

FP&M FY10 Service Levels

FY10 budget reductions will affect some basic service levels. This is a summary of those changes:

Services Category	FY09 Services Level	FY10 Service Level
Engineer/Architects	Hours for consulting, feasibility analysis and cost range estimates were not billed to the customer.	Non-billed hours for pre-design services including consulting, feasibility analysis and cost estimates will be more limited. (Generally less than 4 hours) Requesting departments will be billed if additional hours are needed.
Interior Design	Departments were not charged for interior design services except when on a capital project.	Non-billed interior design services will be greatly limited and will be limited to initial consultation and cost estimate. (Generally less than 4 hours). Requesting departments will be billed if additional hours are needed. Capital projects will continue to be billed for all interior design hours.
Landscape Design	Hours for consulting, feasibility analysis, cost range estimates and master planning were not billed to the customer.	Non-billed hours for pre-design services including consulting, feasibility analysis and cost estimates will be more limited. (Generally less than 4 hours) Requesting departments will be billed if additional hours or services are needed.
Capital Project Fees	Capital projects are charged a fixed percentage fee for capital project administration, project management, and construction management.	Costs for capital project related direct and indirect support functions have been shifted from central fund support to capital projects either by direct costs or fees. We are making every effort to maintain fixed capital project fees at their current level. It is inevitable that the fees charged to capital projects will need to increase in the near future.
Annual Flower Beds	Provide Annual Flower beds such as at Osborne and Pammel	No Annual Flower beds
Water Features	Prepare and service water features at MacKay, Howe, Hoover	No operations/maintenance support for water features
Custodial	Office – 1x weekly	Serviced 1x every other week
Custodial	Conference Room – 1x weekly	Serviced 1x weekly

Custodial	Research Lab – Service frequency and service level determined by lab function, generally 2x monthly	Research Lab – Service frequency and service level determined by lab function, generally 1x monthly
Custodial	Classroom cleaning, 5x weekly	Serviced 3x weekly
Campus Services	Spring pre-emergent application	No pre-emergent
Campus Services	Turf fertilizer 2x annually	Reduce fertilizer use by 50%
Area Mechanics	1 staff person per 277,000 gsf	1 staff person per 300,000 gsf
Building Maintenance	1 staff person per 62,000 gsf	1 staff person per 65,000 gsf
After hour Calls	Calls taken by DPS	Calls are now shifted to the Power Plant night shift operator. Use the same emergency phone number; 4-5100 for any calls as in the daytime for facility related problems and issues encountered.