



# **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 excellent working, living and learning environments.

## *About Us*




Every day, more than 280 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, quasi-auxiliary and auxiliary buildings, and University Housing.

Facilities Services' operational scope encompasses:

- 4.4 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 on Market Street above the Westfield San Francisco Centre
- Other University-owned properties in or around San Francisco



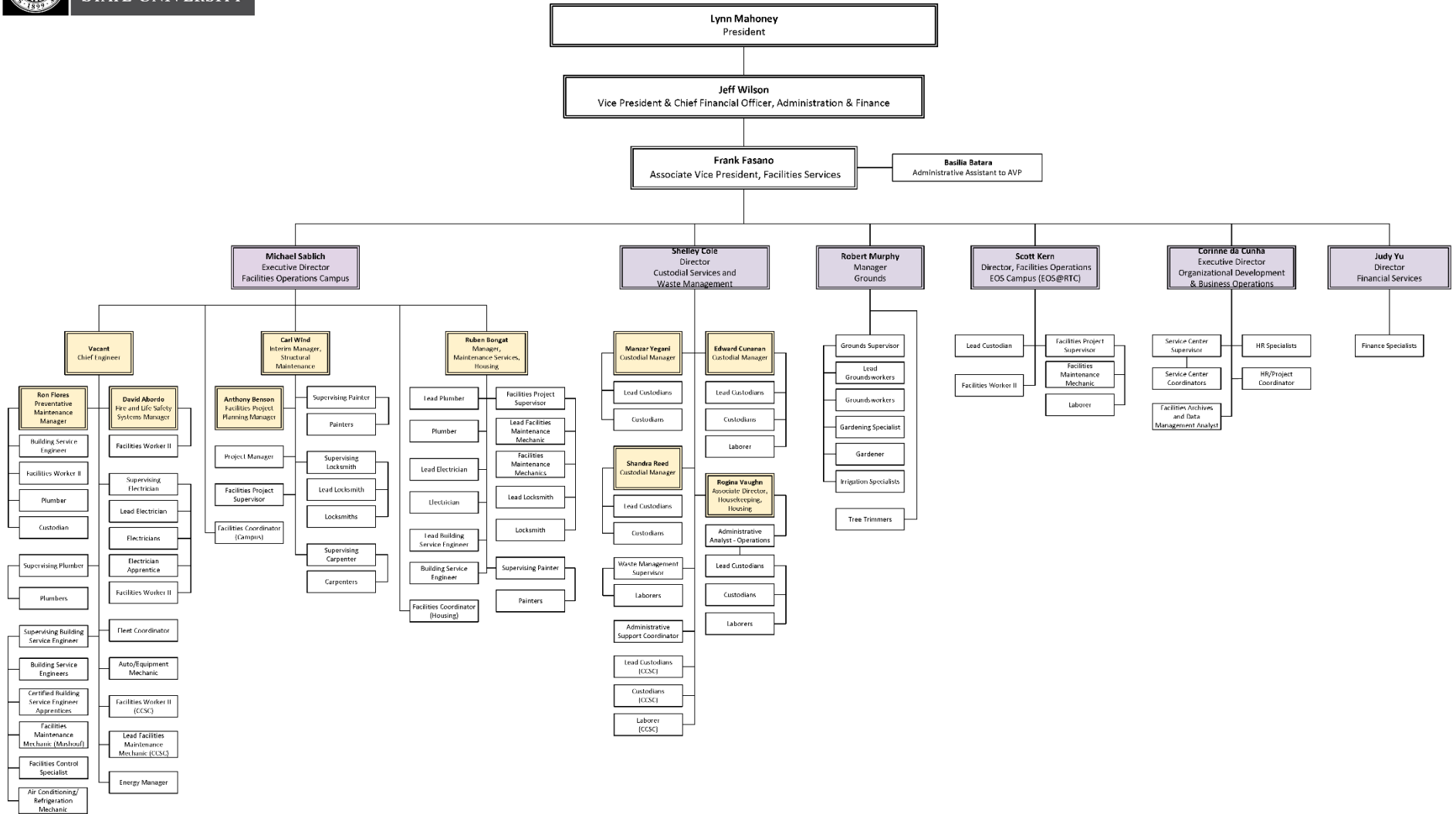
## FACILITIES SERVICES LEADERSHIP

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# FACILITIES SERVICES ORGANIZATIONAL CHART



## Facilities Services



Last Updated: July 2021

# 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 – Housing
- 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 and housing facilities related services. We act as the liaison between the campus and housing 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 faculty, staff and students.

## 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

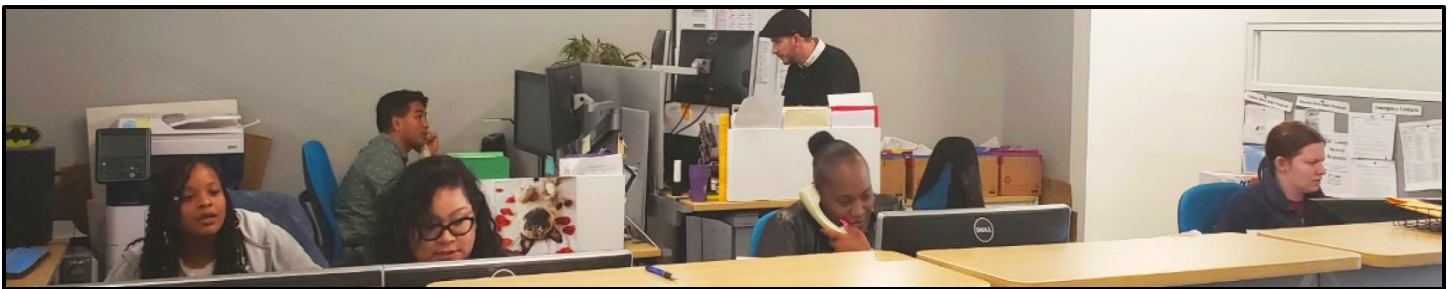


**Corinne da Cunha**  
*Executive Director of  
Organizational Development &  
Business Operations*  
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## How to Submit an Online Service Request

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 five (5) days a week from 8 a.m. to 7 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 7 p.m. - 8 a.m., service requests initiated via phone are routed to our business partners at University Dispatch, within the University Police Department. University Dispatch will advance priority service issues to our Facilities Services on-call staff, where appropriate.
- If you are calling between the hours of 7 p.m. - 8 a.m., please press "0" to speak directly with the Dispatch Operator.

## Determine the Status of an Existing Work Order Request

You can check the status of a work order by emailing [facilities@sfsu.edu](mailto: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.



**Shelley Cole**

*Director of Custodial Services  
and Waste Management*

**Email:** [shelleyc@sfsu.edu](mailto:shelleyc@sfsu.edu)

**Phone:** (415) 405-3677

## 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](mailto:facilities@sfsu.edu)
- Phone: (415) 338-1568 or (415) 405-0579



## 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](mailto: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 FacilitesLink at <https://sfsu.metabim.com/> OR
- Call the Facilities Services Customer Service Center at (415) 405-0579 or (415) 338-1568

### Special Events:

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

## 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](mailto: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:

Location/Type of Services	Frequency	Description of Services
<b>Corridors</b>	Daily	Dust Mop
		Auto Scrub
	Monthly	Burnish
	Yearly	Scrub and Recoat
<b>Common Areas</b>	Daily	Vacuum Carpets
		Dust Mop
		Auto scrub
	Monthly	Spot Clean Carpet
		Burnish
	Yearly	Scrub and Recoat
<b>Restrooms</b>	Daily	General Disinfecting
<b>Pest Control</b>	<p>SF State contracts with Round-the-Clock Pest Control. Buildings are serviced a minimum of three times per week.</p> <p>For pest control services, please submit a service request online <a href="#">via SF State FacilitiesLink</a> or call our Customer Service Center at (415) 338-1568 or (415) 405-0579.</p>	Rodent control
		Crawling insect control
		Flying insect control
		Migratory pest control
		Bird control
		Mite control
		Other specialized pest management applications
<b>Projects</b>	Daily	Cleaning/Work Requests per Service Request
	Yearly	Clean Carpets
		Scrub and recoat hard surface floors
		Renovation Cleaning
	Per service request	Spot Clean Carpet
<b>Annual Projects</b>	Yearly	Wall Washing
		Blind Dusting
		Gum Removal
	Per service request	Polish Furniture
<b>Projects</b>	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 <sup>st</sup> 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 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)



### **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 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 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 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 & 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



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*Executive Director of  
Facilities Operations Campus*  
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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 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, plumber, facilities worker and custodian.



**Ron Flores**

*Preventative*

*Maintenance Manager*

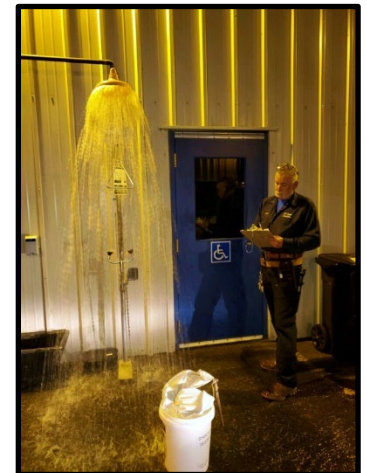
**Email:** [ronflores@sfsu.edu](mailto:ronflores@sfsu.edu)

**Phone:** (415) 338-7646

## What We Do

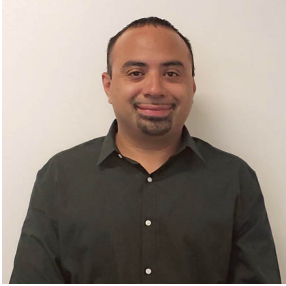
General and preventative maintenance services include:

- 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*

**Email:** [daborado@sfsu.edu](mailto:daborado@sfsu.edu)

**Phone:** (415) 876-1643

## **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 [daborado@sfsu.edu](mailto:daborado@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**

*Interim Manager*

*Structural Maintenance*

**Email:** [carlwind@sfsu.edu](mailto:carlwind@sfsu.edu)

**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 via an online service request through FacilitiesLink at <https://sfsu.metabim.com/> or by calling the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579.



**Michael Sablich**

*Executive Director of*

*Facilities Operations Campus*

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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**

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 key requests, please submit a service request online via FacilitiesLink at <https://sfsu.metabim.com/> and submit a [Key Request Form \(PDF\)](#) to the CSC
- For building card access requests, please submit a signed and completed [Key Request Form \(PDF\)](#) to the Customer Service Center by emailing it to [facilities@sfsu.edu](mailto:facilities@sfsu.edu) or dropping it off in person to Corporation Yard 102.

## **Pick Up of Key and Building Access Cards**

- The CSC will notify customers once keys and/or building access cards are ready for pick up
- Only the requestor, key holder or designated approver can pick up requested keys from the CSC at Facilities Services located in Corporation Yard 102
- Valid SF State ID is required at the time of pick up. No other form of identification is accepted
- If the department would like to elect an alternate to pick up keys, there must be a signed memo authorizing the alternate to do so

## **Staff and Faculty Clearance**

- Separating staff or faculty must return all keys and building access cards to the Facilities Services office, 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 to be unlocked by custodians. Please call the Facilities Services Customer Service Center if you have trouble with classrooms being locked 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 Customer Service Center at (415) 338-1568 or (415) 405-0579 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?

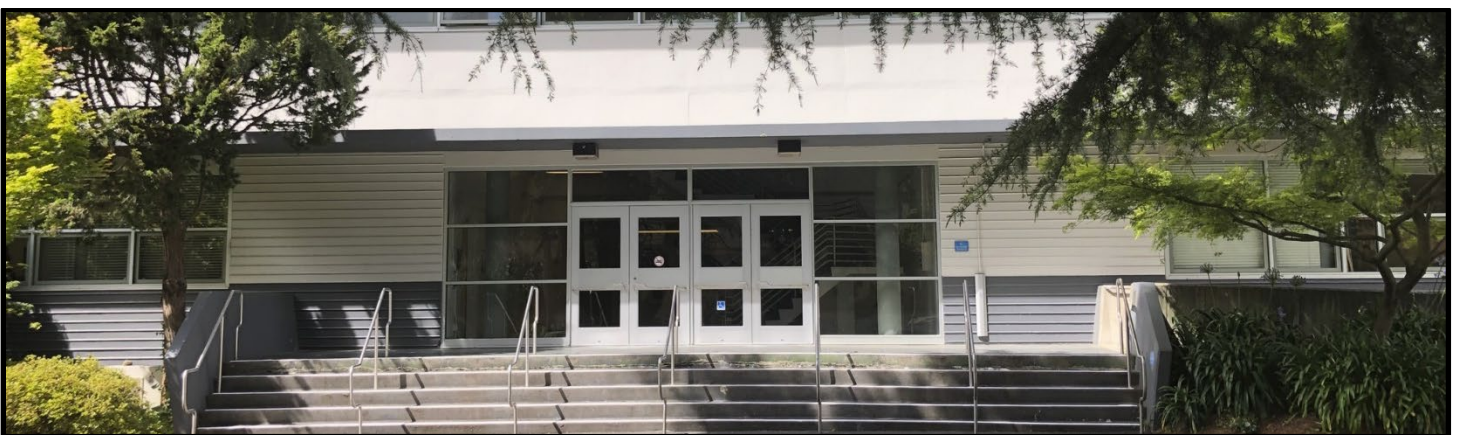
- The old key has to be returned. In order to obtain the new key, a new key request form must be completed and authorized to receive a new key.

### I lost my keys. What do I do?

- Report the loss to the Facilities Services Customer Service Center (CSC) at (415) 338-1568 or (415) 405-0579
- An incident report must be filed with UPD prior to submitting a replacement request to Facilities Services
- If you need replacement keys, a new [Key Request Form \(PDF\)](#) with appropriate signatures must be submitted to the CSC through email ([facilities@sfsu.edu](mailto:facilities@sfsu.edu)) or in person drop off to Corporation Yard 102

### 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.

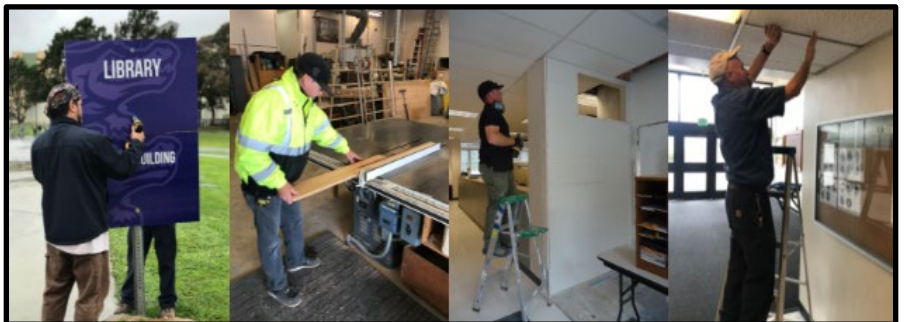
## What We Do

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 white boards 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, white board / 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/>.



## Active Small Projects

### State Buildings:

	Project Name	Staff Contact	Estimated Project Start Date	Estimated Project End Date
1	HH Generator SCR & ATS Installation	Michael Sablich, Paul Sahota, John Lew, David Abordo	12/31/2019	<b>Completed 10/15/2020</b>
2	Lot 20 Elevator Cooler	Michael Sablich, Paul Sahota	05/26/2020	07/25/2020
3	SSB Elevator Door Operator	Michael Sablich, Paul Sahota	05/26/2020	07/25/2020
4	CW Fire Stop Installation	Anthony Benson, David Abordo	03/16/2020	January 2021
5	HH Smoke Fire Damper Testing	David Abordo	---	<b>Completed 08/12/2020</b>
6	ADM Sanitary Pumps Replacement	Michael Sablich, Paul Sahota, John Lew	05/26/2020	08/24/2020
7	CW Roof Replacement: CA Roof #16 & #20	John Lew	05/26/2020	07/25/2020
8	CW Doors Replacement: HH 8 <sup>th</sup> Floor, FA Loading Dock, ADM Sliding Doors	John Lew	05/26/2020	07/25/2020
9	CW ADA Paving	Anthony Benson	05/26/2020	07/25/2020
10	EOS Sea Wall Railing	John Lew, Scott Kern	---	---
11	EOS B53 Deck Restoration	John Lew, Scott Kern	---	---
12	COX North Roadway Lighting Installation	Anthony Benson	---	---
13	ESP Elevator Modernization	Michael Sablich, Paul Sahota	---	---

### Housing & Auxiliaries:

	Project Name	Staff Contact	Estimated Project Start Date	Estimated Project End Date
1	DC Crossroads Roof Repair	John Lew	05/26/2020	07/25/2020
2	MWH Heating Boilers Replacement	John Lew	12/31/2019	03/30/2020
3	MWH West Wing Sewer Line Replacement	Doug Longdren	---	---
4	UPN 200 BW Sewer Line Replacement	Doug Longdren	---	---
5	UPN Building 6, 7, 8, & 9 High-Rise Breezeway Railings	Doug Longdren	---	---
6	UPS 325-327 Arballo Dry Rot Repair	Doug Longdren	05/26/2020	08/24/2020
7	UPS 528 Font Dry Rot Repair	Doug Longdren	05/26/2020	08/24/2020
8	UPS 631 Font Dry Rot Repair	Doug Longdren	05/26/2020	08/24/2020
9	VCS - A & B Roof & Gutters Repairs/Replacement	John Lew	05/26/2020	07/25/2020
10	TCS/MPH/MWH Auto Doors Replacement	John Lew	---	---
11	CCSC Sanitary Pumps & Controls Replacement	Michael Sablich, Paul Sahota, John Lew	---	---
12	UPN Block 3 Landscaping	Anthony Benson	---	---
13	UPN 145 BW Roof & Gutters Repair/Replacements	John Lew	05/26/2020	07/25/2020
14	TCS Elevator Car Replacement	Doug Longdren	05/26/2020	07/25/2020



# Fleet



**Michael Sablich**

*Executive Director of  
Facilities Operations Campus*

**Email:** [msablich@sfsu.edu](mailto:msablich@sfsu.edu)

**Phone:** (415) 405-2987

## 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
- Act 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 chart fields 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 includes:

- As a result of extensive unreparable 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 vehicle 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 seatbelts 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 Auto Shop are recalculated annually to CSU audit standards and approved by the SF State's 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](mailto: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 purpose. 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.



**Robert Murphy**  
*Grounds Manager*

Email: [robertnmurphy@sfsu.edu](mailto:robertnmurphy@sfsu.edu)

Phone: (415) 338-6071

## 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/>.





## ***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.

## ***Irrigation Management***

The Grounds unit is committed to sustainability in its day-to-day service delivery. As such, conservation is foremost, ensuring for efficient and effective irrigation systems, thereby reducing water usage.

All landscaped and turf areas are irrigated as required to maintain adequate growth, health, and appearance, regardless of plant type or soil condition. Water use is regulated to avoid excessively wet or waterlogged areas, which can cause a decline in plant health, prevent turf mowing, and create excessive water run-off onto streets and structures.

To optimize water efficiency, San Francisco State uses:

- Drip Irrigation
- Computer Operated Irrigation Management systems, namely Calsense Irrigation
- Maintains appropriate scheduling for the seasons
- Engages in routine maintenance of the irrigation system.

## ***Water Efficient Landscaping***

### ***Native and Endemic Plants***

The Grounds staff is committed to creating a more self-sustaining system by using endemic and native plant material on campus where feasible. Facilities Services has supported several student projects to plant native and endemic plants around campus.

### ***Recycled Wood Chips***

Wood chip mulch is created by chipping tree and landscape pruning debris. Rather than being discarded and taking up landfill space, this debris is used to provide a better growing environment in the landscape areas. Wood chips help:

- Retain moisture
- Reduce soil temperature
- Reduce noxious weeds
- Reduce erosion
- Create natural walkway paths

### ***Recycling Horticultural Practices***

Turf recycling is the horticultural practice of leaving grass clippings on the turf when mowing. This saves time, money, and other resources like landfill space. Ultimately the clippings quickly decompose, returning nutrients to the soil. This process of recycling grass reduces mowing time, disposal costs, and water and fertilizer requirements.

This practice can have the overall impact of reducing fertilization requirements by 25 percent or more. Similar savings on water use are possible. Mowing time can be reduced by 50 percent or more because the bagging and disposal of clippings is eliminated. There are also indirect cost savings — by not handling heavy bags of clippings, back injuries and other physical ailments can be avoided.

### ***Pest Control and Weed Abatement***

Grounds uses Integrated Pest Management (IPM) 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.

# Facilities Housing

# FACILITIES HOUSING

## ***About***

The Facilities Housing Operations provides comprehensive building, custodial and landscape maintenance services for San Francisco State University Housing, Dining, and Conference Services (HDCS) properties. Our team of dedicated employees strive to continually improve campus properties and respond promptly to serve the needs of the community. Facilities Housing is involved in all stages of housing repair, maintenance, construction and renovation.

## ***What We Do***

### **Routine & Emergency Custodial and Maintenance Services and Repairs**

The Facilities Services Housing Operations team is committed to responding to requests for repairs and maintenance for San Francisco State University residential properties. The Facilities Services Customer Service Center (CSC) staff is responsible for dispatching the appropriate skilled trades to resolve service requests, assist in creating service requests, as well as addressing any questions or concerns about the status of service requests.

## ***How to Request Services***

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 five (5) days a week from 8 a.m. to 7 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.**



## Helpful Information for Commonly Encountered Maintenance Issues

We are constantly looking for ways to help you through any maintenance challenges you may experience while you are living in our facilities. We have staff available to help you with the tough challenges, but we've also included some helpful information below.

### Dishwashers

Only use automatic dishwasher detergent, as not all dishwashing soap is the same. Regular dish soap, laundry detergent, shampoo, and liquid dish soap will create excess suds and flood the kitchen floor.

Scrape plates and rinse to remove food and scraps before loading.

## Employee & Family Housing (EFH) Lockout Assistance – As of June 2021

### During Business Hours (Monday - Friday, 9 a.m. – 4:30 p.m.)

Call or visit the Employee & Family Housing Office for assistance.

- **Employee & Family Housing Office**  
796 State Drive  
San Francisco, CA 94132  
(415) 405-4000

Upon request for this service, an Employee & Family Housing staff member will verify the identity of the resident and meet them at the apartment to unlock the space.

### After Business Hours (Monday - Friday, 4:30 p.m. – 9 a.m. or on weekends)

After hours and weekend lockouts will be handled by the Residential Life Desk at Manzanita Square.

- **Manzanita Square**  
2 Varela Avenue  
San Francisco, CA 94132  
(415) 338-0510

Please call the front desk prior to your visit. Residents will be required to confirm residency (either providing a SF State ID number or the last four digits of SSN). Upon verification of identity, a Residential Life team member will meet the resident at the apartment to unlock the space.

## Student Lockouts – As of August 2019

If you lock yourself out of your room or apartment, please go to your Community Desk for assistance. Please refer to the Community Live Guide for lock out details.

Building Complex	Lock Out Location	Address	Phone Number
Mary Ward Hall	MWH Community Desk	800 Font Boulevard	(415) 406-5703
Mary Park Hall	MPW Community Desk	802 Font Boulevard	(415) 406-5702
Village at Centennial Square	VCS Community Desk	750 Font Boulevard	(415) 405-8000
Towers at Centennial Square	TCS Community Desk	796 Font Boulevard	(415) 405-9360
Towers Junior Suites at Centennial Square	TCS Community Desk	796 Font Boulevard	(415) 405-9360
University Park North Gardens	UPN HR Community Desk	295 Buckingham Way	(415) 566-1556
University Park North High Rises	UPN HR Community Desk	295 Buckingham Way	(415) 566-1556
University Park South	TCS Community Desk	796 Font Boulevard	(415) 405-9360

## Electrical Information

Do not plug in items already set to the “on” position. They will cause a spark in the outlet that could cause a fire. Ensure items are in the “off” position while plugging in.

Some bedrooms have a light switch that turns the wall outlet on and off. If you have an outlet that doesn’t appear to be working, try a nearby light switch to see if it is connected.

## Tripped Breakers

If you have a partial power outage, you may have a tripped breaker. This is normally caused by running too many electrical appliances simultaneously. Common household items that draw a lot of power are Keurig machines, microwaves, hair dryers, and refrigerators.

## Ground Fault Circuit Interrupter (GFCI)

If the outlet next to a sink does not work, the ground fault circuit interrupter (GFCI) may need to be reset. Push the "RESET" (usually red) button. If the outlet still does not work, submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>.

## Microwaves

Microwaves are only provided in Towers Conference Center and in Village units. Microwave ovens in all other units are the responsibility of the residents.

DO NOT put the following items into the microwave:

- Anything made of metal
- Utensils, foil, trays, Styrofoam or metal trim dishes
- Gold or silver trimmed dishes will cause electrical problems in the microwave
- If you are in doubt, look on the dish for the words “Microwave Safe”

Microwaves are not made to cook raw rice. Please use only instant rice packets or instant rice bowls in the microwave. Easy Mac requires water. *Carefully follow the instructions on the package you are preparing!*

**DO NOT** leave the microwave oven (or any kitchen appliance) unattended while cooking.

## Plumbing Information

- Nothing should go down the toilet except human waste and bath tissue. Tampons, “flushable” wipes, facial tissue, napkins, paper towels, and food will cause massive sewer back-ups.
- DO NOT use any chemicals in the drains. Chemical drain cleaners *will* damage housing facility pipes. Please contact maintenance as soon as possible if you are unable to clear a clogged drain using a plunger.

## Clogged Toilet

If your toilet becomes clogged, plunge hard several times. Residence halls are stocked with plungers. Contact Residential Life if you need one. If the toilet overflows, shut off the water supply. The water supply is located behind the toilet tank close to the floor. Contact the Facilities Service Center if you are unable to free the blockage with the plunger. If you are unsure how to plunge a toilet, there are many videos online, such as the following: [Toilet Plunging Techniques: Plumbing Tips](#).

### ***Slow Running Water***

If you suddenly notice that water pressure has slowed in any faucet in your unit, you may need to clean the aerator located at the tip of the faucet. Simply clean any build-up that may be present, DO NOT unscrew the aerator. If the problem persists, please submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>.

**Note:** Please remember that it is the responsibility of the residents to clean up any excess hair or clutter in the sink area **BEFORE** maintenance can repair a problem.

### ***Hot Water Is Not Hot***

Hot water temperature may vary from time to time, as water and steam pressures fluctuate. We recommend you run the tap for approximately 5-10 minutes to allow the water flow to heat in the pipes. If you have a persistent problem with hot water report the issue to the Facilities Services Customer Service Center at (415) 338-1568 or (415) 405-0579.

## General Facilities Information While Living on Campus

Below are additional tips for those who live in campus housing:

### Coastal Environments

Due to the coastal environment, be sure to leave windows open for air to circulate 30 minutes minimum per day.

Don't put furniture up against the walls. Leave a 1-2" space to prevent mildew growth. This is especially important in our older housing buildings, which lack insulation.

Crack windows when bathing (whenever possible) to prevent mildew build-up in bathrooms. The fans alone are not strong enough to prevent this.

### Smoke Detectors and Fire Suppression Systems

If your smoke detector is beeping, please submit a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>.

Tampering with smoke detectors and fire suppression systems in multi-residence buildings can result in aggravated arson charges for individuals if fires occur and safety equipment has been tampered with.

The building system indicates smoke alarms that have been tampered with exact location and time of disabling. Residence Life, Resident Assistants, and University Police monitor those panels and follow up with all alarms and alerts.

Never hang anything on sprinkler heads. The triggers on sprinkler heads are very delicate. A broken sprinkler head can cause hundreds of thousands of dollars of damage in a short amount of time. You could be liable for this if the breakage occurred due to misuse of the device.

#### California Penal Code 148.4.

(a) *Any person who does any of the following is guilty of a misdemeanor and upon conviction is punishable by imprisonment in a county jail, not exceeding one year, or by a fine, not exceeding one thousand dollars (\$1,000), or by both that fine and imprisonment:*

(1) *Willfully and maliciously tampers with, molests, injures, or breaks any fire protection equipment, fire protection installation, fire alarm apparatus, wire, or signal.*

(2) *Willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire, by means of any fire alarm system or signal or by any other means or methods.*

(b) *Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire, by means of any fire alarm system or signal, or by any other means or methods, is guilty of a felony and upon conviction is punishable by imprisonment pursuant to subdivision (h) of Section 1170 or by a fine of not less than five hundred dollars (\$500) nor more than ten thousand dollars (\$10,000), or by both that fine and imprisonment, if any person sustains as a result thereof, any of the following:*

(1) *Great bodily injury.*

(2) *Death.*





## **Pest Control**

Pest control services are provided by a contracted vendor and available as frequently as needed. Simply request a work order through the Facilities Service Customer Service Center by submitting a service request online via SF State FacilitiesLink at <https://sfsu.metabim.com/>, emailing [facilities@sfsu.edu](mailto:facilities@sfsu.edu), or calling (415) 338-1568 or (415) 405-0579.

Some preparations may be needed for certain types of pest treatment to be effective so always prepare as directed by the vendor for best results.

If you have continued infestation, be sure to communicate that by submitting work orders if issues recur.

## **Entry of Housing Units**

Please be advised that once a bedspace resident requests maintenance services, the University reserves the right to enter the room without notice to perform the work. Maintenance staff will knock loudly and announce their presence before entering a living space.

For residents in Employee & Family Housing (EFH), “permission to enter” will be established via email or phone.

## **Waste Management: Garbage and Recycling**

Depending on which building you live in, you will be using either garbage chutes or interior and/or exterior garbage and recycling rooms/areas. If your building has garbage chutes, please don't put any large or heavy objects (TV's, microwaves, etc.) into them. Garbage chutes have fire sensors and sprinklers that can be damaged by items like these.

If your building has indoor and/or outdoor garbage and recycling room/area, please don't overfill the bins. The lids on these need to be able to and should be closed at all times. If you see overflowing bins, please contact the Facilities Services Customer Service Center and let them know.

## **Custodial Services**

University custodial services is provided seven days/week (except holidays) for all common areas in the residences, such as corridors, lounges, lobby areas, laundry rooms, and shared bathrooms in residence halls. If you use a public lounge/common area, it is expected that you return the room to its neat and clean condition.

Custodians will not clean inside your unit and will not take your trash out or dump it for you. All residents are responsible for maintaining their personal space and taking out their own garbage and recycling.

When one roommate moves out and the other(s) remain(s), each is equally responsible for cleaning the apartment/room. If the apartment/room is not found to be in acceptable condition for a new resident, cleaning services will be provided and each resident will be charged.

## **Laundry Facilities**

The laundry equipment in campus housing is owned, serviced, and maintained by CSC ServiceWorks Academic Division. If you encounter any issues with the laundry machines, contact CSC ServiceWorks Academic Division at (800) 762-3452 or submit a service request online at [servicerequest.asicampuslaundry.com/](http://servicerequest.asicampuslaundry.com/). Additionally, there is an app that allows you to monitor your laundry's cycle status and submit service requests.

If there is flooding or other issues in the laundry rooms, please contact the Facilities Services Customer Service Center so that staff can be dispatched.

**Estuary  
&  
Ocean  
Science  
Center**

# ESTUARY & OCEAN SCIENCE CENTER



**Scott Kern**

*Director of Facilities Operations –  
Estuary & Ocean Science Center at  
Romberg Tiburon Campus*

**Email:** [scottk@sfsu.edu](mailto:scottk@sfsu.edu)

**Phone:** (415) 338-3730

## **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 and housing communities.

## 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.



**Corinne da Cunha**  
*Executive Director of  
Organizational Development &  
Business Operations*  
Email: [cdacunha@sfsu.edu](mailto:cdacunha@sfsu.edu)  
Phone: (415) 405-3968



**Judy Yu**  
*Director of Financial Services*  
Email: [jhyu@sfsu.edu](mailto:jhyu@sfsu.edu)  
Phone: (415) 405-3845

# 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
<b>Administration Building</b>	Jesus Alberto Garcia	Administration & Finance	(415) 338-6602	<a href="mailto:jgar@sfsu.edu">jgar@sfsu.edu</a>	ADM 354
<b>Burk Hall</b>	Cathy Tong	Graduate College of Education	(415) 405-4179	<a href="mailto:cathylai@sfsu.edu">cathylai@sfsu.edu</a>	BH 506A
<b>Business Building</b>	Janet Remolona	College of Business	(415) 338-1276	<a href="mailto:jremolo@sfsu.edu">jremolo@sfsu.edu</a>	BUS 322
<b>Creative Arts</b>	Steve Lahey	College of Liberal & Creative Arts	(415) 338-7772	<a href="mailto:slahey@sfsu.edu">slahey@sfsu.edu</a>	CA 4
<b>Fine Arts</b>	Chris Moring	College of Liberal & Creative Arts	(415) 338-7393	<a href="mailto:cmoring@sfsu.edu">cmoring@sfsu.edu</a>	FA 234
<b>Gymnasium</b>	Chanh Dinh	Athletics	(415) 338-2243	<a href="mailto:chanh11@sfsu.edu">chanh11@sfsu.edu</a>	GYM 121A
<b>Hensill Hall, Thornton Hall, Science Building, Ethnic Studies &amp; Psychology Building</b>	Christopher Johansson	College of Science & Engineering	(415) 338-2259	<a href="mailto:cjohanss@sfsu.edu">cjohanss@sfsu.edu</a>	TH 706
<b>HSS Building</b>	Samantha Ward	College of Health & Social Sciences	(415) 338-3330	<a href="mailto:skward@sfsu.edu">skward@sfsu.edu</a>	HSS 204
<b>Humanities</b>	John Cleary	College of Liberal & Creative Arts	(415) 338-1066	<a href="mailto:jcleary@sfsu.edu">jcleary@sfsu.edu</a>	HUM 134
<b>Library</b>	Matt Blevin	University Library	(415) 338-1639	<a href="mailto:mblevin@sfsu.edu">mblevin@sfsu.edu</a>	LIB 340H
<b>Parking Garage/ Lot 20</b>	Patricia Tolar	Parking & Transportation	(415) 338-2744	<a href="mailto:snoopy8@sfsu.edu">snoopy8@sfsu.edu</a>	CY 103
<b>Student Health Center</b>	Carol Brewer	Student Health Center	(415) 338-2237	<a href="mailto:cbrewer@sfsu.edu">cbrewer@sfsu.edu</a>	SHS 73
<b>Student Services Building</b>	Mirel Tikkanen	Student Affairs/ Enrollment Management	(415) 405-3566	<a href="mailto:mtikkane@sfsu.edu">mtikkane@sfsu.edu</a>	SSB 403
<b>Mashouf Wellness Center</b>	Camree May	Campus Recreation	(415) 405-2873	<a href="mailto:camreemay@sfsu.edu">camreemay@sfsu.edu</a>	104M
<b>Towers and Mary Ward Hall</b>	Tiffany Mikami	Housing, Dining, & Conference Services	(415) 405-4489	<a href="mailto:tamikami@sfsu.edu">tamikami@sfsu.edu</a>	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, process and assigns 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 7 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.

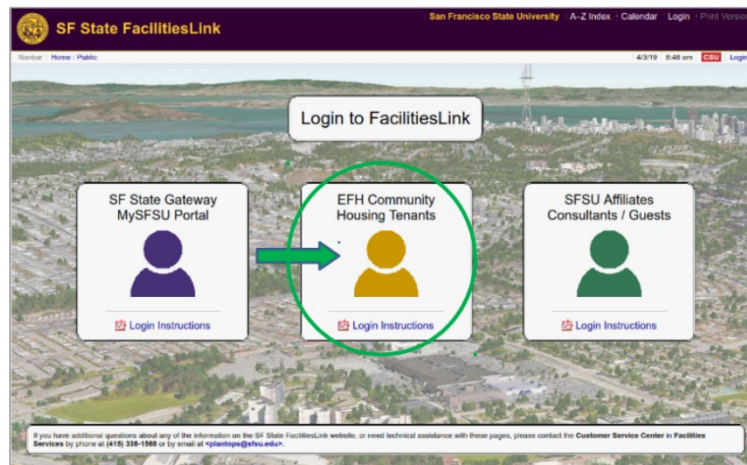
## How to Submit an Online Service Request

Below you will find a step by step guide for submitting a service request, per your FacilitiesLink Access/Account.

### For Employee & Family Housing (EFH) Community Housing Tenants

#### Step 1:

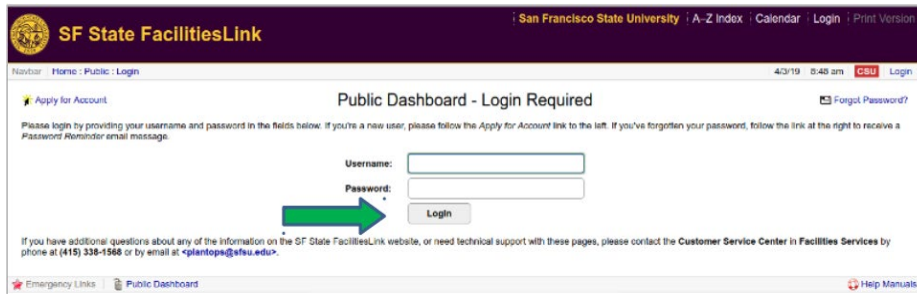
- Go to the FacilitiesLink website at <https://sfsu.metabim.com/>.
- Select 'EFH Community Housing Tenants.'



## Step 2:

### For Active FacilitiesLink Account Holders:

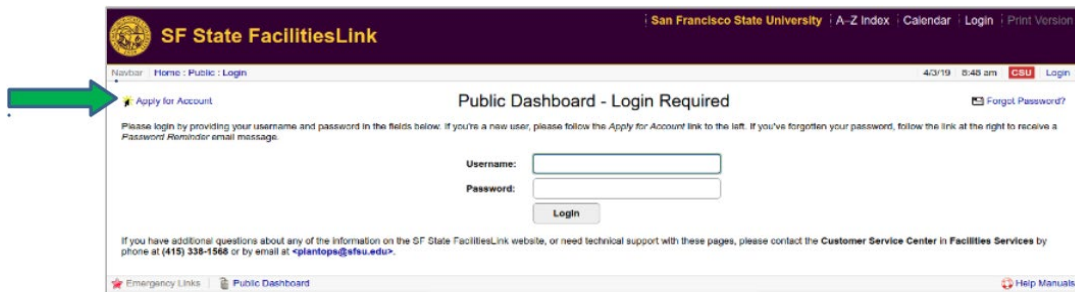
- Enter your FacilitiesLink username and password and then click 'Login'.



## Step 2A:

### If you do not have a FacilitiesLink account:

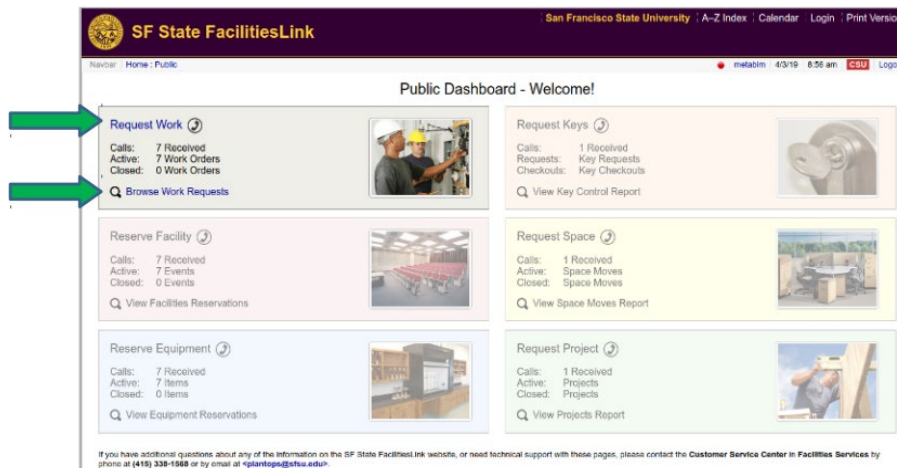
- Click on 'Apply for Account'.



- Fill out the requested information. Required fields have a red asterisk next to them. Once complete, click on 'Apply'.
- 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 arrive on the Public Dashboard below.
- Click on the "Request Work" link to create a service request.
  - You may also check the status of previously submitted service requests through clicking "Browse 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.

## Request Work from Facilities Services

*If this is an emergency involving life, safety and/or property damage, please immediately contact the University Police Department Dispatch at: (415) 338-7200.*

*For issues requiring immediate attention, please contact the Customer Service Center in Facilities Services at: (415) 338-1568.*

### Facilities Services Protocols: COVID-19 Mitigation Efforts

*Facilities on-site presence with reduced staffing levels at the Customer Service Center will continue to provide services from 8:00 am - 9:00 pm / 11:00 pm, based on available coverage. The online service request process remains open and emergencies will be responded to following customary standard operating procedures.*

*We are working closely with limited Facilities Services trades staff to respond to essential service requests received from the SF State community. Non urgent service requests that can wait-will.*

### Current Protocol for In-Person Services- COVID-19

*Maintaining the health and safety of our employees and customers is Facilities Services' top priority. Accordingly, please note the following protocols requested of our customers as part of safeguarding the health and safety of all.*

- 1. In order to best protect our customers and Facilities Services staff, masks/face coverings and 6 feet social distancing will be required before our maintenance team members will enter a unit/university space.*
- 2. For residential customers, please be out of your unit while any repairs are taking place. If this is not possible, please relocate to a separate enclosed space within the apartment until Facilities Services personnel have completed their work.*
- 3. Customers who are unable or unwilling to follow this protocol will not receive service at such time and will be rescheduled to a mutually agreed upon date and time.*

Use this form to request work from Facilities. Describe the issue in the Work Request field. Please be as detailed as possible. Provide location, including room number if applicable, and enter your contact information. Click Submit when finished.

\* - Fields marked with an asterisk are required.

Thank you,  
Facilities Services

### 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:

Choose File No file chosen



Take a photograph or upload an existing picture of the work requested.

### Contact Information

Your Name: \*

John Doe

Alternate Contact:

Jane Doe

Phone Number: \*

N/A

Alternate Phone:

((###) ###-####)

Email Address: \*

john.doe@email.com

Alternate Email:

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:

MM / DD / YYYY

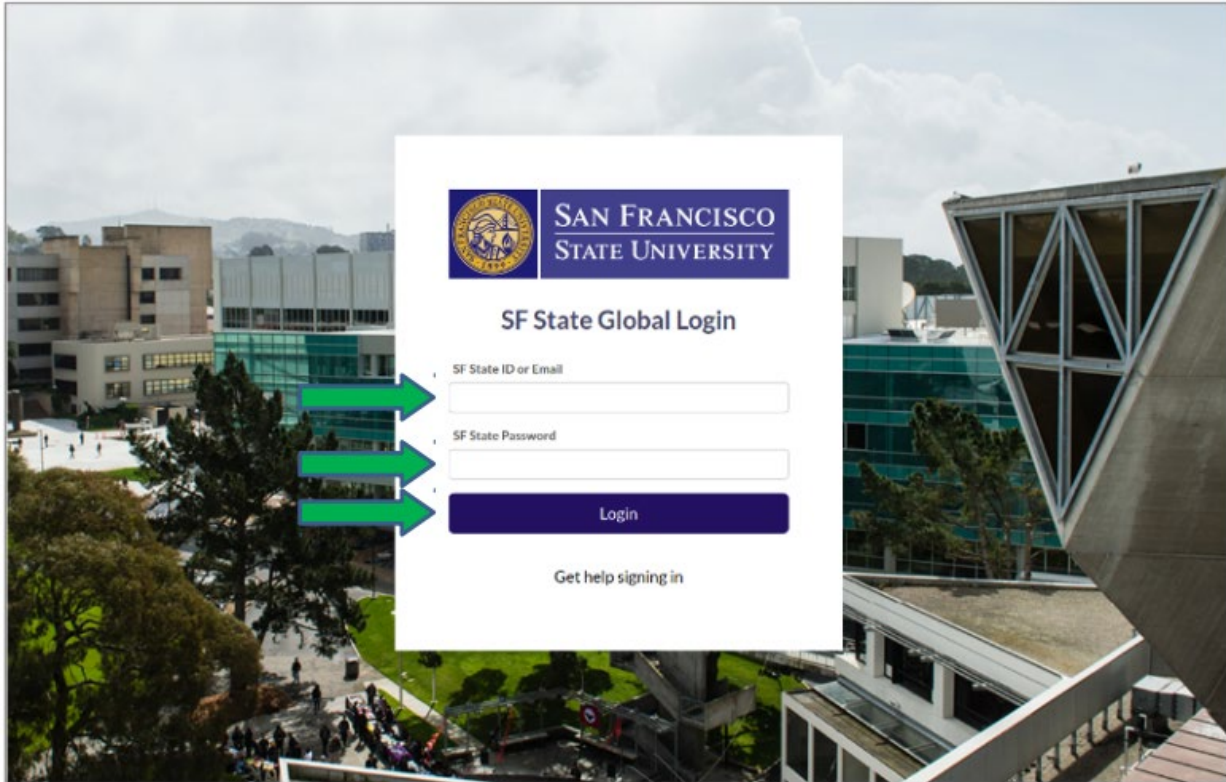
Used for planning. Actual Completion depends on staffing and resources.

Submit

## For Faculty/Staff/Students with Active FacilitiesLink Accounts

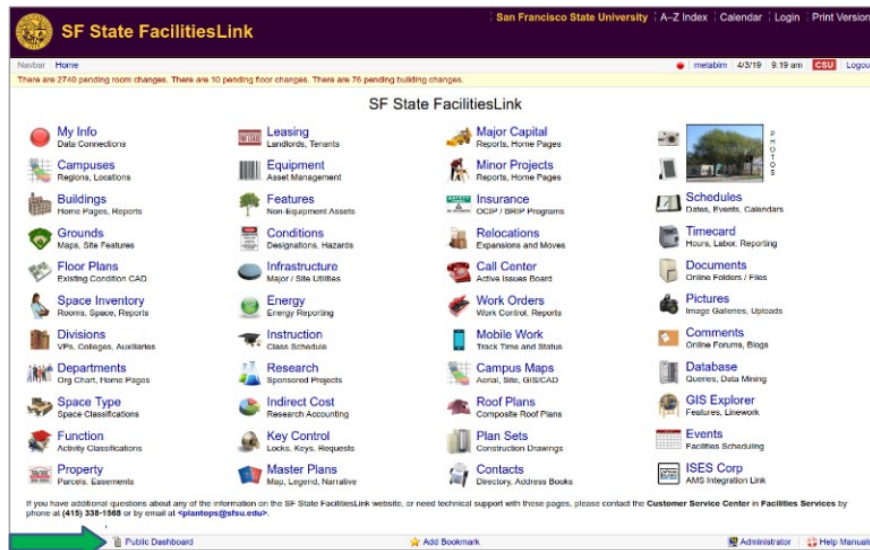
### Step 1:

- 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.



### Step 2:

- You will be brought to your FacilitiesLink home page.
- Scroll down until you find "Public Dashboard" at the bottom on the page and click on that link.



- Once in the "Public Dashboard," click "Request Work" to submit a service request.

- You may also check the status of previously submitted service requests through clicking "Browse Work Requests".

**SF State FacilitiesLink** San Francisco State University | A-Z Index | Calendar | Login | Print Version

metablm | 4/3/19 | 8:56 am | CSU | Logout

**Public Dashboard - Welcome!**

<b>Request Work</b> Calls: 7 Received Active: 7 Work Orders Closed: 0 Work Orders <a href="#">Q Browse Work Requests</a>	<b>Request Keys</b> Calls: 1 Received Requests: Key Requests Checkouts: Key Checkouts <a href="#">Q View Key Control Report</a>
<b>Reserve Facility</b> Calls: 7 Received Active: 7 Events Closed: 0 Events <a href="#">Q View Facilities Reservations</a>	<b>Request Space</b> Calls: 1 Received Active: Space Moves Closed: Space Moves <a href="#">Q View Space Moves Report</a>
<b>Reserve Equipment</b> Calls: 7 Received Active: 7 Items Closed: 0 Items <a href="#">Q View Equipment Reservations</a>	<b>Request Project</b> Calls: 1 Received Active: Projects Closed: Projects <a href="#">Q View Projects Report</a>

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 [csiantepa@csesu.edu](mailto:csiantepa@csesu.edu).

- 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.

### Request Work from Facilities Services

*If this is an emergency involving life, safety and/or property damage, please immediately contact the University Police Department Dispatch at: (415) 338-7200.*

*For issues requiring immediate attention, please contact the Customer Service Center in Facilities Services at: (415) 338-1568.*

**Facilities Services Protocols: COVID-19 Mitigation Efforts**  
 Facilities on-site presence with reduced staffing levels at the Customer Service Center will continue to provide services from 8:00 am - 9:00 pm / 11:00 pm, based on available coverage. The online service request process remains open and emergencies will be responded to following customary standard operating procedures.

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 Maintaining the health and safety of our employees and customers is Facilities Services' top priority. Accordingly, please note the following protocols requested of our customers as part of safeguarding the health and safety of all.

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\* - Fields marked with an asterisk are required.

Thank you,  
 Facilities Services

**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:**  
 No file chosen Take a photograph or upload an existing picture of the work requested.

**Contact Information**

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

**Client Organization: For Campus Departmental Use Only**

**Name of Organization, Department or Tenant:**

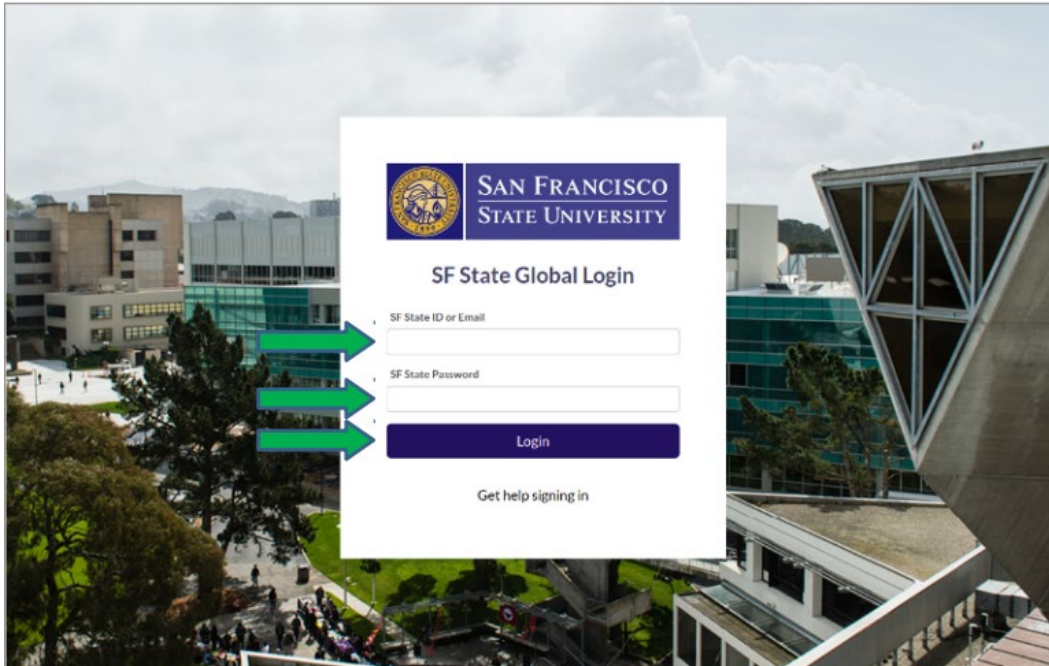
**Account or Fund to Use for Billing:**  Require estimate to proceed?   
Include department, unit, or account references.

**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 SF State FacilitiesLink website at <https://sfsu.metabim.com/>.
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- Click Login when complete.



- Once in the "Public Dashboard," click "Request Work" to submit a service request.
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**SF State FacilitiesLink** | San Francisco State University | A-Z Index | Calendar | Login | Print Version

Navigator: Home | Public | metabim | 4/3/19 | 6:56 am | CSU | Logout

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- 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.

## Request Work from Facilities Services

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*We are working closely with limited Facilities Services trades staff to respond to essential service requests received from the SF State community. Non urgent service requests that can wait-will.*

### Current Protocol for In-Person Services- COVID-19

*Maintaining the health and safety of our employees and customers is Facilities Services' top priority. Accordingly, please note the following protocols requested of our customers as part of safeguarding the health and safety of all.*

- In order to best protect our customers and Facilities Services staff, masks/face coverings and 6 feet social distancing will be required before our maintenance team members will enter a unit/university space.*
- For residential customers, please be out of your unit while any repairs are taking place. If this is not possible, please relocate to a separate enclosed space within the apartment until Facilities Services personnel have completed their work.*
- Customers who are unable or unwilling to follow this protocol will not receive service at such time and will be rescheduled to a mutually agreed upon date and time.*

Use this form to request work from Facilities. Describe the issue in the Work Request field. Please be as detailed as possible. Provide location, including room number if applicable, and enter your contact information. Click Submit when finished.

★ - Fields marked with an asterisk are required.

Thank you,  
Facilities Services

### 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:

Choose File No file chosen



Take a photograph or upload an existing picture of the work requested.

### Contact Information

Your Name: \*

John Doe

Alternate Contact:

Jane Doe

Phone Number: \*

N/A

Alternate Phone:

(###) ###-####

Email Address: \*

john.doe@email.com

Alternate Email:

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:

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 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 which 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 request online 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 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 Facilities Services Housing 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 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 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

For information on how to request campus keys and building access cards, please read the information below:

### Keys

- For all key requests, please submit a signed and completed [Key Request Form \(PDF\)](#) to the Customer Service Center by emailing it to [facilities@sfsu.edu](mailto:facilities@sfsu.edu) or dropping it off in person to Corporation Yard 102.
- The Customer Service Center reviews and advances all requests for re-keys, key cutting and re-cuts prior to submission to the Lock Shop.

### Building Access Cards

- For building card access requests, please submit a signed and completed [Key Request Form \(PDF\)](#) to the Customer Service Center by emailing it to [facilities@sfsu.edu](mailto:facilities@sfsu.edu) or dropping it off in person to Corporation Yard 102.
- The Customer Service Center will review all building card access requests and issue accordingly.

### Pick Up of Key and Building Access Cards

- The CSC will notify customers once keys and/or building access cards are ready for pick up
- Only the requestor, key holder or designated approver can pick up requested keys.
- Valid SF State ID is required at the time of pick up. No other form of identification is accepted.
- If the department would like to elect an alternate to pick up keys, there must be a signed memo authorizing the alternate to do so.

### Staff and Faculty Clearance

Separating staff or faculty must return all keys and building access cards to the Facilities Services Customer Service Center **on or before their last day of work.**

The Facilities Service Customer Service Center is located in Corporation Yard 102.

### 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.



### 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.

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

### Custodial Services

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

## Electrical Shop

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

## Fire and Life Safety

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

## General Maintenance

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

## Grounds

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

## HVAC Shop

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

## Lock Shop

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

## Paint Shop

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

## Plumbing Shop

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

## Waste Management

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

## Recharge Rates

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

Department	General Fund Rate	Auxiliary Rate (Self-Funded)
<b>Carpentry Shop</b>	\$55.77	\$76.65
<b>Custodial Services</b>	\$28.97	\$38.16
<b>Electrical Shop</b>	\$56.08	\$76.84
<b>Facilities Archive &amp; Data Management</b>	\$30.64	\$34.20
<b>Fleet</b>	\$63.69	\$82.16
<b>Grounds</b>	\$43.48	\$57.96
<b>HVAC Shop</b>	\$54.27	\$74.06
<b>Lock Shop</b>	\$55.09	\$75.59
<b>Paint Shop</b>	\$55.23	\$75.80
<b>Plumbing Shop</b>	\$57.57	\$79.14
<b>Project Management</b>	\$80.29	\$106.47
<b>Waste Management</b>	\$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 Practice Directive 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 Practice Directive, the term “key” applies to traditional metal keys and the term “card key” applies to the electronic access cards. For the purpose of this Practice Directive and associated procedures, the terms are used interchangeably except where noted.

### ***Why the Practice Directive 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 Services 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 designed 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 maintain 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
<b>Grand Master</b>	President VP Admin. & Finance AVP Facilities Chief Engineer All DPS Staff EH&S Staff	President VP Admin. & Finance AVP Facilities Executive Director Facilities
<b>Master Mechanical and Electrical Rooms</b>	Service Staff DPS Approved Contractor	AVP Facilities Chief Engineer Executive Director Facilities
<b>Master Interior Doors</b>	President VP Admin. & Finance Service Staff DPS	AVP Facilities Senior Director Facilities
<b>Global Card Access – Electronic access to all building entrances and all interior spaces controlled by card access</b>	President DPS Select Facilities Services Staff	AVP Facilities Executive Director Facilities
<b>General building, space access, keys and card access</b>	Campus Community	Department level key approver
<b>Lot 1 Gate</b>	Select Staff & Faculty	ADM Building Coordinator Manager – Parking & Transportation
<b>Gate access campus wide</b>	Campus Community/Contractors	Department level key approver
<b>Select ADM 5<sup>th</sup> floor</b>	President & Staff DPS	President
<b>SHC</b>	SHC Staff DPS	Director SHC
<b>Campus Server Room ADM-009</b>	DoIT Staff DPS	VP Admin. & Finance AVP DoIT
<b>DPS Evidence Locker</b>	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 the 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 only. Upon return, Facilities Services 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.

<b>Term</b>	<b>Definition</b>
<b>Accounts Receivable</b>	FS Unit that bills campus customers for work done that is not covered by state funding.
<b>Animal Care</b>	Facilities within SF State where laboratory animals are cared for.
<b>Biohazard Waste Removal</b>	Pick-up of refuse that is dangerous, either chemically or physically (such as sharps).
<b>Blanket Account</b>	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.
<b>BSE</b>	Building Service Engineer
<b>Campus Power Plant</b>	A power plant on the campus that provides most of its necessary electricity and steam.
<b>Change Order</b>	A change made to the pre-existing, agreed upon defined scope of work on a work order request.
<b>Circuit Breaker</b>	An electrical device that controls power either automatically or manually to a specific piece of equipment or branch of a system.
<b>Code</b>	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.
<b>Construction Drawings</b>	Documents visually defining the scope of a project and giving graphic direction to construction workers.
<b>Crafts</b>	Carpenters, plumbers, locksmiths, painters, electricians, etc.
<b>Customer Service Center</b>	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.
<b>DPA</b>	Departmental Program Account (number)
<b>Deferred Maintenance</b>	Unfunded maintenance needs which have been placed in a backlog.
<b>Emergency Power</b>	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.
<b>Energy Management</b>	Planning for and using energy wisely. Sometimes involves energy conservation and equipment replacement strategies.
<b>Equipment Maintenance</b>	Proactive activities involved in maintaining specific pieces of equipment to insure and promote long life and proper operation.
<b>Estimate</b>	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.
<b>Facilities Manager</b>	Individual responsible for all aspects of the physical environment in which you work including but not limited to maintenance, upgrades and operation of buildings.



<b>Fire Marshal</b>	(see State Fire Marshal)
<b>Grounds Maintenance</b>	(see Landscaping)
<b>In-House Construction</b>	FS Unit that does small construction and renovation projects generally under \$250,000.
<b>Landscaping</b>	Facilities Services unit responsible for all planted and landscape areas on SF State campuses.
<b>Preventative Maintenance</b>	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.
<b>Public Space</b>	General use classrooms, restrooms, lobbies, and corridors.
<b>Recharge</b>	The requesting customer is charged for the work completed by service providers from within FS.
<b>Service Order</b>	For state funded services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.
<b>Space Database</b>	Lists of space assignments maintained by Facilities Services.
<b>State Supported</b>	A program or facility which has been identified as eligible for operations and maintenance funding provided by the state.
<b>Time and Materials</b>	A term used for charging for work performed and billed on an hourly basis.
<b>Uniform Building Code (UBC)</b>	A regulatory requirement mandated by an agency (e.g. Air Quality Management District, State Fire Marshal, San Francisco Police, OSHPD).
<b>Unscheduled Maintenance</b>	Includes emergencies, failures, and reported repair needs, such as those resulting from preventative maintenance inspections.
<b>Utilities</b>	Water, gas, electricity, and steam.
<b>Work Order</b>	For billable services, a document and process outlining specific activities to be undertaken to resolve a customer problem or request for service.