VISION STATEMENT
Working together as trusted partners, shaping an environment of innovation and excellence.

Values
Trust, Respect, Accountability, Collaboration, and Employee Recognition
This guide to services identifies the facilities management services that are available to the university community, explains how these services are accessed, and describes the financial considerations that may be involved.

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information</td>
<td>2</td>
</tr>
<tr>
<td>Leased Facilities</td>
<td>2</td>
</tr>
<tr>
<td>Customer Service Guide</td>
<td>3</td>
</tr>
<tr>
<td>Work Request Priorities</td>
<td>4</td>
</tr>
<tr>
<td>Examples of Rebillable Work</td>
<td>4</td>
</tr>
<tr>
<td>Custodial Services &amp; How to Obtain Them</td>
<td>5</td>
</tr>
<tr>
<td>Technical Services</td>
<td>6</td>
</tr>
<tr>
<td>Event Planning</td>
<td>6</td>
</tr>
<tr>
<td>FMS Strategic Goals</td>
<td>7</td>
</tr>
<tr>
<td>Customer Satisfaction Program</td>
<td>8</td>
</tr>
<tr>
<td>Keys/Access</td>
<td>8</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>9-10</td>
</tr>
<tr>
<td>Roles and Responsibilities</td>
<td>11</td>
</tr>
<tr>
<td>Operations &amp; Maintenance Organizational Chart</td>
<td>12</td>
</tr>
<tr>
<td>Sustainable Practices</td>
<td>13</td>
</tr>
<tr>
<td>Facilities Management Services Emergency Control Center</td>
<td>14</td>
</tr>
<tr>
<td>Shutdown Process</td>
<td>14</td>
</tr>
</tbody>
</table>
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.
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. Services cannot be obtained through direct contact with technicians or managers with the exception of zone maintenance techs.

To submit a Service Request via the FMS Website: https://facilities.usc.edu/
1. Log into Shibboleth
2. Enter DUO verification
3. You are now logged into FAMIS Cloud

FMS Customer Resource Center
Calls answered 24 hours a day/7 days a week
University Park Campus: (213) 740-6833
Health Sciences Campus: (323) 442-8005

Prioritizing Service Requests: In order to process the numerous Service Requests received each day, priority codes are assigned and each request is placed in a queue according to the urgency of all requests across campus at any given time. Requests for services are directly fielded to the appropriate shop. In an emergency, CRC will remain in continual contact with the customer. For urgent calls, customers will receive confirmation that a tradesperson will be dispatched within the 8 hours shift.
WORK REQUEST PRIORITIES

Priority 1- Emergency
Immediate response. Emergencies consist of activities that protect human or animal life, and stop or significantly reduce immediate damage to facilities and university assets. Examples include fire alarms, critical alarms, elevator entrapments, power loss and/or major flooding.

Priority 2- Urgent
Respond within 8 hour shift. Examples include tripped circuit breakers, minor leaks, and/or broken key in lock.

Priority 3- Scheduled
Scheduled or assigned within 72 hours (working days). Work that is not in the urgent or emergency priority category and therefore can be scheduled. Examples include lights out, broken/damaged ceiling tiles, and/or thermostat control.

Priority 4- Scheduled Estimates (4 - 8 weeks)
Estimates and specialized hardware on backorder.

EXAMPLES OF REBILLABLE WORK

- Special event support
- Moving and setup for event
- Podium rentals
- Table rental
- Chair rentals for an event
- Stages and platform rental/setup
- Design services
- Events—tables, chairs, audio/visual, setup
- Temporary electric power for an event
- Trash removal associated with an event
- Carpet replacement/installation
- Carpet cleaning—special requests
- Room cleaning—special requests
- Special cleaning of space
- Tile floor care—special requests
- Window washing
- Painting of offices/private spaces
- Moving furniture or material
- Wall changes (move, build, or demolish)
- Carpentry projects
- Repairs or assembly of department office furniture
- Bookshelves—building/hanging
- Room signage
- Lighting improvements
- Electrical power installation/add capacity
- Construction management
- Lead testing and abatement
- Storm water management engineering
- UPS systems
- Fire restoration services
- Door replacement
- Door closer installation
- Lock installations
- Rekeys
- Key duplication (key request)
- Access control installations
- Hanging Pictures or whiteboard
Emergency and After-hours Custodial Services:
For emergency service call our FMS Customer Resource Center, (CRC) 24 hours a day.

Mon.– Fri. 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 “skeleton” crew works on the weekends to maintain most public restrooms and also supports scheduled campus events.

FMS CUSTODIAL CLEANING FREQUENCIES

Space Cleaned/Frequency (per business week)

- 5 full service (restrooms, locker rooms, showers, patient clinics, child care centers)
  - Includes: emptying wastebaskets, carpet vacuuming, damp surface cleaning.
- 4 partial/1 full service (public areas, reception, lounges, kitchen, libraries, classrooms, lecture halls)
  - Includes: surface spot cleaning, dust-mop or wet spot mop floors.
- 1 Partial/1 Full service office, 2 Partial/1 Full service laboratories.
- Scheduled Project Work Includes: carpet cleaning, graffiti removal, floor finishing.
ENGINEERING SUPPORT GROUP establishes, implements, and enforces the design and construction standards for the University of Southern California. Areas of expertise include mechanical, electrical, plumbing, fire protection, environmental, civil, and commissioning.

For reference, the USC Basis of Design (BOD) are the master reference documents (https://facilities.usc.edu/leftsidebar.asp?ItemID=516) for all USC projects. This document is intended to be used by architectural, engineering and construction teams involved in proposed USC construction projects. Standards and requirements for quality and performance levels, administrative procedures, systems processes, systems, manufacturers, products and installation are included.

EVENT PLANNING

The FMS Event 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 coordinators manages events to help ensure that all events adhere to University protocol.

Additionally, Event 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 www.facilities.usc.edu. FMS Event Planning can be reached at at (213) 740-3361 or email fms-evtp@usc.edu.

CAD SERVICES is responsible for the development and maintenance of Computer Aided Design (CAD) related databases in support of site, maintenance and construction initiatives.

ENERGY SERVICES is responsible for creating energy efficient and environmentally responsible campuses through the development and implementation of energy conservation protocols, programs, and projects. The overall goal of Energy Services is to ensure comfortable conditions in campus buildings while minimizing energy costs.

ENGINEERING SUPPORT GROUP establishes, implements, and enforces the design and construction standards for the University of Southern California. Areas of expertise include mechanical, electrical, plumbing, fire protection, environmental, civil, and commissioning.

For reference, the USC Basis of Design (BOD) are the master reference documents (https://facilities.usc.edu/leftsidebar.asp?ItemID=516) for all USC projects. This document is intended to be used by architectural, engineering and construction teams involved in proposed USC construction projects. Standards and requirements for quality and performance levels, administrative procedures, systems processes, systems, manufacturers, products and installation are included.

EVENT PLANNING

The FMS Event 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 coordinators manages events to help ensure that all events adhere to University protocol.

Additionally, Event 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 www.facilities.usc.edu. FMS Event Planning can be reached at at (213) 740-3361 or email fms-evtp@usc.edu.

SERVICES INCLUDE:
- Providing event estimates
- Coordinating event locations, set up and logistics
- Cleaning up after the event – indoors/outdoors
- Provide Diagrams on FMS Website

TYPES OF EVENTS:
- Commencement
- Concerts
- Homecoming
- Meetings/seminars
- New building dedications
- Receptions
- Sorority and fraternity functions
- Sporting events/tailgates
FMS 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.
An outreach program designed to directly engage existing and future customers, aiming to uncover and address customer needs

Along with CCD, FMS will visit with key customers to review the quality of their experience. A manager will attend the monthly meetings to discuss topics specifically around communication, timing effectiveness, and level of service provided. Each monthly meeting will involve a panel of 2-3 customers. In advance of the monthly meetings, the panel will be provided with a report detailing current projects, open and closed work orders, along with the building(s) or school(s) associated. This information will better equip the panel to be familiar with the work being done. Following the meetings, the information and feedback gathered will be directed to the appropriate unit Director, as well as the Associate Director of CRC for proper record keeping.

Undesirable feedback will be tracked and followed up with work flow meetings to further address those concerns, and to determine preventative measures.

Electronic feedback is utilized to make it easier and more convenient to track and trend customer satisfaction. Surveys will be emailed daily when priority 1 or priority 2 work is marked as completed. Customers will be asked to answer 5 questions via ratings from 1 (very satisfied) to 5 (not satisfied). No customer will receive more than two surveys in a seven day period.

KEYS/ACCESS

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 supports the enforcement of 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. All key requests must be made online via FAMIS. 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 https://facilities.usc.edu/boxes.asp?ItemID=225.
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 usually characterized by its routine or recurring nature. It’s purpose is to keep facilities functional.

What is Asset Renewal Deferred Maintenance?
Asset Renewal is construction work that is performed to renew the systems within the building. Each piece of equipment of system has a “useful life”, which at the end of it’s life, needs to be renewed. As examples, these include building electrical upgrades, roof replacements, masonry repointing, air handler, chiller, boiler replacements, historical restoration, and window refurbishing. Deferred Maintenance is when the replacement of these systems is deferred, typically due to lack of funding or inability to get access to the facility to perform the work.

Why FAMIS Cloud?
FAMIS Cloud offers paperless work order management and online work order management by technicians. The systems allows for online data entry including time sheet entry, resolution entry, and fault codes, all done by the technicians in the field. This empowers the front line employee by offering direct communication with the customer, tools to support work (training videos and Meridian document retrieval), Honeywell EBI and other information sources, compliance forms filled in digitally while in the field, and material ordering from the field. This will speed up cost allocation and billing and allow for easy maintenance and traceability of work order history.
FREQUENTLY ASKED QUESTIONS

What is a Work Order (WO)?
A Work Order is an approved request for services performed by FMS and 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 (IBR). Examples of billable services include work performed within department spaces, 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 billing statement?
You can request a duplicate statement by sending an email to jlumunsa@usc.edu.

Can I coordinate my own paint and carpet work?
A school, department or division needing to perform only 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 priced 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 Web Page. Link (https://facilities.usc.edu/leftsidebar.asp?ItemID=343). Please direct any questions to CCD at 213 740-1638.

Who performs construction/renovation projects, Facilities Management Services or Capital Construction Development?
Projects that require permits of one type or another are handled by CCD. The exception may be small projects where the trade involved can pull a required permit without drawings. If drawings are required, or major structural modifications are involved, the project will be handled by CCD.
Although the customer may choose, initially, to submit the request as a Service Request to FMS, the CPS group and CCD regularly collaborate on project requests to determine the department best suited to handle a given project. Project requests that require drawings and/or permits are subsequently forwarded to CCD, even if the request is initially sent to FMS.
Customer Resource Center (CRC) is the hub of daily activity at Facilities Management Services. The CRC should be contacted for all Service Requests, including emergencies. Requests may be placed by telephone or the FMS website.

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.

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 shop & safety compliance, environmental and commissioning, infrastructure support group, asset renewal, commissioning, close out and civil engineering.

Event Planning schedules and coordinates FMS Services required for all campus events at both the Health Science Campus (HSC) and University Park Campus (UPC).

AC Shop 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.

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.

Lock Shop provides expertise in lock hardware and door maintenance and is also responsible for key control and distribution. Installation and maintenance of access control systems. Fire and egress door inspection/maintenance. Provide technical support for CCD renovation projects involving doors, hardware and access control.

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

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.

UPC Central and HSC Construction Projects shops are comprised of a group of tradespeople, carpenters, electricians, locksmiths, plumbers, and painters.

Fire Safety Shop
The Fire Safety and Compliance unit tests, maintains, and responds to fire systems. We certify, report and house fire and environmental compliance documentation. Fire alarms, sprinklers, standpipes, extinguishers, smoke control systems, internal combustion engines, boilers, clarifiers and underground storage tanks.

Waste Management manages the solid waste stream at University Park Campus, Health Sciences Campus and North University Park Campus

Zone Maintenance operates on a “find it, fix it” basis on both campuses. Zone Coordinators oversee the daily operations in their Zones. Zone Technicians perform a variety of technical and non-technical duties.
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” mode. They may visit your building on a regular basis and their work is usually 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 trades people is scheduled based on customer 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 not guaranteed.

UNIFORM GUIDE

The uniforms worn by FMS field employees have a distinct meaning. FMS tradespeople and technicians typically wear grey shirts. All shirts have badges with name and trade designation. Unit supervisors wear solid red shirts. Please be mindful that our tradespeople and technicians generally only complete tasks
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 3 waste haulers per Recycle, the mandated city franchise, UPC is serviced by Republic Services, CAL/CDF is serviced by Ware Services and HSC is serviced by Universal Waste Systems. All 3 waste providers are required to remove municipal solid waste, recycling and compost, and transfer either a landfill, composting facility, or a material recovery facility.

Village Grounds
Landscape division has been working proactively towards electrification of their grounds maintenance operations at the Village. FMS has strategically invested in and implemented commercial-grad battery-electric hand tools utilizing lithium-battery backpacks, string trimmers, hedge trimmers, and leaf blowers. The blower is the quietest handheld on the market, which has been greatly appreciated by students and faculty across the campus. More recently, USC FMS invested in their first all-electric riding mower. Together, this formidable fleet of electric equipment has proven capable of replacing all routine gas operations, so USC FMS has committed all routine grounds maintenance on the pristine new USC Village property to be performed without gas tools.

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 www.usc.edu/fms 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 fms-bsch@usc.edu, or through the FMS WEB or x06833.

All centrally controlled facilities are heated to 68 in the winter and cooled to 76 in the summer when occupied. Except in research labs, and a few other locations that require specific temperature ranges, temperature adjustment requests for centrally controlled facilities will be considered based on these ranges.

Individual personal temperature comfort levels vary. Occupants of campus buildings are asked to participate in university energy conservation initiatives by layering their clothing and reporting excessive heating or cooling to FMS.

When necessary, a technician will be sent to your room, academic building, or off-campus residence to assess and correct the problem.
FACILITIES MANAGEMENT SERVICES
EMERGENCY OPERATIONS 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.
- Responds to all emergencies (i.e. earthquakes, floods, power outage, active shooter) following established process and procedures.

For additional information and service, visit:  http://www.usc.edu/fms/
Or call: UPC Customer Resource Center at: (213) 740-6833
HSC Customer Resource Center at: (323)442-8005

SHUTDOWN PROCESS

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, electrical, HVAC water, HVAC, electricity, gas, elevators and fire alarms.

Project managers submit a shutdown request to the Customer Resource Center at least 14 days prior to the date of the shutdown to allow for proper processing, planning, and customer notification. CRC sends an e-mail 14 days prior to inform the customers affected by the shutdown. The CRC contact list for shutdowns is over 1000 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.
Associate Vice President
John Welsh

Engineering and Maintenance Services, Director
Mark Mosley

Financial Services SBO
Kwok Ng

Human Resources, Director
Ana Zavaleta

Operations Director
Eric Johnson