

Wayne State University



Facilities Planning and Management

**A Guide to Services**



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Wayne State University

# Facilities Planning and Management Guide to Services

FP&M has over 365 employees committed to our mission: making our campus safe, attractive, well-maintained, sustainable and functional for our students, faculty, staff, and visitors. As a service organization, we are responsible for the construction, renovation, maintenance and repair of university buildings and facilities as well as grounds maintenance, custodial services, trash collection, recycling and utilities. We strive to provide these services in a manner consistent with Wayne State's standards of excellence.





# Organizational overview

FP&M's primary service units.

## Design and Construction Services (D&CS)

Is responsible for hiring and managing the various architectural and engineering firms that design the university's many building renovations and new construction projects. Once projects are competitively bid and appropriate contracts are executed, D&CS coordinates all construction activities with outsourced contractors.

## Facilities Operations and Maintenance (O&M)

When construction is completed, responsibility for the finished project is transferred to O&M which includes building engineering, custodial, grounds, maintenance trades and pest control services. Their service area is comprised of over 11.5 million square feet of space in 120 buildings on approximately 210 acres.

## Business Services

Provides financial and administrative support to the FP&M departments as well as to the university community. The department's service center is responsible for receiving and processing all building and grounds maintenance requests. Business services manages the stockroom which carries more than 3,000 items for equipment repair and maintenance, and supplies for building operations.

## Utilities and Energy Management

Develops utility budgets and energy procurement, energy conservation initiatives, energy audits, retro-commissioning, green initiatives and reducing our environmental footprint.

## Office of Campus Sustainability

Supports the efforts that students, faculty and staff are making to create an attractive, user-friendly campus that embraces the values of environmental stewardship.

**We are always ready and available to assist you.**

Please feel free to call on us at any time at **313-577-4315** or visit our website at [www.facilities.wayne.edu](http://www.facilities.wayne.edu).

**FP&M's Main Line**  
313-577-4310

**After Hours Emergency**  
(Public Safety)  
313-577-2222

**Construction or Renovation Projects**  
313-577-1974

**FP&M Service Center** (maintenance or emergency – 7 a.m. to 5 p.m., M-F)  
313-577-4315

- Room temperature issues (too hot/too cold)
- Spills
- Pest control
- Moving services

**Customer Invoicing and Billing**  
313-577-4310

**Utilities and Energy Management**  
313-577-4352

**Office of Campus Sustainability**  
313-577-5068

## Service and project requests – What’s the difference?

### Service request

FP&M operates, maintains, repairs or upgrades:

- Heating, ventilation and air conditioning (hot/cold)
- Electrical, plumbing, elevators, carpentry
- Lighting and re-lamping
- Doors, locks and windows
- Keys and cores requests
- Custodial requests
- Pest control requests
- Grounds requests
- Moves and relocations

### Project requests

Project requests initiate space allocation, planning, estimating and construction of capital projects (both customer and administrative funding).

- Laboratory, office, suite and classroom renovations or improvements
- New furnishings, fixtures, equipment or signage
- Accessibility modifications (ADA)
- Space Allocation Requests
- R-FaST Requests – researcher lab preparations for newly hired faculty

## Requesting services

There are two ways to access service:



### MAKE A SERVICE REQUEST



### MAKE A PROJECT REQUEST



### Emergencies

In emergency situations, immediately call the **Service Center** at **(313) 577-4315**.

After hours, call **Public Safety** at **(313) 577-2222**.

Examples of Emergency Situations:

- Downed electrical lines
- Gas leaks
- Broken water pipes
- Overflowing toilets
- Electrical or water outages
- Elevator “stuck” (with someone on board)
- Fire alarms
- Inoperable exterior locks or interior locks on sensitive spaces
- Major equipment breakdown
- Broken windows
- Any condition that may compromise a laboratory experiment or specimen storage

### iService Desk

You can submit work requests in real-time through Wayne State’s internal network. The iService Desk gives customers status updates and invoice data. [workorder.facilities.wayne.edu](http://workorder.facilities.wayne.edu)

## Making a service request

### Maintenance and Repair Service Request

Whenever possible, maintenance service requests should be routed through building coordinators.

There are two ways to SUBMIT a maintenance service request:

1. Make your request online using the iService Desk.
  - Visit [workorder.facilities.wayne.edu](http://workorder.facilities.wayne.edu)
2. Call the Service Center at **313-577-4315**.
  - Monday through Friday from 7 a.m. to 5 p.m.
  - If the Service Center is closed, and the request is an emergency, please call Public Safety at **313-577-2222**. They will alert FP&M’s on-call engineering supervisor of the problem.

### Helpful Hints

When submitting a maintenance service request, have key information ready with your request:

- Building name and room number of the area in need of service.
- Your name, email address, phone number, department and the name and contact information for the person you are making the request for (if different).
- A full description of the work including the urgency, extent and duration of the problem and desired completion date.

### Maintenance Service Request Assignments

1. The iService Desk generates an auto-email with a work request number for checking the status online.
2. The Service Center confirms all critical information, creates a work order and a priority based on the nature of the work before assigning it to the appropriate FP&M unit. An auto-email notifies the requester of the work order number.
3. To check on the status of a work order go to: [workorder.facilities.wayne.edu](http://workorder.facilities.wayne.edu) and search in the left navigation pane by request or work order number.
4. The assigned FP&M service unit will schedule the work with the customer by priority.

## Making a project request

Visit the iService Desk at [workorder.facilities.wayne.edu](http://workorder.facilities.wayne.edu) to submit a project request.

### Helpful Hints

When submitting a project request, there are several items customers can provide us with to help us deliver more efficient, effective service, including:

- Building name and room number.
- Customers name, email address, phone number, department and the name and contact information of the person you are making the request for (if different).
- Customers should describe in detail the type of work they would like completed and the desired time frame for completion.

## Building coordinators

Building coordinators, assigned to major facilities, know FP&M’s service guidelines and procedures to help speed processing and eliminate duplication of service request.

**Rely on your Building Coordinator!** Please coordinate requests with this person whenever possible.

A list of building coordinators is available at [wayne.edu/accessibility/contact.php](http://wayne.edu/accessibility/contact.php)



## Prioritizing work orders

FP&M has established four priority levels in order to standardize the processing of work requests and completion of targets.

### EMERGENCY

Any imminent threat to life, property, campus security or the environment. Maintenance personnel are dispatched **immediately** to address the situation.

### HIGH

Any urgent issue, which must be completed in a timely fashion to avoid an emergency or disruption of university services, but does not threaten life, property, campus security, or the environment. Maintenance personnel are dispatched with the goal of completing the work order within **72 hours**. This includes accessibility issues (ADA) and energy/utility inefficiencies.

### MEDIUM

Any regular maintenance or service that improves facilities, systems, equipment or components. Maintenance personnel are dispatched with the goal of completing the work order within **14 days**.

### LOW

Any routine maintenance or service that sustains facilities, systems, equipment or components. Requests are prioritized and handled on a first-come, first-served basis and maintenance personnel are dispatched within **30 days**.

## Other campus services

Below is a list of services that customers commonly assume are addressed by FP&M, but are actually performed by other units and departments on campus.

Service	Provider	Contact
Telephones (services, devices and lines) Data networking (including cables and jacks) Intercom systems Cable televisions (including jacks) Digital signage and Wi-Fi	<b>C&amp;IT</b>	<b>313-577-4778</b>
Classroom technology	<b>Media Services</b>	<b>313-577-1154</b>
Special Events (All requests originate with the Special Events Office, which arranges FP&M support)	<b>Office of Special Events</b>	<b>313-577-1154</b>
Parking structures and lots (cleaning and maintenance)	<b>Parking and Transportation Services</b>	<b>313-576-PARK</b>
Building access (cards and readers)	<b>Public Safety OneCard Office</b>	<b>313-577-2224 313-577-CARD</b>
Emergency "Blue Light" phones	<b>Public Safety</b>	<b>313-577-2222</b>



## Cost allocation

FP&M provides both billable and non-billable services.

	APPM Definition (Administrative Policies and Procedures Manual)	Cost Responsibility	
		FP&M	Customer
<b>Maintenance Work</b>	Repairs or replacements to the basic structure or operating systems of a building to prevent deterioration or restore proper functioning.	<b>100%</b>	<b>0%</b>
<b>Reimbursable Work</b>	Non-maintenance services and D&CS requested by the department and performed by FP&M or outsourced contractors.	<b>0%</b>	<b>100%</b>
<b>Special Equipment Maintenance</b>	<p>FP&amp;M administers partial funding of eighty percent for the maintenance costs for special research equipment. The school/college/institute provides the remaining twenty percent for the following items:</p> <ul style="list-style-type: none"> <li>• Cold rooms and environmental chambers.</li> <li>• Radioactive and bio-hazard hoods.</li> <li>• Filter management, including hoods, HEPA filters and absolute filters (any high efficiency filter over 90% efficient).</li> <li>• Centralized distilled, de-ionized and reverse osmosis water systems.</li> </ul>	<b>80%</b>	<b>20%</b>

## Customer payments

There are three methods that customers may use for billable services. A business services representative or design and construction services project manager can assist in deciding which is most appropriate.

### Payment Option 1: Establishing a Plant Fund Account (PFA)

A PFA is established to account for all transactions associated with major construction or renovation projects. This is the only method available for funding and accounting for projects that will cost more than \$25,000 to complete.

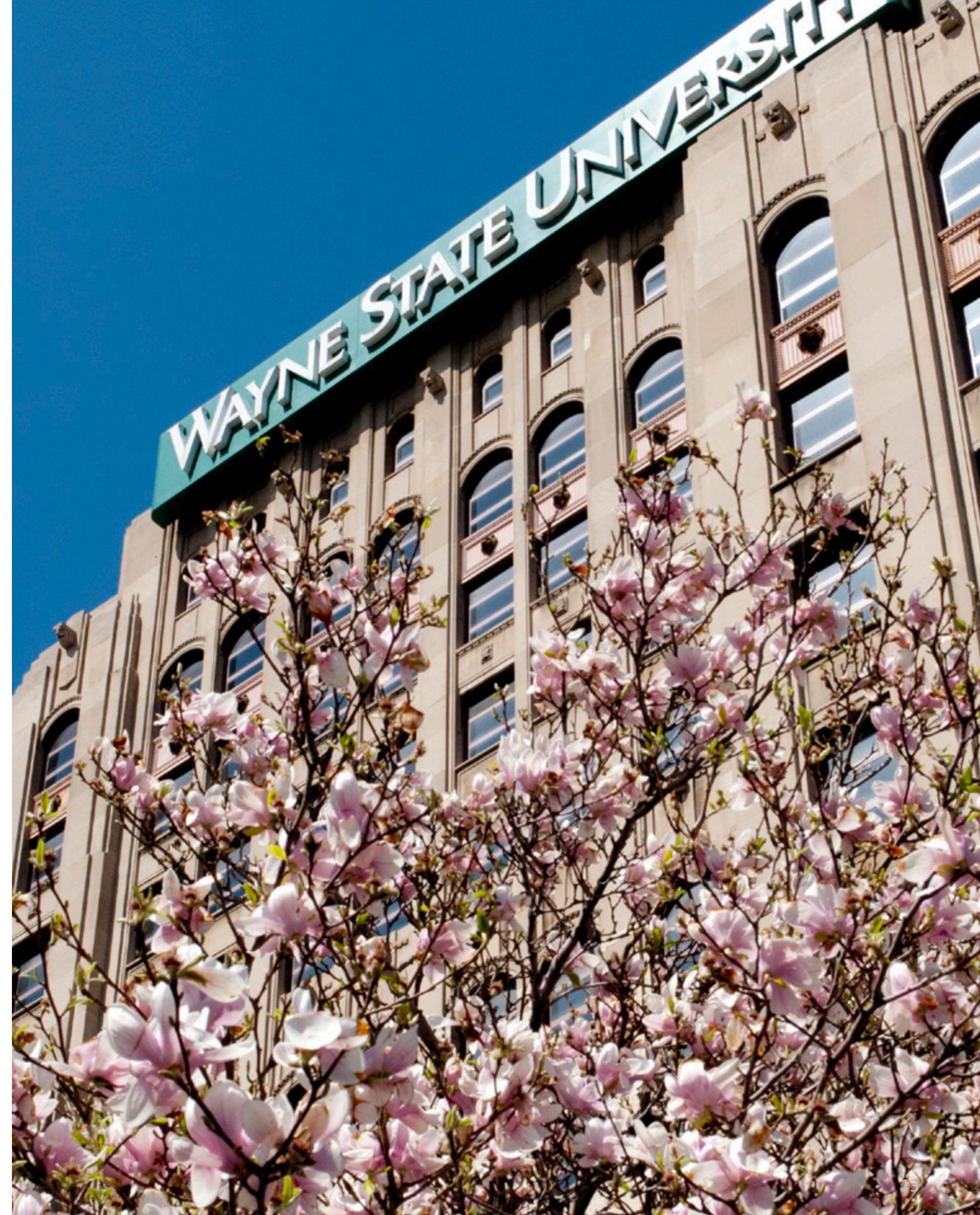
### Payment Option 2: Submitting an IRB (Internal Requisition) Form

An IRB can only be used with projects that are estimated to cost less than \$25,000 to complete.

### Payment Option 3: Providing payment using a direct charge

Also known as a “just do it,” this method authorizes FP&M to charge costs as work progresses from the account provided by the customer’s department.

Customers should provide FP&M with an index number to charge directly.

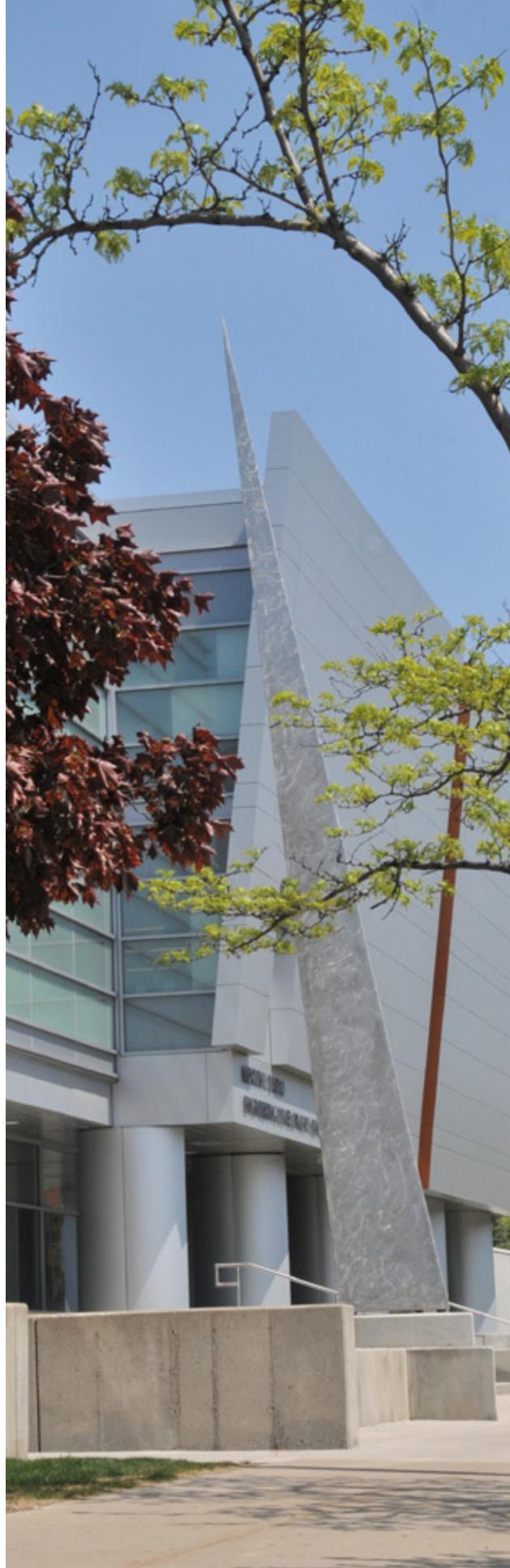


# Design and Construction Services

Design and Construction Services (D&CS) offers design pre-planning and scope development services as well as project estimating. We manage the selection of design professionals, coordinate and manage the design process, and provide leadership during the implementation of construction through occupancy; acting as the owner's representative in all aspects of the design and construction process.

## Project roles

Points of customer involvement in the implementation of construction projects.



## Research related space (R-FaST)

The Research Faculty Set-up Team's (R-FaST) primary objective is to ensure that research space is ready for new faculty members prior to their arrival on campus.

Customers wishing to get more information about the R-FaST program should call 313-577-1974.

## Space management

FP&M oversees all aspects of space management (other than room scheduling) on WSU's campus.

Customers should submit their request through the iService Desk using the project request form. Customers should include the following information in the "Project Description" portion of their request:

- What type of space is needed (i.e. wet lab space, conference room, office, etc.).
- What the requested space will be used for.
- When the requested space is needed.

**The following considerations should be taken into account before a customer makes an appeal to FP&M for additional space:**

- All space constructed or acquired by the university belongs to the university and not to the respective schools, colleges, divisions or programs even though such space may have been constructed or acquired specifically for those schools, colleges, divisions or programs.
- All requests should be discussed with the customer's dean, department chair or department head before initiating the process.
- FP&M does not provide departments with funding related to transitions out of and into new space (i.e. modifications to space, moving services, etc.); these costs must be absorbed by the requesting departments, and could include the costs associated with forcing another unit to vacate their space for the requesting unit's needs.
- Department and unit allocations should be as contiguous as possible, unless interdisciplinary programs or other collaborative relationships dictate otherwise.
- Space requests should be compatible with the campus master plan and the university's academic, research and outreach mission.
- New space will only be assigned to units that have demonstrated effective utilization of their existing space.
- Applicants must be able to demonstrate a convincing programmatic need.

# Building maintenance

This department handles the maintenance and repair of WSU's facilities and their related systems and components. Engineers and skilled trades staff are responsible for the bulk of maintenance related services on campus.

## The role of engineers and skilled trades compared

While the two job categories seem similar in scope, the engineering and trades staff have very different responsibilities on campus.

### Engineers

The primary function of WSU's engineering staff is to operate and maintain heating, ventilation, air conditioning, mechanical equipment and the utilities that serve building systems such as water, steam, natural gas and electricity.

### Skilled trades

WSU's skilled trades staff are trained and experienced in a particular trade or craft (i.e. electrical, plumbing, painting, etc.) and their work is usually confined to only the issue(s) they are trained in. The following trades are represented at WSU:

- Plumbers
- Electricians
- Carpenters
- Pipefitters
- Painters
- Locksmiths
- Plasterers
- Handymen

## Maintenance categories

Maintenance work generally applies to one of the three following categories:

### Routine maintenance

All routine maintenance requests should be placed on-line via the iService Desk or by calling the Service Center at **313-577-4315**. Requests are prioritized with the exception of emergencies, which FP&M will address immediately (see page 9, Prioritizing work orders). If it is determined that the repair may disrupt building occupants or visitors, FP&M will try to coordinate schedules with the customer to minimize any inconvenience.

### Preventative Maintenance

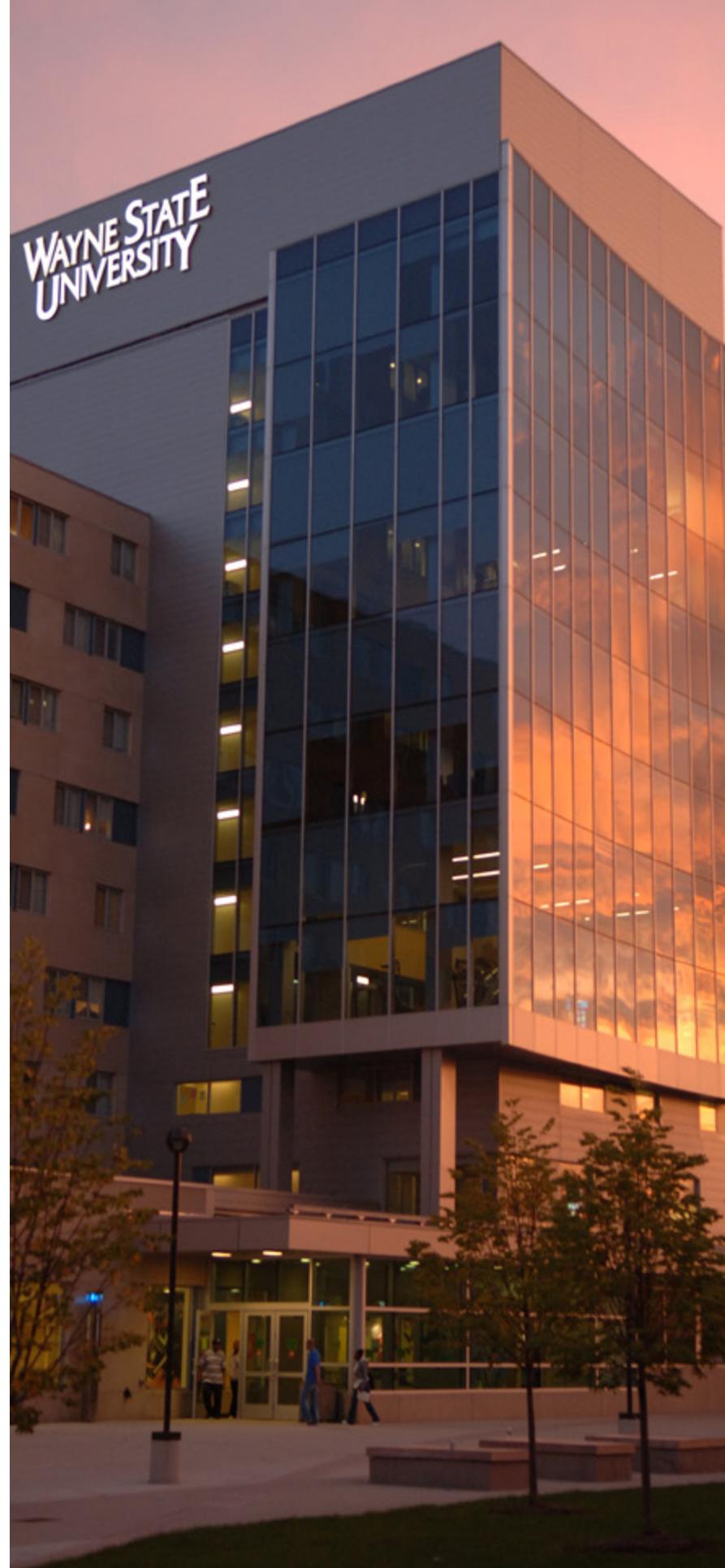
To reduce frequency of equipment breakdown, FP&M conducts ongoing inspections of and maintenance services on fixed equipment located across campus.

### Reimbursable work

FP&M considers any customer-initiated request that falls outside the scope of routine maintenance to be a billable service. We are required to charge the requesting department for any costs associated with reimbursable work. Common examples include:

- Hanging pictures
- Repairing furniture (departmental)
- Relocating electrical outlets
- Moves and relocations
- Installing and/or repairing specialized research equipment (autoclaves, freezers, etc.)
- Re-keying services
- Supporting special events

Customers are encouraged to use the electronic submission process provided through the iService Desk to initiate reimbursable requests.



# Custodial services

The custodial services department provides all custodial cleaning and maintenance services, with the exception of housing and parking facilities.

## Department responsibilities

- Janitorial services
- Pest control services
- Relamping (changing out lightbulbs)
- Snow removal
- Trash and recycling

## Special requests

Custodial services can provide special services more frequently but customers may be responsible for costs related to labor and supplies. Requests can be made through the iService Desk.

Custodial services can also provide off-hour services to support special events (i.e. conferences, receptions, etc.) and the like. These services need to be pre-arranged by submitting an on-line work order request or by calling the Service Center at **313-577-4315**. Such requests require overtime work for custodial staff and will be billed at the relative charge rate.

# Grounds maintenance

The grounds maintenance department is responsible for maintaining WSU's outdoor space and strives to create an appealing, safe and enjoyable learning environment. The department cares for over 200 acres of turf, tress, waterscape, plantings and hardscape.

## Department Responsibilities

- Grounds maintenance
- Horticulture
- Waterscape
- Tree services
- Trash removal and litter
- Snow and ice removal
- Athletic field maintenance
- Moving and relocation services

## iService Desk

You can submit work requests in real-time through Wayne State's internal network. The iService Desk gives customers status updates and invoice data.  
[workorder.facilities.wayne.edu](http://workorder.facilities.wayne.edu)



# Sustainability

Wayne State University is committed to creating a sustainable campus environment. The Office of Campus Sustainability was established to support the efforts that students, faculty and staff are making to create an attractive, user-friendly campus that embraces the values of environmental stewardship.

## What can be recycled on campus?

Recycling saves natural resources, energy and money, and creates less air and water pollution. FP&M is committed to providing for a robust recycling program on campus and increasing faculty, staff and student access to receptacles inside and outside facilities.

Most things you use every day on campus can be recycled. Look for recycling bins around campus. For a list of items visit [livinggreen.wayne.edu](http://livinggreen.wayne.edu).

Hazardous products should never be poured down drains or outside in soil. Containers associated with these items should not be thrown into regular trash or recycling receptacles. Individuals should call the Office of Environmental Health and Safety (OEHS) at 313-577-1200 to determine the most appropriate method for disposing these items.

## Energy and water

FP&M is actively engaged in reducing the consumption of energy and water on campus. The efforts being made in this area are currently centered on the following initiatives:

- Establishing temperature set-backs and developing a strong temperature policy.
- Promoting the “closure” of the campus to non-essential operations during holiday and extended breaks.
- Replacing fluorescent light bulbs with high-efficiency ballasts and bulbs in several buildings across campus.
- Implementing an energy savings performance contract to upgrade inefficient equipment and systems.
- Developing a vigorous behavioral campaign aimed at changing the consumption mindset of WSU’s students, faculty and staff.

FP&M has created an Energy Curtailment Committee, comprised of operations personnel who are responsible for reviewing and implementing several of these initiatives around campus and developing new and bold ideas for further reducing consumption.

## Other initiatives

FP&M oversees the work of the Office of Sustainability and partners with other departments and organizations on campus to provide the variety of services that are making our campus more cost efficient and environmentally sensitive.

### Ride sharing

For more information about signing up for a ride sharing program, individuals should contact the Parking and Transportation Services Department at [313-576-PARK](tel:313-576-PARK) or visit [transportation.wayne.edu/ridesharing.php](http://transportation.wayne.edu/ridesharing.php).

### Zipcar

Wayne State University and Zipcar, Inc., the world's leading car-sharing network, offers a car-sharing program on campus. The cost-effective and convenient transportation option is available 24-hours a day, seven days a week to students, faculty members and staff members who are 18 and older. The program aims to reduce parking demand by offering convenient, cost-effective and environmentally friendly alternatives to owning a car.

For more information, including how to sign up for the program and current rates, visit [zipcar.com/wayne](http://zipcar.com/wayne) or call WSU's Parking and Transportation Services Department [313-576-PARK](tel:313-576-PARK).

### CATMap

The Campus Alternative Transportation Map (CATMap) illustrates the myriad of alternative transportation options available to the WSU community and the routes or locations associated with them. To view the interactive CATMap visit [catmap.wayne.edu](http://catmap.wayne.edu).



*FP&M strives to provide the university community with a safe, comfortable, and well maintained facilities. To keep up with our growing university, FP&M continually constructs and renovates with the latest technologies that provide essential learning environments. FP&M will continue to create and maintain facilities for the university community with an emphasis on customer service. We certainly look forward to providing you with effective services and, as always, welcome your feedback regarding our performance by participating in our customer satisfaction surveys.*

### FP&M's main line

313-577-4310

**FP&M Service Center** (maintenance or emergency – 7 a.m. to 5 p.m., M-F)

313-577-4315

- Room temperature issues (too hot/ too cold)
- Spills
- Pest control
- Moving services

### After hours emergency

(Public Safety)

313-577-2222

### Customer invoicing and billing

313-577-4310

### Construction or renovation projects

313-577-1974

### Office of Sustainability

313-577-5068

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# Wayne State in 30 seconds

Wayne State combines the academic excellence of a premier research university with constructive, hands-on experience in an urban environment that is a microcosm of the real world. Excellence and experience prepare WSU graduates to excel immediately.

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**Wayne State University Board of Governors**

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