



Operations

Service Level
Agreement

2022-2023

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Overview

PURPOSE

This document represents a Service Level Agreement (“SLA” or “Agreement”) between Operations and the University of Kansas Lawrence campus. The purpose of this SLA is to:

- Provide clear information on who we are, what we do and how to contact us for the various services we provide;
- Quantify and measure service level expectations;
- Outline the potential methods used to measure the quality of service provided;
- Define mutual requirements and expectations for critical processes and overall performance;
- Strengthen communication between Operations and its customers; and,
- Provide a vehicle for resolving conflicts.

FUTURE REVIEWS AND AMENDMENTS TO THIS SLA

This Service Level Agreement commences on {insert date} with the mutual understanding that modifications may be required over time.

This agreement will be reviewed on an ongoing basis, no less than once per year, and updated as needed. Revisions made to this agreement may become necessary due to changes in service needs, modifications to existing services, addition of services, significant variations from agreed upon service levels, or unanticipated events.

All modifications will be made in the spirit of the original agreement and must be reviewed by representatives of the Operations Experience Council.

General Operations Information

MISSION

KU Operations provides the visible and behind-the-scenes services that make possible the University’s academic and research missions. We provide organizational leadership and stewardship of campus resources that support a healthy and safe environment for learning, research, teaching, and community engagement.

WHAT WE DO

We empower a community of excellence by providing services and support that help students, faculty and staff achieve their academic, research and professional goals. Our diverse areas of responsibility include:

- Building and landscape maintenance and beautification.
- Clean campus buildings to ensure healthy and safe environments.
- Campus energy management and education, recycling, and other social responsibility programs.
- Planning and management of buildings and workspaces.
- Facilities planning, design and construction.
- Human health and safety.

CONTACT INFORMATION

Department	Name & Title	Email & Phone
Leadership	Mike Rounds <i>Vice Provost, Operations</i>	M528r913@ku.edu (785) 864-4419
Leadership	Callie Long <i>Associate Vice Provost, Operations Bus</i>	cjl@ku.edu (785) 864-6147
SLA Document Contact	Melissa Smith <i>Director of Strategic Initiatives</i>	melissasmith@ku.edu (785) 864-4911
Custodial Services	Cameron Lauer <i>Director of Custodial Services</i>	lauercj@ku.edu (785) 864-1466
Environment, Health & Safety	Mike Russell <i>Director of EHS</i>	mjrussell@ku.edu (785)864-2854
Facilities Planning & Development	Mark Reiske <i>Director of Facilities Planning & Development/University Architect</i>	dcmmlr@ku.edu (785) 864-5644
Facilities Services	Shawn Harding <i>Director of Facilities Services</i>	S366h815@ku.edu (785) 864-4535
Space Management	Karen Lavendusky <i>Director of Space Management</i>	Klavendusky@ku.edu (785) 864-0572

OPERATIONS DEPARTMENTS

- Custodial Services
- Environment, Health & Safety
- Facilities Planning & Development
- Facilities Services
- Space Management
- Operations General Services

CUSTODIAL SERVICES

Custodial Services works to ensure that KU facilities are clean, safe, and healthy environments in which to live, learn, and work.

ROLES AND RESPONSIBILITIES

Role	Responsibilities	Contact
Director of Custodial Services	Oversee operations of all Custodial Services.	Cameron Lauer (785) 864-1466 lauercj@ku.edu
Building Manager/Custodial Supervisor	Plans, directs, schedules, and trains the custodial staff to ensure established standards are met on a daily basis. Orders supplies and equipment.	Building Manager Directory
Assistant Custodial Supervisor	Plans and directs the custodial staff to ensure established standards are met on a daily basis. Performs custodial tasks as needed.	Building Manager Directory
Custodian	Performs routine custodial work in University buildings and labs.	Contact Building Manager for assistance.
Customer Request Line	To contact your building's custodial supervisor, please search by building name on the Custodial Services homepage	(785) 864-4770 custodial@ku.edu

SERVICE SCOPE

The Custodial Services team provides regular cleaning services to the KU Lawrence campus. Service areas include common areas, offices, classrooms, auditoriums, teaching labs, and research laboratories (in a limited capacity) in all buildings on the KU Lawrence campus. We have team members on campus 24 hours a day, Monday – Friday.

EXCLUSIONS & UNIT RESPONSIBILITIES

- Custodial Services does not clean personal desk spaces.
- Custodial Services does not wash exterior windows or interior windows that require a ladder to clean. Interior window cleaning, for windows reachable without a ladder, may be requested by submitting a service request.
- Desks-side trash and recycling is handled by the employee themselves by emptying them into centrally located trash and recycling bins
- Custodial Services does not clean exhibits/asset list items.

SERVICE LEVEL PERFORMANCE STANDARDS

Published custodial service level standards help ensure that University facilities are cleaned to a consistent level that enables the operation of the campus in support of KU's mission of education and research. The standards help set customer expectations for cleanliness and performance expectations for Facilities Services Custodial employees.

COMMON AREAS

Common areas include but are not limited to hallways, lobbies and building entries, restrooms, break rooms, elevators, etc.

Service	Service Expectation	Frequency
Bottle filling stations	Clean/sanitize drinking fountains.	Daily
Building entrances	<ul style="list-style-type: none"> Clean glass on building primary entry doors 	Daily
Building entrances	<ul style="list-style-type: none"> Remove snow and scatter ice melt outside building entries 	Seasonal
Building entrances	<ul style="list-style-type: none"> Clean chrome or brass fixtures on doors 	Monthly
Elevators	<ul style="list-style-type: none"> Mop or vacuum floors daily Spot clean walls daily Clean/sanitize buttons in elevators daily 	Daily
Floors	<ul style="list-style-type: none"> Spot mop/sweep other areas as needed, including interior stairwells daily. Vacuum or sweep building entry areas and mats, spot mop as needed 	Daily
Floors	<ul style="list-style-type: none"> Clean glass on building primary entry doors Remove snow and scatter ice melt outside building entries (seasonally) 	Weekly/As Needed
Floors	<ul style="list-style-type: none"> Deep scrub/wax tile floors in hallways (project work during break periods) Extract and bonnet carpet floors (also by request) 	Annually
Restrooms	<ul style="list-style-type: none"> Sweep, wet mop/sanitize restroom floors 	Daily

Service	Service Expectation	Frequency
Restrooms	<ul style="list-style-type: none"> • Keep restroom supplies stocked (paper products, soap, etc.) • Clean/sanitize restroom fixtures (toilets, urinals, mirrors, sinks, dispensers) • Scrub floors and walls in bathrooms 	Monthly
Stairwells	<ul style="list-style-type: none"> • Wet mop hard floor interior stairwells • Vacuum carpeted interior stairwells • Clean handrails, including interior and exterior stairwells • Remove leaves/trash from exterior stairwells and near building entries 	Weekly
Surfaces & Vents	<ul style="list-style-type: none"> • Low dusting (object-free, flat surfaces at or below eye level) 	Weekly
Surfaces & Vents	<ul style="list-style-type: none"> • High dusting (object-free, flat surfaces above eye level) 	Monthly
Surfaces & Vents	<ul style="list-style-type: none"> • Clean overhead vents and diffusers 	Annually
Trash/recycling pick up	<ul style="list-style-type: none"> • Trash pickup from floor 	Daily
Trash/recycling pick up	<ul style="list-style-type: none"> • Remove leaves/trash from exterior stairwells and near building entries 	Weekly

CLASSROOMS

The cleaning tasks and frequencies in this section apply to classroom areas only. This does not include offices or lab spaces.

Service	Service Expectation	Frequency
Floors	<ul style="list-style-type: none"> • Dust mop/sweep hard floors • Vacuum carpeted floors • Spot wet mop as needed 	Daily
Floors	<ul style="list-style-type: none"> • Spot mop • Spot vacuum • Dust mop 	Monthly
Floors	<ul style="list-style-type: none"> • Deep scrub/wax tile floors • Extract and bonnet carpet floors 	Annually
General Services	<ul style="list-style-type: none"> • Replace blackboard and whiteboard erasers, markers, and chalk. 	By Request
General Services	<ul style="list-style-type: none"> • Supply alcohol wipes for daily use. 	As Needed
General Services	<ul style="list-style-type: none"> • Replace air filters for air purifiers 	As Needed
Surfaces	<ul style="list-style-type: none"> • Spot clean desks • Erase whiteboards/blackboards 	Daily
Surfaces	<ul style="list-style-type: none"> • Low dusting (object-free, flat surfaces at or below eye level / no personal items, computer equipment, books, etc. will be moved) • Fully clean whiteboards/blackboards 	Weekly
Surfaces	<ul style="list-style-type: none"> • Student desks cleaned • High dusting (object-free, flat surfaces above eye level) • Clean chrome or brass fixtures on doors 	Monthly
Surfaces	<ul style="list-style-type: none"> • Clean overhead vents and diffusers 	Annually
Trash	<ul style="list-style-type: none"> • Remove trash/recycling 	Daily

LABORATORIES

Laboratory cleaning tasks are generally limited by customer request to mopping floors, cleaning object-free, flat surfaces, and dumping "non-sharps" trash weekly. Alternate arrangements may be made as needed but must be established between the appropriate Custodial Supervisor and the customer on an individual basis. Alternate arrangements should be documented in writing. Please contact Facilities Services at [785-864-4770](tel:785-864-4770) to be referred to the appropriate Custodial Supervisory staff member.

OFFICES

The cleaning tasks and frequencies in this section apply to department offices. This generally does not include attached bathrooms. Surfaces on which personal items or other objects are sitting are not included in cleaning. Clear surfaces are cleaned. Occupants may periodically remove items if they desire an area to be dusted or cleaned. Custodial Services are not responsible for cleaning personal area rugs that are not KU property.

Service	Service Expectation	Frequency
Floors	<ul style="list-style-type: none">• Spot sweep/dust mop and vacuum• Wet mop hard floors	Monthly/ Scheduled
Floors	<ul style="list-style-type: none">• Deep scrub/wax tile floors• Extract and bonnet carpet floors	Annually
Surfaces	<ul style="list-style-type: none">• Low dusting (object-free, flat surfaces at or below eye level / no personal items, computer equipment, books, etc. will be moved)	Monthly/ Scheduled
Surfaces	<ul style="list-style-type: none">• High dusting (object-free, flat surfaces at or below eye level)• Clean chrome or brass fixtures on doors	Monthly/ Scheduled
Surfaces	<ul style="list-style-type: none">• Clean overhead vents and diffusers	Annually

SPECIALTY AREAS

Specialty areas include, but are not limited to theaters, gyms, day-cares, etc. The arrangements for these facilities must be established between the appropriate Custodial Supervisor and the customer on an individual basis. Please contact Work Management at [785-864-4770](tel:785-864-4770) to be referred to the appropriate Custodial Supervisory staff member.

For non-routine requests for service, units can submit service requests through Maximo by logging in at maximo.ku.edu.

MEASURING SUCCESS

Custodial Quality Assurance (QA) programs help maintain cleanliness to the established standards. Custodial supervisory staff will conduct a QA walk through inspection for each custodial area of responsibility once per month to check conditions. Once a month, walk through spaces with supervisor. Logged into Performance Management System.

- Meets
- Needs Improvement
- Exceeds Expectations

Monthly report that includes:

- Time (work order completion).
- Quality Assurance Checks.
- Quantity of special requests.
- Quantity of complaints.

RATES & SERVICE CHARGES

Units will be billed for work order requests that fall outside of the scope of standard Custodial services, as defined in this document. Rates for billable work orders can be found below under the “Internal Hourly Rate” column. The unit is also responsible for any contractor fees that may be incurred. Rates for services performed for non-KU-affiliated entities can be found under the “external hourly rate” column.

Staff/Service	Internal Hourly Rate	External Hourly Rate
Custodial Supervisor	\$46.00	\$63.77
Assistant Custodial Supervisor	\$43.00	\$59.61
Custodian	\$30.00	\$41.59
General Maintenance Worker	\$40.00	\$55.45
Assistant Custodial Supervisor	\$45.00	\$62.38

COMPLAINT RESOLUTION

Custodial Quality Assurance (QA) programs help maintain cleanliness to the established standards. Custodial supervisory staff will conduct a QA walk through inspection for each custodial area of responsibility once per month to check conditions. Customers are also encouraged to provide feedback and report custodial needs by submitting on online work request or by calling 785-864-4770.

POLICIES & PROCEDURES

- **Classroom Maintenance Policy**
<https://policy.ku.edu/provost/classroom-maintenance-policy>

ENVIRONMENT, HEALTH, & SAFETY

Pursuant to our mission – “Helping you to become an Environmentally Responsible and Safe Jayhawk!” – the EHS Office works across campus to facilitate the safe performance of all core functions.

ROLES AND RESPONSIBILITIES

Additional information can be found on the EHS People Page: <https://ehs.ku.edu/people>

Role	Responsibilities	Contact
Director of EHS	Administers the campus’ comprehensive environment, health & safety programs and directs all EHS staff.	Mike Russell
Asbestos/Lead Program Manager	Manage EHS campus-wide asbestos and lead programs and supervises assigned EHS staff.	Chuck Ferguson
Hazardous Materials & Environmental Protection Programs Manager	Manage EHS campus-wide hazardous materials and environmental protection programs. Supervise assigned EHS staff.	Jon Rossillon
Hazardous Materials Operations Supervisor	Manage the operations and supervise staff associated with the EHS campus-wide hazardous materials/waste disposal program.	Jennifer Phillips
Lab Safety Program Manager	Manage EHS campus-wide lab safety programs for general, biological & chemical lab safety. Supervise assigned EHS staff.	Larry Cattoor
Lab Safety/EHS Training Specialist	Coordinate EHS on-line training efforts and provide assistance in carrying out lab safety program activities.	Sean Hadley
Occupational Safety Specialist	Coordinate & perform various campus-wide occupational safety program activities	Steve Levenson
Radiation/Laser Safety Officer	Manage EHS campus-wide radiation & laser safety programs. Serve as campus radiation & laser safety officer.	Alice Dale

SERVICE SCOPE

Our desire is to aid the campus community in the protection of human health, safety and the environment in a manner that enhances the quality of education, research, and public service on our campus.

Our mission is to provide the following services to the KU Lawrence campus and its auxiliary campuses:

- Assist faculty, staff, and students with designing facilities that meet safety requirements and with inculcating and implementing safe practices in the conduct and operation of University programs, activities, and facilities;
- Monitor campus activities to assure that Federal, State, Local, and University environmental, health and safety laws, regulations, ordinances, and policies are being followed; and
- Carry out the assigned management responsibilities associated with the campus environment, health, and safety programs listed below.

Additionally, we are accountable to a campus-wide group of stakeholders – the Laboratory Safety Executive Committee (LSEC) – which provides guidance and oversight to the Lab Safety Committee and its Subcommittees. Its purpose is to aid the subcommittees in the promotion of lab safety culture and to coordinate efforts across the four subcommittees.

ASBESTOS & LEAD PROGRAM

<https://ehs.ku.edu/asbestoslead-services>

We work closely with Facilities Planning & Development, Facilities Services, Student Housing, IT, Athletics, and many other campus units to assure that potential asbestos or lead paint hazards are identified, and proper controls are in place before and during any construction, renovation, maintenance, operations, or other activities that take place on campus.

HAZARDOUS MATERIALS PROGRAM

<https://ehs.ku.edu/hazardous-materials-services>

We work closely with academic, research, and other campus units to assure that potential hazardous materials risks are identified, that proper controls are in place before and during any campus activity using hazardous materials, and that hazardous materials waste are properly disposed.

ENVIRONMENTAL PROTECTION SERVICES

<https://ehs.ku.edu/environmental-protection-services>

We work closely with academic, research, and other campus units to assure that potential environmental hazards or risks are identified and that proper controls are in place before and during any campus activity. These services routinely monitor and address issues associated with the following:

- Air Quality (Outdoor & Indoor)
- Environmental Compliance, Protection, and Impact Assessments
- Pollution Prevention
- Water Quality, Storm Water & Wastewater Discharge

LAB SAFETY & BIOSAFETY SERVICES

<https://ehs.ku.edu/lab-safety-services>

We work closely with academic, research, and other campus support laboratories to assure that potential laboratory hazards or risks are identified and that proper controls are in place before and during any laboratory activities.

OCCUPATIONAL SAFETY & HEALTH SERVICES

<https://ehs.ku.edu/occupational-safety-health-services>

We work closely with academic, research, and other campus units and personnel to assure that potential occupational safety & health hazards or risks are identified and that proper controls are in place before and during any occupational activities that may take place.

RADIATION & LASER SAFETY SERVICES

<https://ehs.ku.edu/radiation-laser-safety-services>

We work closely with academic, research, and other campus units to assure that potential radiation or laser hazards or risks are identified and that proper controls are in place before and during any activities.

EHS TRAINING SERVICES

<http://ehs.ku.edu/training>

Environment, health and safety education and training needs exist in all departments on campus. KU-EHS is determined to ensure that the university satisfies that need. When evaluating training needs, there are three primary driving forces that determine the emphasis and direction that safety training must take: (1) regulatory requirements, (2) the need to improve safety and health as indicated by campus accident and injury statistics, and (3) working conditions, as observed by departments and workers. With the help of each department, EHS will identify individuals needing mandatory training and refresher sessions. Each department is required to maintain records of safety training for their personnel. Departments may also request additional safety or environmental training that they identify as necessary or beneficial to their operations.

KU-EHS currently offers **80+** safety courses/modules online through MyTalent Learning and Canvas. A listing of courses is available at: <http://ehs.ku.edu/ehs-course-list>.

We can also provide a variety of in-classroom or small group training courses by request. A list of those courses can be found at <http://ehs.ku.edu/ehs-classroom-courses>.

COMPLETE LIST OF SERVICES

Service	Service Description	Availability/Frequency
Asbestos & Lead	<ul style="list-style-type: none"> • Identification - sampling and testing of suspect Asb/Pb materials. • Conduct building surveys, building occupant notifications, and related record requests. 	As needed for maintenance or projects
Asbestos & Lead	<ul style="list-style-type: none"> • Exposure Assessment - oversee outside abatement contractors as they perform exposure assessment air monitoring. • Material Abatement - Removal and disposal performed by our on-call abatement contractor under EHS supervision. 	As needed, associated with specific building projects.
Asbestos & Lead	<ul style="list-style-type: none"> • Material Management/Control - Evaluate identified/known Asb/Pb materials on campus and perform protective maintenance measures to prevent their deterioration or release. 	Goal is annually pending staff time. Also happens in relation to needed maintenance or projects.
Asbestos & Lead	<ul style="list-style-type: none"> • Indoor Air Quality investigations & assessments. 	By request via Maximo Service request or email to ehsdept@ku.edu
Hazardous Materials	<ul style="list-style-type: none"> • HAZMAT/Waste Pickup for: Unwanted chemical removal, chemical waste collection container(s), lab inventory cleanouts, mercury thermometer exchange for spirit thermometer, and universal waste & used oil. 	By request at: https://ehs.ku.edu/hazardous-materialswaste-pickup-request Turnaround time for hazardous waste = 3 days. Other materials depend on quantity.
Hazardous Materials	<ul style="list-style-type: none"> • Surplus Chemical Redistribution - Chemicals available at no cost to labs. 	By request at: https://ehs.ku.edu/chemical-redistribution-request
Hazardous Materials	<ul style="list-style-type: none"> • Hazardous Materials shipping assistance. 	By request at: https://ehs.ku.edu/hazardous-materials-shipping-request
Hazardous Materials	<ul style="list-style-type: none"> • On-Campus chemical transportation 	By request at: https://ehs.ku.edu/campus-transport-form

Service	Service Description	Availability/Frequency
Hazardous Materials	<ul style="list-style-type: none"> • Provide Toxic Substances Control Act (TSCA) Import Certifications & polychlorinated biphenyls (PCB). 	As requested via EHSdept@ku.edu or hazmat@ku.edu
Hazardous Materials	<ul style="list-style-type: none"> • Emergency Spill Response 	As contacted from KU Public Safety or from individuals directly. https://ehs.ku.edu/node/90#Emergencies
Hazardous Materials	<ul style="list-style-type: none"> • Signs, labels, and door postings for lab entrances, containers, materials, etc. • Hazardous Materials process and procedure guidance. 	Available at: https://ehs.ku.edu/ehs-forms
Environmental Protection Services	<ul style="list-style-type: none"> • Outdoor Air Quality Emissions Monitoring & Assessments. • Permitted Public Water Supply - Drinking water quality monitoring. 	Required annually. Reports available at: https://ehs.ku.edu/ehs-reports
Environmental Protection Services	<ul style="list-style-type: none"> • Stormwater & Wastewater discharge monitoring. 	Non-specific. Project related or as required by Regulators.
Environmental Protection Services	<ul style="list-style-type: none"> • Underground/aboveground storage tank monitoring & reporting. 	EHS does weekly monitoring, monthly inspections, and reports to State annually.
Environmental Protection Services	<ul style="list-style-type: none"> • Environmental Impact & Pollution Prevention Assessments. 	As requested, usually related to property acquisition or development. Sometimes grant related.
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Lab Hazard Registration & Entrance Posting. 	By request at: https://ehs.ku.edu/laboratory-door-postings
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Review & Approve: biological agents, blood borne pathogens, hazardous chemicals, high-risk physical hazards, recombinant DNA, lab appliances, material transfer agreements, classroom demos, Institutional Animal Care and Use Committee (IACUC) animal protocols, FITC chemical purchases. 	As requested or informed by labs. Happens daily, weekly, monthly. Various forms on EHS website: http://ehs.ku.edu/laboratory-safety-forms
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Performance monitoring & inspection of lab ventilation devices (fume hoods) and safety showers. 	Completed annually.
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • IACUC & ACU animal research inspections support. 	By request from IACUC/ACU. Formal IACUC inspections happen semi-annually.

Service	Service Description	Availability/Frequency
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Labs & units lab safety evaluations, assessments, audits & inspections support. 	Can take place during lab visits to test hoods or in conjunction with other lab visits. Also, by request from PI or Dept.
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Provide consultation and design input for new construction & renovations of labs. 	FPD project based.
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Provide consultation and assistance with chemical inventory management. 	By request from PI or Dept. Can be a follow-up from a lab visit.
Lab Safety & Biosafety Services	<ul style="list-style-type: none"> • Provide lab safety training for faculty, staff & students. 	By request. See “EHS Training” information below.
Occupational Safety & Health Safety	<ul style="list-style-type: none"> • Review and investigate reported safety injuries & incidents. 	Based on receipt of 1101a forms from HR or when contacted by Supervisor/dept.
Occupational Safety & Health Safety	<ul style="list-style-type: none"> • Perform occupational safety assessments & evaluations for workplace hazards. 	By request of personnel, supervisors, or dept. Follow-ups to reported injuries. http://ehs.ku.edu/ehs-forms
Occupational Safety & Health Safety	<ul style="list-style-type: none"> • Manage & Coordinate several KU campus safety programs: Respirator Protection, Confined Space Permits, Lockout/Tagout, Hearing Conservation. 	http://ehs.ku.edu/ehs-manuals
Occupational Safety & Health Safety	<ul style="list-style-type: none"> • Assist with PPE hazard assessment & selection. 	As requested, http://ehs.ku.edu/ehs-forms
Occupational Safety & Health Safety	<ul style="list-style-type: none"> • Provide occupational safety training for faculty, staff & students. 	By request. See “EHS Training” information below.
Radiation & Laser Safety	<ul style="list-style-type: none"> • EHS is the holder/permittee for the campus broad-scope radioactive materials license. EHS and radiation safety committee must review, approve & permit any individual users. 	http://ehs.ku.edu/radiation-laser-safety-services
Radiation & Laser Safety	<ul style="list-style-type: none"> • EHS Review & Approvals procurement, storage, use and disposal of all radioisotopes, radiation generating devices & lasers. 	http://ehs.ku.edu/radiation-laser-safety-services

Service	Service Description	Availability/Frequency
Radiation & Laser Safety	<ul style="list-style-type: none"> Routine performance monitoring & inspection of radiation permitted spaces including sources, equipment calibration, surveys & dosimetry. 	http://ehs.ku.edu/radiation-laser-safety-services
Radiation & Laser Safety	<ul style="list-style-type: none"> Radiation & Laser Disposal – provide containers for collection of rad waste, pickup and remove radiation waste for proper disposal. 	http://ehs.ku.edu/radiation-laser-safety-services
EHS Training	<ul style="list-style-type: none"> EHS Online Safety Training Courses 	Available through Canvas & MyTalent. Course list available at: https://ehs.ku.edu/training
EHS Training	<ul style="list-style-type: none"> EHS In-Classroom Courses 	Available by request: Email ehsdept@ku.edu List of available training: https://ehs.ku.edu/ehs-classroom-courses
EHS Training	<ul style="list-style-type: none"> Fire and Extinguisher Hands-on Lab 	https://ehs.ku.edu/fire-safety-and-extinguisher-hands-lab By request - contact Sean Hadley: 785-864-2850 sdhadley@ku.edu

EXCLUSIONS & UNIT RESPONSIBILITIES

There are many related services that are available at KU but are not specifically provided by the EHS department. The following services are closely linked to the work that we do.

What are the expectations that we have for the unit? What actions are required from them?

- Fire/Life Safety – EHS provides support to Fire Marshal as requested. Requests for support or questions about citations may be addressed by submitting a request through Maximo.
- Occupational Health Medical Services – EHS can provide recommendations, but actual services are through Watkin’s Health or LMH Occ Health.
- Mold testing – EHS will perform Indoor Air Quality assessments/investigation upon request. We focus on identification of water intrusion/moisture problems so that proper controls, cleanup, and repairs can get underway quickly to prevent/minimize mold growth. We do not routinely perform mold sampling/testing.
- Biohazard/Medical Waste - EHS does not pickup/remove biohazard or medical waste for disposal. Generator must either autoclave or chemically treat to render no longer infectious then it can go as solid waste to building dumpster.

- Emergency Management – EHS provides support to EM as needed/requested.

SERVICE LEVEL PERFORMANCE STANDARDS

EHS programs and services are provided in accordance with applicable Federal & State laws and regulations. EHS staff are all professionals that strive to provide service and consultation in accordance with best/prudent EHS practice. Our goal is to aid our faculty, staff & students in the protection of human health, safety and the environment in a manner that enhances the quality of education, research, and public service on our campus.

EHS program managers review their assigned programs and specialist/technician staff on a routine basis. Campus customers are encouraged to provide feedback and report EHS needs by submitting to ehsdept@ku.edu or calling [785-864-4089](tel:785-864-4089).

MEASURING SUCCESS

We track and record our services performed daily/weekly/monthly and report them to our administration on a quarterly basis. Success measures depend on the actual service metric or datapoint and include things like: percent completed, time to complete, completed within or less than regulatory required timeframe, number of services provided, customer service satisfaction as reported in survey responses, etc.

RATES & SERVICE CHARGES

EHS does not typically charge for services. There may be circumstances that require service charges, which will be handled on a case-by-case basis. Possible charges include:

- Billing to recover EHS expenditures for materials, supplies, fees, or disposal cost.
- Unknowns for Hazardous Waste Disposal – Unknown materials should not be submitted for hazardous waste disposal without advance communication with EHS. Units may be held responsible for payment of any necessary analytical costs to identify the material.
- Billing for Regulatory non-compliance - Regulatory non-compliance may be a violation of state and/or federal laws punishable by fines and/or imprisonment. A College, School or Department shall be held liable by the Provost Office for any fee or penalty imposed by a regulatory agency upon KU for regulatory non-compliance, to the extent that the fee or penalty imposed arises out of the violations of the College, School, or Department.

COMPLAINT RESOLUTION

Issues or complaints regarding the work of EHS specialists or technicians should be brought to the attention of their EHS program manager. If that does not resolve the concern or if the concern is with an EHS program manager, then the concern should be reported to

the EHS Director. If that does not resolve the concern, then it should be reported to the Associate Vice Provost of Operations or to an EHS committee for arbitration.

KU-EHS Anonymous Concern Report

If you have information regarding an unsafe situation or concern related to the University of Kansas - Lawrence Campus or its associated satellite campuses, we encourage you to report what you know to Environment, Health & Safety. You may submit your concerns or findings using our secure, [anonymous web form](#). This page/form is for use by faculty, staff, students, and affiliates on or associated with the University of Kansas - Lawrence Campus in Lawrence, KS, USA.

POLICIES & PROCEDURES

There are two EHS policies within the Policy Library:

- Statement of Commitment to Safety
<https://policy.ku.edu/statement-commitment-safety>
- Campus Environment, Health, & Safety Policy
<https://policy.ku.edu/EHS/environment-health-safety>

Additional policies, procedures, and forms can be found on the EHS website:

- EHS program policies
<http://ehs.ku.edu/ehs-policies>
- Campus EHS manuals
<http://ehs.ku.edu/ehs-manuals>
- Campus EHS forms
<http://ehs.ku.edu/ehs-forms>

FACILITIES PLANNING & DEVELOPMENT

The mission of Facilities Planning & Development (FPD) is to support and enhance the environment for teaching, research, and support facilities at the University of Kansas by delivering buildings and other campus infrastructure that are inspiring, functional, aesthetically appropriate, cost-effective, sustainable and compatible with the University's mission and policies.

We strive to embody the following core values in every project and in every interaction with our clients, partners, and all members of the University that we serve:

- **Health and Safety** — Public health, safety and welfare are of paramount importance in all that we do. Life safety is the most critical component of any project we manage involving occupancy. We look for opportunities to optimize life safety features, accessibility, and healthful, sustainable environments in our projects.
- **Integrity** — Our work must comply with building codes and other applicable requirements. Our conduct is consistent with the rules and code of ethics of our professions.
- **Quality** — The projects we deliver meet or exceed customer needs and expectations. Buildings, building systems and infrastructure function properly and are aesthetically appropriate. The University is better positioned to attract students, researchers and professors due to the excellent spaces and environments we create.
- **Customer Service** — We routinely deliver projects on time and within budget; when this is not possible, we make every effort to minimize schedule and cost overruns. We treat our clients, partners and all members of the University with respect and a helpful attitude. We're open to suggestions for improvement and we continuously strive to improve our services.

ROLES AND RESPONSIBILITIES

Role	Responsibilities	Contact
Director of Facilities Planning & Development	Oversees the operations of all facilities planning and development at the KU Lawrence and associated campuses.	Mark Reiske dcmmlr@ku.edu
University Architect	Oversees strategic planning for facilities and development on the KU Lawrence and associated campuses.	Mark Reiske
University Engineer	Oversees strategic engineering planning for facilities and infrastructure development on the KU Lawrence and associated campuses.	Jacob Lee

Role	Responsibilities	Contact
Code Compliance Coordinator	Commissioned fire safety inspector of the State of Kansas Fire Marshal Office. Oversees coordination of annual fire safety inspections and performs code reviews.	Larry Laubhan
Facilities Condition Auditor	Oversees and updates KU's VFA building condition audit program and provides architectural project planning, design, estimating and construction administration in a support or in a project manager role to clients on the KU Lawrence and associated campuses.	Burke Kitchen
Engineering Technician	Oversees and performs KU utility locates. Updates KU utility maps and manages KU's hard copy drawing files.	Patrick Newman

SERVICE SCOPE

FPD is a department of KU Operations and is comprised of architects, engineers, landscape architects, technicians, and support staff. FPD provides design and construction services for more than 200 University buildings (10 million gross square feet of space) and over 1,000 acres of University property on the Main Campus in Lawrence, the Edwards Campus in Overland Park, the Kansas Law Enforcement Training Center near Yoder, and other off-campus locations. (KU Medical Center's Office of [Design, Planning & Construction](#) serves KU's medical campuses.)

FPD provides several primary services that contribute to the University's mission of excellence in higher education:

- Provides professional project management services to the University for all facility renovations, alterations, and new construction, including project planning, budgeting, scheduling, programming, design, estimating, bidding, procurement, construction, inspections, furnishing, facility occupancy, and records management.
- Performs utility locates for University-owned and operated utilities, as-built surveys, and maintains the campus infrastructure master map.
- Establishes and manages design standards for compliance with applicable codes, regulations, environmental requirements, and other standards for construction.
- Participates in campus planning, programming, and project development through collaboration with various departments as well as the Capital Projects Council, Capital Projects Executive Committee, Campus Historic Preservation

Board, and other committees, and in conformance with the Campus Master Plan and other guidance documents.

- Conducts fire code reviews and inspections under commissioned authority of the Office of the State Fire Marshal, which includes issuing citations and resolving code or life safety issues as necessary.

EXCLUSIONS & UNIT RESPONSIBILITIES

FPD does not currently have staff that have training to do the following design services:

- Interior design.
- Structural engineering.
- Acoustical design.
- Graphic design.

FPD, however, can oversee consultants doing this work as well as doing simple design work in these areas.

In addition, FPD will not work on studies or designs for projects that are not in the interest of the University of Kansas and KU's strategic plan.

Units that FPD work with are responsible for providing a scope for the work that they want to have done and a proposed schedule for the work. They are also responsible for:

- Obtaining funding approvals for the work.
- Meeting with the design team to review options and provide feedback.
- Making the area of space available for site verification, pre-bid and preconstruction walk throughs and construction.

SERVICE LEVEL PERFORMANCE STANDARDS

To fulfill its mission of providing useful planning, project development, design, and management services, FPD has created standard rules and procedures to follow in order to ensure that all work is done in a consistent and quality fashion that is helpful to everyone involved.

Service	Service Expectation	Details
Site and Building Wayfinding Signage	<ul style="list-style-type: none">• Provide locations for code compliant wayfinding signage.• Assure signage meets current KU standards.	

Service	Service Expectation	Details
Campus Maps	<ul style="list-style-type: none"> • Maintain campus maps to an accurate and current status including new information as it becomes available. 	Map updates are completed in 180 days of change.
Rough Order of Magnitude (ROM) estimates	<ul style="list-style-type: none"> • Provide ROM estimates in 30 working days from the initial request. • ROMs are typically done without cost. • ROMs shall include associated design costs, a basic description and general schedule. • As project scopes and costs change, additional ROMs will be released. • ROMs do not typically include detailed plans. If plans are needed at this phase of a project, there may be costs associated with the ROM preparation 	Track time it takes to release ROMs. Less than 30 working days is the expectation.
Planning and Programming	<ul style="list-style-type: none"> • A program is required on all large capital projects (> \$1M) and must be approved by the Kansas Board of Regents and Legislature. • Planning and programming may require hiring a consultant. If a consultant is hired, the client will need to fund the planning and programming fees. • Programs will include descriptions and sizes of all spaces, project requirements, projected project costs, project schedule and schematic plans. 	Program is added to the 5-year capital project and submitted to KBOR for approval.
Design	<ul style="list-style-type: none"> • FPD or a private consultant will work with the client to develop their scope of work into plans. • Plans will be reviewed with the client and developed to a final project. • Dependent upon the project size, this may be two or a series of meetings. 	Plans are developed within budget and on schedule.
Code Footprints and Reviews	<ul style="list-style-type: none"> • FPD compliance will review the project and determine the code implications of the work. • Code footprints are required for any project that changes the occupancy of a space or the egress path from a space. • Code footprint review times at the State Fire Marshal's office can take 2-4 weeks or more. 	Code footprints (CFP) are completed for projects as required & submitted to FPD and State Fire Marshall (SFMO) on the CFP template.

Service	Service Expectation	Details
Bidding and Award	<ul style="list-style-type: none"> • FPD will work with the client on a base bid scope of work and any alternates or unit prices. • Depending upon the funding source or project size, FPD will determine the best process to use. • FPD will evaluate the bids and provide a project budget summary and explain the total project cost. 	Bidding and award are on a schedule.
Project Management	<ul style="list-style-type: none"> • FPD acts as the University's and client's representative. • FPD manages both internal design projects as well as projects designed by consultants. • Responsible for overseeing all project processes. 	Projects comply with KU and State codes, processes, and standards.
Utility Locates	<ul style="list-style-type: none"> • FPD performs or oversees all utility locates for KU owned utility infrastructure. • FPD does all emergency locates on the Lawrence campus. • All new utility installations are entered onto KU master site maps. 	Locate accuracy is within recognized state standards.
Construction Administration	<ul style="list-style-type: none"> • FPD acts as the University's and client's representative. • Assures that the project is in budget and on schedule. • Reviews all requests for changes and works with the client on any changes needed to ensure the project scope is being met. • Provides budget and schedule updates. • Perform regular project inspections. Complete final inspections and gets the occupancy permit from the State. • Responsible for all project closeout paperwork and works with FPD accounting staff to ensure that any unused project funds are returned to the client(s) 	Project is completed within budget and in line with the developed schedule.
Commissioned Fire Inspections	<ul style="list-style-type: none"> • Inspects all 3 story and less buildings on the Lawrence campus and completes associated paperwork. • On buildings over 3 stories, inspects with a representative of the State Fire Marshal's Office. • Issues plans of correction and ensures that the corrections are completed. 	Annual inspections are completed, plans of corrections are distributed, confirmed as completed and then entered into Fire House.

Service	Service Expectation	Details
	<ul style="list-style-type: none"> • Enters all information into the State Fire Marshal's Office data base. 	

POLICIES & PROCEDURES

- [Audits](#) - Audit Guidelines for KU Capital Improvement Projects
- [FPD Project Management Manual](#)
- [FPD Statutes](#)
- [Design & Construction Standards](#)
- [Exterior Wayfinding Sign Standards](#)
- [Forms](#) - Downloadable forms.
- [Hot Work Permit »](#) Required for all work involving open flames or producing heat and/or sparks.
- [Hot Work Permit FAQs »](#) Frequently Asked Questions regarding Hot Work Permits
- [Hot Work Permit Database »](#) Lists hot work permits entered via the online Hot Work Permit system
- [KU/City Cooperation Agreement](#)
- [KU/City Historic Preservation MOU](#)
- [Strategic Sourcing](#) - Strategic Sourcing Guidelines for KU Capital Improvement Projects
- [Utility Locating Procedures](#)

RATES & SERVICE CHARGES

The following fees were updated effective July 10, 2013 and remain in effect:

Production

In-house design & construction administration):

8% of project cost or \$2,000 minimum (or hourly fees as appropriate).

Consultant Services

Managing outsourced design & construction administration:

0.85% of project cost or \$250 minimum.

Complimentary Services (tasks ordinarily performed at no charge, except when outsourced or in some other circumstances):

- Rough Order of Magnitude (ROM) estimates (initial consultation & cost estimate)

- Planning & architectural/engineering programs
- Annual fire marshal building inspections, citations, plans of correction
- Building emergency evacuation plan reviews
- Fire/life safety awareness training
- Maintain KU design & construction standards
- Maintain KU building records
- Maintaining KU master map system
- Facility condition assessments and reporting

MEASURING SUCCESS

Primary key performance indicators are the quantity of completed projects and the degree to which we deliver projects on time and within budget. Secondary metrics include client ratings and how well we measure and report these KPIs.

- ROM estimates should be released within 30 workdays after being initiated. This is tracked on all ROMs
- Project schedule success is determined by meeting the project schedule as determined at the end of the project design. Substantial completion is the date used to determine success for this metric. All funded projects are tracked.
- Project estimate success is determined by the completion of the project within the estimated funding amount. The funding amount can change during the life of a project because of scope changes. Final construction costs at closeout are used to determine success. All funded projects are tracked.
- FPD does exit interviews at the completion of all large capital projects to record the client's comments regarding the project. This process is to determine what was successful and what could be improved upon.

COMPLAINT RESOLUTION

Issues or complaints regarding FPD staff, work that FPD is doing, or consultants or contractors that are working on FPD projects should be brought to the attention of the FPD's Director. FPD's director will work with the staff member(s), project team, consultant or contractor to resolve the issue to the satisfaction of the party bringing the issue forward.

FACILITIES SERVICES

Facilities Services maintains an inviting and safe campus environment that supports teaching, learning and research.

ROLES AND RESPONSIBILITIES

Role	Responsibilities	Contact
Director - Facilities Services	Oversees the operations of all facilities services and maintenance services at the KU Lawrence campus.	Shawn Harding
Assistant Director	Oversees the operations of all facilities services and maintenance services at the KU Lawrence campus.	Pete Prescottte
Landscape Manager	Landscape, grounds, and vehicle maintenance operations of the KU Lawrence Campus.	Joe Fearn
Skilled Trades Manager - Carpentry and Paint	Carpentry and paint operations at the KU Lawrence campus. Includes roofs, doors, flooring, etc.	Ryan Thomas
Skilled Trades Supervisor - Special Services	Special services at the KU Lawrence campus. Includes mover services, event set up etc.	Laura Sellers
Skilled Trades Manager - Plumbing	All plumbing and steam systems at the KU Lawrence campus.	Charles Helmer
Skilled Trades Manager - HVAC	All HVAC services and associated systems at the KU Lawrence campus	Matt Dennon
Skilled Trades Supervisor - Steam Generation	Power plant operations at the KU Lawrence campus locations. Includes central steam generation and boiler operations.	Robert Mills
Skilled Trades Manager - Electrical	Electrical systems at the KU Lawrence campus locations.	David Alvarez
Skilled Trades Supervisor - Instrumentation	Instrumentation and life safety systems at the KU Lawrence campus locations. Includes fire alarms and emergency power systems.	Matt Elms

SERVICE SCOPE

KU Facilities Services is comprised of a broad range of skilled craftsmen, certified professionals and dedicated tradespeople who maintain, repair, restore, renovate, and beautify every inch of campus, indoors and outdoors. Our teams include the following:

- Carpentry and Paint
- Electrical
- Heating, Ventilation & Air Conditioning (HVAC)
- Plumbing

- Special Services (Moving and Event Support)
- Landscaping
- Power Plant

EXCLUSIONS & UNIT RESPONSIBILITIES

If the service you are looking for is not listed within this document, please submit a service request through Maximo to determine if the service can be provided and then billed to your unit.

SERVICE PERFORMANCE STANDARDS

Service	Performance Standards	What to Do
Blackboards	This request requires a service request giving dimensions, contact person, etc. to Facilities Services. Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work.	Submit Request
Blinds	<ul style="list-style-type: none"> • Cleaning requests: Call Facilities Services at 785-864-4770. • Installation: Submit a service request (please include name/number of contact person). Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work. 	Submit Request
Bulletin boards	This request requires a service request giving dimensions, contact person, etc. to Facilities Services. Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work.	Submit Request
Carpet	<ul style="list-style-type: none"> • Cleaning requests: Call Facilities Services at 785-864-4770. • Installation: Submit a service request (please include name/number of contact person). Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work. 	Submit Request
Chalkboards	This request requires a service request giving dimensions, contact person, etc. to Facilities Services. Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work.	Submit Request
Directory boards	This request requires a service request giving dimensions, contact person, etc. to Facilities Services. Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work.	Submit Request

Service Performance Standards

What to Do

Doors	<ul style="list-style-type: none"> • New door or key: Submit a service request to Facilities Services. • Broken-in door: Call Facilities Services at 785-864-4770. 	Submit Request
Drapes & drapery rods	For new or repair: Submit a service request to Facilities Services (please include name/number of contact person). Once received the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work.	Submit Request
Electrical	<ul style="list-style-type: none"> • Problems/Repairs: Call Facilities Services at 785-864-4770. • Add outlets/increase circuit capacity: Submit a service request to Facilities Services (please include name/number of contact person). Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work. 	Submit Request
Electricity	<ul style="list-style-type: none"> • Problems/Repairs: Call Facilities Services at 785-864-4770. • Add outlets/increase circuit capacity: Submit a service request to Facilities Services (please include name/number of contact person). Once received, the request may be forwarded to the department estimator who will visit with the requestor and provide an estimate for the work. 	Submit Request

CLASSROOM MAINTENANCE RESPONSIBILITY OVERVIEW

Standard Classroom Services Provided by Facilities Services

Classroom Service Responsibilities for Schools & Departments

Routine custodial services	Enhancement of services
Routine services or maintenance	Remodeling/renovations
Scheduled painting	Unscheduled painting
Repairs of permanently installed building equipment	Repair of department-owned equipment
Light bulb replacement	Nonstandard light bulbs
Chalk or white boards	Projector screens in classrooms
Chalk and erasers	Markers for white boards

Standard Classroom Services Provided by Facilities Services

Classroom Service Responsibilities for Schools & Departments

Clocks on building systems	Clocks not on building systems
Unlocking centrally scheduled and centrally scheduled media classrooms	Unlocking departmental classrooms
Keying of standard locks and keys	Rekeying of locks & cutting of additional keys
HVAC controls to classrooms	Window treatments
Repair of existing electrical outlets	Relocating or installation of electrical outlets
Classroom seating and repairs	Non-standard classroom seating and repairs
Lecterns or podiums	Customized lecterns or podiums

SERVICE LEVEL PERFORMANCE STANDARDS

The Service Level Priorities for work orders are defined as follows:

Priority 1 - Emergency

Response Time: Immediate

Emergency work orders take priority over all other work and require immediate action to address situations that present immediate or imminent danger to life, health, safety, security, or significant damage to buildings, equipment, or other property.

Priority 2 - Urgent

Response Time: Within 48 Hours

Urgent work orders are unscheduled and reactive and may pose a threat of personal injury, cause property or equipment damage, or serious disruption of service. This type of work demands prompt attention to supplement emergency repairs or prevent a subsequent emergency. Urgent work orders may include responses to safety deficiencies and regulatory violations.

Priority 3 - Scheduled

Response Time: Scheduled in consultation with department

Scheduled work orders address date-sensitive requests. This is work that may require prior coordination and lead time to procure supplies and/or services. Scheduled work orders include preventive maintenance services intended to protect and preserve physical assets and reduce the threat of major equipment breakdowns.

Priority 4 - Routine

Response Time: Within 5 Days

Routine work orders address service or project requests that do not pose a threat to life and property or disrupt University operations. These requests are put in the job queue and are processed in the order they are received.

POLICIES & PROCEDURES

- [Campus Landscape Replacement Policy](#)
- [Classroom Maintenance Policy](#)
- [Digital Signage Policy](#)
- [Facilities and Administrative Costs Return Policy](#)
- [Removal of Items that Obstruct Access to or Use of University Facilities Policy](#)
- [Space Management Policy](#)
- [University Facilities, Use by External Organizations or Entities, Policy and Procedures](#)
- [Usage of Campus Lakes](#)

RATES & SERVICE CHARGES

Units will be billed for work order requests that fall outside of the scope of standard Facilities services, as defined in this document. Rates for billable work can be found below. Units also responsible for any contractor fees that may be incurred.

Staff/Service	Hourly Rate
000307 - Assistant Skilled Trades Supervisor	\$83.00
000381 - Landscape Supervisor	\$77.00
KU1032 - General Maintenance Worker	\$58.00
KU1102 - Landscape Worker	\$54.00
KU1104 - Landscape Worker Senior	\$57.00
KU3012 - Equipment Operator	\$61.00
KU3013 - Boiler Operator	\$62.00
KU3014 - Plumber	\$62.00
KU3017 - General Maintenance Repair Tech Sr	\$69.00
KU3018 - Electrician	\$70.00
KU3019 - Carpenter	\$65.00
KU3041 - Boiler Operator Senior	\$70.00
KU3042 - Carpenter Senior	\$69.00
KU3043 - Electrician Senior	\$71.00
KU3044 - HVAC Technician Senior	\$83.00
KU3046 - Painter Senior	\$65.00

Staff/Service	Hourly Rate
KU3047 - Steamfitter Senior	\$65.00
KU3048 - Equipment Mechanic Senior	\$67.00
KU3053 - Plumber Senior	\$68.00
KU3054 - HVAC Technician	\$68.00
KU3055 - Boiler Technician	\$66.00
KU3057 - Sheet Metal Worker Senior	\$64.00
KU3059 - Steamfitter	\$63.00
KU3064 - Pump Mechanic	\$67.00
KU3069 - Welder Senior	\$71.00
KU5062 - Electronics Technician	\$65.00

SPACE MANAGEMENT

The University of Kansas and its Affiliates maintain over 8.5 million assignable square feet in facilities on the Lawrence and Edwards Campuses. Space is considered a valuable resource that supports the academic and operational missions of the University. This includes providing a comfortable work environment that allows faculty and staff to be successful, ensuring that classroom facilities meet the needs of faculty and students, and supporting critical research that maintains the University’s national reputation for excellence in sustainable research programs.

Facilities and spaces within facilities are not owned by individual schools, departments, or organizations, but are university owned. The University Space Management Office is charged with assigning space for non-research related activities and to make recommendations to the Office of the Provost for research-related assignments. This entity assists in the management of campus facilities to maximize the utilization of campus resources and efficiently support the institutional mission and facilitate the advancement of university priorities. The Office of the Provost has final authority and approval of all space assignments.

ROLES AND RESPONSIBILITIES

Role	Responsibilities	Contact
Director of Space Management	<ul style="list-style-type: none"> • Ensuring space on campus is allocated effectively to meet the priorities of the university. • Planning, developing, establishing, and controlling methods, procedures and systems designed to increase overall effectiveness of facility and space utilization management. • Executing needs assessments for determining facilities and space characteristics. • Providing space assignments and programmatic layouts of spaces based on criteria provided by the client, ensuring space allocations and usage are planned in a strategic efficient manner through analytics. 	Karen Lavendusky (785) 864-0572 klavendusky@ku.edu
Principal Analyst	<ul style="list-style-type: none"> • Create and maintain space dashboard interface tool to assist campus leadership and space management decision making. • Develop methods for analyzing space through multiple data sources such as OAC, Maximo, HRM, etc. • Assist director in space utilization assessments, determine future space needs, and assist with the logistics and planning. Responsible for documentation, moving, placing orders, and working with a number of partnering organizations to ensure transition activity is well communicated. 	David Hall (785)864-2361 d460h434@ku.edu

SERVICE SCOPE

Space is assigned based on the following categories, with metrics for efficiency established in the campus procedures document:

- Research and Academics
 - Research activity and related support space.
 - Classrooms and related academic support space.
- Student Services: Activities not directly related to academic departments, including but not limited to, Student Affairs, Undergraduate Studies, Graduate Studies, Libraries, and Enrollment Management.
- Central Administration: Offices of the Chancellor and Provost.
- Support Services: Operations and Finance units to include Facilities Services, Information Technology, Shared Service Centers, Procurement Services, and Financial Services.
- Storage and Other uses.

Procedures and processes for assigning space are developed by Space Management and include standards for allocating or reallocating space, priorities for space types and usage, and intent of funding spaces. No other individual or organizational unit is authorized to allocate space except through the processes outlined in the Procedures for Assigning Research Space on the KU Lawrence Campus and Research Space Management Procedures document. However, authorized entities may defer decisions regarding assignments within allocated space to individual schools or departments.

The University of Kansas tracks usage of buildings for the Kansas Board of Regents following classifications:

1. Owned by State.
2. Owned by State-managed auxiliary.
3. Owned by the KU Endowment Association or similar.
4. Leased space, not owned nor managed by State.
5. Public-private partnership (P3).

EXCLUSIONS & UNIT RESPONSIBILITIES

Space Management is a resource to units providing plans, space information, *ad hoc* reports, and utilization. Space Management teams with Facilities Planning and Development to provide cost estimates for projects. Furniture related designs and layouts, signage, and moving are not tasks performed by the space manager.

All space requests, including space already assigned to the department, school, or unit, must be submitted through a space request in the Maximo Database system. This ensures space needs are accurately addressed and that our space database is kept up to date.

SERVICE LEVEL PERFORMANCE STANDARDS

The Service Level Priorities for space requests are defined as follows:

Priority 1 - Emergency

Response Time: Immediate

Emergency space requests take priority over all other space requests and require immediate action to address the situation. Emergency space requests address situations where unforeseen damage to a particular space creates an imminent danger to life, health, safety, or security of occupants or equipment.

Priority 2 - Urgent

Response Time: Within 48 Hours

Urgent space requests are unscheduled and reactive. Urgent space requests may include responses to an ADA accommodation and often involve direct correspondence and coordination with the ADA Resource Center for Equity and Accessibility.

Priority 3 - Scheduled

Response Time: Within 7 Days

Space Management will contact the department within 7 days of receiving the space request to start the evaluation process.

Service	Expectation	Frequency
Request for Update (space assignment)	Submit service request through maximo.ku.edu. Space Management reviews changes; works with Facilities Planning and Development to update plans and correct database. Respond/correction depends on need.	Daily
Request for Update (space assignment)	Update occupant/users, room classification and type, and department assigned to space.	Daily
Request for Space	Evaluate space requests align with the strategic plan.	Daily/as needed.
Request for Space	Evaluate validity of space requests.	As needed.
Request for Space	Present data-based solutions to the requesting department leadership.	As needed.

Service	Expectation	Frequency
Request for Space	Present data-based recommendations to Provost Office and other campus leadership as appointed.	As needed.
Request for Space	Support departments in request and in acquiring changes to space.	As needed.
Request for Space	Work with Facilities Planning and Development for estimates of space renovations.	As needed.
Space Reports	Assist departments with <i>ad hoc</i> reports.	As needed.
Space Reports	Work with Kansas Board of Regents	As needed.
Review Space Utilization (Offices, Classrooms, Labs, etc.)	Survey space on campus by touring and investigating utilization of space.	Semester/as needed.
Ensure existing space is planned effectively to meet university's priorities.	Communicate regularly with the Provost's office, deans, directors, chairs, and senior administrative leadership.	Bi-Weekly.

CLASSROOMS

Classrooms should meet the standard utilization for classroom hours and seat occupancy as defined by the Kansas Board of Regents. This evaluation of classrooms and class laboratories are critical for determining the needs of the university for scheduling purposes, to provide better utilization and, to provide a guideline for decommissioning for the purpose of upgrade and renovation of space.

CRITERIA FOR CLASSROOM PERFORMANCE STANDARDS

The Service Level Priorities for space requests are defined as follows:

Targeted Weekly Room Hour Utilization (WRH)

67% minimum.

Calculation: WRH=Sum of the total hours of class instruction weekly/by the available number of hours per week room is available for instruction. This is evaluated per class and aggregated per room based on available 40 hour week.

Targeted Seat/station Occupant Utilization (SSO)

67% seat fill minimum.

Seat station occupancy is the percent of seats occupied in an instructional space when the room is scheduled for instruction. This is evaluated per class and aggregated per room based on a 40-hour week.

Calculation: SSO = seats filled/available seats

Scheduling Window

Day time - 7:00am-12:00pm and 1pm-5pm; M-F. (40 hours per week).

Evening time – 5pm-10pm M-Th. (20 hours per week).

The window of time during each day/evening that instruction can be scheduled. This is used in calculating weekly room hour utilization.

Facility Condition Index (FCI) Rating

A-F rating.

The Facility Index Rating provides a metric of building condition and performance and is considered when evaluating space requests. The FCI is calculated by dividing the current deferred maintenance by the building replacement value.

Rating A: Excellent

Rating B: Good

Rating C: Fair

Rating D: Poor

Rating F: Deficient

Overall Room Quality Index

Metric used to evaluate quality/condition of space.

Space Management, Information Technology and Facilities Planning and Development evaluate overall room quality from walls, windows, doors, window covering, floors, ceiling, lighting, IT-equipment, furniture, writing surfaces and screens.

Service	Service Expectation	Frequenc y
Classroom/class laboratory Updates and Utilization	Confirm classrooms/class laboratories match across university data systems.	Semester
Classroom/class laboratory Updates and Utilization	Work directly with Office of the University Registrar (OUR) to ensure data is synchronized between systems.	Weekly/as needed.
Classroom/class laboratory Updates and Utilization	Work with departments and OUR to ensure classroom needs are met.	Semester/as needed.

Service	Service Expectation	Frequency
Classroom/class laboratory Updates and Utilization	Evaluate and suggest classrooms/class laboratories upgrades, renovations, or removal of rooms to repurpose.	Semester/funding based.
Classroom/class laboratory Updates and Utilization	Evaluate classrooms/class laboratories to ensure they meet the utilization requirements.	Semester

POLICIES & PROCEDURES

- <https://policy.ku.edu/campus-operations/space-management-policy>
- https://policy.ku.edu/sites/policy.ku.edu/files/docs/Research_Space_Management_Procedures.pdf
- https://policy.ku.edu/sites/policy.ku.edu/files/docs/Procedure_for_Assigning_Research_Space_on_the_KU_Lawrence_Campus_.pdf

RATES & SERVICE CHARGES

While space management does not have rates or service fees, there are components of moves, reconfigurations, and renovations that will require service fees. Space Management will work closely with departments, Operations, and Facilities Planning and Development to ensure project goals are stated and align with the University's Strategic Plan.

MEASURING SUCCESS

Space is among the most precious assets at the University. It is a critical component of our in-person instruction as well as many of our research endeavors. Space Management tracks and records services performed daily/weekly/monthly and reports on a biweekly basis to operation leadership. Measurements of success vary on the services performed and include customer service satisfaction, percent completed, project deadline met, qualifying space is recorded accurately through space audits, determine space allocations and suggested allocations meet the priorities of the university.

COMPLAINT RESOLUTION

Concerns should be shared with the Director of Space Management. If resolution is not satisfactory, please contact Operations@ku.edu. It is important to complete surveys tied to work orders within Maximo, our work order system, so we can improve our processes and response times.

RECORD OF AMMENDMENTS

REVISION HISTORY

Revisions to the Operations Service Level Agreement will be made on an as-needed basis, upon approval from the Operations Experience Council. All revisions are detailed below.

Date	Revision Detail	Page #

WEBSITE LOCATIONS

REVISION HISTORY

The following is a record of all locations on the Operations department websites of information within this document.

Date	Revision Detail	Page #