



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, 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, safe facilities, adequate lighting, 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 the work and distribute to the corresponding skilled trades. Skilled trades perform 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 issue being reported, the information received from the requestor, and 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.

Priority Level	Scenario	Response
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 residential areas or in classrooms	Respond within 24 hours for occupied residential areas Respond within 48 hours for classrooms
3 – Normal	Issues 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
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. Routine maintenance is defined as repairs or servicing associated with the standard use and life-cycle of building systems, components and furnishings (see supplemental information – page 3). 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 event request services, a project or renovation, or asset renewal, are paid for by the requesting department, for example:

- Staffing, additional equipment or service needs for events
- Maintaining or installing special or dedicated department equipment
- Furniture or work stations
- Roof, elevator, and/or major mechanical, electrical, plumbing repairs/replacement
- Appliances
- Office painting
- Carpeting replacement
- Damage of departmental equipment due to water damage or utility outages that are non-scheduled (i.e., computers from water line 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.