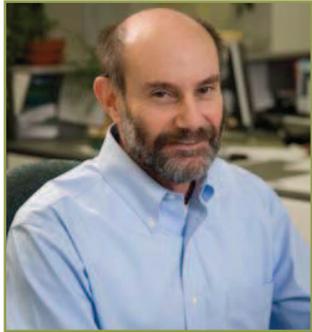


cpfm Building and Maintaining Excellence



cpfm

Guide to Services

Revised 11/2008

Thanks for taking the time to read our Guide to Services, the annual report that keeps you up-to-date on CPFM services, programs and rates. If you would like to understand more about our organizational structure, need the phone number for our emergency information line during a power outage (hint: it's 514-1212!), or wondered how frequently recycling containers are emptied in labs, this is your one-stop resource.

First we'd like to share with you a look back on some of the accomplishments of fiscal year 2007-2008. The last year was one of change and growth for CPFM. We hope you've noticed our focus on providing you the best service, either through one-on-one interactions or the programs we've set up to make working with CPFM easier for you.

From our customers, we've heard that the online work order system has been a success. Launched this past winter, we aimed to have 25% participation by June 2008; by then, over 50% of work orders arrived through the online system. In total, our Customer Service Center processed nearly 22,000 work and service orders.

Capital Programs initiated 105 projects across our multi-site campus, totaling over \$135,000,000 in renovation and new construction work. We hope you were able to join us this past spring for our campus-wide presentations on the deferred maintenance program, through which we're addressing the backlog of work on the campus' aging infrastructure.

Two major projects came on line for CP: the Institute for Regeneration Medicine on Parnassus and the Cardiovascular Research Building at Mission Bay. Both buildings will help further UCSF's mission to improve healthcare, and we are proud to be involved.

Behind the scenes, our staff in Resource Planning & Management have been working on keeping overhead costs and rates down, developing a new "rate your service" function to get immediate feedback on work orders, and developing a new online billing system that will debut in the near future.

Across each of our units, sustainability has long been a focus. Last year marked the debut of the Chancellor's Advisory Committee on Sustainability (CACS), an outgrowth of the Sustainability Committee started



Stella Hsu
Interim Associate Vice Chancellor
Facilities Management and Resource Planning & Management



Michael Bade
Interim Assistant Vice Chancellor and Campus
Architect



five years ago by former CPFM Associate Vice Chancellor Steve Wiesenthal. With leadership shared between the campus and Medical Center and support provided by CPFM's sustainability manager, we expect significant and noticeable steps towards reducing the university's environmental footprint and communicating the importance of sustainability to our community.

Please know that your thoughts are important to us. If you would like to speak with us about our services, whether it be criticism or praise, you are welcome to contact either of us directly.

Stella Hsu
Interim Associate Vice Chancellor
Facilities Management and Resource Planning & Management

Michael Bade
Interim Assistant Vice Chancellor and Campus Architect
Capital Programs

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introduction



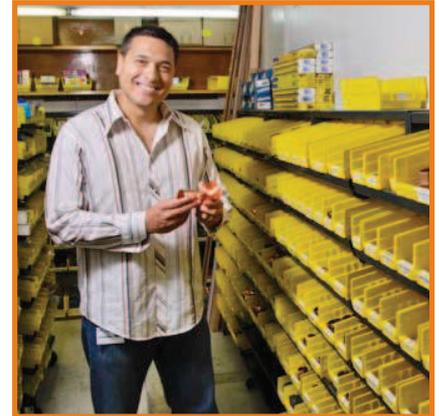
Capital Programs & Facilities Management

Our Mission

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

Our Vision

We create and support the highest quality environment for UCSF, balancing the needs of today with sustainability for the future. We strive to make every interaction respectful and professional, to make our responses effective and efficient, and to be leaders in customer service.



Manager Ben Bower inventories parts at the Inventory Warehouse



Adrian Mesa monitors a generator in the Parnassus Central Utilities Plant

Department Level Organizational Chart

Revised November 3, 2008



Department Overview

Capital Programs & Facilities Management is responsible for the operation and maintenance of all UCSF facilities as well as the management of campus renovation and construction projects. The department consists of three primary divisions.

Capital Programs

Includes architectural design and engineering, renovation/construction project administration and management, relocation services and space inventory data maintenance.

Facilities Management

Includes campus utilities, building maintenance, engineering services, fire and life safety services, landscaping, custodial and lock/security services, as well as various aspects of environmental sustainability such as energy efficiency and refuse and recycling. FM also includes a Customer Service Center (formerly the Work Management Center) to receive and process all job requests coming in to CPFM.

Resource Planning & Management

Supports Facilities Management and Capital Programs with accounting, contracts management, information systems, purchasing and human resources services. RPM is responsible for the department's resource and financial management.



CPFM Balanced Scorecard

Balanced Scorecard is a strategy tool used by the departments reporting up to Financial & Administrative Services (FAS). It allows departments to track progress in four areas:

- Customer Service
- Financial Performance
- Internal Processes
- Learning and Growth

Balanced Scorecard works from the bottom up, starting with investment in our staff. By giving our employees the right opportunities for learning and growth, we hope they will propose and implement more efficient internal processes, which in turn will help us meet our customer service and financial goals.

Since we began identifying objectives and strategies in FY 2005-2006, the annual campus-wide customer service survey and the employee opinion survey both indicated a marked increase in both customer and employee satisfaction. We will continue to work with our customers to identify ways we can keep improving in support of UCSF.





how to obtain services

Customer Service Center – 476-2021

The primary customer interface with CPFM is our Customer Service Center (CSC), formerly known as the Work Management Center. Located on Parnassus in Room N241 of the Nursing Building, CSC provides guidance to customers who need access to our services. Staffed from 7:00 am to 10:00 pm, Monday through Friday, CSC staff receive work requests, process job inquiries and customer billing, and relay your needs to the appropriate CPFM staff member to meet your needs.

The phone is answered at all hours, every day of the year. After hours calls route to a local response center. During power outages, please call the CPFM information line at 514-1212 for the most up-to-date information.

Emergencies

CPFM responds immediately to emergencies such as health and safety hazards, damage or potential damage to facilities, and loss of security or of facility use.

Service Orders

For repair and maintenance requests for state funded space, CSC staff will initiate a service order. This work is funded by the state and there is no charge to the customer for repairs and covered maintenance provided. Forms are available under the “Customer Service” tab of the CPFM website.

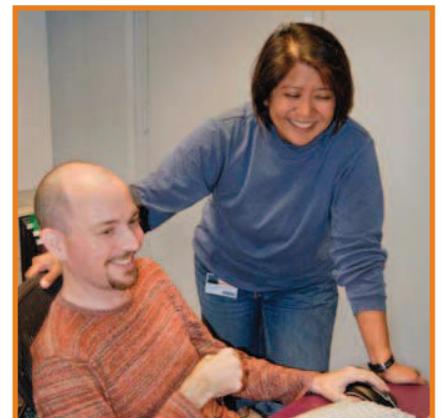
Work Orders

For chargeable services, CSC staff will initiate a work order. When service is requested that is not covered by state funds, a six-digit CPFM blanket account number or an allowable recharge DPA/fund number is required. These numbers are available through your department’s business officer. (See Billing and Cost Information, pages 31-32). Forms are available under the “Customer Service” tab of the CPFM website.

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

- A precise description of the request/problem
- Name of building or address
- Official department name
- Room number or location
- First and last name and phone number of contact person
- A departmental blanket account number, if applicable

Requests for chargeable services are made using a work order form. Forms are available through the Customer Service Center (N241). They are also available



Customer Service Assistants Patrick Boswell and Eleanor Edralin review work orders at the Customer Service Center

how to obtain services

on CPFM's web page under the "Customer Service" tab. There is a special form for School of Medicine departments, also available on the web page.

Work is completed on a "time-and-materials" basis, unless an estimate or fixed-price bid is requested. Minimum charge for an estimate is \$55, which is waived if CPFM is asked to proceed with the project.

For work that CPFM contracts out to a vendor or for materials furnished by CPFM, there is also a 9% contract administration fee. This fee includes overhead costs such as accounting services, code compliance oversight and contract execution and management.

Prioritization of Service Orders

Requests for baseline maintenance services, which are paid for with state funds, are made with a service order, available from the Customer Service Center. These requests can also be made verbally; call the CSC at 476-2021.

Prioritization of work is classified for the following response times:

Emergency

Addressed immediately to ensure safety or preserve work product or facilities

e.g.: a flood, resetting a circuit breaker or temperature control in an animal care or research area

Priority 2

Contact made in 24 hours with work completed within 3 to 5 days, or negotiated

e.g.: repair to a broken water fountain, a loose door hinge in a classroom

Priority 3

Contact made in 3 to 5 days with work scheduled as negotiated (subject to reprioritization)

e.g.: replacing a light bulb in non-critical area, repairing window treatments



How a Work or Service Order Is Processed

Contact the CSC

Phone: 476-2021

Web: Submit orders online via
cpfm.ucsf.edu

Fax: 514-0470

Mail: Box 1282

Call 514-1212 for information updates during power outages

1. The customer submits a request directly to the Customer Service Center.
2. The Customer Service Center staff analyzes the job and determines:
 - whether the work is state funded or will be billed to the customer/requestor
 - type of work required (craft, project management, etc.)
 - prioritization of the job
3. The job is then assigned to the appropriate CPFM unit and entered into CPFM's work order tracking system. With emergency calls, the CSC staff personally contact the appropriate CPFM manager (by phone, e-mail or pager).
4. The CSC staff send e-mail confirmation of the job to the customer, providing the assigned job number for future reference.
5. The appropriate supervisor or project manager reviews the job, assigns it to CPFM staff or outside vendors and notifies the customer of when the work will be done.
6. If an estimate or design is required, the CSC staff will forward the work order to the appropriate site facilities manager. Customers are asked to approve any estimate or design specifications. The job is entered into CPFM's tracking system.

Once the design and estimate are approved and recorded, a change order must be initiated if the customer wishes to modify the original scope. *Initiation of a change order must be done by the customer through the CSC.* Craftspeople on the job site are not authorized to accept change orders. A change order will impact the existing estimated costs.

7. A CPFM staff member inspects the work and notifies the customer that it is complete.





services



Capital Programs

The Capital Programs team manages the design of renovation and new construction of UCSF facilities in support of the research, teaching, health care and community service missions of the University. The CP team also provides relocation services, tracks campus space inventory data and manages the campus facilities archive.

Project Management

Capital Programs provides project management services for campus renovation and construction projects. Under the direction of the assistant vice chancellor of Capital Programs, the associate directors and project managers are accountable to campus departments to deliver projects that are on schedule, within budget, high quality, cost-effective, and appropriate to program requirements.

Project managers develop and manage a wide range of projects including laboratory renovations, building renewal, utility upgrades and new construction.

The project manager organizes the project and monitors project progress, cost and quality, resolving issues that may arise while maintaining client communication and customer satisfaction through the course of the project.

The project delivery process involves selecting professional design and engineering consultants, analyzing program requirements and coordinating program needs during the design process with design professionals, contractors, construction inspectors, Facilities Management and other campus entities associated with the project.



Project Manager Eileen Jue meets with the owner of Café Terzetto at Mission Bay

Construction Management

The Construction Manager Program manages the construction aspects of major capital and renovation projects. UCSF employs construction managers in house, as well as contracting for construction management services from specialist firms on a project-by-project basis.

The construction managers ensure that construction projects are on schedule, within budget, high-quality, cost-effective and appropriate to client program needs.

capital programs services

Working with Capital Programs project managers, the construction managers analyze, evaluate and make recommendations regarding elements of project sites, including contractor access, logistics and storage, site office locations, project site limit lines, coordination with existing or proposed utility systems, and the effect of construction on adjacent buildings, walkways, and streets.

Construction managers monitor contractor progress, analyze and develop solutions for problems that may arise in the construction process, and coordinate utility shutdowns and construction inspections.



Project Manager Patti Mitchell and Associate Director Mike Toporkoff review plans

Relocation and Moving

Relocation and Moving

CPFM can help plan and coordinate the many details of a campus move, with particular expertise in laboratory relocations. This may entail working with architects, project managers, engineers, outside vendors and various UCSF departments. Relocation coordination services are particularly recommended for large or complex moves. To initiate services, contact the Customer Service Center at 476-2021 and submit a work order (see pages 11-13). Tom Hochmuth, relocations manager, can be reached at 476-6945 or by e-mail at tom.hochmuth@ucsf.edu.

Furniture Planning

Furniture planning services are provided by the UCSF Steelcase dealer, One Work Place (510-263-4100), which can be contacted by customers directly. If required as part of a construction project, CPFM's relocations coordinators can work with you on purchase and installation. This is a recharged service. For estimates on furniture planning project management, call the Customer Service Center at 476-2021.

Space and Records Management

Contract Document Archives

CPFM receives, catalogues, and provides access to Campus contract documents in the Archives library located at our central administrative office at 654 Minnesota Street. The library contains more than 50,000 construction drawings, related specifications, submittals, studies, and other project-related documents which date back to 1916. While the Archives maintain more recent documentation in hard copy format, it is now a fully computerized digital library whose contents may be securely accessed from any Campus or non-Campus location. Hard copies may also be requested from our nearby off-site storage facility. A full range of reprographic services are available as well. To make an appointment or gain access to our digital library, please contact Helen Block at Helen.Block@ucsf.edu (476-4613) or Bob.Pizzi@ucsf.edu (476-6510).



Facilities Inventory System

The facilities inventory system is comprised of architectural CAD floor plans and a space inventory database. Its purpose is to maintain an accurate inventory of space occupied by organizational units at the room and building level. The system provides descriptive information about the departmental assignment, size, location, occupants and use of all campus space.

Facilities Inventory data is used for a variety of functions by the University of California's Office of the President, UCSF's Office of the Chancellor, Planning Office, Budget Office, school facilities coordinators and administrative offices and department, as well as CPFM. This includes federal indirect cost recovery rate justification, operation and maintenance of plant, space planning and space utilization reporting.

Facilities inventory data is collected regularly, published semi-annually and is available upon request to designated department personnel. For more information please contact Bob Pizzi at bob.pizzi@ucsf.edu or 476-6510.

Geospatial Information System (GIS)

Currently under development is a geospatial information system (GIS) which will form the centerpiece of the Campus Facilities Information System. As we have learned from colleagues at other colleges and universities, the GIS holds the potential for efficiently maintaining and sharing many types of facilities information: infrastructure and underground utilities, mapping and grounds data, parking and transportation, security, and variety of others. A group of Campus stakeholders are helping to determine needs and options as we move ahead with planning our GIS. For more information, ideas, or suggestions, please contact Juan.Torres@ucsf.edu (476-0706), or Bob.Pizzi@ucsf.edu (476-6510).



Facilities Management

Facilities Management is responsible for the operations and maintenance of the campus, maintaining the physical structure of the campus, providing utilities, and providing the support services that surround these functions.

- Campus Fire Marshal
- Engineering Services
- Facilities Maintenance and Services
 - Custodial Services
 - Customer Service Center
 - Facilities Maintenance
 - Fire and Life Safety
 - Landscaping
 - Lock Shop
- Facilities Strategic Planning
 - Sustainability
- Plant and Infrastructure Operations and Maintenance
- Quality Assurance

Campus Fire Marshal and Inspection Services

Juan Martin, Designated Campus Fire Marshal

476-6519 juan.martin@ucsf.edu

State Fire Marshal Review

The state fire marshal (SFM) delegated authority for plan review and construction inspections to the designated campus fire marshal (DCFM). The DCFM also has the responsibility and authority to enforce state regulations and requirements in all UCSF state-owned and state-occupied buildings. The Fire Marshal unit reviews and approves all plans for new construction and renovations, as well as providing plan review and issuing permits. Fire Marshal field inspectors conduct inspections to assure compliance with applicable code requirements prior to building use and issue certificates of occupancy.

Inspection Services

This unit provides inspection services for all construction and maintenance projects to ensure compliance with applicable code requirements, quality control, and adherence to the approved DCFM contract documents. Inspectors coordinate between the DCFM's office and the project.

**Note: The Fire Marshal and Inspection Unit is a Recharge Unit. Recharge fees are built into project costs.*

facilities management services

Engineering Services

Facilities Design Guidelines Compliance

This unit provides design review services for all construction projects – 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

Systems engineering can be provided for small retrofit projects.

Energy Conservation and Management

Through this unit, CPFM promotes and implements energy conservation and management, including technical planning and upgrades to the building energy management and control systems.

**Note: Engineering Services is a Recharge Unit. Generally, recharge fees are built into project costs. However, if a specific request is made for engineering services, these are provided on a recharge basis.*



Stationary Engineer Michael Dziadek adjusts settings on a robotic-cage washing machine

Facilities Maintenance and Services

Kevin Austin, Associate Director

476-2873 Kevin.Austin@ucsf.edu

This unit provides services across all campus sites. Facilities Maintenance and Services is responsible for:

- Custodial Services
- Customer Service Center
- Facilities Maintenance
- Fire and Life Safety
- Landscaping
- Lock Shop

Custodial Services

Most of the Custodial staff works Monday through Friday, 5:30 PM to 2:00 AM. A smaller daytime crew provides daily policing of facilities and responds to emergencies such as spills and floods, as well as monitoring restrooms to

facilities management services

replenish supplies and cleaning as necessary. (See page 21 for routine custodial services and frequency.)

Carpet Cleaning, Floor Waxing and Polishing

Carpet cleaning and floor stripping and waxing are provided on an average of once every 18 months. If more frequent service is requested (call the CSC at 476-2021), it will be scheduled and charged back to the requesting department. Occupants are responsible for removing from the floor personal items, chairs, boxes, supplies, and other obstructions from floors prior to scheduled cleaning. The area must be vacated during cleaning. Call the Custodial Office at 476-1695 for specific instructions. Hard floors are spot mopped at least twice a week, or as arranged. Public areas are dust mopped daily, and laboratories are wet mopped weekly.



Custodial Manager Joanie Crouse reviews cleaning supply order forms

Window Washing

Interior and exterior window washing is funded by state funds once every three years, as budget allows. To arrange for additional window washing, departments may contact the Customer Service Center with account and fund number and the service will be scheduled.

Special Event Services

Special event setups or cleanup services must be arranged in advance and are performed on a chargeable basis.

Disposal of Boxes and Broken Glassware

Custodians are responsible for breaking down small boxes. If you have a large delivery (10 or more boxes of any size), your lab or office is responsible for breaking down the boxes before custodians retrieve them. For everyone's safety, broken glassware should be appropriately packaged before disposal.



Custodian Raymundo Carrasco waxes floors at Clinical Sciences

facilities management services

Custodial Services Frequencies

OFFICES	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed	Spot mop hard floors as necessary Wet mop hard floors weekly Vacuum or dust mop floors twice weekly
LABS (Dry)	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed	Spot mop hard floors twice weekly Dust mop floors twice weekly Wet mop floors weekly
LABS (Wet)	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed	Spot mop floors as necessary Dust mop floors 4x per week Wet mop floors weekly
LABS (P2) (P3)	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed	Dust mop daily, sanitize floors daily
CLASSROOMS	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed Wash blackboard (Whiteboard) weekly Dust window sills every other week	Spot mop hard floors as necessary Vacuum or dust mop floors 3x per week Wet mop hard floors weekly Wash chairs and desks once per quarter
RESTROOMS	Thoroughly clean, sanitize, and stock daily*	Empty trash daily*
ELEVATORS	Police Daily* Clean walls and metals as needed Vacuum or dust mop floors 3x week	Spot mop hard floors as necessary Wet mop hard floors weekly
STAIRWELLS	Police Daily* Vacuum or dust mop floors 3x week	Wet mop floors weekly
HALLWAYS	Police Daily* Vacuum or dust mop floors daily	Spot mop hard floors as necessary Wet mop hard floors twice weekly
ENTRANCES/LOBBIES	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed Clean entrance glass daily* Clean exterior of display cases weekly	Spot mop hard floors daily* Dust mop floors daily* Wet mop floors twice weekly Vacuum runners daily*
LOUNGES/ WAITING AREAS	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed Clean exterior of display cases weekly Clean furniture once every 6 months	Spot mop hard floors daily* Vacuum or dust mop floors daily* Wet mop hard floors twice weekly Dust surface areas weekly
CONFERENCE ROOMS/ LIBRARIES	Empty trash daily* and recycling as necessary Clean trash cans weekly Spot clean walls / glass weekly or as needed	Vacuum or dust mop floors twice weekly Spot mop hard floors twice weekly Wet mop hard floors weekly
SPECIAL REQUESTS	Biohazardous waste pick-up: Call OEH&S at 6-0546 Recycling Pickup and Information: Call 6-2021 Floors: Strip/Wax or Shampoo once every 18 months / other frequencies are rechargeable Exterior Windows: Once every 18 months / other frequencies are rechargeable	

Note: "Daily" is Monday thru Friday, excluding UC Holidays

facilities management services

Customer Service Center

For a full description of services provided through the Customer Service Center, see page 11.

Facilities Maintenance

Parnassus campus:

Facilities Manager Zach Quan, 476-8103, zach.quan@ucsf.edu

Mission Bay campus:

Facilities Manager Millicent Cooper, 504-4000, millicent.cooper@ucsf.edu

Outlying Areas (including Mission Center Building, Laurel Heights, Mt Zion Cancer Research):

Facilities Manager Mike DeGroot, 476-0308, michael.degroot@ucsf.edu

Facilities Maintenance provides ongoing building maintenance services. Facilities managers oversee each of the major areas of the UCSF campus, including Parnassus, Mission Bay, and outlying areas. They are responsible for providing advice and project management services on minor contract construction projects (up to \$50,000).

Craftspeople and engineers in this unit provide maintenance services.

Plumbers repair and maintain hot, cold, and distilled water, as well as gas, air and vacuum systems. They also keep sink faucets, all sewer, acid waste, waste vent drainage systems, and drinking fountains in working order.

Carpenters maintain doors and windows, repair floor tiles, hang shelves and earthquake bracing, and repair furniture. When the need arises, these craftsmen can create innovative solutions to challenging furniture needs.

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

Electricians repair and maintain the electrical systems, outlets and equipment, as well as responding to trouble calls and providing estimates for customers who are considering construction work beyond that supported by state funds.

Building Maintenance Workers (BMWs) replace air filters, clear roofs and debris, move furniture and assist the craftspeople in all general building maintenance. These are the “can do” folks who can be counted on to pick up the slack and help out where help is needed.

Campus engineers provide maintenance and repair services to the buildings in addition to installing new equipment and consulting and assisting on project management services. In addition, the Parnassus and Mission Bay engineers are on duty 24 hours a day, seven days a week to provide emergency coverage and response. The outlying areas engineers are on-call after hours to respond to emergencies.

CPFM receives funding to provide maintenance in state-supported areas.

Fire & Life Safety

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

facilities management services

Landscaping

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

The Grounds Maintenance staff is responsible for keeping the exterior of our campuses clean, safe, and attractive. Over time, the unit is moving our older landscaping into more sustainable designs on the Parnassus Campus, and establishing the new landscaping at the Mission Bay Campus, as the buildings and grounds come on line. In both campuses, the consciousness of enhancing outdoor artwork with the surrounding environment plays into the choices and design of plantings and gardening.



Landscaper Javier Paredes prunes a tree at Mission Bay

Lock Shop

The Lock Shop installs and maintains intrusion/freezer alarm systems*, access control systems**, closed circuit television systems (CCTV) and the campus master key system. It also procures/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.

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 Campus Police Department “We ID” program. The UCSF Police Department manages the database that controls access through identity proximity cards; access is granted either by a department representative or the UCSF Police Department. To contact the UCSF Police Department about access control, call 476-7065 or visit <http://www.police.ucsf.edu/WeID.htm>.

For after-hours lockouts, contact the UCSF Police Department. For internal, after-hours access between Moffitt and Medical Sciences, contact secaccess@ucsfmedctr.org

**All system installations require a security needs assessment conducted by UCPD (or Medical Center Security).*

*** Monitoring of the UCSF intrusion/freezer alarm systems is accomplished by the UCPD.*

State Funded Operations and Maintenance Services

CPFM receives funding to provide maintenance in state-supported areas. Following is a partial list of both maintenance services funded by the state and maintenance services that are not state funded and therefore chargeable to the customer.

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

facilities management services

Facilities Management State-funded and Billable Services Table

Service Area	Centrally Funded Services for State Supported Spaces	Billable Services
<p>Building Custodial Services</p>	<p>Graffiti removal</p> <p>Routine* cleaning services performed daily in general use space such as lobbies, corridors, restrooms, and other public areas</p> <p>Routine* cleaning services in labs, offices, classrooms, and other supported areas. (See Custodial Frequency Schedule)</p> <p>Spill cleanup in public areas</p> <p>Trash removal – regular trash in standard containers</p> <p>Routine scheduled pest control</p> <p>Window washing; Exterior every 2 years, Interior every 3 years (As budget allows)</p> <p><i>*Routine services include emptying trash, sweeping and/or mopping, vacuuming, and polishing floors. See the Custodial Frequency Chart (pg 21) for further detail.</i></p>	<p>Carpet cleaning beyond established schedule</p> <p>Event set ups, table and chair rental</p> <p>High-clean requests</p> <p>Spill clean-up in department spaces</p> <p>Project clean-up over and above routine cleaning</p> <p>Special service requests such as extra paper products, additional trash cans, walk-off mats, special event cleanup above and beyond established routine cleaning</p> <p>Trash removal of irregular items or excessive accumulations above and beyond everyday norms</p> <p>Window washing (more than minimum)</p> <p>Extraordinary pest control outside of scheduled frequencies</p>
<p>Carpentry</p>	<p>Baseboard repairs</p> <p>Ceiling tile replacement and repair</p> <p>Door repairs</p> <p>Drywall and plaster repairs</p> <p>Door closers</p> <p>Doorstop installation</p> <p>Restroom Partitions</p> <p>Floor tile repair and replacement in public spaces</p> <p>Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces</p> <p>Furniture repair in public spaces</p> <p>Mirror replacements in restrooms and public spaces</p> <p>Wooden railings and steps repair and replacement</p> <p>Stair tread, guard replacements, safety strips</p> <p>Window and glass repairs on building exteriors</p>	<p>Construction and/or installation of cabinets, bookshelves, and miscellaneous casework</p> <p>Door replacements and/or conversions within controlled space</p> <p>Earthquake restraints: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers, or other such furniture or equipment</p> <p>Picture framing, picture hanging, whiteboard / chalk board installations or moving</p> <p>Office furniture repair</p> <p>Hanging of screens or special projection equipment</p> <p>Mirror installation or moving</p> <p>Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in departmental spaces</p> <p>Purchase and/or installation, maintenance and repairs of venetian blinds or draperies</p>

facilities management services

Service Area	Centrally Funded Services for State Supported Spaces	Billable Services
Electrical	<ul style="list-style-type: none"> Ballast replacement (facility lighting) Circuit breaker resets, repair / replacement Electrical distribution repair Emergency generator and circuit service serving state supportable spaces Emergency lighting Facility fixture cleaning and relamping: fluorescent and incandescent Building facility lighting control systems Routine circuit resetting Handicap door access controls 	<ul style="list-style-type: none"> Lighting requests for services above baseline Additional outlets and circuit requests Conduit installation Cord replacement and/or repair Desk lamps and relamping Departmental display case lighting installation, repair, and relamping Intercom repairs and installation Equipment installation and hook-up Temporary power installations Special lighting requests such as UV lamps, Fume Hood lighting Departmental power conditioners and emergency power systems Dedicated departmental equipment and appliances
Elevator	<ul style="list-style-type: none"> All general elevator maintenance and repair 	<ul style="list-style-type: none"> Special use lifts within specific departments Dropped items (cell phones, pagers, keys, lab samples, documents, etc.) Special Requests such as opening cab ceiling to allow transportation of large furniture or equipment
Fire and Life Safety	<ul style="list-style-type: none"> Fire extinguishers, hoses, cabinets, sprinklers Fire alarms / smoke detectors and system monitoring 	<ul style="list-style-type: none"> Additional protective devices beyond code requirements
General Maintenance	<ul style="list-style-type: none"> Brick, mortar, cement inspection Public space inspection Graffiti removal 	<ul style="list-style-type: none"> Minor moving services of equipment, furniture, etc.

facilities management services

Service Area	Centrally Funded Services for State Supported Spaces	Billable Services
Landscaping Services	<p>General landscape maintenance of all non dedicated landscape areas</p> <p>Hardscape maintenance and trash removal</p> <p>Tree trimming, removal, and replacement</p> <p>Litter pickup</p> <p>Road and walkway maintenance and repair</p> <p>Irrigation system installation and repair</p> <p>Exterior planter beds and containers not specifically assigned to a dept</p> <p>Library planters and terrace irrigation in state supportable space</p>	<p>Project related landscape needs or repair of damage caused by project work</p> <p>Special requests for plantings or color changes</p> <p>Parking lot maintenance and cleanup</p> <p>Special event preparation and cleanup</p> <p>Damage and vandalism to existing landscaping and irrigation systems</p>
Lock Shop	<p>Repair and replacement of architectural door hardware: locksets, key cylinders, closers, door operators, and panic devices</p> <p>Installation and maintenance of Electronic Access Control systems for non dedicated exterior and public spaces</p> <p>Door alarm installation and maintenance in public spaces</p> <p>Omni Locks in Public Spaces</p>	<p>Combination lock / Omnilock installation, maintenance, and repair*</p> <p>Deadbolt installation*</p> <p>Electronic access control installation*, maintenance and repair dedicated to departmental space or program</p> <p>Dedicated intrusion/freezer alarm installation*, maintenance* and repairs</p> <p>Key fabrication (24-hour turnaround)</p> <p>Lock re-keying, installation</p> <p>Window locks, cabinet, file, and desk locks</p> <p>Unlocking cabinets, desks, and other case goods</p> <p>Lockouts (after hours contact UCPD)</p> <p><i>*Installation of locks and security systems only after UCPD security survey and approval.</i></p>
Mechanical	<p>Building Fans</p>	<p>Dedicated fans</p> <p>Fumehoods</p>
Painting	<p>Painting is done in public spaces, as needed</p>	<p>Routine painting and refinishing of all non-state space</p> <p>Parking lot painting and restriping</p> <p>Vinyl and/or wallpaper installation or repair</p>

facilities management services

Service Area	Centrally Funded Services for State Supported Spaces	Billable Services
Plumbing	<p>Restroom equipment maintenance and repair/replacement</p> <p>Drinking fountains in public spaces</p> <p>Emergency eyewash/showers</p> <p>Facility wide systems: cooling water, DI Water, gas, vacuum, oxygen etc.</p> <p>Leaks, facility drain stoppages, and flooding</p>	<p>Laboratory equipment hook-up and/or installation</p> <p>Installation / maintenance of additional eyewash/showers above code requirements</p> <p>Installation and/or maintenance of dedicated laboratory systems: DI Water, waste systems, cooling systems, vacuum systems, gases, etc.</p> <p>Installation of experimental laboratory equipment</p>
Refrigeration / HVAC	<p>Building Chillers</p> <p>Building Air Conditioning Units</p>	<p>Dedicated Air Conditioning Units</p> <p>Cold Boxes</p> <p>Dedicated Chillers</p> <p>Environmental Growth Chambers</p> <p>Freezers</p> <p>Ice Machines</p> <p>Refrigerators</p> <p>Walk-in Boxes</p>
Refuse and Recycling	<p>Routine recycling material pickup (Custodial)</p> <p>Bulky waste removal (periodic scheduling)</p>	<p>Excessive or unusual recycling materials pickup</p> <p>Wooden pallets and excessive or non flattened cardboard or packing materials</p> <p>Furniture and special item pickup (outside of scheduled bulky waste pickup)</p>
Signage	<p>These services are provided to the campus community on a billable basis, unless specifically done as part of New Construction or a funded remodel project</p> <p><i>Note: Signage standards have been established by the University to insure consistency and compliance with ADA Guidelines.</i></p>	<p>Signage / Name Plates / Holders</p>
Structural Maintenance	<p>Roof maintenance and repairs</p> <p>Structural waterproofing</p> <p>Building window leaks and caulking</p> <p>Gutter and downspout maintenance</p>	

Facilities Strategic Planning

The associate director position for this group is under recruitment.

Sustainability

John Pihl, Sustainability Manager

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In 2007, CPFM hired UCSF's first sustainability manager. The sustainability manager is responsible for coordinating all UCSF initiatives related to sustainability in accordance with the UCSF Sustainability Committee mission, vision, goals and objectives, and to update initiatives to keep current with institutional capacity and developing technologies. The sustainability manager also manages the campus refuse and recycling program.

To learn more about UCSF's work to become a "green" campus and how you can become involved, review information about the Sustainability Committee on page 45.

Refuse and Recycling

Susan Bluestone

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Kathryn Hyde

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The Campus Recycling Program includes the collection of paper, flattened cardboard, phonebooks, journals, bottles, cans, foil, small batteries, fluorescent light bulbs, hard cover books, scrap metal, cell phones and spent toner cartridges. The group also schedules annual bulky waste collection days at various campus sites to foster recycling or removal of large or non-standard equipment, furniture, and other bulky waste materials that are above and beyond routinely generated trash. A pipette tip recycling program is also in place. Yard trimmings and animal bedding, which are called "green waste," are separated and collected for composting.

This group is also responsible for normal refuse removal from all campus sites. Since its formation in 1997, CPFM's Recycling Program has worked on several fronts to reduce the amount of waste destined for landfills. The majority of the material going out as garbage today is soiled paper products, food packaging, plastic packing materials and used gloves.

Plant and Infrastructure Operations and Maintenance

Plant Services

Bruce Shapiro

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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 a high overall efficiency and reduced utility costs for UCSF.

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

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

The central plant control room is staffed 24 hours a day and serves as the focal point for most major operations related to utilities distribution that occur on the campus. The central plant monitors the campus wide fire alarm system, the building management computer system, and performs utility shutdowns in support of various construction projects.

Plant Services consists of 20 personnel who work various shifts. The department is headed by Bruce Shapiro.



Lead Stationary Engineers Adrian Mesa and Hector Bernaldo monitor the control panel at the Parnassus Central Utility Plant

Utilities Procurement and Management

CPFM procures and manages purchased utilities for the campus. The three principal purchased utilities are electricity, natural gas and water. The campus also generates chilled water and steam (see page 28). Engineering and Technical Services coordinates with utilities suppliers on behalf of the campus and develops agreements and contracts. Engineering and Technical Services also provides utility price forecasts and utility budget updates.

Utility Master Planning

This unit is responsible for planning and coordinating campus utility systems.

Quality Assurance

Carlowe Connelly, QA Analyst

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The Quality Assurance office provides a resource for information in an effort to continually improve CPFM's service delivery. The QA inspection program monitors public spaces on campus, spot-checking for maintenance needs and providing feedback to our maintenance staff. This is an independent audit function in addition to the regular inspections performed by CPFM's custodial and craft maintenance leads and supervisors. In addition, QA audits sustainable functions, operations and products, and documents certification credit with the US Green Building Council.





costs and billing

Costs

Fees for Services Provided Through a CPFM Work Order

Services provided through a work order are billable to the campus customer. The customer and the CPFM representative agree upon a fixed price for a defined scope of work. Fixed-price work is billed as charges occur, up to the fixed-price amount. The fixed-price amount must be adjusted if the scope of work is redefined and a change order is issued. Alternatively, customers may request to be charged on a time-and-materials basis.

Recharge Rates

Monthly billings include material and labor charges associated with the performance of work by FM 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 (see table on following page). CPFM rate development methodologies and recharge rates are approved by the UCSF Budget and Resource Management office, as required by campus policy.

Please visit <http://www.cpfm.ucsf.edu/rates.pdf> to view current rates

Billing

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

CPFM also bills for maintenance and operating services provided to non-state-supported campus activities. Statements are prepared and distributed to customers after the close of business each month. Hourly rates for skilled craft labor or professional services are uniformly applied across the UCSF campuses.





service-related policies

Service-Related Policies

Construction

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

Change Orders

Initiation of a change order for FM services must be done by the customer through the CSC. Craftspeople on the job site are not authorized to accept change orders. A change order will impact the existing estimated costs. For change orders on CP services, contact your project manager.

Custodial Service

Baseline standard services are provided by CPFM for custodial work funded by the state (see page 21). 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 the manager of custodial services (502-7161).

Equipment Maintenance

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

Estimates

Estimates are provided on a recharge basis. CPFM provides up to one hour of craft time for providing an estimate to a customer, recharged at \$55. Beyond this threshold level of one hour of craft time, CPFM will recharge time and materials for estimates. The recharge is credited back if the customer submits a work order to proceed with the job. Any costs beyond CPFM staff time, such as consultant fees, professional service fees and any operational costs related to obtaining the estimate, are charged to the customer. Estimates are provided as a priority three work request (3 to 5 days) and can be requested on a work order (see pages 11-13).

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 CPFM. 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.



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

Construction and Maintenance work in labs

CPFM workers and workers contracted through CPFM will follow specific guidelines when working in laboratories, including contact with the appropriate lab manager or supervisor. Customers are expected to post the name/s and contact information for the appropriate manager or supervisor in the same location as their universal hazardous notification sign, as well as identifying the appropriate manager or supervisor when calling in a request for work. *(For the complete text of this policy, see Appendix 1.)*





glossary of terms

Glossary of Terms

The following are terms that are used in the routine business of Capital Programs & Facilities Management. Some are industry-specific, some are unique to the UC System or to the UCSF campus. This glossary is intended as an aid to customers in their interactions with their construction and maintenance service providers here at UCSF.

Accounts Receivable	CPFM Unit that bills campus customers for work done that is not covered by state funding.
Animal Care	Facilities within UCSF where laboratory animals are cared for.
Biohazard Waste Removal	Pick-up of refuse that is dangerous, either chemically or physically (such as sharps).
Blanket Account	An account number assigned by CPFM to a customer that accesses the customer's account and fund numbers. This number serves as a "charge account" for services provided by CPFM to that particular customer department or work unit.
BMW	Building Maintenance Worker
CAD	Computer Aided Design.
Campus Power Plant	(see PCUP)
Change Order	A change made to the pre-existing, agreed-upon defined scope of work on a construction or remodel project.
Circuit Breaker	An electrical device that controls power either automatically or manually to a specific piece of equipment or branch of a system.
Code	A law, legal requirement, or legal restriction applicable to construction and maintenance of university facilities or the expenditure of funds provided to the university by a government agency.
Construction Drawings	Documents visually defining the scope of a project and giving graphic direction to construction workers.
Crafts	Carpenters, plumbers, locksmiths, painters, electricians, etc.
DPA	Departmental Program Account (number)
Deferred Maintenance	Unfunded maintenance needs, which have been placed in a backlog.
Emergency Power	Power supplied by power sources separate from the general source which become available upon failure of primary power feeds. They are usually supplied by on-site diesel generators and, to be considered true emergency power, they come into effect within ten seconds. "Standby power" is a separate power source that becomes available, with a longer lead time than ten seconds.
Energy Management	Planning for and using energy wisely. Sometimes involves energy conservation and equipment replacement strategies.

glossary of terms

Equipment Maintenance	Proactive activities involved in maintaining specific pieces of equipment to insure and promote long life and proper operation.
Facilities Data Base	Lists of space assignments maintained by CPFM.
Facilities Manager	Individual responsible for all aspects of the physical environment in which you work including but not limited to: maintenance, upgrades and operation of buildings.
Fire Marshal	(see State Fire Marshal)
Fixed-price bid	A best estimate cost of a specific scope of work. Assuming the scope does not change, the parties agree to adhere to this cost even though the final cost may vary slightly either up or down.
Grounds Maintenance	(see Landscaping)
In-House Construction	CPFM Unit that does small construction and renovation projects generally under \$50,000.
JCAHO	The Joint Committee on Accreditation of Healthcare Organizations (JCAHO) is a regulatory agency that conducts intensive team inspections every three years and grants accreditation to hospitals. JCAHO publishes an "Environment of Care" manual with extensive governing policies and procedures that must be adhered to by the Medical Center and LPPI for accreditation purposes. This is comprised of, and implemented through, the following seven (7) monitored management plans under the "Management of the Environment of Care": Safety, Security, Hazardous Material and Waste, Emergency, Fire Safety, Medical Equipment, and Utilities Managements.
LARC	Laboratory Animal Resource Center
Lab (Dry)	Research laboratory containing equipment that does not require running water. Contains desks, computers, instrumentation, but no sinks. Bioinformatics laboratory.
Lab (Wet)	Research laboratory that includes sinks, fume hoods, etc.
Landscaping	Facilities Services unit responsible for all planted and landscape areas on UCSF campuses.
OSHPD	Office of Statewide Planning and Development is responsible for overseeing all aspects of general acute care hospital, psychiatric hospital, and multi-story skilled nursing home and intermediate care facility construction in California.
PCUP	Parnassus Central Utility Plant. A power plant on the Parnassus campus that provides most of its necessary electricity and steam.
Power Plant	(see PCUP)
Preventive Maintenance	Scheduled inspections for operations maintenance; which involves replacement of worn part, required lubrication, recording temp's pressures and adjustments as required to maintain equipment within normal operating parameters, as well as general visual inspections for overall appearance and condition for customer satisfaction. Any indications of major components or equipment failures are recorded, then forwarded as unscheduled maintenance and repairs and are implemented immediately.
Project Manager	Individual responsible for managing all aspects of a project. The central point of contact for a customer with all the various vendors and service providers working on their project.
Public Space	General use classrooms, lobbies and corridors.

glossary of terms

Recharge	The requesting customer is charged for the work completed by service providers from within UCSF.
Requisition	(see work order)
SCADA (Supervisory Control and Data Acquisition system).	An electronic monitoring system which monitors all electrical distribution systems, campuswide. Connected to the Power Plant, it alerts the Plant Engineers to electrical system failures and alarm conditions.
Service Order	For state funded services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.
Service Requisition	(see Service Order)
Space Management	CPFM Group that tracks who is assigned to what physical space on various campuses.
Stationary Engineer	Stationary engineers are responsible for the operation, maintenance and repair of heating, air conditioning, ventilation, and electric or steam powered systems in industrial and commercial facilities and complexes.
State Supported	A program or facility which has been identified as eligible for operations and maintenance funding provided by the state.
Systems Engineering	Systems Engineering integrates various disciplines and specialty groups into a team effort forming a structured development process that proceeds from concept to production to operation. It considers both the business and the technical needs of all customers with the goal of providing a quality product that meets the user needs.
Time and Materials	A term used for charging for work performed and billed on an hourly basis. Materials are billed at cost, plus a fixed mark-up, generally with no cap in place.
Uniform Building Code (UBC)	A regulatory requirement mandated by an agency (e.g. Air Quality Management District, State Fire Marshal, San Francisco Police, OSHPD)
Unscheduled Maintenance	Includes emergencies, failures and reported repair needs, such as those resulting from preventive maintenance inspections.
Utilities	Water, gas, electricity and steam.
Customer Service Center	The CPFM unit that receives service requests for billable and state funded work, routes it to the appropriate CPFM manager or work unit and tracks all jobs being performed by the department.
Work Order	For billable services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.
Work Requisition	(see Work Order)



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appendices

Appendix 1

Policy for Maintenance and Construction Work in UCSF Laboratories

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

Laboratory Staff/Customer Requirements

- A. When submitting a service order form in writing to the Customer Service Center, or calling in a service request, customers must note that the area in which service is required is a laboratory, and provide a name and contact information for whoever is authorized to approve work in the space.
- B. When submitting a service order form 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.
- 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.

CPFM Staff and Contractors working under CPFM Supervision

- 1) Make arrangements well in advance with the Laboratory Manager or Supervisor posted in the Laboratory space
- 2) Notify the Manager and the occupants before any interruption of water, power, vacuum, air or gas supplies.
- 3) Notify the Manager if the work to be done may involve vibration, noise, or odorous chemicals will be used.
- 4) If ceiling tiles are to be removed, ask Manager to confirm that laboratory staff have been notified and asked to cover any sensitive equipment or ongoing experiments.
- 5) Discuss with the Lab Manager how to ensure your safety when working in any area of the lab that is posted as “restricted” or “hazardous.”
- 6) Do not unplug any equipment or computers.
- 7) Do not bring any food or beverage into the laboratories.
- 8) Be aware of the location of exits, emergency showers, eyewashes, fire extinguishers and other safety equipment when setting up equipment so that access to these things remains open.
- 9) Use CPFM ladders and equipment for reaching high areas rather than stepping on lab benches or any other lab furniture.
- 10) Communicate through the Laboratory Manager to avoid interrupting lab staff engaged in experiments.
- 11) Immediately report any accidents or damage in the work site to the Lab Manager.



Assumptions

- I. The Lab Manager is the person identified in the posting by the Emergency Plan in the Laboratory. Until and unless they identify a delegate, this is the person who must be contacted before work is done in the laboratory.
- II. Some labs share space. Check with the manager to whom you are speaking that they have authority over all the space in which you will be working.
- III. Do not assume that all the work being done in a space is the same and accommodations for one area are sufficient for the entire space. Again, more than one laboratory can occupy a space.
- IV. Do not assume that laboratories are vacant and available evenings or on weekends. Lab work may be in progress at any time of the day or night, on holidays, weekends, etc. All scheduled maintenance or construction work in labs must follow the policies outlined above, regardless of when the work is to be done.

Appendix 2

Chancellor's Advisory Committee on Sustainability

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

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

For information on how you can participate in making UCSF a more sustainable campus, contact either John Pihl (john.pihl@ucsf.edu) or the appropriate work group chair.

Sustainability Steering Committee Work Groups

Mission and Members

Budget Work Group

Chair: Jon Giacomo (interim)

Collaborates with work groups in acquiring resources and implementing cost-effective sustainable strategies to provide added value to UCSF.

Climate Change Work Group

Chair: Bruce Shapiro (interim)

Promotes and encourages carbon neutrality in the campus built and leased environment and transportation programs.

Sustainability Education & Communication Work Group

Chair: Matthew Curtin (interim)

Informs, educates and influences the university community and beyond about sustainable initiatives at UCSF.

Green Building Work Group

Chairs: Carlowe Connelly and Patti Mitchell

Promotes sustainable strategies in construction, renovation, maintenance and operation of UCSF facilities to reduce the impact on the environment.



Health Care Work Group

Chair: Lisa Hartmayer

Promotes and practices a culture of sustainability in patient care settings.

Natural Resources Work Group

Chair: TBD (Interim contact: Don Nurisso)

Conserves energy, water and non-renewable resources and promotes the use of renewable resources.

Natural Resources/Recycling Sub-Work Group

Chair: TBD (Interim contacts: Kathryn Hyde and Susan Bluestone)

Promotes best practices in recycling and waste management throughout UCSF.

Procurement Work Group

Chair: Nicholas Michlig

Builds economically viable and environmentally preferable purchasing practices in support of the UCSF sustainability initiatives.

Transportation Work Group

Chairs: Kevin Cox and Peter Davis

Promotes and encourages transportation alternatives to, from and between UCSF sites.

