

Physical Plant – Maintenance Service Guidelines

Introduction

In keeping with our commitment to improve communication with our customers, Physical Plant has prepared service guidelines. The intent is to outline how we prioritize work, and enable a better understanding of our maintenance operation. These guidelines consist of high level categories for general information. Within the framework of these categories, the trade shops triage each request individually. They take into consideration many factors, including operational, safety, and security needs, impact to client, as well as available resources, accessibility, and seasonal demands. Considering the vast range of requests that we handle, it would be impractical to attempt to define and explain the priority for every possible type of request. The following is a description of the high level categories to provide that level of understanding and expectations as we work together to identify and satisfy the University of Manitoba maintenance and project needs.

Maintenance Priorities and Response Times

Maintenance requests are classified under the following categories and prioritized accordingly. There are many factors that are taken into consideration when scheduling maintenance work. Our first priority is safety of staff and students, followed by protection of University property. We strive to support all academic and research activities by maintaining infrastructure and services. And while we try to uphold the image of this institution from an aesthetic perspective, and to provide client comfort and convenience, we must also consider availability of resources, seasonal demands, accessibility to space, and age of our buildings and assets.

Requests are prioritized when they are received by the Work Order Desk, and fully assessed by the respective trades shop. As well, Physical Plant Engineers respond to calls regarding heating and cooling problems, unidentified leaks, suspicious smells and noises, and some elevator problems. In many cases, they are the first line of response and can assist to prioritize a problem that may subsequently be passed on to the trades.

Communication

Physical Plant will communicate with the departmental Single Point of Contact regarding the scheduling and status of all maintenance work. As well, our trades people will make every effort to advise the Single Point of Contact and/or the requester when the work is completed, or to advise that a return visit is necessary. If a contact person is not available on site, we will leave a notification form which will provide this information.

The response times associated with each of the categories are intended to be general guidelines. Due to the nature of repair work, it may not always be possible to respond within these timelines. In the event that work is delayed, the Manager or Assistant Manager will communicate to the client, and to the Physical Plant Work Order Desk, regarding the reason for the delay and expected completion date.

Categories of Maintenance Services

1. Emergency

In emergency situations, life is threatened and/or there is potential damage to property. Response time is immediate, and we will ensure that the problem is addressed and the area and/or services are restored to a safe and usable state as soon as possible. We will then put in place measures to reinstate the premises as necessary. Any further work required will be done as soon as labour and materials are available.

Some examples of emergencies are: fire, explosion, gas/water/refrigerant/steam leaks, floods, building power outages, elevator failure with passengers inside, water leaks causing property damage, faulty door hardware preventing egress, building heating system failure.

An emergency situation at either campus can be reported to Campus Security Services (dial 555 from a university telephone anytime). At Fort Garry, emergencies can be reported to the Physical Plant Work Order Desk at 474-6281 during normal office hours, or to the Physical Plant Central Energy Plant at 474-8566 after hours. At Bannatyne, emergencies can be reported to the Physical Plant Work Order Desk at 789-3636 anytime. **Please do not use email or the web-based work requester to report an emergency.**

Physical Plant will keep the requester and/or the Single Point of Contact for the respective area informed as to the action being taken and the status of any remedial repairs.

2. High Priority

A high priority problem is one that it seriously affects normal operation of functional spaces, and may have safety and/or security implications. Failure to respond quickly may risk significant damage to property or equipment, and additional costs. High priority problems will be handled in order of their operational, safety, and security implications. Normal response time will range from 1 to 7 days, as determined by the trades shop after a careful review of the circumstances and discussion with the requesting organization as to the problem, location, impact of delay, and accessibility. We will attend the site, assess the problem and make repairs if possible. If parts or equipment need to be ordered, we will ensure that temporary services are available if necessary, and the site is left in a safe and secure state. Permanent repairs will be made as soon as the required labour and materials are available.

Some examples of high priority requests are: blocked drains or internal waste pipes, loss of heat or hot water on a local basis, air quality concerns, loss of power on a local basis (individual circuit breakers), inability to secure property, lighting failure on a local basis (teaching space, emergency exits, stairwells), broken windows, toilet malfunction in an area where there are no other washrooms nearby, floor tiles in a high traffic area posing a safety concern.

As well, we are committed to preventative maintenance of building systems and life safety systems. This work will be given a high priority whenever possible, depending on other needs and availability of resources. (For more information, please see section "Preventative Maintenance".)

At Fort Garry, high priority requests can be conveyed to the Physical Plant Work Order Desk at 474-6281 during normal office hours, or to the Physical Plant Central Energy Plant at 474-8566 after hours. At Bannatyne, high priority requests can be conveyed to the Physical Plant Work Order Desk at 789-3636 anytime. **Please do not use email or the web-based work requester to report high priority requests.**

Physical Plant will keep the requester and/or the Single Point of Contact for the respective area informed as to the action being taken and the status of any remedial repairs.

3. Medium Priority

A medium priority request does not pose a health, safety, property or security risk. However, if not corrected, it may cause some measure of inconvenience, discomfort, or lack of functionality to the University community and/or further damage and resulting additional costs. Response time will be as soon as possible and normally within one month; however, this will depend to some extent on availability of resources, as well as other factors like seasonal demands, access to space, and other work in the area.

Some examples of medium priority requests are: malfunction of elevator lights / buttons, adjustment of door closers, door and window repairs where the damage has not caused security concerns, fire/water damage, toilet malfunction in a washroom where there are several functioning toilets, failure of one light fixture in a room with several fixtures.

At Fort Garry, medium priority requests can be telephoned to the Physical Plant Work Order Desk at 474-6281 during normal office hours, submitted via the web-based work requester, or emailed to Work_Orders@UManitoba.ca. At Bannatyne, medium priority requests can be telephoned to the Physical Plant Work Order Desk at 789-3636 during normal office hours, submitted via the web-based work requester, or emailed to BC_Work_Orders@UManitoba.ca.

Physical Plant will make every effort to inform the Single Point of Contact for the respective area of the prioritization and status of the work.

4. Low Priority

A low priority request poses no health, safety, property, or security concerns, and does not impair the operation of equipment or activities of occupants. There will be no further damage if this type of repair is delayed. This type of request is fundamental to maintaining the University in the desired state of repair, but is primarily non-essential and some of these requests may be considered to be elective or cosmetic. Response time will generally be as resources become available; however, this may be a considerable length of

time due to limited resources, other more urgent seasonal work, inability to access the space, or scheduling constraints.

Some examples of low priority requests are: replacement of dirty or stained ceiling tiles, baseboards, painting (exterior and interior), decorating, upgrade of fixtures and hardware.

At Fort Garry, low priority requests can be telephoned to the Physical Plant Work Order Desk at 474-6281 during normal office hours, submitted via the web-based work requester, or emailed to Work_Orders@UManitoba.ca. At Bannatyne, low priority requests can be telephoned to the Physical Plant Work Order Desk at 789-3636 during normal office hours, submitted via the web-based work requester, or emailed to BC_Work_Orders@UManitoba.ca.

Physical Plant will make every effort to inform the Single Point of Contact for the respective area of the prioritization and status of the work.

5. Scheduled Events

Requests for services related to scheduled events (for example, electrical connections required for Career Days) will be prioritized accordingly, and, provided that the customer gives sufficient notice, we will make every effort to schedule resources to insure that the work will be complete by the required date

Deferred Maintenance

A request or observed deficiency is added to our deferred maintenance list if it has no safety or security implications, if there is no operational impact, and/or we do not have resources to perform the work, nor do we expect to have resources in the near future. It is essentially a project that is required to be done if funding was available, but which cannot be considered with current resource levels.

Acceleration of Low Priority or Deferred Maintenance

Physical Plant has a baseline budget for funding of staff and supplies to provide basic maintenance services for all facilities. However, Physical Plant has additional trades staff that is funded from income producing projects.

As indicated above, completion of low priority and deferred maintenance is determined primarily by availability of baseline resources. If Physical Plant does not have adequate baseline resources to complete facilities maintenance or a customer request, the project will go on the deferred maintenance list. However, if the customer is able to fund the requested work rather than waiting for Physical Plant to obtain funding (such as painting, flooring replacement etc.), Physical Plant will manage the work as a client funded project.

Preventative Maintenance

In addition to requests for service and repairs, our maintenance personnel work on a variety of preventative maintenance tasks, including seasonal startup and shutdown of cooling and heating equipment, HVAC equipment inspection lubrication and filter changing, and regular inspection of computer room cooling equipment. We also maintain and test life/safety systems, including emergency lighting, emergency generators, fire and smoke alarm systems, and domestic water backflow preventers. The objective of our preventative maintenance program is to prolong equipment life, reduce breakdown costs, prevent disruption to service, and insure that life / safety systems are fully operational and code compliant. Our program is continually expanding and we create new schedules each year.

Baseline Funding for Maintenance

Although Physical Plant would ideally like to be in a position to perform all maintenance tasks in a timely and proactive manner, we often face constraints due to limited resources. Here are some “facts and figures” regarding our maintenance operation.

**Physical Plant - Overview of Maintenance Services
(2010-2011)**

	Bldg GSF Maintained	Maintenance In house Staffing FTE	Energy In House Staffing FTE	Grounds In House Staffing FTE	Number of Buildings Owned	Avg Age Mission Critical Bldgs Owned	Student FTE Enrolled
Carleton Univ	2,055,393	43.48	9.87	11.9	22	35.7	22,537
McMaster Univ	4,665,471	19	17	8	57	40	24,436
Univ Alberta	11.60M	166	60	52	350	38.14	35,037
Univ British Columbia	8,399,688	191.47	29.25	64.42	201	33.28	40,962
Univ Calgary	9,210,196	76	21	21	107	33	28,267
Univ Manitoba	5,430,556	76.02	12	21.74	97	50.1	27,751
Univ Montreal	7,449,308	164	8	8	72	40	31,489
Univ Regina	2,037,550	32.9	12.48	0	21	31.9	8,224
Univ Saskatchewan	4,713,083	79.3	36.5	25.65	165	45	20,495
Univ Western Ontario	8,625,439	0	12	11	95	34	35,807
York Univ	8,426,340	94	21	44	102	28.1	47,894

(based on 2010-11 APPA Survey)

University of Manitoba	Fort Garry FTE	Bannatyne FTE
Maintenance Staffing		
Elevator Tech	1	
Sign Shop	1	
Carpenters / Cabinetmakers	6	1
Electricians	6	2
Locksmiths	2	
Machinists / Welders	5	1
HVAC Control Techs	2	1
AC / Refrigeration Techs	4	1
Mason	1	
Painters		1
Plumbers / Steamfitters	10	1
Insulator	1	
Power Engineers	7	6
Lubrication & Equip Service	3	
Shop Supervisors / Foremen	7	2
Administrative Support	2	1
	58	17
Overtime	0.5	0.52
Total	58.5	17.52

	Fort Garry FTE
Energy	
Manager	1
Assistant Manager	1
Energy Advocate	1
Utilities Operators / Mtce	8
Overtime	1
	12

	Fort Garry FTE
Grounds	
Manager	1
Assistant Manager	1
Service Coordinators	2
Sustainability Coordinator	1
Groundskeepers (groundskeepers, helpers, arborists)	8.5
Other (tractor operators, labourers, garbage truck driver)	8.24
	21.74

Work Order Details:	Fort Garry	Bannatyne
Number of Repair Work Orders Created:	9266	3577
Number of Preventative Work Orders Created:	3411	1506
Number of Engineer Calls Logged:	1336	na
Deferred Maintenance, All Locations (\$):	\$382,716,291.00	
(This includes capital renewal, deferred maintenance, renovation, modernization and adaptation projects)		