I. MAINTENANCE MANAGEMENT SERVICES: Maintenance Management analyzes corrective, preventive and planned maintenance on Cornell’s Ithaca campus facilities including building envelope, interior finishes, mechanical/electrical/plumbing systems, and other permanent equipment and systems in specific academic, research, and support facilities. The scope of the services includes partnering with facilities staff in the colleges and units to:

- Ensure the health and safety of members of the Cornell Community by complying with federal, state and local codes and regulations applicable to facilities
- Support the overall mission of the institution by maintaining existing facilities and building systems
- Administer a building asset database of building systems and fixed equipment for the purpose of budgeting for and planning maintenance projects
- Promote the public image of the institution by maintaining the architectural style and appearance of the campus
- Minimize life cycle maintenance expenses while optimizing value received on maintenance investments

A. Zone Facilities Management Support: Maintenance Management provides staff to fill the Maintenance Planner role in each zone. This role serves as a resource and partner to the Zone Facilities Directors and the unit facilities staff on a broad range of facility matters and not just those which use the central maintenance appropriation. The Maintenance Planner serves as a resource for the unit facility managers in the zone to maintain spaces in a manner consistent with the programs they support and to meet the diverse maintenance and facilities project needs in the most efficient, cost effective way by assisting in project planning.

B. Administer Corrective, Preventive, and Planned Maintenance: While the individual Zone Facilities Directors are responsible to steward the maintenance allocation for the buildings in each zone; collectively, they must plan, direct and manage the overall maintenance allocation in close collaboration with the Unit Facilities Directors and Maintenance Management.

1. The funding should be totally spent but not overspent each fiscal year. The funding for corrective, preventive and planned maintenance is fungible. In general, preventive maintenance provides the best value, but preventive maintenance plans must be periodically reviewed to eliminate efforts that do not return value. In the effort to not overspend, corrective maintenance efforts may be curtailed to address the following in order:
   a. Life safety
   b. Intellectual property, including research support
   c. Facilities degradation
   d. Convenience and aesthetics

2. Maintenance Management will track and report costs for corrective, preventive, and planned maintenance in facilities for which they receive a centrally funded maintenance allocation. Additionally, Maintenance Management will track and report costs for other facilities, providing the cost data is available and accessible. Cost reporting will be reported via the Facilities Services web page.

3. The baseline maintenance levels are essentially determined by available funding.
a. The prioritization process for endowed and contract colleges planned maintenance is conducted using a risk analysis based on the likelihood of failure and impact of the issue on the mission of the unit or the university.  
b. Funding for extraordinary maintenance needs will be requested through the university's capital planning effort.  
4. All facilities are covered by property insurance. Maintenance Management will seek to recover the cost of floods and fires from Risk Management and Insurance.  

C. Facilities Needs Assessments: Maintenance Management will administer a system to track maintenance needs for each facility. The system will include data collection from annual assessments and any other sources that are available and accessible. The current system is the Facilities Physical Needs Management System (FPNMS).  
1. Maintenance Management will provide annual assessments of all major facilities located in Tompkins County. Minor facilities in Tompkins County will be assessed less frequently.  
2. FPNMS will be the data of record for all of Facilities’ condition deficiencies that are to be considered for correction by the annual central maintenance allocation. For this procedure to be successful, all known deficiencies must be entered in FPNMS with the appropriate likelihood, impact and program impact scores.  
3. FPNMS will be the data of record for reporting the level of deferred maintenance for all facilities in New York State with the exception of the Weill Cornell Medical College.  

D. ADA compliance coordination  
1. Maintenance Management will staff a position responsible for coordinating the university’s efforts to address physical accessibility. This position will partner with Human Resources and Student Disability Services to develop a strategic plan to provide an accessible, usable and welcoming environment for faculty, staff, students and visitors with disabilities.  
2. In addition, this position will serve as a resource for campus partners in the access implications of their projects and initiatives to assure compliance with the projects themselves and with considerations of the construction that may impact accessibility.  

II. RESPONSIBILITIES and ACCOUNTABILITIES  
A. Zone Facilities Management:  
1. The Maintenance Planners will work closely with the Zone Facilities Directors and Unit facilities staff to:  
a. Continually assess the PM program within the zone to ensure the best value is being delivered while minimizing equipment downtime or negatively impacting the missions of the Units or the University.  
b. Continually evaluate new means and methods to improve PM efficiency such as Predictive Maintenance (PdM). PdM technology uses some proven testing method, such as thermography or vibration monitoring to trend equipment performance and "predict" when certain preventive maintenance activity should be performed, thereby heading off a potential failure.
B. Maintenance Management will advocate for appropriate maintenance funding levels via annual updates to the Building & Properties Committee of the Board of Trustees using data for all facilities in New York State with the exception of the Cornell Weill Medical College.

C. **ADA compliance coordination**
   1. Maintenance Management will assess and prioritize physical accessibility needs, and communicate the progress of initiatives planned and underway to improve access.
   2. Maintenance Management will request funding for campus-wide accessibility initiatives to address physical accessibility and implement projects aimed at increasing accessibility across campus. These projects include exterior path of travel improvements and interior projects.

### III. MEASUREMENT:

**Metrics for Maintenance Management services include:**

A. **Quarterly Metrics:**
   1. Percent of Maintenance Allocation Spent
   2. Ratio of Planned/Corrective/Preventive Maintenance (per capital plan)

B. **Annual Metrics:**
   1. Percentage of Facilities Reviews completed annually
   2. Thoroughness/Accuracy of Maintenance database (per audit)
   3. Customer Satisfaction Surveys – included in the Facilities Management survey

C. Metrics can be found at the following web link: [http://www.fs.cornell.edu/fs/metrics/](http://www.fs.cornell.edu/fs/metrics/)