

great work  
*happens here*



UCSF FACILITIES SERVICES

# Guide to Services 2024

Creating an Exceptional  
Campus Physical Environment



## Dear Colleagues,

We are pleased to provide this update of the Facilities Services Guide to Services, the document that articulates our services, programs, and recharge rates. In this document, you will find answers to common questions about Facilities Services, as well as hopefully learn something new about our organization.

In addition, I would like to share with you the large-scale goals that Facilities Services has undertaken. These are broad and far-reaching goals, and our team is excited to be working on these priorities:

- 1. Achieving net zero carbon status, establish governance and priorities:** In support of UC Regental to be carbon-free by 2045 and in partnership with UCSF Health, UCSF Real Estate, the Academic Senate, and other stakeholders, decarbonize the UCSF campus facilities and utilities infrastructure through collaborative long-range planning and aggressive actions.
- 2. Improve campus resiliency & security, align more closely with research and stakeholders:** In partnership with campus leadership and especially the research community, improve UCSF's ability to survive, outlast, and recover from challenges posed by weather, utilities, and natural or other disruptive events. Place a special emphasis on research resiliency, protection of research, and providing supportive programs for researchers/lab managers.
- 3. Instilling a culture of diversity, inclusion & anti-racism, action plans completed and diverse spend reports and vendors clearly identified:** In support of UCSF and FAS Anti-Racism and Diversity Initiatives and Action Plans, instill an anti-racism culture throughout Facilities Services, one of the most diverse organizations at UCSF. The desired culture will include active inquisitiveness, new support efforts to be more inclusive, reducing language barriers, improving recruitment and retention of diverse staff, and special attention to the frontline – where information is more difficult to cascade.
- 4. To better support our community needs, establish UCSF as an inclusive facilities leader, restart regular steering committee efforts and increase community engagement and communication:** CLS-FS sponsors the Inclusive Restrooms (IRR) Steering Committee. Broaden this scope to be inclusive of showers, locker rooms, and other facilities. Identify top priorities across UCSF enterprise and allocate and advocate for funding, when needed. Involve students, residents, and our community in identifying top needs and be accountable for communication and regular reporting.
- 5. Achieve value improvement (VI) in FAS, achieve and learn from our 6 VI projects:** Continue our heavy involvement in the FAS VI Program by completing our scheduled initiatives in (a) Autoclave Services, (b) Building Commissioning, (c) Emergency Incident Notification Tools, (d) Lab Services for Moves/Changes/Adds to Facilities, (e) Custodial Staff Injury Reduction, and (f) Lab Plastics Recycling.

**If you have any ideas or suggestions to communicate, please let me know at [Cesar.sanchez@ucsf.edu](mailto:Cesar.sanchez@ucsf.edu). We continue to be engaged in process and service improvements and look forward to serving your facility needs.**

**Cesar Sanchez**  
Assistant Vice Chancellor  
Facilities Services

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# Introduction

## OUR MISSION

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

## OUR VISION

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

## DEPARTMENT OVERVIEW

Facilities Services is responsible for the operation and maintenance of all UCSF campus instructional, research, and administrative facilities. This includes campus utilities, building maintenance, engineering services, fire and life safety, landscaping, custodial, security services, as well as various aspects of environmental sustainability such as energy efficiency and refuse and recycling.

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

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

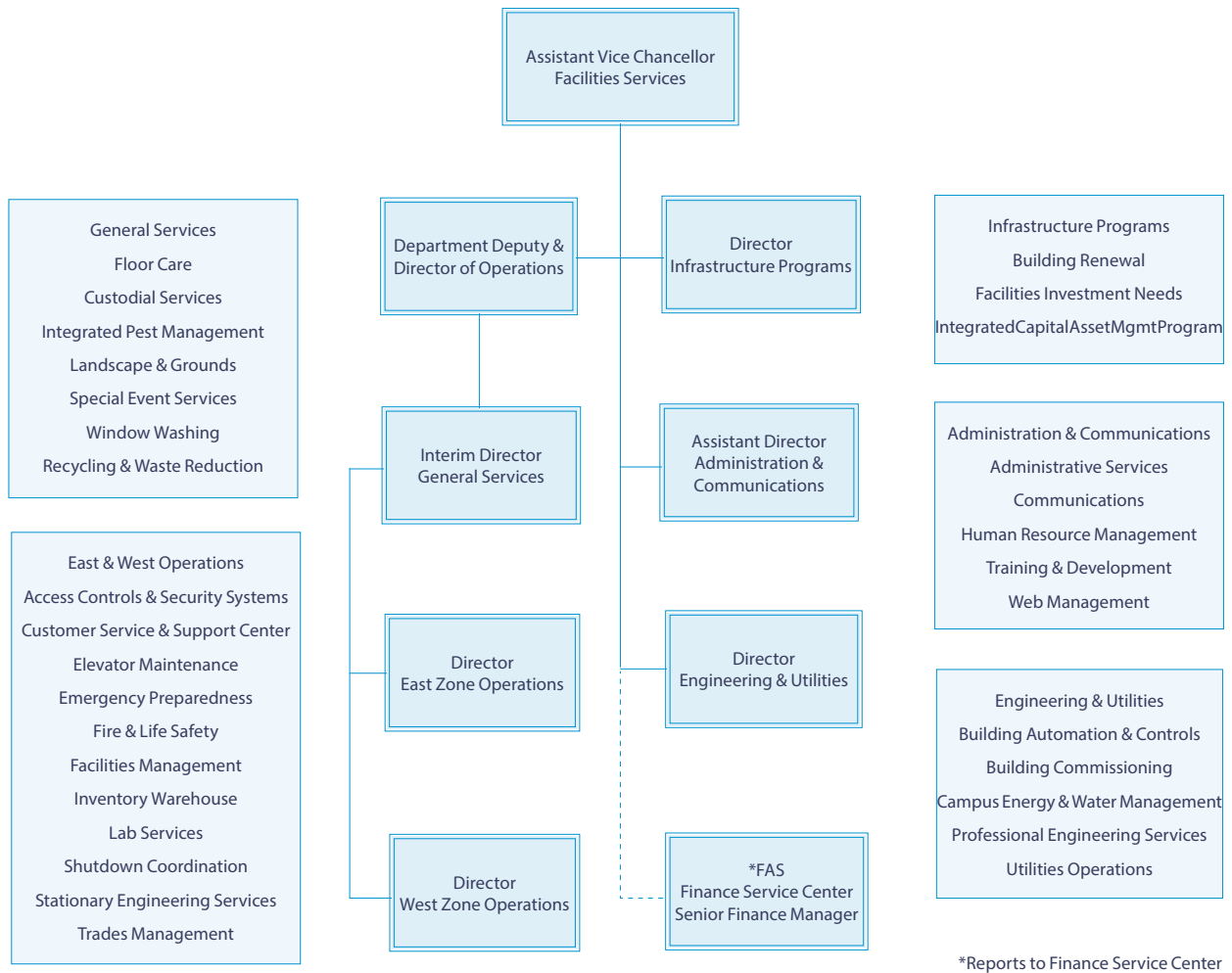
**Please note:** Medical Center Facilities for UCSF Medical Center at Parnassus, Mission Bay, and Mount Zion, and Langley Porter Psychiatric Institute and Clinics can be reached at **415.514.3570** or place a service request via online portal.

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

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



# Organizational Chart



# Assistant Vice Chancellor's Immediate Office



**Sean Aloise**

Associate Director,  
Administration and Communications  
[Sean.Aloise@ucsf.edu](mailto:Sean.Aloise@ucsf.edu)

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

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## AVC IMMEDIATE OFFICE TEAM

**Jessica Lorega**

Lead Administrative Analyst  
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**Mark Bautista**

Training, Engagement, & Development Manager  
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**Sara Gonzalez**

HR Liaison  
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**Connie Leong**

Support Analyst - Communications & Recruitments  
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**Sagarika Kayal**

Communications Coordinator  
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# Facilities Services by Program/Unit

## ACCESS CONTROL & SECURITY SYSTEMS

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



Jacob Moler

Interim Access Control & Security Systems Program  
Manager

[Jacob.Moler@ucsf.edu](mailto:Jacob.Moler@ucsf.edu)

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

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

### Proximity (Access) Card

Exterior access to secured campus buildings is by proximity card (which also serves as an employee ID badge). These are issued by the UCSF Campus Police Department "We ID" program. The UCSF Police Department manages user's door access through the Hitachi Identity Management System. Access is granted either by a department representative or the UCSF Police Department. To contact the UCSF Police Department about access control, call **415.476.2088** or visit the [UCSF Police Department website](#).

Facilities Services State-Funded and Rechargeable Services

ACCESS CONTROL & SECURITY SYSTEMS	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Repair and replacement of architectural door hardware including standard lock sets, key cylinders, closers, door operators, and panic devices located in public spaces</li> <li>• Installation and maintenance of Electronic Access Control systems for non-dedicated exterior and public spaces</li> <li>• Door alarm installation and maintenance in public spaces</li> <li>• Proximity locks in public spaces</li> <li>• Door maintenance in public spaces</li> <li>• Key lock installation in department-occupied spaces to replace unwanted keypad locks or proximity card readers</li> <li>• ADA door access controls for public spaces</li> </ul>	<ul style="list-style-type: none"> <li>• Lock installation, maintenance, and repair, including combination locks, dead bolts, and rekeying</li> <li>• Electronic access control installation, maintenance, and repair for controls dedicated to a departmental space or program</li> <li>• Dedicated intrusion or freezer alarm installation, maintenance, repairs, and database and user code updates</li> <li>• Key fabrication</li> <li>• Window, cabinet, file, and desk locks</li> <li>• Unlocking cabinets, desks, and other case goods</li> <li>• Lockouts: for after-hours lockouts (5 p.m. to 6 a.m.), please contact UCPD at <b>415.476.1414</b></li> <li>• Repair or replacement of locks on interior office doors</li> <li>• Security alarm reports</li> <li>• Security panel maintenance for security systems serving departmental spaces</li> </ul> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. Locks and security systems are installed only after a UCPD security survey and approval is acquired by customer.</li> <li>2. For security purposes, FS must verify customer's right to access an area during regular business hours.</li> <li>3. Installation of electronic access control equipment, security panels, or intrusion and freezer alarms may require semi-annual or annual preventive maintenance to ensure customer safety, and will be rechargeable to the department occupying the space or owners of the equipment.</li> <li>4. A travel time fee will be charged for cancelled priority 1 requests.</li> <li>5. Programming unlock and lock requests will be charged if action has been taken prior to cancellation.</li> </ol>

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



## GENERAL SERVICES



**Billy Reynoso**

General Services Director  
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## CUSTODIAL SERVICES

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



**Felipe Rubio**

Associate Director, Custodial  
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### Enhanced Services

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

### Carpet Cleaning, Floor Scrubbing and Cleaning

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Carpet shampooing and floor deep cleaning in non-public areas are performed on a rechargeable or as needed basis. Occupants are responsible for removing personal items, chairs, boxes, supplies, and other obstructions from the floor prior to a scheduled cleaning. The area must be vacated during cleaning.

### Window Washing

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Exterior, building-wide window washing is funded by state funds and is scheduled on an as needed basis. Exterior window washing beyond Facilities' scheduled services and interior window washing are performed on a rechargeable basis.

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

**Centralized Waste Disposal**

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Facilities Services is now providing daily waste, recycling, and compost removal only in common areas such as kitchens, restrooms, conference rooms, lactation rooms, labs, and main corridors. Areas such as personal offices, private conference rooms, cubicles, desks, and huddle rooms, are not serviced as part of the Facilities Services Centralized Waste Disposal Program. If you have a desk-side bin, make a point of taking it to your common area once a day where your waste is picked up, and sort it there. If you are unsure if your area has been assessed, you can email [recycling@ucsf.edu](mailto:recycling@ucsf.edu) to request an assessment.

**Special Event Services**

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

Set-ups can include six foot by three-foot banquet tables, chairs, easels, extra recycling and refuse bins, and cleaning services before, during, or after your event. A service request for event set-ups can be placed online via our service web portal.

**Disposal of Boxes and Broken Glassware**

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

**Frequencies of Services**

<b>CLASSROOMS</b>	
Daily	<ul style="list-style-type: none"> <li>• Chairs are placed back in position and counted.</li> <li>• Chalk and erasers are replaced on chalkboards. Trays, chalkboards, and whiteboards are cleaned.</li> <li>• Large debris is removed before the floor tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</li> <li>• Tabletops are wiped, cleaned, and disinfected, and debris is removed from chairs.</li> <li>• Trash bins and recycling bins are emptied.</li> <li>• The instructor’s table and lectern are cleaned.</li> <li>• Light switches and door handles are cleaned and disinfected.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>• All accessible areas of the room are dusted: window sills, baseboards, vents and fixtures.</li> </ul>

Monthly	<ul style="list-style-type: none"> <li>• Door frames and light switches are cleaned and chalk dust is wiped up.</li> <li>• Recycling containers are checked and emptied or replaced.</li> </ul>
Yearly	<ul style="list-style-type: none"> <li>• Chalkboards and whiteboards are washed thoroughly.</li> <li>• Classroom floors are stripped and waxed.</li> </ul>
What to Expect	Carpet and tile is clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors, place a service request at <a href="https://campuslifeservices.ucsf.edu/facilities">campuslifeservices.ucsf.edu/facilities</a> .

**ELEVATORS**

Daily	<ul style="list-style-type: none"> <li>• Enhanced cleaning and disinfecting of all buttons and fixtures, sweep and damp mop, spot wipe all panels, clean exterior elevator doors.</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>• Clean elevator tracks or as needed.</li> </ul>

**HIGH OCCUPANCY BUILDINGS\***

Daily	<p>For Town Center areas, kitchens, conference rooms, and classrooms:</p> <ul style="list-style-type: none"> <li>• Recycling, compost, and waste removed.</li> <li>• Rooms are spot-mopped or vacuumed.</li> <li>• Surfaces are wiped down.</li> </ul> <p>For restrooms:</p> <ul style="list-style-type: none"> <li>• Restrooms are serviced during the day for product replacement and enhanced cleaning.</li> <li>• Restrooms are restocked at night and a thorough cleaning of the fixtures and surfaces is performed.</li> </ul>
Weekly	<p>For the open plan workspace:</p> <ul style="list-style-type: none"> <li>• FS encourages the use of centrally-located receptacles, such as in the Town Centers, to empty your desk-side waste, recycling, and compost.</li> <li>• Vacuuming is scheduled for one day during the week; you or your floor coordinator will be advised of the scheduled day in your area.</li> <li>• All areas of the room are dusted: windowsills, partitions, and fixtures.</li> </ul>
What to Expect	Facilities services staff are on the Mission Bay campus 24/7, and will be dispatched for assistance as needed for building-related issues. Please contact us anytime at <b>415.476.2021</b> , or place a service request online, at: <a href="https://campuslifeservices.ucsf.edu/facilities">campuslifeservices.ucsf.edu/facilities</a>

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

**LABS**

Daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied. Recycling bins are checked and emptied or replaced if necessary.</li> <li>• The floors are dust-mopped and stains are spot cleaned with a wet mop.</li> <li>• The furniture is returned to its proper position.</li> <li>• Paper towels and soap are serviced daily for product replacement and restocked as needed.</li> </ul>
Yearly	<ul style="list-style-type: none"> <li>• Lab floors are scrubbed and deep cleaned upon request on an as-needed basis.</li> <li>• Other floors in non-public areas are scrubbed and deep cleaned on an as-needed basis.</li> </ul>
What to Expect	<p>Floors are dusted, but stains that cannot be spot-cleaned will remain.</p> <p>Dirt build-up may be present around the floor boards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Additional cleaning services can be arranged through our Customer Service and Support Center at, <a href="https://campusliveservices.ucsf.edu/facilities">campusliveservices.ucsf.edu/facilities</a>.</p>

**LACTATION ROOMS**

Daily	<ul style="list-style-type: none"> <li>• Trash bins and receptacles are emptied.</li> <li>• Dispensers are checked and filled as needed.</li> <li>• Large debris is removed from the floor and the tile is dust mopped, sprayed with disinfectant, and mopped thoroughly or vacuumed, if carpet.</li> <li>• All surfaces are sprayed with disinfectant and scrubbed.</li> <li>• Breast pump trolleys are sprayed with disinfectant and wiped.</li> <li>• Breast pumps are spot-cleaned. Towel is sprayed with disinfectant then wiped.</li> <li>• Floor stains are spot-cleaned with a wet mop.</li> <li>• Furniture is wiped with disinfectant spray.</li> <li>• Cabinet surfaces and refrigerator exterior are wiped with Clorox Healthcare® Hydrogen Peroxide Cleaner disinfectants wipes.</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>• Interior of mini-refrigerator is wiped clean and disinfected.</li> </ul>
What to Expect	<p>Lactation room users are expected to keep area neat without leaving personal items behind. All lights work. Soap dispensers, faucets, door handles, and other fixtures are clean. All supplies including disinfectant wipes are stocked. Sinks and floor are all clean and disinfected.</p>

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

OFFICES	
Weekly	<ul style="list-style-type: none"> <li>• Daily servicing of waste, recycling, and compost removal will be provided to all common areas, such as kitchens, restrooms, conference rooms, and corridors only. All other areas, such as personal offices, cubicles, desks, private conference rooms, and huddle rooms, will not be serviced as part of the Centralized Waste Disposal Program.</li> <li>• Carpet is vacuumed.</li> <li>• The floors are dust-mopped and stains are spot-cleaned with a wet mop.</li> <li>• The furniture is returned to its proper position.</li> <li>• All areas of the room are dusted: window sills, partitions, and fixtures.</li> <li>• Light switches and door handles are cleaned and disinfected</li> </ul>
What to Expect	<p>Offices receive little attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and other surfaces. Floors are dusted, but stains that cannot be spot-cleaned will remain.</p> <p>Dirt build-up may be present around the floor boards and room corners. Additional cleaning services can be requested on our Service Request Web Portal. Please dispose of waste or compost that might create odor or pest issues in the large kitchen or common area bins that are emptied daily.</p>

PUBLIC CONFERENCE ROOMS	
Daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied.</li> <li>• Large debris is removed before the tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</li> <li>• Tabletops are cleaned and disinfected and debris is removed from chairs.</li> <li>• Chairs are placed back in position and counted.</li> <li>• Door handles and light switches are cleaned and disinfected.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>• All areas of the room are dusted: window sills, baseboards, and fixtures.</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>• Door frames and light switches are cleaned and chalk dust is wiped up.</li> <li>• Recycling containers are checked and emptied or replaced.</li> </ul>
Yearly	<ul style="list-style-type: none"> <li>• Chalkboards and whiteboards are washed thoroughly.</li> <li>• Floors in public areas are deep cleaned on an as-needed basis.</li> </ul>
What to Expect	<p>Carpet and tile is clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange shampooing of carpeted areas or scrubbing and deep cleaning of floors, place a service request online at <a href="http://campusliveservices.ucsf.edu/facilities">campusliveservices.ucsf.edu/facilities</a>.</p>



PUBLIC HALLS AND LOBBIES	
Daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied.</li> <li>• Large debris is removed before the tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</li> <li>• Tabletops are cleaned and disinfected and debris is removed from chairs.</li> <li>• Chairs are placed back in position and counted.</li> <li>• Drinking fountains and water fillers are cleaned and disinfected.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>• All areas of the room are dusted: window sills, baseboards, and fixtures that are accessible from the ground and below 10'.</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>• Door frames and light switches are cleaned and chalk dust is wiped up.</li> <li>• Recycling containers are checked and emptied or replaced.</li> </ul>
Yearly	<ul style="list-style-type: none"> <li>• Floors are scrubbed and cleaned once a year on main lobby floors only.</li> <li>• Other floors in public areas are scrubbed and cleaned on an as-needed basis.</li> </ul>
What to Expect	<p>Carpet and tile is clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange scrubbing and cleaning of floors (more than once a year), place a service request online at <a href="https://campusliveservices.ucsf.edu/facilities">campusliveservices.ucsf.edu/facilities</a>.</p>

PUBLIC RESTROOMS	
Daily	<ul style="list-style-type: none"> <li>• Trash bins and receptacles are emptied.</li> <li>• Dispensers are checked and filled as needed.</li> <li>• Large debris is removed from floor. Tile is dust-mopped, sprayed with disinfectant, and mopped thoroughly.</li> <li>• All surfaces are sprayed with disinfectant and scrubbed.</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>• High traffic restroom floors are scrubbed and deep cleaned on an as needed basis.</li> <li>• Tile walls are sprayed with disinfectant and spot cleaned.</li> <li>• Exterior vents are cleaned and free of dust or debris.</li> </ul>
What to Expect	<p>All lights work. Soap dispensers, paper towel dispensers, faucets, door and stall handles, and other bathroom fixtures are clean. All supplies are stocked. Toilets, sinks, and floor are all clean and disinfected. Most heavily used restrooms receive increased attention between the hours of 7 a.m. to 4 p.m., Monday through Friday.</p>

STAIRWELLS	
Daily	<ul style="list-style-type: none"> <li>The main lobby stairs are dust-mopped if tile, or vacuumed if carpet. Minor stains are spot-cleaned.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>Stairs separate from the main lobby stairs are swept if tile, or vacuumed if carpet. Minor stains are spot-cleaned.</li> <li>All rails and other level surfaces are dusted.</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>All areas of the stairwell are dusted including window sills, baseboards, and fixtures.</li> <li>High traffic stairwells are steamed and deep cleaned on an as-needed basis.</li> </ul>
What to Expect	<p>Carpet and tile are clean but may be worn in high traffic areas. Certain carpet or tile stains will remain if Custodial is unable to remove them with spot cleaning techniques. Between weekly or monthly surface cleanings, dust build-up, and fingerprints will be noticeable. To arrange for cleaning services, contact our Customer Service and Support Center, at: <b>415.476.2021</b>; or place a service request online at <a href="http://campusliveservices.ucsf.edu/facilities">campusliveservices.ucsf.edu/facilities</a>.</p>

**Enhanced Services Definitions: Custodial**

SERVICE TYPE	NORMAL SERVICES	ENHANCED SERVICES
Exam Rooms	<ul style="list-style-type: none"> <li><b>Daily</b> – Trash, Clean &amp; Disinfect surfaces, Replace soap/paper products, Swept &amp; Wet mop floors</li> </ul>	<ul style="list-style-type: none"> <li><b>Daily</b> – Dusting, Trash, Clean &amp; Disinfect surfaces, Replace soap/paper products, Swept &amp; Wet mop floors, remove sharps &amp; medical waste</li> </ul>
Labs	<ul style="list-style-type: none"> <li><b>Daily</b> – Trash, Swept &amp; Spot mop floors</li> </ul>	<ul style="list-style-type: none"> <li><b>Daily</b> – Trash, Swept &amp; Spot mop floors</li> </ul>
Offices	<ul style="list-style-type: none"> <li><b>Weekly</b> – Vacuum</li> <li><b>As Needed</b> – Dusting</li> </ul>	<ul style="list-style-type: none"> <li><b>1 x Week / Upon Request</b> – Vacuum</li> <li><b>As Needed / Upon Requested</b> – Dusting</li> </ul>
Lactation Rooms	<ul style="list-style-type: none"> <li>2x Day – Trash, Clean &amp; Disinfect surfaces, Check Dispensers, Swept &amp; Spot mopped floors</li> <li>Monthly – Interior refrigerator</li> </ul>	<ul style="list-style-type: none"> <li><b>2x Day</b> – Dusting, Trash, Clean &amp; Disinfect surfaces, Check Dispensers, Swept &amp; Spot mopped floors</li> <li><b>Monthly</b> – Interior refrigerator</li> </ul>
Public Restrooms	<ul style="list-style-type: none"> <li><b>1 x Day / As Needed</b> – Trash, Clean &amp; Disinfect surfaces, Products replaced/restocked</li> </ul>	<ul style="list-style-type: none"> <li><b>3-5 x Day / Upon Request</b> – Trash, Clean &amp; Disinfect surfaces, Products replaced/restocked</li> </ul>
Public Conference / Huddle / Focus Room	<ul style="list-style-type: none"> <li><b>Daily</b> – Trash, Tables wiped down, Swept &amp; Spot mop floors, Vacuum</li> </ul>	<ul style="list-style-type: none"> <li><b>Daily</b> – Dusting, Trash, Tables wiped down, Swept &amp; Wet mop floors, Vacuum</li> </ul>
Town Centers and Corridors	<ul style="list-style-type: none"> <li><b>Daily</b> – Trash, Clean, Tables wiped down, Swept &amp; Spot mop floors</li> </ul>	<ul style="list-style-type: none"> <li><b>Daily</b> – Dusting, Trash, Clean, Tables wiped down, Replace soap/paper products, Swept &amp; Mop floors, vacuum</li> </ul>

**FACILITIES SERVICES BY PROGRAM/UNIT**

Public Halls and Lobbies	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Weekly</b> – Paint touch up</li> <li>• <b>Monthly</b> – PM checklist review to include carpet, lighting, shades, furniture, ceiling tiles, etc.</li> </ul>
Stairwells	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Monthly</b> – Paint touch up and lighting review</li> </ul>
Window Washing	<ul style="list-style-type: none"> <li>• <b>As needed or funded</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Annually</b> (Exterior)</li> </ul>

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

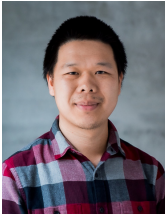
<b>CUSTODIAL</b>	
<b>Facilities-Funded Services*</b>	<b>Rechargeable Services</b>
<p>Carpet cleaning, floor strip and wax done every 24 months in public spaces</p> <p>Graffiti removal in public spaces</p> <p>Routine* cleaning services performed daily in general use spaces such as lobbies, corridors, restrooms, and other public areas</p> <p>Routine* cleaning services in labs, offices, classrooms, and other supported areas</p> <p>Spill cleanup in public areas</p> <p>Trash Waste removal (regular trash waste in standard containers)</p> <p>Recycling and compost removal</p> <p>Routine scheduled pest control</p> <p>Exterior window washing provided every 5 years, as budget allows</p> <p><i>*Routine services include emptying trash, sweeping and/or mopping, and vacuuming. See the Custodial Frequency Charts (pages 8-15)</i></p>	<ul style="list-style-type: none"> <li>• Carpet cleaning, floor strip and wax in all department-occupied, non-public spaces</li> <li>• Event setups</li> <li>• High-clean requests</li> <li>• Spill clean-up in department spaces</li> <li>• Project clean-up over and above routine cleaning</li> <li>• Special requests such as additional waste bins, walk-off mats, special cleanup above and beyond established routine cleaning</li> <li>• Waste removal of irregular items or excessive accumulations above and beyond everyday norms</li> <li>• Interior window washing</li> <li>• Exterior window washing beyond the building's established scheduled maintenance</li> </ul>

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

**Note:** Baseline standard services are provided by FS for custodial work funded by the state. If a customer requires additional work, it is on a recharge basis. If a customer requires work instead of standard services, arrangements can be made through placing a service request with the Customer Service and Support Center.

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## RECYCLING AND WASTE REDUCTION



**Daniel Chau**

Assistant Director, Recycling & Waste Reduction  
[Daniel.Chau@ucsf.edu](mailto:Daniel.Chau@ucsf.edu)

The Campus Recycling Program began in 1998 with a 7% diversion rate meaning that back then 93% of all material discarded from UCSF was ending up in landfill. Today, UCSF is diverting over 75% of materials away from the landfill either as recycling, compost, or reuse. UCSF is mandated by the University of California Office of the President (UCOP) to achieve a waste diversion goal of Zero Waste.

The Campus Recycling Program's goal is to incorporate best practices in recycling and waste reduction throughout UCSF and continue increasing our diversion rate, year after year. Recycling and waste reduction training is available for anyone on campus upon request. Questions related to recycling, compost, or reuse can be directed to the Recycling Hotline at **415.502.6808**.

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### Centralized Waste Disposal Program

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

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### Special Materials

The Campus Recycling Program helps facilitate the disposal of standard recycling, compost, and waste materials, and coordinates special material handling for cell phones, batteries, toner cartridges, and scrap metal. To find out where to drop off special materials, [visit the Special Materials page for more information](#).

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### Logistics

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

We encourage you to email us with any questions at [recycling@ucsf.edu](mailto:recycling@ucsf.edu) and check out [CLS Sustainability](#) for more information.

Facilities Services State-Funded and Rechargeable Services

RECYCLING	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>Recycling and compost containers</li> <li>Routine recycling material pick up (Custodial)</li> <li>Drop-off recycling carts (a.k.a. "toters") for move outs, major clean-ups</li> <li>Trainings and orientations for staff to learn how to toss correctly</li> <li>Evaluation of work area discard procedures as part of the Green Office/Green Lab certification review</li> <li>Labs and office evaluations to explain how to best discard unneeded items</li> <li>Pick-up of donateable office supplies (must be neatly boxed by donor)</li> <li>Pick-up of donateable lab supplies (must be pre-approved by Campus Recycling Program and E-waste will not be picked up)</li> </ul> <p>E-waste and Styrofoam recycling drop-off days are scheduled:</p> <ul style="list-style-type: none"> <li>Parnassus 4x/year</li> <li>Mission Bay 4x/year</li> </ul>	<ul style="list-style-type: none"> <li>Additional trash containers</li> <li>Excess trash removal</li> </ul> <p>Pick-up of:</p> <ul style="list-style-type: none"> <li>Excessive or unusual materials</li> <li>Wood or plastic pallets</li> <li>Crates</li> <li>Non-flattened cardboard</li> <li>Furniture and furniture parts</li> <li>Large E-waste (i.e., large printers on wheels) that are brought to the otherwise free E-waste drop off days</li> </ul>

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





## LANDSCAPE AND GROUNDS

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



**Morgan Vaisset-Fauvel**

Landscape and Grounds Program Manager

[Morgan.Vaisset-Fauvel@ucsf.edu](mailto:Morgan.Vaisset-Fauvel@ucsf.edu)

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

### Integrated Pest Management

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

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

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

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

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

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

Removing all food from tables and cabinets at the end of the day. If food items are to be stored, please place in hard sealed containers like Tupperware or Rubbermaid.

Do not leave any food packaging in desk side trash overnight. Please dispose of food waste in the large common area receptacles. Custodial Services empties these large receptacles daily.

Please close all lids to compost, recycling, and garbage receptacles.

Properly store personal items and office supplies on shelves and not on the floor to prevent creating harborage areas.

Properly dispose of cardboard as soon as possible.

Use caution when acquiring used furniture and appliances by using reputable dealers or other trusted sources.

Report the following issues to Facilities Services:

1. Water leaks
2. Overflowing trash receptacles or receptacles without lids
3. Issues with doors and windows

## FACILITIES SERVICES BY PROGRAM/UNIT

We appreciate our customer reports as this information helps to further improve our program success. Please feel free to contact our Customer Service and Support Center to report any pest control related issues.

### Facilities Services State-Funded and Rechargeable Services

LANDSCAPE SERVICES	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"><li>• General landscape maintenance of all non-dedicated landscape areas</li><li>• Hardscape maintenance and trash removal</li><li>• Tree trimming, removal, and replacement</li><li>• Litter pickup</li><li>• Road and walkway maintenance and repair</li><li>• Irrigation system installation maintenance and repair</li><li>• Exterior planter beds and containers not specifically assigned to a department</li><li>• Library planters and terrace irrigation in state supportable space</li></ul>	<ul style="list-style-type: none"><li>• Project-related landscape needs or repair of damage caused by project work</li><li>• Special requests for plantings or color changes</li><li>• Parking lot maintenance and cleanup</li><li>• Special event preparation and cleanup</li><li>• Damage and vandalism to existing landscaping and irrigation systems</li><li>• High clean, as oils stain removal</li><li>• Schedule tree trimming for event or projects</li></ul>

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





## CUSTOMER SERVICE AND SUPPORT



### **Bernard Jones**

Customer Service Director  
[Bernard.Jones@ucsf.edu](mailto:Bernard.Jones@ucsf.edu)



### **Jaycee De Guzman**

Customer Service Program Manager  
[Jaycee.DeGuzman@ucsf.edu](mailto:Jaycee.DeGuzman@ucsf.edu)



### **Seth Boudsady**

Support Center Program Manager  
[Xayaseth.Boudsady@ucsf.edu](mailto:Xayaseth.Boudsady@ucsf.edu)

### **Customer Service and Support Center: 415.476.2021**

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

### **Emergencies**

For Campus Facilities related building emergencies, please call **415.476.2021**. Facilities Services responds immediately to emergencies such as health and safety hazards, damage or potential damage to facilities, and loss of security or of facility use. To be added to the Urgent Notification list, send an e-mail to [facilities@ucsf.edu](mailto:facilities@ucsf.edu)

### **Service Requests**

For work needed in your department, or if you notice a repair needed in your building, you can place a service request on our [online web portal at MyFS.ucsf.edu](https://myfs.ucsf.edu). For instructions on how to place a request, please see our video [here](#). When a service is requested that is not covered by Facilities Services, valid chart of accounts (COA) number is required. The COA or Speedtype numbers are available through your department's business officer. A new feature on MyFS Portal is that customers can favorite their COA in our submission portal.

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

- A precise description of the request or problem
- Name of building or address
- Official department name
- Room number or location
- First and last name and phone number of site contact person
- A chart of accounts number or departmental blanket account, if applicable
- Whether or not this is a sensitive area, such as an animal room or BSL facility
- Numbers from the back and front of any key copies being requested

## **Prioritization of Requests**

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The CSSC prioritizes requests for the following response times:

### **Priority 1**

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

### **Priority 2**

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

### **Priority 3**

Contact made in three to five days with work to be scheduled as negotiated and subject to reprioritization. For example: replacing a light bulb in a non-critical area or repairing window treatments.

## **How a Request is Processed**

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### **Submission of Request**

Called in Request – CS generates service ticket via Maximo system

Online Submission – CS verifies data submitted via Maximo submission portal

### **Receipt of Request**

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

### **Analysis of Request**

Customer Service analyzes the request and determines:

Clarity of the requests with enough details to dispatch to appropriate FS group

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

Prioritization: Priority Level based on facilities standards

### **Estimated work**

If an estimate is required, the CS staff will forward the work order to the appropriate work group. Customers are asked to approve any estimate specifications. If the scope of the work changes once the estimate is approved and recorded, a “change order” must be initiated through the assigned personnel to modify the original scope. A change order will impact the existing estimated costs. (See Cost and Billing for more details)

### **Notification**

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

## Billing, Costs, and Rechargeable Services

### BILLING

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

Customers can go online to look up their [FS recharge statements](#).

### COSTS

#### Facilities Services State-Funded and Rechargeable Services

Facilities Services receives funding to provide maintenance in eligible state-supported areas. State-supported areas, equipment, and facilities are those that are utilized by the general public and are not assigned to, occupied by, or dedicated to a specific department. A partial list of both maintenance services funded by FS and maintenance services that are not funded by the state and therefore recharged to the customer can be found throughout the Guide to Services under each work group.

The examples listed are not comprehensive. If the service you need is not listed specifically, please contact Customer Service to ascertain whether it is state supported.

#### Recharge Rates

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

#### Estimates

Estimates can be requested when placing a service request for any services not funded through Facilities. Alternatively, customers may request to be charged on a time-and-materials basis. FS recharges for any time and materials exceeding the one hour of craft time provided. Any costs beyond FS staff time such as consultant fees, professional service fees, and any operational costs related to obtaining the estimate are also recharged to the customer. Written estimates take about two weeks to receive.





## ELEVATOR OPERATIONS



**Susan Yun**

Elevator Program Manager  
[Susan.Yun@ucsf.edu](mailto:Susan.Yun@ucsf.edu)

The UCSF Elevator Operations Group manages 155 elevators, 7 wheelchair lifts, and 4 dumbwaiters located throughout UCSF campuses and Medical Center at Parnassus Campus. The group is staffed with an elevator program manager, dedicated vendor manager, three full-time contract elevator technicians, and one elevator apprentice Monday through Friday with coverage at Mission Bay and overlapping coverage at Parnassus Campus. The Elevator Operations group operates, repairs, and inspects all systems per state elevator code requirements.

### Reporting elevator Issues

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

Elevator mechanic coverage is Monday - Friday as follows:

6:00 am - 6:00 pm: Parnassus Campus, Laurel Heights, Buchanan, Mount Zion Cancer Research, 2130 Post, and 2420 Sutter Parking Garage.

7:00 am - 3:00 pm: Mission Bay, Mission Center Building, and 2001 Embarcadero.

### Retrieval of Items from Elevator Shaft

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

Item retrieval requests typically have a 3-business day turnaround, as passenger entrapments and elevator trouble calls are assigned as a higher priority.

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

### Monthly Fire Recall Testing

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

Additionally, fire testing is required for specific elevators (Group 4 and 5 elevators) to pass state inspection, and this occurs once a year for 1-2 hours per elevator bank.

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

ELEVATORS	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• All general elevator maintenance and repair.</li> <li>• Retrieval of items dropped down the elevator shaft (keys, ID cards, phones) during normal business hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Special use lifts within specific departments.</li> <li>• Special requests such as a standby mechanic during a move or opening cab ceiling to allow transportation of large furniture or equipment.</li> <li>• Retrieval of items dropped down the elevator shaft (keys, ID cards, phones) after hours.</li> <li>• Elevator malfunction due to misuse by a user (hitting the doors with a cart or device, propping the elevator doors open, etc.).</li> <li>• Elevator usage restrictions.</li> </ul>

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

**EMERGENCY PREPAREDNESS PROGRAM**



**Kate Shimshock**

Emergency Safety Coordinator  
[Kate.Shimshock@ucsf.edu](mailto:Kate.Shimshock@ucsf.edu)

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

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

**ENGINEERING AND UTILITIES SERVICES**



**Paul Landry**

Director  
[Paul.Landry@ucsf.edu](mailto:Paul.Landry@ucsf.edu)

**Parnassus Central Utilities Plant (PCUP)**

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

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

## FACILITIES SERVICES BY PROGRAM/UNIT

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

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

### David Burrill

Chief Engineer (Worley Parsons)  
[David.Burrill@ucsf.edu](mailto:David.Burrill@ucsf.edu)

## Building Automation, Commissioning and Controls

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



### James Comte

Assistant Director  
[James.Comte@ucsf.edu](mailto:James.Comte@ucsf.edu)

## Energy Conservation and Water Management

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

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



### Ben Levie

Campus Energy Manager  
[Benjamin.Levie@ucsf.edu](mailto:Benjamin.Levie@ucsf.edu)

## Professional Engineering Services

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### Solomon Degu

Assistant Director  
[Solomon.Degu@ucsf.edu](mailto:Solomon.Degu@ucsf.edu)

## Design Review and Strategic Direction

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This unit provides design review services for all construction projects, including new and retrofit projects. These services are specifically aimed at assuring compliance with UCSF Facilities Design Guidelines and good design practices as well as compatibility with existing systems. They are the designated owners to ensure that new installations are designs that meets the universities long-term needs.

## In-House Design

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

## FACILITIES MANAGERS

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

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

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

## Facilities Services Projects

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Facilities Managers are also responsible for the development, design, planning, scheduling, and management of Campus facilities projects. These projects include minor renovations and small projects designed to improve, repair, or enhance the existing campus work environments or building systems. The client can expect the following project support:

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

## Building Assignments

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### PARNASSUS HEIGHTS/WEST CAMPUS



**Jessica Price**

Director, West Campus Operations  
[Jessica.Price2@ucsf.edu](mailto:Jessica.Price2@ucsf.edu)

**Building Portfolio:** Dolby Regeneration Medicine (DRM), Millberry Union (MU), Parnassus Services Building (PSSRB), UC Hall (UCH/PRAB), University House.

### West Campus Team

**Patrick Borg**

West Campus Facilities Manager  
[Patrick.Borg@ucsf.edu](mailto:Patrick.Borg@ucsf.edu)

**Building Portfolio:** Ambulatory Care Center (ACC), Environmental Health & Safety (EH&S) & Annex, Surge, Woods, Laurel Heights, Mount Zion Cancer Research Center.

**Jeffery Mills**

West Campus Senior Facilities Manager  
[Jeffery.Mills@ucsf.edu](mailto:Jeffery.Mills@ucsf.edu)

**Building Portfolio:** Central Utility Plant (CUP), Dental Center (DCB), Kirkham Childcare, Lucia Childcare, Health Sciences East (HSE), Health Sciences West (HSW), Clinical Science Building (CSB), School of Nursing (SON).

**Josh Adams**

West Campus Facilities Manager  
[Josh.Adams@ucsf.edu](mailto:Josh.Adams@ucsf.edu)

**Building Portfolio:** Faculty Alumni House, Kalmanovitz Library, Medical Sciences Building (MSB), Proctor, School of Dentistry.

**Girod St.Martin**

Facilities Manager Housing  
[Girod.st.martin@ucsf.edu](mailto:Girod.st.martin@ucsf.edu)

**Building Portfolio:** 145 Irving, Aldea Housing, Avenue Housing, 2130 Post Street.

**Oswaldo Robelo**

Part-time Facilities Manager of University House  
[Oswaldo.Robelo@ucsf.edu](mailto:Oswaldo.Robelo@ucsf.edu)

## MISSION BAY/EAST CAMPUS



### **JC Saunders-Keurjian**

Director, East Operations

**Email:** [JC.Saunders-Keurjian@ucsf.edu](mailto:JC.Saunders-Keurjian@ucsf.edu)

The Operations unit of Facilities Services is divided into two main sites, East and West. The Director of Operations is responsible for the Lab Services, Operational Support of the Mission Bay Campus and Outlying Areas.

## East Campus Team

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### **Dwayne Taylor**

East Campus Senior Facilities Manager

**Dwayne.Taylor@ucsf.edu**

**Building Portfolio:** MB Parking Garages, Zuckerberg Research Academic Building (ZRAB), 654 Minnesota, 1650 Facilities Office, Oyster Point, Rutter Center.

### **Michael Hahn**

East Campus Facilities Manager

**Michael.Hahn@ucsf.edu**

**Building Portfolio:** MB Child Care Center, Hunters Point, North Point, Wayne & Gladys Valley Center for Vision, Helen Diller.

### **Don Van Wie**

East Campus Facilities Manager

**Don.Vanwie@ucsf.edu**

**Building Portfolio:** Buchanan Dental, Byers Hall, Genentech Hall, Weill Neurosciences.

### **Lei Wang**

East Campus Facilities Manager

**Lei.Wang3@ucsf.edu**

**Building Portfolio:** Cardiovascular Research Building, Mission Center Building, Mission Hall, Rock Hall.

### **Girod St. Martin**

Facilities Manager Housing

**Girod.St.Martin@ucsf.edu**

**Building Portfolio:** Mission Bay Housing, North Tower, South Tower, East Tower, West Tower, Tidlands.



**FIRE AND LIFE SAFETY**



**Rudy Gomez**

Assistant Director, Fire and Life Safety  
[Rudy.Gomez@ucsf.edu](mailto:Rudy.Gomez@ucsf.edu)

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

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

UCSF Facilities Service Program Manager/COE of Fire & Life Safety Systems **415.476.4399**.

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

FIRE LIFE & SAFETY	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Fire extinguishers, hoses, cabinets, sprinklers</li> <li>• Fire alarms/smoke detectors and system monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Additional protective devices beyond code requirements</li> </ul>

**FACILITIES RENEWAL AND PROJECT DELIVERY**

The Facilities Renewal and Project Delivery (FRPD) team details the work of the Facilities Investment Needs, Building Renewal, the Strategic Energy Partnership, ICAMP, and Tenant Improvements.



**Bernadette Jimenez**

Senior Director  
[Bernadette.Jimenez@ucsf.edu](mailto:Bernadette.Jimenez@ucsf.edu)



**Charles Conway**

Assistant Director  
[Charles.Conway@ucsf.edu](mailto:Charles.Conway@ucsf.edu)

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## Building Renewal

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

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

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



**Melissa Cherry**

Renewal Program Manager and Project Delivery Team anager

[Melissa.Cherry@ucsf.edu](mailto:Melissa.Cherry@ucsf.edu)

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## Facilities Investment Needs (FIN)

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

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

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



**Dan Rorvik**

FIN Program Manager

[Dan.Rorvik@ucsf.edu](mailto:Dan.Rorvik@ucsf.edu)

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### Integrated Capital Asset Management Program (ICAMP)

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

### Strategic Energy Plan

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

### Tenant Improvement Program

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The Tenant Improvement Program enhances the campus's appearance, functionality, and safety through customized alterations. We collaborate with the campus community to understand their requirements and offer project delivery services to campus tenants. Our team works alongside contractors, designers, and other UCSF departments to execute tenant improvement work.

Our main objective is to involve our customers and stakeholders by helping them transform their spaces to meet their specifications while ensuring safety, adhering to building standards, and providing exceptional customer service.



**Janie Pena**

Tenant Improvement Program Manager

[Janie.Pena@ucsf.edu](mailto:Janie.Pena@ucsf.edu)

## RESEARCH FACILITIES SUPPORT SERVICES



**Mary Anne Hallacy**

Research Facilities Support Services Program Manager

[MaryAnne.Hallacy@ucsf.edu](mailto:MaryAnne.Hallacy@ucsf.edu)

Research Facilities Support Services is a new branch of Facilities Services dedicated to comprehensively supporting lab asset infrastructure and equipment in an effort to reduce costs, save time, and improve UCSF's business continuity planning. Key service lines include remote freezer monitoring, seismic bracing of lab equipment, and consolidated service agreements for key equipment and services. The program supports all UCSF Campus Facilities including Mission Bay, Parnassus, Mount Zion, Zuckerberg SF General, and outlying areas.

## TRADES, ENGINEERS, AND BUILDING MAINTENANCE WORKERS

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



**Byron Thomas**

Trades & Engineering Superintendent  
[Byron.Thomas@ucsf.edu](mailto:Byron.Thomas@ucsf.edu)

Plumbers repair and maintain hot and cold water, as well as building gas, air, and vacuum systems. They also maintain sink faucets, drains, acid waste, waste vent drainage systems, and drinking fountains. Carpenters maintain doors and windows, repair flooring, install shelving and seismic bracing, and repair furniture. Heating, Ventilation, and Air Conditioning (HVAC) technicians maintain comfort cooling and heating systems, steam systems, heating hot water, chilled water, and oversee computer-controlled environmental systems. Refrigeration technicians maintain ice makers and refrigeration and freezer units. Electricians repair and maintain electrical systems, outlets, and also respond to trouble calls. Building Maintenance Workers (BMWs) replace air filters, clear roofs of debris, move furniture, light bulb replacement, ceiling tile replacement and assist the crafts people in all general building maintenance.

### Engineering Operations

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#### Wayne Shipman

Operations Director (CBRE)  
[Wayne.Shipman@ucsf.edu](mailto:Wayne.Shipman@ucsf.edu)

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

### Inventory Warehouse

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#### Joe Huang

Inventory Warehouse Supervisor  
[Joe.Huang@ucsf.edu](mailto:Joe.Huang@ucsf.edu)

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

### Planning and Scheduling

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#### Melanie Woods

Trades Planner/Scheduler, West Campus Operations  
[Melanie.Woods@ucsf.edu](mailto:Melanie.Woods@ucsf.edu)

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

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

<b>CARPENTRY</b>	
<b>Facilities-Funded Services*</b>	<b>Rechargeable Services</b>
<ul style="list-style-type: none"> <li>• Baseboard repairs</li> <li>• Ceiling tile replacement and repair</li> <li>• Door repairs</li> <li>• Drywall and plaster repairs</li> <li>• Door closers</li> <li>• Doorstop installation</li> <li>• Restroom partitions</li> <li>• Floor tile repair and replacement in public spaces; repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces</li> <li>• Furniture repair in public spaces</li> <li>• Mirror replacements in restrooms and public spaces</li> <li>• Wooden railings and steps repair and replacement</li> <li>• Stair tread, guard replacements, safety strips</li> </ul>	<ul style="list-style-type: none"> <li>• Repair, or installation of cabinets, bookshelves, and miscellaneous casework</li> <li>• Seismic bracing: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers, or other such furniture or equipment</li> <li>• Picture framing, picture hanging, whiteboard or chalkboard installations or moving</li> <li>• Office furniture repair</li> <li>• Mirror installation or moving</li> <li>• Repair of linoleum, vinyl floors, wooden floors, and other floor surfaces in department-occupied spaces</li> </ul>

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

<b>ELECTRICAL</b>	
<b>Facilities-Funded Services*</b>	<b>Rechargeable Services</b>
<ul style="list-style-type: none"> <li>• Ballast replacement (facility lighting)</li> <li>• Circuit breaker resets, repair or replacement</li> <li>• Electrical distribution repair</li> <li>• Emergency lighting</li> <li>• Facility fixture cleaning</li> <li>• Building facility lighting control systems</li> <li>• Fume hood lighting</li> </ul>	<ul style="list-style-type: none"> <li>• Lighting requests for services above baseline</li> <li>• Additional outlets and circuit requests</li> <li>• Cord replacement</li> <li>• Desk lamps and relamping/replacement</li> <li>• Department display case lighting installation, repair, or relamping</li> <li>• Department-owned equipment installation and hook-up</li> <li>• Temporary power installations</li> <li>• Special lighting requests such as UV lamps, dark room lamps</li> <li>• Maintenance and repair of dedicated departmental equipment and appliances</li> <li>• More than two circuit breaker resets due to department-owned equipment overloading circuits</li> <li>• Biohazardous and safety fume hoods maintenance in lab spaces</li> </ul>

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



GENERAL MAINTENANCE	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Brick, mortar, cement inspection</li> <li>• Public space inspection</li> <li>• Graffiti removal</li> </ul>	<ul style="list-style-type: none"> <li>• Minor moving services of equipment, furniture, etc.</li> </ul>

MECHANICAL	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Building fans</li> <li>• Fume hood maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated fans</li> <li>• Animal bedding systems</li> <li>• Dedicated humidifiers</li> <li>• Biohazardous and safety cabinets fume hoods maintenance in labs</li> </ul>

PAINTING	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Painting is done in public spaces, as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Routine painting and refinishing of all owner-occupied spaces</li> <li>• Parking lot painting and restriping</li> </ul>

PLUMBING	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Restroom equipment maintenance, repair, or replacement</li> <li>• Drinking fountains in public spaces</li> <li>• Emergency eyewash and emergency shower maintenance</li> <li>• Building-wide systems: domestic DI water, industrial gasses, vacuum, etc., respond to leaks, facility drain stoppages, and flooding</li> </ul>	<ul style="list-style-type: none"> <li>• Laboratory equipment hook-up or installation</li> <li>• Installation or maintenance of dedicated laboratory systems: DI water, waste systems, vacuum systems, gasses, etc.</li> <li>• Installation of dedicated laboratory equipment</li> <li>• Clogged sinks or drains due to customer operations</li> <li>• Water filter installation or maintenance</li> <li>• Localized hot water heater installation</li> </ul>

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

## SERVICE-LEVEL AGREEMENTS

Public Carpet Cleaning	<ul style="list-style-type: none"> <li>• <b>As Needed</b> – Stains are spot-cleaned</li> </ul>	<ul style="list-style-type: none"> <li>• <b>As Needed / Upon Requested</b> – Stains are spot-cleaned</li> </ul>
Floor Polished / Scrubbed	<ul style="list-style-type: none"> <li>• <b>Monthly</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Weekly Schedule Plan</b></li> </ul>
Stairwells	<ul style="list-style-type: none"> <li>• <b>Weekly / As Needed</b> – Rails cleaned, Swept &amp; Spot mop</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Daily / As Needed</b> – Rails cleaned, Swept &amp; Wet mop</li> </ul>
Window Washing	<ul style="list-style-type: none"> <li>• <b>As Needed</b> – Interior (Entrance Glass Door)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Daily / As Needed</b> – Interior (Entrance Glass Door)</li> </ul>
Special Event Services	<ul style="list-style-type: none"> <li>• <b>As Requested</b> (Rechargeable rates apply to requesting dept.)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>As Requested*</b> (Rechargeable rates apply to requesting dept.)</li> </ul>

### Enhanced Services Definitions: Maintenance

SERVICE TYPE	NORMAL SERVICES	ENHANCED SERVICES
Exam Rooms	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Bi-Annually</b> – PM checklist to review paint touch-up, furniture/equipment repair, &amp; general room conditions including lighting and plumbing.</li> </ul>
Labs	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Quarterly</b> – PM checklist to review paint touch-up, ceiling tile replacements, equipment repair needs, &amp; general lab conditions.</li> </ul>
Offices	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Yearly</b> – PM checklist to review paint touch-up, furniture/equipment repair, &amp; general room conditions.</li> </ul>
Lactation Rooms	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Quarterly</b> – PM checklist to review paint touch-up, furniture/equipment repair, &amp; general room conditions.</li> </ul>
Public Restrooms	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Monthly</b> – PM checklist to review paint touch-up, fixture repair, lighting, plumbing &amp; general room conditions.</li> </ul>
Public Conference Room	<ul style="list-style-type: none"> <li>• <b>Corrective maintenance as needed or requested</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Weekly</b> – Paint touch up</li> <li>• <b>Monthly</b> – PM checklist review to include carpet, lighting, shades, furniture, ceiling tiles, etc.</li> </ul>

REFRIGERATION HVAC	
Facilities-Funded Services*	Rechargeable Services
<ul style="list-style-type: none"> <li>• Building chiller and chilled water repairs and maintenance</li> <li>• Building air conditioning repairs and maintenance</li> <li>• Walk-in boxes (cold and warm) preventive maintenance and minor repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated air conditioning unit repairs and maintenance</li> <li>• Dedicated fan coil unit repairs and maintenance</li> <li>• Dedicated chiller repairs and maintenance</li> <li>• Refrigerator repairs and maintenance</li> <li>• Freezer repair and maintenance</li> <li>• Freezer rentals (will be charged on a monthly basis)</li> <li>• Ice machine repair and maintenance</li> <li>• Walk-in boxes (cold and warm) major repairs, such as compressor replacement</li> </ul>

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

## Service-Level Agreements

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

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

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

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

If you are interested and would like to request for a service-level agreement with our department, please contact our Customer Service and Support Center at **415.476.2021** or email us at [facilities@ucsf.edu](mailto:facilities@ucsf.edu).

# Service-Related Policies

## CHANGES TO SCOPE OF WORK

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

## CONSTRUCTION

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

### Construction and Maintenance in Labs and Sensitive or Special occupancy Areas

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Facilities Services workers and workers contracted through FS will follow specific guidelines when working in laboratories, including contact with the appropriate lab manager or supervisor. Customers are expected to post the names and contact information for the appropriate managers or supervisors in the same location as their universal hazardous notification sign, as well as identifying the appropriate manager or supervisor when calling in a request for work. Please contact the Customer Service and Support Center at [facilities@ucsf.edu](mailto:facilities@ucsf.edu) if you believe your area has not been identified as a sensitive area.

### Policy for Maintenance and Construction Work in UCSF Laboratories

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



Laboratory Staff Requirements	Facilities Services Staff and Contractors Working Under Facilities Services
<ul style="list-style-type: none"> <li>A. When submitting a service request online to the Customer Service and Support Center, or calling in a request, customers must note that the area in which service is required is a laboratory, and provide a name and contact information for whomever is authorized to approve work in the space.</li> <li>B. When submitting a service request fo to the Customer Service and Support Center, customers must designate if they want the work to be left undone if the contact person is unavailable at the time the worker arrives or if they want the work to proceed.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>A. Make arrangements well in advance with the Laboratory Manager or Supervisor posted in the laboratory space.</li> <li>B. Notify the Manager and the occupants before any interruption of water, power, vacuum, air, or gas supplies.</li> <li>C. Notify the Manager if the work to be done may involve vibration or noise, or if odorous chemicals will be used.</li> <li>D. If ceiling tiles are to be removed, ask Manager to confirm that laboratory staff have been notified and added to cover any sensitive equipment or ongoing experiments.</li> <li>E. Discuss with the Manager how to ensure your safety when working in any area of the lab that is posted as “restricted” or “hazardous.”</li> <li>F. Do not unplug any equipment or computers.</li> <li>G. Do not bring any food or beverage into the laboratories.</li> <li>H. Be aware of the location of exits, emergency showers, eyewashes, fire extinguishers, and other safety equipment when setting up equipment so that access to those things remains open.</li> <li>I. Use Facilities ladders and equipment for reaching high areas rather than stepping on lab benches or any other lab furniture.</li> <li>J. Communicate through the Manager to avoid interrupting lab staff engaged in experiments.</li> <li>K. Immediately report any accidents or damage in the work site to the Manager.</li> </ul>

## ASSUMPTIONS

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

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



### Customer Projects Requiring Fire Marshal or Design Services

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

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

### Equipment Maintenance

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

### Hiring of Vendors

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The authority to hire vendors to do work with funds allocated to the university for maintenance or construction is delegated by the Office of the President to the chancellor of each campus and by the chancellor to the various departments charged with maintenance and construction on campus, per Construction Contract [policy 600-11](#)

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

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

### Housing Services

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As a customer-driven organization, the valued leaders and partners of Housing Services provide quality housing and related services to UC San Francisco st In-House Construction

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

### Leased Spaces

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

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