

The Facilities Management Division, which consists of 89 full-time staff, 12 temporary staff, and 8 student assistants, is divided into seven divisions: Building Maintenance; Construction/Renovation; Custodial Services; Events Support/Setups; Grounds Maintenance; Key Control; Work Order Center/Warehouse, which serve eight functional areas.

#### **A. Building Maintenance (20 Personnel)**

Services provided by Building Maintenance include repairs and renovations to existing facilities, heating/cooling problems, and support for campus events. The department consists of craftsmen, plumbers, electricians, Zone Maintenance Technicians, HVAC/Boilers Contract Technicians (Current Contractor: Trane), a welder, a carpenter, a locksmith, and a painter.

The Building Maintenance Department is sub-divided into four sections: Zone Maintenance; Housing Maintenance; Electricians; and Special Trades. Zone Maintenance is comprised of five individuals who have experience in all aspects of maintenance. A technician is responsible for up to six buildings on main campus and is the primary individual or first responder, to issues that arise. They can perform limited electrical, plumbing, and carpentry to include sheetrock work and flooring. When a task exceeds their capability or involves more than one trade, a Special Trades or electrician employee may be called in for assistance. When a task appears to exceed more than a couple of days work, a contractor may be utilized.

Housing Maintenance is similar to Zone Maintenance in that the four assigned individuals have primary responsibility to certain buildings, but in this case it involves strictly the campus housing facilities and the Ervin Dining Hall. The same procedure occurs for escalation of support depending on the circumstances.

The Electrician section has five electricians. When not supporting zone or housing maintenance, electricians work to upgrade the University's electrical infrastructure by replacing old wire, pulling new wire, and assisting the Information Technology (IT) department with getting power and data cabling to new offices and classrooms, etc.

The Special Trades section consists of our two plumbers, carpenter, locksmith and painter.

The University uses a work order system to report deficiencies. University employees have the ability to report an issue in one of three ways: phone, email or via the internet. Students report issues through the Housing office, who in turn submits work order requests. Once an order is received, the Building Maintenance Superintendent assigns and prioritizes the work orders. Once the work is complete, the technician report back to his or her supervisor to close out the work order.

## **B. Construction/Renovation (4 Personnel)**

The Facilities Management Department manages all of the construction and renovation projects for the campus. The Directors of Facilities Engineering & Maintenance; Facilities Services; and Facilities Support oversee the development of construction plans, operating budgets, schedules, project management and other such elements required for the success of any project. These directors report to the Director of Facilities Management.

## **C. Custodial Services (33 Personnel, 8 Temporary Employees, 5 Student Workers)**

The Custodial Services Department is responsible for cleaning the interiors of all campus buildings including classrooms, lecture halls, theaters, laboratories, library, offices, halls, stairs, elevators and other public areas as well as cleaning and restocking building restrooms on a regularly scheduled basis. Most routine cleaning is scheduled once per day. The Custodial Services Department is also responsible for moving or replacing furniture in all campus buildings and for moving items to the warehouse for storage or disposal, when properly requested.

The Department also has daily cleaning responsibilities in Student Housing including the cleaning of the laundry facilities, student center, commons areas in 6 residence halls and 5 villa apartment buildings, the housing office, and trash rooms.

Custodial Services personnel are the first responders to interior pest problems, such as ants, roaches, or rodents. They are also the first responders to clean up body fluid resulting from personal injury and/or sickness. Staff personnel are trained in 'Blood Borne Pathogen' for handling such emergencies.

There are two work shifts: day shift (7:30am to 4:00pm) and evening shift (3:00pm to 11:30pm). Custodial Services will also respond to emergency situations resulting from fire, flood, or vandalism 24 hours a day 7 days a week.

## **D. Events Support/Setups (4 Personnel & 1 Temporary Employee)**

The Custodial Services / Facilities Services unit coordinates physical and personnel support for various University and Community sponsored events held on the campus of Francis Marion University providing tables, chairs, tents, stages, sound systems, etc. upon request. Request for support is initiated with the Space Coordinator located in the Office of Business Affairs.

## **E. Grounds Maintenance (18 Personnel & 4 Temporary Employees)**

Grounds Maintenance is responsible for maintaining approximately 350 acres of University property in pristine appearance. Of those acres, some seventy percent is maintained daily. Daily tasks include, but are not limited to, trash/debris removal,

mowing, mulching, plant bed maintenance, fertilizing, and weed control. The Department is also responsible for assisting with storm water runoff, as well as street and road repairs.

The Grounds Maintenance Department takes care of the main campus using a zone maintenance approach. Staff personnel are assigned to specific zones, normally in teams. There is cross training, so that the zones will be taken care of when a staff member is absent. The Grounds Maintenance Department personnel are emergency responders in the event of natural disasters.

**F. Key Control (5 Personnel-4 have functions in other areas)**

The Facilities Management Department provides and monitors keyed access to each facility on campus. The Department supports and maintains all physical locks including electronic door access locks for entire campus. The Key Control inventory is maintained in the Facilities Management building.

**G. Work Order Center & Warehouse/Shipping/Receiving/ (5 Personnel & 3 Student Workers)**

The Work Order Management Center is located in the Warehouse. These employees receive and distribute work orders to the appropriate maintenance staff members and maintain a database to document work orders history and completion. They develop preventive maintenance work orders for major equipment in all of the buildings on campus. The flow chart for a Work Order is on the next page. Results of recent Facilities Management surveys indicate that the majority of faculty and staff know how to report a problem.

The Warehouse is the primary location for all University equipment and supplies which are received and/or shipped out. The Warehouse maintains a minimum inventory of parts supplies as needed to support the needs of the other maintenance departments. The Warehouse also manages the surplus property in conjunction with the state surplus property office.

