

CMU Facilities Management

Customer Service Guide

July 2024

FM MISSION STATEMENT

To maintain, operate, improve and construct the Central Michigan University campus grounds, facilities, and infrastructure.

FM VISION STATEMENT

To support student success with a campus and facilities that are welcoming, safe and functional.

FM SERVICE CENTER

1. Website: <https://www2.cmich.edu/fas/fmgt> (non-emergency)
2. Telephone the FM Service Center:
Monday-Friday, 8:00am - 4:00pm: 774-6547 (emergencies)
After Hours and Weekends: 774-1847 (emergencies)

REQUESTING SERVICE

Please contact the Facilities Management Service Center to obtain FM support.

Work Order Classification - submitted requests will be classified by the Service Center staff:

1. Facility Emergency. Fire, smoke, fire alarm or sprinkler activation (call 911); elevator entrapment; uncontrolled flowing water; power outage; broken glass (window or door), steam line break; lab infrastructure system failure; refrigeration failure; bio-hazard/vomit
2. Urgent Request. Direct impact to residence halls, dining commons, laboratories or classrooms with no workaround. Response time: up to 72 hours.
3. Routine Request. All other requests. Response time: up to 90 days depending upon the request.

Service Center members then complete a Work Order in the CMU SAP enterprise resource planning system. Included in the Work Order are:

1. Requestor name and contact information
2. Requestor organization
3. Details of the request
4. Specific location
5. Additional details, may include current situation, laboratory / research details and access requirements, classroom or lecture hall
6. Cost Center for reimbursable work

Completed Work Orders are sent to the applicable FM shop. CMU trades personnel or service contractors may respond.

MAINTENANCE WORK

FM provides 6.2 million square feet of CMU campus facilities, utilities and infrastructure. FM operates, maintains, repairs: roads, parking lots, sidewalks, curbs, gutters, storm sewers, buildings (roofs, exterior walls, windows, floors, interior wall maintenance, interior lighting, building fire detection and suppression, building electrical, building mechanical systems, restrooms), campus electrical distribution, campus exterior lighting, water, sanitary sewer, steam and condensate, chilled water, natural gas, existing compressed air, campus grounds, campus trees and landscaping.

The University provides a budget to Facilities Management only for maintenance work on the main campus. There is no charge for routine maintenance services. Maintenance is basic, recurring work necessary to maintain the University's facilities and infrastructure in good repair and satisfactory operation.

CMU MAIN CAMPUS

FM resources and staffing allow for the operations, maintenance and repair of the CMU main campus. Off-campus properties and leases are a Departmental responsibility.

REIMBURSABLE WORK

New work, changes in an office or function, requests for painting, lock changes and key requests, and requirements to support departmental requirements, functions or activities must be submitted online, with the cost center and the Account Director's approval. The following activities are examples of some recharge services:

- Constructing, renovating, repairing and/or installing program furniture and equipment
- Flooring
- Painting
- Installing new locks, cutting keys or changing a safe combination
- Repair and maintenance to department equipment and supporting infrastructure
- Hanging banners
- Specialized Equipment (e.g., ice machines, Liebert AC units, mini-splits AC units)

BUILDING COORDINATORS

The Building Coordinators serve as a communication link / liaison between many University functions for their building and/or department(s). They may serve as contact person with:

- FM for building maintenance, custodial requests, and project coordination
- University Events for events scheduling and awareness
- Camps and Conferences for activity scheduling and awareness
- Registrar for classroom and auditorium scheduling / awareness
- Environmental Health and Safety for related concerns, inspections, and fire system testing

EMERGENCIES – WHO TO CALL

Emergencies – CMU Police:

Call 911 immediately for fire, hazardous waste spill, chemical fumes, bomb threat, or a medical emergency.

CMU Police (non-emergencies)

Call 774-3081 to report suspicious persons, theft and vandalism.

Facility Emergencies

Monday-Friday, 7:00am - 4:00pm, call the Facilities Management Service Center, 774-6547. After hours & weekends, CMU Police Dispatch, 774-1847. Facility emergencies include:

- Fire, smoke, fire alarm or sprinkler activation (Call 911 first)
- Stuck elevator carrying passengers / entrapment
- Uncontrolled flowing water
- Power outage
- Broken glass (window or door)
- Steam line break
- Laboratory infrastructure system failure
- Refrigeration failure
- Bio-hazard/vomit

FEASIBILITY REQUESTS

Facility project requests can be submitted by completing an online Feasibility Request form with University Engineering and Planning (UEP). The form is located on the UEP website at: [Request Form - UEP Feasibility Request \(teamdynamix.com\)](#)

Most project work is planned during the fall and winter, and construction is typically performed from May through August between the fall and spring terms. Please refer to the University Project Planning Calendar at the following website:

<https://www2.cmich.edu/fas/fmgt/pep/Documents/ProjectPlanningCalendar.pdf>

A completed feasibility request shall include a clear and comprehensive description of the project requirement. Following receipt of a Feasibility Request, UEP staff will forward the request to the Divisional representative for VP-level approval. Upon approval, a Project Manager will communicate with the requestor to clarify and confirm the project scope. Once a planning estimate is provided, the requestor will need to obtain all appropriate approvals and provide a cost center on the Project Approval Form to initiate a project.

ADDITIONAL INFORMATION

CLEANING AND CUSTODIAL SERVICES

Contact the FM Service Center at 774-6547 for custodial feedback.

ELEVATORS

Trouble calls for elevators should be made to FM Service Center at 774-6547 during business hours. After hours and weekends, call 774-1847.

FIRE EXTINGUISHERS

Most fire extinguishers are maintained by Facilities Management. However, residence halls, dining commons and apartments are maintained by Residence Life. Please report the discharge of any fire extinguisher to the FM Service Center at 774-6547 or CMU Police at 774-3081.

LAB SPACES

To protect research and to ensure the safety of Facilities Management staff, a Lab Safety Hazard Notification form is located at:

https://www2.cmich.edu/office_provost/orgs/lab_safety/chemical_safety/documents/appendix%20c%20fillable.pdf . The form must be completed, signed, and returned to the FM Service Center

before work can begin inside the lab. Please note that if the lab has an Office of Laboratory and Field Safety yellow or red entry designation, proper coordination and/or escort by appropriate laboratory staff must occur to ensure safe access by FM personnel. If you have questions, please contact the Office of Laboratory and Field Safety, 774-4474 or labfieldsafety@cmich.edu

MECHANICAL ROOMS

Access to mechanical rooms is restricted to Facilities Management personnel. Only building infrastructure materials are to be properly stored in these rooms. Noise or fumes originating from mechanical rooms should be reported to the Facilities Management Service Center at 774-6547.

MOVING AND DELIVERY

Moving and delivery services are handled through University Stores, call 774-3917 for assistance.

FREQUENTLY ASKED QUESTIONS

HOW CAN I GET A BURNED-OUT LIGHT BULB REPLACED?

Check with your building coordinator or call the Service Center at 774-6547.

HOW DO I GET AN ESTIMATE FOR REMODELING?

Complete a Feasibility Request. Ensure your divisional Vice President is prepared to fund the project.

WHO DO I CALL IF I HAVE A PROBLEM WITH ANTS, BEES OR FERAL ANIMALS?

Contact Pest Control in Residence Life at pestjobs@cmich.edu or phone 774-4439.

MY OFFICE NEEDS PAINTING. WILL I HAVE TO PAY TO HAVE IT DONE?

Requests to paint specific rooms or areas is rechargeable.

IF I NOTICE CUSTODIAL PROBLEMS, WHO SHOULD I CALL?

Anytime you notice something that needs attention, please call the Service Center at 774-6547.

WHO SHOULD I CONTACT ABOUT MOVING, DELIVERY and FURNITURE?

Contact University Stores at 774-3917.

HOW DO I GET INTO MY OFFICE IF I HAVE FORGOTTEN MY KEYS?

Contact CMU Police at 774-3081.

ARE SPACE HEATERS ALLOWED?

Space heaters are not authorized for use on the CMU campus. As required, please submit a work order request for routine maintenance to assess building temperatures.