

## Responsibility for Construction, Operations and Maintenance of University Facilities

The Office of Facilities Services (OFS) is charged with operating, maintaining and preserving the value of Montana State University's buildings, grounds, infrastructure systems and other physical assets for the benefit of the State and MSU. Facilities Services employs approximately 160 full-time employees, supplemented by up to 60 temporary/student employees. We are directly responsible for 2.5 million square feet of state-supported academic and research building space and more than 200 acres of landscaped grounds, in addition to providing maintenance services for approximately 2 million square feet of auxiliaries and residence life facilities.

Services performed include Custodial; Landscape and Grounds Maintenance; Waste Management and Recycling; Snow Removal; Vehicle and Equipment Repair Shop; Campus Motor Pool; Long-Term Campus Storage Management; Repairs, Maintenance and Renovation including electrical, plumbing, carpentry, locksmith, painting, sheet metal and general contractor services; Engineering Services; Utilities Management; Central Heating Plant Operations; Preventive Maintenance; Refrigeration and Air Conditioning; Heating and Ventilation; Energy Grant Program Management; Campus Master Planning; Capital Construction Project Management; Contract Administration; Architectural Services; Project Estimating and Scheduling Services; Elevator Maintenance; and Asbestos Removal.

The University Construction Activities Policy requires that all construction activities, regardless of the source of funds, be performed by staff or contractors employed by MSU through Facilities Services. This policy covers construction activities and communications systems, equipment and wiring, and includes special sanctions to accommodate certain student, research and departmental activities.

Facilities Services maintains outside construction service contracts for general construction, concrete work, HVAC/sheet metal work, and plumbing services. These contracts, used to handle maintenance and construction workload peaks, may be available to meet a customer's special need. However, each contract is limited in amount by statutory requirements and may be more expensive than using in-house resources. Also, response times are highly variable.

For any questions about construction or maintenance activities on campus, contact Facilities Services.

## Budget Information—Who Pays?

Facilities Services charges for work performed and determines who is responsible for these charges. Assignment of charges for typical services are listed below. They do not necessarily apply in all cases, nor are they all-inclusive.

### Services normally charged to Facilities Services operating budgets:

1. Most building maintenance such as custodial services, trash collection, repairs to walls, windows, roofs, ceilings, floors, elevators and hardware.
2. Repairing and servicing of all utility distribution systems (except video, voice and data communications cabling) including heat, water, gas, compressed air, electricity, air handling systems, and waste water treatment.
3. Repairs to walks, roads, curbs, street lights and storm sewers; care of lawns, trees and shrubs.
4. Programmed maintenance services including painting, floor tile replacement, ceiling tile replacement, etc.

### Services normally charged to the requesting college or department:

1. Repairs to department equipment.
2. Service to refrigeration equipment, air conditioning equipment and utility services installed at the request of the department.
3. Remodeling, renovation and moving at the request of the department.
4. Installation of research or instructional equipment or machinery, including utility support systems.
5. Special requests from a college or department for painting or other redecorating.
6. Services provided to Residence Life and University Food Services, other auxiliary enterprises, and departments on "University Services" budgets.
7. Services to prepare or support special events and the necessary cleanup following these events.
8. Extraordinary maintenance or service (including custodial) requests that are discretionary and departmental in nature.
9. Delivery of departmental supplies and equipment.

If you have any questions regarding a billing you have received, please call Facilities Services Work Control at 994-2107.

## Role and Scope of Building Supervisors

### A. Communication

1. Facilities Services sends all service requests to the OFS Work Control Center. The building supervisor network is an integral part of OFS customer communications and is responsible for requesting repairs and renovations from the OFS Work Control Center. This method reduces duplicate requests, and repetitive problems are more easily identified. However, emergency situations may be reported directly to the OFS Work Control Center by any campus customer.

Building supervisors, normally located within their assigned buildings, develop an awareness of the maintenance and repair problems particular to that facility. Building supervisors are notified of all Work Orders that originate within their area of responsibility, as well as Work Orders that have been completed. All Work Orders are to be approved by the building supervisor to provide a basis for communication and follow-up.

2. Building supervisors serve as a primary liaison between OFS and our faculty, staff and students. Building supervisors are provided with policy and procedural information and serve as a resource and emissary regarding facility issues such as the University Construction Activities Policy and services charged to departments. Building supervisors can relay information and provide guidance to building occupants and refer them to the appropriate OFS department for assistance.

### B. Utility Interruptions

The OFS Work Control Center is also responsible for notifying pertinent building supervisors of scheduled interruptions of campus utility systems. It is the building supervisor's responsibility to immediately relay the interruption information to all building occupants. This system is critical to ensure that all occupants are notified of planned utility interruptions.

### C. Space Allocation

It is the responsibility of building supervisors to be a primary point of contact in the resolution of interdepartmental issues related to facility use and space allocations. Building supervisors should be notified by occupants of potential modifications that may affect any portion of the facility for which they are responsible. Building supervisors also assist occupants in submitting space modifications and space allocation changes for review by the OFS Planning Department and the Space Management Committee.



**To request service or assistance please call:**

**Work control  
994-2107\***

Emergency Repair Services  
General Maintenance and Routing Repairs  
Heating and Cooling Problems  
Minor Renovation Requests  
Custodial Services  
Delivery Services  
Billing Information  
Locksmith Services  
Landscape and Grounds Services

**Architectural  
Services 994-4131\***

Design Services  
Renovation or Remodeling Requests

**Facilities Planning  
994-4131\***

Capital Construction Projects  
Space Allocation Requests  
Campus Planning Information

**Transportation  
Services 994-3670**

Vehicle Reservations and Rentals

**Administration  
994-2001**

General Concerns or Questions

**MSU Police  
994-2121**

After Hours/Emergencies

**Safety & Risk Man-  
agement 994-2711**

Environmental issues  
Safety concerns

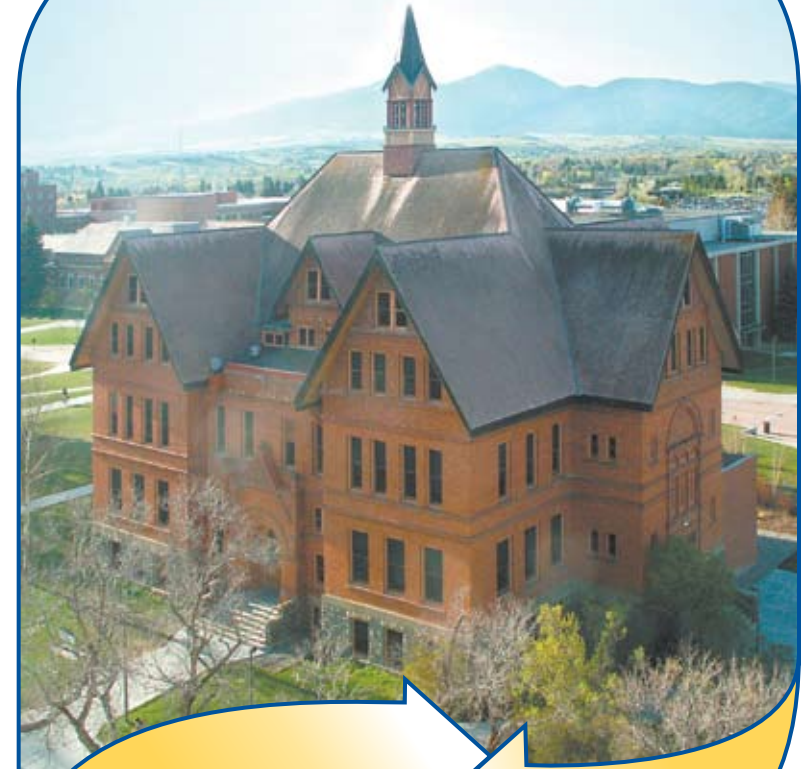
\*All Work Control, Architectural Services or Facilities Planning requests should be directed through your building supervisor, except in emergency situations.

## Available Services

- Carpenter Shop** → General carpentry and remodeling · Sign production and installation · Cabinetmaking · Roof repair
- Custodial Services** → General cleaning services · Trash collection and recycling · Replacement of light bulbs · Floor finishing · Fire extinguisher maintenance · Window washing
- Electrical Shop** → General electrical work and remodeling · Indoor and outdoor lighting · Primary and secondary electrical system maintenance · Fire alarms
- Elevators** → Elevator maintenance and repair
- Project Design Services** → Campus master planning · New construction · Remodeling and renovation project design · Contract administration · Project inspection · Facilities Condition Inventory · Architectural Services · Engineering Services
- Heating Plant** → Steam production for heating, hot water and process systems · Heating and ventilation system installation and maintenance
- Key/Lock Shop** → Installation, repair and maintenance of campus locks and production of keys for all campus locks · Changing of locks or rekeying of lock systems for security reasons · Installation of antitheft devices
- Laborer Shop** → General labor, loading, unloading, moving, demolition, and forklift operation
- Landscape and Grounds** → Grounds maintenance · Landscape design · Flower planting · Lawn irrigation · Tree planting, removal · Trash collection · Hazard mitigation · Snow removal · Landscape construction
- Mechanic Shop** → Vehicle and equipment maintenance
- Paint Shop** → Interior and exterior painting · Wall covering installation · Furniture refurbishing · Crosswalk painting · Specialized spray painting
- Plumbing Shop** → General plumbing work and remodeling · General installation and maintenance of underground water and sewage systems and related equipment · General installation and maintenance of all plumbing fixtures, equipment and service distribution systems
- Refrigeration Shop** → Refrigeration and air conditioning equipment installation and maintenance
- Transportation Services** → Vehicle rental · Special vehicle applications



**MONTANA  
STATE UNIVERSITY**



## Facilities Services Guide

**Guidelines for  
Requesting Service or Assistance**

**994-2107**

**The Office of Facilities Services is committed to efficient stewardship of MSU's environment for the benefit of higher education in Montana.**