

UCF Facilities and
Business Operations

Guide to Services



Facilities and Business Operations

UNIVERSITY OF CENTRAL FLORIDA

Our Mission

Facilities and Business Operations provides services to the university that are essential to its efficient operation and the success of our campus community. We are proud campus stewards working to upkeep the functional and attractive learning environment for our students, faculty and staff.



fs.ucf.edu



Submit a Work Order
ucfready.assetworks.cloud/ready3



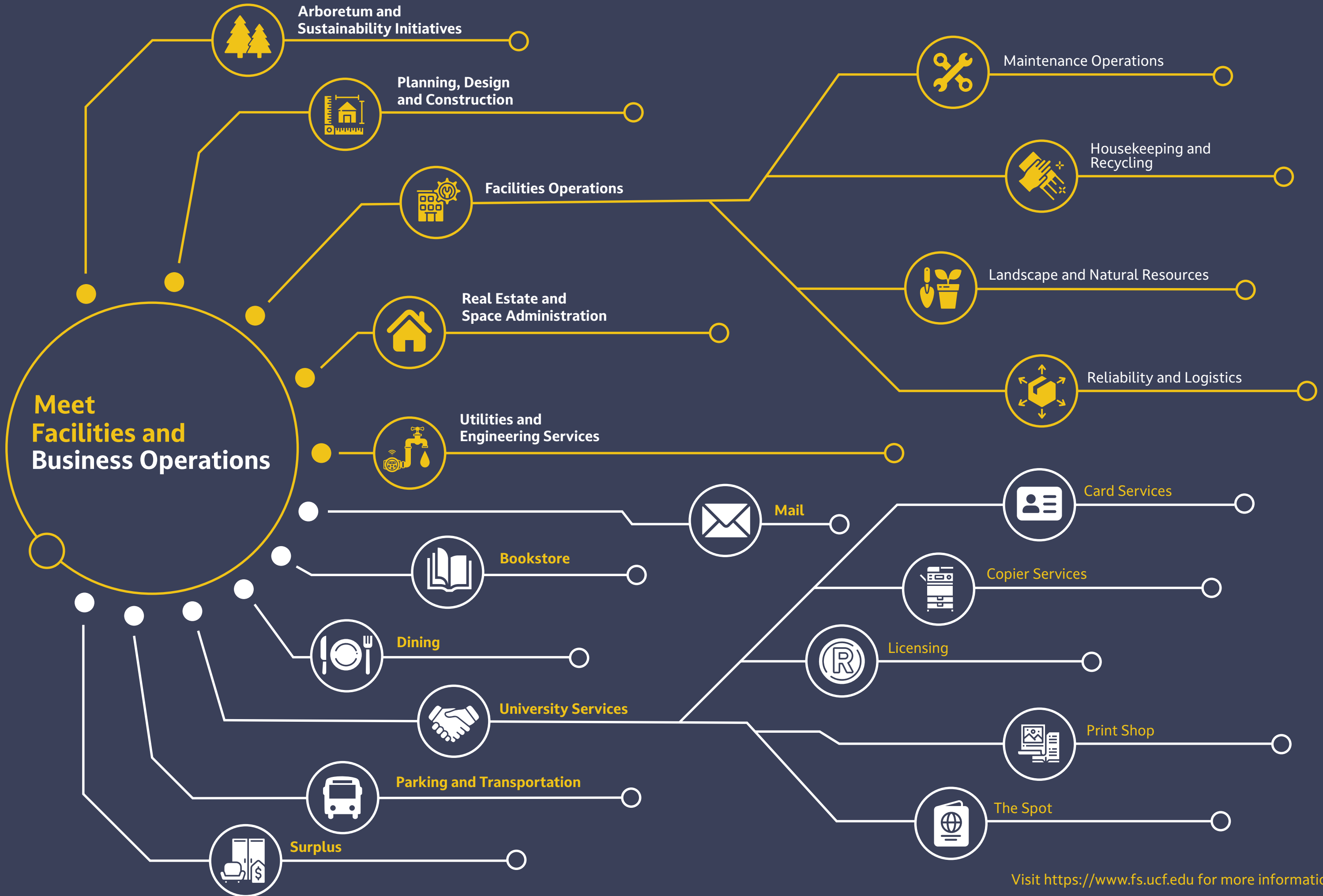
Work Control Center
wcc@ucf.edu
(407) 823-5223



3528 Perseus Loop
Orlando, FL 32816-3020

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01 Services We Provide

Facilities Operations (FO)

FO provides cost-effective and reliable operations to minimize interruptions and to create a safe, comfortable and clean campus.

Maintenance Operations

- AC and Heating
- Building Envelope Maintenance
- Carpentry
- Electrical
- Keys
- Minor Project Management
- Painting
- Parking Maintenance
- Plumbing
- Roofing

Housekeeping and Recycling

- Cleaning of classrooms, teaching labs, common areas
- Cleaning of offices (1x per week)
- Restroom cleaning
- Supply stocking
- Floor care and scheduled carpet maintenance
- Window cleaning
- Routine trash and recycling collection
- Some pest control (termites, bedbugs, raccoons are not covered)

Landscape Services

- Landscape and irrigation maintenance
- Project installation
- Tree management
- Sidewalk and roadway maintenance

Reliability and Logistics

- Facilities Asset Management
- Materials Management
- Work Control Center
- Building Liaison Program

Visit <https://fo.ucf.edu> for more information.

Planning, Design and Construction (PDC)

PDC manages all of UCF's new construction and renovation projects. Under the direction of the University Architect in PDC, we also provide campus strategic planning. Other services include:

- Education plant survey
- Capital project approval process
- Capital improvement plan
- Portfolio management
- Project management
- Project planning
- Traffic and transportation planning
- Design services to include feasibility studies, space planning and analysis, concept design, and furniture reviews and recommendations
- Cost estimating
- Contract management
- Building document archiving and retrieval
- Grant support

Visit <https://fp.ucf.edu> for more information.

Services We Provide Cont.

Real Estate and Space Administration (RESA)

Provides expertise in support of UCF's real estate strategies and manages the university's lease database and space inventory. Services include:

- Campus space inventory and utilization analysis
- Facilitating the university's space request and allocation process
- Space planning and relocation
- Real estate transactional support
- Leases (on and off campus)
- Acquisitions
- Dispositions
- Review and guidance on real property donations

Visit <https://spaceadmin.provost.ucf.edu/index.asp> for more information.



Scan this QR code for information on how to submit a Request for Space.

Utilities and Engineering Services (UES)

As the main provider of energy and utilities, UES provides commodity services and efficiency upgrades to the UCF community. Services include:

- Electric
- Chilled water
- Natural gas
- Water and wastewater
- Heating Hot Water
- Reclaim Water
- Stormwater
- Regulatory compliance inspections
- GIS mapping
- Utility Metering and billing
- Utility Data Requests
- Engineering Services
- Building Automation Services (BAS)

Visit <https://energy.ucf.edu> for more information or to request to start, stop or transfer utility service(s).

Business Operations

UCF Business Operations is composed of self-sustaining business entities that provide products and services for the university and its surrounding communities. This unit also handles contract management for external business partners on behalf of the university.

Business Services includes:

- Card Services
- Copier Services
- Licensing
- Mailroom and Postal
- Print Services
- Signage
- Surplus (see more below)
- External Contract Management
 - Food services
 - Book store
 - Retail space lease management
 - Vendor management: Aramark, Barnes & Noble, Canteen, Coca-Cola and other independent retailers in Knights Plaza.

Visit <https://businessservices.ucf.edu> for more information.

Parking and Transportation Services provides:

- Parking permits and enforcement
- Shuttle service

Visit <https://parking.ucf.edu> for more information.

Surplus

The Surplus Department handles the disposition of UCF property, equipment, or other assets that no longer have a justifiable use. Surplus property is governed by rules and regulations set by the state of Florida and by UCF.

Requests to have surplus property removed can be made by a department's Asset Coordinator by logging into the Surplus Database at this link:

<https://secure.fs.ucf.edu/Surplus/secured/AdoptionListSecured.aspx>.

For more information, visit the Surplus website:

<https://fo.ucf.edu/enterprise-logistics/surplus-property/>



Scan this QR code to view the online Guide to the Surplus Process

02 Funding Guidance for Facilities Operations

Facilities Operations (FO) provides routine maintenance and repair for all Education & General (E&G) buildings, based on available funding. Building occupants, generally, only pay for special requests or replacement of an item before the end of its expected useful life.

FO's priority is to first repair major maintenance items such as roofs or large air handling units before devoting funds to items that do not impact life safety or university operations as a whole, such as worn-out carpet or outdated finishes.

Our E&G Customers

Buildings

Academic facilities
Classroom facilities
Administrative facilities
Teaching lab facilities
Academic support buildings

Customers

Colleges
Schools
Provost and Academic Affairs
Administrative units

Examples of Funded Repairs for E&G and SLA Customers

Building envelope (roof and walls)
Doors, windows and exterior finishes
Interior finishes repair
Cyclical painting
Minor flooring repair
Keys
Electrical components
Fire alarm and life safety systems
Elevator and generator maintenance
HVAC
Ceilings and tiles
Classroom maintenance and repairs to fixed seating, whiteboards and flags
Roadways and paving
Sidewalks and walkways
Exterior lighting, landscaping and grounds
Existing ADA operators
Preventative maintenance
Water fountain filter repairs

Chargeable Services

Activities that fall outside the scope of E&G-funded routine maintenance and repair are chargeable services subject to university billing rates. Additionally, work done in non-E&G buildings and work requested by non-E&G customers are not funded by FO and are subject to university billing rates (see your Service Level Agreement for current rates).

Non-E&G Buildings

Alumni Center	Creative School	Housing Communities	Partnerships
Bennett Buildings	Ferrell Commons	John T. Washington Center	Student Union
Burnett House	Health Center	MAE/OML	UCF Global

Non-E&G Customers

Athletics	Housing and Residence Life	UCF Convocation Corporation (UCFCC)
Business Services	Lake Nona Cancer Center	UCF Foundation
Counseling and Psychological Services	Parking and Transportation	UCF IT
Greek Life	Recreation & Wellness	WUCF
	Quadrangle / UCF Health	

Examples of Chargeable Services

All work in non-E&G assigned spaces and for non-E&G customers
Renovations requested by customers
Moving Services
Large waste removal (furniture, pallets, delivery containers, etc.)
Department signage
Laboratory equipment – along with any associated power, ventilation, water or other requirements
Furniture repair and replacement
Out-of-cycle painting
Ceiling tiles and other interior finishes being replaced for cosmetic purposes only
Flooring replacement for cosmetic purposes
Audio visual equipment and controls
Automotive work
Electronic access control and hardware
Non-UCF appliance repairs (office fridges, microwaves, etc.)
Customer-inflicted damages

Facilities Condition Assessment (FCA)

Facilities and Business Operations actively surveys all campus buildings to identify costs associated with renewing buildings as they age. This data is presented to campus leadership and used to prioritize requests for funding (for E&G buildings). **As much as we would like to be able to fund all building needs, updates to building systems or finishes depend on success with University funding.** Work outside of these cycles can be funded by areas in alignment with long-term plans.

03 Submitting a Work Order

See something that needs repair? Submit a work order online at the Facilities Operations website: <https://fo.ucf.edu>.

When to Submit a Work Order

- Clogged toilet or sink
- Leaky faucet
- Light bulb is out
- Damaged ceiling or floor tiles
- Grounds, landscaping or tree issues

- Damage to a door or window
- Pest sightings
- Spill or stain clean-up
- Electrical outlets not working

Submitting a work order online is the fastest and most efficient way to get your issue resolved. Scan the QR code or use the link below.



ucfready.assetworks.cloud/ready3

In An Emergency

The online work order form is for routine maintenance requests only. **Please do not enter emergency requests through this form.** An emergency request is a time-sensitive situation, such as inoperative elevator, toilets running over, power out, or an alarm that will not turn off.

For life-threatening emergencies, call 911 immediately. Examples are but not limited to: elevator entrapment, fire, traffic accidents.

For non-life-threatening emergencies, call the Work Control Center at (407) 823-5223. Dispatchers are available 24/7.

1



Visit <https://fo.ucf.edu>

2



Click the "Work Request Form" button.

3



Login with your NID and password.

4



Click the "Submit a Work Request" button.

5



Follow the prompts on-screen.

6



Once submitted, a work order is then created and assigned.

7



You'll receive email confirmation when the work order is created, when work is scheduled and when work is complete.

04 Prioritizing Our Work

Because of the volume of work to be done, FO must prioritize which work orders to address immediately and which ones can be scheduled at a later time. This will allow work to be completed according to its effect on the overall operations of the university as a whole. Priority levels are as follows:



Emergency

Immediate threat to life, safety, or health of any person or a significant or immediate threat to infrastructure.

Examples: Full-building fire alarms, flooding, electrical outages



Urgent

Potential threat to property if not addressed. Could pose a serious impact to operations.

Examples: Broken glass and/or exterior door, no cooling or heating to entire building, inoperable locks and ADA operators



Expedited

Necessary to accomplish the university's primary objective by preventing or mitigating a breakdown of essential operations or functions.

Examples: Non-emergency elevator repairs, clogged sink/shower/tub, reported hot/cold calls



Routine

Maintenance of service items not posing an immediate risk to facilities, systems, equipment, or components, and can be handled on a scheduled basis.

Examples: Dripping faucets or showers, inoperable interior doors, key requests, carpet spot cleaning to remove stains



Planned

Work that will be planned and scheduled within the timeframe of a project.

Examples: Emergency lights/exit lights, elevator inspections, HVAC filter replacements

05 Submitting a Project Request

Planning, Design and Construction (PDC) handles requests for all construction and renovation projects to ensure they adhere to UCF standards, conform to building codes and state regulations, acquire the required permits, and that final as-built conditions are documented.

Project requests can be submitted online at the PDC website: fp.ucf.edu.

See the steps on the following page for more details.

Examples of a Project Request

- New construction
- Renovations or alterations to an existing building
- New flooring, walls, doors, cabinets
- Advanced connection to an HVAC, plumbing, electrical or structural system

Visit the Planning, Design and Construction website for more information: <https://fp.ucf.edu/>

STEP 1

Identify Project Requirements

A clear and detailed description of your project requirements will expedite project request review. Space, occupancy, and layout requirements, electrical and data needs, equipment that will be utilized in the space, any changes to finishes, and any furniture modifications must be identified to provide a complete scope.

STEP 2

Identify Time Constraints

It's imperative to properly plan your project requests in advance of when your project is needed. There are many steps to approving, scoping, designing, permitting, and constructing any project.

STEP 3

Identify Budget Constraints

Sharing your available funding with PDC is critical to the success of your project. Without knowing the available funding for a project, it is impossible to know if your scope is achievable.



Scan this QR code to visit the Project Cost Archive.

STEP 4

Seek Departmental Approval

Your proposed project will affect your department's space and monetary resources. Prior to submitting a project request, you must receive approval from your Dean, Director or Chair, and work with your Budget Manager to identify the funds that will support your project.

STEP 5

Submit The Project Request

Project requests may be submitted using the online form available at the Planning, Design and Construction website or by scanning the QR code to the right. Please complete the form and attach any narratives, floorplans, or spec sheets that you have to support your project request.



Scan this QR code to visit the Planning, Design and Construction Website.

STEP 6

Project Request Approval and Project Assignment

Once submitted, your project will route for additional approvals from the office of Space Administration, the Design and Construction Standards Coordinator, the University Architect and the Assistant Vice President of Planning, Design and Construction. Once approved, a PDC Project Manager or FO Planner will be assigned.



Scan this QR code to view the online Project Request form.



Scan this QR code to read the Campus Client Guide.

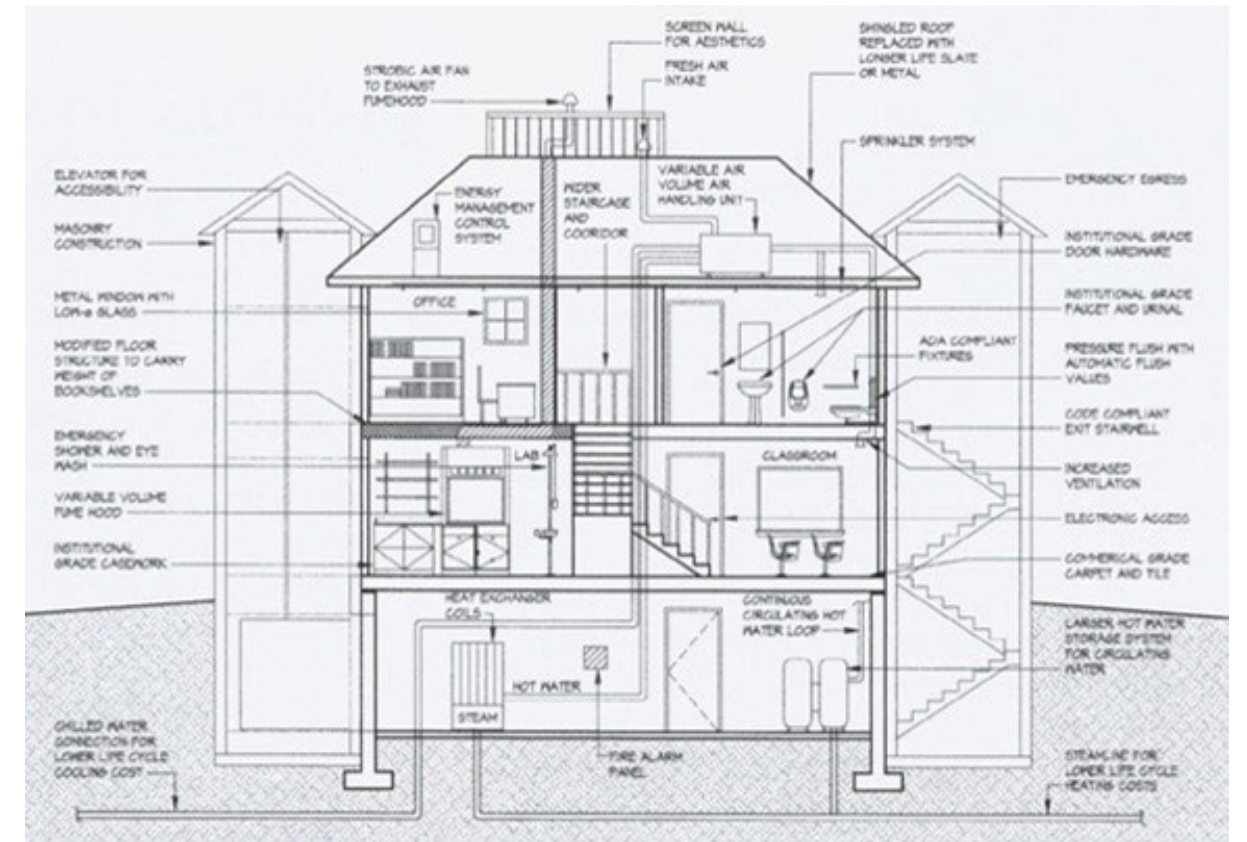
06 Cost of Construction

House vs. University Building

University buildings are extremely complex structures that are much more expensive to build and maintain than your standard residential home.



YOUR HOUSE



UCF BUILDING

There are several factors that contribute to high construction and maintenance costs:

- Much of the infrastructure to support projects is a capital cost
- Working in operating buildings adds complexity and time
- Often projects requires phasing, moving and swing space
- New HVAC and BAS systems are efficient and smart, but expensive
- Commercial construction complexity requires professional design
- Buildings must withstand abuse, calling for durable finishes

- UCF standards ensure long-term success but have up-front costs
- Buildings are technology rich, and audio visual and IT is expensive
- BOG selection of vendors focused on qualifications over cost
- Impacts from inflation on material costs, labor and the supply chain