration or noise, or if odorous chemicals will be used.</td>
</tr>
<tr>
<td></td>
<td>4) If ceiling tiles are to be removed, ask Manager to confirm that laboratory staff have been notified and asked to cover any sensitive equipment or ongoing experiments.</td>
</tr>
<tr>
<td></td>
<td>5) Discuss with the Lab Manager how to ensure your safety when working in any area of the lab that is posted as “restricted” or “hazardous.”</td>
</tr>
<tr>
<td></td>
<td>6) Do not unplug any equipment or computers.</td>
</tr>
<tr>
<td></td>
<td>7) Do not bring any food or beverage into the laboratories.</td>
</tr>
<tr>
<td></td>
<td>8) Be aware of the location of exits, emergency showers, eyewashes, fire extinguishers, and other safety equipment when setting up equipment so that access to these things remains open.</td>
</tr>
<tr>
<td></td>
<td>9) Use Facilities ladders and equipment for reaching high areas rather than stepping on lab benches or any other lab furniture.</td>
</tr>
<tr>
<td></td>
<td>10) Communicate through the Laboratory Manager to avoid interrupting lab staff engaged in experiments.</td>
</tr>
<tr>
<td></td>
<td>11) Immediately report any accidents or damage in the work site to the Lab Manager.</td>
</tr>
</tbody>
</table>
Assumptions

I. The Lab Manager is the person identified in the posting by the Emergency Plan in the Laboratory. Until and unless they identify a delegate, this is the person who must be contacted before work is done in the laboratory.

II. Some labs share space. Check with the manager to whom you are speaking that they have authority over all the space in which you will be working.

III. Do not assume that all the work being done in a space is the same and accommodations for one area are sufficient for the entire space. Again, more than one laboratory can occupy a space.

IV. Do not assume that laboratories are vacant and available evenings or on weekends. Lab work may be in progress at any time of the day or night, on holidays, weekends, etc. All scheduled maintenance or construction work in labs must follow the policies outlined above, regardless of when the work is to be done.

Building maintenance worker Matt Mallon placing clips on the damper for the duct system.

Plumber Benny Ortega and HVAC technician Patrick Lee assess a ceiling leak in a lab.
Appendix 2

Chancellor's Advisory Committee on Sustainability

In April 2008, the formation of the UCSF Chancellor’s Advisory Committee on Sustainability (CACS) was announced. An outgrowth of the sustainability steering committee started 5 years ago to focus on efforts to reduce the campus’ environmental footprint, the charge to CACS is:

- To examine UCSF’s effect on the environment from a comprehensive perspective
- To evaluate existing UCSF policies, procedures, and/or programs that affect the environment
- To serve as a coordinating body for groups or individuals concerned with sustainability issues at UCSF
- And to recommend to the Chancellor changes that will increase sustainability at UCSF

For information on how you can participate in making UCSF a more sustainable campus, contact either Gail Lee at 502-6315 or the appropriate work group chair.

Sustainability Steering Committee Work Groups

Mission and Members

Carbon Neutral Work Group
Co-Chairs: Bruce Shapiro, Dick Chan
Mission: Promotes and encourages carbon neutrality in the campus built and leased environment and transportation programs.

Culture Shift Work Group
Co-Chairs: Lisa Cisneros, Laurie Itow
Members: Monica Mapa, Bill Strobridge, Patrice Sutton, Jake Blackshear
Mission: To inform, educate, and engage the university community to behave in a resource-efficient and sustainable manner.

Green Building Work Group
Co-Chairs: Patti Mitchell, Deepak Dandekar
Members: Andrew Bird, Carlowe Connelly, Millicent Magiera, Luanne Mullin, Sharon Priest
Mission: To incorporate best practices in sustainable strategies for new construction and renovation of UCSF facilities.

Sustainable Food Work Group
Co-Chairs: Jack Henderson, Jen Dowd
Members: Robert Jones, Ali Kesharaz, Shahriar Pasdar, Irene Regala, Karim Salgado, Luis Vargas, Tamara Villarina
Mission: To provide healthy sustainably grown and local food to support a sustainable future.
Toxic Reduction Work Group

Co-Chairs: Julie Sutton, Matt Carlson
Members: Carlowe Connelly, Joanie Crouse, Esther Lam, Tim Orozco, James Palmer
Mission: To incorporate best practices in reducing the use and disposal of toxics in the operations and activities at UCSF facilities.

Water Conservation Work Group

Co-Chairs: Winifred Kwofie, Bruce Mace
Members: Bruce Shapiro
Mission: To incorporate best practices in water conservation and re-use at UCSF facilities.

Zero-Waste Work Group

Co-Chairs: Susan Bluestone, Carl Solomon
Members: Jennifer Dowd, Dave Giovannini, Jack Henderson, Lamberto Luistro, Millicent Magiera, Oswaldo Robelo, Tamara Villarina
Mission: Promotes best practices in recycling and waste management throughout UCSF.

For more information, go to
http://sustainability.ucsf.edu/about_us/workgroup_co_chairs_and_mission.