



SAN FRANCISCO STATE UNIVERSITY

Guide to
Facilities Services



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FACILITIES SERVICES

Our Mission

Facilities Services (FS) is committed to supporting the University, ensuring for a quality environment in which to attract and retain top level students, staff and faculty. We are committed to ensuring the campus infrastructure meets the highest safety, aesthetic and sustainability standards in keeping with San Francisco State's culture, educational mission and student experience. It does so by creating, supporting and maintaining campus infrastructure, while providing customer-centric quality of services that are responsive and efficient.

Vision

To maintain facilities that attract and retain top level students, staff and faculty while providing a safe excellent learning and working environment.

About Us

Every day, approximately 200 Facilities Services employees make their way to San Francisco State, in support of the University's mission. Facilities Services is committed to providing high quality stewardship of the University's academic campus, including 14 major academic and administrative buildings and quasi-auxiliary and auxiliary buildings.

Facilities Services' operational scope encompasses:

- 2.6 million gross square feet
- 144 acres of land at the main campus in southwest San Francisco
- 34 acres of land at the University's Estuary and Ocean Science Center at Romberg Tiburon Campus along the shore of San Francisco Bay in Marin County
- The Downtown Campus located at 160 Spear Street, Suite 1220
- Other University-owned properties in or around San Francisco



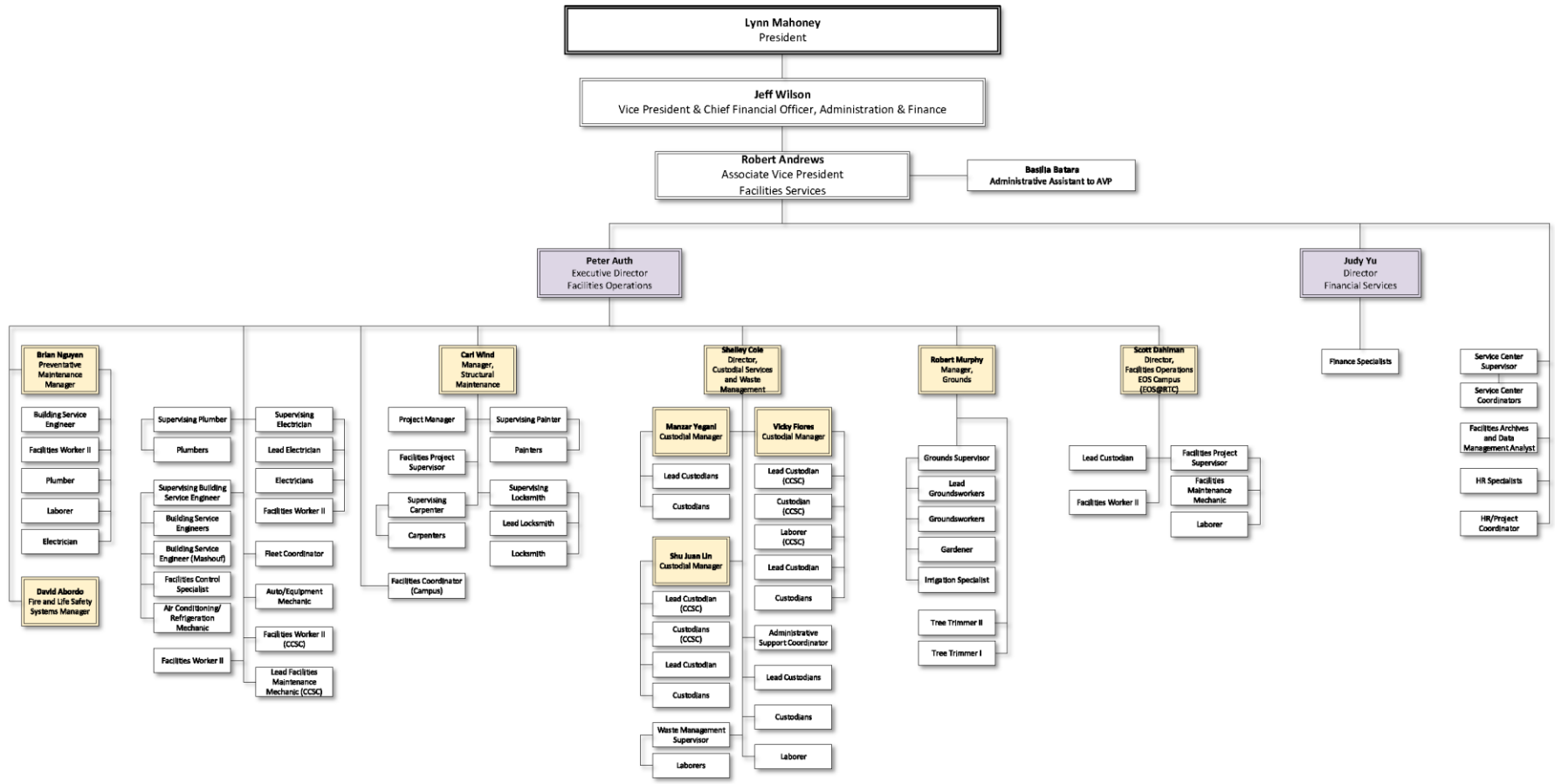
FACILITIES SERVICES LEADERSHIP

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FACILITIES SERVICES ORGANIZATIONAL CHART



Facilities Services



Last Updated: May 2024

Operating Units

Departmental Overview

Facilities Services is responsible for maintaining the University buildings and grounds, ensuring they meet high aesthetic and sustainability standards, in keeping with San Francisco State's overall culture and educational mission. Facilities Services provides smooth day-to-day operations of campus facilities and grounds as well as the Central Utilities Plant that provides all campus utilities — water and heat, electricity, and sewage services — to the academic campus. The division values safety, comfort and efficiency and strives to respond quickly to routine maintenance issues that arise, as well as to building-related or campus emergencies. The division is a major participant in San Francisco State's Emergency Preparedness planning, partnering with the University Police Department (UPD), Environment, Health & Safety (EHS), Parking & Transportation, and many other campus units as needed to respond to incidents and continue critical campus operations.

Facilities Services is comprised of the following units:

- Customer Service Center
- Custodial Services and Waste Management
- Mechanical and Electrical Maintenance
- Structural Maintenance
- Fleet
- Grounds
- Facilities Operations – Estuary & Ocean Science Center
- Business Unit (Human Resources and Finance)



Customer Service Center

CUSTOMER SERVICE CENTER

About

The Facilities Services Customer Service Center (CSC) is the single point of contact in responding to customer requests for campus facilities related services. We act as the liaison between the campus community and Facilities Services. Our mission is to provide fast, efficient responses to all service requests as part of effectively serving the needs of the university students, faculty and staff.



Robert Andrews
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Scopes of Services

- Triage calls, service requests and emails to ensure appropriate call referral/action
- Dispatch trade services, as appropriate
- Creation, monitoring and closure of facilities related service requests
- Oversight of estimate requests for facilities work
- Administer and process key and building card access requests

How to Submit an Online Service Request

There are two ways to request services:

1. Submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>
2. Contact our Customer Service Center (CSC) representatives. Representatives can be reached Monday – Friday from 8 a.m. to 10 p.m. and Saturday – Sunday from 9 a.m. to 10 p.m. at (415) 338-1568 or (415) 405-0579.



Emergencies

For emergencies involving life, safety and/or property damage, please immediately contact the University Police Department Dispatch at (415) 338-7200.

Note:

- Between the hours of 10 p.m. - 8 a.m. (Monday – Friday) or 10 p.m. – 9 a.m. (Saturday – Sunday), service requests initiated via phone are automatically routed to our business partners at University Dispatch, within the University Police Department.
- If you are calling between the hours of 10 p.m. - 8 a.m. (Monday – Friday) or 10 p.m. – 9 a.m. (Saturday – Sunday), please press "0" to speak directly with the Dispatch Operator.
- University Dispatch will advance priority service issues to our Facilities Services on-call staff, where appropriate.

Determine the Status of an Existing Work Order Request

You can check the status of a work order by emailing facilities@sfsu.edu. The Customer Service Coordinators will make an inquiry with the appropriate trade shop. Please note that requests are managed by priority and not date or time received.

Custodial Services and Waste Management

CUSTODIAL SERVICES

About

The Custodial Services and Waste Management operations are committed to providing a clean, safe and healthy environment for the campus community. We take great pride in the appearance and cleanliness of the campus and the impact our services have on the academic experience. Our goal is to continuously enhance our service delivery and maintain the highest of standards.

We do so by remaining current in the areas of environmentally sustainable products and industry best practices to achieve the highest levels of health, efficiency and effectiveness.

Custodial Services and Waste Management have approximately 2.5 million building square feet to maintain across approximately 20 campus buildings. The cleanable square feet is approximately 1.6 million.

What We Do

Custodial Services and Waste Management provide a broad spectrum of cleaning services, including but not limited to general cleaning services in buildings, restrooms, floor care (for example, carpet cleaning or strip and wax hard surface floors), trash and recycling removal and project work as appropriate. Waste Management also provides minor moving services to campus departments and other units on a cost recovery/recharge basis.

Our three shifts work around the clock to ensure our classrooms, laboratories, offices and indoor spaces continue to promote the integrity, quality and values of the University's mission and its goals. We even have a Custodial Services team dedicated to specifically support the Cesar Chavez Student Center. The department is also responsible for supporting multiple events for the campus, including Sneak Preview and Commencement at Oracle Park.

Have an Emergency?

For emergencies involving life, safety and/or property damage, please contact the University Police Department at (415) 338-7200.

If this is not an emergency, please contact the Facilities Services Customer Service Center (CSC) through the following methods:

- Online Service Request: FacilitiesLink at <https://sfsu.metabim.com/>
- Email: facilities@sfsu.edu
- Phone: (415) 338-1568 or (415) 405-0579



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Peter Auth
Executive Director
Facilities Operations
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Questions

Our usual and customary campus cleaning is performed Monday through Friday between 4 a.m. – 12:30 p.m. For additional questions, please contact Shelley Cole, Director of Custodial Services and Waste Management, via email at shelleyc@sfsu.edu or by phone at (415) 405-3677.

WASTE MANAGEMENT

About

Waste Management utilizes a recycling program wherein all acceptable recycling materials can be disposed of into three recycling containers, specifically recycling, compost and landfill. Containers are easily identifiable with 'recycling' on the left, 'compost' in the middle and 'landfill' on the right.

For more information about what items can be recycled and what items cannot be recycled, please visit the Custodial Services and Waste Management FAQ section.

Additional Services

Office Clean Out:

- Submit a service request online through FacilitiesLink at <https://sfsu.metabim.com/> or
- Call the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579

Special Events:

- Submit a service request online through FacilitiesLink at <https://sfsu.metabim.com/> or
- Call the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579

Our Office Challenge for SF State!

Help SF State increase our recycling efforts.

- Convert all office waste into recycling.
- Use desk waste can for recycling.
- Designate one office suite container for waste.
- Remove desk can liner (everything but food should be recycled).
- Set the example and spread the word to recycle.



Questions

For additional questions, please contact Shelley Cole, Director of Custodial Services and Waste Management, via email at shelleyc@sfsu.edu or by phone at (415) 405-3677.

Cleaning Services Overview

Below is an outline of the scope and frequency of usual and customary services provided by Custodial Services:

Where	Frequency	What
Corridors	Daily	Dust mop
		Auto scrub
	Monthly	Burnish
	Yearly	Scrub and recoat
Common Areas	Daily	Vacuum carpets
		Dust mop
		Auto scrub
	Monthly	Spot clean carpet
		Burnish
	Yearly	Scrub and recoat
Restrooms	Daily	General disinfecting
Pest Control	For pest control services, please submit a service request online via SF State FacilitiesLink or call our Customer Service Center at (415) 338-1568 or (415) 405-0579.	Rodent control
		Crawling insect control
		Flying insect control
		Migratory pest control
		Bird control
		Mite control
		Other specialized pest management applications
Projects	Daily	Cleaning/work requests per service request
	Yearly	Clean carpets
		Scrub and recoat hard surface floors
		Renovation cleaning
Per service request	Spot clean carpet	
Annual Projects	Yearly	Wall washing
		Blind dusting
		Gum removal
	Per service request	Polish furniture
Projects	Per service request	Carpet cleaning (more than annually)
		Hard surface floor care (more than annually)
		Blind cleaning (dusting)
		Exterior window cleaning (beyond scheduled service – 1 st floor only accessible)
		Refrigerator cleaning
		Event staffing (other than scheduled staff)

Specialized Custodial Cleaning Services Information

Custodial Services also offers additional services outside of the usual and customary. These services typically require extra time, equipment or manpower. Refinishing of flooring and shampooing of furniture and carpets are just some examples. Some services are completed by Custodial Services during the semester and can be initiated by customer-originated service request submissions online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or by contacting the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579.

Please note, there are select services that fall outside the scope of usual and customary work, such as support services for special events. As a result, these may incur a charge for services. To learn more, please review the additional information below.



Floor Care

Custodial Services is dedicated to daily floor maintenance (corridors/large common areas) and special projects on the main campus. We use ergonomically friendly, modern equipment, with a crew that utilizes and ensures for proper application of all "green" floor-care products.

Floor care services provided by this team include:

- Dust mop and mop (clean floor)
- Scrub floor (machine clean floor)
- Clean and burnish (clean floor and shine)
- Scrub and recoat (deep clean floor and apply floor finish)
- Strip and wax (remove floor finish and apply new)
- Spot clean carpet (remove spots on carpet)
- Extract/clean carpet (deep clean carpet)

Requests for floor-care projects can be made by submitting a service request online via [SF State FacilitiesLink](#) or by calling our Customer Service Center at (415) 338-1568 or (415) 405-0579. The Custodial Services unit will then contact the customer to schedule said request.



Window Cleaning

Exterior window cleaning (first floor only accessible) is provided by Custodial Services on an annual basis. Office interior window cleaning is a charge back to each department.

To place a request for a price quote or service, please submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or call our Customer Service Center at (415) 338-1568 or (415) 405-0579.

Special Events

Custodial Services will provide the following services for events if the department is informed of such events:

- Pre-event cleaning of space
- Extra trash containers
- Recycle containers
- Removal of trash during/after event
- Policing of restroom during event
- Clean up of space after event



Custodial Services currently does not charge for event coverage as long as services are provided during normal work hours (Monday to Friday, 8 a.m. - 5 p.m.). However, should services be needed during non-scheduled work hours or require dedicated staff during the entire event, a chargeback will be incurred.

To request Custodial Services for an event, please submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or call our Customer Service Center at (415) 338-1568 or (415) 405-0579.



Please provide the following information when requesting Custodial Services for your event:

- Date of event
- Location of event
- Start and end time of events
- Break schedules (for trash removal)
- Lunch break (for cleaning/trash needs)
- Dinner break (for cleaning/trash needs)
- Number of guests
- Other pertinent information

How often do we receive custodial services?

- Custodians work every night performing different services depending on the type of facility and how it is used. The priority for Custodial Services is research and instructional facilities, so classrooms and labs are serviced more frequently than offices. For details on cleaning frequencies, please visit the Cleaning Services Overview section.

How do I get my floors refinished, my carpets cleaned or my windows cleaned? Is there a cost?

- These enhanced services are not included in routine cleaning but may be requested on a recharge basis. Departments may submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or call the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579.

Why do custodians sometimes throw recycling materials in regular trash cans?

- Throughout campus, separate receptacles are provided for recycling, compost and landfill. Individuals and departments are expected to place their waste in the appropriate receptacles. Custodians collect recyclables on the same day as trash collection, and they empty the bins into appropriate containers for processing.

Can I have a custodian unlock a room?

- For security and safety reasons, Custodial Services employees are not authorized to unlock doors for anyone. Request for unlocking of doors must be made to Campus Police at (415) 338-7200. You will need to present campus identification before being admitted.

What if I have a spill clean-up or need a towel dispenser filled?

- For spills, immediate clean-ups or filling of dispensers, please contact the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579, who will then dispatch a custodian as soon as possible.

Can I use the campus trash and recycling receptacles to clean up during and after a special event?

- Trash and recycling receptacles on campus have the capacity for day-to-day use and are not designed to accommodate the larger volume of trash generated at events. Groups may request additional on-site trash and recycling receptacles if they pay to service them during and after the event. When you place a work order for an event, we will estimate the number of receptacles provided for this purpose.



What goes in the recycling bin?

Many things are recyclable as long as food and liquids are emptied out first.

Recyclable items on campus include:

- Clean paper, including newsprint, catalogs, magazines, phone books, copy paper and junk mail and mail envelopes with the plastic window removed - no wax coating please
- Clean plastic items
- Clean glass, food and beverage containers clears or colored
- Clean metal cans and aluminum food and beverage containers
- Clean, empty cardboard - no wax coating please
- Clean unused towels and napkins

Remember, when in doubt, throw it out.

What does NOT go in the recycling bin?

- Food and liquids
- Plastic bags
- Straws
- Styrofoam
- Hot beverage cups
- Plastic utensils
- Flexible packaging and multi-laminated materials
- Sticky notes
- Used tissues, wet paper towels, and broken household items - these go in the trash!
- Metals
- Wood
- Appliances
- Toner cartridges
- Batteries*
- E-Waste*
- Hazardous Waste*
 - * Please visit the [Environment, Health & Safety website](#) for specific information about disposal for these items.



Mechanical and Electrical Maintenance

MECHANICAL AND ELECTRICAL MAINTENANCE



Peter Auth

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Facilities Operations*

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About

The Mechanical and Electrical Maintenance operation is charged with the day-to-day maintenance of the campus facilities, including the operation, repair and upkeep of the academic, classroom and office spaces. The mission is to ensure the campus community has safe, reliable and optimal performing facilities.

The Mechanical and Electrical Maintenance operation is comprised of five units:

1. Electrical Shop
2. Heating, Ventilation and Air Conditioning (HVAC) Shop
3. Plumbing Shop
4. Preventative Maintenance
5. Fire and Life Safety

All shops are responsible for emergency response, preventative maintenance, campus maintenance requests and small department-funded recharge work. Maintenance and recharge work can be requested through the Facilities Services Customer Service Center by submitting a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or by calling the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579.



ELECTRICAL SHOP

About

The campus electrical needs are serviced by the Electrical Shop. The scope of services includes electrical repair and maintenance of all power supplied to the campus and where appropriate, includes construction. The unit is also responsible for servicing the emergency generators that provide backup power to the campus in various buildings as well as maintaining the campus electrical distribution system, provided from two substations through either underground conduit or in overhead cabling.



Services

Typical services include:

- Identifying, repairing, maintaining and installing electrical systems and equipment, such as motors, transformers, wiring switches and alarm systems
- Replacing and installing light bulbs and ballasts in campus owned equipment
- Troubleshooting and testing electrical systems for safety and efficiency
- Troubleshooting power outages
- Cable pulling for electrical power and signal networking

HEATING, VENTILATION AND AIR CONDITIONING (HVAC) SHOP

About

The Heating, Ventilation and Air Conditioning (HVAC) Shop is responsible for the operation, maintenance and repair of all campus heating, ventilating, air conditioning and refrigeration equipment. This team of skilled craftsmen oversees the daily management of the campus buildings and maintains the air temperature and quality in the building interiors.

Our goal is to maintain a building environment that is conducive to work and study by ensuring HVAC system reliability, comfortable building temperature control and sound indoor air quality, while also helping to ensure for HVAC systems that are cost effective and energy efficient.

In addition, Building Service Engineers (BSEs) respond to life safety issues across the main San Francisco State campus.



Services

- Respond to client requests regarding their thermal comfort
- Maintain and repair the water and steam distribution systems for the campus
- Maintain steam boilers, air compressors, supply fans, heat exchangers, etc.
- Repair, install and maintain all types of refrigeration systems and equipment, such as central air conditioning, food refrigeration and freezer facilities and equipment

Request for Maintenance Service

If you are experiencing a maintenance-related problem, please contact the Facilities Services Customer Service Center (CSC). They can be contacted as follows:

- Routine maintenance service requests can be submitted online via SF State FacilitiesLink at <https://sfsu.metabim.com/>
- For emergency issues, please contact the CSC at (415) 338-1568 or (415) 405-0579

PLUMBING SHOP

About

The Plumbing Shop is responsible for the maintenance upkeep of campus restroom plumbing and fixtures, building sewer and drain lines, water fountains and domestic hot and cold water systems throughout campus. The team of professionals ensures that all plumbing fixtures and pipes are installed and maintained according to building codes and safety requirements.

What We Do

The unit responds to customer requests that typically encompass:

- Installation, repair or removal of plumbing fixtures throughout campus
- Operations and maintenance of restroom equipment
- Maintenance of emergency eyewash/showers
- Maintenance and testing of sewer lift stations backflow devices

Request for Maintenance Service

If you are experiencing a maintenance-related problem, please contact the Facilities Services Customer Service Center (CSC) by one of the following methods:

- Routine maintenance request for service should be submitted online through SF State FacilitiesLink at <https://sfsu.metabim.com/>
- If you have an emergency maintenance problem, call the CSC directly at (415) 338-1568 or (415) 405-0579
 - Emergencies may include plumbing leak, overflowing water, a toilet or shower drain clog with no other bathroom available to you and/or water where it shouldn't be



PREVENTATIVE MAINTENANCE

About

The Facilities Services Preventative Maintenance (PM) team performs periodic scheduled maintenance on the University building equipment. This team forms the evening crew for Facilities Services. While performing routine inspections, maintenance and upgrades, this PM night crew ensures for minimal campus disruption, keeping equipment operating to its optimum overnight. The team is multi-disciplinary, capable of addressing broad-based preventative needs of the campus. Headed by an Administrator, the team comprises of an Electrician, Building Service Engineer, Plumber, Facilities Worker and Laborer.



Brian Nguyen

Preventative

Maintenance Manager

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What We Do

General and preventative maintenance services include:

- Replacement of air filters
- Routine and scheduled maintenance
- Inspection to detect and correct system failures before they occur or develop into major system deficiencies
- Inspection and replacement, as necessary, of all drive belts on the air intake and air exhaust fans
 - This allows the air intake fans to provide sufficient fresh air into your building, and the exhaust fans to remove the stale air, providing a pleasant working environment
- Replacement of all heating, ventilation and air conditioning system air intake filters
 - This helps ensure the air circulating is as clean as possible
- Systematic inspection, adjustment, lubrication of equipment to ensure satisfactory operation
- Inspection, cleaning and repairs, as needed, of the heating boilers
- Inspection, repairs, as needed, and high-pressure water cleaning of the air conditioning cooling tower
 - The cooling tower is needed to remove heat from the air conditioning system
- Inspection, oil and filter changes and repairs, as needed, of the emergency generator
 - The function of the emergency generator is to provide electrical power to the critical areas of your building during the occasional loss of power from our public utility provider
- If your building is provided with equipment cooling water systems, central vacuum pumps or air compressors that are used in research work, these will be inspected, adjusted and/or repaired as necessary



It is our intention in the Preventative Maintenance program to correct potential problems before they occur.

FIRE AND LIFE SAFETY



David Abordo

*Fire and Life Safety
Systems Manager*

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About

The mission of our Fire and Life Safety Department is to broadly increase fire safety awareness, reduce the risk and number of fires, prevent loss of life, injury and property damage through education training and inspection, as well as policy and standards development.

Fire and Life Safety at all CSU Campuses is overseen by the Office of the State Fire Marshal. Inspections of San Francisco State University buildings are performed by the State Fire Marshal coordinated through the Facilities Services Fire and Life Safety Department.

In accordance with the State Fire Marshal requirements, the Fire and Life Safety staff conduct monthly inspections of all fire extinguishers located on main campus and other SF State University offsite facilities. The unit also coordinates the mandatory annual fire extinguisher inspections with state licensed contractors. The Fire and Life Safety staff maintains electronic records of all fire extinguishers' inspections.

For additional questions, please contact David Abordo, Fire and Life Safety Manager, via email at dabordo@sfsu.edu or by phone at (415) 876-1643.

Reporting a Fire or Incident

All fires are to be reported to SF State University Police dispatch (415) 338-2222 or 911.

Resources

- [Extension Cord Safety Guidelines](#)
- [Space Heater Safety Guidelines](#)
- [Microwave Safety Tips](#)



Structural Maintenance

STRUCTURAL MAINTENANCE



Carl Wind
Manager

Structural Maintenance

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Phone: (415) 338-7245

About

The Structural Maintenance operation is comprised of four units:

1. Lock Shop
2. Carpentry Shop
3. Paint Shop
4. Small Projects Group

The operation maintains all state funded campus buildings and auxiliary services spaces. This includes doors, windows, locks, security systems, permanent signage, painted surfaces, roof drain systems and build-in furniture.

Work can be requested through the Facilities Services Customer Service Center through a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or by calling the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579.



Peter Auth

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LOCK SHOP

About

The Lock Shop provides responsive services associated with the installation, repair and replacement of a variety of mechanical and electric door operating and locking hardware throughout the campus.

What We Do

Services include but are not limited to:

- Repairing and maintaining existing locks, panic hardware and door closures for the campus
- Changing out locks and providing new keys when security requirements demand changes to locking systems
- Cutting keys for authorized customers
- Maintaining and installing local security alarms and key switches
- Installing door closers and doorstops

Note: *The unlocking of general public areas, such as classrooms and buildings, is the responsibility of the San Francisco State University Police Department (UPD).*

How to Request Keys and Building Access Cards

- For all key and building access card (keycard) requests, please submit a key request online via [SF State FacilitiesLink](#)
 - For a step-by-step guide, please visit our [How to Request Keys and Building Access Cards page](#)
- All key and building access card (keycard) requests must be approved by the appropriate Key Approver
- The Facilities Services Customer Service Center (CSC) reviews and advances all requests for re-keys, key cutting and re-cuts prior to submission to the Lock Shop
- For additional information about how to submit a service request, please visit our [Service Requests page](#)

Pick Up of Key and Building Access Cards

- With the implementation of the Key Module, customers will now be notified via email once keys and/or building access cards (keycards) are ready for pick up
- Valid SF State ID or government issued photo identification is required at the time of pick up, and no other form of identification is accepted
- Only the requestor, key holder or designated approver can pick up requested keys and/or building access cards (keycards) from the CSC at Facilities Services located in Corporation Yard 102
- If the department would like to elect an alternate to pick up keys, a signed memo authorizing the alternate to do so must be presented at the time of pickup
- Pick up times for keys and building access cards (keycards) are from **Monday through Friday** between **8:30 a.m. – 12 p.m.** and **1 p.m. – 4:30 p.m.**

Staff and Faculty Clearance

- Separating staff or faculty must return all keys and building access cards (keycards) to the Facilities Services Customer Service Center (CSC) located in Corporation Yard 102 **on or before their last day of work**

Additional Information

- Loaning, lending or duplicating of keys is prohibited
- Lost/misplaced keys must be reported to the [Facilities Services Customer Service Center](#) immediately
- Persons in possession of unauthorized keys may be guilty of a misdemeanor as outlined in the California Penal Code Sec.469

Business Practice Directive

For more information regarding issuance of keys on campus, please see the Access Control Policy in the Business Practice Directive section.

Who is responsible for unlocking classrooms?

- Classrooms are unlocked by custodians. Please call the Facilities Services Customer Service Center (CSC) if you require assistance. The CSC can be reached at (415) 338-1568 or (415) 405-0579.

My key broke off in the lock and I need a Locksmith.

- Call the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579 to generate a work order for the locksmith to check the lock. To obtain a new key, contact the Customer Service Center to coordinate a return and obtain a replacement.

My key will not open the door and has the same number on the key as other people.

- The key may be defective, i.e., a bad cut, worn or a burr on it. Contact the [Facilities Services Customer Service Center](#) to coordinate a key return and issuance of a new key.

My room has been re-keyed. Can I turn in my key and get the new key?

- The old key must be returned. To obtain the new key, an online key request must be completed through [SF State FacilitiesLink](#).

I lost my keys. What do I do?

- Report the loss immediately to the Facilities Services Customer Service Center (CSC) at (415) 338-1568 or (415) 405-0579.
- A [Lost Property Report Form](#) must be filed with UPD prior to submitting a replacement request to Facilities Services.
- If you need replacement keys, please submit a key request online at [SF State FacilitiesLink](#).

Can I get a duplicate key for my assistant?

- Unfortunately, it is against University policy to issue duplicate keys to one individual. Too many keys invites security and safety risks. If your assistant needs a key, they will have to follow the normal procedure and have a key issued in their name.



CARPENTRY SHOP

About

The Carpentry Shop provides responsive services to the campus that are of light construction and small. The services provided include installation, repair and routine maintenance of public spaces, including walls, floors, ceilings and doors, plus all service calls that are generated by the campus community.

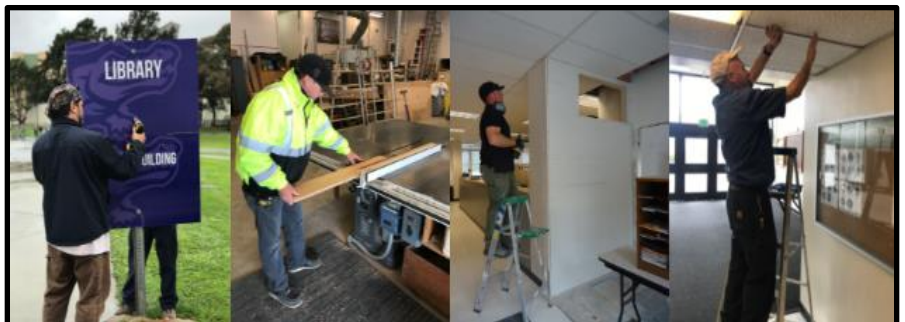
What We Do

Below is an overview of some of the services we provide:

- Baseboard, door, drywall and plaster repairs
- Ceiling tile replacement and repair
- Restroom partitions
- Floor tile repair and replacement in public spaces
- Replacement and/or repair of vinyl floors, wooden floors and other floor surfaces in public spaces
- Mirror replacements in restrooms and public spaces
- Wooden railings and steps repair and replacement
- Stair tread, guard replacements, safety strips
- Window and glass repairs on building exteriors
- Install whiteboards in classrooms
- Hang artwork
- Furniture assembly
- Clean gutters

Carpentry Rechargeable Services

In addition to routine maintenance and repair, the Carpentry Shop also provides billable-recharge services. Such services are typically those that fall outside the scope of routine maintenance and baseline services and are customer funded. Payment for billable services is the responsibility of the requesting department or it is included in a project's scope of work.



Types of Rechargeable Services

Below are some examples of the Carpentry Shop's rechargeable services:

- Construction, repair and/or installation of cabinets, bookshelves and miscellaneous casework
- Door replacements and/or conversions within controlled space
- Earthquake restraints: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers or other such furniture or equipment
- Picture framing, picture hanging, whiteboard/chalk board installations or moving
- Office furniture repair
- Mirror installation or moving
- Replacement and/or repair of carpet squares, vinyl floors, wooden floors and other floor surfaces in departmental spaces
- Purchase and/or installation, maintenance and repairs of venetian blinds or draperies

PAINT SHOP

About

Paint maintenance is provided to all general fund supported university facilities. Non-general fund programs may be provided service on a chargeback basis. The Paint Shop maintains 2,288,245 million square feet of space on the main campus.

What We Do

Due to resource constraints, available Paint Shop services have been reduced to the following:

- Emergency repair work (leaks, wall damage, open wall access repairs)
- Graffiti removal (priming/painting)
- Safety striping (stairs/curbs)

The following services are not available at this time:

- Painting and refinishing of all non-SF State spaces
- New painting projects
- Parking lot painting and restriping
- Accent walls



SMALL PROJECTS GROUP

About

Our Facilities Services Small Projects Group philosophy begins with an established objective; a defined life span with a beginning and an end; specific time, cost, and performance requirements. The Small Projects Group is proactive, determined and innovative. Our focus is to complete our projects on time or ahead of schedule. We work with campus community members from the onset to identify needs then develop estimates of probable costs and a project timeline scenario.

Depending on complexity, scale and scope of the project, the Small Projects Group can provide you with the project management services you need to stay on time and budget.

Have a project you need help with?

Submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>.



State Buildings:

	Project Name	Staff Contact	Estimated Project Start Date	Estimated Project End Date	Actual Completion Date	Scope of Work
1	FA 184 Water Leak	Carl Wind, John Lew	TBD (To Be Determined)	TBD	Planning Phase	Investigate water leak into sculpture classroom and ceramic kilns area.
2	LIB Elevator No. 3 (State ID 050613) Spare Drive	John Lew	TBD	TBD	Planning Phase	Awaiting financing.
3	TH Hall Elevators Nos. 1-5 (State ID 053994-053998) Rebuilt Spare Drive	John Lew	TBD	TBD	Planning Phase	Awaiting financing.
4	TH Elevator No. 4 (State ID 053997) Controller Components Repair	John Lew	TBD	TBD	Planning Phase	Awaiting financing.
5	CP Heating Hot Water Supply Emergency Repair	Mark Polishchuk, Anthony Benson	03/13/2024	03/16/2024	03/16/2024	Repair underground leaking 6-inch Central Plant Heating Hot Water Supply in roadway at GYM-TH.
6	HH-TH Generator Set Emergency Repair	David Abordo, John Lew	03/11/2024	04/26/2024	Construction Phase	Remove and replace failed alternator inside the standby generator which powers HH-TH fire life safety systems when building grid power fails. Meanwhile, a rental generator is on standby during the repair period.
7	BUS Elevator No. 1 (State ID 062515) Pump Motor & Starter Repairs	John Lew	01/29/2024	04/01/2024	04/02/2024	Replace failed pump motor and starter due to local utility power outages on 01/16/2024.
8	CA 113 Wheelchair Lift No. 3 (State ID 114257) Decommission	John Lew	12/18/2023	01/19/2024	01/10/2024	Remove wheelchair lift from storage room stage no longer in use.
9	FA 153 Wheelchair Lift No. 1 (State ID 122520) Decommission	John Lew	12/18/2023	01/19/2024	01/10/2024	Remove wheelchair lift, rail, and power from stairway no longer in use.
10	BH Elevator Nos. 1 & 2 (State ID 102374, 109095) Doors	John Lew	08/16/2023	08/16/2024	Construction Phase	Replace 2 elevator doors, 2 door operators, 12 hoistway doors 04/30/2024.

11	CW Doors Replacement – BH, HH	John Lew	05/30/2023	08/18/2023	Construction Phase	Replace auto sliding doors with auto assist swing doors to improve reliability and security. Doors will arrive by 04/30/2024.
12	HH Elevator Nos. 1-3 (State ID 051591-051593) Door Operators Replacement	John Lew	01/30/2023	08/18/2023	01/17/2024	Replace outdated elevator door operators to improve safe operations and durability.
13	TH Elevator Nos. 1-5 (State ID 053994-053998) Modernization	John Lew	12/19/2022	12/31/2024	Pre-Construction Phase	Modernize 9-Stop Traction 5 Elevators from geared to gearless. Perform modernization field survey 04/15-04/19 to prepare shop drawing submittal for client approval.
14	TH Elevator Nos. 1-5 (State ID 053994-053998) Elevator Machine Room	John Lew	12/19/2022	12/31/2024	Need to increase budget by \$150,000 for upgrades	Perform architectural and engineering survey to prepare engineered drawings for SFM approval. Provide air conditioning.
15	FA Elevator No. 3 (State ID 102133) Museum – Modernization	John Lew	09/06/2022	01/19/2024	Construction Phase	Modernize 2-Stop Hydraulic Elevator for Museum. Waiting for State Elevator Inspection 04/18/2024.
16	FA Elevator No. 3 (State ID 102133) Elevator Machine Room	John Lew	09/06/2022	01/19/2024	04/02/2024	Enclose elevator machine room in one hour fire rated construction with air conditioning. Waiting for State Elevator Inspection 04/18/2024.
17	CW Elevator Modernizations – HSS, CA, FA, ADM, LOT 20 (9 campus elevators)	John Lew, Anthony Benson	12/20/2021	12/31/2023	02/01/2024	Modernize 9 campus elevators (8 hydraulic, 1 traction). CA Elevator 2-BECA last elevator to pass State Elevator Inspection. State Fire Marshal Inspections forthcoming on 8 of 9 campus elevators.



Housing & Auxiliaries:

	Project Name	Staff Contact	Estimated Project Start Date	Estimated Project End Date	Actual Completion Date	Scope of Work
1	City Café Grease Trap Replacement	John Lew	TBD	TBD	Planning Phase	Replace traditional floor grease trap with modern automatic grease removal device (AGRD) similar to Halal Shop next door.
2	CCSC Elevator Nos. 1-2 (State ID 060221, 060222) Kitchen – Modernization	John Lew	05/29/2024	08/16/2024	Planning Phase	Modernize 2 Hydraulic Elevators (2-Stops & 4-Stops) for central kitchen.
3	CCSC Elevator Nos. 1-2 (State ID 060221, 060222) Elevator Machine Room	John Lew	05/19/2024	08/16/2024	Planning Phase	Enclose elevator machine room with one-hour fire rated construction and provide air conditioning.
4	MWH Domestic Hot Water Boiler Replacement	John Lew	04/30/2024	05/30/2024	Planning Phase	Replace existing 1,000-gallon hot water storage tank with 3 – 200-gallon hot water storage tanks to provide redundancy. Replace failed boiler with non-condensing domestic hot water boiler identical to the two heating hot water boilers with heat exchanger to provide redundancy.
5	VCS-B006 Sump Pumps Replacement	Ruben Bongat, John Lew	04/30/2024	05/30/2024	Planning Phase	Replace two failed sump pumps and float switches at the VCS-B Basement Level.
6	MWH Rental Boiler – Emergency Repair	John Lew	03/29/2024	04/30/2024	Construction Phase	Domestic Hot Water Boiler firebox enclosure and ignition system failed requiring an emergency rental 500-gallon hot water storage tank and heat exchanger to be temporarily installed to maintain domestic hot water service.
7	TCS Elevator Nos. 1-3 (State ID 096661-096663)	John Lew, Anthony Benson	01/01/2024	03/07/2025	Construction Phase	Modernize 3 Traction Elevators (2-16 Stops, 1-17 Stops) from geared to gearless. Enclose elevator machine room with two hour fire rated construction with air conditioning.
8	TCS Elevator Storage Rooms	John Lew, Anthony Benson	11/27/2023	12/29/2023	12/22/2023	Provide secured storage rooms for elevator materials and equipment.
9	UPN 115 BW East Side Section C Plumbing Repairs	Ruben Bongat, John Lew	05/30/2023	08/15/2024	Planning Phase	Replace 320 LF of 6-inch main sewer drain pipe under landscape and street servicing 12 units on the East Side.
10	UPN 125 BW South Side Section A Plumbing Repairs	Ruben Bongat, John Lew	05/30/2023	08/15/2024	Planning Phase	Improve water flow from new 6-inch main sanitary drain at UPN 125 BW into 24-inch main storm drain on the South Side next to utility pole.

11	UPN 145 BW West Side Section D Plumbing Repairs	Ruben Bongat, John Lew	05/30/2023	08/15/2024	Planning Phase	Replace 270 LF long main sewer drain pipe servicing 12 units and 3 storm drains all the way to 24-inch storm drain pipe under landscape and street on the West Side.
12	UPN 175 BW South Side Section B Plumbing Repairs	Ruben Bongat, John Lew	05/30/2023	08/15/2024	Planning Phase	Improve water flow into 24-inch main storm drain at UPN 175 BW next to the laundry room.
13	Lot 20 Elevator No. 1 (State ID 050280) Hydraulic Oil Pump Replacement	John Lew	08/02/2022	08/10/2023	Construction Phase	Replace Hydraulic Pump Unit. Work postponed until Summer 2024. Elevator was modernized in 2022.



Fleet



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About

Fleet Services is responsible for the operation and maintenance of University owned vehicles, electric and gas-powered carts as well as landscaping movers and equipment. The team is dedicated to providing a quick response to broken down University vehicles and electric or gas-powered carts.

Facilities Services Management serves as a point of control for San Francisco State University state owned or leased vehicles and electric and gas carts as required by Executive Order 691 and Educational Code 89031.5 and California State University – Use of University and Private Vehicles Policy Guidelines. The Motor Vehicle Inspection Program has campus-wide administrative responsibilities related to vehicle specification, acquisition, inspection, repair and disposal. This program covers any campus-owned motorized device for land transportation that is self-propelled and carries a driver or is towed by another vehicle.

What We Do

- Serve as primary operational contact for the campus Motor Vehicle Inspection Program
- Troubleshoot University owned electric- or gas-powered carts and vehicles
- Service University vehicles
- Maintain a current campus Responsible Managing Employee (RME) list and safety and smog inspection and notification calendar
- Maintain a current inventory of the campus-owned fleet and a list of non-campus owned vehicles stored and operated routinely on campus paths
- Certify mechanical inspection of all new campus vehicles upon delivery
- Inventory and label all campus-owned vehicles used on campus paths with the campus vehicle ID number
- Make annual inventory reports to the Chancellor's Office
- Administer Voyager state fuel card program
- Maintain and administer the Corporation Yard Underground Storage Tank program, including supplies, keycards and billing, serving also as the liaison with regulatory agencies
- Perform program compliance audits as needed or other duties as requested by Motor Vehicle Inspector in implementing the Motor Vehicle Inspection Program
- Acts as the RME for Facilities Services vehicles to schedule, request procurement for and maintain records of all fuels, service and repairs



Fleet Program Policies and Procedures

The Fleet Program is multi-faceted and entails detailed operational procedures required for compliance with the Campus Motor Vehicle Inspection Program Directives, as derived from Executive Order 691-Motor Vehicle Inspections and applicable sections regarding vehicle inspection in CSU policies located in “Use of University and Private Vehicles-Policies and Regulations”.

All departments with state-owned vehicles are subject to the campus motor vehicle inspection policy whether the department contracts with Facilities Services Fleet Services Department for services or an outside vendor.

Vehicle Maintenance and Inspection Services

Departments may procure vehicle maintenance and inspection services in a variety of approved methods:

- Facilities Operations in-house services on a recharge basis. Estimates will be provided in advance for all but emergency requests. If a department contracts with Facilities Services to satisfy compliance requirements, Facilities Services will assume responsibility for maintaining all required vehicle inspection reports and scheduled maintenance documentation.
- Approved campus contracted vendors under existing service agreements approved by Facilities Operations and Contracts & Procurement. For campus contracted vendor, proof of routine service performed will be forwarded by the service provider to Fleet Services.
- Other vendors may be used after performing the assessment below. If the estimate and scope are over \$1500, approval must be obtained from the Supervising Fleet Services Mechanic in advance. If an outside vendor other than a campus contracted vendor is used, proof of routine services performed must be forwarded to the Campus Vehicle Fleet Administrator in Facilities Operations upon completion of work.

Fuel

Facilities Services offers a gasoline fuel depot that is available for official campus vehicles 24 hours a day. The dispensing system utilizes Voyager State Fuel Cards, which are issued to campus departments with state vehicles.

Requests for a Voyager State Fuel Card with an assigned vehicle must be made by the RME to the attention of the Fleet Services Coordinator. Requests must be in writing and include the accounting chartfields to be associated with the charges to the card. Fuel cards are issued through the Fleet Services office Monday through Friday from 7:30 a.m. to 4 p.m. Facilities Services also offers Liquid Propane Gas (LPG) dispensing. Individuals must be issued a key and be trained prior to using the LPG station. Keys and training are provided through the Fleet Services office Monday through Friday from 7:30 a.m. to 4 p.m.

Gasoline charged on the Corp Yard Fuel cards is recharged at current wholesale price plus a surcharge of \$.62 per gallon, which covers the maintenance and regulatory costs associated with maintaining an on-campus fuel storage, dispensing, and accounting system. Historically fuel costs at our pump are \$0.10 below public retail prices, but this is not always possible due to changes in delivered prices.



Vehicle Acquisitions (New or Replacement Vehicles) and Disposal

Requests for any new or replacement vehicles must be approved by the Dean or equivalent administrative officer and the Vice-President. Specifications for any new or replacement vehicles must be approved by the Motor Vehicle Inspection Program (MVI) to insure they meet current inspection standards. Requests for new or replacement vehicles are to be sent to the Purchasing Department. Purchasing will obtain approval from the President.

In addition to the normal requirements for purchasing any kind of State personal property, the acquisition of new or used motor vehicles for campus use necessitates additional registration and certification procedures. These procedures are specified within the contents of the California Vehicle Code sections 4000-6100. It is also campus policy to purchase new vehicles utilizing State contracts negotiated by the Department of General Services (DGS) whenever it is practical. Exceptions may be made on the basis of an emergency or the availability of a more favorable price for a vehicle that closely approximates the specifications of the vehicle for which the State is under contract.

When a State contract is not used, vehicles shall be procured by a method that documents reasonableness of price. This may be via solicitation of bids, or by the use of reciprocal "cooperative" contracts executed by other governmental or public entities. All campus vehicle purchases where a State contract is not used must be approved by the Associate Vice President for Financial Management (Vehicle Code 4000-6200; CSU Policy 303.02; PSS 96-14, 96-14a).

Upon delivery of the vehicle, the Procurement Department will notify the Fleet Operations Coordinator of the purchase for inclusion in the campus vehicle inventory, which is the basis for scheduling all required motor vehicle inspections. The department Responsible Managing Employee (RME) will arrange for the disposal of campus vehicles, in cooperation with the Motor Vehicle Inspector (MVI), the university's Purchasing Department, and in accordance with EO 691.



The criteria for vehicle disposal include:

- As a result of extensive unrepairable damage or cost-prohibitive repairs
- When the vehicle is no longer economically sustainable (life to date and/or single repair cost \geq 50% of original purchase cost)
- When the vehicle is no longer required
- When programs downscale or shut down

In order to ensure new vehicles are tagged appropriately, please ensure the following guidelines are adhered to.

New vehicles labeling requirements include:

- Affix labels to all vehicles for notification of drivers of the correct fuel and oil for each vehicle, requirement for seat belt use and the no smoking regulation
- Notify Fleet Services Coordinator if additional labels are needed
- Label text is as follows:
 - No Smoking in Vehicles
 - Use seat belts if so equipped
 - Report accidents immediately - SF State Public Safety (415) 338-7200
 - Fuel: Unleaded Gas
 - Engine Oil: SAE 30W

Compliance Monitoring

SF State is obligated to adhere to compliance monitoring practices, per CSU directives. The scope of compliance monitoring is indicated below.

- Safety and Smog Inspections: Status of department vehicles regarding safety inspections and smog inspections will be maintained via the online Fleet Inventory/Safety & Smog Inspection Schedule as a central point of control for purposes of compliance certification as per Executive Order 691.
- Vehicle History Files: Complete records of all automotive service expenses (repairs, inspections and maintenance, but not fuels and insurance) are kept in a vehicle service history file maintained by the Responsible Managing Employee (RME), separated and sorted by vehicle and made available for annual inspection.
- Daily Operator Inspections: CSU policy directs drivers to conduct a pre-trip visual inspection of the condition of the vehicle to include testing lights, brakes and other controls. Written certification of the daily operator inspections is to be completed each day and maintained by the RME for a period of 6 months. Drivers report deficiencies to the RME for correction.
- Trip Logs: Trip logs are to be used by departments as needed, such as to collect mileage information for scheduling maintenance.

Servicing Vehicles Leased from State Garage

Services to leased vehicles other than minor emergency services will not be provided by the campus Auto Shop. Please see current CSU policies stated in the handbook "Use of University and Private Vehicles-Policies and Regulations" regarding repairs to vehicles leased from the state pool. Inspection services required are obtained from the Department of General Services - Fleet Administration, (916) 327-2085.

Vehicle Emergency Assistance

The Auto Shop is available for emergency assistance for service vehicles blocking paths. Please contact the Customer Service Center at (415) 338-1568 or (415) 405-0579 for assistance.

Rates for Services

Annual update of recharge rates for Fiscal Year 2021:

- Auto Mechanic: per hour for General Fund/Auxiliary accounts: \$63.69/\$82.16
- Fleet services administrative services work recharge rates (being developed) cover the hours required per transaction for service, customer service, including scheduling, transporting vehicles and processing original bills and recharges. Recharge rates for the Auto Shop are recalculated annually to CSU audit standards and approved by the SF State Vice President and CFO.



Accidents and Reporting

Drivers involved in an accident are to report any vehicle accident to the State Office of Risk and Insurance Management (ORIM) within 48 hours. Drivers should complete and submit the form STD 270 (Vehicle Accident Report) to their Supervisor and notify SF State Enterprise Risk Management at (415) 338-2565. If a police report was completed, provide the report number (not the report) with the STD 270.

If you are involved in a vehicle accident involving a rental car on State business, contact the SF State Enterprise Risk Management for assistance at (415) 338-2565.

Immediately report any bodily injury or significant property damage to the State Office of Risk and Insurance Management (ORIM) by telephone at (916) 376-5300, by fax at (916) 376-5277 or by email at claims@dgs.ca.gov. Weekend voicemail messages may be left at their toll-free phone number (800) 900-3634. All calls will be returned next business day.

Report all vehicle related accidents on the STD 270 – (Vehicle Accident Report), no matter how minor, and send your vehicle accident report to the SF State's Enterprise Risk Management in Administration 260.

The campus accidents and reporting program is administered by SF State's [Enterprise Risk Management](#).

Driver Safety Program: Driver Requirements

The campus Driver Safety Program is administered by SF State's [Enterprise Risk Management](#) (ERM). The program establishes policy and procedures governing employee use of privately and University owned vehicles for business purposes. The program has been implemented to ensure the safety of employees, students and the public and comply with CSU and California mandates. More information about the University's Driver Safety Program, such as the authorization required prior to driving on University business, can be located at ERM's [Driver Safety Program page](#).

Documenting Control of and Monitoring Use of Vehicles

As required by the CSU Use of University and Private Vehicles Policy Guidelines, a vehicle log must be maintained for all state-owned vehicles. This can be accomplished by keeping a log for check-in and check-out for vehicles with multiple drivers or by documenting specific driver use of a state-owned vehicle.

All documentation used to control and monitor the use of state-owned vehicles must be kept by the department for a period of 7 years after the disposal of a vehicle and furnished upon request.

CSU Policies

Below are CSU Policies related to Fleet Services:

- [Executive Order 691: Motor Vehicle Inspections: Delegation of Authority](#)
- [CSU Use of University and Private Vehicles Policy Guidelines](#)
- [California State Education Code Section 89030 - 89049.1](#)

Grounds

GROUNDS

About

The Grounds unit is responsible for the grounds maintenance of the campus and University Housing properties, which encompass approximately 140 landscaped acres.

The Grounds unit provides a variety of outdoor maintenance services. Primary duties include general horticultural maintenance, litter and debris removal. The staff is engaged in a proactive approach to the maintenance of landscape and grounds care that includes turf and sports field maintenance, shrub and tree maintenance, irrigation system maintenance, exterior Integrated Pest Management (IPM Practice) and new landscape planting. The Grounds staff members are dedicated to providing a safe and aesthetically pleasing campus environment.

What We Do

The Grounds unit provides four distinct areas of service which include:

- Grounds Maintenance
- Irrigation Management
- Tree Management
- Pest Management

If you or your department has a concern that would involve Grounds, please submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>.



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Grounds Manager
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Grounds Maintenance

The Grounds staff provides a variety of outdoor maintenance services. Primary duties include general garden maintenance. The operation also provides integrated exterior pest management, irrigation repair and maintenance, as well as small landscape planting projects.

Services

Turf Maintenance and Fertilization

Mowing is performed mostly on one scheduled service day of each week. Exclusions to the regular schedule occur during holidays and inclement weather. This may be needed to accommodate fertilization and various outdoor activities, which may need to use the lawns.

Tree Pruning and Maintenance

Tree pruning is performed with the intent of developing structurally sound trees with a specific appearance and the proper safe overhead clearance for pedestrians and vehicles.

Shrub Pruning and Maintenance

Shrubs are kept in a healthy, vigorous condition, free from disease and large concentrations of pests. Shrubs are pruned as needed to provide formal and informal shapes, fullness, and blooms.



Pest Control and Weed Abatement

Grounds uses Integrated Pest Management (IPM Practice) to control insects, diseases, and weeds on and around perennials, ground covers, shrubs, vines, and trees. This includes frequent monitoring and spot treatment as necessary using the least toxic methods of pest control.

Irrigation Management

Grounds manages the University water resources by utilizing the Calsense central irrigation control technology. This system uses daily plant water loss information to apply water in the proper amount and frequency to minimize the use of water in irrigating our landscapes.

Estuary & Ocean Science Center

ESTUARY & OCEAN SCIENCE CENTER



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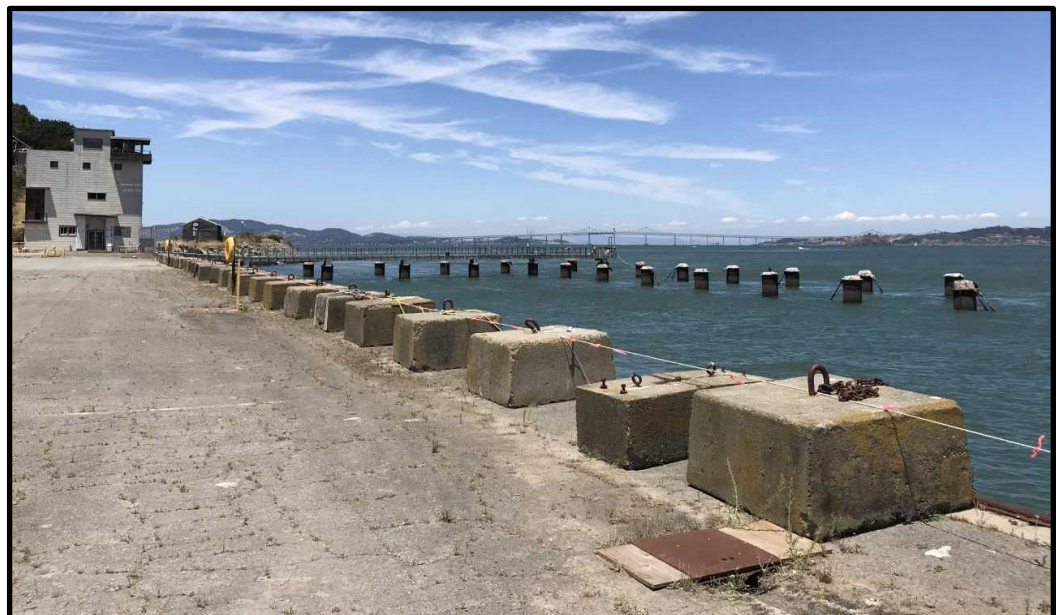
About

The Estuary & Ocean Science Center (EOS Center) is located at the Romberg Tiburon Campus. It is a marine science based environmental research center operated by SF State's College of Science & Engineering that occupies approximately 34 acres of a former WWI and WWII U.S. Navy base. We operate and maintain a bay-water intake system (the only research center on the San Francisco Bay) and distribute that water to various labs on site.

What We Do

The Facilities Services staff at the EOS Center is much like the campus Facilities Services, providing a comparable range of service to the EOS Center. There are eight occupied buildings on site that we clean and maintain. The EOS staff place a large emphasis on projects, due to the ever-changing requirements of our client base. Included also is support of the EOS Conference Center, providing services that range from the cleaning, set-up and break-down for all conferences and meetings held at the Bay Conference Center.

The EOS team works closely with the many graduate students located on-site, with support that may include assisting with the build-out and ongoing operation of their varied research experiments.



Facilities Business Unit

FACILITIES BUSINESS UNIT

About

Facilities Services has a dedicated Business Operations function comprised of two units: Human Resources/Organizational Development and Financial Operations. They are intended to provide financial, human resources and customer services support for the division.

What We Do

The units are designed to provide exceptional stewardship of facilities and operations through collaborative, transparent, and effective leadership and administration. We value internal and external communication, process improvement, organizational effectiveness, transparency, customer service, expertise and quality.

Human Resources/Organizational Development

Human Resources (HR)

Facilities Services has a dedicated HR team which supports the division while serving as a liaison to SF State's central Human Resources office. We are committed to providing top quality and best HR services and assistance to all Facilities Services employees on a local level, focusing solely on Facilities Services employees and their needs.

Organizational Development

The Organizational Development unit is responsible for a variety of initiatives that facilitate the advancement of Facilities Services. Through diligent planning and researching, the Organizational Development unit develops communication materials, business processes, strategies, and programs that strive to improve the efficiency and efficacy of the department and its services to the SF State campus community.

Financial Operations

The Finance team works with Facilities Services and other campus administrative divisions to provide effective leadership and guidance in the budgeting and allocation of Facilities Services' financial resources. We are committed to providing exceptional services to all our stakeholders in the campus community while maintaining sound financial decisions that support the department as part of the University's strategic priorities.

We are responsible for the preparation of the Facilities Services' budgets, monitoring of expenditures, creation and support on procurement needs and submission of quarterly reviews and budget reports to the Administration and Finance Cabinet, Budget Office and all internal Facilities Services departments.



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Building Coordinators

About

Facilities Services works with an important network of key Building Coordinator representatives across campus, each representing their respective University building.

Responsibilities of Building Coordinators

Building Coordinators serve as business partners with Facilities Services. Each coordinator has a responsibility to students, faculty, staff and guests to make sure the building is safe. There can be multiple Building Coordinators in each building. The Building Coordinators are responsible for the following during usual business hours:

- Notifying building occupants of impending access interruption to public areas/utilities in the building and/or in surrounding areas
- Advancing all campus outage notices to building occupants, as received from Facilities Services
- Forwarding notices of construction work in the building and/or in surrounding areas that could affect occupants in other than departmental space
- Coordinating building occupants' response and serving as interface regarding the appropriate use and maintenance of public areas within buildings
- At times, assisting with coordinating building key distribution to building occupants
- Training an alternate to assume duties when the Building Coordinator is on vacation, absent or not available
- Notifying Facilities Services of personnel changes pertaining to Building Coordinators and Emergency After-Hours contacts

Building	Name of Coordinator	Department	Phone	Email	Office
Administration Building	Cristal Wallin	Administration & Finance	(415) 405-2226	cwallin@sfsu.edu	ADM 355
Burk Hall	John Cleary	Graduate College of Education	(415) 338-1066	jcleary@sfsu.edu	BH 310
Business Building	Janet Remolona	College of Business	(415) 338-1276	jremolo@sfsu.edu	BUS 322
Creative Arts	Kirk Schaible	College of Liberal & Creative Arts	(415) 338-2020	kirks@sfsu.edu	CA 152A
Fine Arts	Chris Moring	College of Liberal & Creative Arts	(415) 338-7393	cmoring@sfsu.edu	FA 234
Gymnasium	Chanh Dinh	Athletics	(415) 338-2243	chanh11@sfsu.edu	GYM 121A
Hensill Hall, Thornton Hall, Science Building, Ethnic Studies & Psychology Building	Christopher Johansson	College of Science & Engineering	(415) 338-2259	cjohanss@sfsu.edu	TH 706
HSS Building	Samantha Ward	College of Health & Social Sciences	(415) 338-3330	skward@sfsu.edu	HSS 204
Humanities & Marcus Hall	Erin Christine Gibb	College of Liberal & Creative Arts	(415) 405-0319	gibbe@sfsu.edu	MH 441
Library	Matt Blevin	University Library	(415) 338-1639	mblevin@sfsu.edu	LIB 340H
Mashouf Wellness Center	Ryan Macko	Campus Recreation	(415) 405-2809	rmacko@sfsu.edu	MWC 104M
Parking Garage/ Lot 20	Patricia Tolar	Parking & Transportation	(415) 338-2744	snoopy8@sfsu.edu	CY 103
Student Health Center	Corrine Cheung	Student Health Center	(415) 338-1251	corrinec@sfsu.edu	SHC
Student Services Building	Stephen Roberts	Student Affairs & Enrollment Management	(415) 338-2563	sroberts@sfsu.edu	SSB 403 D/E
Towers and Mary Ward Hall	Tiffany Mikami	Housing, Dining, & Conference Services	(415) 405-4489	tamikami@sfsu.edu	TCS G96

How to Obtain Services

About Service Requests

The Facilities Services Customer Service Center (CSC) staff receives service requests (work orders) from the university community, then processes and assigns them to the appropriate trade/custodial personnel. All service requests are processed through the CSC.

Service requests submitted between 8 a.m. and 5 p.m. will be processed same business day.

Service requests submitted between 5 p.m. and 10 p.m. may be processed the next business day.

How to Request Services

- Customers are encouraged to submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>
- Customers may also contact the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579

Emergencies

For emergencies involving fire, life safety and/or property damage, please immediately contact the University Police Department Dispatch at (415) 338-7200.

You are encouraged to *refrain* from submitting service requests via SF State FacilitiesLink in the event of an emergency.

If you are uncertain, please contact the Customer Service Center at (415) 338-1568 or (415) 405-0579. Some examples of emergencies include flooding, gas smell, elevator entrapment, lockout, lock change, no hot water to a building, no heat to a building, power outage affecting a building, security and/or fire system malfunction.

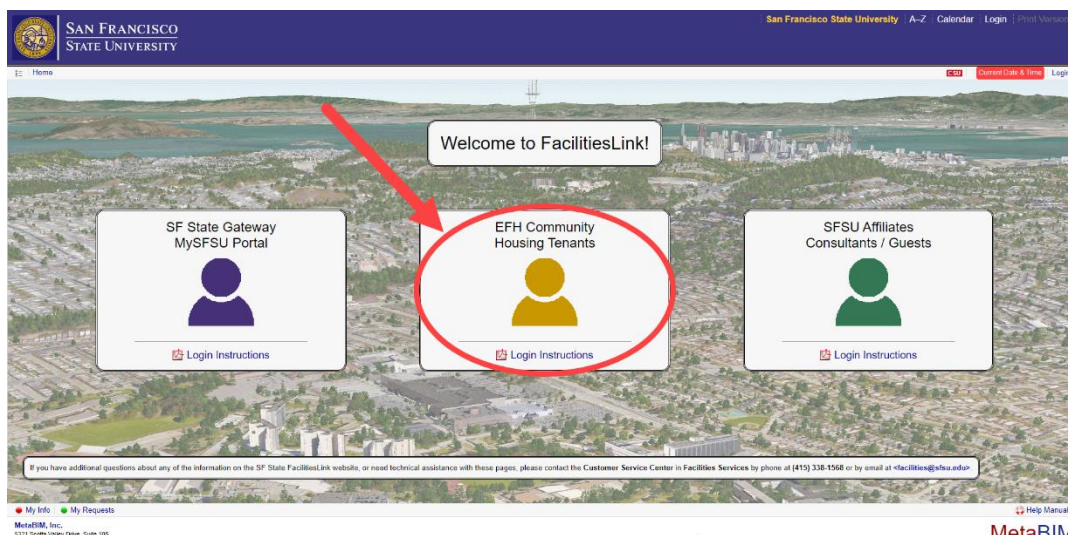
How to Submit an Online Service Request

Below you will find a guide for how to submit an online service request, per your FacilitiesLink Access/Account.

For Employee & Family Housing (EFH) Community Housing Tenants

Step 1:

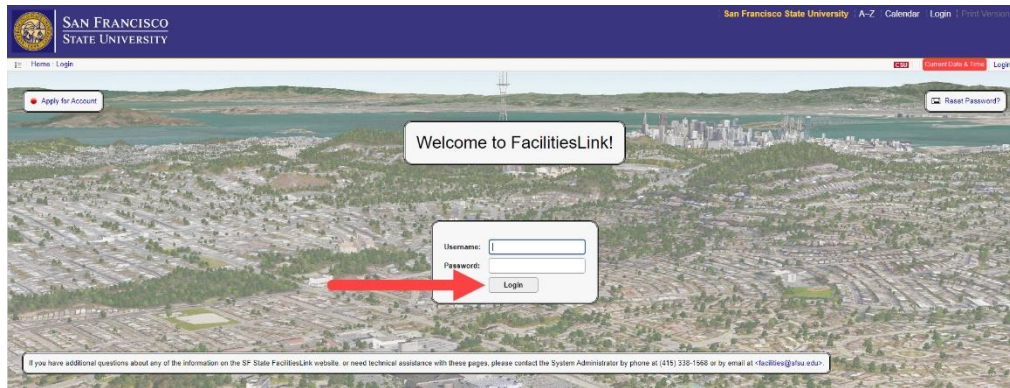
- Go to the FacilitiesLink website at <https://sfsu.metabim.com/>.
- Select 'EFH Community Housing Tenants.'



Step 2:

For Active FacilitiesLink Account Holders:

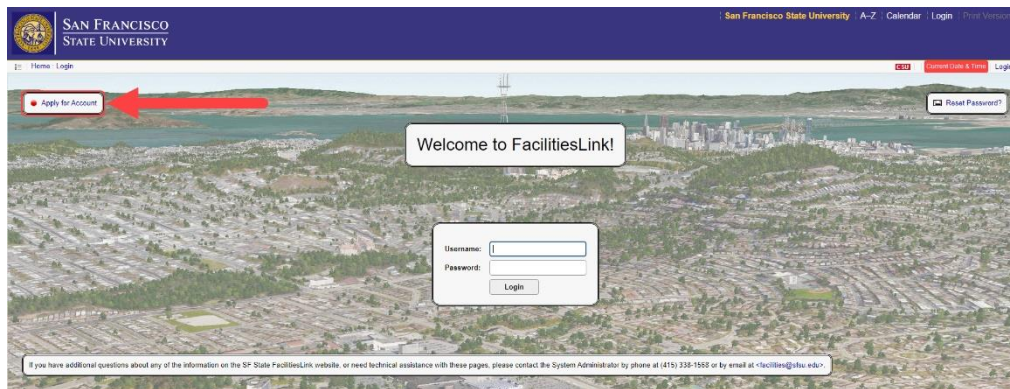
- Enter your FacilitiesLink username and password and then click 'Login'.



Step 2A:

If you do not have a FacilitiesLink account:

- Click on 'Apply for Account'.



- In the following screen, fill out the requested information. Required fields have a red asterisk next to them. Once complete, click on 'Apply'.

Access to FacilitiesLink requires an account. First time users, please complete the form below with your name, job and organization. Verify the email address and phone number are correct in case we need to reach you. Click Apply to submit the application, and check your inbox for a confirmation email.

Indicates Required Field *

Public Dashboard Basic account access, submit requests, check status, process approvals, etc.

FacilitiesLink Account Buildings, floor plans, rooms, leases, equipment, work orders, projects, etc.

My Info My Requests

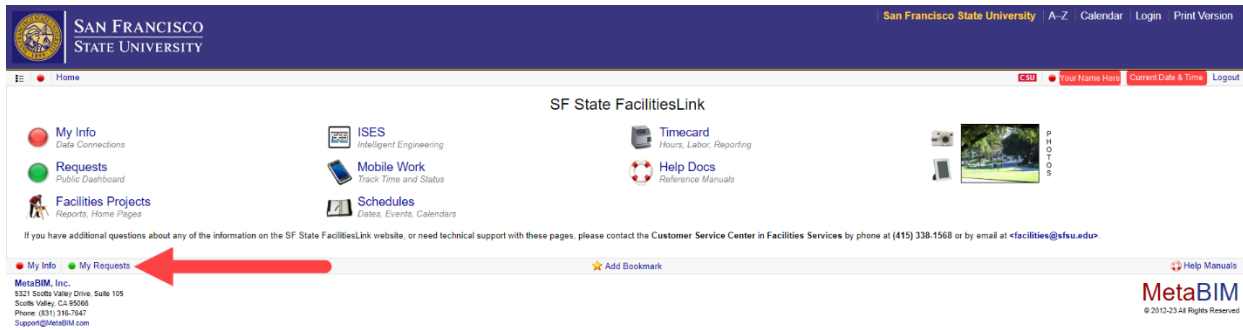
MetaBIM, Inc.
5321 Scotts Valley Drive, Suite 105
Scotts Valley, CA 95666
Phone: (531) 316-7647
Support@metabim.com

MetaBIM
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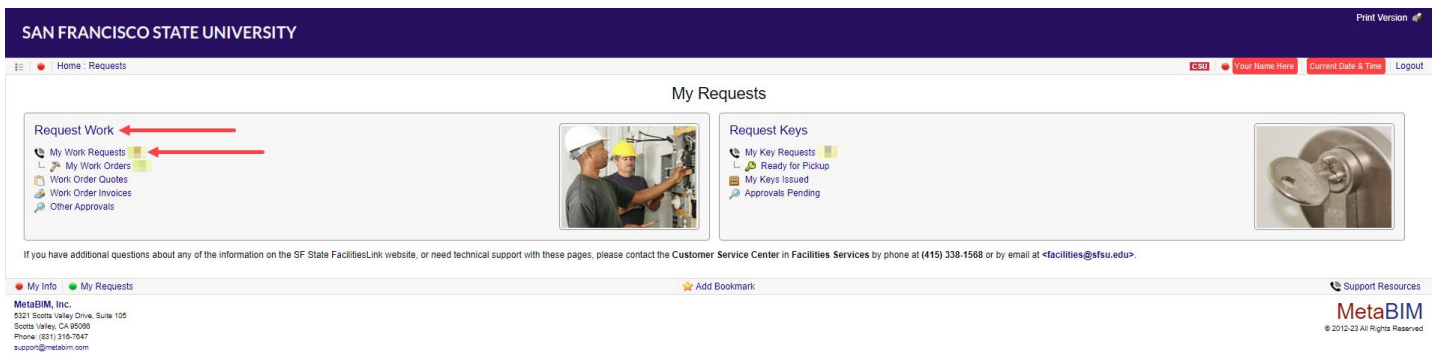
- Next, enter the email address that you used to create your FacilitiesLink account into the space provided and click 'Send'. If you do not receive an email with your password, please contact the Facilities Services Customer Service Center for assistance.

Step 3:

- You will be brought to your FacilitiesLink homepage.
- Scroll down until you find 'My Requests' and click on that link.



- You will be brought to your 'My Requests' page. Select 'Request Work' to place a service request.
 - You may also check the status of previously submitted service requests through clicking 'My Work Requests'.



- Please fill out the service request form completely and to the best of your ability. Be as detailed as possible and click 'Submit' once you have finished.

Location of Work

Name of Building or Property: *

Are you requesting work for your student housing space? Yes No

Work Request

Describe the Issue or Work Needed: *

Take an Optional Photo or Upload a Document:
 No file chosen Take a photograph or upload an existing picture or document associated with the work requested.

Contact Information

Your Name: * <input type="text" value="Your Name Here"/>	Alternate Contact: <input type="text" value="Jane Doe"/>
Phone Number: * <input type="text" value="N/A"/>	Alternate Phone: <input type="text" value="(###) ###-####"/>
Email Address: * <input type="text" value="Your Email Here"/>	Alternate Email: <input type="text" value="jane.doe@email.com"/>

Client Organization: For Campus Departmental Use Only

Name of Organization, Department or Tenant:

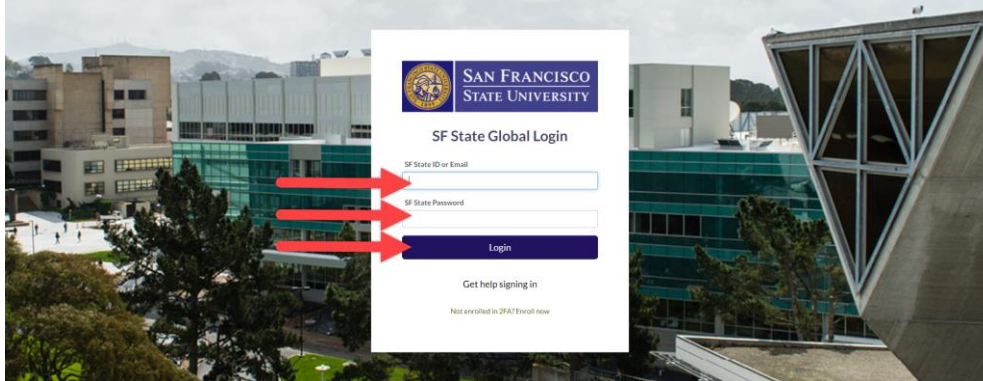
Account or Fund to Use for Billing: Require estimate to proceed?

Requested Completion Date:
 / / Used for planning. Actual Completion depends on staffing and resources.

For Faculty/Staff/Students with Active FacilitiesLink Accounts

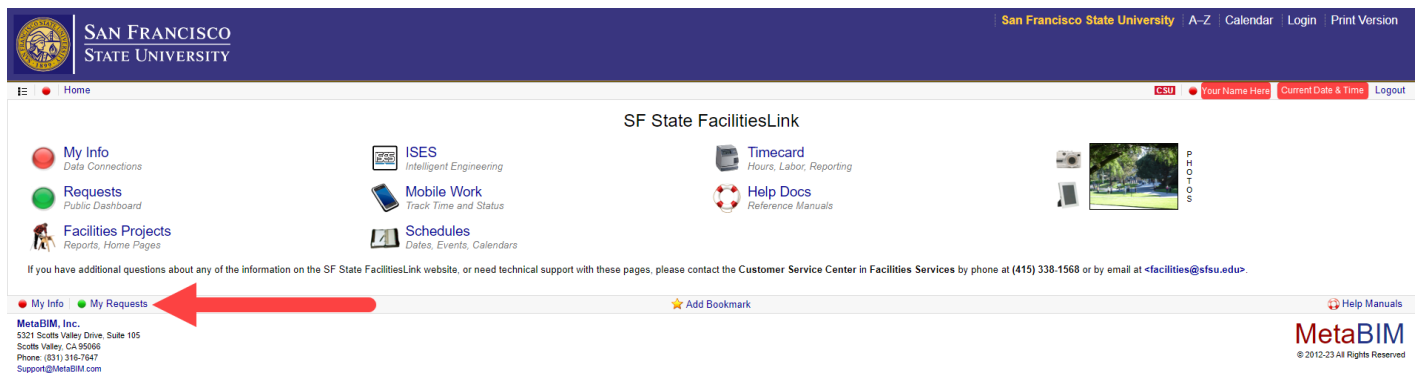
Step 1:

- Go to the FacilitiesLink website at <https://sfsu.metabim.com/>.
- Select 'SF State Gateway/MySFSU Portal'.
- Log into the system using your SF State ID or Email and SF State Password.
- Click 'Login' when complete.
- Complete your login with two-factor authentication (2FA) using your Duo token or app.



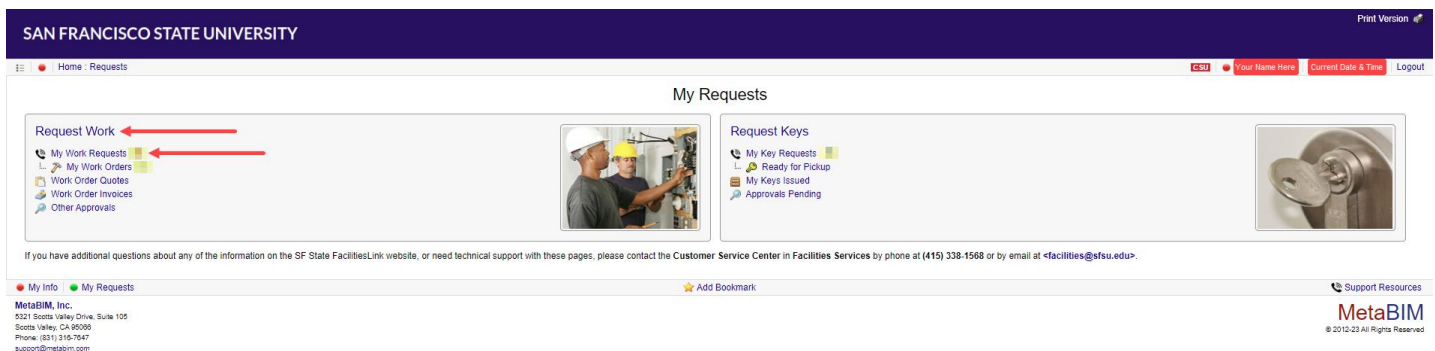
Step 2:

- You will be brought to your FacilitiesLink homepage.
- Scroll down until you find 'My Requests' and click on that link.



Step 3:

- You will be brought to your 'My Requests' page. Select 'Request Work' to place a service request.
 - You may also check the status of previously submitted service requests through clicking "My Work Requests'.



Step 4:

- Please fill out the service request form completely and to the best of your ability. Be as detailed as possible and click 'Submit' once you have finished.


Location of Work

Name of Building or Property: *
Include suite or room if applicable, or other location (e.g. parking lot).

Are you requesting work for your student housing space? Yes No

Work Request

Describe the Issue or Work Needed: *
Please describe the issue or work being requested (e.g. room too hot, sink clogged, etc.). Help us understand the work being requested using as much detail as is required.

Take an Optional Photo or Upload a Document:
 No file chosen  *Take a photograph or upload an existing picture or document associated with the work requested.*


Contact Information

Your Name: * <input type="text" value="Your Name Here"/>	Alternate Contact: <input type="text" value="Jane Doe"/>
Phone Number: * <input type="text" value="N/A"/>	Alternate Phone: <input type="text" value="(###) ### ####"/>
Email Address: * <input type="text" value="Your Email Here"/>	Alternate Email: <input type="text" value="jane.doe@email.com"/>

Client Organization: For Campus Departmental Use Only

Name of Organization, Department or Tenant:

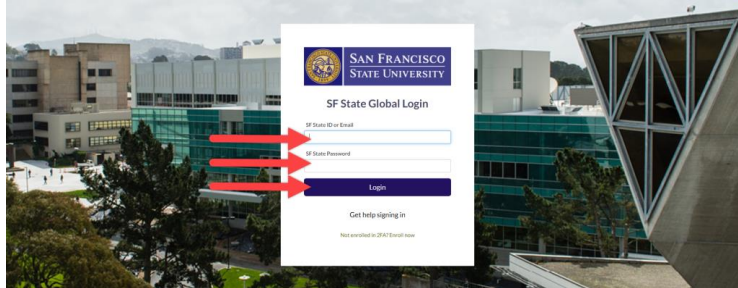
Account or Fund to Use for Billing: *Require estimate to proceed?*
Include department, unit, or account references.

Requested Completion Date:
 / /  *Used for planning. Actual Completion depends on staffing and resources.*

For Faculty/Staff/Students without Active FacilitiesLink Accounts

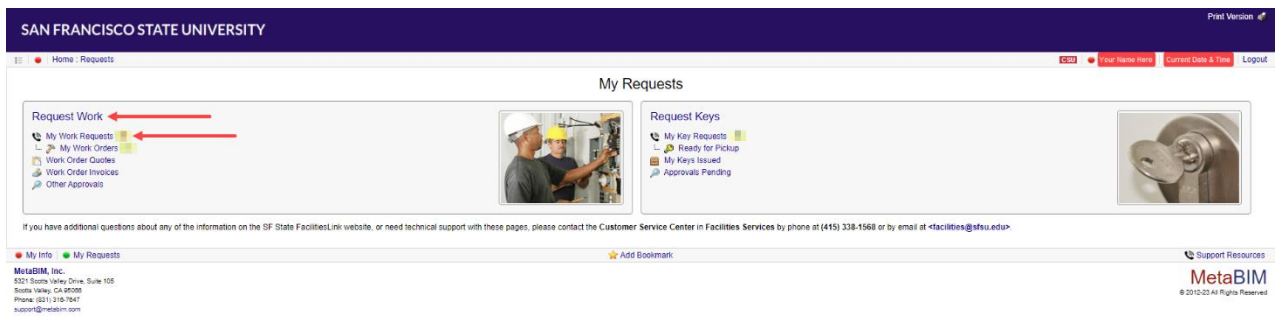
Step 1:

- Go to the FacilitiesLink website at <https://sfsu.metabim.com/>.
- Select 'SF State Gateway/MySFSU Portal'.
- Log into the system using your SF State ID or Email and SF State Password.
- Click 'Login' when complete.
- Complete your login with two-factor authentication (2FA) using your Duo token or app.



Step 2:

- You will be brought to your 'My Requests' page. Select 'Request Work' to place a service request.
 - You may also check the status of previously submitted service requests through clicking 'My Work Requests'.



Step 3:

- Please fill out the service request form completely and to the best of your ability. Be as detailed as possible and click 'Submit' once you have finished.

Location of Work

Name of Building or Property: *
Include suite or room if applicable, or other location (e.g. parking lot).

Are you requesting work for your student housing space? Yes No

Work Request

Describe the Issue or Work Needed: *
Please describe the issue or work being requested (e.g. room too hot, sink clogged, etc.). Help us understand the work being requested using as much detail as is required.

Take an Optional Photo or Upload a Document:
Choose File | No file chosen

Contact Information

Your Name: *
Your Name Here

Phone Number: *
N/A

Email Address: *
Your Email Here

Alternate Contact:
Jane Doe

Alternate Phone:
(###) ###-####

Alternate Email:
jane.doe@email.com

Client Organization: For Campus Departmental Use Only

Name of Organization, Department or Tenant:
[Dropdown]

Account or Fund to Use for Billing: Require estimate to proceed?
Include department, unit, or account references.

Requested Completion Date:
MM / DD / YYYY

Used for planning. Actual Completion depends on staffing and resources.

Submit

Service Request Information, Prioritization and Timelines

Emergencies

For emergencies involving fire, life safety and/or property damage, please immediately contact the University Police Department Dispatch at (415) 338-7200.

You are encouraged to refrain from submitting service requests via SF State FacilitiesLink in the event of an emergency. If you are uncertain, you are also welcome to contact the Facilities Services Customer Service Center (CSC) at (415) 338-1568 or (415) 405-0579. Some examples of emergencies include flooding, gas smell, elevator entrapment, lockout, lock change, no hot water to a building, no heat to a building, power outage affecting a building, security and/or fire system malfunction.



What to Include on a Service Request

When you initiate a service request, we will need the following information:

• Specific Location

- The formal building name, not just the nickname of the building.
- Room number. Every room on campus and housing property has a room/apartment number. If you can't find the number on the room, provide numbers for the rooms adjacent to the room where the work is requested.

• Description of the Problem

- You may have an idea of what's needed to solve a problem, but we also need details about the problem itself. Please be as descriptive as possible!
- If you are reporting a problem on behalf of someone else, be sure to get plenty of details from them as well as their contact information.

• Contact Information

- Your name, phone number and email.
- Name and phone number of the person who reported the problem or requested the work.
 - For campus service requests include:
 - Department name.
 - Departmental account number. You will not be charged for work that is campus-funded. Requests related to department equipment are the funding responsibility of your department and will require an authorized account number.

If you are a new user to our service request system and need a profile, please request this through the system or contact our Customer Service Center for assistance at (415) 338-1568 or (415) 405-0579.

Prioritization and Timelines of Service Requests

Service Request Priority Guidelines

The Customer Service Center prioritizes service requests according to the nature of the reported problem. The service request priority guidelines outlined below are intended to:

- Provide a system to prioritize the urgency of assignment of service requests.
- Provide fair and equitable treatment of all customers.
- Allow the orderly, timely and efficient accomplishment of facilities work.

Priority Levels

When service requests are submitted to the Facilities Services Customer Service Center, it is assigned one (1) of four (4) priority levels. Within each priority level, work is assigned primarily on a first-in - first-out basis, contingent upon efficient coordination of work and availability of material. As service requests are received, they will be scheduled according to the following priorities:

Priority 1: Emergency Requests

Emergencies are situations that pose an immediate threat to personal health or safety or major damage to buildings. Emergencies are handled immediately to ensure safety or preserve work product or facilities.

- Please contact University Police Department Dispatch at (415) 338-7200. Contact made with customer immediately.
- Response Time: **Immediate**
- Problems classified as emergencies may include large scale flooding, building power outages, gas smell, elevator entrapment, alarm sounding/smoke/fire, no building hot water, hazardous material spill, etc.
- This type of request must be called in immediately and never submitted solely via a service request submission.

Priority 2: Urgent Requests

Urgent requests are typically those for which the work is considered to be important but may not qualify as emergent. Priority requests typically include conditions that immediately affect the continued performance of housing, academic or administrative services. Factors influencing urgency include if the same-day non-resolution of which would impact use or performance in the space and/or could damage the Facilities Operations or further damage the item in question.

- Contact the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579 or submit a service request via FacilitiesLink at <https://sfsu.metabim.com/>.
- Response Time: **Contact made with customer immediately; work is assigned and typically completed within eight (8) hours.**
- Urgent requests may include pipe leakages, minor flooding/water intrusion, front entrance or gates not securing, leaking toilets, resetting a circuit breaker, fallen branches obstructing walkways/road, large spills, etc.

Priority 3: Routine Requests

Routine requests are those considered to be important in nature but not urgent or an emergency. Requests are reviewed within one (1) working day. Work is typically scheduled within three (3) working days of service request submission, and work is completed usually within two (2) weeks. To submit a routine service request:

- Please submit a service request online via FacilitiesLink at <https://sfsu.metabim.com/>.
- Response time: **Contact made with customer within 24 hours and work typically completed within 2 weeks.**
- Routine requests may include lighting issues, lighting outages (localized), sticking locks, regular spills, broken glass, pest control, etc.

Priority 4: Specialized Requests

Service requests for work that does not pose a threat to life, safety or property, or serious disruption to day-to-day operations are considered specialized requests. These requests are put in the job queue and are processed in the order in which they are received. Large-scale requests are treated as projects. Small repairs are usually completed by arrangement with the customer.

- Submit a service request online via FacilitiesLink at <https://sfsu.metabim.com/>.
- Response time: **Contact made with customer within 72 hours.**
- Specialized requests may include damaged walls, loose handle door, adjusting door hinges, repairing window treatments, etc.

Special Note:

- No repairs, upgrades, or permanent alterations are permitted to be performed by the campus community, residents or permitted to be contracted out. The University Collective Bargaining Agreements govern all trades, labor, maintenance, grounds and custodial operations that are performed by employees of San Francisco State University.
- The Housing Facilities Operations Maintenance and Housekeeping staff reserves the right to enter student bed-space units for the purposes of emergency, health, safety, maintenance, management of applicable rules and regulations, or for any other lawful purpose.
- Employee & Family Housing (EFH) and legacy tenants will be given 24 hours' notice for entry, except in the case of a fire/life/safety emergency.

Recharge Policy

Facilities Services has a cost recovery process, as required by the CSU, requiring departments to pay for services that are not routine maintenance. Office moves, building a wall, hanging pictures, or moving furniture are not routine maintenance and the requesting department **will be charged**. An account number will be required at the time of request.

The CSC will process the request in compliance with University procedures. You will be advised by a member of the CSC staff of the following:

- When Facilities Services staff will perform the work or
- If some or all of the work will be contracted out, Capital Planning will assign a Project Manager to be the point of contact between the Department and the approved contractor.

How to Request Keys and Building Access Cards

Campus Keys and Building Access Cards Details

Key Management processes and systems are in place to protect SF State students, employees, vendors, contractors and assets by providing a safe, secure and accessible environment. All key holders issued University keys are responsible and accountable for the safety and security of their keys. Please note:

- Loaning, lending, transferring or duplicating of keys is prohibited
- Unauthorized fabrication, possession or use of keys or building access cards (keycards) to access San Francisco State University facilities and structures is a violation of California Penal Code 469

For more information about campus keys and building access cards (keycards), issuance and return processes, please read the additional information below:

Keys and Building Access Cards

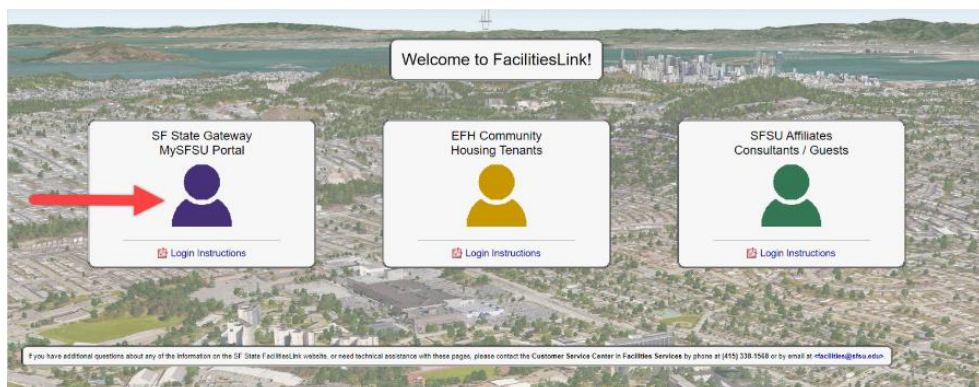
- Facilities Services will issue keys and building access cards (keycards) to campus members and vendors who require access to a campus space to perform their officially assigned duties and responsibilities
- For all key and building access card (keycard) requests, please submit a key request online at [SF State FacilitiesLink](#)
- All key and building access card (keycard) requests must be approved by the appropriate Key Approver
- The Facilities Services Customer Service Center (CSC) reviews and advances all requests for re-keys, key cutting and re-cuts prior to submission to the Lock Shop
- For further information about how to submit a service request, please visit our [Service Requests page](#)

How to Submit an Online Key and/or Building Access Card Service Request

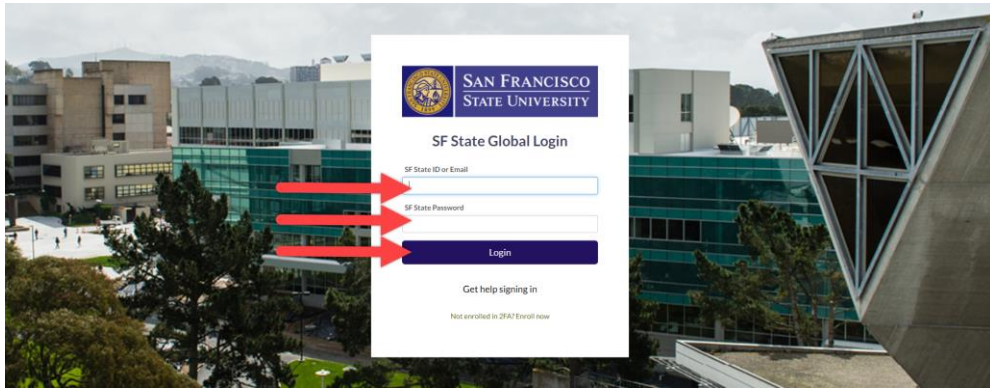
Facilities Services has launched the online key module via FacilitiesLink for the campus community. This application allows for seamless, online submission of key requests to Facilities Services via Metabim, including the tracking of request submission and automated notification of key pick up. Below you will find a step-by-step guide to submit an online key and/or building access card (keycard) service request.

Step 1:

- Go to the FacilitiesLink website located at: <https://sfsu.metabim.com/>.
- Select 'SF State Gateway/MySFSU Portal'.

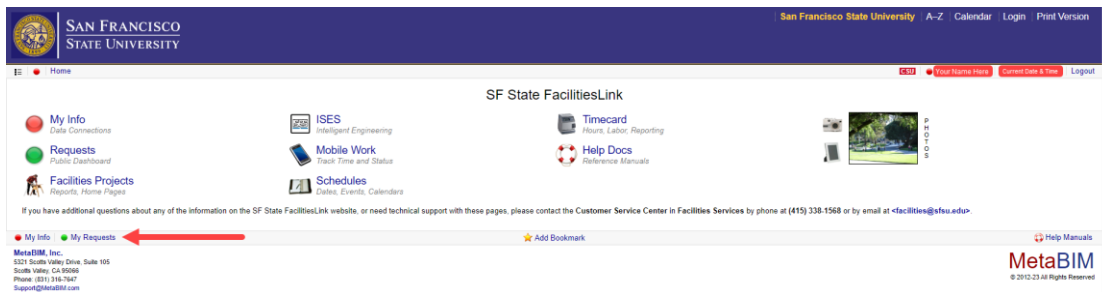


- Log into the system using your SF State ID or Email and SF State Password.
- Click 'Login' when complete.
- Complete your login with two-factor authentication (2FA) using your Duo token or app.

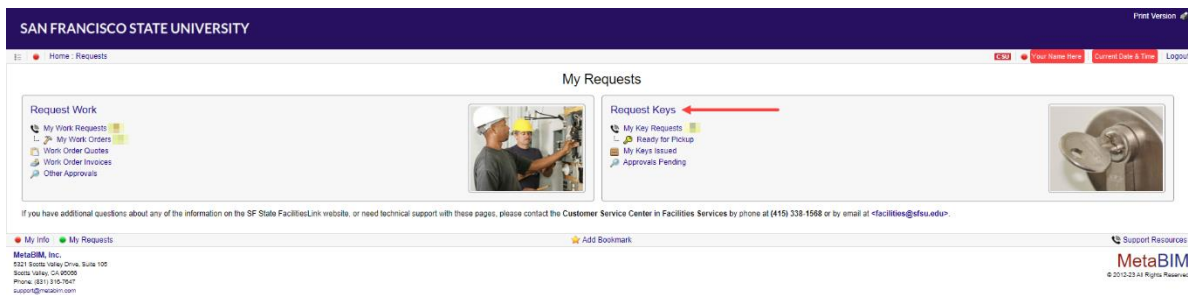


Step 2:

- You will be brought to your FacilitiesLink homepage. The appearance may vary depending on the access granted.
- Scroll down until you find 'My Requests' and click on that link.



- You will be brought to your 'My Requests' page. Select 'Submit Key Request' to submit a key request.



Step 3:

- Once you are in the key module, your information should appear prepopulated in the 'Key Requester' section. If all the information looks correct, then all you will need to do is select the requester type in the drop-down menu.

Clear Key Requester Your Name Here

Request keys using the form below. Verify the Key Requester and provide details on the Key Holder. Provide details on the access request, including loca

Key Requester	
Requester Name: *	Employee ID:
<input type="text" value="Your Name Here"/>	<input type="text" value="Your Employee ID Here"/>
Job Title:	Email Address: *
<input type="text" value="Your Job Title Here"/>	<input type="text" value="Your Email Address Here"/>
Department:	Phone Number: *
<input type="text" value="Your Department Here"/>	<input type="text" value="Your Phone Number Here"/>
Organization:	Requester Type: *
<input type="text" value="Your Organization Here"/>	<input type="text" value=""/> <ul style="list-style-type: none"> Faculty Staff Student Contractor Other

- If you are requesting keys for yourself, click the checkbox next to 'Same as Requester' along the right side of the screen to automatically fill in the 'Key Holder' section. If you are requesting keys on behalf of someone else, proceed to fill out the data fields for who you are requesting the keys for in the 'Key Holder' section.

**** Note:** If the 'Key Requester' section is prepopulated with incorrect information, click the 'Clear Key Requester' link above the 'Key Requester' section. This will erase the current information listed in the section and will allow you to input your own information in the data fields.

Step 4:

- In the 'Access Requests' section, first select the appropriate reason for the key request in the 'Key Request Context' section. Then enter the locations, departments and/or keys to be requested in the 'Location or Department' section.

- Next, select which type of building access is being requested, as well as the desired start date for the keys to be in effect.

Step 5:

- Continue to fill out the remaining sections with your departmental key approver (this is optional, depending on your department), your building key approver (typically the building coordinator or other authorized staff member) and any additional information that may assist with your key request.
- Click 'Create' to submit your key request.

Departmental Key Approver (Optional): Key requests may be authorized initially at the department-level as required. Please enter the departmental Key Approver for your organization.

Building Key Approvals: * The individual is authorized to approve key requests and grant building access to the locations requested. Please enter the building Key Approver.

Additional Information:
Any additional access requests, special access circumstances, or useful information that might assist with processing the Access Request.

Create Cancel

If you have additional questions about any of the information on the SF State FacilitiesLink website, or need technical support with these pages, please contact the Customer Service Center in Facilities Services by phone at (415) 338-1568 or by email at <facilities@sfsu.edu>

Step 6:

- Once your key request has been submitted, you will immediately be brought to a new page that will display confirmation that your key request has been submitted to your designated key approver and details about your key request.

- You will also receive a confirmation email from Metabim to acknowledge the key request.

Thank you for submitting an online Key Request with San Francisco State FIS. The request has been received and is queued for approval and processing. Here are the details:

KR # [redacted] - [redacted] - [redacted]

Key Requester: [redacted]
Key Holder: [redacted]
Received: [redacted]

Access Request: [redacted] Current Phase: New Request Current Status: Request Received

To check on and browse the status of your Key Request, please use the following link:

[Redacted link]

Next step, the KR # [redacted] is routed for review and approval. Once approved, keys will be pulled from stock or generated by Lock Shop and the Key Holder will be notified for pickup.

Thank you again for using San Francisco State FIS to assist with your Key Request. Please reach out if we can be of further assistance.

System Administrator
San Francisco State FIS
(Automated Email Message)

Step 7:

New Request

Get Approvals

Lock Shop

Notify Customer

Issue Keys

Completed

- Once the key request has successfully been submitted, it will route automatically to your departmental and/or building key approver for review.
- When the building key approver approves the key request, the request then gets sent to the Lock Shop to process and cut the keys.
- After the Lock Shop cuts the keys, the Customer Service Center will reach out and notify the customers that the keys are ready for pickup via email.

Step 8:

- Keys are available for pickup after the customer receives the confirmation email that says the keys are ready for pickup. In the confirmation email, please note the key pickup hours and any additional items needed to pick up the keys from the Facilities Services Customer Service Center Desk in Corporation Yard 102.

Picking Up Keys and Building Access Cards

- With the implementation of the Key Module, customers will now be notified via email once keys and/or building access cards (keycards) are ready for pick up
- Valid SF State ID or government issued photo identification is required at the time of pick up, and no other form of identification is accepted
- Only the requestor, key holder or designated approver can pick up requested keys and/or building access cards (keycards) from the CSC at Facilities Services located in **Corporation Yard 102**
- If the department would like to elect an alternate to pick up keys, a signed memo authorizing the alternate to do so must be presented at the time of pickup
- Pick up times for keys and building access cards (keycards) are from **Monday through Friday** between **8:30 a.m. – 12 p.m.** and **1 p.m. – 4:30 p.m.**

How to Return Keys and Building Access Cards

- Keys and building access cards (keycards) that are no longer needed by the Key Holder and/or the department must be returned immediately to the Facilities Services Customer Service Center (CSC) located in Corporation Yard 102
- *Please note:* Facilities Services is in process of acquiring a key management system for multiple buildings across campus that will allow authorized individuals to check out and return keys on a temporary basis and without having to submit a formal key request. **The key management system is tentatively scheduled to debut in late 2024, and once in place, the following policy will apply:**
 - Keys that have been checked out of the key management system must be returned to the respective system no later than the end of the shift by the same authorized individual and are not to be brought outside of the SF State premises
 - If the Key Holder fails to return all issued keys from the key management system, Facilities Services will notify the Key Holder's Manager or Supervisor, and the Key Holder will not be allowed to check out additional keys until the first key return is resolved

Lost, Misplaced and/or Stolen Keys and Building Access Cards

- The Facilities Services Customer Service Center (CSC) must be notified **immediately** if key(s) or building access card(s) (keycards) are lost, misplaced and/or stolen



- A [Lost Property Report Form](#) for the lost/misplaced/stolen key/building access card (keycard) must also be filed with UPD
- For replacement key(s) or building access card(s) (keycards), please submit a key request online at [SF State FacilitiesLink](#) and provide a UPD-issued incident number/report in the request
 - Replacement requests that **do not** include a UPD-issued incident number/report **will not** be granted

Staff and Faculty Clearance Process

- Separating staff or faculty must return all keys (i.e., metal keys to interior and/or exterior doors) and building access cards (keycards) (i.e., proximity or proxy) to the Facilities Services Customer Service Center (CSC) located in Corporation Yard 102 **on or before their last day of work**
- For inquiries regarding key or building access card (keycard) returns, contact the CSC by phone at (415) 338-1568 or (415) 405-0579 or by email at facilities@sfsu.edu
- For inquiries regarding the clearance process from the University, please visit the [Payroll Services](#) page, submit an [HR Clearance Service Request](#) or contact Human Resources at (415) 338-1872 or hrwww@sfsu.edu

Unlocking Bollards

- A bollard is a post that restricts traffic
- If you need a bollard unlocked, please contact the Facilities Services Customer Service Center online via SF State FacilitiesLink at <https://sfsu.metabim.com/> or by calling (415) 338-1568 or (415) 405-0579.

Business Practice Directive: Key Management Policy

For more information regarding the control, issuance, use and return of keys and access procedures to campus facilities, please visit the [Key Management Policy](#) page. The objective of the policy is to:

- Ensure the security and safety of members of the campus community while maintaining efficient facilities operational support and services.
- Institute accountability for the University access control systems, including keys and access credentials for campus facilities owned, operated, maintained and leased by SF State.

Recharge Services

About

Facilities Services has a cost recovery process, as required by the CSU, requiring departments to pay for services that are not routine maintenance. Office moves, building a wall, hanging pictures, or moving furniture are not routine maintenance and the requesting department **will be charged**. An account number will be required at time of request.

The Customer Service Center (CSC) will process the request in compliance with University procedures. You will be advised by a member of the CSC staff of the following:

- When Facilities Services staff will perform the work or
- If some or all of the work will be contracted out, Capital Planning will assign a Project Manager to be the point of contact between the Department and the approved contractor.

Facilities-Funded Services & Recharge Services

For examples of facilities-funded services and recharge services, please see the tables below:

Carpentry Shop

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Baseboard repairs • Ceiling tile replacement and repair • Door repairs • Drywall and plaster repairs • Door closers • Doorstop installation • Restroom partitions • Floor tile repair and replacement in public spaces • Replacement or repair of carpets, linoleum, vinyl floors, wooden floors, and other surfaces in public spaces • Wooden railings and steps repair and replacement • Stair tread, guard replacements, safety trips • Window and glass repairs on building exteriors 	<ul style="list-style-type: none"> • Construction, repair, and/or installation of cabinets, bookshelves and miscellaneous casework • Door replacements and/or conversions within controlled space • Earthquake restraints: shelves, cabinets, gas cylinders, bookshelves, file cabinets, freezers or other such furniture or equipment • Picture framing, picture hanging, whiteboard/chalkboard installations or moving • Office furniture repair • Mirror installation or moving • Replacement and/or repair of carpet squares, vinyl floors, wooden floors and other floor surfaces in departmental spaces • Purchase and/or installation, maintenance and repairs of venetian blinds or draperies

Custodial Services

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Carpet cleaning, floor strip and wax done every 24 months in public spaces • Graffiti removal in public spaces • Routine cleaning services performed daily in general use spaces such as lobbies, corridors, restrooms, and other public spaces • Spill cleanup in public areas • Trash removals (regular trash in standard containers) • Recycling and compost removal • Routine scheduled pest control • Exterior window washing provided every 5 years, as budget allows 	<ul style="list-style-type: none"> • Carpet cleaning, floor strip and wax in all department-occupied, non-public spaces • Event setups • High-clean requests • Spill clean-up in department spaces • Projects clean-up over and above routine cleaning • Special requests such as additional trash cans, walk-off mats, special cleanup above and beyond everyday norms • Interior window washing • Exterior window washing beyond the building's established schedule maintenance

Electrical Shop

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Ballast replacement (facility lighting) • Circuit breaker resets, repair or replacement • Electrical distribution repair • Emergency generator and circuit service serving state supportable spaces • Emergency lighting • Facility fixture cleaning and relamping • Building facility lighting control systems • Fume hood lighting 	<ul style="list-style-type: none"> • Lighting requests for services above baseline • Additional outlets and circuit requests • Cord replacement or repair • Desk lamps and relamping • Department display case lighting installation, repair, or relamping • Intercom repairs and installation • Department-owned equipment installation and hook-up • Temporary power installations • Special lighting requests such as UV lamps, dark room lamps • Maintenance and repair of departmental power conditioners and emergency power systems • Maintenance and repair of dedicated departmental equipment and appliances • More than two circuit breaker resets due to department-owned equipment overloading circuits

Fire and Life Safety

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Fire extinguishers, hoses, cabinets, sprinklers • Fire alarms/smoke detectors and system monitoring 	<ul style="list-style-type: none"> • Additional protective devices beyond code requirements

General Maintenance

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Brick, mortar, cement inspection • Public space inspection • Graffiti removal 	<ul style="list-style-type: none"> • Minor moving services of equipment, furniture, etc.

Grounds

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • General landscape maintenance of all non-dedicated landscape areas • Hardscape maintenance and trash removal • Tree trimming, removal, and replacement • Litter pickup • Road and walkway maintenance and repair • Landscape irrigation system installation and repair • Exterior planer beds and containers not specifically assigned to a department • Library planters and terrace irrigation in state supportable space 	<ul style="list-style-type: none"> • Project-related landscape needs or repair of damage caused by project work • Special requests for plantings or color changes • Parking lot maintenance and cleanup • Special event preparation and cleanup • Damage and vandalism to existing landscaping and irrigation systems

HVAC Shop

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Building chiller repairs and maintenance • Building air conditioning unit repairs and maintenance • Walk-in boxes (cold and warm) preventative maintenance and minor repairs 	<ul style="list-style-type: none"> • Dedicated air conditioning unit repairs and maintenance • Dedicated fan coil unit repairs and maintenance • Dedicated chiller repairs and maintenance • Refrigerator repairs and maintenance • Freezer repair and maintenance • Freezer rental • Ice machine repair and maintenance • Walk-in boxes (cold and warm) major repairs, such as compressor replacement

Lock Shop

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Repair and replacement of architectural door hardware including standard lock sets, key cylinders, closers, door operators, and panic devices located in public spaces • Installation and maintenance of electronic access control systems for non-dedicated exterior and public spaces • Door alarm installation and maintenance in public spaces • Door maintenance • Key lock installation in department-occupied spaces to replace unwanted Omnilocks or proximity card readers • ADA door access controls for public spaces 	<ul style="list-style-type: none"> • Lock installation, maintenance, and repair, including combination locks, deadbolts, and rekeying • Electronic access control installation, maintenance, and repair for controls dedicated to a departmental space or program • Dedicated intrusion or freezer alarm installation, maintenance, repairs, and database and user code updates • Key fabrication (3-5 business day turnaround) • Window, cabinet, file, and desk locks • Unlocking cabinets, desks, and other case goods • Lockouts: for after-hours lockouts contact UPD at (415) 338-7200 • Repair or replacement of locks on interior office doors • Security alarm reports • Security panel maintenance for security systems serving departmental spaces

Paint Shop

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Painting is done in public spaces, as needed 	<ul style="list-style-type: none"> • Painting and refinishing of all non-SF State space • Parking lot painting and restriping

Plumbing Shop

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> • Restroom equipment maintenance, repair, or replacement • Drinking fountains in public spaces • Emergency eyewash and emergency shower maintenance • Building-wide systems: chilled water, DI water • Water, gasses, vacuum, etc. • Leaks, facility drain stoppages, and flooding 	<ul style="list-style-type: none"> • Laboratory equipment hook-up or installation • Installation or maintenance of dedicated laboratory systems: DI water, waste systems, cooling systems, vacuum systems, gasses, etc. • Installation of dedicated laboratory equipment • Clogged sinks or drains due to customer operations • Water filter installation or maintenance • Localized hot water heater installation

Waste Management

Facilities-Funded Services	Rechargeable Services
<ul style="list-style-type: none"> Recycling and compost containers Routine recycling material pick-up Drop-off of recycling carts (aka “toters”) for move outs, major clean-ups Trainings and orientations for staff to learn how to toss correctly Evaluation of work area discard procedures as part of the Green Office/Green Lan certification review Lab and office evaluations to explain how to best discard unneeded items Pick-up of donatable lab supplies (must be neatly boxed by donor) Pick-up of donatable lab supplies (must be pre-approved by Waste management and e-waste will not be picked up) <p>Spring Cleaning</p> <ul style="list-style-type: none"> 1x/year for bulky items (specific instructions will be provided before the start of the event) 	<ul style="list-style-type: none"> Additional garbage containers Excess garbage removal <p>Pick-up of:</p> <ul style="list-style-type: none"> Excessive or unusual materials Wood or plastic pallets Crates Non-flattened cardboard Furniture and furniture parts Pick-up of furniture and other bulky items for drop-off

Recharge Rates

For recharge rates for the Facilities Services departments, please see the table below.

Department	General Fund Rate	Auxiliary Rate (Self-Funded)
Carpentry Shop	\$55.77	\$76.65
Custodial Services	\$28.97	\$38.16
Electrical Shop	\$56.08	\$76.84
Facilities Archive & Data Management	\$30.64	\$34.20
Fleet	\$63.69	\$82.16
Grounds	\$43.48	\$57.96
HVAC Shop	\$54.27	\$74.06
Lock Shop	\$55.09	\$75.59
Paint Shop	\$55.23	\$75.80
Plumbing Shop	\$57.57	\$79.14
Project Management	\$80.29	\$106.47
Waste Management	\$34.79	\$47.61

Business Practice Directives

Access Control Policy

- Effective Date: Wednesday, September 24, 2014
- Revised Date: Wednesday, January 25, 2017
- Authority: [ICSUAM 8060 – Access Control](#)

Objective

1. To promote campus security while maintaining reasonable usability of academic Facilities.
2. To maintain accountability for the campus-control system, including key and key card duplication and distribution.

Statement

Access Control Systems are in place to protect SF State students, staff, faculty and assets by providing a safe, secure and accessible environment. This Practice Directive details roles, responsibilities and procedures to best manage the access control system.

Who the Practice Directive Applies To

This Policy describes the control, issuance and use of keys to Campus, General Fund facilities, Student Health Center and Student Services Building and maintain access to facilities, while safeguarding the personal safety of the campus community and protecting the property of San Francisco State University. For the application of this Policy, the term “key” applies to traditional metal keys and the term “card key” applies to the electronic access cards. For the purpose of this Policy and associated procedures, the terms are used interchangeably except where noted.

Why the Policy is Necessary

Successful lock and key control requires the efforts of several parties, including: Facilities Services, which designs and maintains the integrity of the system; Departments, which safeguard facilities under their use by maintaining proper key assignment and security systems; and individual faculty, staff and students, who safeguard assigned keys from loss or theft, and report these occurrences immediately to Campus Police.

Responsibilities

Facilities Services

This department is responsible for:

1. Creating and maintaining the University’s Lock and Key Control system, including schematics, codes, service equipment, and product standards;
2. Issuing keys and keeping key information on file, including:
 - Lock and key control system
 - Inventory of locks and hardware
 - Keys issued to and returned by individuals through the key management software;
3. Changing or replacing locks;
4. Stocking necessary hardware and supplies.

Departments

Departments are responsible for:

1. Designating requestor(s) within the department, who accepts key requests and submit key requests to an approver;
2. Designating a key approver(s) within the department, who authorizes requests for issuance of keys based on minimum access requirement to fulfill person's work responsibility;
3. Notifying Facilities of personnel change (designated key requestor and/or approver);
4. Insuring Facilities assigned to them are properly secured;
5. Reporting lost or stolen keys immediately to Facilities Services;
6. Requesting lock or key related service from Facilities Services.

Human Resources

This department is responsible for:

- Promptly notifying Facilities Services about employee termination.

University Police Department

This department is responsible for:

- Documenting incident of lost or stolen keys, as reported to the Police Department and issuing document to the person reporting the incident.

Practice Directive Details

General Guidelines

All locking devices, regardless of type, must be installed with the approval of Facilities Services or the Department of Public Safety. Unauthorized locks, padlocks and security devices that are not compatible with the campus master keys/card key access system are subject to immediate removal at the expense of the installer.

The unauthorized fabrication, possession or use of keys/card keys to access San Francisco State University facilities and structures are a violation of California Penal Code 469 and no person shall replace without permission, damage, tamper with or vandalize any university lock or security device, as per the following provision:

“Any person who knowingly makes, duplicates, causes to be duplicated, or uses, or attempts to make, duplicate, cause to be duplicated, or use, or has in his possession any key to a building or other area owned, operated, or controlled by the State of California, any state agency, board, or commission, a country, city, or a public school or community college district without authorization from the person in charge of such building or area or his designated representative and with knowledge of the lack of such authorization is guilty of a misdemeanor punishable by a fine not to exceed one thousand dollars (\$1,000) or by imprisonment in the county jail for not more than one year, or both such fine and imprisonment.”

University keys are the property of the State of California and may be recovered at any time by the University.

Design

Design of the keying system is the responsibility of Facilities Services and will be structured to assure security of campus facilities and user needs.

Fabrication of Keys

Facilities Services fabricates all keys and performs all lock changes for campus facilities covered under these guidelines except for work performed by contractors, as engaged by the department concerned.

Key Hierarchy

General – All campus perimeter access shall fall under one of the following keys/card access systems. No “off-keying” outside of these four (4) keyways and a key card system is allowed for any perimeter doors.

- Master Primus – The master primus key is utilized for all building perimeter doors and special internal areas requiring a high degree of security and exclusive access control. The requirement for primus locks must be fully justified and installed only when there is no other option to maintaining exclusive control of the space.
- Mechanical and Electrical Rooms – Mechanical and Electrical rooms’ access is limited to campus staff performing repair work, inspection services and/or health and safety inspections. Contractors will be provided access to Mechanical and Electrical rooms, per need, provided that the contractor furnishes the required documentation to Facilities Services.
- GGM 1 – Primary Great Grand Master provides access to General Campus, Great Grand Master, for all campus facilities except those under the secondary GGM 2.
- GGM 2 – Secondary Great Grand Master provides access to Business, HSS (partial) and Administration West (partial)
- Card Key – Provides exterior entry access to most Campus buildings and select interior spaces.

Installation requests for all new keyways and access control systems are submitted to Facilities Services for review.

Key Issue Eligibility

Key	Issued To	Authorized By
Grand Master	President VP Admin. & Finance AVP Facilities Chief Engineer All DPS Staff EH&S Staff	President VP Admin. & Finance AVP Facilities Executive Director Facilities
Master Mechanical and Electrical Rooms	Service Staff DPS Approved Contractor	AVP Facilities Chief Engineer Executive Director Facilities
Master Interior Doors	President VP Admin. & Finance Service Staff DPS	AVP Facilities Senior Director Facilities
Global Card Access – Electronic access to all building entrances and all interior spaces controlled by card access	President DPS Select Facilities Services Staff	AVP Facilities Executive Director Facilities
General building, space access, keys and card access	Campus Community	Department level key approver
Lot 1 Gate	Select Staff & Faculty	ADM Building Coordinator Manager – Parking & Transportation
Gate access campus wide	Campus Community/Contractors	Department level key approver
Select ADM 5th floor	President & Staff DPS	President
SHC	SHC Staff DPS	Director SHC
Campus Server Room ADM-009	DoIT Staff DPS	VP Admin. & Finance AVP DoIT
DPS Evidence Locker	Chief of Police Senior Officers	Chief of Police

Key Issuance

Keys will be issued by Facilities Services based upon demonstrated need for access and input from the department's key approver. The lowest level of key will be issued that provides the level of access needed (e.g. change key, sub-master, building key, building master).

Issue of Keys and Access Cards to Students

Hard keys will be issued to students, only if room/area cannot be accessed by a key card. Access cards issued to students will be limited up to 1 year from the date of issuance.

Student access cards will be issued in accord with the procedures and approval process outlined in section VI. For renewal of the cards for periods longer than the original issue period, the requesting department will submit a renewal request to Facilities Services, for each subsequent renewal term, as approved.

Keys shall not be loaned, borrowed or transferred without proper authority and documentation by Facilities Services.

Recipients must sign for keys and access cards and are personally responsible for the use of the issued keys and access cards during their employment or contract term with the University until returned to Facilities Services.

Key Issue Requirements

- Requested by designated requestor from the department.
- Valid SF State ID is required at the time of pick up. No other form of identification is accepted.
- Student must be enrolled in current semester. The Department Key Coordinator/Requestor must check verification of class enrollment.
- Key Request must be approved by the department approver, prior to submission to Facilities Services.

Key and Access Card Issue Procedure

Access to University space is provided to members of the university community and contractors who require access to perform their officially assigned duties and responsibilities.

Access to enter the major University buildings is only through electronic card access. No keys for building entrances will be issued except for buildings that do not have card access systems.

Access to all building interior spaces is via keys except for locations where card access has been installed.

Keys and Access Cards for members of the University community are obtained as follows:

1. Department key requestor submits a key request.
2. Department key approver reviews, approves and forwards to Facilities Services.
3. Facilities Services verifies and assures that the authorizer is approving a space assigned to the requesting college, unit or organization.
4. Key or Card is fabricated/produced.
5. Key Holder/Requestor is notified by email or by a phone call if key is ready for collection.
6. Holder collects the key(s)/card(s) at Facilities Services. Issue of key/card numbers recorded in Facilities Services key records. Key holder may designate an alternate to collect the keys with a written authorization. Keys are released only upon verification of SF State ID by the Facilities Services Center staff.

Lost or Stolen Keys

Key holder is responsible for the safety and security of key(s) issued to each key holder. Stolen/lost/misplaced keys must be reported to Facilities Services immediately by the key holder or the department in an event the key holder is unavailable. An incident report must be filed with UPD prior to submitting the replacement request to Facilities Services.

Designated requestor from the department is responsible for submitting an approved key request for replacement keys. A copy of the incident report document must be provided with the replacement request.

Contractor Access

Keys needed by contractors or other non-university users must be authorized by Facilities Services in consultation with Capital Planning and other Departments. Project Managers or assigned SF State personnel managing the projects will identify buildings and room access needs for contractors requiring access and submit an approved key/card request at least 5 business days prior to start of project. Project Managers or assigned SF State personnel will notify Facilities Services when the project is completed. Contractors return keys to the Facilities Services Center, immediately, upon completion of the project. If the contractor fails to return all keys issued, the Facilities Services Center will notify the Project Manager or the assigned SF State personnel. Contractors are responsible for the cost of re-keying locks that may have been compromised due to non-return of keys issued to the contractors.

Key Return

Keys must be returned to Facilities Services Center only. Upon return, Facilities Services Center will update the holder's record and will issue a Key Return Receipt to the person returning the key.

Glossary of Terms

Glossary of Terms

The following are terms that are used in the routine business of Facilities Services. Some are industry-specific. This glossary is intended as an aid to customers in their interactions with their construction and maintenance services providers here at SF State.

Term	Definition
Accounts Receivable	FS Unit that bills campus customers for work done that is not covered by state funding.
Animal Care	Facilities within SF State where laboratory animals are cared for.
Biohazard Waste Removal	Pick-up of refuse that is dangerous, either chemically or physically (such as sharps).
Blanket Account	An account number assigned by FS to a customer that accesses the customer's account and fund numbers. This number serves as a "charge account" for services provided by FS to that particular customer department or work unit.
BSE	Building Service Engineer
Campus Power Plant	A power plant on the campus that provides most of its necessary electricity and steam.
Change Order	A change made to the pre-existing, agreed upon defined scope of work on a work order request.
Circuit Breaker	An electrical device that controls power either automatically or manually to a specific piece of equipment or branch of a system.
Code	A law, legal requirement, or legal restriction applicable to construction and maintenance of university facilities or the expenditure of funds provided to the university by a government agency.
Construction Drawings	Documents visually defining the scope of a project and giving graphic direction to construction workers.
Crafts	Carpenters, plumbers, locksmiths, painters, electricians, etc.
Customer Service Center	The Facilities Services unit that receives service requests for billable and state funded work, routes it to the appropriate facilities manager or work unit, and tracks all jobs being performed by the department.
DPA	Departmental Program Account (number)
Deferred Maintenance	Unfunded maintenance needs which have been placed in a backlog.
Emergency Power	Power supplied by power sources separate from the general source which become available upon failure of primary power feeds. They are usually supplied by on-site diesel generators and, to be considered true emergency power, they come into effect within ten seconds. "Standby power" is a separate power source that becomes available with a longer lead time than ten seconds.
Energy Management	Planning for and using energy wisely. Sometimes involves energy conservation and equipment replacement strategies.
Equipment Maintenance	Proactive activities involved in maintaining specific pieces of equipment to insure and promote long life and proper operation.
Estimate	An assessment of the cost of a specific scope of work. Assuming the scope does not change, the parties agree to adhere to this cost even though the final cost may vary slightly either up or down.
Facilities Manager	Individual responsible for all aspects of the physical environment in which you work including but not limited to maintenance, upgrades and operation of buildings.

Fire Marshal	(see State Fire Marshal)
Grounds Maintenance	(see Landscaping)
In-House Construction	FS Unit that does small construction and renovation projects generally under \$250,000.
Landscaping	Facilities Services unit responsible for all planted and landscape areas on SF State campuses.
Preventative Maintenance	Scheduled inspections for operations maintenance which may involve replacement of worn parts, required lubrication, recording temperatures and pressures and adjustments as required to maintain equipment within normal operating parameters, and general visual inspections for overall appearance and condition for customer satisfaction. Any indications of major components or equipment failures are recorded, then forwarded as unscheduled maintenance and repairs and are implemented immediately.
Public Space	General use classrooms, restrooms, lobbies, and corridors.
Recharge	The requesting customer is charged for the work completed by service providers from within FS.
Service Order	For state funded services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.
Space Database	Lists of space assignments maintained by Facilities Services.
State Supported	A program or facility which has been identified as eligible for operations and maintenance funding provided by the state.
Time and Materials	A term used for charging for work performed and billed on an hourly basis.
Uniform Building Code (UBC)	A regulatory requirement mandated by an agency (e.g. Air Quality Management District, State Fire Marshal, San Francisco Police, OSHPD).
Unscheduled Maintenance	Includes emergencies, failures, and reported repair needs, such as those resulting from preventative maintenance inspections.
Utilities	Water, gas, electricity, and steam.
Work Order	For billable services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.