

FM Division Agreement

Review and Approval Cover Sheet

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History of Revisions

Document Number	Effective Date	Action	Description
FM AGMT-101, R0		New document	Establishes Customer Service Agreement between Facilities Management Division and Parking & Transportation Division

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Customer Service Agreement – Parking & Transportation Division

1.0 Introduction

1.1 Purpose	This Customer Service Agreement (CSA) communicates a mutual understanding of the type and frequency of Facilities Management (FM) services provided to the Parking & Transportation (P&T) Division. Included in this understanding are the roles and responsibilities for both parties as well as established financial arrangements. Signatures of the Division Directors are considered an acceptance of this agreement, and a commitment to perform the activities within the scope of this document. Any changes to this agreement are approved in a revision to this document before those changes occur.
1.2 Scope	This agreement pertains to the facilities/equipment occupied, operated, and/or managed by the P&T Division. Office furnishings, vehicles, and programmatic equipment are not part of this agreement. The in-scope facility and equipment list is included as Attachment A.
1.3 Discussion	Basic FM services are provided to ensure facility/equipment availability for official use and to preserve the condition of state owned assets. Basic services are provided primarily through support of the general fund. Additional FM services can be provided on a “Fee-for-Service” basis to support programmatic activities. This agreement will detail basic services and list available “Fee-for-Service” activities. Services will be dependent on level of funding within the FM budget.
1.4 General Responsibilities	The FM Division is responsible for providing basic facility/equipment maintenance. As stewards for state-owned facility assets, the FM Division must execute or approve all facility maintenance activities or modification projects.

1.5 Definitions	<u>Terms</u>	<u>Definitions (from IFMA)</u>
	<ul style="list-style-type: none"> • Audit • Building Maintenance • Corrective Maintenance • Deferred Maintenance • Facility • Installed Equipment • Preventive Maintenance • Programmatic Equipment • User/Customer 	<ul style="list-style-type: none"> • A thorough inspection of the base building, interior development and infrastructure; also used as a tool to provide senior management with the cost of capital renewal programs on which to base strategic facility planning. • The preventive and remedial upkeep of building components (HVAC, electrical, plumbing, elevators, carpentry and painting), excluding janitorial and grounds maintenance. • Maintenance activities performed because of equipment or system failure. Activities are directed toward the restoration of an item to a specified level of performance. • A formal or informal listing of unaccomplished maintenance tasks. Such situations arise because of shortages of funds, personnel, or specific management practices. • Something that is built, installed or established to serve a purpose. • Equipment affixed to the owner’s buildings that is maintained by the facility manager, not the functional operator or line manager. • Planned actions undertaken to retain an item at a specified level of performance by providing repetitive scheduled tasks which prolong system operation and useful life; i.e., inspection, cleaning, lubrication and part replacement. • Equipment that is maintained by the functional operator or line manager and not by the facility manager • The generic definition of the occupant of a space. This may be a tenant, a company or a department. A given space may have more than one user for each tier of definition.

2.0 Role & Responsibilities

2.1 FM Division	<p>Role: The Facilities Management (FM) Division main objectives are to ensure Auraria Campus facilities can support the higher-education mission, maintain State facilities, and develop and implement programs to improve the usefulness of our campus. FM Division management accomplishes their mission by performing the following responsibilities with either in-house or contract resources.</p> <p>Responsibilities:</p> <ul style="list-style-type: none">• Operates, maintains, repairs, constructs, and demolishes campus real property and real property installed equipment (RPIE) to accomplish the mission in the most timely and economical manner, considering both the total life cycle costs and the impact of facilities on the quality of education.• Provides trained personnel and technical expertise to support campus operations.• Maintains capability to respond to and eliminate any emergency condition 24 hours a day.• Conducts all activities in compliance with applicable environmental, fire, and safety laws, codes, and directives.• Provides reliable, cost-effective utilities to meet academic requirements, satisfy institutional needs, and maintain quality of campus life.• Provides support services (e.g., pest control, grounds maintenance, snow removal).• Establishes quality standards and feedback mechanisms to assess performance in meeting mission requirements and customers' needs.• Develops and annually updates future plans for major work requirements (roofing, pavements, protective coating).• Provides customers with costs of work or services performed on their facilities.• Maintains a time and material accounting system to collect and report the cost of doing business.• Provides an effective facility management program.
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2.2 P&T Division	<p><u>Role:</u> The Parking and Transportation (P&T) Division’s role is to administer the revenue-generating parking program on the Auraria Campus. As a revenue-generating Division, the P&T Division is not supported by the Facilities Management Division in the same way as other support Divisions or Institutions on campus. This Customer Support Agreement (CSA) will identify self-supporting activities performed by the P&T Division that would typically be performed by the FM Division elsewhere.</p> <p><u>Responsibilities:</u></p> <ul style="list-style-type: none">• Operates all parking garages/lots.• Performs weekend trash pick-up in parking garages.• Maintains all traffic control arms (except in front of Tivoli and on Larimer in front of North Classroom).• Hires contractor to perform power washing in garages.• Cleans stairwells.• Removes trash from and cleans parking huts.
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3.0 FM Services

3.1 Maintenance	<p>Basic Services:</p> <ul style="list-style-type: none">• Perform all building maintenance. This includes:<ul style="list-style-type: none">○ All Preventive Maintenance.○ All Corrective Maintenance < \$2,500 per project.○ Building structural repairs necessary due to fair wear & tear.○ Painting as follows:<ul style="list-style-type: none">▪ Corridors and common areas every three years.▪ Building exteriors every seven years or as needed.• Ensure reliable power to parking equipment in lots.• Parking hut electrical and mechanical system maintenance. <p>Fee-for Service:</p> <ul style="list-style-type: none">• Garage wash-down system maintenance.• Vehicle maintenance.• Manage security system maintenance contract.• Office painting.• Carpet replacement in offices.• Corrective maintenance > \$2,500 per project.• Traffic control arm maintenance.• Chain repair/replacement.• Bollard repair/replacement.• Parking hut structural maintenance.
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<p>3.2 Grounds</p>	<p>Basic Services:</p> <ul style="list-style-type: none"> • Empty trash containers in parking lots M – F. • Pick up trash in parking lots M – F. • Maintain planting beds and irrigation systems in parking lots. • Maintain landscape and irrigation systems around buildings/lots. • Sweep parking lots/garages on a bi-weekly basis. • Snow and ice control for building entrances. • Snow and ice control for parking lots/garages. <p>Fee-for Service:</p> <ul style="list-style-type: none"> • Maintain water retention ponds. • Event support outside normal M – F schedule. • Contract snow removal for parking lots/garages. • Additional Parking lot/garage sweeping.
<p>3.3 Custodial</p>	<p>Basic Services:</p> <ul style="list-style-type: none"> • Clean and restock restrooms and locker rooms M – F. • Empty office trash containers three times per week • Vacuum office areas weekly • Light dusting monthly • Clean elevators three times per week • Empty recycle bins as needed • Strip and wax floors quarterly • Clean stairwells quarterly • Steam-clean carpets in common areas annually <p>Fee-for Service:</p> <ul style="list-style-type: none"> • Steam clean carpets in program areas (offices, suites, waiting areas, etc.) • Window washing

3.4 Project Management	<p>Basic Services:</p> <ul style="list-style-type: none"> • Perform audit every three years. • Maintain list of deferred maintenance requirements. <p>Fee-for Service:</p> <ul style="list-style-type: none"> • Manage annual structural assessment for PTC and TAPS. <ul style="list-style-type: none"> ○ Manage resultant work to completion. • Parking lot/garage pavement evaluation and maintenance. • Restripe lots/garages on an annual basis. • Signage. • Rebuild water retention ponds and underground detention piping when required. • Building and/or parking lot/garage modifications.
3.5 EH&S	<p>Fee-for Service:</p> <ul style="list-style-type: none"> • Water quality testing for water retention ponds and underground detention piping. • Chemicals, electronics, paints, and other products for recycling or disposal. • Cleanup of hazardous material spills (e.g. gas, oils, and coolants).

4.0 Dispute Resolution

4.1 Division Level	<p>Disagreements shall be resolved at the lowest possible level. Division Directors will ensure wide dissemination of this agreement to ensure our employees are clear on how the FM Division supports the P&T Division operations.</p> <p>Disputes not able to be resolved at the Shop Supervisor or Department Manager level shall be forwarded to the Division Directors for resolution.</p>
4.2 Agency Level	<p>In the unlikely event the Division Directors are not able to resolve a dispute, the issue shall be raised to the Auraria Executive Vice President for Administration for resolution.</p>

5.0 Financial Arrangements

5.1 Vehicle Support	<p>The P&T Division shall provide a replacement street sweeper on an as-needed basis. This replacement is typically required every seven to ten years. The last sweeper was purchased in 2000.</p> <ul style="list-style-type: none">• Costs to rebuild the sweeper extending its useful life shall be shared on a 50/50 basis. The last rebuild took place spring 2006.
5.2 Snow Removal Support	<p>The P&T Division shall pay for contract snow removal services on an as-needed basis. The FM Division will perform snow and ice control services unless snowfall exceeds their ability to remove it in a timely manner. In this case, FM Division will mobilize the snow-removal contractor to keep the parking lots/garages clear of snow.</p>

Attachment A –Facilities and Equipment

Facilities:

- Parking & Transportation Center (PTC) – Ineligible for Controlled Maintenance (CM) Funding
 - HVAC system
 - Mechanical systems
 - Fire Alarm system and communications panel
 - Fire Suppression system
 - Fire extinguishers
 - Electrical distribution system
 - Emergency generator
 - Lighting system
 - Elevators (2)
 - Building hardware
 - Structure
- Tivoli Auraria Parking Structure (TAPS) - Ineligible for CM Funding
 - HVAC system
 - Mechanical systems
 - Fire Alarm system and communication panel.
 - Fire Suppression system
 - Fire extinguishers
 - Electrical distribution system
 - Lighting system
 - Elevators (4)
 - Building hardware
 - Structure

Parking Lots:

- Tivoli, A, B, C, D, E, F, G, H, I, K, L, M, N, Q, R, and W – Ineligible for CM Funding
 - Electrical distribution system to parking equipment
 - Lighting system
 - Hardscape maintenance (steps, hand rails, sidewalks, etc.)

Parking Huts:

- P&T Division is responsible for maintaining the structure.
- FM Division is responsible for maintaining the electrical and mechanical systems

Traffic Control Arms:

- P&T Division is responsible for maintaining all traffic control arms except:
 - Larimer in front of NC – this arm is maintained by RTD
 - Tivoli on 9th street – this set of arms is maintained by Student Auxiliary Services

Parking Storage Cargo/s and Fencing:

- P&T Division is responsible for purchasing and maintaining.

Vehicles and Carts:

- P&T Division is responsible for purchasing and maintaining.