I. CAMPUS ZONE AND CENTRAL ZONE FACILITIES SERVICES: This agreement pertains to the following services provided by the three Campus Zone Crews (Endowed, Contract and SAS) and the Central Zone to the Units. The principle role of these groups is to execute preventive and corrective maintenance, emergency repairs, provide 24/7 facility equipment monitoring via the Energy Management and Control System (EMCS) as well as provide Building Care services.

A. Maintenance – Preventive, Corrective and Emergency Maintenance.
   1. Preventive Maintenance (PM): Preventive maintenance is the activity performed in some routine or regularly scheduled fashion designed to keep equipment in an existing state, prevent deterioration or failure, and identify work of a corrective nature to keep equipment from causing non-productive time in any capacity. Each Campus Zone Crew is responsible for performing the preventive maintenance in their zone.
   2. Corrective Maintenance (CM): Corrective maintenance is the act of performing some repair or adjustment for a condition that was identified during the accomplishment of a PM or PdM evolution (and cannot reasonably be corrected within the allowed labor time for accomplishing the PM or PdM). CM may also be required due to an equipment or facility problem identified through basic observations or customer reports. CM work is performed via service requests as outlined in Section II below.
   3. Emergency Maintenance: Emergency work requires little definition; it is work performed in direct response to a failure that causes process downtime or imminent hazard to assets or personnel. Emergency work is performed via service requests as outlined in Section II below.

B. Continuous Equipment/Facility Monitoring: This service is provided by Cornell’s Energy Management & Control System group or EMCS, which is part of the Central Zone.
   1. The primary functions of the EMCS are metering, monitoring, and interactive control as well as coordinating 24/7 emergency response by the Shift Mechanics.
   2. Monitoring is done both passively, by routinely observing system operation on an occasional basis, and actively, by responding to any of the more than 3,000 computer-generated alarms that are currently defined. In addition, operators can interactively make adjustments to binary and analog parameters (set points, alarm limits, schedules, interlocks, etc.), DDC (direct digital control) programs, and physical output points that control motorized fans, pumps, dampers and valves.

C. Building Care: The Building Care team in each Campus Zone is led by an Associate Director that reports to the Zone Facilities Director, and these teams support Cornell's academic, research, and public service mission by providing quality and cost effective custodial maintenance services in all academic, athletic, residential, administrative, and research facilities. These teams strive to maintain a clean, attractive, healthy, and safe environment for all faculty, staff, and students. This agreement pertains to the following services provided by Building Care to the Unit Facilities.
   1. Base Level Cleaning Scope and Frequency
      a) Restrooms and Locker Rooms: Daily cleaning and disinfecting
      b) Public Areas: (high profile areas)
         (1) (Corridors, classrooms, libraries, lobbies, public offices, foyers, public elevators and stairs)
         (2) Daily cleaning of hard floor surfaces and carpeting
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(3) Daily disinfecting of water fountains, cleaning of entry glass & classroom chalk/white boards
(4) Weekly dusting and spot cleaning
(5) Daily trash removal; recycling as needed
c) Research & Teaching Labs:
(1) Bi-weekly wet mopping
(2) Weekly dust and spot mopping
(3) Trash checked daily, picked up as needed (following Departmental lab safety protocol)
d) Private Offices:
(1) Trash and recycling checked daily and removed as needed
(2) Monthly complete cleaning, including dusting, mopping and vacuuming
e) Service Areas:
(1) (Service elevators, secondary stairwells, loading docks, shops): Limited maintenance
f) Exterior Maintenance & Entrances:
(1) Maintain smoker’s outposts adjacent to building entrances
(2) Policing immediate area around building entrances. The “immediate area” varies by location but must seamlessly join up with services provided by the Grounds Department (i.e. snow removal, trash removal, etc.).
g) Other Services:
(1) Provide re-lamping of fixtures that can be serviced with an 8’ or less step ladder.
(2) Provide monthly testing of exit signs and exit lighting. Provide support assistance to ensure monthly testing is performed and that the appropriate tickets are placed with Customer Service for any work to correct any emergency light issues.
h) Winter Operations:
(1) Building Care employees shovel snow and apply salt/grit at building specific entrances, steps and handicapped ramps. This process is accomplished in conjunction with Ground’s staff that use mechanized equipment and hand labor in this process. Snow shoveling and ice mitigation remains a priority for Building Care.
(2) During periods of inclement weather, interior custodial services will be reduced accordingly. All cleaning frequencies described are subject to change due to inclement weather or campus emergencies.
i) Support for Special Events:
(1) All special events outside of normal daily operations should involve the services for Building Care custodial coverage. These services, set up on a RFS or (service request), will be required especially during significant special events, and afterwards, for clean-up following the event. This requirement is to return the facility to a clean and presentable status for regular academic business in the facility. In some situations, the custodial event coverage will need to also happen prior to the event to ensure that the facility is clean in preparation for the event.
(2) Facilities Representatives and Building Coordinators are responsible for coordinating and ensuring that the custodial coverage for all events is built into the cost of events for their buildings. They are responsible for working directly with their Building Care
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custodial manager in arranging for the event coverage and for initiating a “service request”. Building Care respectfully requests a two-week advanced notice be given for the event coverage.

2. **Additional Services:** Cleaning Services that exceed the base level provided are available on a “for fee” basis. Services specifically excluded from the base level are:
   a) Move or dust items on desks, bookcases, window sills, cabinets, etc.
   b) Remove power heads from shredders
   c) Supply or restock any hand towels or soap, except in restrooms
   d) Change lamps in fume hoods, unsafe areas, personal desk lamps or fixtures over eight (8) feet high
   e) Clean or dispose of computers, or any other office equipment
   f) Care for plants
   g) Clean kitchen appliances, counters or sinks
   h) Move furniture
   i) Clean vending machines
   j) Pick-up hazardous lab waste, lab glass, autoclaved material or clean lab workstations
   k) Break down cardboard boxes

II. RESPONSIBILITIES AND ACCOUNTABILITIES

A. **Service Requests:** Work requests can be submitted electronically via the Facilities Services website (Priority Level 30 only) or via a phone call to Facilities Customer Service.

1. There are three priority levels available:
   a) **Priority Level 30** – Normally scheduled work: customer needs a response within one week
   b) **Priority Level 40** – High priority work: customer needs a response within one day
   c) **Priority Level 50** – Emergency work: customer needs immediate response

2. **The Unit Facilities Staff responsibilities:**
   a) Limit the staff who can issue service requests to the designated facilities professional for the affected facility (i.e. Facilities Manager/Coordinator/etc. or backup).
   b) Promptly call in requests for service to allow as much time as possible for the Zone staff to plan and deliver the work.
   c) Provide a clear scope of work, contact numbers and any other required information needed to make the job flow smoothly.
   d) Try to use the 30 priority level request as much as possible to allow the work to be planned and avoid pulling Zone Staff off of other projects to respond to emergencies. Only issue Priority Level 40 or 50 service requests when truly needed.
   e) Don’t change the scope of work once the work crew has mobilized unless required due to unforeseen circumstances. Prior to mobilization inform the Zone staff as soon as possible about scope changes.
   f) Use the budget estimating process for go, no-go decisions on small projects. The budget estimating process is intended to take an hour or two of the Estimating Team’s time to complete. It is not intended to be tool for requesting extensive site investigation or design work.
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3. The Campus Zone and Central Zone responsibilities:
   a) The Zone Facility Director or Assistant Superintendent will contact Unit Staff issuing a Service Request within the time frame defined below by 30, 40, and 50 priority levels.
   b) The Zone Facility Director or Assistant Superintendent will review all service requests submitted in their zone and engage the Central Zone or another Campus Zone when needed to complete the work, and they will ensure any transfer of work responsibility is clearly communicated to Unit Facilities Staff. The initial and subsequent communications will establish work scope, work delivery schedule and cost expectations (when possible) for the requested work.
   c) Campus Zone or Central Zone Staff will proactively contact Unit Staff issuing a Service Request if work scope, schedule or cost changes from what was originally agreed to. If at all possible this contact should happen prior to executing the work.
   d) Campus Zone or Central Zone Staff will check in and check out with the Unit Facilities Staff when they are working in a building for which the Unit Staff person is responsible. They will also promptly communicate with the Unit Facilities Staff if any issues arise that impact building occupants or facility operation. This communication is preferably done by cell phone or in person.
   e) The Zone Facility Director or Assistant Superintendent will contact the Unit Staff person who issued a service request prior to closing it out to be sure the work is satisfactorily completed.

4. EMCS/Shift Mechanic responsibilities:
   a) The EMCS operator will contact the Unit Facility Manager or backup person immediately upon receiving a facility alarm (regardless of the time of day) that may impact the facility operation in any way.
      (1) The EMCS operator must try all contact numbers for the Unit Facility Manager and backup person until verbal contact is reached.
      (2) The EMCS operator will review the alarm condition with the Unit Facility Manager and determine the best course of action to resolve the issue.
      (3) If the EMCS operator cannot reach the Unit Facility Manager or backup person after trying all contact numbers, then they must use their best judgment to call in necessary resources or deploy the Shift Mechanic to investigate the issue.
   b) The EMCS Operator and Shift Mechanic are responsible for conducting a clear turnover to the Campus Zone Crew, Central Zone or Unit Facilities Staff for any issue that cannot be resolved on shift.

B. Response Times:
   1. Priority Level 30 (Normally scheduled work):
      a) This work typically consists of corrective maintenance or small projects. If possible the work will be scheduled with other work in the building/complex to gain efficiencies of mobilization and execution.
      b) The Zone Facility Director, Asst. Superintendent, or assigned tradesperson will contact the issuer of the work request within one week of receiving the request to review the scope of work, schedule and rough magnitude of cost/effort required.
   2. Priority Level 40 (High Priority Work):
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a) This work consists of high priority tasks that cannot wait to be combined or scheduled with other work tasks. Due to the short response time required, Units must submit these work requests verbally via Facilities Customer Service, who in turn, will relay this request to the appropriate Zone.

b) The Zone Facility Director or Assistant Superintendent will contact the issuer of the work request within one business day of receiving the request to ensure they understand the scope of work and agree upon a work schedule.

3. Priority Level 50 (Emergency Work):
   a) This work consists of an emergency that must be addressed immediately (i.e. risk to life safety, risk of equipment damage or loss of money or research). Due to the short response time required, Units must submit these work requests verbally via Facilities Customer Service, who in turn, will relay this request to the appropriate Zone who will take prompt ownership of the task.

   b) The Campus Zone or Central Zone Staff will contact the issuer of the work immediately to ensure the scope of work is clear, and they will dispatch an emergency response crew as soon as possible.

C. Building Care and Unit Facilities responsibilities:
1. Building Care will clean to the following APPA cleanliness standards
   a) Public Restrooms level “1”
   b) Public Spaces such as main corridors and public offices level “2”
   c) Classrooms and labs level “2”
   d) Private offices and stairways level “3”

2. Each Zone Unit to be responsible for supervising student events that create additional trash to ensure the students complete a post event clean up or a ticket can be issued for services to be provided by Building Care.

3. Each Zone Unit is responsible for notifying Building Care sufficiently ahead of large events requiring additional Building Care services. An example of large events would be athletic events and student gatherings that create additional trash collection, restroom, and other cleaning needs. These services, set up on a RFS or (service request), will be required during the special event, and afterwards, for clean-up following the event.

D. Maintenance Programs
1. The Zone Facility Directors (ZFD’s) will act as stewards of the corrective and preventive maintenance appropriation for the buildings in their zones, working to insure it is used to provide the core services for which it is intended, and that it is used as efficiently as possible with the following priorities in mind:
   a) Life safety
   b) Intellectual property, including research support
   c) Facilities degradation
   d) Convenience and aesthetics

E. Communication
1. The Campus Zone Crews will be proactive in partnering with the Unit Facilities Staff; will be responsive to all requests; and will communicate this Agreement to all key staff within their operational areas.
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2. The Campus Zone Crews have back-up contacts to provide seamless communications to Unit Facilities Staff in cases of planned and unplanned absences of primary support team members.
3. Contact information for key support providers and back-up contacts:

III. SERVICE AVAILABILITY
   A. The standard hours of operation of Campus Zone or Central Zone Staff are approximately 7:30 am to 4:00 pm, but will vary.
   B. 24/7 Facilities Services response support is provided through Customer Service during normal business hours and EMCS at all other times at 255-5322.

IV. MEASUREMENT: Metrics for Campus Zone and Central Zone Services include:
   A. Quarterly Metrics:
      1. Preventive maintenance backlog
      2. Service request backlog, tabulated by zone and by trade
      3. Service request response time, tabulated by zone and trade
   B. Annual Metrics:
      1. Customer satisfaction survey
   C. Metrics can be found at the following web link: http://www.fs.cornell.edu/fs/metrics/