



University  
of Windsor

# Facility Services (FS) Operations

## *Our mission*

*To provide a physical Campus environment that supports the University's needs and mission.*

## *Our vision*

*We are always there and doing our best to provide solutions.*



University of Windsor

# Facility Services Operations

FS Operations are Responsible for:

- 3.8 million square feet
- 54 number of buildings
- 102,000lbs of steam at 350 degrees Fahrenheit
- 4,800 tons of cooling capacity
- 3.6 Meg Cogen unit (gas and electricity)
- Over 15,000 number of work orders annually processed



In support of the University's mission and goals, Facility Services (FS) Operations provides services to maintain and operate all the building systems, such as elevators and fire systems, electrical, plumbing and heat and cooling systems for the entire campus. FS Operations strives to preserve the building structures and grounds in an effort to operate in the most sustainable way possible. Responding to all requests for repairs and minor alterations to existing spaces. Operations Administration, Maintenance, Energy Conversion Centre, Custodial, Grounds, Waste Management, Key/Access, Distribution, and Shipping and Receiving.

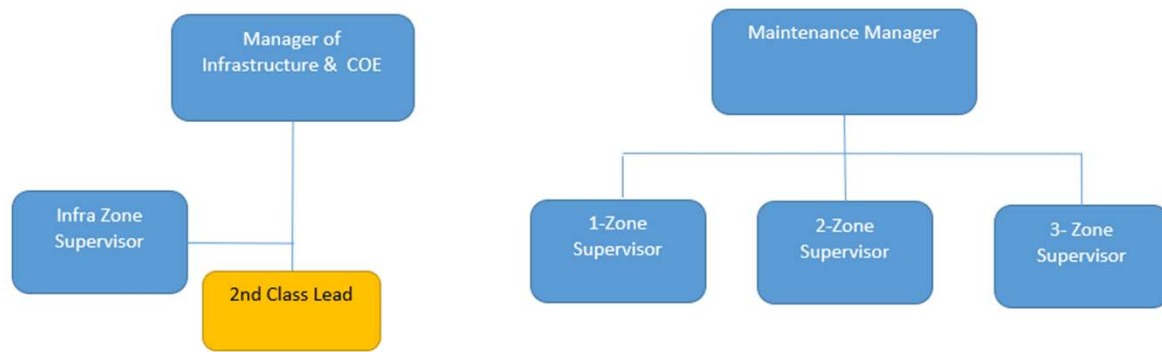


# Facility Service Operation's Structure

- 8 Departmental Leaders (Managers/Supervisors)
- 4 Administrative Staff
- 11 Diversified services, provided by 120 staff and Service Partners
  - Electricians
  - Plumbers
  - HVAC Mechanics
  - Carpenters
  - Painter
  - Refrigeration Mechanics
  - Maintenance Engineers
  - Grounds Staff
  - Custodians
  - Helpers
  - Distribution / Shipping



# Facility Services Operations Zoning Structure and Work Order Triage Processing



Facility Services Operations will respond to client requests for support as quickly as possible, prioritizing urgent or emergency requests. The Zone Supervisor will prioritize all requests to be dealt with immediately, given the resources available to complete the necessary work.

As repair requests come in (via website, phone, or email), they are triaged and assigned a priority when inputted into Azzier through dispatch. The zone supervisors then review and prioritize them, dispatching the appropriate trade.

Maintenance is responsible for the day-to-day repairs such as lighting, plumbing, elevators, grounds, etc.

Infrastructure is responsible for the heating & cooling, campus power distribution, tunnel system, etc.

# Our Service Challenges

- The volume of work orders
- Age of facilities
- The number of buildings
- Communication between us and stakeholders
- Time constraints
- Funding
- Resource limitations and work rules



# How can we HELP each other?

- Getting Facility Services Operations involved earlier.
- Be open to partnering with us, in order to leverage funding to providing a mutually beneficial outcome.
- Improved communication, give us as much information on your needs and your expectations of FS Operations.
- Seek approval for your request prior to contacting us.
- Be open to working together to determine the root cause of the issue.
- Understanding the limitations of your building and its systems.



# Placing a Work Request

There are three methods to place a work order with Facility Services:

Preferred method

- Placing the request through your department's requestor

Alternatives Methods

- Email [repair@uwindsor.ca](mailto:repair@uwindsor.ca)
- Call 2850

Please note that for **Level 1 Priority**, always **CALL** 2850 or Special Constable Service.

All three methods need the same basic information;

- Location – Building and Room number
- Who is the contract for the work
- The nature of the issue
- Work Priority
- Any special considerations



# Azzier

## Work Order – Priority Structure

### Work Order Four Priority Levels

#### Level 1 Life Safety

- This emergency priority is used for the most critical problems, when an immediate threat to safety or human health, research, property, or assets. It may also be applied to issues with a broad scope of impact (entire campus) where the impact is to core business functions within the university. An example of an emergency would be a loss of power, burst pipe in a building, or an elevator entrapment.

#### Level 2 Urgent

- Urgent priority applies to unforeseen issues that disrupt or affect vital operations or sanitation concerns that may pose a health or safety risk, or further may become an emergent situation if not addressed in a timely manner. An example would be a leak, broken window, or a plumbing issue in an accessible washroom stall.

#### Level 3 Routine

- Routine priority is used for issues or conditions that do not require immediate attention and can be responded to during normal operating hours. They are placed in a queue and get prioritized. These include items such as hanging pictures/boards, painting, and replacing lightbulbs in non-critical areas, etc.

#### Level 4 Preventive Maintenance (PMs)

- Routine and regular maintenance of assets and equipment to keep them operational and assist to prevent unplanned costly downtime from unexpected failure. Examples include regular cleaning, part replacement, lubrication, general equipment repair.

*\* These priorities are tied into our CMMS workflow. The resolution time following an initial response will depend on the complexity of the work and current volume levels.*





# Building Contacts (Zone Supervisors)

| ZONE 1 - MIKE WILCOX                           | ZONE 2 - CHRIS MEHENKA                        | ZONE 3 - KEVIN COOK                         |
|--|---|---|
| Centre for English Language Development (CELD) | Erie Hall                                     | Essex Hall                                  |
| Great Lakes Environmental Research Centre      | Lambton Tower                                 | CORe  |
| Human Kinetics/Forge Fitness Centre            | Joyce Entrepreneur Centre (Innovation Centre) | Vanier Hall                                 |
| TLC - HK                                       | Chrysler Hall Tower                           | Residence West                              |
| St. Denis Fieldhouse                           | Chrysler Hall North                           | Laurier Hall                                |
| Stadium  | Chrysler Hall South                           | Cartier Hall                                |
| 300 Ouellette                                  | Biology                                       | Alumni Hall                                 |
| Armories - School of Creative Arts             | Health Education Centre                       | Dillon Hall                                 |
| Alan Wilderman Building (TBQ)                  | Medical Education Building                    | Law Building                                |
| Education Building                             | Memorial Hall                                 | Centre for Engineering Innovation- Phase I  |
| Welcome Centre                                 | University Computer Centre                    | Centre for Engineering Innovation- Phase II |
| Odette School of Business                      | Education Gym (Old St. Denis Hall)            | Centre for Automotive Research & Education  |
| Assumption Hall                                | CAW Student Centre                            |   |
| Windsor Hall                                   | Leddy Library (East) Main Building            |   |
| Academic Houses                                | Leddy Library -- West Wing                    |   |
| Psychological Services Research Centre         | Jackman Dramatic Art Centre                   |   |
| President's Residence                          | Parking Structure                             |   |
| Union House- CAW Local 195, 2458               |   |   |
| Odette Graduate House                          |   |   |
| Kerr House- Faculty Association                |   |   |

- Each of the three Zones above is comprised of about 1.3 million Sqft.
- Zone 4 is responsible for campus infrastructure
- Note that the list is subject to change

# Key Control

- Key Control works out of the Maintenance Building at 2601 Union St.
- Email: [keys@uwindsor.ca](mailto:keys@uwindsor.ca)
- Phone Ext: 2855, 2856
- Website: [www.uwindsor.ca/facilityservices/inventory-key-control-maintenance](http://www.uwindsor.ca/facilityservices/inventory-key-control-maintenance)

Key Control liaises with our campus clients to provide the appropriate type of access service to fulfill their request. Using our computerized request interface through AlphaKOR we process requests to create physical stock keys as well as FOB/Access Cards to Faculty, Students, Staff, and Contractors.

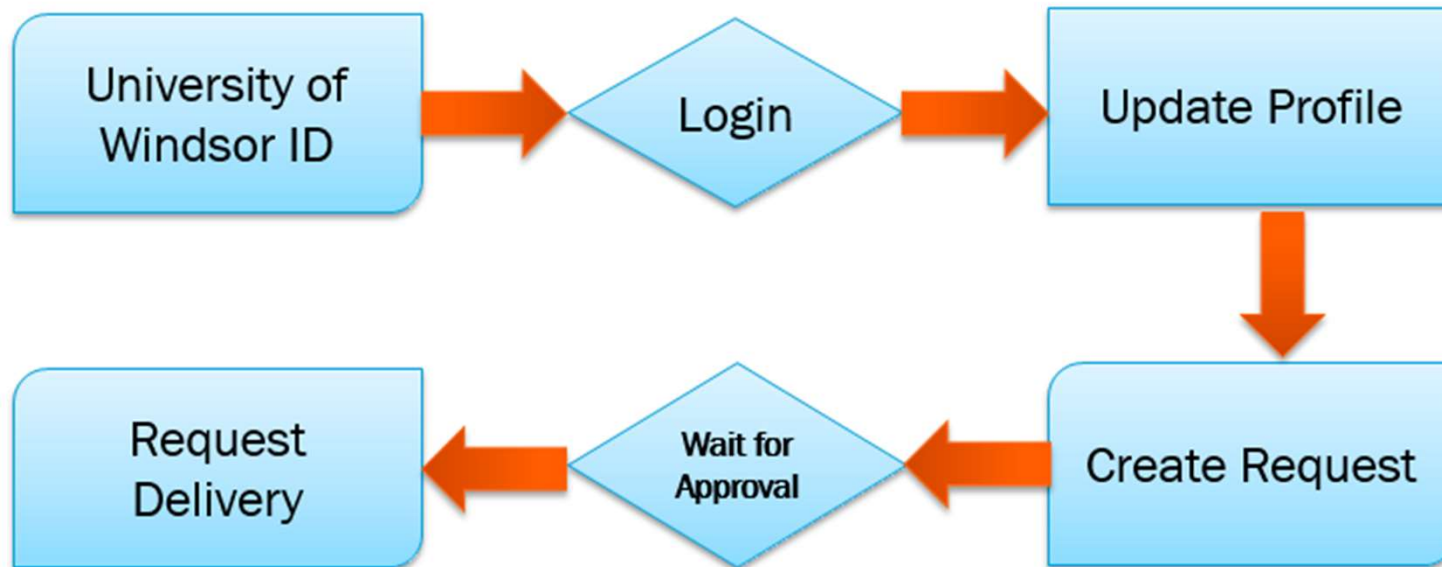
Key Control also provides the following services at a cost to the requesting party:

- Pinning cylinders
- Programming doors for swipe card locks
- Lock changes (if a department is requesting one)
- Contractor Access >1 day – Refundable deposit upon return of all keys and/or FOBs/Cards. - \$500
- Students/Part-Time Faculty & Staff – Refundable deposit upon return of all keys and/or FOBs/Cards. - \$50



# Key Control

- Key Control System Workflow: [Login/Signup - Request Link](#)



# Key Control

## Keys Request Process

- Log into [System](#) → Select Requests → Create New Request
- If for another person, click on “Request For (change)” and input information
- Select Department
- Request Notes (if applicable)
- List of Rooms:
  - ✓ Building
  - ✓ Room (click “Add Room” if requesting multiple rooms in building).
- OR
  - ✓ Room Group (Defined setup of rooms for users)
- Acknowledgement confirmation at the bottom
- Submit
- Remember that request will only be processed after the Department/Dean approves the request.
- Keys are picked up on Monday, Tuesday, Thursday, and Friday between 9 am to 3 pm



# General Inquiries

## Administration Questions;

Training, guidance, invoice or WO status, and requestor updates:

Email Facility Services Administration [fac-admin@uwindsor.ca](mailto:fac-admin@uwindsor.ca)

## Call extension:

- Dispatch (Repair)            2850

## Operational Inquiries:

John Regier, FS Operations Director - [jregier@uwindsor.ca](mailto:jregier@uwindsor.ca)

John Marcarian, Supervisor Operations Administration -  
[john.marcarian@uwindsor.ca](mailto:john.marcarian@uwindsor.ca)



# Thank you



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