Creating an Exceptional Campus Physical Environment

Facilities Services

Guide to Services

September 2017

UCSF Facilities
Campus Life Services
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. We would like to focus special attention on a few key areas:

**Partnership with Research**

Facilities Services strives to continually renew its effort to partner with UCSF’s researchers and laboratory staff. In 2011-12, we began funding the maintenance and repair of fume hoods and eye wash stations in support of a safer research environment. In 2012-13, we included preventive maintenance for built-in refrigeration boxes in the services funded by Facilities Services. As of 2016-17, Facilities has agreed to coordinate and fund preventive maintenance on equipment in our Biosafety Level 3 laboratory areas, including autoclave and biosafety cabinet certification. In an exciting development, we have also been able to set aside a small amount of funds to assist researchers when self-funded lab renovations trigger a building code upgrade. These are examples of how our department is working to better support the research community.

**First Impressions Count**

Facilities Services held our inaugural First Impressions Contest for the UCSF community in 2017. We received over 50 submissions from a broad array of campus constituents. Twelve projects were selected for implementation and are underway. The winning projects are highlighted on the Facilities Services website here. Due to the large interest in this new program, we will hold this contest again in early 2018.

**Facilities Managers Assigned**

Starting in March 2017, facilities managers were assigned to every UCSF building. Facilities Managers will help improve building communication, stewardship, and service delivery in all of our facilities. You can find your building’s Facilities Manager and learn more about the program on our website here. Feel free to reach out to your assigned Facilities Manager when you have a question, concern, or suggestion.

We are honored to be serving UCSF during this period of unprecedented growth. 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.

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Facilities Services  
415-476-6528  
Jon.Giacomi@ucsf.edu
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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, and 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 Mt. 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 also does not apply to leased space. For contact information for non-Campus facilities, please see page 10.
UCSF West and East Campuses

UCSF West

Laurel Heights

Mt. Zion Cancer Research

Parnassus

Mission Center

Mission Bay

UCSF East

facilities services | 6
Customer Service Center: 415.476.2021

The Facilities Customer Service Center (CSC) receives service requests, processes inquiries, and relays your needs to the appropriate FS staff member. The CSC is located at UCSF Parnassus Campus in Room N241 of the School of Nursing and is staffed from 7:00 a.m. to 8:00 p.m., Monday through Friday. The phone is answered at all hours, every day of the year. After-hours calls are routed to a local response center that will dispatch FS staff to perform critical after-hours work.

Emergencies

For emergency response, please call 415.476.2021 rather than placing your request online or via e-mail.

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.

During power outages, please use the FS information line at 415.514.1212 for the most up-to-date information.
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 online at ucsf.service-now.com/fss/fss.do.

• 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.

Service Requests

For work needed in your department, or if you notice a repair needed in your building, you can place a service request online at campuslifeservices.ucsf.edu/facilities, under “Submit Service Request” or you can call the Customer Service Center at 415.476.2021 to place a request. 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 number is required. These numbers are available through your department’s business officer (see also “Costs and Billing,” page 38). 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 Center, who will add it to your request for you.

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 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

Paul Landry
Associate Director
Customer Service and Technology
415.476.2494
Paul.Landry@ucsf.edu
Prioritization of Requests

The CSC 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:

The customer calls in or submits a service request online, and receives an email notification containing their service request number.

Receipt of request:

The Customer Service Center enters the request in the FS tracking system or receives the request via the web.

Analyzation of request:

The Customer Service Center analyzes the request and determines:

• Funding: whether the work is funded by Facilities Services or will be recharged to the customer.

• Type of work: craft, project management, etc.

• Prioritization: Priority 1 requests are assigned to the appropriate Facilities Services work group, and the Customer Service Center personally contacts the appropriate personnel by radio and email. Priority 2 and 3 requests are assigned to the appropriate Facilities Services work group and the superintendent reviews the request, assigns it to FS staff or outside vendors, and notifies the customer of when the work will be done.

Estimated Work:

If an estimate is required, the CSC 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.

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.
Engineers, Trades, and Building Maintenance Workers (BMWs)

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 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) technicians maintain comfort cooling and heating systems, steam systems, heating hot 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 equipment, and also respond to trouble calls.

Building Maintenance Workers (BMWs) replace air filters, clear roofs of debris, move furniture, and assist the crafts people 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. 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.
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 go to the Facilities Services website at campuslifeservices.ucsf.edu/facilities/information/about_us/facilities_managers.

Christopher Gonzalez
Senior Facilities Manager
East and West Campus
415.476.9592
Christopher.Gonzalez@ucsf.edu

Christopher Gonzalez has worked with Facilities Services for the past nine years. He started at the Customer Service Center and currently serves as Senior Facilities Manager. As the lead for the newly created Integrated Facility Management Program, Chris is looking forward to building strong relationships with Facilities Services’ customers and partners. He currently serves the following buildings: Central Utilities Plant, Clinical Sciences, Laurel Heights, Mount Zion Cancer Research, Surge, and Woods.

Larry Laidlaw
West Campus Facilities Manager
415.476.5574
Larry.Laidlaw@ucsf.edu

Larry Laidlaw grew up in San Francisco and followed in his father’s footsteps, becoming a carpenter. While working for the local carpenters’ union, Larry worked on UCSF’s Long Hospital Project. He has worked nine years at UCSF and he’s looking forward to meeting new people while serving as a Facilities Manager. Larry currently serves the following buildings: Faculty Alumni House, Koret Vision Research, Kalmanowitz Library, and Medical Sciences.
Facilities Managers (continued)

Michael Jang
West Campus Facilities Manager
415.298.1696
Michael.Jang@ucsf.edu

Mike has worked in facilities management for the past 11 years in many different roles. Prior to that he served 22 years in mechanical maintenance. He’s a native San Franciscan who lives in the Sunset with his family. His newest venture is supporting the design and construction of a housing community for disabled adults (that will include his daughter) in Santa Cruz. He’s currently serving Health Sciences East, Health Sciences West, Millberry Union, and the Parnassus Services building.

Oswaldo Robelo
West Campus Facilities Manager
415.502.4693
ORobelo@ucsf.edu

Oswaldo has 32 years of facilities management experience and has spent the last 25 years working for UCSF Facilities Services. He manages day-to-day facilities maintenance as well as minor construction projects. He enjoys playing softball on the weekends and going out to dinner with family and friends. He’s currently serving Parnassus Housing.

Patrick Borg
West Campus Facilities Manager
415.476.1255
Patrick.Borg@ucsf.edu

Patrick is a native San Franciscan with experience in IT project management. He served eight years as the Tech Director at Archbishop Riordan High School in San Francisco. He’s worked the past five years at UCSF in various facilities roles and has leveraged his project skills to work with a variety of dedicated professionals and make life better at UCSF. His credentials include APPA/CEFP and a master’s degree from USF. He’s currently serving the C-level of the Ambulatory Care Center, Dolby Regeneration Medicine, Dental Clinics, Environmental Health & Safety, Kirkham Childcare, Proctor, School of Nursing, and UC Hall.
Facilities Managers (continued)

Jessica Dimartino  
East Campus Facilities Manager  
415.502.2364  
Jessica.Dimartino@ucsf.edu

Originally from New Jersey, Jessica moved to California after purchasing a manual transmission car one day, learning to use it the next, and leaving for her new home the day after. She worked in the architectural field for 15 years before joining UCSF. She enjoys interacting with a wide range of UCSF colleagues, from custodians to researchers, helping them solve problems in an efficient and cost-effective manner, and serving the UCSF mission of advancing health worldwide. Jessica is currently serving 654 Minnesota, Buchanan Dental Clinics, and Mission Center.

Girod St. Martin  
East Campus Facilities Manager  
415.476.0309  
Girod.St.Martin@ucsf.edu

Girod has worked with UCSF for more than 20 years. He served five years as a storehouse worker, five as a move coordinator, eight as a project coordinator, and the last 2.5 years as a facilities manager. He brings positive energy to UCSF while creating a productive environment. He believes trust and teamwork make the world go ‘round. He’s currently serving Mission Bay Housing.

Darrick Lo  
East Campus Facilities Manager  
415.502.2734  
Darrick.Lo@ucsf.edu

Darrick has worked in the construction industry for 16 years and has always had a passion for buildings and architecture. He’s excited to help UCSF become the most advanced facilities services organization in the UC system. Darrick is a San Francisco native and ardent 49ers fan. He’s currently serving Helen Diller, Hunter’s Point, Mission Hall, Oyster Point, Retail Space (Gene Friend Way), Rock Hall, and the Smith Cardiovascular Research Institute.
Facilities Managers (continued)

Dan Rorvik
East Campus Facilities Manager
415.502.8196
daniel.rorvik@ucsf.edu

Dan was born and raised in Gilroy and has held a variety of jobs over the past 20 years, including conference center liaison, carpenter, facilities mechanic, and facilities project manager. Dan is new to UCSF and enjoys getting to know the community and is looking forward to helping fulfill the mission of the university. Dan lives in Alameda with his wife and three children and has recently taken on a new role as coach for his son’s and daughter’s tee-ball team. Currently, Dan is serving Byers Hall, Community Center Garage, Genentech Hall, Mission Bay Hospital Garage, Rutter Center, Third Street Garage, and University Child Care.

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
Custodial Services

Most of the Facilities Custodial staff works Monday through Friday, 5:30 p.m. to 2 a.m. 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 clean as necessary. See page 20 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 rechargeable basis. A service request for these services can be placed online at campuslifeservices.ucsf.edu/facilities. 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 as budget allows. Exterior window washing beyond Facilities’ scheduled services and interior window washing are performed on a rechargeable basis. To arrange for window washing, place a service request online at campuslifeservices.ucsf.edu/facilities. 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. 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 at campuslifeservices.ucsf.edu/facilities.

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 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, please contact Environmental Health and Safety at 415.476.1300 or see their website at ehs.ucsf.edu.
## Custodial Services - Frequencies of Service

### Classrooms

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Yearly</th>
<th>What to Expect</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Trash bins and recycling bins are emptied.</td>
<td>• All areas of the room are dusted: window sills, baseboards and fixtures.</td>
<td>• Door frames and light switches are cleaned and chalk dust is wiped up.</td>
<td>• Chalkboards and whiteboards are washed thoroughly.</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 online at campuslifeservices.ucsf.edu/facilities.</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>
<td></td>
<td>• Recycling containers are checked and emptied or replaced.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Tabletops are wiped down and debris is removed from chairs.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The instructor’s table and lectern are cleaned.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Chairs are placed back in position and counted.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Chalk and erasers are replaced on chalkboards. Trays, chalkboards and whiteboards are cleaned.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.
## Custodial Services - Frequencies of Service

### Public Conference Rooms

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Daily</strong></td>
<td>• Trash bins are emptied.</td>
</tr>
<tr>
<td></td>
<td>• Large debris is removed before the 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>• Chairs are placed back in position and counted.</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>
</tbody>
</table>

### 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).
### Custodial Services - Frequencies of Service

**Labs**

<table>
<thead>
<tr>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Trash bins are emptied. Recycling bins are checked and emptied or replaced if necessary.</td>
</tr>
<tr>
<td>• The floors are dust-mopped and stains are spot cleaned with a wet mop.</td>
</tr>
<tr>
<td>• The furniture is returned to its proper position.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What to Expect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floors are dusted, but stains that cannot be spot-cleaned will remain.</td>
</tr>
<tr>
<td>Dirt build-up may be present around the floor boards and room corners.</td>
</tr>
<tr>
<td>Occupants are responsible for cleaning their own desks and other surfaces.</td>
</tr>
<tr>
<td>Additional cleaning services can be arranged through our Customer Service Center at <a href="http://campuslifeservices.ucsf.edu/facilities">campuslifeservices.ucsf.edu/facilities</a>.</td>
</tr>
</tbody>
</table>

Custodian Maria Melara on her way to restock a restroom.
# Custodial Services - Frequencies of Service

## High Occupancy Buildings*

<table>
<thead>
<tr>
<th>Daily</th>
<th>For Town Center areas, kitchens, conference rooms and classrooms:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Recycling, compost, and garbage removed.</td>
</tr>
<tr>
<td></td>
<td>• Floors are spot-mopped or vacuumed.</td>
</tr>
<tr>
<td></td>
<td>• Surfaces are wiped down.</td>
</tr>
<tr>
<td>For restrooms:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Restrooms are serviced during the day for product replacement and spot cleaning as needed.</td>
</tr>
<tr>
<td></td>
<td>• Restrooms are restocked at night and a thorough cleaning of the fixtures and surfaces is performed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weekly</th>
<th>For the open plan workspace:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Desk-side garbage and recycling will be collected; you or your floor coordinator will be advised of the scheduled day. For all other days, FS encourages the use of centrally-located receptacles, such as in the Town Centers, to empty your garbage, recycling, and compost.</td>
</tr>
<tr>
<td></td>
<td>• Vacuuming is scheduled for one day during the week; you or your floor coordinator will be advised of the scheduled day in your area.</td>
</tr>
</tbody>
</table>

| 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.
## Custodial Services - Frequencies of Service

### Public Halls and Lobbies

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Daily</strong></td>
<td>• Trash bins are emptied.&lt;br&gt;• Large debris is removed before the tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.&lt;br&gt;• Tabletops are wiped down and debris is removed from chairs.&lt;br&gt;• Chairs are placed back in position and counted.</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.&lt;br&gt;• Recycling containers are checked and emptied or replaced.</td>
</tr>
<tr>
<td><strong>Yearly</strong></td>
<td>• Floors are stripped and waxed once a year on main lobby floors only. Other floors in public areas are stripped and waxed as budget allows.</td>
</tr>
</tbody>
</table>

### 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. To arrange for floor stripping and waxing more than once a year, tough stain removal or for additional window cleanings, place a service request online at campuslifесervices.ucsf.edu/facilities.
## Custodial Services - Frequencies of Service

### Lactation Rooms*

<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 the floor and 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 PDI 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 Accomodation Program managed by Family Services, or to get a list of lactation rooms available to the UCSF community, go to [campuslifeservices.ucsf.edu/familyservices/services/lactation_accommodation_program/lactation_rooms](http://campuslifeservices.ucsf.edu/familyservices/services/lactation_accommodation_program/lactation_rooms).
### Custodial Services - Frequencies of Service

#### Offices

**Weekly**
- Trash bins are emptied. Recycling bins are checked and emptied or replaced if necessary. 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.

**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 at campuslifeservices.ucsf.edu/facilities. Please dispose of trash or compost that might create odor or pest issues in the large kitchen or common area bins that are emptied daily.

---

#### Public Restrooms

**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.

**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.
## Custodial Services - Frequencies of Service

### Stairwells

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Description</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 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 Center at 415.476.2021 or place a service request online at [campuslifeservices.ucsf.edu/facilities](http://campuslifeservices.ucsf.edu/facilities).
Landscaping

The Grounds Maintenance crew 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 and Mission Center. This encompasses a total area of over 100 acres on Parnassus Campus alone.

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 on Parnassus Campus, and establishing new landscaping at Mission Bay Campus as new buildings and grounds come on line.
Refuse and Recycling

Susan Bluestone
Recycling Coordinator, West Campus
415.502.6808
susan.bluestone@ucsf.edu

Adam Schnirel
Interim Director, East Campus Operations
415.502.1233
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 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, and the UCSF sustainability video can be found at sustainability.ucsf.edu/Learn_to_Sort_Your_Waste.
Special Materials

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. To find out where to drop off special materials, see Recycling’s flyer on the web at campuslifeservices.ucsf.edu/upload/sustainability/files/ZWampusWide_Flyer13.pdf.

Logistics

Logistics is able to handle cross-campus and medical and laboratory equipment moves, large item storage, and capital asset surplus disposal. To contact them, go to supplychain.ucsf.edu/logistics, email logistics@ucsf.edu, or call 415.502.6245.

Questions?

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

Website:
sustainability.ucsf.edu/Learn_to_Sort_Your_Waste
Integrated Pest Management

CLS Facilities Services strives to use the most environmentally sound methods available for controlling pests on campus. By following an IPM (Integrated Pest Management) 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. This is followed up 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.

Please report all pest sightings immediately to the Facilities Services Customer Service 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 8 a.m. to 4:30 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. The Custodial team 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.
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, and faculty. 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 the Housing Services website at campuslifeservices.ucsf.edu/housing.
Fire and Life Safety

Fire alarm systems are designed to provide early warning of the outbreak of fire, allowing evacuation and appropriate firefighting action to be taken to protect life, facilities, and equipment. The UCSF Fire and Life Safety Program governs the assurance of functionality of the automatic fire alarm detection systems and life safety equipment in UCSF buildings, and maintains those systems per National Fire Protection Association (NFPA) codes and local and state regulatory requirements. The Fire and Life Safety Program provides code compliance inspections of building fire alarm panels, fire alarm devices, fire extinguishers, fire sprinkler systems, and fire suppression systems and maintains inspection records for UCSF Campus buildings, as well as The Joint Commission (TJC) documents for Parnassus Medical Center buildings.

In addition, factory-trained and certified fire and life safety personnel design fire alarm drawings and submittals packages for building improvements, upgrades, and renovation projects such as the installation of fire panels and fire alarm devices, programming of fire alarm systems, Fireworks monitoring systems, and testing and certification with Authority Having Jurisdiction (AHJ), including the California State Fire Marshal (CSFM) and Office of Statewide Health Planning and Development (OSHPD).

Fire alarm system technician Michael Powers installs an alarm at Long Hospital.
Lock Shop and Security Services

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 systems are monitored by UCPD.

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 Medical Center Security). For more information, go to police.ucsf.edu/campus-security/security-surveys.

Locksmith Ronnie Nazareno cuts an order of keys.
**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 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 415.476.2088, or visit UCPD’s web site, police.ucsf.edu/weid/gaining-building-access.

**Elevator Operations**

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

Per Facilities Services policy, elevator keys are not issued out to UCSF personnel or members of the UCSF community. An elevator key overrides the fire recall, which the Fire Department or Facilities Services’ engineers activate in the event of an emergency to deter anyone from using elevators at a time when it is not considered safe.
Infrastructure and Utilities Services

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 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.

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. 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.

Jodi Soboll  
Deputy Executive Director  
Infrastructure and Utilities  
415.476.2957  
Jodi.Soboll@ucsf.edu
Engineering Services

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

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.

Engineers Alex Palma and Jesse Kanemoto checking the specifications on a chiller.
costs and billing
Costs

Recharge Rates

Monthly billings for services provided by FS to customers include material and labor charges associated with the performance of work by FS 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. FS rate development methodologies and recharge rates are approved by the UCSF Budget and Resource Management office, as required by campus policy. Please visit https://campuslifeservices.ucsf.edu/upload/facilities/files/FY20-21_Recharge_Rates.pdf for the 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.
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 look up their FS recharge statements online at campuslifeservices.ucsf.edu/facilities, under “Billing Inquiries.”
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 FS and maintenance services that are not funded by the state and therefore recharged 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 415.476.2021 to ascertain whether or not it is state supported.

### Custodial

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

*Routine services include emptying trash, sweeping and/or mopping, and vacuuming. See the Custodial Frequency Chart (page 20) for further details.

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

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Baseboard repairs</td>
<td>• Construction, repair, or installation of cabinets, bookshelves, and miscellaneous casework</td>
</tr>
<tr>
<td>• Ceiling tile replacement and repair</td>
<td>• Door replacements or conversions within controlled space</td>
</tr>
<tr>
<td>• Door repairs</td>
<td>• Seismic bracing: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers, or other such furniture or equipment</td>
</tr>
<tr>
<td>• Drywall and plaster repairs</td>
<td>• Picture framing, picture hanging, whiteboard or chalkboard installations or moving</td>
</tr>
<tr>
<td>• Door closers</td>
<td>• Office furniture repair</td>
</tr>
<tr>
<td>• Doorstop installation</td>
<td>• Hanging of screens or special projection equipment</td>
</tr>
<tr>
<td>• Restroom partitions</td>
<td>• Mirror installation or moving</td>
</tr>
<tr>
<td>• Floor tile repair and replacement in public spaces</td>
<td>• Replacement or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in department-occupied spaces</td>
</tr>
<tr>
<td>• Replacement or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces</td>
<td>• Purchase, installation, maintenance, or repairs of venetian blinds or draperies</td>
</tr>
<tr>
<td>• Furniture repair in public spaces</td>
<td></td>
</tr>
<tr>
<td>• Mirror replacements in restrooms and public spaces</td>
<td></td>
</tr>
<tr>
<td>• Wooden railings and steps repair and replacement</td>
<td></td>
</tr>
<tr>
<td>• Stair tread, guard replacements, safety strips</td>
<td></td>
</tr>
<tr>
<td>• Window and glass repairs on building exteriors</td>
<td></td>
</tr>
</tbody>
</table>

*Only applies to state-supported spaces. Does not apply to leased buildings.
## 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 or repair</td>
</tr>
<tr>
<td>• Emergency generator and circuit service serving state supportable spaces</td>
<td>• Desk lamps and relamping</td>
</tr>
<tr>
<td>• Emergency lighting</td>
<td>• Department display case lighting installation, repair, or relamping</td>
</tr>
<tr>
<td>• Facility fixture cleaning and relamping</td>
<td>• Intercom repairs and installation</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 departmental power conditioners and emergency power systems</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>
</tbody>
</table>

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

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

## Fire and Life Safety

<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>

## General Maintenance

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Brick, mortar, cement inspection</td>
<td>• Minor moving services of equipment, furniture, etc.</td>
</tr>
<tr>
<td>• Public space inspection</td>
<td></td>
</tr>
<tr>
<td>• Graffiti removal</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• General landscape maintenance of all non-dedicated landscape areas</td>
<td>• Project-related landscape needs or repair of damage caused by project work</td>
</tr>
<tr>
<td>• Hardscape maintenance and trash removal</td>
<td>• Special requests for plantings or color changes</td>
</tr>
<tr>
<td>• Tree trimming, removal, and replacement</td>
<td>• Parking lot maintenance and cleanup</td>
</tr>
<tr>
<td>• Litter pickup</td>
<td>• Special event preparation and cleanup</td>
</tr>
<tr>
<td>• Road and walkway maintenance and repair</td>
<td>• Damage and vandalism to existing landscaping and irrigation systems</td>
</tr>
<tr>
<td>• Irrigation system installation and repair</td>
<td></td>
</tr>
<tr>
<td>• Exterior planter beds and containers not specifically assigned to a department</td>
<td></td>
</tr>
<tr>
<td>• Library planters and terrace irrigation in state supportable space</td>
<td></td>
</tr>
</tbody>
</table>

*Only applies to state-supported spaces. Does not apply to leased buildings.*
## Lockshop and Security Services

### Facilities-Funded Services*

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Repair and replacement of architectural door hardware including standard lock sets, key cylinders, closers, door operators, and panic devices located in public spaces</td>
</tr>
<tr>
<td>• Installation and maintenance of Electronic Access Control systems for non-dedicated exterior and public spaces</td>
</tr>
<tr>
<td>• Door alarm installation and maintenance in public spaces.</td>
</tr>
<tr>
<td>• Proximity locks in public spaces</td>
</tr>
<tr>
<td>• Door maintenance</td>
</tr>
<tr>
<td>• Key lock installation in department-occupied spaces to replace unwanted Omnilocks or proximity card readers</td>
</tr>
<tr>
<td>• ADA door access controls for public spaces</td>
</tr>
</tbody>
</table>

### Rechargeable Services

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Lock installation, maintenance, and repair, including combination locks, dead bolts, and rekeying¹, ², ⁴</td>
</tr>
<tr>
<td>• Electronic access control installation, maintenance, and repair for controls dedicated to a departmental space or program¹, ², ³, ⁴</td>
</tr>
<tr>
<td>• Dedicated intrusion or freezer alarm installation, maintenance, repairs, and database and user code updates¹, ², ³, ⁴</td>
</tr>
<tr>
<td>• Key fabrication (24 hour turnaround)</td>
</tr>
<tr>
<td>• Window, cabinet, file, and desk locks</td>
</tr>
<tr>
<td>• Unlocking cabinets, desks, and other case goods⁴</td>
</tr>
<tr>
<td>• Lockouts: For after-hours lockouts (5 p.m. to 6 a.m.), please contact UCPD at 415.476.1414², ⁴</td>
</tr>
<tr>
<td>• Repair or replacement of locks on interior office doors⁴</td>
</tr>
<tr>
<td>• Security alarm reports</td>
</tr>
<tr>
<td>• Security panel maintenance for security systems serving departmental spaces³, ⁴</td>
</tr>
</tbody>
</table>

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 semiannual 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.

---

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

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Building fans</td>
<td>• Dedicated fans</td>
</tr>
<tr>
<td>• Fume hood maintenance</td>
<td>• Animal bedding systems</td>
</tr>
<tr>
<td></td>
<td>• Dedicated humidifiers</td>
</tr>
</tbody>
</table>

## Painting

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Painting is done in public spaces, as needed</td>
<td>• Routine painting and refinishing of all owner-occupied space</td>
</tr>
<tr>
<td></td>
<td>• Parking lot painting and restriping</td>
</tr>
<tr>
<td></td>
<td>• Vinyl or wallpaper installation or repair</td>
</tr>
</tbody>
</table>

## Plumbing

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Restroom equipment maintenance, repair, or replacement</td>
<td>• Laboratory equipment hook-up or installation</td>
</tr>
<tr>
<td>• Drinking fountains in public spaces</td>
<td>• Installation or maintenance of dedicated laboratory systems: DI Water, waste systems, cooling systems, vacuum systems, gasses, etc.</td>
</tr>
<tr>
<td>• Emergency eyewash and emergency shower maintenance</td>
<td>• Installation of dedicated laboratory equipment</td>
</tr>
<tr>
<td>• Building-wide systems: chilled water, DI water</td>
<td>• Clogged sinks or drains due to customer operations</td>
</tr>
<tr>
<td>• Water, gasses, vacuum, etc.</td>
<td>• Water filter installation or maintenance</td>
</tr>
<tr>
<td>• Leaks, facility drain stoppages, and flooding</td>
<td>• Localized hot water heater installation</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Recycling and compost containers</td>
<td>• Additional garbage containers.</td>
</tr>
<tr>
<td>• Routine recycling material pick-up (Custodial)</td>
<td>• Excess garbage removal.</td>
</tr>
<tr>
<td>• Drop-off of 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>• Lab 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>
</tbody>
</table>

**Bulky Item Drop-Off:**
- Parnassus 6x/year
- Mission Bay 6x/year
- Laurel Heights 1x/year
- Mission Center 1x/year

• Pick-up of furniture and other bulky items for drop off at otherwise free bulky item drop-off days
• Large e-waste (i.e. large printers on wheels) that are brought to the otherwise free e-waste drop off days

*Only applies to state-supported spaces. Does not apply to leased buildings.*
## Refrigeration/HVAC

<table>
<thead>
<tr>
<th>Facilities-Funded Services*</th>
<th>Rechargeable Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Building chiller repairs and maintenance</td>
<td>• Dedicated air conditioning unit repairs and maintenance</td>
</tr>
<tr>
<td>• Building air conditioning unit repairs and maintenance</td>
<td>• Dedicated fan coil unit repairs and maintenance</td>
</tr>
<tr>
<td>• Walk-in boxes (cold and warm) preventive maintenance and minor repairs</td>
<td>• Dedicated chiller repairs and maintenance</td>
</tr>
<tr>
<td></td>
<td>• Refrigerator repairs and maintenance</td>
</tr>
<tr>
<td></td>
<td>• Freezer repair and maintenance</td>
</tr>
<tr>
<td></td>
<td>• Freezer rental</td>
</tr>
<tr>
<td></td>
<td>• Ice machine repair and maintenance</td>
</tr>
<tr>
<td></td>
<td>• Walk-in boxes (cold and warm) major repairs, such as compressor replacement</td>
</tr>
</tbody>
</table>

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

Custodial Services

Baseline standard services are provided by FS for custodial work funded by the state (see page 20). 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 Center online at campuslifeservices.ucsf.edu/facilities.

Engineer Ryan Dawson checking the deionized water system for the Parnassus Services building.
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.

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 53).

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.

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 go to campuslifeservices.ucsf.edu/facilities/services/facilities_projects/seismic_bracing.

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.
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 policies.ucsf.edu/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.

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 Center at facilities@ucsf.edu if you believe your area has not been identified as a sensitive area.

Mission Bay Facilities Manager Darrick Lo walking a customer through a remodel.
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 Requirements</th>
<th>Facilities Services Staff and Contractors Working Under Facilities Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. When submitting a service request online to the Customer Service 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 whoever is authorized to approve work in the space.</td>
<td>A. 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 request 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>B. 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>C. 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>D. 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>E. 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></td>
<td>F. Do not unplug any equipment or computers.</td>
</tr>
<tr>
<td></td>
<td>G. Do not bring any food or beverage into the laboratories.</td>
</tr>
<tr>
<td></td>
<td>H. 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>I. 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>J. Communicate through the Manager to avoid interrupting lab staff engaged in experiments.</td>
</tr>
<tr>
<td></td>
<td>K. 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.
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