## Wayne State University

## Facilities Planning & Management

## Guide to Services

## 2012

## *Detailed Version*

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## Quick Contact List

|  |  |
| --- | --- |
| **FP&M’s Main Line** | (313) 577-4310 |
| **To Place a Maintenance Request** | (313) 577-4315 |
| **To Place an Emergency Request** | (313) 577-4315 |
| Between the hours of 7:00 A.M. and 5:00 P.M., Monday - Friday | (313) 577-4315 |
| After hours (Public Safety) | (313) 577-2222 |
| **Customer Invoicing and Billing** | (313) |
| **Construction or Renovation Projects** | (313) 577-1974 |
| **Pest Control** | (313) 577-4315 |
| **Room Temperature Issues (too hot/too cold)** | (313) 577-4315 |
| **Spills** | (313) 577-4315 |
| **Moving Services** | (313) 577-4315 |

## Foreword

Our intent in publishing this guide is to identify the services FP&M provides to the Wayne State University community, explain how these services are accessed, and the financial considerations that are involved.

FP&M has over 365 employees committed to making our campus a safe, attractive, well-maintained, sustainable, and functional for our students, faculty, staff, and visitors. As a service organization, we are responsible for the construction, renovation, maintenance, and repair of University buildings and facilities as well as grounds maintenance, custodial services, trash collection, recycling, and utilities. We strive to provide these services in a manner consistent with Wayne State’s standards of excellence.

The work we perform and the services we provide have an enormous impact on the Wayne State University experience. This is an exciting time to be on our campus and FP&M is proud to be involved in your work here.

We are always ready and available to assist you. Please feel free to call on us at any time at 313-577-4315 or visit our website at www.facilities.wayne.edu.

We look forward to serving you.

**James R. Sears**

Associate Vice President,

Facilities Planning and Management

## Our Mission

Facilities Planning and Management supports opportunities for teaching, research, and service excellence by providing a safe, attractive, well-maintained, and functional campus. We continuously look for ways to improve our organization in order to deliver services that exceed the expectations of our customers: Wayne State University’s students, faculty, staff and visitors.

## FP&M by the Numbers

INFOGRAPHIC HERE

Tons of salt used last winter: 294 tons

Number of trees (from the tree study Kent did?)

Acreage maintained:

Gallons of paint:

MEGAN WORKING ON GETTING THESE TOGETHER

## Organizational Structure



## Requesting Services

### Making a Service Request

Whenever possible, service requests should be routed through building coordinators.

### Building Coordinators

Many buildings and departments have building coordinators or contact persons who work with FP&M regularly and know the service procedures well. Please coordinate requests with this person whenever possible. This will help eliminate duplication. A current listing of building coordinators is available on FP&M’s website.

### Service Center

The Service Center is the communications hub for FP&M and serves as the clearinghouse for all maintenance services requests.

### iService Desk

FPM’s iService Desk is an easy way for customers to submit work requests in real-time from any location that has access to Wayne State’s internal network. The iService Desk also allows customers to view invoice data and check on the status of work requests.

#### There are two ways to SUBMIT a service request:

##### Call the Service Center at (313) 577-4315

* Open Monday through Friday from 7:00 AM to 5:00 PM
* If the Service Center is closed, and the request is urgent, please call Public Safety at (313) 577-2222. They will alert FP&M’s on-call engineering supervisor of the problem.

##### Make your request online using the iService Desk

* Visit www.workorder.facilities.wayne.edu
* Available 24 hours a day, seven days a week from any computer connected to the internal WSU network.
* Instructions for submitting a service request through the iService Desk are available on-line at \_\_\_\_\_\_\_\_ (screenshots)

#### When submitting a Service Request, there are several things customers should provide so that we can provide more efficient, effective service, including:

#### Room number and building name of the area in need of service.

* Your name, phone number, and department and the name and contact information for the person you are making the request for (if different)
* The urgency of the problem. How long do you think the problem has been going on?

### After A service request is submitted

1. When possible, the customer should contact their [building coordinator](#BuildingCoordinator) to inform them of the need for service.
2. The building coordinator will submit the service request by calling the Service Center at 7-4315, or by submitting it on-line via the iService Desk site at **<http://workorder.facilities.wayne.edu>**
3. If the customer is submitting the request via the iService Desk, they will receive an auto-generated email confirming that the work request has been submitted successfully and a work request number is provided. This number should be kept handy since it can be used to check on the status of a request using the iService Desk site. Next, the Service Center will receive the on-line request and review it to ensure all necessary information was provided. After reviewing the work request, the Service Center will accept the request and transform it from a work request into a work order.
4. The Service Center assigns the work order a priority level based on the nature of the request. *See “Prioritizing Work Orders” for more information on work order priorities.*
5. The Service Center assigns the work order to the appropriate FP&M unit that is responsible for handling the work associated with the request.
6. The customer receives an email notifying them that the work request has been accepted and a new “work order” number will be provided. This number works the same as the work request number provided in earlier emails.
7. Customers can visit the iService Desk any time to check on the status of their work order. (*See page \_\_ for detailed instructions on how to check on the status of a work order).*
8. Upon receipt of the work order, the assigned FP&M service unit will review it and schedule a time with the customer to address the problem based on the priority level it was assigned.

### Making a Project Request

The iService Desk is the single point of contact for initiating a project request. Customers should visit [www.workorder.facilities.wayne.edu](http://www.workorder.facilities.wayne.edu) to access the project request form.

When submitting a project request, there are several items customers can provide us with to help us deliver more efficient, effective service, including:

* Room number and building name of the area where the work is supposed to take place
* Customers name, phone number, and department and the name and contact information of the person they are making the request for (if different)
* Customers should describe the type of work they would like completed and the time frame they are hoping for it to be completed within.

### Emergencies

If the situation is an emergency (i.e. fire, flood, gas leak, power outage, person stuck in an elevator, etc.) customers should call the Service Center at (313) 577-4315. So that maintenance personnel can be immediately dispatched to the scene.

If the Service Center is closed, customers should call Public Safety at (313) 577-2222 and they will alert the on-call engineering supervisor of the problem.

#### Examples of Emergency Situations

* a laboratory experiment

### Building coordinators

#### Who are they?

A Building Coordinator is an appointed person in a building or building group responsible for coordinating maintenance requests and activities within that building or group of buildings. In an emergency situation, (fire, gas leak, utility outage, etc.) the Building Coordinator is the single point of contact between Facility Services and the building or group of buildings.

#### What are their responsibilities?

* Receive all request for repairs, maintenance and bulb replacement and report same to FP & M Service Center at 313-577-4315 or via FP&M’s website (www.facilities.wayne.edu)
* Coordination of card access to building. Maintain record.
* Train individuals in proper card access procedures.
* Receive and monitor false alarm violations and report to violators supervisor when necessary.
* Report missing or expended fire extinguishers.
* Serves as primary contact person in dissemination of information to all building occupants regarding routine and special communications pertaining to the building and/or building maintenance and construction, as well as to building services and service outages, such as utility shut down, project coordination, fire drills and other emergency situations.
* Contact appropriate University department via the *Service Center* regarding building issues such as maintenance needs, (report all plumbing, air conditioning, heating and electrical problems) service outages, safety and security needs, and/or other building related needs.
* Report any changes in dates and times for locking or unlocking building to building occupants and Public Safety.
* Forward to Custodial Services area supervisor and coordinate request for floor cleaning and waxing, and carpet shampooing.
* Act as point of contact for discussions with University officials and external emergency personnel involved in evacuating the building and directing occupants to other University or non-University locations in both training and actual situations.
* Coordinates, or aids in the development of a building emergency response plan.
* Coordinate use of hallways and storage areas so that these are kept in compliance with fire regulations.
* Review building daily for safety hazards and report building safety hazards to Service Center.
* Attend Building Coordinator general meetings.
* Report problems with food vending equipment to AVI Food Services.
* Maintain a central location for, or at least access to, keys to enable ready access to all areas of the building for which the Building Coordinator is responsible.
* Coordinate as necessary with the designated alternate Building Coordinators who will act in the Building Coordinator’s absence.
* Responsible for CPR equipment if housed in the building.
* Develop and maintain “phone and e-mail trees” to communicate with building department heads during and outside of normal hours.
* Assist with crime prevention efforts by helping building occupants understand and practice simple crime prevention strategies: keep valuables secured.
* Report suspicious persons in or around building.
* Consult with Environmental Health and Safety department on issues relating to occupational health, safety and other environmental issues.
* Maintain a list of individuals with disabilities who reside in the building.
* Oversee posting of flyers and legal communications on informational boards.
* Assist with the coordination of e-waste efforts.

### Prioritizing Work Orders

In order to best serve the needs of the University community, maintenance work must be planned, scheduled, and performed in order of criticality. This prioritization allows for appropriate response times and the deployment of FP&M resources in an efficient and effective manner. FP&M has established three priority levels in order to standardize the processing of work order requests:

#### Level 1 – Emergency: An issue that poses an imminent threat to life, property, campus security, or the environment. The problem warrants an immediate response and mitigation, but not necessarily a permanent repair. *Maintenance personnel are dispatched immediately to assess the situation.*

#### Level 2 – Urgent: Any issue that is emergent, but not considered an immediate threat to life, property, campus security, or the environment, but must be completed in a timely fashion to avoid an emergency and/or disruption of University services. *Maintenance personnel are dispatched to assess the situation within 72 hours.*

#### Level 3 – Routine: Any issue considered a regular maintenance or service item that does not pose an immediate risk to facilities, systems, equipment or components. *Maintenance personnel are dispatched to assess the situation within 10 business days.*

### Services We Do Not Provide

Below is a list of services that customers commonly assume are addressed by FP&M, but are actually performed by other units and departments on campus.

|  |  |  |
| --- | --- | --- |
| Service | Provider | Contact Information |
| **Telephones** and telephone lines | C&IT | 7-4778 |
| **Ethernet** (including cables and jacks) | C&IT | 7-4778 |
| Building **access cards** and **readers** | Public Safety | 7-2224 |
| Cleaning and maintenance of **parking lots and structures** | Parking & Transportation Services | 6-PARK |
| **Classroom technology** | Media Services | 7-1154 |
| **Intercom** systems | C&IT | 7-4778 |
| **Campus maps** | Marketing & Communications | 7-8155 |
| **Cable television** (including jacks) | C&IT | 7-4778 |
| Emergency “Blue Lights” | Public Safety | 7-2222 |
| **Special events** (while FP&M supports special events, all requests should originate with the Special Events office) | Office of Special Events | 7-0283 |

### Who Pays for What

FP&M provides both billable and non-billable services. Sections 5.2 and 5.4 of the APPM (Administrative Policies and Procedures Manual) divide FP&M’s services into three cost categories:

|  |  |  |  |
| --- | --- | --- | --- |
|  | APPM Definition | Cost Responsibility | |
|  | FP&M | Customer |
| Maintenance  Work | Repairs or replacements to the basic structure or operating systems of a building to prevent deterioration or restore proper functioning. | 100% | 0% |
| Reimbursable  Work | Services performed by FP&M or contracted with outside vendors that do not constitute building maintenance. These are requested by the department and costs are charged to the departmental account. | 0% | 100% |
| Special Equipment Maintenance | FP&M administers partial funding of eighty percent (80%) for the maintenance costs for special research equipment. The school/college/institute provides the remaining twenty percent (20%) for the following items:   * Cold rooms and environmental chambers. * Radioactive and bio-hazard hood maintenance, including filters and filter changing. * Centralized distilled and reverse osmosis water systems. * Specialized filters, e.g., HEPA filters and absolute filters (any high efficiency filter over 90% efficient). | 80% | 20% |

### Cost Responsibilities for Frequently Requested Services

FP&M has put together a list of frequently requested services to help provide clarity around the share of costs that customers are responsible for (if any).

*\* There is no charge for the service if the request is made within the frequency guidelines established by FP&M, but is considered a billable service if customers request it to be performed at more frequent intervals. (See page \_\_\_ for custodian frequency guidelines).*

|  |  |  |
| --- | --- | --- |
| Service Area | Service Provider | Customer Share of Cost |
| Alarms, *installation* (intrusion alarms) | Skilled Trades | 100% |
| Athletic fields, *maintenance* | Grounds | 0% |
| Cabinets, fabrication and installation | Skilled Trades | 100% |
| Carpets, *cleaning of* (shampooing and extracting) | Custodial  Services | 0%\* |
| Ceiling tiles, repairs or replacements | Skilled Trades | 0% |
| Chalk, *replacing* (in classrooms) | Custodial Services | 0% |
| Chalkboards / Dry Erase Boards, *installation of* | Skilled Trades | 100% |
| Chillers, maintenance or repairs | Engineering | 0% |
| Circuit breakers, *repairs* | Skilled Trades | 0% |
| Clogs, related to drains and pipes | Skilled Trades | 0% |
| Cold rooms, maintenance or repairs | Engineering | 20% |
| Cooling systems, *maintenance or repairs* (process cooling for research equipment) | Engineering | 100% |
| Dead animals, *removal of* | Custodial Servcies | 100% |
| Door hardware, repairs or installation | Skilled Trades | 0% |
| Door mats, repair or replacement | Custodial  Services | 0%\* |
| Door mats, replacement of | Custodial Services | 0%\* |
| Doors, repairs or replacement | Skilled Trades | 0% |
| Draperies, *cleaning* | Custodial Services | 100% |
| Draperies, installation | Skilled Trades | 100% |
| Drywall, repairs to | Skilled Trades | 0% |
| Dry Erase Boards, *installation of* | Skilled Trades | 100% |
| Dusting of equipment and furniture | Custodial Services | 0%\* |
| Electrical outlets, *installation of* | Skilled Trades | 100% |
| Electrical outlets, *repairs* | Skilled Trades | 0% |
| Elevators, maintenance or repairs | Skilled Trades | 0% |
| Emergency lighting, maintenance or repairs | Skilled Trades | 0% |
| Exterior Lighting, maintenance or repairs | Skilled Trades | 0% |
| Events, set-up and clean-up | Custodial Services | 100% |
| Exhaust fans, repairs or replacement | Engineering | 0% |
| Eyewash stations, maintenance or repairs | Skilled Trades | 0% |
| Fire alarms, testing and maintenance | Skilled Trades | 0% |
| Fire extinguishers, *replacement* | Skilled Trades | 100% |
| Fire sprinklers, maintenance or repairs | Skilled Trades | 0% |
| Flooring, *repairs or replacement* (carpet, linoleum, tile, etc.) | Skilled Trades | 0%\* |
| Floors, mopping, vacuuming, and sweeping | Custodial Services | 0%\* |
| Floors, stripping, waxing, and polishing | Custodial Services | 0%\* |
| Fountains (decorative), *maintenance or repairs* | Grounds | 0% |
| Fountains (drinking), *maintenance or repairs* | Skilled Trades | 0% |
| Fume hoods, maintenance or repairs | Skilled Trades | 0% |
| Fume hoods - biohazardous and radioactive, *maintenance or repairs* (used for research) | Engineering | 20% |
| Furniture, removal or relocation | Grounds | 100% |
| Furniture, *repairs* | Skilled Trades | 0% |
| Gates and entry arms, installation or repairs | Skilled Trades | 100% |
| Generators, *testing* | Skilled Trades | 0% |
| Graffiti, *removal* | Skilled Trades | 0% |
| Grounds, general maintenance | Grounds | 0% |
| Gutters and downspouts, *maintenance or repairs* | Skilled Trades | 0% |
| Hand rails, replacement or repairs | Skilled Trades | 0% |
| Handicap doors, *repairs* | Skilled Trades | 0% |
| Hardscape, maintenance or repairs | Grounds | 0% |
| High-efficiency air filters, *replacement*  (used for research) | Engineering | 20% |
| HVAC units, maintenance or repairs | Engineering | 0% |
| Irrigation systems, installation, repairs, maintenance, and operation | Grounds | 0% |
| Keys, duplicating | Skilled Trades | 0% |
| Laboratory equipment, *installation* | Skilled Trades | 100% |
| Leaks, (plumbing) *repairs* | Skilled Trades | 0% |
| Leaks, (roofs) *repairs* | Skilled Trades | 0% |
| Lights, *relamping* (permanent fixtures) | Custodial Services | 0% |
| Litter, *pick-up* (outdoors) | Grounds | 0% |
| Lockouts (including doors, filing cabinets, desks, etc.) | Skilled Trades | 100% |
| Locks, installation or replacement | Skilled Trades | 100% |
| Locks, *re-keying of* (including doors, filing cabinets, desks, etc.) | Skilled Trades | 100% |
| Mirrors in restrooms, *replacement or repairs* | Skilled Trades | 0% |
| Moving services (minor moving of equipment and furniture) | Grounds | 100% |
| Moving services (replacing classroom furniture or due to reassignment of space outside department's control) | Grounds | 0% |
| Painting of non-public spaces (offices, conference rooms, etc.) | Skilled Trades | 100% |
| Painting of public spaces (corridors, restrooms, classrooms, lobbies, etc.) | Skilled Trades | 0%\* |
| Paper products, *restocking* (in restrooms) | Custodial Services | 0% |
| Pest control | Custodial Services | 0% |
| Pet related accidents or spills | Custodial Services | 100% |
| Pictures, *hanging of* | Skilled Trades | 100% |
| Plantings, *seasonal* (public spaces) | Grounds | 0% |
| Recycling, removal and disposal | Custodial Services | 0% |
| Restroom partitions, installation and repairs | Skilled Trades | 0% |
| Roofs, maintenance and repairs | Skilled Trades | 0% |
| Shelving, fabrication and installation | Skilled Trades | 100% |
| Sidewalks, maintenance or repairs | Grounds | 0% |
| Signs, fabrication and installation (permanent) | Skilled Trades | 100% |
| Sinks, replacement and repairs | Skilled Trades | 0% |
| Snow, *removal* (roads, sidewalks, and walkways - up to building entrances) | Grounds | 0% |
| Soap, *restocking* (restrooms) | Custodial Services | 0% |
| Spill cleanup (hazardous) | OEHS  (call 7-1200) | --- |
| Spill cleanup (inside buildings) | Custodial Services | 0% |
| Spill cleanup (outside buildings) | Grounds | 0% |
| Trash removal (boxes and bulky items) | Grounds | 100% |
| Trash removal (inside buildings) | Custodial Services | 0% |
| Trash removal (outside bins and receptacles) | Grounds | 0% |
| Wallpaper, installation | Skilled Trades | 100% |
| Water purification systems, *maintenance or repairs* (used for research) | Engineering | 20% |
| Window, *repairs* | Skilled Trades | 0% |
| Window, *washing* (outside) | Cusodial Services | 100% |

\**There is no charge for the service if the request is made within the frequency guidelines established by FP&M, but is considered a billable service if customers request it to be performed at more frequent intervals. (See page \_\_\_ for custodian frequency guidelines).*

## The Business Services Department

Business Services provides financial and administrative support to FP&M departments and assists customers in accessing FP&M’s services.

### department responsibilities

* **Service Center –** Business Services operates the Service Center, which receives all University calls relating to building maintenance issues (including emergency situations) and renovation requests. This department issues work orders to various FP&M departments to facilitate customer initiated work requests.
* **Stockroom –** The stockroom carries more than 3,000 parts and supplies for use by our technicians. As work orders are issued from the Service Center, the stockroom provides the materials and supplies for our custodial, engineering and maintenance teams to do their work.
* **Technology –** Business Services provides support for technology systems related to internal and external operations including irrigation controls, maintenance management system, building automation systems, and utility payment software.
* **Accounting and Billing**
* **Human Resources**
* **Purchasing**

### customer payments

FP&M bills departments for services that are not considered routine maintenance (routine maintenance is covered by FP&M’s general budget allocation). Additionally, auxiliaries and affiliates of the University are billed for all services provided by FP&M. The APPM defines those services that are billable and those that are not.

### APPM

The APPM (Administrative Policy and Procedure Manual) is the official compilation of the University's administrative policies and procedures.  Information in contained in the APPM is derived from sources such as decisions of the Board of Governors, operating requirements, procedural studies, review of organizational responsibilities, standard practices and legal requirements. FP&M’s operations are described in Section 5 of the APPM. The Manual is available on-line through the following link:

<http://fisopsprocs.wayne.edu/appm/whnjs.htm>

Below are the three methods customers can use to provide FP&M with payment to cover billable services. The procedure for establishing each method can be cumbersome, but FP&M’s Business Services Unit and DCS project managers can provide customers with guidance if assistance is needed.

#### *Payment Option 1: Establishing a Plant Fund Account*

*What is it?*

A Plant Fund Account is established to account for all transactions associated with a major construction or renovation project. This is the only method available for funding projects that will cost more than $25,000 to complete.

*Important things to consider:*

* Plant Fund Accounts are usually established at the project’s infancy to include costs associated with initial planning work involved with major construction projects.
* Any request to establish a Plant Fund Account that exceeds $50,000 or more, is subject to review by the Vice President for Finance and Business Operations

*How do customers establish a Plant Fund Account?*

1. After determining that the project cost will exceed $25,000, DCS will request the customer to provide the following information to begin establishing a PFA:
   * Written authorization from the customer’s Business Manager or other individual who is authorized to expend department or grant money.
   * The index number of the account that contains the money that will be transferred to FP&M to cover the cost of the project. *(The customer’s Business Manager should have this information).*
2. PM forwards the above information to FP&M’s Business Services Department who will complete the information required of FP&M and forward the request to WSU’s accounting office.
3. Upon receipt, the Accounting Office will review the request and determine if any additional approvals are necessary. This depends on the total amount of the transfer request:
   * **Request $50,000:** the Vice President for Finance and Business Operations must approve the transfer before any funds can be released.
   * **Request $50,000**: no additional approval is necessary.
4. The Accounting Office will transfer the customer funds into the Plant Fund Account; the office will notify FP&M once the transfer process is complete.
5. Project work or planning is ready to begin.

#### *Payment Option 2: Submitting an IRB (Internal Requisition) Form*

*What is it?*

An IRB authorizes the University to transfer a set amount of funds to FP&M usually based on an estimate. An IRB can only be used with projects that are estimated to cost less than $25,000 to complete.

*How do customers pay for services using an IRB?*

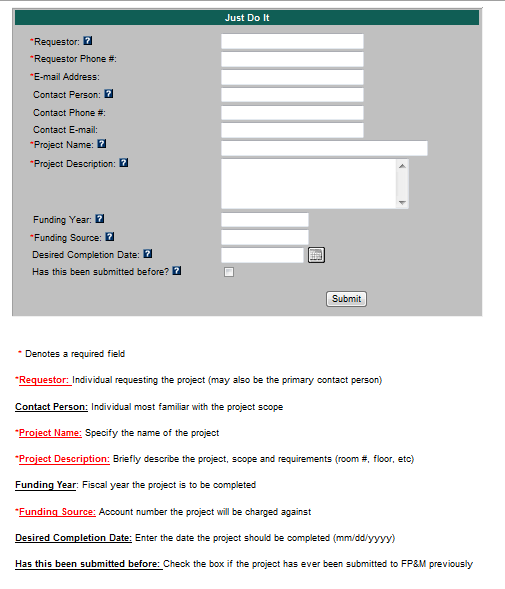
1. Customer should prepare an IRB form for submission. *(The customer’s business manager should be able to provide them with a copy of the form).*
2. Once the customer has completed the form and collected the necessary signatures, the form should be returned to the Project Manager or to FP&M’s Business Services Department via inter-campus mail. *(FP&M is located at 5454 Cass Avenue).*
3. Upon receipt, FP&M’s Business Services Department will fill-in the portions of the form that are required of FP&M.
4. FP&M will then send the form to Disbursements for final processing. *At this stage, FP&M is authorized to proceed with the work.*
5. Upon receipt, the Disbursements Office will process the form and transfer the amount authorized on the form to FP&M.

#### *Payment Option 3: Providing Payment Using a Direct Charge*

Also known as a “Just Do It”, this method authorizes FP&M to deduct funding as work progresses from the account provided by the customer’s department.

*How do customers pay for services using the Direct Charge method?*

1. Customers should provide FP&M with an index number (typically this is provided by the customer when they submit a project request, inputting the index number in the box circled below).
2. FP&M’s Business Services Department will use this number to deduct the funds from the customer’s account within Banner as project work progresses.





## Design & Construction Services

Design and Construction Services (DCS) is responsible for all design and construction projects carried out by WSU, no matter the size or the budget. The stewardship of the University's construction spending is paramount, and DCS works with design teams, construction teams, and user groups to ensure that WSU achieves high quality, high value projects, constructed in accordance with internal and external regulations and standards.

### department responsibilities

* Pre-planning and project scope development
* Project estimating
* Selecting design professionals
* Coordinating and managing design and construction
* Leading the construction process up to owner occupancy
* Space planning
* Interior design and furniture planning

### Department organization

#### DCS is divided into two separate units:

### Capital & complex construction group

This group is responsible for leading the design and construction phases of all large-scale or complex construction projects on campus.

Projects overseen by this group usually include:

* New construction
* Extensive renovation projects within buildings and offices

### minor construction & renovations group

Formerly known as the “GIRF” team, the Minor Construction and Renovations group handles customer funded projects that are typically minor in terms of scope and cost.

Examples of projects overseen by this group include:

* Re-flooring
* Installation of research equipment
* Repainting
* Small scale office renovations

### Project delivery methods USED by dcs

DCS primarily uses four delivery methods to execute project work:

***Job Order Contracting (JOC)***

JOC refers to a long-term, indefinite delivery, indefinite quantity (IDIQ) contract that FP&M has entered into with a local contracting firm to deliver construction services on an on-call basis. The contractor will provide customers with a firm price for the project before any work takes place. This price is based on pre-established unit prices for labor and materials.

***Time and Materials (T&M)***

DCS has established relationships with local contractors to provide services under a T&M arrangement. These workers are paid after the project is completed based on the actual cost of the labor performed (at previously agreed upon hourly rates), the actual materials and equipment used to execute the work, and an add-on rate that covers the contractor’s overhead and profit. This method is most often used when it is difficult to accurately estimate the extent or duration of the work or to anticipate costs with any reasonable degree of confidence. To be eligible for delivery under the T&M method, the total cost of the project must not exceed $25,000.

***Lump Sum***

Lump Sum is a basic contractual agreement where the contractor agrees to provide specified services for a specific price and FP&M agrees to pay the price upon completion of the work or according to a negotiated payment schedule. In developing a lump sum bid, the builder will estimate the costs of labor and materials and add to it a standard amount for overhead and their desired profit.

***Design/Bid/Build***

This is a traditional method for delivering projects. An architectural firm is hired and serves as the University’s agent. Although the firm may have numerous responsibilities, including the selection of consultants, its primary responsibility is to provide and oversee the design and construction documents for the project. As the design progresses, cost estimates are periodically prepared by the architectural firm and external cost estimators. Once the construction documents and specifications are completely finished, and other requirements of the University have been met, the project is bid and subsequently awarded to the general contractor who makes the lowest responsible bid.

The Project Manager will provide customers with assistance as they navigate through the processes associated with the most prudent delivery method to use for executing their project.



### points of customer involvement in the project process (applicable to any project type)



### 







### Research Related Space (R-FaST)

The Research Faculty Set-up Team’s (R-FaST) primary objective is to ensure that research space is ready for new faculty members prior to their arriving on campus. R-FaST team members accomplish this mission by:

* Communicating with schools and colleges throughout the year to determine their upcoming faculty hiring plans so that the R-FaST team can adequately forecast potential renovation and space needs
* Meeting with faculty candidates during the hiring process to understand their research space requirements
* When faced with more complicated projects, R-FaST team members may visit the faculty member’s current institution to get a firsthand view of their current laboratory space and future research needs.
* The success of the R-FaST project requires notification as early as possible and constant communication between FPM and the college or department.

#### For More Information

Customers wishing to get more information about the R-FaST program should call (313) 577-1974.

### Space Management

FP&M oversees all aspects of space management (other than room scheduling) on WSU’s campus. Related responsibilities include:

* Developing and implementing the campus master plan
* Overseeing the development and alteration of space
* Managing space related records and systems
* Administering the processes related to space use, utilization and assignment
* Requesting Space

FP&M is responsible for managing the process governing the allocation and reallocation of space. However, FP&M does not have the authority to make decisions related to space allocation or reallocation; this authority rests with the Vice President of Finance and Business Operations. FP&M’s primary roles in this process are to:

* Receive space request applications
* Investigate the need
* Determine potential options available to fulfill the request
* Prepare the request for review by the Vice President and the Space Management Committee
* Assist departments with executing the transition into and out of new spaces (i.e. moving and relocation support, space modifications, etc.)

#### The following considerations should be taken into account before a customer makes an appeal to FP&M for additional space:

* All space constructed or acquired by the University belongs to the University and not to the respective schools, colleges, divisions, or programs even though such space may have been constructed or acquired specifically for those schools, colleges, divisions, or programs.
* All requests should be discussed with the customer’s dean, department chair, or department leader before initiating the process
* Department and unit allocations should be as contiguous as possible, unless interdisciplinary program or other collaborative relationships dictate otherwise
* Space requests should be compatible with the campus master plan and the University’s academic, research, and outreach mission
* New space will only be assigned to units that have demonstrated effective utilization of their existing space
* Applicants must be able to demonstrate a convincing programmatic need
* FP&M does not provide departments with funding related to transitions out of and into new space (i.e. modifications to space, moving services, etc.); these costs must be absorbed by the requesting departments, and could include the costs associated with forcing another unit to vacate their space for the requesting unit’s needs

#### Space Committee

A Space Committee has been created to provide the Vice President with advice on how space should be allocated to best meet the University’s academic, research, and outreach priorities. The Space Committee meets the third Thursday of every month.

The committee’s membership includes:

* Vice President of Finance and Business Operations (chair)
* Provost and Senior Vice President for Academic Affairs
* Vice President for Research
* Vice President for Marketing and Communications and Chief of Staff

**Space Allocation Process**

Before initiating a space request, individuals should consult with their Department Chairs or Deans to determine if funding is available to support maintenance and utility costs associated with the request and to determine if there is space available within the department.

Note that all requests for space must be received by FP&M by the first Friday of the month in order for them to be considered as an agenda item during that month’s meeting.

1. Customer should submit their request through the iService Desk using the Project Request form. Customers should include the following information in the “Project Description” portion of their request:
   * What type of space is needed (i.e. wet lab space, conference room, office, etc.)
   * What the requested space will be used for
   * When the requested space is needed
2. Upon receipt of the request, the Space Management Coordinator will contact the customer to discuss their request further, provide them with a space allocation questionnaire, and answer any questions they may have.
3. Customers should complete the questionnaire provided to them in full and obtain the approvals required to process the request.
4. Upon receipt of the form and necessary approvals, the Space Management Coordinator will determine the feasibility of the request and investigate options available.
5. Once the Space Management Coordinator has enough information to move the request forward, he/she will present this information to the Space Management Committee for consideration at their next meeting.
6. The Space Management Committee will make one of three determinations:
   * Approve the request
   * Deny the request
   * Table the request so that more information can be collected
7. The Space Management Coordinator will contact the customer to inform them of the decision and explain the next steps in the process

## Custodial Services

The Custodial Services Department provides all custodial cleaning and maintenance services within non-auxiliary space.

### department responsibilities

#### Janitorial Services

The Department provides daily janitorial services to ensure sanitary conditions and proper upkeep of offices, classrooms, lecture halls, auditoriums, laboratories, elevators, stairwells, lounges, conference rooms, libraries, and building lobbies. *Basic services and frequencies are outlined on the Cleaning Frequency Chart published on page \_\_\_\_.*

**Pest Control Services**

Custodial Services oversees all pest control needs on campus. The Pest Control Unit is responsible for providing preventative pest and rodent control measures for the University’s grounds and most of the non-auxiliary spaces.

**Relamping**

The Department is responsible for changing light bulbs throughout campus (provided that the changing of the light bulb does not pose a danger due to its height and location).

**Snow Removal**

During the winter snow season custodians are responsible for sweeping, shoveling, and salting building entrances on campus.

**Trash and Recycling**

Custodial Services removes all recyclables, trash, and refuse from rooms and buildings on campus.

### Cleaning Frequencies

Cleaning frequencies for basic services have been established for all room types on campus. Custodial Services has established Service Level Agreements with certain departments to provide specialized services beyond those listed below. For details on these agreements, customers should contact their building coordinators.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Offices | Dry Labs | Wet Labs | Animal Labs | Classrooms | Restrooms | Elevators | Stairwells | Hallways | Lobbies | Lounges | Conf Rooms | Libraries |
| GENERAL CLEANING | Empty trash / recycling bins | D | D | D | D | D | D |  | D | D | D | D | D | D |
| Clean trash / recycling bins | W | W | W | W | W |  |  | W | W | W | W | W | W |
| Sanitize touch points | D |  |  |  |  | D | D | D |  |  |  | D | D |
| Dust equipment | W | W | W | W | D | D |  |  |  | W |  | W | W |
| Wipe down countertops / tables | D | D | D | D | D | D |  |  | D | D | D | D | D |
| Wipe down mirrors / glass | D | A/N | A/N | A/N | D | D |  |  | D | D | D | A/N | A/N |
| Replace chalk |  |  |  |  | A/N |  |  |  |  |  |  |  |  |
| Wash black / white boards |  |  |  |  | D |  |  |  |  |  |  | A/N | A/N |
| Wipe down desks | D | A/N | A/N | A/N | W |  |  |  |  | W |  | D | A/N |
| Dust window sills | D |  |  |  | W | W |  | W |  | D | D | D | W |
| Restock paper products / soap |  |  |  |  |  | D |  |  |  | D | D | D | D |
| Sanitize commodes |  |  |  |  |  | D |  |  |  | D | D |  |  |
| Spot clean surfaces / glass |  | W | W | W | W | D |  |  | D | W | D | D | D |
| Sanitize sink basins |  | A/N | A/N | A/N | W | D |  |  |  |  | D | A/N |  |
| Replace urinal screens / blocks |  |  |  |  |  | A/N |  |  |  | A/N | A/N |  |  |
| Wipe down walls / surfaces |  |  |  |  |  | A/N | D |  |  |  |  |  |  |
| Wash and polish handrails |  |  |  |  |  | D | D | W | D | D | D | D | D |
| Clean exterior of display cases |  |  |  |  |  |  |  |  |  | W |  | W | W |
| Dust plants | W |  |  |  | W | W |  |  |  | W | W | W |  |
| Dust air vents | W | W | W | W | W | W | W | W | W | W | W | W | W |
| Dust light fixtures | D |  |  |  | D | D |  |  |  | A/N | A/N | W | A/N |
| Dust shelves | D |  |  |  | D | A/N |  |  |  | W | W | W | W |
| FLOOR CARE | Spot mop floors | A/N | A/N | A/N |  | A/N |  | A/N | A/N |  | D | D | 2W |  |
| Wet mop floors | W | W | W |  | W |  |  | W | W | 2W | 2W | W |  |
| Sanitize floors |  | A/N | A/N | A/N | W | D |  |  |  |  |  |  |  |
| Vacuum / dust mop floors | D | A/N | A/N | A/N | 3W |  | 3W | 3W | D | D | D | W | D |
| Clean floor tracks |  |  |  |  |  |  | 2W |  |  |  |  |  |  |
| Vacuum runners / mats |  |  |  |  | D | D | D | W | D | D | D | D | D |
| Shampoo mats |  |  |  |  | S | S | S |  | S | S | S | S | S |
| Wax floors | A/N | A/R | A/R | A/R | A/N | A/N | A/N | A/N | W | W | A/N | A/N | A/N |
| Shampoo carpets | A/N | A/R | A/R | A/R | A/N |  |  |  | A/N | A/N | A/N | A/N | A/N |

*(D) Daily, Monday – Friday; (W) Once per week; (2W) Twice per week; (3W) Three times per week; (S) Seasonally; (A/R) As requested; (A/N) As needed*

### Special Requests

Custodial Services can provide services more frequently than those listed in the frequency chart outlined in this section, but customers may be responsible for costs related to labor and supplies. Requests can be made through the iServices Desk.

Custodial Services can also provide off-hour services to support special events (i.e. conferences, receptions, etc.) and the like. These services need to be pre-arranged by submitting an on-line work order request or by calling the Service Center at 7-4315. Such requests require overtime work for custodial staff and will be billed at the relative charge rate.

## Grounds Maintenance

The Grounds Maintenance Department is responsible for maintaining WSU’s outdoor space and strives to create an appealing, safe, and enjoyable learning environment. The Department cares for over 200 acres of turf, tress, waterscape, plantings, and hardscape. The Department’s primary responsibilities are outlined below.

### department responsibilities

#### Grounds Maintenance

Mowing, edging, fertilizing, pruning, installing and replacing turf, raking leaves, mulching, and installing and maintaining beds

#### Horticulture

Installing and maintaining seasonal color in beds and pots and caring for interior foliage

#### Waterscape

Cleaning and maintaining fountains and other water features on campus

#### Tree Services

Removal of dead trees and grinding stumps, trimming, pruning, shaping, and fertilizing

#### Trash Removal and Litter

Policing for litter and rubbish, emptying exterior receptacles, coordinating the emptying of dumpsters

#### **Snow and Ice Removal**

Treating and removing snow and ice on roads, sidewalks, and walkways up to building entrances

#### Athletic Fields

Marking playing fields and maintaining turf and exterior courts

#### **Irrigation**

Installing, maintaining, and repairing irrigation systems and scheduling watering frequencies

#### Moving and Relocation Services

Moving services are provided by members of the Grounds Maintenance staff. As stated in the APPM, all moving services are billable except those relating to the replacement of classroom furniture and involuntary relocation. For more information about moving services, customers should call the Service Center at 7-4315.

## Building Maintenance

The department handles the maintenance and repair of WSU’s facilities and their related systems and components. Engineers and skilled trades staff are responsible for the bulk of maintenance related services on campus.

### The Role of Engineers and Skilled Trades Compared

While the two job categories seem similar in scope, the engineering and trades staff have very different responsibilities on campus.

**Engineers**

The primary function of WSU’s engineering staff is to operate and maintain heating, ventilation, air conditioning, mechanical equipment and the utilities that serve building systems such as water, steam, natural gas, and electricity.

**Skilled Trades**

WSU’s skilled trades staff are trained and experienced in a particular trade or craft (i.e. electrical, plumbing, painting, etc.) and their work is usually confined to only the issue(s) they are trained in.The following trades are represented at WSU:

* Plumbers
* Electricians
* Carpenters
* Pipefitters
* Painters
* Locksmiths
* Plasterers
* Handymen

### Maintenance Categories

Maintenance work generally applies to one of the three following categories:

#### Routine Maintenance:

FP&M defines everyday work and work that addresses normal wear and tear on the building’s structure and equipment as *routine maintenance*. This work is primarily handled by members of the Skilled Trades team. Common examples include:

* Repairing leaky faucets
* Replacing broken windows
* Rekeying locks
* Painting hallways
* Placing Requests

All routine maintenance requests should be placed on-line via the iService Desk or by calling the Service Center at 7-4315. Requests are prioritized and handled on a first-come, first-served basis, except in the case of an emergency, which FP&M will address immediately. *(See the Requesting Services section to learn more about FP&M’s prioritization guidelines).* If it is determined that the repair may disrupt building occupants or visitors, FP&M will try to coordinate schedules with the customer to minimize any inconvenience.

**Preventative Maintenance**

To reduce frequency of equipment breakdown, FP&M conducts ongoing inspections of and maintenance services on fixed equipment located across campus. Common examples include:

* Inspecting boilers
* Lubricating machinery
* Cleaning air handling systems
* Changing filters and belts

FP&M performs preventative maintenance work according to the manufacturer's recommended maintenance procedures. FP&M’s preventive maintenance responsibilities include those mandated by government regulation, insurance requirements, and building codes. Many of these services, such as fire alarm testing, ensure the safety of building occupants. While this is a very important part of what FP&M does, much of it goes on behind the scenes in the building’s mechanical spaces. A vast majority of FP&M’s preventative maintenance requests are initiated internally.

**Reimbursable Work**

FP&M considers any customer initiated request that falls outside the scope of routine maintenance to be a billable service. We are required to charge the requesting department for any costs associated with reimbursable work. Requests of this nature are performed by FP&M on a schedule that is determined by priority of need taking into account impact on University's mission, life cycle of the system or component, and availability of staff. Common examples include:

* Hanging pictures
* Repairing furniture
* Installing and/or repairing specialized research equipment (autoclaves, freezers, etc.)
* Relocating electrical outlets
* Re-keying services

Customers are encouraged to use the electronic submission process provided through the iService Desk to initiate reimbursable requests.

As a general rule of thumb, if a piece of equipment is not part of a building system for which FP&M has full operating control, whether it was installed at the time of construction or added later, it is the responsibility of the department that controls the equipment to fund its repair, maintenance, and/or replacement. *(For a listing of common services and their funding categories, please see the Who Pays for What section of the Business Services section of the guide.)*

## Utilities & Energy Management

The Department is responsible for FP&M’s utilities purchase program and leads energy conservation measures occurring all over campus.

### Department Responsibilities

**Establishing WSU’s Annual Utility Budget**

The Department is responsible for analyzing trends and forecasting utility budgets related to general fund and auxiliary units, major capital construction projects, and major renovation projects.

**Maintaining Building Automation Systems**

Energy Management works with Honeywell and Siemens to install and maintain WSU’s building automation systems.

**Interfacing with Utility Providers**

The Department manages WSU’s relationship with local utility companies that provide the campus with natural gas, water, and electricity. Energy Management personnel also serve as the primary liaison between DCS and utility providers during major renovation and new construction projects.

**Overseeing the Implementation of Energy Conservation Measures (ECMs)**

The Department works with other FP&M departments to implement various ECMs including:

* Energy Savings Performance Contracts
* Temperature setbacks
* Night/weekend/holiday HVAC shutdowns
* Energy audits
* Retrocommissioning of existing systems

**Providing Energy Related Support and Advice**

When requested, the Department reviews mechanical and electrical designs for new construction or renovation work, provides technical support to the Maintenance and Operations team, and distributes energy related information to the campus.

## Sustainability

Wayne State University is committed to creating a sustainable campus environment. The Office of Campus Sustainability was established to support the efforts that students, faculty, and staff are making to create an attractive, user-friendly campus that embraces the values of environmental stewardship.

### Department Responsibilities

FP&M oversees the work of the Office and partners with other departments and organizations on campus to provide the variety of services that are making our campus more cost efficient and environmentally sensitive.

**Transportation**

Wayne State is supporting and pursuing innovative ways to provide alternative transportation to the campus community in an effort to reduce the economic, environmental and public health impacts associated with automobile traffic. Some of these initiatives are listed below.

***Ride Sharing***

Ridesharing consists of carpooling and vanpooling. Carpooling is an informal agreement between two or more people to share a ride to work. An individual can carpool one day a week or five, share driving responsibilities or not, etc. The arrangement is between the individual and their fellow carpoolers.

Vanpooling, on the other hand, is a more formal arrangement between 5 to 15 people to share a ride to work using a van supplied by the Michigan Department of Transportation (MDOT). This program is administered through MichiVan, who fully insures, registers, and maintains the van. Riders pay a monthly fee depending on how many people ride in the van and how many miles are traveled to work. One person agrees to be the driver, MichiVan certifies that this person is qualified, and the driver rides for free (no monthly fee). Up to five alternate drivers are allowed per vanpool.

For more information about signing up for a ridesharing program, individuals should contact the Parking and Transportation Services Department at (313) 576-PARK or visit <http://transportation.wayne.edu/ridesharing.php>.

***Zipcar***

Wayne State University and Zipcar, Inc., the world’s leading car-sharing network, offers a car-sharing program on campus. The cost-effective and convenient transportation option is available 24 hours a day, seven days a week to students, faculty members and staff members who are 18 and older. The program aims to reduce parking demand by offering convenient, cost-effective and environmentally friendly alternative to owning a car.

WSU currently offers two vehicles, which are located in parking structure #8, located at 91 W. Forest Ave, between Cass and Woodward avenues, and in parking lot #41, located at 5211 Anthony Wayne Drive.

WSU members pay a nominal annual membership fee, and both hourly and daily rates are provided. Gas, insurance, reserved parking spots, up to 180 miles of driving per day and roadside assistance are included in the hourly and daily Zipcar rates. Cars can be reserved for as little as an hour or for multiple days.

For more information, including how to sign-up for the program and current rates, individuals should visit [www.zipcar.com/wayne](http://www.zipcar.com/wayne) or call WSU’s Parking and Transportation Services Department (313) 576-PARK.

***CATMap***

The Campus Alternative Transportation Map (CATMap) illustrates the myriad of alternative transportation options available to the WSU community, and the routes or locations associated with them. The map includes:

* City bus and Midtown Connection Shuttle routes
* Campus shuttle routes
* Zipcar locations
* Bicycle rack locations
* Parking lots and structures
* Walking routes
* Eateries, shops, services, etc. that are available in close proximity to the Detroit campus

To view the interactive CATMap, individuals should visit [www.catmap.wayne.edu](http://www.catmap.wayne.edu).

**Recycling**

Recycling saves natural resources, energy, and money, and creates less air and water pollution. FP&M is committed to providing for a robust recycling program on campus and increasing faculty, staff, and student access to receptacles inside and outside facilities.

***What Can be Recycled on Campus?***

Most things you use every day on campus can be recycled. Use this list to determine some of the items that should be tossed in the recycling bin instead of the trash can:

* Paper
* Newspaper and inserts
* Magazines and catalogs
* Paperback books
* Paper bags
* Junk mail
* Cardboard
* Flattened boxes (call the *Service Center* at 7-4315 to schedule pick-up for large or bulky items)
* Paper towel rolls
* Tissue boxes
* Juice containers
* Plastic
* Bottles and containers labeled with the following recycle code images:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

* Grocery bags
* Newspaper bags
* Metals
* Aluminum soda cans
* Tin food cans
* Aluminum foil
* Pie plates
* Glass
* All types and colors
* Styrofoam
* Packing peanuts
* Food containers

Poisons, solvents, heavy metals, radioactive and biohazardous waste, and other hazardous products should never be poured down drains or outside in soil and containers associated with these items should not be thrown into regular trash or recycling receptacles. Individuals should call the Office of Environmental Health and Safety (OEHS) at 7-1200 to determine the most appropriate method for disposing these items.

**Energy and Water**

FP&M is actively engaged in reducing the consumption of energy and water on campus. The efforts being made in this area are currently centered on the following initiatives:

* Establishing temperature set-backs and developing a strong temperature policy
* Promoting the “closure” of the campus to non-essential operations during holiday and extended breaks
* Replacing fluorescent light bulbs with high efficiency ballasts and bulbs in several buildings across campus
* Implementing an energy savings performance contract to upgrade inefficient equipment and systems
* Developing a vigorous behavioral campaign aimed at changing the consumption mindset of WSU’s students, faculty, and staff

FP&M has created an Energy Curtailment Committee, comprised of operations personnel, that is responsible for reviewing and implementing several of these initiatives around campus and developing new and bold ideas for further reducing consumption.