MISSION STATEMENT
We enhance the environment that shapes the Trojan experience and allows USC to thrive.

This guide to services identifies the facilities management services that are available to the university community and explains how these services are accessed.

General Information 2
Customer Service Guide 3
Prioritizing Service Requests 4
Quality Service 5
Custodial Services 6
Shutdown Process 7
Technical Services 8
Event Planning 8
FMS Strategic Goals 9
Key Requests 10
Leased Facilities 10
Roles and Responsibilities 11-12
Frequently Asked Questions 13-14
Find It, Fix It 15
Temperature Guidelines 16
Sustainable Practices 17
Facilities Management Services 18
Emergency Operation Center
FMS Locations 18
The men and women of FMS are proud to help build and maintain the grounds and facilities that assist USC in attracting world-class students, faculty, staff and athletes. We are especially proud to support USC’s wide range of leading-edge research, academic, and patient care programs.

Facilities Management Services (FMS) is responsible for the day-to-day operations, repair, and maintenance of the University of Southern California's buildings and infrastructure on the University Park and Health Sciences campuses, the Wrigley Institute and various other leased spaces.

**SERVICES PROVIDED**

- Painting
- Pest Control
- Recycling
- Repairs/Maintenance
- Room Temperature Control
- Technical Services (CAD, Engineering, Energy)
- Utility Maintenance

**FACILITIES MANAGEMENT SERVICES**

The Customer Resource Center (CRC) is the hub of daily activity at FMS and should be contacted for all Service Requests, including emergencies. Requests may be placed by telephone or through the FMS website at http://facilities.usc.edu. Services cannot be obtained through direct contact with technicians or managers with the exception of Zone Maintenance Technicians.

**How do I submit a Service Request online?**

First-time users must create a customer profile to log in. Contact the FMS MIS office via e-mail at fmsmis@fms.usc.edu to create a profile.

When you have a customer profile, go to facilities.usc.edu and click on the yellow, “Submit a Service Request” button to link to FAMIS On-Line.

To process your request, we need detailed customer information:

- Your name, extension and e-mail address
- A detailed description of the request or problem
- Name of building or the address
- Room number or specific location
- Name and phone number of an additional contact person, i.e. a building supervisor
- A requisition and billing account number for billable services

**FMS Customer Resource Center**

Calls answered 24 hours day/7 days a week

University Park  
(213) 740-6833

Health Sciences  
(323) 224-7001
**WORK REQUEST PRIORITIES**

**Priority 1 - Emergency**
Immediate response. Consists of activities that protect human or animal life, and stop or significantly reduce immediate damage to facilities.

**Priority 2 - Urgent**
Response within the 8 hour shift.

**Priority 3 - Scheduled**
Scheduled or assigned within 72 hours. Work that is not urgent or an emergency and therefore can be scheduled.

**Priority 4 - Scheduled Estimates (4-8 weeks)**
Response within the 8 hour shift.

**EXAMPLE OF PRIORITY CALLS**

**Priority 1**
- Elevators
- Fire alarm activations (trouble)
- Person trapped in room
- Classroom door will not unlock, class waiting
- Floods/broken fire sprinklers
- Hanging/broken tree branch
- Toilet overflow (single source)
- Exterior door not securing
- Broken windows
- Gas or pipe leaks
- Critical temperature alarms (if online)
- Steam leaks
- Utilities/power outages
- Critical areas
- Animal areas
- Chemical rooms
- Child care
- Chiller plants
- Computer rooms
- Dining kitchens
- Cold rooms
- Residential complexes
- Hospital/Patient Care/Morgues
- Reset Breakers

**Priority 2**
- Glass windows/minor board up
- Door cannot be secured or unlocked
- Broken key in lock
- Re-key of student housing
- Vandalism repairs
- Doors
- Clogged drains
- Irrigation sprinklers not turning off
- Hot/Cold calls
- Fume hood/exhaust problems
- OmniLock (Housing)
- Contained faucet leaks

**Priority 3**
- Ceiling tiles, flooring (not safety hazard)
- Lights out in office
- Pest control
- Secure file cabinets
- Re-key request
- Temporary door repair
- Omni lock

**Priority 4**
- Estimates
- Specialized hardware on backorder

**QUALITY SERVICE**

**QUALITY CUSTOMER SERVICE GOALS**

- Promptly and cost-effectively complete all service delivery with the highest quality of workmanship and to the satisfaction of our customers.
- Consistently and effectively communicate with our customers.
- Improve overall customer service ratings (according to customer satisfaction feedback) from a 3.9 to 4.5. (18 action items comprise this objective).
- Improve all customer satisfaction scores related to effective communication.
- Leverage FAMIS for optimal efficiency.

**DOOR HANGER PROGRAM**

The FMS Door Hanger Program is designed to improve communication with customers relative to job status.

FMS trades employees leave a door hanger to communicate the status of the job and enable customers to provide satisfaction feedback. The current rate of return is 60%. We encourage customers to complete and return the surveys to assist us in our continuous improvement efforts.

Our website has a customer feedback component where reviewed response trends are tracked and reported to the appropriate FMS Senior Team member.
Building equipment or utilities shutdowns are often needed for plumbing repairs, alarm testing/deactivation, or for construction projects. It may be necessary to shutdown one or more building utility such as domestic water, fire sprinklers, steam, HVAC water, HVAC, electricity, gas, elevators and fire alarms.

Project managers submit a shutdown request to the Customer Resource Center 14 days prior to the date of the shutdown to allow for proper processing, planning and customer notification. CRC sends an e-mail 10-14 days prior to inform the customers affected by the shutdown. The CRC contact list for shutdowns is over 600 strong. If you would like to be included on this list, please call 213 740-6833.

Notice of the shutdown information is posted in the building 2-3 days prior to the shutdown. Shutdowns can impact campus customers in a wide variety of ways. We encourage you to pay special attention to postings and contact us immediately with questions or concerns.

For Emergency Custodial Services: Call our FMS Customer Resource Center (CRC) 24 hours a day (UPC 213-740-6833; HSC 323-224-7001). For regular, after hours Service Requests use the FMS website: http://facilities.usc.edu.

Monday–Friday Custodial Services: Custodial Services ensures that classrooms, restrooms, offices, and public spaces within the buildings are clean and ready for daily activity. Custodians work around the clock, Monday through Friday, with the majority of work performed during the day. A custodial crew works on the weekends to maintain most public restrooms and to support most scheduled campus.

OFFICE AND CLASSROOM CLEANING PROTOCOLS

Partial Cleaning
Empty trash and replace liners as needed, spot clean surfaces/floor, dust/mop wet traffic lanes, vacuum carpet traffic lanes, clean chalkboard and tray; and empty pencil sharpener.

Full Cleaning
Empty trash and replace liners; high dust furniture, vents and partitions; damp-wipe surfaces; spot clean walls, partitions and doors; dust mop, wet mop floors and vacuum carpets; clean chalkboard and tray; and empty pencil sharpener.

CUSTODIAL SERVICES & HOW TO OBTAIN THEM

CUSTODIAL CLEANING FREQUENCIES

Per business week
5 Full Service restrooms, locker rooms, showers, patient clinics, child care centers
4 Partial/1 Full Service public areas, office, reception, lounges, kitchen, classrooms, computer labs, teaching labs, lecture halls, laboratories
Scheduled Project Work includes: carpet cleaning, graffiti removal, floor finishing.

SHUTDOWN COLOR CODE
Water (any type): Blue
Power (any type): Orange
Fire Life Safety (any type): Red
Elevator, Construction Project Notice, or Painting: Yellow
HVAC (any type): Green
**EVENTS PLANNING**

The FMS Events Planning Department assists UPC and HSC campus departments, student organizations, and external customers with all aspects of event planning and related estimating services. FMS Event Planning designs and manages events to help ensure that all events adhere to University protocol.

Additionally, FMS Events Planning is responsible for coordinating FMS crews for campus events to ensure efficiency, cost effectiveness and timeliness of service.

For more information on planning an event, please visit [http://facilities.usc.edu/fmseventsplanning](http://facilities.usc.edu/fmseventsplanning). FMS Events Planning can be reached at (213) 740-3361 or email [eventsplanning@fms.usc.edu](mailto:eventsplanning@fms.usc.edu).

**SERVICES INCLUDE:**
- Providing event estimates
- Coordinating event locations, set up and logistics
- Providing event rental equipment and delivery services
- Cleaning up after the event – indoors/outdoors

**TYPES OF EVENTS:**
- Commencement
- Concerts
- Homecoming
- Meetings/seminars
- New building dedications
- Receptions
- Sorority and fraternity functions
- Sporting events/tailgates

**FMS 2012-2016 STRATEGIC GOALS**

**Goal 1 - Preservation of University Assets**

Provide leadership in the immediate management and long-term preservation of USC's physical assets and resources.

**Goal 2: Quality Customer Service**

Promptly and cost-effectively complete all service delivery with the highest quality of workmanship and to the satisfaction of our customers. Consistently and effectively communicate with our customers.

**Goal 3: Employee Effectiveness & Satisfaction**

Recruit and retain the highest quality talent. Ensure all employees have the resources needed to perform their jobs safely and efficiently. Maintain an environment that is inclusive of diversity and conducive to staff engagement, a sense of ownership, high performance and professional satisfaction.

**Goal 4: Partnerships**

Foster respectful, productive and ethical work relationships with all customers, throughout all levels of FMS and with all other USC stakeholders.

**Goal 5: Optimization of Technology**

Leverage new ideas and technology to solve problems and accomplish our mission.

**Goal 6 - Integrated and Unified Organization**

Operate FMS as a single, integrated and unified organization that maximizes resources, talent and technology to provide high quality services.
The FMS Lock Shop provides and maintains access controls for the physical security of campus facilities, equipment and people at USC. The Lock Shop provides and enforces procedures in the areas of: locking hardware, electrified access controls, door maintenance, key control, key issuance and distribution.

Key request, lock changes, new installations and lock repairs can only be requested through the FMS Customer Resource Center by Authorized Key Requestors. Check with your Building Supervisor to determine who the Authorized Key Requestor is.

The installation of non-university standard locks, door security devices, access control equipment, and/or padlocks is strictly prohibited.

For more information on FMS Lock Shop services, please visit facilities.usc.edu.

Responsibility for maintenance and improvement of leased facilities varies according to defined contractual conditions. Where such services are not provided by the lessor, FMS may provide these and other services subject to the concurrence of all parties.

If FMS services are required on property not owned by USC, the customer is responsible for all maintenance-type services through requisitions. Services may be budgeted to provide routine maintenance, repair, and utilities services when facilities are leased for education and general usage.

More information about specific buildings and costs is available upon request from FMS Customer Resource Center at (213) 740-6833.

Customer Resource Center (CRC) is the hub of daily activity at FMS and should be contacted for all Service Requests, including emergencies. Requests may be placed by telephone or the FMS website.

Energy Services is responsible for creating energy efficient and environmentally responsible campuses through the development and implementation of energy conservation protocols, programs, and projects.

Engineering Services establishes, implements and enforces the design and construction standards for the university. Areas of expertise include mechanical, electrical, plumbing, fire protection, environmental and commissioning.

Landscape and Grounds is staffed by highly skilled, horticultural professionals with decades of experience in their trades. They provide a variety of outdoor maintenance services to the USC communities.

Waste Management manages the solid waste stream at UPC, HSC and North University Park Campus.
ROLES AND RESPONSIBILITIES

Zone Maintenance operates on a “find it, fix it” basis on both campuses. Zone Coordinators oversee the daily operations in their Zones. Zone Tradespersons primarily perform corrective maintenance in their field of expertise and may perform preventive maintenance, re-billable work, special projects, and minor installations. Zone Technicians perform a variety of technical and non-technical duties.

Lock Shop provides expertise in lock hardware and door maintenance and is also responsible for key control and distribution.

Heating, Ventilation and Air Conditioning (HVAC) on both UPC and HSC are responsible for the maintenance and service of the equipment controlling the comfort levels and air quality of the campus buildings.

Utilities/Preventive Maintenance are responsible for the management of the campus utilities and preventive maintenance program. UPM employees develop realistic maintenance parameters that include regular inspections, cleaning, adjustments and corrective repairs of equipment and systems.

Elevator Shop is responsible for the maintenance of both the UPC and HSC campus elevators as well as the management of the repair and modernization of these units.

UPC Central and HSC Building Trades shops are comprised of a group including carpenters, electricians, locksmiths, plumbers, and painters, organized to perform and manage single trade projects and provide their technical expertise to renovation projects managed by Capital Construction and Development (CCD).

Events Planning coordinates all of the FMS services required for on-campus events. Events Planning will coordinate with FMS Special Services and with approved USC vendors to provide supplies and services for campus events.

Special Services is available to assist customers with their moving needs -- whether storing materials for an office remodel or moving to another building.

FREQUENTLY ASKED QUESTIONS

What is Preventive Maintenance?
Preventive maintenance is the scheduled, periodic inspection, adjustment, minor repair, or lubrication, necessary to maximize building equipment and utility systems.

What is Planned Maintenance?
Planned maintenance is the upkeep of property, machinery, and facilities, including buildings, utility systems, roads, and grounds. Planned maintenance is usually characterized by its routine or recurring nature. It’s purpose is to keep facilities functional.

What is Deferred Maintenance?
Deferred maintenance is work that is deferred to a future budget cycle, or postponed until funds are available. The under-budgeting of regular maintenance accrues into a number of familiar needs such as roof repairs, masonry repointing, and faulty HVAC and control systems, and can accumulate into problems requiring major funding for correction.

What is FAMIS?
FAMIS is a software program used by FMS to manage its work processes including corrective maintenance, planned maintenance, parts inventory, time and attendance, and cost accounting. The system automates the entire maintenance process from work identification to work completion allowing FMS to track and analyze labor, material and contractor costs, and provide cost accounting to campus clients.

What is a Work Order (WO)?
A Work Order is an approved request for services performed by FMS. All costs - labor, material, invoices, or utilities are charged or linked to a Work Order.

What is a Standing Work Order (SWO)?
A Standing Work Order is a pre-approved request for services to be performed by FMS, usually for ongoing routine maintenance. Examples of SWOs would include pool maintenance in the McDonald’s Swim Stadium and campus street cleaning.
Which services are not directly billed to the customer?
Public areas maintained by FMS include restrooms, classrooms, corridors, lobbies, and other areas that are not designated to a specific department. Routine office maintenance includes custodial services, temperature comfort control, repair/replacement of lights, ceiling tiles, cove bases, switches and outlets.

Which services are directly billed to the customer?
Any activities outside the scope of routine maintenance are “billable” services and are charged directly to the requesting department through a requisition. Examples of billable services include paint color changes, carpet changes before the life cycle schedule, hanging pictures or boards, securing file cabinets, keyboards, display or cabinet locks, and re-key requests. The CRC can help you determine which services are billable.

How do I obtain a duplicate statement?
You can request a duplicate statement by sending an email to jlumunsad@fms.usc.edu.

Can I coordinate my own paint and carpet work?
A school, department or division needing to perform single trade painting or carpeting at 25,000 or less have the freedom to directly manage simple paint or carpet projects on their own. CCD with the assistance of procurement services competitively price carpet and paint on a unit price basis from numerous vendors who typically do business with the university.

The paint and carpet policy procedures along with all of the pricing information have been posted to the capital construction section of the Facilities Management Services Web Page (http://facilities.usc.edu/usccapitalconstruction). Please direct any questions to CCD at 213 740-1638.

Who performs construction/renovation projects, Facilities Management Services or Capital Construction Development?
Typically, projects are performed by CCD. However, if a project involves only one trade, i.e. painting or electrical, it may be handled by FMS. During the planning and estimating stages a determination will be made about which department will receive the project. To access this process go to http://facilities.usc.edu/usccapitalconstruction.

WHY DO SOME FMS WORKERS FULFILL ADDITIONAL REQUESTS ON SITE AND OTHERS SAY THEY CANNOT?
Zone Maintenance Technicians operate on a “find it, fix it” basis. They visit buildings regularly and their work is typically not scheduled. Zone Maintenance Technicians may perform an additional task while working on something else in your area, as long as it is within their skill set.

The work of all other FMS technicians and tradespeople is scheduled based on customer’s Service Requests and Work Orders. A request for other technicians to perform an additional task on the spot will delay the work scheduled for the remainder of the day and, therefore, must usually be declined. In addition, field generated Service Requests may not get into the system and therefore follow-up is impossible.

The uniforms worn by FMS field employees have a distinct meaning. FMS electricians typically wear blue shirts and all other tradespeople and technicians wear the blue and red stripe shirts. Unit supervisors wear solid red shirts. Please be mindful that our tradespeople and technicians generally only complete tasks within trade.
Facilities Management Services directs the removal of more than 3,500 tons of waste, including white paper, mixed paper, newspaper, cardboard, plastic, aluminum, glass metal, green waste, and wood which is recycled from the university campuses annually. FMS utilizes Athens Services, a waste management service provider, to remove waste from both campuses and transport it to its computer controlled, state-of-the-art plant designed specifically for processing municipal solid waste. Once baled, materials are shipped to foreign and domestic markets where they are recycled into usable goods. Additionally, Athens collects and processes the university’s construction and demolition debris, as well as other large loads of bulky recyclable materials.

FMS Energy Services department is responsible for creating energy efficient and environmentally responsible campuses and developing and implementing energy conservation protocols, programs, and projects. Through a centralized Energy Management System (EMS), many individual buildings have computerized controls linked to the FMS Energy Control Center to optimize the performance of installed HVAC Systems. Energy Services works with the air conditioning technicians in the field to analyze and correct related problems.

**TEMPERATURE GUIDELINES**

Heating, Ventilation and Air Conditioning
The protocols for addressing temperature issues will vary based on the heating and cooling systems in buildings, dormitories, and off campus university residences. Please refer to the temperature guidelines in the insert column to determine whether you are having a heating/cooling problem.

Report a heating or cooling problem (except for on-campus USC Housing) by visiting the CRC online at http://facilities.usc.edu or calling x06833. During periods of unexpected extreme outdoor climate changes, there may be some delay in responding due to high volumes of room temperature requests and calls.

Room Schedules and Central Temperature Control
Classrooms, lecture halls, and other rooms are heated and cooled when they are expected to be in use. Changes in standard room and building operation scheduling should be reported to FMS so heating or cooling adjustments can be made accordingly. During otherwise unscheduled periods, adjustments will only be made with the approval of the building’s facilities representative.

Requests must be made to FMS 48 hours in advance and, for weekend/holiday operation, by 4pm the Wednesday prior to the weekend/holiday. Submit requests by email to BldgSch@fms.usc.edu, through the CRC at http://facilities.usc.edu or call x06833.
Facilities Management Services
Emergency Control Center

- Partners with Career and Protective Services and other departments to provide support in evaluating buildings and building systems after an emergency.
- Provides portable emergency generators to support key university functions at various sites throughout the university.
- Provides portable water filtration system for emergency drinking water.
- Provides Certified Emergency Response Team (CERT) members.

FMS Locations

CDF Building
3434 S. Grand Ave
Mail Code: 3161
FMS Administration, CRC, Engineering Services, CAD, Facilities Purchasing, Stockroom, Central Shops, and UPM

FPB Building (UPC)
3450 S. Vermont
Mail Code: 2590
Irrigation, Landscape, Fleet Services, Custodial Services, Waste Management, Special Services, Special Events, and Human Resources

ZMT Building
3510 S. Vermont
Mail Code: 2371
Zone Maintenance

For additional information and service, visit: http://www.usc.edu/fms/ Or call:
UPC Customer Resource Center 213-740-6833 | HSC Customer Resource Center 323-224-7001

Leadership Team

The Facilities Management Services Team is confident in our capacity to meet the projected and unpredictable challenges along our great journey to support USC’s ambitious mission.

Associate Vice President
John Welsh
Energy Services, Director
Carol Fern
Engineering Services, Director
Mark Mosley
Financial Services, Director
Chris McCann
Human Resources, Director
Ruth Fajardo
Maintenance Services, Director
Vacant
Operations Services, Director
Eric Johnson
Organizational and Professional Development, Director
Donna Buchanan, Ed.D.

Vision Statement

We are the benchmark for the facilities management profession.