

## **Fall 2021: Level of Service Standards**

### **Purpose**

This document defines and explains the levels of service that can be expected from Western Michigan University's Maintenance Services unit. It provides an overview of the unit, as well as the priorities of the response and resolution of the issues.

### **Overview**

Maintenance Services is a team of highly skilled trades professionals and management staff who maintain utilities and buildings for the Western Michigan University community. We provide quality service in an efficient and professional manner to ensure a safe and comfortable environment for all facility users. We implement continuous improvement to ensure the highest level of customer satisfaction.

Western Michigan University's Maintenance Services professionals are responsive to the needs of students, faculty, and staff. Clean and safe facilities, adequate lighting and seating, as well as temperature and noise control, are critical to creating and sustaining positive educational and professional experiences. Requests are submitted to Maintenance Services by telephone, or by using Bronco Fix-It, the online request system. Requests are processed by Facilities Management Service Center, then distributed to the appropriate Maintenance shop. Maintenance shop supervisors organize and distribute the work to the corresponding skilled trades. Skilled trades perform the work and complete work orders.

### **Services**

Definition:

- Do-It-Now Work Orders – Responding to issues that may arise such as lights out, room temperature, etc.
- Preventative Maintenance – Maintenance that is regularly performed on a piece of equipment and other building assets to lessen the likelihood of failure.
- Life Safety – Maintaining building systems that are used in emergency situations such as fire alarm system, emergency lighting, etc.
- Facility Asset Reinvestment – Work that is outside of the normal scope of Maintenance and needs additional resources to be completed such as replacement of large building system, remodels, etc.

### **Response/Resolution Priorities**

All requests for service are assigned a priority which is based on the nature of the issues being reported, the information received from the requestor, and the current, outstanding workload. The priority may be adjusted based on a change in

conditions or circumstances. In some cases, a temporary solution may be implemented until a permanent resolution is achieved.

| <b>Priority Level</b> | <b>Scenario</b>   | <b>Response</b>   |
|-----------------------|---|---|
| 1 – Critical/Same Day | System failure or safety hazard that affects a portion of a building with a potential of shutting down the building | Immediate response, work until condition is stable and/or completed |
| 2 – Urgent            | Any requests within occupied in classrooms.   | Respond within 10 days for classrooms                               |
| 3 – Normal            | Issues in classrooms or those that create a minor inconvenience for the building or learning/working environment    | Completion within 10 business days                                  |
| 4 – Planned           | Preventative maintenance work done to keep building systems working properly  | Scheduled work. Less PMs will be completed than years prior.        |
| 5 – Deferred          | Miscellaneous building requests that expand beyond the scope of normal maintenance                                  | Assessed, prioritized, and addressed on a yearly basis              |

### **Payment for Services**

In general, there are no costs associated with routine maintenance. Costs associated with facility issues resulting from vandalism or misuse will be the responsibility of the identified individual or department.

Costs associated with services that exceed the scope of routine maintenance, such as a project or renovation, are paid for by the requesting department, for example:

- Installing special or dedicated department equipment
- Maintaining special or dedicated department equipment
- Furniture or work stations
- Appliances
- Office painting
- Carpeting replacement
- Damage of departmental equipment due to non-scheduled water damage or utility outages (i.e., computers from water break or equipment power surges due to power interruptions)

### **Key Performance Indicators**

Performance measures are established, measured, and reviewed for continuous improvement. The performance indicators focus on response time, work order backlog, completed work orders versus open work orders, and completed work orders by facility.

## **SUPPLEMENTAL**

### **Definitions**

#### **Routine maintenance**

Repairs or servicing associated with the standard use and life-cycle of building systems, components and furnishings. Examples of routine maintenance would include re-lamping light fixtures, adjusting door closer speeds, furniture repair, replacing faucet aerators or unclogging a sink drain. Generally, occurs in response to a building user request.

#### **Maintenance emergency**

A situation that represents an *immediate* threat to someone's or some thing's safety and/or security, requiring as rapid a response as possible. Examples of a maintenance emergency would include a building-wide power loss, a broken water main, building-wide heat loss, or elevator entrapment.

#### **Preventative maintenance**

Deliberate, scheduled servicing of building systems and system components, based on a pre-determined, regular frequency. Examples of preventive maintenance would include filter changes for HVAC equipment, generator testing, motor control inspections, or tube bundle cleaning.

#### **Remodeling**

The re-purposing and/or the refreshing of a specific area or area furnishings. Can be large scale or small scale. Examples of remodeling would include altering a room layout, upgrading lighting fixtures, or installing new carpeting. This category is not base-funded for Maintenance Services shops.

#### **Capital improvement**

A capital improvement is the construction, installation, or assembly of a new asset, or the alteration, expansion, or extension of an existing asset to accommodate a change of function or unmet programmatic needs, or to incorporate new technology. This may include major renovation of an entire existing asset in order to properly restore and/or extend the life of the asset without a change of function. This includes constructed asset deficiencies where there is non-compliance to codes. This category is not base-funded for Maintenance Services shops.

#### **Deferred maintenance**

Maintenance work that is postponed until certain conditions align appropriately to allow the work to proceed. These conditions often include factors such as funding, geography, weather, building usage/occupancy, as well as the range and scope of the actual need. Examples of deferred maintenance would include major roof or building system replacement or upgrade. Generally, much larger in range and scope than routine maintenance tasks. This category is not base-funded for Maintenance Services shops.