

Welcome!

We are excited to have the privilege to service you in this new building. This packet will contain information on our routine level of service and how to request additional services.

***All information found in this packet is subject to change. For additional and most up to date information please visit our blink website: <http://blink.ucsd.edu/sponsor/facilities-mgmt/>

UC SAN DIEGO | FACILITIES MANAGEMENT
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How to Request Facilities Management Services

Learn the two ways you can request building alterations, repairs, maintenance, cleaning, landscape, sign fabrication services, or special refuse pickups.

If your request is urgent, call the Customer Relations help desk.

- For urgent requests during business hours (7 a.m. to 4:30 p.m. weekdays), call the Customer Relations help desk, (858) 534-2930.
- For urgent requests after business hours, call (858) 534-2930, and your call will be forwarded to a voice-messaging system.
 - For non-emergency after-hours requests, leave a message on voice mail for processing the following business day.
 - **For emergencies, you will be instructed to dial “03” to forward your call to the Central Utilities Plant for immediate response. Be prepared to provide detailed information so the Central Plant operator can assess the situation.**

To check the status of a telephone maintenance service request, contact the Customer Relations help desk, (858) 534-2930.

If your request is not urgent, submit an online work request.

To request non-urgent building alterations, repairs, maintenance, cleaning, or sign fabrication services, complete an online work request:

1. Visit the FM customer portal: <http://blink.ucsd.edu/sponsor/facilities-mgmt/>
2. Click on the **Online Work Request** under Non-urgent service
3. Log in using your Single Sign-On account.
4. Click New Request at the top left of the web page.
5. Submit the completed form.

From the list of your work orders on the main page of the portal, you can:

- Check the status of a work order
- Send and receive messages
- View billing information

For more information, contact the Customer Relations help desk, (858) 534-2930.

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Cleaning Services

Restrooms

Service	Frequency
Restock supplies	Once daily on weekdays
Remove trash	Once daily on weekdays
Clean and disinfect	Once daily on weekdays
Dusting	Twice monthly

Offices

Service	Frequency
Remove trash	Thursdays or Fridays
Remove recycling	Tuesdays
Vacuum, sweep	Once monthly

Labs

Service	Frequency
Remove trash	Tue, Fri
Remove recycling	Tuesdays
Sweep, damp-mop	Biweekly

Clinics and exam rooms

Service	Frequency
Remove trash	Once daily on weekdays
Remove recycling	Tuesdays
Sweep, damp-mop w/disinfectant	Once daily on weekdays
Dusting	Once weekly

Classrooms and conference rooms

Service	Frequency
Remove trash	Once daily on weekdays
Remove recycling	Tuesdays
Clean floors, boards, tables and desks	Once daily on weekdays
Restock board trays	Once daily on weekdays
Align chairs	Once daily on weekdays
Dusting	Twice monthly

Public areas (lobbies, elevators, corridors, etc.)

Service	Frequency
Remove trash	Wed, Fri
Sweep, vacuum, damp-mop	Once weekly
Clean drinking fountains	Mon-Wed-Fri

Kitchenettes and Break Rooms

Service	Frequency
Remove trash	Once daily on weekdays
Remove recycling	Once daily on weekdays
Sweep, vacuum, damp-mop	Mon-Wed-Fri

Interior stairwells

Service	Frequency
Remove debris	Once weekly
Sweep, damp-mop	Monthly
Clean handrails	Monthly
Dusting	Monthly

Miscellaneous

Service	Frequency
Secure public-access doors	As arranged
Secure interior spaces	As arranged
Sweep exterior patios, walkways, stairwells	Once quarterly

Customer-requested supplemental services

Service	Recharge Cost (prices subject to change)
Repair, clean blinds	On request; approximately \$55-\$104 per hour
Strip and refinish floors	On request; approximately \$0.16-\$0.31 per square foot
Clean carpets	On request; approximately \$0.11 per square foot Minimum charge during business hours: \$138-\$234 Minimum charge during nights/weekends: \$174-234
Clean windows	Estimate available upon request
Increased level of custodial services	On request; approximately \$46-77 per hour

Repairs and Maintenance

General maintenance and repairs

Service	Frequency
Provide emergency response for security issues involving broken glass or door hardware	24/7
Adjust heating, ventilation, and air conditioning	As needed
Repair and maintain plumbing systems	As needed
Provide reliable electrical power to the campus	24/7
Perform all aspects of electrical maintenance, construction, and repair, including: <ul style="list-style-type: none"> • Troubleshooting electrical equipment • Lab or office circuit relocation • New circuit installation • New equipment installation 	Upon request* Note: Department-owned or -purchased equipment will be repaired or maintained on a recharge basis only. We do not maintain or repair electric scooters, lab or office equipment, VCRs, telephones, or microwave ovens.
Switch and outlet replacement Motor replacement Rotating equipment balancing	As needed
Repair and maintain skylights, windows, and window hardware	As needed
Perform preventive maintenance of all metal doors (building entry, office, lab, and mechanical rooms)	Annually
Maintain all metal handrails	As needed/ upon request*
Clean, repair, and replace rain gutters	As needed
Power washing	As needed/ upon request*
Sandblasting	Upon request*
Repair and replace ceramic tile	As needed/ upon request*
Repair and replace ceiling tiles	As needed
Repair and replace classroom seating, floor coverings, cove and base molding, windows, doors, and door hardware	As needed
Renovate restrooms, including new partitions, plumbing fixtures, light fixtures, and dispensers	As needed/ upon request*
	*Customer-funded service

Carpentry services

Service	Frequency
Perform minor alterations	Upon request*
Construct and install countertops, custom cabinets, shelving, mail slots, and picture frames	Upon request*
Perform preventive maintenance on all roof systems	As needed
Inspect all reroofing projects during construction	As needed
Install and configure furniture and partition systems	Upon request*
Furniture finishing, touch up, and repair	Upon request*
Repair and replace keyboard trays	Upon request
	*Customer-funded service

Electrical services: Air conditioning and refrigeration

Service	Frequency
Estimate, install, and maintain department-purchased air conditioning units and equipment	Upon request* Note: We do not maintain or repair ultralow freezers, reach-in lab or kitchen refrigerators, chest freezers, ice machines, gas-fired furnaces, or window air conditioning units.
Repair and maintain computer room cooling units	Upon request*
Repair and maintain: <ul style="list-style-type: none"> • Walk-in cold and warm boxes • Building chillers and auxiliary chillers (microscope and MRI coolers) • Trailer air conditioning units • Package air conditioning units, split systems, gas packs, heat pumps, straight cooling, and electric heat 	As needed
Change air conditioning filters	As needed
	*Customer-funded service

Electrical services: Alarms and controls

Service	Frequency
Repair, read, and calibrate meters (electrical, water, gas, HTW, and CHW)	As needed
Install electrical, water, gas, HTW, and CHW meters	As needed/ upon request*
Repair motor controls (VFD, soft starts, and magnetic)	As needed/ upon request*
Repair and maintain UPS and inverter systems	Upon request*
Repair and maintain: <ul style="list-style-type: none"> • Energy Management System (EMS) • Fire alarm systems • Elevators • Automated clock systems in buildings • Traffic signals 	As needed Note: We do not repair or maintain security alarm systems.
	*Customer-funded service

Electrical services: Lighting

Service	Frequency
Replace light bulbs: Ceiling light fixtures, lab bench light fixtures, fume hoods, exterior building lights, walkway lights, and parking lot lights	As needed Note: We do not repair or maintain security alarm systems.
Replace lighting ballasts	As needed
Troubleshoot lighting systems from complete buildings to individual light fixtures	As needed
Replace or reset time clocks, photo cells, and relays controlling lighting systems	As needed
Install and maintain department-purchased light fixtures and control devices	Upon request* Note: We do not maintain or repair portable lamps.
	*Customer-funded service

Metal fabrication services

Service	Frequency
Design and fabricate all types of sheet metal projects	As needed/ upon request*
Fabricate, design, and install: <ul style="list-style-type: none"> • Light-gauge sheets to heavy-gauge plate, angle iron, channel, etc. • Supply and exhaust ventilation • Fume hood ducting, trays, and screens 	Upon request*
Repair and modify lab equipment	Upon request*
Welding, including heli-arc, MIG, plasma, oxygen, and acetylene	As needed/ upon request*
Repair and replace metal doors	As needed/ upon request*
	*Customer-funded service

Painting services

Service	Frequency
Prepare, prime, and paint new/ existing interiors including ceilings, walls, stairs, handrails, ladders, casework, doors, frames, etc.	As needed/ upon request*
Exterior painting and staining, including all substrate repairs	As needed/ upon request*
Apply wall coverings, coatings, and spray finishes	As needed/ upon request*
Remove graffiti and apply protective coatings	As needed/ upon request*
Epoxy floors	As needed/ upon request*
	*Customer-funded service

Lock and Key Services

The UCSD Lock Shop ensures the safety and security of campus facilities by establishing and maintaining all campus Master Key and electronic access-control systems.

The Lock Shop provides a variety of services to campus customers:

Service	Frequency
Maintain all campus Master Key systems	Constant
Create Master Key systems for new buildings	As needed

Maintain electronic-access control systems, including consultation regarding appropriate access for specific space and security requirements	Upon request*
Maintain electronic UCID door card swiping systems	Upon request*
Provide security consultation	Upon request*
Key cutting	Upon request*
Re-key doors, cabinets, and desks (Departments are responsible for all costs associated with key replacement and re-keying of locks, including replacement keys for Facilities Management.)	Upon request*
Change combinations on safes	Upon request*
Perform preventive maintenance on door hardware	As needed
Repair and replace locksets	As needed/ Upon request*
Provide key verification/ access for authorized users	Upon request*
*Customer-funded service	

Sign Shop

The UCSD Facilities Management Sign Shop fabricates, installs, and maintains all campus signs and creates customized signs that meet campus signage guidelines.

Sign Shop services include:

- Consultation on sign types, design, color, placement, and UC signage regulations.
- Providing estimates based on material and labor costs; signs are priced by time and materials used to produce them. A minimum 30-minute charge applies to all orders.
- Creation of any type of sign from electronic files.
- Reproduction of custom logos.
- Sandblasting.

Landscaping

The Landscape Services division of Facilities Management provides an aesthetically pleasing landscape conducive to learning and working. Basic services are available for state-funded areas, with supplemental services available at a charge to campus customers. Below you will find costs and frequencies for basic and supplemental services.

Note: This schedule is subject to change due to weather and other factors.

Landscape maintenance

Service	Frequency
Pruning	Every 2 Years
Fertilizing shrubs & ground covers	Annually
Mulching	Every 2 Years
Outdoor pest/ weed control	As needed
Litter removal	Daily
Irrigation repair and maintenance	Once Weekly
Tree trimming	As needed

Turf maintenance (non-sport fields)

Service	Frequency
Aerating	Once Every Two Years
Fertilizing	Annually
Mowing and Edging	See Schedule

Hardscape Maintenance

Service	Frequency
Maintain ground-level walkways, pathways, plazas, streets, benches/ tables, bike racks, bollards, drainage, parking facilities, flagpoles, and stairs (not associated with buildings)	As needed

Blowing	Weekly
Street sweeping	As scheduled
Remove graffiti and apply protective coatings	As needed
Empty outdoor trash receptacles	Daily
Install and repair bollards	As needed
Install and repair bicycle racks	Upon request*
Repair tables and benches	Upon request*
	*Customer-funded service

Any additional services can be requested through our Work Service Center at (858) 534-2930

Room Temperature Settings in Campus Buildings

Most thermostats in offices and labs are centrally controlled for efficient and accurate temperature settings. (See the table below for settings.) In some instances, however, you can make slight manual adjustments to these controls if your workspace is too warm or cool.

To increase or decrease the settings by about 2 degrees:

- Move the slider bar to the top of the thermostat to increase the heating and cooling set points by 1°.
- Move the slider to the bottom of the thermostat to decrease the set points by 1°.

Office/ administrative spaces		
Setting	Heating mode	Cooling mode
Occupied 6 a.m. – 6 p.m. weekdays	Keeps temperature above 70°	Keeps temperature below 74°
Standby 4:30–8 p.m. weekdays	Keeps temperature above 68°	Keeps temperature below 76°
Unoccupied 8 p.m.– 6 a.m. 7 days a week	Keeps temperature above 66°	Keeps temperature below 78°
Labs		
Setting	Heating mode	Cooling mode
Occupied 6 a.m.–6 p.m. weekdays	Keeps temperature above 70°	Keeps temperature below 74°
Unoccupied 6 p.m.–6 a.m. 7 days a week	Keeps temperature above 68°	Keeps temperature below 76°

Any additional services can be requested through our Work Service Center at (858) 534-2930

How to Recycle at UCSD

Follow these simple steps for recycling at UC San Diego.

Single-stream recyclables

- Containers
 - Glass, steel and tin
 - Paperboard water containers
 - Plastic bottles and containers with the #1-7 recycling symbol on the bottom (rigid plastic only, not plastic film)
 - Aluminum cans and clean foil
 - Aerosol cans that contain no propellant or material
- Mixed paper
 - White writing paper and stationery
 - Tablet paper and tablet cardboard
 - White and colored copy paper
 - Computer paper (green and blue bar)
 - Colored triplicate forms
 - Sticky notes
 - Paper wrappers
 - Magazines
 - Newspaper
 - Blueprint paper
 - All envelopes
 - Junk mail
 - Telephone books
 - Paperback books
 - Manila folders
 - Boxboard (e.g., cracker or cereal boxes)
 - Corrugated cardboard
- Block Styrofoam

What to do:

- Keep all recycling containers free of trash.
- Empty containers before recycling them.
- Remove lids from glass containers and flatten cans and plastic bottles whenever possible.
- Empty and flatten all cardboard boxes and place them inside recycling bins. (Do not leave boxes near bins, dumpsters, or on loading docks.)
- With paper, remove metal, plastic bindings, rubber bands and plastic bags. (Staples do not need to be removed.)
- Place materials in any campus recycling container, including office bins

Note: Before purging paper files or generating large quantities of paper or beverage containers, contact the Facilities Management Customer Relations help desk, (858) 534-2930, at least 48 hours in advance to obtain a large temporary recycling container.

What's not recyclable?

- Carbon paper
- Wax-coated papers
- Plastic-coated papers
- Tissue or paper towels
- Paper or containers contaminated by food or other organic waste
- Plastic film
- Styrofoam packing peanuts, food clamshells, plates, cups, etc.
- Trash