

# **GROUNDS SERVICE LEVEL AGREEMENT FOR SUNY GENESEO**

## **1) Mission Statement**

The Facilities Services Grounds Department provides quality services that support the needs of the campus community and result in a safe and pleasant environment achieving a balance between ease of maintenance and improved aesthetic character. Grounds will maintain Campus grounds in accordance with APPA level 2 standards.

## **2) Services Provided**

### **A) Repair Services and Response Time:**

The following are the services and target response times for Grounds servicing the SUNY Geneseo campus. Response time is the target maximum time required to assess and secure trouble sites.

Items below are listed in order of their critical nature and response targets.

#### **i) Emergency Service (Level 1):**

An event that creates a major safety hazard, interrupts building operations, or reduces or disrupts Campus activities. Depending upon the severity of the situation, emergencies are responded to no more than **60 minutes** after notification.

Examples are:

- Emergency (after hours) snow removal
- Emergency utility digs
- Clogged storm sewers

#### **ii) Urgent Service (Level 2):**

Any work that is disruptive but does not present an immediate threat to health or safety is responded to within **24** hours.

Examples are:

- Snow removal operations during normal working hours
- Landscape and hardscape safety hazards (pruning & pavement repairs)
- Road signage repairs
- Repairs to grounds mechanical equipment

#### **iii) Necessary Service (Level 3):**

Work that does not qualify as an emergency or urgent service but will be responded to within 5 days and will be given a projected completion date. Repairs will be accomplished as soon as possible but within 30 days. Asbestos testing and material considerations could adversely impact the targeted completion date.

Examples are:

- Installation or removal of site amenities
- Installation or removal of campus or department signs
- Repair of non-hazardous landscape and hardscape conditions

### **B) Operational Service:**

Efforts associated with the normal day-to-day operation of campus infrastructure (see Appendix A for detail). This work includes:

- Mowing
- Trimming
- Irrigation
- Pruning

- Weeding

**C) Preventative Maintenance:**

Routine checks and scheduled maintenance on grounds equipment, campus storm system and other campus landscape assets, designed to prevent premature failure and maximize their useful life. The estimated annual labor required for this program is \_\_\_\_\_ hours. Appendix **B** identifies the Grounds PM program for SUNY Geneseo.

**D) Departmental Services (Discretionary):**

Alterations of campus landscape or hardscape from its original configuration, condition or location will be referred to the Facility Planning, Construction and Alterations for execution. Departmental service requests must be submitted 5 working days prior to the service event. Such services will be rendered on a time-and-materials basis and paid for through departmental funds.

Typical Departmental Services include:

- Construction support
- Support for conferences and outside user events under a revocable permit requiring 30 minutes or more of Grounds labor
- Special events<sup>1</sup> support and the clean up of affected grounds after special and sporting events requiring more than 30 minutes of total labor. See Appendix **F** for Campus Special Events Policy.
- Assembly or relocation of departmental equipment requiring more than 30 minutes of labor. See Appendix **H** for the definition of departmental equipment.
- Small grounds alterations
- Athletic field marking

**3) Customer Responsibility**

- Area must be accessible for service to be rendered
- Notice for discretionary work must be provided in accordance with policies
- Customer will utilise the on-line work order system for routine services request. Emergency service requests must be called into the Work Control Center during normal working hours (see Appendix **D**) or to the University Police after hours. Facility Services will provide adequate user training of the on-line work order to its Academic and Residential customers

**4) Grounds Responsibility**

- Customer Care Program (see appendix **G** for detail)
- Achieve the service response times as outlined in this service level agreement
- Notify requester of projected completion dates
- Inform the customer of any changes in the status of work-orders

**5) Services not provided**

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<sup>1</sup> Commencement, Convocations, Orientation, Homecoming, Family Weekend, Sporting Events, College sponsored conferences, and other departmental and student organization registered events and meetings. See appendix **F** for Campus Special Events Policy

- Repair and maintenance of personal or vendor property
- Assembly, moving or installation of personal property
- Removal of building refuse
- Repair of departmental equipment (see appendix **H**)
- Finding lost personal property
- Repair and maintenance of warranty items

**6) Variations**

- Roemer Arboretum and designated natural areas are maintained at a lesser frequency than all other campus landscapes.
- Sports & Recreation landscape task & frequencies vary (see Appendix **C**)
- President's residence landscape is maintained in accordance with Appendix **A**. However frequencies may increase depending on scheduled on-site events

**7) Limitations**

Facilities Services are limited to College facilities and property. Facilities Services labor; materials, and equipment may not be used for personal benefit or loaned to contractors or students.



## Grounds Services

## Recommended APPA Level 2 Frequencies

Activity	Sub Activity	# Of units on Campus	Unit description	Minutes to complete per unit	Total hours to complete per task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Turf Management	Mowing	85	Acre	60	85				2	4	4	3	3	4	4	2	1	
	Line Trimming	26	MLF	20	9				2	4	4	2	2	3	4	2	1	
	Edging	118	MLF	20	39				1	2	2	1	1	2	2	1		
	Fertilizer Application	85	Acre	9.17	13			1		1		1		1				
	Chemical Application	85	Acre	9.24	13			1		1		1		1				
	Non Selective Application	30	MFT2	5	3				1	1	1	1	1	1	1	1		
	Aerating	30	Acre	12	6					1		1				1	1	
	Irrigation	30	Acre	50	25					1	4	4	4	4	4	2		
	Over seeding	30	Acre	1.44	1				1						1			
	Fall Leaf Cleanup	50	Acre	120	100										2	2	2	
	Spring Leaf Cleanup	50	Acre	120	100			2	2									
Shrubs and Trees	Pruning	218	MFT2	4.2	15					1	1		1	1	1			
	Mulching	218	MFT2	30	109			1							1			
	Bed Renovation	218	MFT2	30	109			1					1					
	Spraying	218	MFT2	1.7	6				1	1	1	1	1	1	1	1		
Flowers and Bulbs	Soil Prep	87	MFT2	30	44				1						1			
	Planting	87	MFT2	18	26				1	1					1			
	Watering	218	MFT2	20	73					4	4	4	4	3				

Activity	Sub Activity	# Of units on Campus	Unit description	Minutes to complete per unit	Total hours to complete per task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Fall Clean-up	218	MFT2	12	44									1	2	1	
Athletic Field Mgt.	Aerating	20	Acre	120	40					1	1	1	1	1		1	
	Mowing	20	Acre	120	40				2	4	5	5	5	5	4	2	1
	Over seeding	20	Acre	120	40					1	1	1	1	1			
	Top Dressing	20	Acre	240	80				1		1					1	
	Irrigation	20	Acre	20	7					4	4	4	4	4	2		
	Field Marking	20	Acre	150	50				4	4				4	4	4	
Litter Mgt.	Litter Pick-up	80	Acre	6	8	20	20	20	20	20	20	20	20	20	20	20	20
Hard Surface Areas	Sweeping Lots & Roads	34	Acre	35	20	2	2	2	2	1	1	1	1	1	1	1	2
	Patching Potholes	34	Acre	120	68					1	1	1	1				
	Weed/crack control	34	Acre	120	68				1	1	1	1	1	1	1		
Other Services	PM Grounds & Landscape	50	WO	35	29			1			1			1			1
	PM Grounds Equipment	40	WO	60	40	1		1			1			1			1
	Utility Support Services	20	WO	60	20	1	1	2	2	2	2	2	2	2	2	1	1
Snow Removal (see Appendix D for policy)	Snow Removal Event	1	PASS	5040	84	8	8	8								1	2

**Grounds Services – Roemer Arboretum**

**APPENDIX A**

Activity	Sub Activity	# Of units on Campus	Unit description	Minutes to complete per unit	Total hours to complete per task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Turf Management	Mowing	20	Acre	120	2.0	0	0	0	1	3	2	2	2	2	2	1	0
Litter Mgt.	Litter Pick-up	20	Acre	60	1.0	2	2	2	4	4	4	4	4	4	4	2	2

**Preventative Maintenance Program**

The PM program for Grounds will be included in this document after all PM data has been entered into the Computerized Maintenance Management System.

- Signage maintenance & repair (storm, vehicle and vandalism damage). New installations required by code or other regulation
- Site amenity program: Specification, inspection, maintenance & repair of smoker stations, exterior trash receptacles, picnic tables, benches, playground equipment, bleachers, fences and gates
- Paved surface maintenance & repair: Sweeping, patching, crack sealing, surface sealing, curb realignment, and pavement marking (parking, cross walks, roads and retaining walls)
- Storm Sewer Manholes
- Irrigation Systems



**Variations**

**Sports & Recreation:**

Athletic Field Maintenance

- Mowing frequency and height determined by specific sporting requirements
- Fields are mowed prior to scheduled games
- Athletic hardscape (courts, tracks etc.) is not maintained by Grounds
- Cross country trail is maintained as follows:
  - Rake when surface is uneven
  - Prune back to maintain 8 foot clearance
  - Stone added after washouts or other damage

**Work Control Center hours of Operation**

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When class is in session: 7:00 AM – 4:40 PM

Between Graduation and the last week of August: 7:00 AM – 3:30 PM

**Definitions & Policies**

**Snow Removal Policy:**

**Early Shift Crew – 3:30 AM**

- Check - in with Heating Plant @ 4 AM to verify coverage
- Check Campus status - main roads & walks
- Complete Equipment Status checklists - review with Asst. Mechanic as necessary
- Refuel Grounds snow blowers
- Replenish Ice-melting product in transports
- Check shovels, brooms, etc. in transports
- Consult with Garage Asst. Mech. and determine the need for additional snow removal call-ins
- Notify Grounds Manager of need for additional call-ins when necessary
- Contact Student Snow Patrol Group Leaders by 5:30 AM as conditions warrant
- Warm-up equipment as necessary prior to arrival of call-in crew or day shift:
- JD Loader - 30 min.
- Diesel equipment - 15 min.
- G44 & G45 - 15 min. (with hydraulic pump **on** to circulate fluid)

**The following list of areas is to be cleared in order of priority:**

Maintain open access of the following areas (24Hrs):

- University Drive
- South Campus Loop
- College Drive
- Heating Plant Loop
- Letchworth Road
- Lauderdale Health Center (including access road and G-lot)

Open access to the following areas by 6 AM:

- Holcomb Center Bus Loop & main walk
- Dining Hall loading docks: Letchworth, Blake Hub, Red Jacket

Open access to the following areas prior to 7 AM:

- Lots D (University Drive)
- K (Clark Service area)
- V/J (South Campus)
- DOTY lots and steps

Open access to the following areas by 7 AM:

- Lots A (Greene)

- B (College Dr.)
- C & G (Health Center)
- L (Bailey & Brodie)

Open access to Primary Walkways by 7 AM:

- Upper Quad access (to Erwin & Library) from Lots A, B, L, and Bank St.
- University Drive and College Drive walks
- Tundra walk from South Campus thru Saratoga Terrace
- Sturges Quad walk from South Hall (W) to Blake A
- Sturges Quad walk along Blake to Upper Quad
- South Hall Courtyard walk along Fraser to Upper Quad

Loading Dock access by 8 AM

After primary walkways are clear – all secondary portions of the Campus are cleared.  
One pass through the entire Campus requires approximately 84 labor hours.

## Definitions & Policies

### College Special Events Policy

For the purpose of this policy, “Special Events” are co-curricular activities sponsored by campus offices or units that require application of facilities resources in excess of 30 minutes.

Except as specifically identified in the College Facilities Services Service Level Agreements; it is the policy of the College that *all* financial costs of these special activities be the financial responsibility of the sponsor. These costs include the direct costs of event set-up, operation and teardown and *any* costs imposed on the College as a result of the events’ disruption of scheduled maintenance and operations.

In order to understand and budget the extent of these costs, sponsoring departments must provide facilities services with sufficient advance notice and scope of special events. Facilities Services is obligated to provide the sponsor with a reasonable estimate of these costs for budget purposes.

Facilities Services is responsible for providing moving, trades, custodial, and grounds services for such events on a “time and materials,” basis. Facilities Services will do this by:

- 1) Providing services of its in-house staff at the established labor rates for each service, or;
- 2) Contracting with outside vendors for the requested services.

**In either case the full cost of these services will either be billed to the department directly or paid by facilities and recharged to the department.**

## Definitions & Policies

### FACILITY SERVICES CUSTOMER CARE PROGRAM

*--Providing Quality Customer Service --*

#### APPROACH/SCOPE

Facility Services is committed to protecting, promoting, and enhancing the appearance and condition of the SUNY Geneseo campus and to improve the processes by which we deliver services in support our customer's objectives. This Customer Care Program establishes a continuous improvement process designed to address customer service issues. The primary focus of this document is to ensure that we are continuously listening to our customers and making certain that their needs are being met or exceeded.

#### OUR CUSTOMERS

Our customers are the owners, occupants and users of the buildings and grounds at SUNY Geneseo.

#### OUR CUSTOMER SERVICE PERFORMANCE MEASUREMENTS

The improvements described represent the processes and behaviors we will enact to identify the needs and concerns of our customers and allow us to effectively deliver quality services. The ability to satisfactorily deliver these improvements is measurable and as such will allow us to continuously improve our service delivery. Our performance measurements are organized into two categories, process and quality.

**Process Improvements:** Processes we will implement to improve our internal operations so we can deliver our products and services quicker, better and cheaper.

- **Consistency in policies and procedures** - holding to the same principles across the organization
- **Frequent communication - including follow-up** - any form of communication on a regular basis, where taking action following that communication enhances the effectiveness of that communication
- **Managing resources well** - careful control and use of resources, human as well as financial, to maximize their impact and effectiveness
- **Problem solving and attempts to remove barriers** - proposed solutions or considerations to resolve something that is an obstruction or prevents progress
- **Prompt handling of customer feedback** - immediate or quick management of customer dissatisfaction by empowering employees to fix problems
- **Continuous Improvement** - striving to do everything quicker, better and cheaper

**Quality Improvements:** Professional behaviors we will demonstrate to ensure that our delivery of customer service is equal to or better than the best in the business.

- **Accessible** - reasonable access to appropriate staff
- **Courteous** - fair, courteous and professional treatment

- **Flexible** - capability to adapt to or change requirements
- **Knowledgeable** - information that is accurate and current
- **Listening well** - giving attention and/or careful consideration to what is said
- **Reliable and Trustworthy** - dependable, confidence in character, abilities, and truth
- **Timely** - information and/or responses are provided early or on time
- **Inclusive** - consideration of customer opinions and concerns by Facility Service in the decision making process

## **CONTINUOUS IMPROVEMENT**

Facility Services is committed to ensuring that quality customer service is an on-going process that requires changes in the way we do business by increasing emphasis on listening to our customers and by learning from the best in private industry. We will strive to reinvent ourselves-to become more efficient and effective-and to provide the types of services our customer expects.

### **Facility Services will:**

- **Develop programs and initiatives that address customer needs.** We will use the information gathered from the survey and focus groups to develop and enhance services.
- **Benchmark against the best-in-the-business.** We will determine what internal processes need to be improved, benchmark with leading industries, and establish performance standards.
- **Establish processes to improve customer feedback.** Processes will be established to receive and address customer suggestions and feedback.

**Definitions & Policies**

**Departmental Equipment:**

Department equipment as defined at SUNY Geneseo is furniture, fixtures and equipment that are not part of the building shell, utility infrastructure or basic building operating equipment.

**Maintenance and Custodial Obligation for Departmental Equipment**

While Facilities Services is responsible for addressing all physical plant and equipment deficiencies (including departmental equipment), the College budget presumes that *financial* responsibility for maintenance, repair and replacement of departmental equipment is lodged with the “owning” department.

Zone Maintenance personnel will provide high-level assessment of departmental equipment deficiencies to the extent that they are qualified to do so. If they can assist departments by making adjustments to or assessment of such deficiencies (+/- 15 minutes) without sacrificing their building maintenance obligations, they will do so at no charge to the requestor.

If more extensive work is required on departmental equipment, Facilities Services will perform such work on a time & materials basis *upon the issuance of a work order and identification of an appropriate departmental funding source.*

One “test” of whether an item is “departmental” or not is, if it needed to be replaced, which budget manager would be responsible for its replacement cost. If an item is clearly not appropriate to be purchased through the Facilities Operating Budget, that budget should not bear the cost of maintenance.

A more technical test would require an examination of original building construction or renovation project costs. If the item in question was part of the building *construction* portion of the project budget, it “belongs” and is the responsibility of Facilities Services. Items that were included as “furniture, fixtures and equipment” in the initial project (or such items subsequently purchased) are the financial responsibility of the department.

Examples of “department” equipment	Examples of “building” equipment
Mobil furniture and office modules	Built-in auditoria and classroom furniture
Floor and desk lamps	Hard wired lighting fixtures
Theatrical lighting equipment and controls	Electrical outlets and distribution equipment. Wiring and outlets for telephone and computers.



Window air conditioners	Central building HVAC systems
Lab equipment and cold boxes	Fume hoods
Nonresidential appliances (department coffee pots, refrigerators and microwaves, <i>et. al.</i> )	Dormitory appliances
Portable Dance Floors	Tile and carpeted areas where installation was part of approved construction or remodel
Portable mechanical devices ( <i>compressors, sprayers, electric fans et. al.</i> )	Sump pumps and exhaust fans
Window treatments not part of original or approved replacement	Window treatments as originally designed or subsequently approved

### Limitation

Departments may be responsible for premature replacement of building equipment as a result of abuse, vandalism or misuse that they could reasonably predict or control.

### Enforcement

If disputes arise regarding the financial obligations with respect to these items, they will be referred to the lowest level department budget manager responsible for the item and the AVP for Facilities Services for resolution. If agreement on responsibility cannot be worked out at this level, they should be referred to the VP for Finance and Administration and the Department's cognizant VP for resolution.