



Level of Service Standards

Purpose

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

Overview

Landscape Services is a team of highly skilled landscape professionals and management staff who promote and provide a beautiful environment for the Western Michigan University community. We achieve quality results with an eye for detail to ensure a safe and comfortable environment for all facility users. We never stop training and growing to ensure the highest level of customer satisfaction.

Western Michigan University's Landscape Services professionals are responsive to the needs of students, faculty, staff and visitors. They help create the environment that attracts, retains and produces graduates.

Landscape Services requests are submitted by telephone, or by submitting a Bronco Fix-It, the online request system. Requests are processed by the Facilities Management Service Center, then distributed to the appropriate landscape region to be appropriately addressed.

Level of service standards of areas that have highly specialized requirements, such as Athletics and Nature Preserves are agreed upon between the Landscape Services Representative and specialty area manager.

Services

Services provided by Landscape Services are set and scheduled by the type of campus feature, size, staffing availability and frequency needs. A frequency chart describing the typical frequency of each area is included below. Additional landscaping beyond the frequency chart can be scheduled through contacting the Facilities Management Service Center and by using Bronco Fix-It. Additional landscaping requests may incur additional cost depending on the nature and scope of the request and when it needs to be scheduled.

Definition:

- ✓ Emergency – Responding to issues that may arise from urgent weather occurrences, for example, floods, high winds, etc.
- ✓ Routine – Routine is distinguished by frequency, size, type of campus feature.
- ✓ Project – Project work is scheduled work that occurs on an as needed basis or scheduled for a less than monthly occurrence. Project work includes hardscapes and landscape installations, renovations, or other type of work that could include specialized rented equipment.

Response/Resolution Priorities

All requests, above and beyond the level of service, are to be submitted on Bronco Fix-It to create a work order (WO). All requests will be assigned a priority which is based on the nature of the issue being reported, the information received from the requestor, and current workload. The request will require funding. 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.

Frequency Matrix

Description	Examples of Routine Landscaping	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ARBOR	Tree and shrub trimming, insect and disease control, removal, planting				X	X	X	X	X	X	X		
GARDEN	Planting, watering, fertilizing, weeding, mulching				X	X	X	X	X	X	X		
HARDSCAPES	Pot holes, sidewalks, patios, steps, decks, fences, flags, storm drains	WO	WO	WO	WO	WO	WO	WO	WO	WO	WO	WO	WO
LAWN	Mowing, trimming, blowing, watering, fertilizing, aerating				X	X	X	X	X	X	X		
SNOW AND ICE	Salting, plowing, shoveling	X	X	X								X	X
WASTE	Hauling, debris removal, pallets, junk removal, trash	WO	WO	WO	WO	WO	WO	WO	WO	WO	WO	WO	WO
SURFACES (Athletics)	Clay conditioner, track, tennis courts, painting		X	X	X	X	X	X	X	X	X	X	
TURF (Athletics)	Mowing, trimming, blowing, watering, fertilizing, aerating		X	X	X	X	X	X	X	X	X	X	

Payment for Services

In general, there are no costs associated with routine landscaping. However, events, projects and extra activity that impacts the general use of the area will be considered for billing, even if service is not requested. Costs associated with facility issues resulting from vandalism or misuse may be the responsibility of the identified individual or department.

Costs associated with services that exceed the scope of routine, such as event request, or a project or renovation, may be paid for by the requesting department. For example:

- ✓ Staffing, additional equipment or service needs for events to include staffing for pre-event, during event and post-event clean up (snow removal included)
- ✓ Staffing, additional equipment or service needs for projects to include staffing for pre-project, during the project and post-project clean up.
- ✓ Extra or larger trash/recycling containers
- ✓ Extra mowing and trimming
- ✓ Barrier fencing
- ✓ Surface protection

- ✓ Nuisance animal removal
- ✓ Portable toilets
- ✓ Golf carts
- ✓ Turf logos
- ✓ Other landscape requests, as needed

A meeting between a Landscape Services representative and requestor of service will occur to clarify potential costs and scope of the request.

Key Performance Indicators

Performance measures are established, measured, and reviewed for continuous improvement. The performance indicators focus on safety, equipment, manpower, waste diversion and customer satisfaction.