



Facilities Service Guide

UBC Facilities



Executive Summary

Facilities is frequently approached by faculties and departments regarding where financial responsibility lies for various aspects of operations, maintenance, repair and replacement of buildings and equipment. This Facilities Service Guide was created to provide clarity on the services that are covered through the Facilities operating budget (“core”) funding and where faculties and departments are expected to pay. The Guide is aligned with the UBC Controlled Land, Buildings and Infrastructure (“Space Management”) policy (UP13). The goal of the Guide is to ensure that all parties understand their responsibilities and obligations for their unique assets, and are able to appropriately and effectively fund the ongoing stewardship of those assets. By providing clarity on who is responsible for lifecycle asset stewardship it is expected that potential risks to research, equipment and spaces can be better identified and mitigated.

General principles for buildings that helps denote core funded versus customer funded activities are as follows:

- **Core funded:** base building systems (see page 13) that support the overall building functionality and safety, or are required to support the University’s public-facing assets such as learning spaces, libraries and museums.
- **Customer funded:** localized systems/equipment specific to the specialized operational conditions of a space (e.g. filtration or cooling for a clean room, uninterruptable power supplies (UPS)) or systems/equipment installed at the request of space users after original building construction for a special requirement (e.g. dedicated cooling system for research equipment). These assets are typically required for a unique need or purpose.

Facilities regularly reviews our routine activities to ensure a standardized approach to service delivery. If it is determined that there has been any incorrect utilization of core funding for service provision or maintenance of space/equipment, Facilities will reach out to the relevant faculties and departments for discussion on the next steps to be taken. In an effort to make the process as fair and transparent as possible Facilities commits to the following:

- Developing a transition process with the department to enable the department to adequately fund the required maintenance
- Documenting these new agreements with a Facilities service level agreement (SLA) to ensure clarity and transparency

UBC Facilities

The UBC Facilities group has lifecycle stewardship responsibility for all academic and administrative buildings, public realm, and utility assets on the UBC Vancouver (Point Grey) campus. Its primary mandate is to ensure that campus spaces deliver the intended functionality and experience for the campus community. Facilities includes nine departments: Customer Services & Informatics, Facilities Planning, Capital Planning & Development, Project Services, Asset Replacement & Improvements, Building Operations, Energy & Water Services, Municipal Services and Custodial Services. Collectively, these departments plan, build, renew, operate, maintain and/or repair buildings, landscapes and infrastructure to ensure that they serve the needs and academic mission of the University.



Operational departments within Facilities receive operating budget (“core”) funding that enables a base level of service to maintain the many assets for which Facilities is responsible. Facilities, departments, or ancillary units (Athletics & Recreation, Bookstore, Parking, and Student Housing), have the choice to pay Facilities for additional services not covered by core funding to ensure their assets are maintained by engaging in a customer funded service level agreement (SLA) with Facilities.

Questions frequently arise on campus regarding where financial responsibility lies for various aspects of the operations, maintenance, repair and replacement of buildings, landscapes and equipment. This

document has been created to provide clarity on where Facilities provides services covered through core funding and where faculties and departments are expected to pay for such services. Included is a list of services delivered by Facilities and highlights which services are core funded and which are customer funded.

Ultimately, the University as a whole is best served when all parties understand their responsibilities and obligations for their unique assets and are able to appropriately and effectively fund the ongoing stewardship of those assets. Risk mitigation to critical research is similarly addressed. When there is clarity as to who is responsible for the cradle-to-grave stewardship of specialized equipment and spaces, risks to those spaces and equipment can be better identified and planned for by those responsible for their unique situations.

Departments in UBC Facilities

The UBC Facilities group is responsible for full lifecycle stewardship of facilities, utilities and the public realm on the UBC Vancouver campus.

Customer Service

Customer Services and Informatics

Customer Services & Informatics provides support for the departments across the Facilities Group to operate smoothly and provide excellent service to our customers on the UBC Vancouver campus.

This team serves as the connection between Facilities and the university community, most notably via the Facilities Managers and the Service Centre, who are the frontline representatives to many on campus. Customer Services & Informatics is also responsible for organizational change management to help Facilities adapt and grow with our customers and for the software systems that support project delivery and operations and maintenance.

All of the services provided by Customer Services & Informatics noted below are core funded – please refer to Appendix A.

Service Centre

The Service Centre is the university community's primary contact center to report any building or land related issues or concerns on campus. Our team of representatives triage requests and dispatch the appropriate teams to take care of the issue(s). The Service Centre can be reached by email (servicecentre.facilities@ubc.ca), phone (604-822-2173), Twitter (@UBCFixMySpace), or by submitting a service request online through Planon.

Facilities Managers

Facilities Managers act as the direct contact person for faculties and departments for any requests, issues or concerns regarding their space or associated landscape. Each building on campus is assigned a Facilities Manager, who is responsible for working closely with faculties and departments to understand their needs and expectations in support of the university's vision and mission. Facilities Managers have a thorough understanding of the services provided by the Facilities group, and work closely with internal and external service providers and relevant stakeholders to efficiently prioritize work and ensure seamless delivery of services.

Information Systems

Customer Services & Informatics has a team of dedicated professionals that are responsible for business and technical expertise to develop overall strategies for sustaining Facilities' major information systems; Planon, Archibus, and Dynamics NAV. These software applications provide best practice processes for maintenance management, inventory management, asset

management (building and land associated with maintenance and work orders), space planning and construction project management with integrations to other UBC applications. The team is responsible for the reliability and availability of these software applications.

Project Development & Delivery

Facilities is responsible for the planning, development, renewal, and renovation of campus facilities at both UBC Vancouver campus and Okanagan campus. They collaborate with campus stakeholders to create great spaces for people to teach and learn, conduct leading-edge research, and enjoy the life of the campus community.

Facilities Planning, Capital Planning & Development, Project Services and Asset Replacement & Improvements work closely with the other Facilities departments and development partners across the UBC community, such as the Provost and Vice-President, Academic Office, Campus & Community Planning, Treasury, Student Housing & Community Services and UBC Properties Trust (UBCPT), to provide stewardship for all institutional facilities projects. Facilities engages UBCPT to manage the design and construction of major new building projects.

Some of the services provided by the departments responsible for project development and delivery are core funded; others are customer funded. Please refer to Appendix B.

Facilities Planning

Along with Facilities Managers, Facilities Planners are the first point of contact on any projects that involve space use on campus.

UBC Facilities must respond to the ever-changing needs of the academic mission, from innovative research and teaching methodologies to operational changes to shifting priorities in student services. Facilities Planners engage with academic, administrative and ancillary units to address these shifting space needs, identifying opportunities for intensification or reorganization and translating functional requirements into reality. The scope of Facilities Planners' work ranges in scale from a single room to a full building and encompasses all academic, administrative and ancillary space on campus including but not limited to space for research, teaching, administration, library facilities, informal learning, recreation, washrooms and events.

Facilities Planners are responsible for the coordination and development of detailed Master and Functional Programs for major capital projects through direct consultation with project stakeholders. The functional program describes the unique functional requirements of a unit and communicates the need for facility expansion, contraction, relocation or renovation which assists the capital planning process in gaining support for project funding and financing. Planners remain involved throughout the subsequent project to ensure client and user needs are represented, and to ensure any changes in scope align with UBC and industry best practices.

In addition to the above-mentioned tasks Facilities Planners may also:

- Undertake building reviews to evaluate space use and recommend opportunities for improved utilization;
- Manage swing space and develop swing space strategies for renovation projects;
- Work with researchers to develop scope for capital funding proposals such as CFI applications;
- Provide planning input to the Construction Office, Project Services and UBC Properties Trust as they develop project budgets and timelines; and to Building Operations and Project Services to develop routine capital, seismic upgrade, and renewal priorities;
- Liaise with Development and Alumni Engagement to develop material that can be used to attract donors to projects.

Together with the Provost, Facilities Planners ensure that space is allocated fairly across campus and across disciplines, that it meets user needs and is designed and occupied efficiently and effectively to serve UBC's academic mission.

The Learning Spaces team within Facilities Planning is responsible for day-to-day stewardship of approximately 350 General Teaching Spaces (GTS). They provide planning and oversight for an annual maintenance and upgrade program, which includes AV system upgrades and furniture renewal. This team represents GTS classrooms in new capital projects, from functional programming through design and construction, ensuring that GTS are aligned with the UBC Learning Space Design Guidelines. They also advise on the planning and design of other learning spaces, such as teaching labs and informal learning spaces.

Capital Planning & Development

Capital Planning & Development (CP&D) is responsible for the facilities capital program including development of capital plans and project business cases for government funding, preparation of project approval requests to UBC Executive and Board of Governors, and governance of major building projects and the routine capital facilities renewal program. CP&D liaises with the BC Ministry of Post-Secondary Education & Future Skills and UBC faculty and senior administration to develop multi-year capital plans for academic buildings and building system upgrade projects. The project cost estimates produced through this process determine the overall funding requirements for the construction, refit, and replacement of campus buildings and infrastructure.

Capital Planning also promotes and coordinates building renewal projects. This initiative works to reinvigorate existing buildings as needed to meet current construction standards and the needs of UBC's academic community.

Project Services

Project Services is a dedicated group of experienced professionals who provide project management services for renovations, renewals and modernization of buildings and campus infrastructure ranging

in size from \$50,000 to \$100 million dollars. This includes a wide variety of capital projects ranging from classroom and lab renovations, building system replacements, accessibility upgrades, and public realm improvements to whole building renewals. They are also responsible for managing the design, construction, and commissioning of alternative energy systems, such as the campus-wide Academic District Energy System (ADES) steam to hot water conversion project and the Bioenergy Research and Demonstration Facility (BRDF) expansion project, which contribute to the UBC Climate Action Plan.

Project Services manages all aspects of capital project management including procurement and award of contracts with external vendors, construction site oversight, financial stewardship of projects and tracking of key project metrics. The team is responsible for managing the course of a project from inception to completion, through planning, design, construction, commissioning and handover. Project Services is the main liaison on projects between the designated user/customer, consultant team, contractors, and other UBC stakeholders. This includes implementing project scope developed by Facilities Planning to develop customer's ideas into projects, determining the project implementation timeline and budget, as well as supporting administrative functions and ongoing activities of the project.

In all their work, Project Services aims to maximize the benefit of every capital improvement. Project Services also provides support for planning of capital projects, including working in close collaboration with Facilities Planning and academic/research units in support of funding applications to granting agencies such as the Canada Foundation for Innovation (CFI).

Asset Replacement & Improvements

The Asset Replacement & Improvements department is comprised of two business units – the Technical Review Team and the Construction Office. The Technical Review Team is tasked with ensuring that new buildings and renovation projects are delivered to the campus community in accordance with UBC's technical guidelines, and are ultimately maintainable for the lifespan of the assets they provide. This team provides technical expertise during the planning, design development and handover phases of projects to ensure that an operational lens is applied to the project design, and to ensure that all information required to successfully transition new assets installed by the project is delivered to the operational teams that will maintain them.

The Construction Office is responsible for the successful delivery of smaller customer funded projects for the University, primarily via coordination of in-house trades that perform the work. The projects that the Construction Office delivers directly and positively impact the day-to-day working environment of UBC's students, faculty, and staff – such as lab and office renovations, and requested upgrades to the existing mechanical and electrical systems within buildings. The separation of these customer-funded minor upgrade project requests from maintenance requests by our customers helps to ensure that maintenance funding is not eroded by the costs of elective improvements.

Operations & Maintenance

A list of operations and maintenance services that are core and/or customer funded can be found in the appendices, specifically:

- Appendix C – Buildings
- Appendix D – Public Realm and Fleet
- Appendix E – Utilities

Building Operations

Building Operations is responsible for the operation and maintenance of all academic and administrative buildings of the UBC Vancouver campus, ensuring that spaces and systems perform properly to enable excellence in research, teaching and learning. This includes ensuring that University buildings within their portfolio are in compliance with applicable codes and regulations.

Architectural Trades Services

Architectural trades are responsible for the operation, maintenance and repair of architectural building systems, including building envelope, structure and interior finishes.

Mechanical and Electrical Trades Services

Mechanical and Electrical Trades are responsible for the operation, maintenance and repair of heating, ventilation and air conditioning (HVAC) systems, lighting, electrical power systems, automated building controls, conveyance devices, and fire/life safety systems in core-funded University buildings.

Maintenance Planning

Maintenance Planning is responsible for creating, planning, tracking, and issuing preventative maintenance activities for buildings

Custodial Services

Custodial Services is responsible for the custodial care of UBC Vancouver campus buildings. The custodial team provides cleaning and sanitation services, restocking of supplies in washrooms, locking and unlocking of exterior doors, set up for final exams and provides water intrusion response. The team operates 24 hours per day Monday to Friday with essential coverage on weekend day and evening shifts.

The team performs a comprehensive floorcare and refinishing program for all applicable flooring in shared spaces. This extends to the annual carpet cleaning program that focuses on circulation spaces. They are also responsible for entrance matting procurement, maintenance and replacement in academic buildings and coordinate exterior window cleaning on a non-annual basis, which is dependent on the availability of funding.

Custodial Services ensures internal waste infrastructure needs are being met throughout the buildings by advising on waste requirements during building design for four main waste streams - organic waste, container recycling, paper recycling and unsorted waste. They also consult on waste requirements for new building designs, respond to changes to existing spaces and work alongside Campus & Community Planning and UBC Sustainability to ensure guidelines are met.

Custodial Services is able to perform enhanced services on a cost recoverable basis.

Utility Workers

Custodial Services' Utility Worker teams perform minor maintenance and repair work on equipment and in academic buildings on the Vancouver campus.

Such work includes:

- Replaces lamps and bulbs for a variety of regular and specialized lighting within and outside campus buildings
- Conducts minor maintenance on plumbing systems, such as, replacing washers and cartridges in waterless urinals, clearing plugged toilets or drains, and maintaining bio-degradable sewage systems
- Dusts/cleans ceiling areas, high beams, etc.
- Assists other staff when clean-up is required, such as during water intrusion and provide assistance with snow removal during periods of inclement weather.
- Repairs custodial equipment

Pest Control

Custodial Services is also responsible for the Integrated Pest Management plan for the UBC Vancouver campus. This includes preventative maintenance plans that may include a combination of behavioral, biological, chemical, cultural and mechanical methods to reduce pest populations to acceptable levels.

Energy & Water Services

Energy & Water Services' mission is to generate, distribute and conserve UBC's energy and water resources in an open and transparent manner that maintains our customers' environmental comfort, ensures system reliability, minimizes life cycle cost, reduces GHG emissions, and seeks out innovative solutions. They aim to reduce UBC's consumption of energy and water, and eliminate our greenhouse gas emissions by 2035 through mindful stewardship of our campus energy and water resources.

Engineering and Utilities

Engineering and Utilities manages and operates UBC's utility assets by delivering utilities master plans and load forecasts, and ensures that associated capital upgrades are undertaken as required. This department includes the utility and district systems managers and operators

who work closely with energy engineers and building management systems specialists to deliver reliable, efficient service and utility savings opportunities.

Energy Conservation and Innovation

The Energy Conservation and Innovation (ECI) group's mandate is to implement energy and water conservation and efficiency measures that reduce UBC's operating costs, defer costly infrastructure upgrades, reduce greenhouse gas (GHG) emissions and lessen UBC's exposure to fluctuating energy markets. The long-term value of its energy management efforts can be measured by the reduction of UBC's energy use intensity, which is the energy consumed per square metre (m²) of building floor space.

Their goals are to:

- Offset 100 per cent of UBC's new building energy consumption through energy conservation and efficiency measures
- Aggressively pursue UBC's Climate Action Plan CAP2030 targets of reducing GHG emissions by 85% by 2030 and 100% by 2035
- Reduce UBC's natural gas consumption by 20,000 gigajoules (GJ) annually
- Reduce UBC's electrical consumption by 4,000,000 kilowatt hours (kWh) annually
- Maintain all energy savings achieved through building performance monitoring, targeting and reporting
- Achieve energy savings and GHG emission reductions in a fiscally responsible manner
- Improve overall building thermal comfort, lighting, air quality and system reliability

Municipal Services

Municipal Services is responsible for UBC's streets, fleet and public realm with a focus on providing a clean, accessible and inspiring space for people to move, linger and connect to nature and the campus community. The department enhances learning, research, and operations by providing sustainable materials and critical services like moving, event support and extreme weather response. The team is comprised of the Streets & Operations Support Group, Waste Management, Fleet & Garage, Soft Landscape, Stores, Contract Services, and Civil and Landscape Architectural technical services.

Contracts & Service Level Agreements

This team works with UBC departments to set up maintenance service contracts for department owned equipment, assets and services offered by the Facilities team.

Fleet Management

This team manages over two-thirds of the entire University fleet and offers a complete range of services for all automotive and equipment assets. They have established strategic fleet partnerships and are able to obtain enhanced services, by maximizing negotiating power and minimizing the impact on budgets

Soft Landscape

Soft Landscape maintains the campus lawns, gardens and trees. The team has expertise in gardening, tree care, lawn care, irrigation and integrated pest control.

Streets & Operations Support

Streets and Operations Support is responsible for the maintenance of roads, sidewalks, surface drainage hard surfaces and social infrastructure (water features and street furnishings) on the academic grounds. During extreme weather events this team supports safety and accessibility by managing snow and ice response.

This team also provides furniture and equipment moving services.

Technical Services

Supports and represents the Municipal team in matters related to best practices in civil infrastructure and landscape architecture. It ensures that hard and soft landscapes are physically durable, climate resilient, operationally sustainable and designed in a way that supports community well-being, and reconciles design aspirations with the resources available to operate and maintain them.

Stores

Stores facilitates the flow of goods and services for maintenance, repairs and operations of the University's assets and equipment. Stores carry operational and maintenance supplies that can be purchased.

Waste Management

Waste Management is responsible for handling waste in a way that prioritizes safety, sustainability, and environmental responsibility. This includes the collection, processing and coordination through of recycling, composting, e-waste, garbage and litter reduction initiatives.

Operations and Maintenance Funding for New Buildings, Building Expansions and Building Renewals

Faculties are responsible to fund the full operations and maintenance (O&M) costs for new academic buildings and building expansions as well as major building renewals, prorated according to the Faculty's space occupancy in the building.

The practice of faculty responsibility for O&M funding for new buildings, building expansions and building renewals has been in place since 2010 to ensure that O&M costs are factored into decision-making on building space needs.

For building renewals funded by Provincial Routine Capital, O&M costs may be funded by the core budget given that these projects are typically initiated by the University to address deferred maintenance and seismic risks. However, there will be circumstances where a capital replacement for a piece of equipment is funded by Provincial Routine Capital, yet O&M costs are the responsibility of the faculty or department.

General teaching space is excluded from the O&M charges for Faculties for new buildings, expansions and renewals. These spaces are and will remain centrally funded, scheduled, managed and maintained.

Base building O&M core funding varies depending on when the building was constructed. Generally, if the building was built in 2004 to the present date, the funding is calculated using a unit rate of \$8.60/gross square foot per year. This amount is split between building maintenance, utilities, and municipal services. It should be noted that buildings built prior to 2004 receive a lesser unit rate to fund maintenance, utilities and municipal tasks. These rates are subject to change in the future to address inflation and changes in costs as building systems become more complex to operate and maintain. Customer funding of non-base building O&M costs will continue to apply.

Accountabilities and Responsibilities

UBC Facilities is responsible and funded for the operations and maintenance (O&M) of base building and public realm related infrastructure. 'Base building' is defined as systems and equipment required to make a building functional and safe for general occupancy. These systems include the building structure, building envelope, interior architectural components and finishes, primary mechanical systems such as heating, plumbing, ventilating and air conditioning (HVAC) systems, elevators and accessibility lifts, plumbing, fire and life safety systems, electrical distribution, lighting, and building controls technology. Facilities also receive core O&M funding for utility services, waste management, custodial services, and public realm maintenance for spaces physically associated with buildings.

General principles for buildings that helps denote core funded versus customer funded activities are as follows:

- **Core funded:** base building systems (as noted above) that support the overall building functionality and safety, or are required to support the University's public-facing assets such as learning spaces, libraries and museums.
- **Customer funded:** localized systems/equipment specific to the specialized operational conditions of a space (e.g. filtration or cooling for a clean room, uninterruptable power supplies (UPS)) or systems/equipment installed at request of space users after original building construction for a special requirement (e.g. dedicated cooling system for research equipment). These assets are typically not accessible to the greater community and are required for a unique need or purpose.

Equipment provided/purchased for and by departments and faculty, and directly related to their activities, is the responsibility of the faculty or department as it pertains to purchasing, installing, licensing, permitting, operating, maintaining, and replacing. This 'departmental equipment' is specific to a department activity or research function and includes electrical, mechanical and architectural systems that are installed specifically to support the activity or function. If research equipment is purchased with funds received through a grant, it is important to adhere to the rules of the granting agency with regards to payment associated with cost recoverable work. Examples of 'departmental equipment' can be found in Appendix C.

Facilities must be consulted when faculty/departments purchase research equipment or are considering accepting equipment donations, because the installation and/or lack of maintenance could significantly impact base building structures and base building systems. Facilities is available to provide maintenance services or manage service contracts for departmental equipment on a fee-for-service basis where our staff have expertise and where it makes sense from an efficiency and/or risk management perspective. The cost of repairs to base building systems that are damaged as a result of improper use or care of department owned equipment may be borne by that department.

As is expected on a campus where the age of facilities varies greatly, exceptions through historical practice and specific agreements have arisen. However, these current exceptions and agreements do not change the general guidelines for financial responsibility. Facilities regularly reviews our routine activities to ensure a standardized approach to service delivery. If it is determined that there has been any incorrect utilization of core funding for service provision or maintenance of space/equipment, Facilities will reach out to the relevant faculties and departments for discussion on the next steps to be taken. In an effort to make the process as fair and transparent as possible Facilities commits to the following:

- Developing a transition process with the department to enable the department to adequately fund the required maintenance
- Documenting these new agreements with a Facilities service level agreement (SLA) to ensure clarity and transparency

Appendix A - Customer Service

Core Funded	Customer Funded
Service Centre	
Triage of building and land related issues by forwarding these requests for service to the appropriate Facilities teams	
Response to service requests by managing the following in-bound channels: phone, email, X, online service requests (Planon)	
Facilities Managers	
Work with faculties/departments to understand their needs and expectations to support learning and research activities, which allows Facilities to prioritize work	
Advise faculties/departments on the services Facilities provides, and connects them with the right teams	
Escalation for service delivery concerns faculties/departments experience with Facilities	
Review scope of work and assign customer funded service requests to zone trades, central shop, or the Construction Office	
Work with faculties and departments and Facilities teams to create service level agreements	
Work with Facilities Planners to help develop scope of work for renovations/space changes	
Oversee the building shutdown notification and approval process in Planon and ensure Faculties/Departments are aware	

Appendix B - Project Development & Delivery

Core Funded	Customer Funded
Facilities Planning	
<p>Coordination of strategic plan development on large-scale projects involving multiple facilities, assisting with investigating potential sites for proposed new facilities, developing test-fit plans for existing building changes, and accommodating smaller-scale projects involving one or two areas. Facilities Planners remain involved throughout resulting renovation and new building projects to ensure UBC’s goals are met and that user needs are represented</p>	<p>Costs for any external consultants that may be required for feasibility studies, code reports, concept designs and/or massing studies. Consultants will only be engaged with prior agreement from the customer.</p>
<p>Coordination of functional programming for all new projects, working closely with stakeholders to prepare scope for capital funding proposals, particularly Canada Foundation for Innovation (CFI) submissions.</p>	<p>Costs for any external consultants that may be required for planning, programming, code reports, technical analysis and/or cost estimating. Consultants will only be engaged with prior agreement from the customer.</p>
<p>Development of consequential move and swing space strategies for major construction projects and groups planning improvements. Facilities Planning manages all available swing space on UBC’s campuses.</p>	
<p>Development of transparent space use policies that provide incentive to constituents to centralize, down size, share and relinquish unused space</p>	
<p>Building reviews to evaluate space use and recommend opportunities for improved utilization.</p>	
<p>Oversight of general teaching space (GTS) classroom projects, including ongoing monitoring of spaces to determine timing and scope of renovation</p>	

Core Funded	Customer Funded
Facilities Planning	
First point of contact for classroom related issues (e.g. broken furniture, access to space etc.) AV issues can be routed directly to av.helpdesk@ubc.ca	Informal learning space projects
Annual upgrade program management for general teaching spaces	
Planning input to the Construction Office, Project Services and UBC Properties Trust as they develop project budgets and timelines; and to Building Operations and Project Services to develop routine capital, seismic upgrade, and renewal priorities and strategies	
Liaison to Development and Alumni Engagement to support the development of material they can use to attract donors to particular projects	
Documentation of departmental space issues and concerns, and facilitating resolution.	
Construction Office	
Construction office administration and management Preparation of project cost estimates over \$2000	Actual project costs, plus a construction management fee of 15% of those actual costs. Projects under \$5,000 are charged a flat fee of \$750 as opposed to the 15% Examples include: permitting fees, consultant fees for project scope and costing estimates (if required), asbestos abatement, equipment (scaffolding, lifts), project waste, in-house trades or contracted labour and materials
	Coordination and supervision hours that are requested/required by the customer to be worked outside of regular working hours

Core Funded	Customer Funded
Project Services	
	<p>Management of projects from inception to completion, through planning, design, construction, commissioning and handover.</p> <p>As part of the project delivery process, funding for capital projects is defined up front using project estimate charters, to confirm expected scope of costs, and to identify funding sources prior to any financial outlay by UBC or its departments, related to capital project costs.</p> <p>Project Services operates under a cost recovery model, with funding recovered via an administrative fee applied to capital spend on projects. This is a generalized percentage fee that in turn funds all aspects of project management including the project management team, Project Services' administration and operating costs, as well as capital finance processing and project systems support.</p> <p>Fees are intended to reflect principles of overall cost neutrality and are applied consistently related to project cost, independent of time spent or staffing level on projects.</p> <p>Project management (PM) fees are on a sliding scale related to the overall project value. The current fee structure is:</p> <ul style="list-style-type: none"> • \$0 - \$2.5M = 7% • \$2.5M - \$10M = 6% • \$10M - \$40M = 5% • \$40M - \$70M = 4% • \$70M - \$100M = 3% • \$100M + = 2.5%

Core Funded	Customer Funded
Technical Review	
Drawing reviews during design phase of large projects; documentation of concerns; and undertaking a collaborative approach to resolve same	
Project working committee participation to ensure operational considerations are included in the design process and proposed designs can be ultimately maintained by in-house trades	
Facilitation of handover activities and documentation between project delivery teams and facilities operation teams	
Documentation of new assets delivered by projects in Planon; archiving of replaced assets	
Creation of and updates to UBC's Technical Guidelines to ensure that lessons learned on previous projects and systemic issues noted by facilities operations crews are mitigated in future projects	
Calculation of the current Facility Condition Index (FCI) for UBCV, and arrangement of provincial audits of buildings occurs on a reasonable cycle, and reports out the results	

Appendix C - Buildings

Core Funded	Customer Funded
Mechanical – building environmental controls (cooling, heating, humidification, air movement, steam production)	
<p>Central cooling systems that serve general use spaces. Includes the associated equipment/components. (chillers, cooling towers, controls, compressors, motors, coils, control air, pumps, tanks, air separators)</p> <p>Direct expansion cooling equipment (compressors, condenser/evaporator coils, heat pumps)</p>	<p>Localized chilled water systems (direct expansion, fan coils, heat pumps, air conditioners, including associated equipment serving specific lab/research or IT equipment)</p>
<p>Central vacuum lines and associated equipment/components at point of design</p>	<p>Localized vacuum line and pump systems specialized for lab/clinic use</p>
<p>Central lab air systems and associated equipment/components at point of design</p>	<p>Localized compressed air systems and associated equipment associated with specific lab/research function</p>
<p>Building heat distribution and heat recovery systems and associated equipment/components (boilers/generators, furnaces, heat exchangers, pumps, motors, expansion tanks, piping, air separators, storage tanks, DES pumps, industrial heaters, valves, sensors)</p>	<p>Process steam generation systems and associated equipment/components (autoclaves, steam generation, humidification, boilers, digestors)</p>
<p>General air supply and exhaust distribution (air handling units, dampers - fire/smoke/outside air, control, isolation)</p>	<p>Specific air supply/exhaust air distribution with specialized filtration requirement (air handlers specialty dedicated, clean rooms, de-humidification, kitchen exhaust)</p>
<p>Fumehood exhaust fans and associated equipment/components (fans, motors, sashes, ducts). Face velocity testing (performed by Safety & Risk Services)</p>	<p>Specialized lab chemical safety containment systems (lab glove boxes, laminar flow hoods, chemical storage cabinets)</p>
	<p>Built in and stand-alone environmental control systems and associated equipment/components (environmental chambers, walk in coolers, freezers, fridges)</p>

Core Funded	Customer Funded
Mechanical – building environmental controls (cooling, heating, humidification, air movement, steam production)	
	Fumehood repairs (including perchloric fumehood systems) as a result of operational misuse
Mechanical - Plumbing	
General plumbing systems and associated equipment/components (toilets, sinks, faucets, showers, flush valves, sensors)	Specialized process water systems for clinics/laboratories - local deionized, reverse osmosis and soft water systems
Secondary back flow testing & replacement	Water quality testing requested by department
Emergency fixtures (emergency eyewash, showers) <i>Note: Department/faculty responsible for performing monthly eyewash inspections</i>	New installation/connection of plumbing systems and components (secondary back flow pressure reducing valves, equipment connection)
Domestic water system and associated equipment/components (pipes, primary back flow devices, circulation pumps, heat exchangers, valves, hydrants, hot water/expansion/storage tanks, drinking fountains/non-filtered bottle fillers)	Damage caused by misuse/care of plumbing systems (non-tempered water, chemical, lab generated debris to drains)
Central interceptor systems (grease, sediment, chemical waste)	Local grease/sediment interceptors specific to kitchen/lab equipment
Specialized process water system serving teaching labs. Centralized deionized, reverse osmosis and soft water systems in place as of 2022.	
Gas system and associated equipment/components (piping, regulators, meters)	
Sanitary system and associated equipment/components (pumps, floor drains, pipes, traps)	
Central waste composting systems	
Central rain water collection and drainage systems	
Mechanical - Other	
Overhead crane regulatory inspections	Overhead crane repair, and replacement Specialized crane systems (e.g. library book retrieval system)

Core Funded	Customer Funded
Mechanical - Other	
Centralized chemical storage facilities and related components (exhaust fans, explosion proof lighting)	Compressed gases (cylinders, restraints, hook-ups)
	Departmental appliances (dishwashers, ice machines, fridges, stoves, garbage disposal, instant hot water system, local water purification systems, stand-alone water coolers)
	Lab equipment and associated components (air tables, NMRs, dryers)
	Animal care related equipment (fish tanks, cage washers, tunnel washers, bottle washers)
	Additional Building Management System points to monitor department equipment
	Custom metal fabrication
	Mechanical feasibility studies
Building Life Safety/Fire Protection	
Fire protection systems and associated components (beam detectors, smoke detectors, fire alarm control panels, fire extinguishers & cabinets, fire hoses, heat detectors, pull stations, annunciator panels, sprinklers, monitoring, battery emergency lighting, pre-action, waterflow tamper and flow switches)	New installation or change of fire protection device (strobes, horns) Fire suppression systems - kitchen hood and duct
Fire protection equipment (extinguishers - CO2, ABC, water)	New or specialty fire extinguisher Fire Extinguisher maintenance/service outside of routine maintenance schedule
Emergency power generation system and associated components (generators, transfer switches)	Department/faculty owned standby generators
Fire doors and associated equipment (magnetic hold openers, roll down fire shutters)	
Department/faculty requested fire drill	

Core Funded	Customer Funded
Building Life Safety/Fire Protection	
Fire caulking - installations and repairs performed by Facilities	
Electrical Systems	
Centralized clock systems	Clock installation, battery replacement or time changes on battery operated clocks
Electrical service and distribution system and associated components (electrical outlets, light switches, occupancy and photo sensors, building transformers, switchboards, motor control centers, panels, bus ducts, circuit breakers, disconnects, central surge protection, transfer switches, in floor data/AV/power floor boxes.)	Electrical feasibility studies (load, capacity)
Centralized control systems (HVAC, refrigerant monitoring, cooling systems, compressors, lighting)	Specialized sensors purpose built for department equipment (O ₂ , CO ₂ , RH)
Lighting systems (tubes, fixtures, lens diffuser, ballasts)	Changes/upgrades/connections to electrical distribution system (light switches, transformers, panels, outlets, dedicated circuits/special voltage)
Uninterruptible power supply (UPS) powering centralized building equipment	Department owned equipment installation and maintenance (uninterrupted power supply (UPS)/battery packs, task lighting, display lighting, specialty lighting)
Exterior lighting attached to building or standalone (lamps, ballast, lighting controls, light poles, bollards)	Standby or temporary electrical connections or fire watch for events
	Specialized lighting systems and controls for displays, galleries and performance.
	Floor raceway systems - systems with any combination of data/AV/power boxes mounted on the floor. Includes exposed and under flooring (ie: carpet, vinyl, etc) configurations.
	Photovoltaic Systems - Includes solar panels, inverters, supporting structures, battery banks, charge controllers, associated distribution/metering equipment and conductors.

Core Funded	Customer Funded
Elevators	
Elevating and lift systems and associated components (passenger, freight, stair lifts)	Non-maintenance related change/upgrades to elevators and lifts (aesthetic changes including replacement of finishes and lighting)
Passenger entrapments	Damage caused from misuse/care of elevator (using passenger elevator for freight)
Materials retrieval from elevator pit	After hour non-emergency requests
Building Interior - Furnishings	
Built in millwork such as wall panels or purpose-built architectural feature	Installation of keyboard trays, whiteboards, chalkboards, artwork, photos, TV mounting brackets
General teaching space classrooms - repair of fixed desks, chairs, tables, whiteboards, blackboards and chalkboards	Fastening of seismic restraints shelves, cabinets, bookshelves, furniture or equipment
Whiteboard and chalkboard installation and repairs in general teaching spaces only	Fastening, removal, re-configuration of fixed or moveable furniture: desks, partitions, filing cabinets, modular furniture, re-configuration, repair, fastening, removal
Built-in lab benches, kitchen cabinet drawer/door and countertop repair	Lockers - supply, install, removal
Washroom partitions and mirrors	Departmental display cases
Repairs to laboratory bench, kitchen drawer/door and countertops	Laboratory bench, kitchen drawer/door and countertop replacement
	Custom built cabinets, countertops and miscellaneous casework
	Furniture and equipment moves, recycling or disposal
	Furniture assembly (100% labour)
	Furniture finishing & paint touch up

Core Funded	Customer Funded
Building Interior – Walls, Ceilings, Floor Finishes	
Drywall painting/patching general maintenance in common building areas (hallways, washrooms, circulation area, lobbies, general teaching space classrooms)	Drywall painting/patching wear and tear in all non-common building areas (offices, research labs, meeting rooms, lunchrooms, restricted classrooms)
Investigation and repair of interior wall and ceiling finishes including mold growth removal due to central building system failure (roof/pipe/window leak)	Architectural features in restricted teaching or meetings rooms and other department owned spaces (chair rail, furniture, cabinets, specialized doors)
Repair of wall and ceiling surfaces (tiles, grout, caulking, veneer paneling)	Drywall painting/patching, water extrusion, mold removal due to non-building failure (refrigerator leak, lab equipment leak, damage due to misuse)
Room dividers - tracks, trolley, latching, locking, sound seal	Alterations - including build or take down walls, move or add doors, adding soundproofing, firestopping, asbestos removal, modification of ceiling installations
Flooring (carpet pile, damage, separation of seams, curling, loose adhesion, rips, tears, cracking, grout loss, damaged tiles and end of life replacement.	Flooring - carpet/carpet tile, sheet/tile flooring, wood floor re-finishing - replacement due to aesthetics or damage due to improper use
Interior surface graffiti	
Refinish/sand wood flooring at end of life	
Cove base and stair tread	
Building Interior – General	
Door systems (wood, metal, glass) - stops, hinge, exterior door sweeps, threshold, fire rating review, vision panel glazing, caulking, veneer delamination, painting	Door modifications (interior door sweep or noise/draft), and repair and replacement of specialized doors
Window covering repair and replacement in general teaching spaces or if integral to building performance	Window covering/screen repair and replacement in non-common building areas (offices, research labs, meeting rooms) Window frosting or tinting
Handrail systems - painting, anchoring, glazing	Department specific roll down gates
Fire separation wall core activities	
Asbestos, lead, silica and mold abatement for core activities	

Core Funded	Customer Funded
Building Interior Signage	
Common building space signage (washrooms, elevator numbers, evacuation maps, fire/life safety exiting & stairwell, room numbers, accessibility, entrance way non-smoking, general assignment classroom occupancy)	Building directories
	Departmental sign change
Building Access & Locksmith Services	
Access Services is part of Safety and Risk Services and provides 3 distinct integral services to the UBC Community: Surveillance, Access Control and Alarm Systems. For more information regarding the services they offer including locksmithing services, please get in touch with them directly.	
Building Envelope (Exterior Walls, Doors, Roofs, Windows, Signage)	
Exterior walls including graffiti removal, envelope repair/leaks, coatings - paint, wood, stone, staining, sealing, caulking, corrosion)	Customer requested exterior painting
Roofing systems (hatch, drainage, skylights, gutters, walkways, debris removal, flashing)	Exterior walls, columns, doors repair due to misuse.
Building façade and awning cleaning scope (determined by Facilities, budget dependent)	Requested building façade and awning cleaning
Exterior sun control equipment	Department requested window-screens repair and replacement
Window/skylight frames, leaks, sealant, caulking and latches, cracks, breakage	Window tinting/filming
Exterior window washing (schedule determined by Facilities, budget dependent)	Department requested window cleaning - Interior and exterior
Overhead doors	Repair to overhead doors – where damage is caused by improper use
Loading dock levelers	Repair to loading dock levelers where damage is caused by improper use
Building name/address signage on entrance doors and exterior entries to building	Change request to exterior signage
Handrail systems - painting, anchoring, glazing	
Decks, ramps and stairways	

Core Funded	Customer Funded
Custodial, Waste Management & Other Services	
Carpet cleaning (including entrance mats) and floor re-finishing in circulation areas, general teaching classroom spaces, labs, shared meeting rooms, UBC libraries, lobbies, staff lounges/lunchrooms, reception areas, breast feeding spaces.	Requested cleaning and waste management services for specific dates and times; outside of regular operating hours, additional cleaning service; cleaning before and after events (including graduation events)
Routine cleaning services (sweeping, mopping, cleaning accessible vertical and horizontal surfaces). Some spaces such as IT server rooms and chemical storage rooms may be exempt or have limited scope.	Requested increased cleaning service levels
Unlock/lock of locks & crash bars to building entrance doors not equipped with electronic readers. Once per day as per standard schedule.	Off schedule lock/unlock requests for exterior doors not equipped with electronic readers.
Washroom/sink supplies & dispensers: paper towel, sanitary napkin, soap, toilet seat cover. Sanitizing all high touch points in washrooms	Non-common space paper towel, hand sanitizer and soap dispensers - installation and re-stock and non-common space specialty supplies - installation and re-stock (disposable cups, specialty soap)
Inspection, pest management and prevention for most pest types	Wildlife control and pest management where cause is determined by improper use/care (protection of a departmentally controlled/maintained asset, bed bugs brought into facility)
Restocking exam booklets, dusters and chalk in general teaching classroom spaces.	Restocking of unique exam booklets in classrooms outside of regular exam schedules.
Limited high dusting of building fixtures and elevated building surfaces with clearly visible accumulation and during regular operational hours.	Tarp lay down protection of flooring and table/chair delivery and set up for events and exams
Scheduled waste removal (garbage, food waste)	Electronic, battery, toner cartridge, and pallet disposal
Specialized recycling in pre-determined buildings (decontaminated glass, styrofoam, soft plastics, animal bedding)	Miscellaneous waste disposal (labourer and disposal fees)
Scheduled recycling (cans, bottles, cardboard, plastics)	Off schedule floor care. Repair to damage caused by improper use/care.
Waste removal - garbage, recycling and compost in standard containers	Scaffolding set up for non-core or customer requested work

Appendix D – Public Realm and Fleet

Core Funded	Customer Funded
Waste & Pest Management	
Waste removal from exterior bins and loading docks (garbage, general recycling and compost)	Requested waste management services for specific dates and times; outside of regular operating hours (events)
Inspection, pest management and prevention	Wildlife control and pest management where cause is determined by improper use/care (protection of a departmental controlled/maintained asset)
Scheduled waste removal (garbage, food waste)	Additional waste bins (interior/exterior - 3-yard bins, 20 yards (low boys), 40 yard)
Scheduled recycling (cans, bottles, cardboard, plastics)	Hazardous materials and miscellaneous waste disposal collections
Specialized recycling in pre-determined buildings (decontaminated glass, styrofoam, soft plastics, animal bedding)	
Landscapes, Roads, and Sidewalks	
Irrigation (charge and winterize, turn on/off, repairs)	Requested irrigation changes beyond regular schedule (e.g. project repairs, research projects) Repair irrigation damage caused by misuse or construction projects
Tree care (health and risk management))	Requested tree planting Removal or pruning of trees related to a project, cleanliness, aesthetics, or view. Non-safety related maintenance that is over and above regular scheduled maintenance.
Lawn care	Requests related remediation of damage from construction projects, food gardens, research projects, test plots, events, or student led initiatives. Non-safety related maintenance that is over and above regular scheduled maintenance.
Flower/shrub bed care	Requests related to remediation of damage from construction projects, food gardens, research projects, test plots, events, or student led initiatives. Non-safety related maintenance that is over and above regular scheduled maintenance.

Core Funded	Customer Funded
Landscapes, Roads, and Sidewalks	
Roads, sidewalks and in situ site furnishings (bollards, benches, smoker poles, street signs, speed bumps, stairs, handrails, accessibility amenities, bike racks, catch basins, storm drains)	Banner installations for events and marketing campaigns. Maintenance, repair and replacement of non-standard public realm designs and materials including memorial plaques and signage or signage structures. Maintenance of any landscape elements over and above regular scheduled maintenance. Repair and replacement of Memorial or Class benches, and other memorials or monuments. Art that is not part of the University Art Collection (art inside the Collection is managed by the Belkin Gallery).
Exterior fountains and water features	Exterior fountains and water features associated with non-core buildings and requests beyond regularly scheduled maintenance for features associated with core buildings.
Snow and ice response for core campus based on priorities described on Facilities webpage	Snow and ice response outside of the core campus based on resource availability
Select bus shelters (outside of Wesbrook and bus loop)	Installation of plaques (memorial, donation recognition)
Animal carcass and feces removal (health and safety related)	Requested pressure washing for events or beyond regular maintenance.
Light standards	Repair and replacement of blue light system (campus security asset) Installation of festive lights
Graffiti removal	Requested pressure washing/repairs/maintenance of glass canopies
Spill response	Traffic Control (events)

Core Funded	Customer Funded
Fleet	
Facilities owned vehicle maintenance, service calls, outfitting, replacement, disposals	Fleet management services (non Facilities vehicles) (e.g. maintenance, service calls, outfitting, replacement, disposals)
Fuel stations and electronic vehicle charging stations within Facilities' yards	Fueling station and electronic charging stations outside of the Facilities' yards (falls under other departments)
	Department/faculty owned equipment maintenance and repairs
	Energy and vehicle fuel

Appendix E – Utilities

Core Funded	Customer Funded
Utilities	
Primary electrical (high voltage) distribution	Utilities services for all ancillary units and external tenants
District energy system supply and distribution (thermal energy plants, space heating and domestic hot water)	
Gas distribution system (mains, meters)	
Sanitary sewer distribution and ejection systems (sumps, lift stations)	
Domestic water supply & distribution (valves, meters, water quality testing)	
Stormwater drainage and discharge system	
Central meter reading	
Exterior steam production and distribution	
Fire hydrants	

Facilities Service Guide Version History

March 2025

In March 2025, The Facilities Service Guide was updated to reflect changes made to the zone service delivery model, eliminating the 15 hours of non-recoverable labour provided to departments and faculties for small installations, connections and upgrades that otherwise would be considered customer-funded. In addition, other changes that were missed in the original publication have now been included.

Page Number	Section	Change Made
4	UBC Facilities	Facilities departments wheel image changed to demonstrate an interconnected group of departments
18	Appendix B: Project Development & Delivery	Removed start date of project services new fee structure
21	Appendix C: Buildings Mechanical Plumbing	New installation/connection of plumbing systems and components (secondary back flow pressure reducing valves, equipment connection) is now customer funded – previously the labour was non-recoverable if less than 15 hours
23	Appendix C: Buildings Electrical Systems	<p>Changes/upgrades/connections to electrical distribution system (light switches, transformers, panels, outlets, dedicated circuits/special voltage) is now customer funded – previously the labour was non-recoverable if less than 15 hours</p> <p>Added in floor data/AV/power floor boxes to electrical service and distribution system and associated components under core</p> <p>Added floor raceway systems - systems with any combination of data/AV/power boxes mounted on the floor. Includes exposed and under flooring (ie: carpet, vinyl, etc) configurations and photovoltaic systems - includes solar panels, inverters, supporting structures, battery banks, charge controllers, associated distribution/metering equipment and conductors under customer funded</p>

24	<p>Appendix C: Buildings</p> <p>Building Interior - Furnishings</p>	<p>Following is now customer funded – previously the labour was non-recoverable if less than 15 hours:</p> <ul style="list-style-type: none"> • Installation of keyboard trays, whiteboards, chalkboards, artwork, photos, TV mounting brackets • Fastening of seismic restraints shelves, cabinets, bookshelves, furniture or equipment • Fastening, removal, re-configuration of fixed or moveable furniture: desks, partitions, filing cabinets, modular furniture, re-configuration, repair, fastening, removal
24	<p>Appendix C: Buildings</p> <p>Building Interior – Walls, Ceiling, Floor Finishes</p>	<p>Drywall painting/patching wear and tear in all non-common building areas (offices, research labs, meeting rooms, lunchrooms, restricted classrooms) is now customer funded – previously the labour was non-recoverable if less than 15 hours</p>
25	<p>Appendix C: Buildings</p> <p>Building Interior – General</p>	<p>Clarified that interior doors that require floor sweeps for pest management or noise/draft is now customer funded, and clarified that exterior door sweeps will be covered under core funding. Further, added that repair and replacement of specialized doors is customer funded</p> <p>Clarified that lead, silica and mold abatement for core activities will be performed through core funding</p> <p>Also clarified that architectural features in restricted teaching or meeting rooms, as well as other department owned spaces will be customer funded, and added specialized doors</p>
29	<p>Appendix C: Buildings</p> <p>Custodial, Waste Management & Other Services</p>	<p>Moved scaffolding set up for core activities from core to customer funded and changed to state “scaffolding set up for non-core or customer requested work”</p>

		Removed activity “requested stored stock maintenance and repair supplies, tools and equipment rental/specific training” under customer funded
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