UCSF FACILITIES SERVICES

Guide to Services 2021

Creating an Exceptional Campus Physical Environment
We are pleased to provide this update of the Facilities Services Guide to Services, the document that articulates our 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.

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.

Jon Giacomi
Assistant Vice Chancellor Facilities Services
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Introduction

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, landscaping, custodial, security services, as well as various aspects of environmental sustainability such as energy efficiency and refuse and recycling.

Facilities Services is organized into two main centers, East Campus and West Campus, which encompass UCSF’s main Parnassus and Mission Bay campuses as well as satellite campuses such as Mission Center, Laurel Heights, and the Mount Zion Cancer Research Center. Directors and Associate Directors oversee each area of operation across the UCSF campuses and are also responsible for providing advice and project management services on contract construction projects up to $640,000.

Please note that this guide does not apply to facilities service areas for UCSF Medical Center, UCSF Benioff Children’s Hospital, Langley Porter Psychiatric Institute and Clinics, or Zuckerberg San Francisco General Hospital and Trauma Center, and does not apply to leased space.

Please note: Medical Center Facilities for UCSF Medical Center at Parnassus, Mission Bay, and Mount Zion, and Langley Porter Psychiatric Institute and Clinics can be reached at 415.514.3570 or place a service request via online portal.

Zuckerberg San Francisco General Hospital and Trauma Center facilities can be reached at 415.206.8522.

For leased buildings, please contact the building landlord or Real Estate Assets and Development at 415.876.8859.
Organizational Chart

Assistant Vice Chancellor
Facilities Services

Department Deputy & Director of Operations

Director
Custodial Services

Director
East Zone Operations

Director
West Zone Operations

Assistant Director
Administration & Communications

Assistant Director
Infrastructure Programs

Interim Director
Engineering & Utilities

*FAS
Finance Service Center
Senior Finance Manager

Infrastructure Programs
Building Renewal
Facilities Investment Needs
Integrated Capital Asset Mgmt Program

Administration & Communications
Administrative Services
Communications
Human Resource Management
Training & Development
Web Management

Engineering & Utilities
Building Automation & Controls
Building Commissioning
Campus Energy & Water Management
Professional Engineering Services
Utilities Operations

*Reports to Finance Service Center

Custodial Services
Floor Care
General Cleaning Services
Special Event Services
Window Washing

East & West Operations
Access Controls & Security Systems
Customer Service & Support Center
Elevator Maintenance
Emergency Preparedness
Fire & Life Safety
Facilities Management
Integrated Pest Management
Inventory Warehouse
Lab Services
Landscape & Grounds
Recycling & Waste Reduction
Shutdown Coordination
Stationary Engineering Services
Trades Management

UCSF Campus Life Services
Facilities Services – Senior Leadership Team
Effective Date: July 1, 2021
Assistant Vice Chancellor’s Immediate Office

The Assistant Vice Chancellor’s (AVC) Immediate Office is the central control point which supports administration, operations, human resources, communications, and training and development to the department and Senior Leadership Team.

Sean Aloise
Assistant Director, Administration and Communications
Sean.Aloise@ucsf.edu

AVC IMMEDIATE OFFICE TEAM

Cecilia White
Administration and Communications Analyst
Cecilia.White@ucsf.edu

Connie Leong
Interim Communications Coordinator
Connie.Leong@ucsf.edu

Beverly Lee
Interim Training and Development Coordinator
Beverly.Lee@ucsf.edu

Nicole Ho
Administrative Operations Analyst
Nicole.Ho@ucsf.edu
Facilities Services by Program/Unit

ACCESS CONTROL & SECURITY SYSTEMS

The Access Control & Security Systems (ACSS) team installs and maintains intrusion 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 systems are monitored by UCPD.

Greggory Sprowl
Access Control & Security Systems Program Manager
Greggory.Sprowl@ucsf.edu

For after-hours (5 p.m. to 6 a.m.) lockouts, contact the UCSF Police Department at 415.476.1414. For internal, after-hours access between Moffitt and Medical Sciences, contact secaccess@ucsfmedctr.org.

*All system installations require a security survey conducted by UCPD (or UCSF Health). For more information, visit the UCSF Police Department website.

Proximity (Access) Card

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 user’s door access through the Hitachi Identity Management System. Access is granted either by a department representative or the UCSF Police Department. To contact the UCSF Police Department about access control, call 415.476.2088 or visit the UCSF Police Department website.
## Facilities Services State-Funded and Rechargeable Services

### ACCESS CONTROL & SECURITY SYSTEMS

#### Facilities-Funded Services*
- Repair and replacement of architectural door hardware including standard lock sets, key cylinders, closers, door operators, and panic devices located in public spaces
- Installation and maintenance of Electronic Access Control systems for non-dedicated exterior and public spaces
- Door alarm installation and maintenance in public spaces
- Proximity locks in public spaces
- Door maintenance in public spaces
- Key lock installation in department-occupied spaces to replace unwanted keypad locks or proximity card readers
- ADA door access controls for public spaces

#### Rechargeable Services
- Lock installation, maintenance, and repair, including combination locks, dead bolts, and rekeying
- Electronic access control installation, maintenance, and repair for controls dedicated to a departmental space or program
- Dedicated intrusion or freezer alarm installation, maintenance, repairs, and database and user code updates
- Key fabrication
- Window, cabinet, file, and desk locks
- Unlocking cabinets, desks, and other case goods
- Lockouts: for after-hours lockouts (5 p.m. to 6 a.m.), please contact UCPD at **415.476.1414**
- Repair or replacement of locks on interior office doors
- Security alarm reports
- Security panel maintenance for security systems serving departmental spaces

### Notes:

1. Locks and security systems are installed only after a UCPD security survey and approval is acquired by customer.
2. For security purposes, FS must verify customer’s right to access an area during regular business hours.
3. Installation of electronic access control equipment, security panels, or intrusion and freezer alarms may require semi-annual or annual preventive maintenance to ensure customer safety, and will be rechargeable to the department occupying the space or owners of the equipment.
4. A travel time fee will be charged for cancelled priority 1 requests.
5. Programming unlock and lock requests will be charged if action has been taken prior to cancellation.

*Only applies to state supported spaces. Does not apply to leased buildings.
CUSTODIAL SERVICES

Our custodial staff service times for both the Mission Bay and Parnassus Heights campuses are between the hours of 5:00 a.m. and 12:30 a.m. – most of the enhanced cleaning occurs during business hours peak times, which is between 5:00 a.m. and 3:30 p.m. A smaller evening crew provides additional enhanced cleaning to campus buildings, responds to emergencies, as well as replenish supplies and clean as necessary.

Billy Reynoso
Custodial Director
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Felipe Rubio
Interim Assistant Director
Felipe.Rubio@ucsf.edu

Enhanced Services

This service is currently offered exclusively to the UCSF Weill Neurosciences Building at Mission Bay to meet industry certification standards. As part of the enhanced preventive maintenance program for finishes and fixtures, a central point of contact to building occupants will be established through a dedicated Facilities Manager. Other key focus areas include increased attention to preventive maintenance with a target completion of 95% per month, new building audit program for quality and condition assessment, and increased custodial service levels per the attached schedule at no additional cost. For additional details, go to the Enhanced Services Definitions section.

Carpet cleaning, Floor Waxing, and Polishing

Carpet shampooing and floor stripping and waxing in non-public areas are performed on a rechargeable or as needed basis. 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, building-wide window washing is funded by state funds and is scheduled on an as needed basis. Exterior window washing beyond Facilities’ scheduled services and interior window washing are performed on a rechargeable basis.

Note: Building window washing equipment and safety and certification must be in place for window washing activities to occur. Not all buildings have building window washing equipment or safety certification. Please contact your Facilities Manager to determine whether your building can be serviced.
Special Event Services

Special event set-up or clean-up services must be arranged five business days in advance and are performed on a rechargeable basis. Last minute set-up requests cannot be guaranteed and may incur an extra charge. Event set-up cancellations need to be submitted 48 hours prior to the event. If it is canceled within 48 hours, you will be charged.

Set-ups 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 service request for event set-ups can be placed online via our service web portal.

Disposal of Boxes and Broken Glassware

Custodians are responsible for breaking down small boxes. If you have a large delivery (five or more boxes of any size), your lab or office is responsible for breaking down the boxes before custodians retrieve them. Boxes should only be left in the corridor outside the area after they are broken down. Please do NOT leave any other items in the corridor as this can potentially cause a fire hazard. For everyone’s safety, broken glassware should be appropriately packaged and labeled before disposal. For biohazardous materials, please contact Environmental Health and Safety at 415.476.1300 or visit EH&S online. For larger items such as lab equipment, furniture, etc., please contact Logistics at 415.502.6245 or visit Logistics online.

Frequencies of Services

<table>
<thead>
<tr>
<th></th>
<th>CLASSROOMS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Daily</strong></td>
<td>■ Chairs are placed back in position and counted.</td>
</tr>
<tr>
<td></td>
<td>■ Chalk and erasers are replaced on chalkboards. Trays, chalkboards, and whiteboards are cleaned.</td>
</tr>
<tr>
<td></td>
<td>■ Large debris is removed before the floor tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</td>
</tr>
<tr>
<td></td>
<td>■ Tabletops are wiped down and debris is removed from chairs.</td>
</tr>
<tr>
<td></td>
<td>■ Trash bins and recycling bins are emptied</td>
</tr>
<tr>
<td></td>
<td>■ The instructor’s table and lectern are cleaned.</td>
</tr>
<tr>
<td><strong>Weekly</strong></td>
<td>■ All areas of the room are dusted: window sills, baseboards, and fixtures.</td>
</tr>
<tr>
<td><strong>Monthly</strong></td>
<td>■ Door frames and light switches are cleaned and chalk dust is wiped up.</td>
</tr>
<tr>
<td></td>
<td>■ Recycling containers are checked and emptied or replaced.</td>
</tr>
<tr>
<td><strong>Yearly</strong></td>
<td>■ Chalkboards and whiteboards are washed thoroughly.</td>
</tr>
<tr>
<td></td>
<td>■ Classroom floors are stripped and waxed.</td>
</tr>
<tr>
<td><strong>What to Expect</strong></td>
<td>Carpet and tile is clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors, place a service request at campuslifeservices.ucsf.edu/facilities.</td>
</tr>
</tbody>
</table>
### ELEVATORS

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Daily</strong></td>
<td>Enhanced cleaning of all buttons and fixtures, sweep and damp mop, spot wipe all panels, clean exterior elevator doors.</td>
</tr>
<tr>
<td><strong>Monthly</strong></td>
<td>Clean elevator tracks or as needed.</td>
</tr>
</tbody>
</table>

### HIGH OCCUPANCY BUILDINGS*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</table>
| **Daily** | For Town Center areas, kitchens, conference rooms, and classrooms:  
- Recycling, compost, and waste removed.  
- Rooms are spot-mopped or vacuumed.  
- Surfaces are wiped down.  
For restrooms:  
- Restrooms are serviced during the day for product replacement and enhanced cleaning.  
- Restrooms are restocked at night and a thorough cleaning of the fixtures and surfaces is performed. |
| **Weekly** | For the open plan workspace:  
- FS encourages the use of centrally-located receptacles, such as in the Town Centers, to empty your desk-side waste, recycling, and compost.  
- Vacuuming is scheduled for one day during the week; you or your floor coordinator will be advised of the scheduled day in your area.  
- All areas of the room are dusted: windowsills, partitions, and fixtures. |
| **What to Expect** | Facilities services staff are on the Mission Bay campus 24/7, and will be dispatched for assistance as needed for building-related issues. Please contact us anytime at 415.476.2021, or place a service request online, at: campuslifeservices.ucsf.edu/facilities |

*Buildings with open-plan workspace, such as Mission Hall.

### LABS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Daily</strong></td>
<td></td>
</tr>
</tbody>
</table>
- 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.  
- Paper towels and soap are serviced daily for product replacement and restocked as needed. |
| **Yearly** |  
- Lab floors are stripped and waxed.  
- Other floors in non-public areas are stripped and waxed on an as-needed basis. |
| **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 and Support Center at, campuslifeservices.ucsf.edu/facilities. |
# LACTATION ROOMS

**Daily**
- Trash bins are receptacles are emptied.
- Dispensers are checked and filled as needed.
- Large debris is removed from the floor and the tile is dust mopped, sprayed with disinfectant, and mopped thoroughly or vacuumed, if carpet.
- All surfaces are sprayed with disinfectant and scrubbed.
- Breast pump trolleys are sprayed with disinfectant and wiped.
- Breast pumps are spot-cleaned. Towel is sprayed with disinfectant then wiped.
- Floor stains are spot-cleaned with a wet mop.
- Furniture is wiped with disinfectant spray.
- Cabinet surfaces and refrigerator exterior are wiped with Clorox Healthcare® Hydrogen Peroxide Cleaner disinfectants wipes.

**Monthly**
- Interior of mini-refrigerator is wiped clean and disinfected.

**What to Expect**
Lactation room users are expected to keep area neat without leaving personal items behind. All lights work. Soap dispensers, faucets, door handles, and other fixtures are clean. All supplies including disinfectant wipes are stocked. Sinks and floor are all clean and disinfected.

*For more information on the Lactation Accommodation Program managed by Family Services, or to get a list of lactation rooms available to the UCSF community, please visit Lactation services online.*

# OFFICES

**Weekly**
- Daily servicing of waste, recycling, and compost removal will be provided to all common areas, such as kitchens, restrooms, conference rooms, and corridors only. All other areas, such as personal offices, cubicles, desks, and huddle rooms, will not be serviced as part of the Centralized Waste Disposal Program.
- Carpet is vacuumed.
- The floors are dust-mopped and stains are spot-cleaned with a wet mop.
- The furniture is returned to its proper position.
- All areas of the room are dusted: window sills, partitions, and fixtures.

**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 requested on our Service Request Web Portal. Please dispose of waste or compost that might create odor or pest issues in the large kitchen or common area bins that are emptied daily.
### PUBLIC 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 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** | ■ All areas of the room are dusted: window sills, baseboards, and fixtures. |
| **Monthly** | ■ Door frames and light switches are cleaned and chalk dust is wiped up.  
■ Recycling containers are checked and emptied or replaced. |
| **Yearly** | ■ Chalkboards and whiteboards are washed thoroughly.  
■ Floors in public areas are stripped and waxed on an as-needed basis. |

**What to Expect**  
Carpet and tile is clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors, place a service request online at [campuslifeservices.ucsf.edu/facilities](http://campuslifeservices.ucsf.edu/facilities).

### PUBLIC 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 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** | ■ All areas of the room are dusted: window sills, baseboards, and fixtures. |
| **Monthly** | ■ Door frames and light switches are cleaned and chalk dust is wiped up.  
■ Recycling containers are checked and emptied or replaced. |
| **Yearly** | ■ Floors are stripped and waxed once a year on main lobby floors only.  
■ Other floors in public areas are stripped and waxed on an as-needed basis. |

**What to Expect**  
Carpet and tile is clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors (more than once a year), place a service request online at [campuslifeservices.ucsf.edu/facilities](http://campuslifeservices.ucsf.edu/facilities).
### PUBLIC RESTROOMS

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| Daily    | ■ Trash bins and receptacles are emptied.  
■ Dispensers are checked and filled as needed.  
■ Large debris is removed from floor. Tile is dust-mopped, sprayed with disinfectant, and mopped thoroughly.  
■ All surfaces are sprayed with disinfectant and scrubbed. |
| Monthly  | ■ High traffic restroom floors are scrubbed and deep cleaned on an as needed basis.  
■ Tile walls are sprayed with disinfectant and spot cleaned.  
■ Exterior vents are cleaned and free of dust or debris. |
| 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 a.m. to 4 p.m., Monday through Friday. |

### STAIRWELLS

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</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.  
■ High traffic stairwells are steamed and deep cleaned on an as-needed basis. |
| What to Expect | Carpet and tile are clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up, and fingerprints will be noticeable. To arrange for cleaning services, contact our Customer Service and Support Center, at: **415.476.2021**; or place a service request online at campuslifeservices.ucsf.edu/facilities. |
## Enhanced Services Definitions: Custodial

<table>
<thead>
<tr>
<th>SERVICE TYPE</th>
<th>NORMAL SERVICES</th>
<th>ENHANCED SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam Rooms</td>
<td>Daily – Trash, Clean &amp; Disinfect surfaces, Replace soap/paper products, Swept &amp; Wet mop floors</td>
<td>Daily – Dusting, Trash, Clean &amp; Disinfect surfaces, Replace soap/paper products, Swept &amp; Wet mop floors, remove sharps &amp; medical waste</td>
</tr>
<tr>
<td>Labs</td>
<td>Daily – Trash, Swept &amp; Spot mop floors</td>
<td>Daily – Trash, Swept &amp; Spot mop floors</td>
</tr>
<tr>
<td>Offices</td>
<td>Weekly – Vacuum</td>
<td>1 x Week / Upon Request – Vacuum</td>
</tr>
<tr>
<td></td>
<td>As Needed – Dusting</td>
<td>As Needed / Upon Requested – Dusting</td>
</tr>
<tr>
<td>Lactation Rooms</td>
<td>2x Day – Trash, Clean &amp; Disinfect surfaces, Check Dispensers, Swept &amp; Spot mopped floors</td>
<td>2x Day – Dusting, Trash, Clean &amp; Disinfect surfaces, Check Dispensers, Swept &amp; Spot mopped floors</td>
</tr>
<tr>
<td></td>
<td>Monthly – Interior refrigerator</td>
<td>Monthly – Interior refrigerator</td>
</tr>
<tr>
<td>Public Restrooms</td>
<td>1 x Day / As Needed – Trash, Clean &amp; Disinfect surfaces, Products replaced/restocked</td>
<td>3-5 x Day / Upon Request – Trash, Clean &amp; Disinfect surfaces, Products replaced/restocked</td>
</tr>
<tr>
<td>Public Conference / Huddle / Focus Room</td>
<td>Daily – Trash, Tables wiped down, Swept &amp; Spot mop floors, Vacuum</td>
<td>Daily – Dusting, Trash, Tables wiped down, Swept &amp; Wet mop floors, Vacuum</td>
</tr>
<tr>
<td>Town Centers and Corridors</td>
<td>Daily – Trash, Clean, Tables wiped down, Swept &amp; Spot mop floors</td>
<td>Daily – Dusting, Trash, Clean, Tables wiped down, Replace soap/paper products, Swept &amp; Mop floors, vacuum</td>
</tr>
<tr>
<td>Public Carpet Cleaning</td>
<td>As Needed – Stains are spot-cleaned</td>
<td>As Needed / Upon Requested – Stains are spot-cleaned</td>
</tr>
<tr>
<td>Floor Polished / Scrubbed</td>
<td>Monthly</td>
<td>Weekly Schedule Plan</td>
</tr>
<tr>
<td>Stairwells</td>
<td>Weekly / As Needed – Rails cleaned, Swept &amp; Spot mop</td>
<td>Daily / As Needed – Rails cleaned, Swept &amp; Wet mop</td>
</tr>
<tr>
<td>Window Washing</td>
<td>As Needed – Interior (Entrance Glass Door)</td>
<td>Daily / As Needed – Interior (Entrance Glass Door)</td>
</tr>
<tr>
<td>Special Event Services</td>
<td>As Requested (Rechargeable rates apply to requesting dept.)</td>
<td>As Requested* (Rechargeable rates apply to requesting dept.)</td>
</tr>
</tbody>
</table>
### Enhanced Services Definitions: Maintenance

<table>
<thead>
<tr>
<th>SERVICE TYPE</th>
<th>NORMAL SERVICES</th>
<th>ENHANCED SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam Rooms</td>
<td>• Corrective maintenance as needed or requested</td>
<td>• <strong>Bi-Annually</strong> – PM checklist to review paint touch-up, furniture/equipment repair, &amp; general room conditions including lighting and plumbing.</td>
</tr>
<tr>
<td>Labs</td>
<td>• Corrective maintenance as needed or requested</td>
<td>• <strong>Quarterly</strong> – PM checklist to review paint touch-up, ceiling tile replacements, equipment repair needs, &amp; general lab conditions.</td>
</tr>
<tr>
<td>Offices</td>
<td>• Corrective maintenance as needed or requested</td>
<td>• <strong>Yearly</strong> – PM checklist to review paint touch-up, furniture/equipment repair, &amp; general room conditions.</td>
</tr>
<tr>
<td>Lactation Rooms</td>
<td>• Corrective maintenance as needed or requested</td>
<td>• <strong>Quarterly</strong> – PM checklist to review paint touch-up, furniture/equipment repair, &amp; general room conditions.</td>
</tr>
<tr>
<td>Public Restrooms</td>
<td>• Corrective maintenance as needed or requested</td>
<td>• <strong>Monthly</strong> – PM checklist to review paint touch-up, fixture repair, lighting, plumbing &amp; general room conditions.</td>
</tr>
</tbody>
</table>
| Public Conference Room | • Corrective maintenance as needed or requested | • **Weekly** – Paint touch up  
• **Monthly** – PM checklist review to include carpet, lighting, shades, furniture, ceiling tiles, etc. |
| Public Halls and Lobbies | • Corrective maintenance as needed or requested | • **Weekly** – Paint touch up  
• **Monthly** – PM checklist review to include carpet, lighting, shades, furniture, ceiling tiles, etc. |
| Stairwells         | • Corrective maintenance as needed or requested      | • **Monthly** – Paint touch up and lighting review                                  |
| Window Washing     | • As needed or funded                                | • **Annually** (Exterior)                                                          |

**Note:** Enhanced services is currently offered exclusively to the UCSF Weill Neurosciences Building at Mission Bay to meet industry certification standards. If your department is interested in obtaining enhanced services, please contact Felipe Rubio - Custodial Services Assistant Director, for more information.
Facilities Services State-Funded and Rechargeable Services

<table>
<thead>
<tr>
<th>FACILITIES FUNDING</th>
<th>RECHARGEABLE SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities-Funded Services*</td>
<td>Carpet cleaning, floor strip and wax in all department-occupied, non-public spaces</td>
</tr>
<tr>
<td></td>
<td>Event setups</td>
</tr>
<tr>
<td></td>
<td>High-clean requests</td>
</tr>
<tr>
<td></td>
<td>Spill clean-up in department spaces</td>
</tr>
<tr>
<td></td>
<td>Project clean-up over and above routine cleaning</td>
</tr>
<tr>
<td></td>
<td>Special requests such as additional waste bins, walk-off mats, special cleanup above and beyond established routine cleaning</td>
</tr>
<tr>
<td></td>
<td>Waste removal of irregular items or excessive accumulations above and beyond everyday norms</td>
</tr>
<tr>
<td></td>
<td>Interior window washing</td>
</tr>
<tr>
<td></td>
<td>Exterior window washing beyond the building’s established scheduled maintenance</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>CUSTODIAL</td>
<td></td>
</tr>
<tr>
<td>Carpet cleaning, floor strip and wax done every 24 months in public spaces</td>
<td></td>
</tr>
<tr>
<td>Graffiti removal in public spaces</td>
<td></td>
</tr>
<tr>
<td>Routine* cleaning services performed daily in general use spaces such as lobbies, corridors, restrooms, and other public areas</td>
<td></td>
</tr>
<tr>
<td>Routine* cleaning services in labs, offices, classrooms, and other supported areas</td>
<td></td>
</tr>
<tr>
<td>Spill cleanup in public areas</td>
<td></td>
</tr>
<tr>
<td>Trash Waste removal (regular trash waste in standard containers)</td>
<td></td>
</tr>
<tr>
<td>Recycling and compost removal</td>
<td></td>
</tr>
<tr>
<td>Routine scheduled pest control</td>
<td></td>
</tr>
<tr>
<td>Exterior window washing provided every 5 years, as budget allows</td>
<td></td>
</tr>
</tbody>
</table>

*Routine services include emptying trash, sweeping and/or mopping, and vacuuming. See the Custodial Frequency Charts (pages 8-15)

*Only applies to state-supported spaces. Does not apply to leased buildings.

**Note:** Baseline standard services are provided by FS for custodial work funded by the state. 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 service request with the Customer Service and Support Center.
CUSTOMER SERVICE AND SUPPORT CENTER

Jaycee De Guzman
Customer Service Program Manager
Jaycee.DeGuzman@ucsf.edu

Seth Boudsady
Support Center Program Manager
Xayaseth.Boudsady@ucsf.edu

Customer Service and Support Center: 415.476.2021

The Facilities Customer Service (CS) receives service requests, processes inquiries, and relays your needs to the appropriate FS Team. The CS staff is available Monday through Friday, 8:00 a.m. to 5:30 p.m. After-hour calls are routed to a local response center that will dispatch FS staff to perform critical after-hours work. The Support Center (SC) provides functional support to Facilities Services through the change configuration management of its primary business system, IBM Maximo; with a secondary function to develop new product and services aimed at enhancing the entire FS organization.

Emergencies

For Campus Facilities related building emergencies, rather than placing your request online or via e-mail, please call 415.476.2021.

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.

To be added to the Urgent Notification list, send an e-mail to facilities@ucsf.edu
Service Requests

For work needed in your department, or if you notice a repair needed in your building, you can place a service request on our online web portal or, to place a request, please call the Customer Service and Support Center at 415.476.2021. For instructions on how to place a request, please see our video here.

When a service is requested that is not covered by Facilities Services, an allowable chart of accounts (COA) number is required. These numbers are available through your department’s business officer. The chart of accounts number can be added to your service request before submitting, or you may be contacted to provide a chart of accounts number by the Customer Service and Support Center, who will add it to your request for you.

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

- A precise description of the request or 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 chart of accounts number or departmental blanket account, if applicable
- Whether or not this is a sensitive area, such as an animal room or BSL facility
- Numbers from the back and front of any key copies being requested

Cesar Sanchez
Department Deputy & Director of Operations
Cesar.Sanchez@ucsf.edu

Prioritization of Requests

The CSSC prioritizes requests 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 twenty-four hours with work completed within three to five days or negotiated. For example: repairing a broken water fountain or adjusting a door hinge in a classroom.

**Priority 3**
Contact made in three to five 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.
How a Request is Processed

Submission of Request

- Called in Request – CS generates service ticket via Maximo system
- Online Submission – CS verifies data submitted via Maximo submission portal

Receipt of Request

Registered MyFS portal customers will receive an email notification with the reference service request number.

Analysis of Request

Customer Service analyzes the request and determines:

- Clarity of the requests with enough details to dispatch to appropriate FS group
- Funding: whether the work is funded by Facilities Services or will be recharged to the customer
- Prioritization: Priority Level based on facilities standards

Estimated work

If an estimate is required, the CS staff will forward the work order to the appropriate work group. 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 assigned personnel to modify the original scope. A change order will impact the existing estimated costs. (See Cost and Billing for more details)

Notification

An e-mail notification is automatically sent to the customer when the job has been completed. This email also includes a link to fill out the Facilities Services online customer service survey.
Billing, Costs, and Rechargeable Services

BILLING

Facilities Services bills monthly for rechargeable services performed through service requests. FS also bills for maintenance and operating services provided to non-state-supported campus activities.

Customers can go online to look up their FS recharge statements.

COSTS

Facilities Services State-Funded and Rechargeable 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. A partial list of both maintenance services funded by FS and maintenance services that are not funded by the state and therefore recharged to the customer can be found on the Cost and Billing website.

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

Recharge Rates

Monthly billings for services provided by FS to customers include material and labor charges associated with the performance of work by FS crafts people or outside contractors. For work performed by in-house personnel, the charges (to the nearest quarter hour) are based on the established recharge rates. FS rate development methodologies and recharge rates are approved by the UCSF Budget and Resource Management office, as required by campus policy. Go online to view our current fiscal year's recharge rates.

Estimates

Estimates can be requested when placing a service request for any services not funded through Facilities. Alternatively, customers may request to be charged on a time-and-materials basis. Estimates that are provided by Facilities Managers are recharged based on time. For all other customer-requested estimates, Facilities Services provides up to one hour of craft time for a flat fee of $55. This recharge is waived if the customer chooses to proceed with the work requested. FS recharges for any time and materials exceeding the one hour of craft time provided. Any costs beyond FS staff time such as consultant fees, professional service fees, and any operational costs related to obtaining the estimate are also recharged to the customer. Estimates are provided as a priority three work order (3 to 5 days for initial contact) and can be requested on a service request. Written estimates take about two weeks to receive.

Effective July 1, 2021, there will be no flat fee for estimates. Facilities Services will provide the first hour of service that is required to provide the estimate free of charge. Anything above one hour will be rechargeable to the customer.
The UCSF Elevator Operations Group manages over 155 elevator systems located throughout (5) UCSF campuses and Medical Center at Parnassus Campus. The group is staffed with a dedicated on-site vendor manager overseeing the program and four full-time contract elevator technicians Monday through Friday with coverage at Mission Bay and overlapping coverage at Parnassus Campus. The Elevator Operations group operates, repairs, and inspects all systems per state elevator code requirements.

**Reporting elevator Issues**

To report elevator malfunction, please contact the Customer Service and Support Center (CSSC) at 415.476.2021.

**Retrieval of Items from Elevator Shaft**

Dropped items, such as keys and phones, can be retrieved from the elevator shaft without charge if reported during normal business hours Monday-Friday at 415.476.2021.

6:00 am - 3:00 pm, Parnassus Campus

7:00 am - 2:00 pm, Mission Bay, Laurel Heights, Mission Center, Buchanan Dental Center

Items dropped after-hours can be retrieved on the next business day without charge. If items are retrieved during after-hours, weekends, or holidays, overcharges will apply to the customer.

**Monthly Fire Recall Testing**

As part of safety and state compliance requirements, fire recall testing is performed on elevators on a monthly basis. Elevators in each bank will be taken out of service for 15-20 minutes each month to ensure that they operate as they should in the event of an emergency and to comply with Fire Fighter Service Requirements (ASME/ANSI A17.3).
Facilities Services State-Funded and Rechargeable Services

<table>
<thead>
<tr>
<th>ELEVATORS</th>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ All general elevator maintenance and repair</td>
<td>■ Special use lifts within specific departments</td>
<td></td>
</tr>
<tr>
<td>■ Retrieval of items dropped down the elevator shaft (keys, ID cards, phones) during the following time periods (business days only):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mission Bay, Laurel Heights, Mission Center, Buchanan Dental Clinics: 8:00 a.m. – 2:30 p.m.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parnassus: 6:00 a.m. – 4:00 p.m.</td>
<td>■ Special requests such as opening cab ceiling to allow transportation of large furniture or equipment</td>
<td></td>
</tr>
<tr>
<td>■ Retrieval of items dropped down the elevator shaft (keys, ID cards, phones) after hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>■ Elevator malfunction due to misuse by a user (hitting the doors with a cart or device, propping the elevator doors open, etc.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Only applies to state-supported spaces. Does not apply to leased buildings.

EMERGENCY PREPAREDNESS PROGRAM

Kate Shimshock

Emergency Safety Coordinator
Kate.Shimshock@ucsf.edu

The charge for this program is to ensure our staff have the proper support to work in a safe environment and be prepared for any emergency that may arise.

We work closely with our partners, Environmental Health & Safety as well as the UC Police Department to communicate any required trainings, resources, and other important information to our staff members.
ENGINEERING AND UTILITIES SERVICES

Paul Landry
Interim Director
Paul.Landry@ucsf.edu

Parnassus Central Utilities Plant (PCUP)

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 for Parnassus Campus.

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 steam distribution infrastructure from the point of supply (PCUP) to the point of use in UCSF buildings at Parnassus Campus, 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 Parnassus campus, as well as monitoring the Parnassus campus fire alarm system.

David Burrill
Chief Engineer (Worley Parsons)
David.Burrill@ucsf.edu

Building Automation, Commissioning and Controls

The controls team updates outdated systems to improve occupant comfort, provide efficient operation of the building systems, reduction in energy consumption and operating costs, and improve utilities life cycle.

James Comte
Assistant Director
James.Comte@ucsf.edu
**Energy Conservation and Water Management**

Facilities Services 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.

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. Engineering and Energy Services coordinates with utilities suppliers on behalf of the campus and develops agreements and contracts. Engineering and Energy Services also provides utility price forecasts and utility budget updates.

**Ben Levie**  
Campus Energy Manager  
Benjamin.Levie@ucsf.edu

**Professional Engineering Services**

**Solomon Degu**  
Assistant Director  
Solomon.Degu@ucsf.edu

**Design Review and Strategic Direction**

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. They are the designated owners to ensure that new installations are designs that meet the universities long-term needs.

**In-House Design**

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

To help manage an aging and rapidly expanding campus, Campus Facilities Services has launched a new Integrated Facility Management Program. As part of the program, Facilities Managers will be the Points of Contact (POCs) for occupants, serve as liaisons for all building needs, and strategic partners in support of programmatic changes. The program’s drive is centered around the following program elements and areas of focus:

- Facilities and Building Management
- Life Cycle Facilities Asset Management
- Maintenance Planning and Scheduling
- Compliance Management
- Small Project Management

For more information, or to see who is currently managing your building, please visit the Facilities Management webpage.

Facilities Services Projects

Facilities Managers are also responsible for the development, design, planning, scheduling, and management of Campus facilities projects. These projects include minor renovations and small projects designed to improve, repair, or enhance the existing campus work environments or building 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
- Provide schedules, post notifications, and arrange for work group access
- Oversee construction, repair, and maintenance
- Act as primary on-site project coordinator and representative on projects
- Coordinate the various phases of a project with the different in-house work groups and outside contractors, and process change orders as needed.
- 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 and inspections
- Authorize payment for contracted services and close out projects
Christopher Gonzalez currently serves as Assistant Director for the Integrated Facility Management Program. He started his career in Facilities supporting the Customer Service and Support Center and later joined the FM program. As the lead for the program, Chris is looking forward to building strong relationships with Facilities Services’ customers and partners.

Building Assignments

**PARNASSUS HEIGHTS/WEST CAMPUS**

Jessica Price
Interim West Campus Senior Facilities Manager/Program Manager
Jessica.Price2@ucsf.edu

**Building Portfolio:** ACC C-Level, Dolby Regeneration Medicine (DRM), Environmental Health & Safety (EH&S), Laurel Heights (LH), Millberry Union (MU), Parnassus Services Building (PSSRB), School of Nursing (SON)

**West Campus Team**

**Patrick Borg**
West Campus Facilities Manager
Patrick.Borg@ucsf.edu

**Building Portfolio:** TBD, as assigned

**Jeffery Mills**
West Campus Facilities Manager
Jeffery.Mills@ucsf.edu

**Building Portfolio:** Central Utility Plant (CUP), Dental Center (DCB), Kirkham Childcare, Lucia Childcare, Mt Zion Cancer Research Center, Proctor, Health Sciences East (HSE), Health Sciences West (HSW), Clinical Science Building

**Karla Robbins**
West Campus Facilities Manager
Karla.Robbins@ucsf.edu

**Building Portfolio:** 145 Irving, 2130 Post, Aldea Housing, Avenue Housing
MISSION BAY/EAST CAMPUS

Darrick Lo
East Campus Senior Facilities Manager/Program Manager
Email: Darrick.Lo@ucsf.edu

Building Portfolio: Mission Center Building, Hunter’s Point, 654 Minnesota, Rock Hall, MB Parking Garages, Retail Services

East Campus Team

Michael Hahn
East Campus Facilities Manager
Michael.Hahn@ucsf.edu

Building Portfolio: Buchanan Dental, MB Child Care Center, Helen Diller, Cardiovascular Smith Building, Mission Hall, Center for Vision

Mary Anne Hallacy
East Campus Facilities Manager
MaryAnne.Hallacy@ucsf.edu

Building Portfolio: Lab Services, Joan and Sanford I. Weill Neurosciences Building, 2001 The Embarcadero

Michael Leuthold
East Campus Facilities Manager
Michael.Leuthold@ucsf.edu

Building Portfolio: Genentech Hall, Byers Hall, Rutter Center, Oyster Point

Shirley Manansala
East Campus Project Coordinator
Shirley.Manansala@ucsf.edu

Building Portfolio: TBD, as assigned
Girod St. Martin
East Campus Housing Facilities Manager
Girod.St.Martin@ucsf.edu

Building Portfolio: Mission Bay Housing, Tidelands

Bill Tarangioli
UCSF Real Estate – Senior Facilities Manager
William.Tarangioli@ucsf.edu

Building Portfolio: 185 Berry Street, 675 Nelson Rising Lane, All Other Leased Property
The UCSF Fire & Life Safety Program governs the assurance of building’s automatic fire alarm detection systems and life safety equipment functionality and maintains systems per National Fire Protection Association (NFPA) codes & local/state regulatory requirements. Fire alarm systems are designed to provide early warning to the outbreak of fire, so allowing evacuation and appropriate firefighting action to be taken, protect life, personal injuries, and UCSF properties. Fire & Life Safety Program provides code compliance inspections of building fire alarm panels, fire alarm devices, fire extinguishers, fire sprinklers systems, fire suppression systems.

In addition, Factory trained and Certified Fire Life Safety team design fire alarm drawings and submittals package for buildings improvement, TI upgrades and renovation projects – which includes installation of fire alarm devices, fire panels, programming, Fireworks monitoring system, testing & certification with Authority Having Jurisdiction (AHJ) – California State Fire Marshal (CSFM) and/or Office of Statewide Health Planning and Development (OSHPD). Fire & Life Safety Program provides preventive maintenance and repair of fire alarm systems for all UCSF campus buildings including Parnassus campus Medical center buildings. Fire & Life Safety program also maintains inspection documents for UCSF buildings and The Joint Commission (TJC) documents for Parnassus Medical Center buildings.


Facilities Services State-Funded and Rechargeable Services

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ Fire extinguishers, hoses, cabinets, sprinklers</td>
<td>■ Additional protective devices beyond code requirements</td>
</tr>
<tr>
<td>■ Fire alarms/smoke detectors and system monitoring</td>
<td></td>
</tr>
</tbody>
</table>
INFRASTRUCTURE PROGRAMS

The Infrastructure Program as UCSF Facilities Services details the work of the Facilities Investment Needs, Building Renewal, the Strategic Energy Partnership and ICAMP.

Bernadette Jimenez
Director
Bernadette.Jimenez@ucsf.edu

Building Renewal

Building renewal is part of a strategy aimed at reducing UCSF’s deferred maintenance.

The 15-year renewal program focuses on finishes and building controls at Mission Bay. The 25-year renewal program addresses building systems at Parnassus Heights. Specifically, mechanical, electrical and plumbing systems at the School of Dentistry and Kalmanovitz Library. It also funds work at the Mount Zion Cancer Research Center.

Facilities Services engages with the university community during the renewal process by establishing building advisory groups to help guide the projects. The advisory groups provide a link to the building occupants. Facilities provides detailed information and timelines associated with the projects and building occupant help Facilities minimize the construction impact on research and teaching.

Melissa Cherry
Building Renewal Program Manager
Melissa.Cherry@ucsf.edu

Facilities Investment Needs (FIN)

The UCSF Facilities Investment Needs (FIN) Program is a decision-making tool that provides funding for existing buildings and infrastructure that are core to UCSF’s operations.

When you consider there is nearly 10 million square feet of university space, this can be a daunting task. That’s why Facilities Services has brought a team together to analyze the FIN Program from beginning to end.

Every year, Facilities Services team members submit projects that are then prioritized through the FIN Program. This process creates a more accurate list of building and infrastructure needs and enables Facilities Services to concentrate on the top priorities.

Charles Conway
Assistant Director
Charles.Conway@ucsf.edu
**Integrated Capital Asset Management Program (ICAMP)**

The Integrated Capital Asset Management Program (ICAMP) helps UCSF plan and manage building systems through a risk-based assessment process. The workplace management and decision support system help the university manage its capital asset portfolio, address deferred maintenance, and optimize its total cost of ownership. ICAMP provides strong planning tools for near and long-term 360-degree asset management and prioritization.

Josh Winzeler  
Renewal Manager  
*Joshua.Winzeler@ucsf.edu*

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**Strategic Energy Plan**

The Energy Management program’s goal is to cost effectively minimize UCSF’s energy use and associated environmental impacts. Energy Management staff identify and implement energy efficiency projects, manage the University’s $25M Purchase Utilities budget, and develop on-site renewable energy projects. The program optimizes water efficiency by metering water systems and retrofitting infrastructure and equipment. This includes managing water infrastructure to meet water quality and asset management standards.
LAB SERVICES

Adam Schnirel
Director of East Zone Operations, Lab Services Initiative
Adam.Schnirel@ucsf.edu

The Lab Services Initiative is a new branch of Facilities Services dedicated to comprehensively supporting lab equipment and space. Launched in 2019, Facilities initiated a campus wide review of lab equipment corridors to better understand lab equipment support needs and to improve UCSF’s business continuity planning. The review focused on evaluating three support areas: seismic bracing, back-up or E-power availability, and freezer monitoring. The Lab Services Program supports all UCSF Campus Facilities maintained and operated locations including ZSFG.

To learn more on this initiative, please visit this Labs Initiative webpage.
LANDSCAPE AND GROUNDS

The Grounds Maintenance crew is committed to providing safe, sustainable, and aesthetically pleasing grounds for the Campus community maintains the plants, shrubbery, trees, hardscape, and all landscaped areas on Parnassus and Mission Bay campuses, as well as outlying campus sites such as Laurel Heights, Mission Center, and Mount Sutro Open Reserved. This encompasses a total area of over 100 acres on Parnassus Campus alone.

Morgan Vaisset-Fauvel
Landscape and Grounds Program Manager
Morgan.Vaisset-Fauvel@ucsf.edu

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

Integrated Pest Management

Facilities Services strives to use the most environmentally sound methods available for controlling pests on campus. By following an Integrated Pest Management (IPM) approach, we address pest-related issues by utilizing the least toxic method and using chemicals only as a last resort. This approach is most successful by removing what is attracting the pest and by performing necessary alterations to space to exclude the pest from entering the affected area. If these methods are not successful, traps, baits, or chemical applications may be administered if necessary, to eliminate the pest.

Our IPM use multiple methods of control based on information acquired by inspections, monitoring, and customer or staff reports.

We are using a five tiers implantation approach: identify pests and monitor process. Set action thresh-hold. Prevent. Control. Data performance measure and reschedule easement.

Chemical pesticides are considered a last resort under the tenets of integrated pest management. This control strategy is to be used at UCSF after non-chemical options are exhausted. UCSF uses the City of San Francisco’s screened pesticides as a guide.

Please report all pest sightings immediately to the Facilities Services Customer Service and Support Center at 415.476.2021. One of our contracted pest technicians will respond within 48 hours of receiving the request. Standard pest service is available Monday through Friday, during the hours of 6 a.m. to 3:30 p.m.

Pest prevention is most successful when we all do our part. You can help by:

- Removing all food from tables and cabinets at the end of the day. If food items are to be stored, please place in hard sealed containers like Tupperware or Rubbermaid.
- Do not leave any food packaging in desk side trash overnight. Please dispose of food waste in the large common area receptacles. Custodial Services empties these large receptacles daily.
- Please close all lids to compost, recycling, and garbage receptacles.
- Properly store personal items and office supplies on shelves and not on the floor to prevent creating harborage areas.
- Properly dispose of cardboard as soon as possible.
- Use caution when acquiring used furniture and appliances by using reputable dealers or other trusted sources.
- Report the following issues to Facilities Services:
  1. Water leaks
  2. Overflowing trash receptacles or receptacles without lids
  3. Issues with doors and windows
We appreciate our customer reports as this information helps to further improve our program success. Please feel free to contact our Customer Service and Support Center to report any pest control related issues.

**Facilities Services State-Funded and Rechargeable Services**

<table>
<thead>
<tr>
<th>LANDSCAPE SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facilities-Funded Services</strong>*</td>
</tr>
<tr>
<td>- General landscape maintenance of all non-dedicated landscape areas</td>
</tr>
<tr>
<td>- Hardscape maintenance and trash removal</td>
</tr>
<tr>
<td>- Tree trimming, removal, and replacement</td>
</tr>
<tr>
<td>- Litter pickup</td>
</tr>
<tr>
<td>- Road and walkway maintenance and repair</td>
</tr>
<tr>
<td>- Irrigation system installation maintenance and repair</td>
</tr>
<tr>
<td>- Exterior planter beds and containers not specifically assigned to a department</td>
</tr>
<tr>
<td>- Library planters and terrace irrigation in state supportable space</td>
</tr>
</tbody>
</table>

*Only applies to state-supported spaces. Does not apply to leased buildings.*
RECYCLING AND WASTE REDUCTION

Daniel Chau
Recycling & Waste Reduction Program Manager
Daniel.Chau@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 75% 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 415.502.6808.

Centralized Waste Disposal Program

To achieve a waste diversion goal of Zero Waste by 2020, Daily servicing of waste, recycling, and compost removal will be provided to all common areas, such as kitchens, restrooms, conference rooms, and corridors only. All other areas, such as personal offices, cubicles, desks, and huddle rooms, will not be serviced as part of this program. For more information, please visit our Waste Reduction and Recycling online.

Special Materials

The Campus Recycling Program helps facilitate the disposal of standard recycling, compost, and waste materials, and coordinates special material handling for cell phones, batteries, toner cartridges, and scrap metal. To find out where to drop off special materials, visit the Campus Recycling section in the Office of Sustainability website.

Logistics

Logistics can handle cross-campus and medical and laboratory equipment moves, large item storage, and capital asset surplus disposal. It is important to note that if items are abandoned in the corridor outside of your space, it will violate the State’s Fire Code Title 19 and your department will be charged with the fee along with the cost to remove the items. To contact Logistics, visit their webpage here, email logistics@ucsf.edu, or call 415.502.6245.

We encourage you to email us with any questions at recycling@ucsf.edu and check out CLS Sustainability for more information.
Facilities Services State-Funded and Rechargeable Services

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ Recycling and compost containers</td>
<td>■ Additional waste containers</td>
</tr>
<tr>
<td>■ Routine recycling material pick up (Custodial)</td>
<td>■ Excess waste removal</td>
</tr>
<tr>
<td>■ Drop-off recycling carts (a.k.a. “toters”) for move outs, major clean-ups</td>
<td>Pick-up of:</td>
</tr>
<tr>
<td>■ Trainings and orientations for staff to learn how to toss correctly</td>
<td>■ Excessive or unusual materials</td>
</tr>
<tr>
<td>■ Evaluation of work area discard procedures as part of the Green Office/Green Lab certification review</td>
<td>■ Wood or plastic pallets</td>
</tr>
<tr>
<td>■ Labs and office evaluations to explain how to best discard unneeded items</td>
<td>■ Crates</td>
</tr>
<tr>
<td>■ Pick-up of donateable office supplies (must be neatly boxed by donor)</td>
<td>■ Non-flattened cardboard</td>
</tr>
<tr>
<td>■ Pick-up of donateable lab supplies (must be pre-approved by Campus Recycling Program and E-waste will not be picked up)</td>
<td>■ Furniture and furniture parts</td>
</tr>
<tr>
<td>Bulky item drop-off days are scheduled:</td>
<td>■ Pick-up of furniture and other bulky items for drop off at otherwise free bulky item drop-off days</td>
</tr>
<tr>
<td>■ Parnassus 6x/year</td>
<td>■ Large E-waste (i.e., large printers on wheels) that are brought to the otherwise free E-waste drop off days</td>
</tr>
<tr>
<td>■ Mission Bay 6x/year</td>
<td></td>
</tr>
<tr>
<td>■ Laurel H eights 1x/year</td>
<td></td>
</tr>
<tr>
<td>■ Mission Center 1x/year</td>
<td></td>
</tr>
</tbody>
</table>

*Only applies to state-supported spaces. Does not apply to leased buildings.
TRADES, ENGINEERS, AND BUILDING MAINTENANCE WORKERS

Many different types of skills are needed to maintain the buildings, assets, and equipment that support UCSF’s research and teaching environment. Engineers, skilled trades, and building maintenance workers provide ongoing maintenance, repair, and installation services across all UCSF campuses.

Plumbers repair and maintain hot and cold water, as well as building 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 flooring, install shelving and seismic bracing, and repair furniture.

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

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

Building Maintenance Workers (BMWs) replace air filters, clear roofs of debris, move furniture, light bulb replacement, ceiling tile replacement and assist the crafts people in all general building maintenance.

Engineering Operations

Kent Anderson
Operations Director (CBRE)
Kent.Anderson@ucsf.edu

Campus Engineers provide maintenance and repair services for rotating equipment, install new equipment, and consult and assist on project management services. Campus 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.

Inventory Warehouse

Joe Huang
Inventory Warehouse Supervisor
Joe.Huang@ucsf.edu

The Inventory Warehouse (IW) functions as an internal storehouse for Facilities to stock parts for maintenance and repair for both East and West Campus. The goal is to maintain adequate level of stock and make sure all critical and emergency parts are always available. IW also assists in ordering and processing of non-stock items, so the department have more wrench time to focus on maintenance and repair throughout the campuses.
Planning and Scheduling

Melanie Woods

Trades Planner/Scheduler, West Campus Operations
Melanie.Woods@ucsf.edu

In order to ensure work orders and projects are completed in a timely manner, the team built a proactive and sustainable process to plan and schedule maintenance, project and customer work orders across the organization. The team focuses on planning future work.
## Facilities Services State-Funded and Rechargeable Services

### CARPENTRY

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseboard repairs</td>
<td>Repair, or installation of cabinets, bookshelves, and miscellaneous casework</td>
</tr>
<tr>
<td>Ceiling tile replacement and repair</td>
<td>Seismic bracing: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers, or other such furniture or equipment</td>
</tr>
<tr>
<td>Door repairs</td>
<td>Picture framing, picture hanging, whiteboard or chalkboard installations or moving</td>
</tr>
<tr>
<td>Drywall and plaster repairs</td>
<td>Office furniture repair</td>
</tr>
<tr>
<td>Door closers</td>
<td>Mirror installation or moving</td>
</tr>
<tr>
<td>Doorstop installation</td>
<td>Repair of linoleum, vinyl floors, wooden floors, and other floor surfaces in department-occupied spaces</td>
</tr>
<tr>
<td>Restroom partitions</td>
<td>Repair, or installation of cabinets, bookshelves, and miscellaneous casework</td>
</tr>
<tr>
<td>Floor tile repair and replacement in public spaces; repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces</td>
<td>Seismic bracing: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers, or other such furniture or equipment</td>
</tr>
<tr>
<td>Furniture repair in public spaces</td>
<td>Picture framing, picture hanging, whiteboard or chalkboard installations or moving</td>
</tr>
<tr>
<td>Mirror replacements in restrooms and public spaces</td>
<td>Office furniture repair</td>
</tr>
<tr>
<td>Wooden railings and steps repair and replacement</td>
<td>Mirror installation or moving</td>
</tr>
<tr>
<td>Stair tread, guard replacements, safety strips</td>
<td>Repair of linoleum, vinyl floors, wooden floors, and other floor surfaces in department-occupied spaces</td>
</tr>
</tbody>
</table>

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### ELECTRICAL

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballast replacement (facility lighting)</td>
<td>Lighting requests for services above baseline</td>
</tr>
<tr>
<td>Circuit breaker resets, repair or replacement</td>
<td>Additional outlets and circuit requests</td>
</tr>
<tr>
<td>Electrical distribution repair</td>
<td>Cord replacement</td>
</tr>
<tr>
<td>Emergency lighting</td>
<td>Desk lamps and relamping</td>
</tr>
<tr>
<td>Facility fixture cleaning and relamping</td>
<td>Department display case lighting installation, repair, or relamping</td>
</tr>
<tr>
<td>Building facility lighting control systems</td>
<td>Department-owned equipment installation and hook-up</td>
</tr>
<tr>
<td>Fume hood lighting</td>
<td>Temporary power installations</td>
</tr>
<tr>
<td></td>
<td>Special lighting requests such as UV lamps, dark room lamps</td>
</tr>
<tr>
<td></td>
<td>Maintenance and repair of dedicated departmental equipment and appliances</td>
</tr>
<tr>
<td></td>
<td>More than two circuit breaker resets due to department-owned equipment overloading circuits</td>
</tr>
<tr>
<td></td>
<td>Biohazardous and safety fume hoods maintenance in lab spaces</td>
</tr>
</tbody>
</table>

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### GENERAL MAINTENANCE

**Facilities-Funded Services***
- Brick, mortar, cement inspection
- Public space inspection
- Graffiti removal

**Rechargeable Services**
- Minor moving services of equipment, furniture, etc.

### MECHANICAL

**Facilities-Funded Services***
- Building fans
- Fume hood maintenance

**Rechargeable Services**
- Dedicated fans
- Animal bedding systems
- Dedicated humidifiers
- Biohazardous and safety cabinets fume hoods maintenance in labs

### PAINTING

**Facilities-Funded Services***
- Painting is done in public spaces, as needed

**Rechargeable Services**
- Routine painting and refinishing of all owner-occupied spaces
- Parking lot painting and restriping

### PLUMBING

**Facilities-Funded Services***
- Restroom equipment maintenance, repair, or replacement
- Drinking fountains in public spaces
- Emergency eyewash and emergency shower maintenance
- Building-wide systems: domestic DI water, industrial gasses, vacuum, etc., respond to leaks, facility drain stoppages, and flooding

**Rechargeable Services**
- Laboratory equipment hook-up or installation
- Installation or maintenance of dedicated laboratory systems: DI water, waste systems, vacuum systems, gasses, etc.
- Installation of dedicated laboratory equipment
- Clogged sinks or drains due to customer operations
- Water filter installation or maintenance
- Localized hot water heater installation

*Only applies to state-supported spaces. Does not apply to leased buildings.*
### Facilities-Funded Services*

- Building chiller and chilled water repairs and maintenance
- Building air conditioning repairs and maintenance
- Walk-in boxes (cold and warm) preventive maintenance and minor repairs
- Dedicated air conditioning unit repairs and maintenance
- Dedicated fan coil unit repairs and maintenance
- Dedicated chiller repairs and maintenance
- Refrigerator repairs and maintenance
- Freezer repair and maintenance
- Freezer rentals (will be charged on a monthly basis)
- Ice machine repair and maintenance
- Walk-in boxes (cold and warm) major repairs, such as compressor replacement

*Only applies to state-supported spaces. Does not apply to leased buildings.

### Service-Level Agreements

Facilities Services is pleased and proud to be a service provider of Campus Life Services.

We are here to create an exceptional physical environment at UCSF. We help to support its research, teaching, health care, and community service mission by providing the operational and maintenance needs of all UCSF campus facilities: instructional, research, administrative, housing, childcare, and parking facilities, fitness and recreation centers, and conference centers.

Across UCSF campuses, which includes Parnassus, Mission Bay, and outlying areas, Facilities Services currently provides the following service-level agreements with our partners:

1. Business and Technology, Campus Life Services
2. Documents and Media, Campus Life Services
3. F.I. Proctor Foundation at Mission Bay
4. Family Services, Child Care Centers
5. Family Services, YMCA Learning Camp Program
6. Fitness and Recreation, Campus Life Services
7. Follett Campus Store
8. Housing Services, Campus Life Services
9. Millberry Union 009 - Pediatrics Rehab
10. Millberry Union Vision
11. Parking and Transportation Services, Campus Life Services
12. Retail Services, Campus Life Services
13. Special Events and Community Relations at Mission Bay
14. UCSF Health, Ophthalmology Clinics at Mission Bay
15. UCSF Medical Center
16. Walgreens at Mission Bay
17. Wellness and Community, Campus Life Services

If you are interested and would like to request for a service-level agreement with our department, please contact our Customer Service and Support Center at 415.476.2021 or email us at facilities@ucsf.edu.
Service-Related Policies

CHANGES TO SCOPE OF WORK

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

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).

Construction and Maintenance in Labs and Sensitive or Special occupancy Areas

Facilities Services workers and workers contracted through FS 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. Please contact the Customer Service and Support Center at facilities@ucsf.edu if you believe your area has not been identified as a sensitive area.

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.
## Laboratory Staff Requirements

<table>
<thead>
<tr>
<th>A.</th>
<th>When submitting a service request online to the Customer Service and Support Center, or calling in a request, customers must note that the area in which service is required is a laboratory, and provide a name and contact information for whomever is authorized to approve work in the space.</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.</td>
<td>When submitting a service request to the Customer Service and Support 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>
</tr>
<tr>
<td>C.</td>
<td>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>
</tr>
</tbody>
</table>

## Facilities Services Staff and Contractors Working Under Facilities Services

<table>
<thead>
<tr>
<th>A.</th>
<th>Make arrangements well in advance with the Laboratory Manager or Supervisor posted in the laboratory space.</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.</td>
<td>Notify the Manager and the occupants before any interruption of water, power, vacuum, air, or gas supplies.</td>
</tr>
<tr>
<td>C.</td>
<td>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>D.</td>
<td>If ceiling tiles are to be removed, ask Manager to confirm that laboratory staff have been notified and added to cover any sensitive equipment or ongoing experiments.</td>
</tr>
<tr>
<td>E.</td>
<td>Discuss with the 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>F.</td>
<td>Do not unplug any equipment or computers.</td>
</tr>
<tr>
<td>G.</td>
<td>Do not bring any food or beverage into the laboratories.</td>
</tr>
<tr>
<td>H.</td>
<td>Be aware of the location of exits, emergency showers, eyewashes, fire extinguishers, and other safety equipment when setting up equipment so that access to those things remains open.</td>
</tr>
<tr>
<td>I.</td>
<td>Use Facilities ladders and equipment for reaching high areas rather than stepping on lab benches or any other lab furniture.</td>
</tr>
<tr>
<td>J.</td>
<td>Communicate through the Manager to avoid interrupting lab staff engaged in experiments.</td>
</tr>
<tr>
<td>K.</td>
<td>Immediately report any accidents or damage in the work site to the Manager.</td>
</tr>
</tbody>
</table>

## Assumptions

I. The Laboratory 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.
Customer Projects Requiring Fire Marshal or Design Services

In order to decrease cost and time requirements for code-compliant projects such as seismic bracing, Facilities Services and Capital Programs have partnered to create standardized sets of pre-engineered details for the seismic bracing of equipment commonly found on UCSF campuses. These details are pre-approved by the State Fire Marshal and require pre-specified components for installation. For full details on what types of equipment are covered under this partnership, please visit our Seismic Bracing online.

Please note that projects that require code compliance and fall outside of the parameters of these pre-approved plans may require additional time and funding for engineering specifications and State Fire Marshal approval.

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 inquire if there is dedicated equipment in the space that they will inherit from the previous occupants.

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.

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.

All permits must be in place prior to the actual start date of the work. Vendor access needs to be pre-scheduled.

Housing Services

As a customer-driven organization, the valued leaders and partners of Housing Services provide quality housing and related services to UC San Francisco students, post docs, resident interns, clinical fellows, faculty, and staff. Housing is available for almost 1500 tenants who live in a variety of apartments, houses, and flats located at Aldea San Miguel and the Avenues at Parnassus and at Mission Bay campuses. The campus Long Range Development Plan intends to double the amount of housing available to the UC San Francisco community by 2035. Facilities Services plays an important role in helping to keep the housing facilities clean, safe, and well maintained. For more information or to submit a maintenance request, please go to Housing Services.

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).

Leased Spaces

Leased spaces are areas that UCSF does not currently own and are contracted for UCSF’s use for a specified period of time through Real Estate Services. Facilities Services does provide some limited services to Campus occupants within leased spaces (such as office rearrangements or keyboard tray installations), provided those services are not invasive to the building or building systems, such as electrical or HVAC work.

For building maintenance issues (a clogged toilet, ceiling leak, damaged flooring, etc.), please contact the building landlord or Real Estate Assets and Development at 415.476.8840.