Facilities Operations and Maintenance - Building Maintenance Procedures

Purpose: To ensure that Boise State evaluates and addresses, as necessary, accessibility concerns in University owned and controlled properties through the use of a preventative maintenance program. Through the use of planned, preventative, and reactive maintenance the University will maintain compliance with Title II of the Americans with Disabilities Act (ADA) and the ADA 2010 Standards for Accessible Design, Section 504 of the Rehabilitation Act, and other applicable state and federal laws, regulations, and codes.

This preventative maintenance program operationalizes the policy statements included in University Policies 9050: Minor Repairs and Alterations and 9070: Facilities Operations & Maintenance Work Order Requests to enhance building accessibility in accordance with the above referenced laws. The goals of this preventative maintenance program are as follows:

1. Perform maintenance on a periodic basis to ensure continuous access to University-owned and controlled facilities.
2. Provide functional facilities that meet the University's requirements, including compliance with federal, state, and local laws and regulations, and ensure the health and safety of all personnel.
3. Identify potential access problems early within the context of the planned maintenance system so that corrective action may be planned, included in the budget cycle, and completed in a timely manner.
4. Create a plan for continuous evaluation of campus facilities to ensure that the University is free from barriers that limit the ability of people with disabilities to access University-owned and controlled properties and facilities.
5. Follow an orderly and proactive program so that administrative costs are minimized and the workload for personnel is maintained at a relatively constant level.

Maintenance: Maintenance is the upkeep of, and work performed to, property, machinery, fixed systems, and facilities, including buildings, building service equipment, utility infrastructure, roads, and grounds for the purpose of maintaining quality and function. Maintenance consists of those activities necessary to keep facilities and systems operational and in good working order. It consists of the preservation, but not the improvement, of buildings and grounds, other real property improvements and their components. Maintenance may include replacement of components of equipment or building systems (roof, flooring, HVAC, etc.) if replacement is performed:

1. on a routine or recurring basis; or
2. to bring the equipment or building system back to its fully-functional state; or
3. to ensure the equipment or building system retains its functionality for its anticipated useful life.

In order to provide a safe, healthful, and secure environment, Facilities Operations and Maintenance employs four types of maintenance: planned, preventive, unplanned/reactive, and emergency.

Planned maintenance, also referred to as "programmed" or "scheduled" maintenance, is the upkeep of property, machinery, and facilities, including buildings, utility systems, roads, and grounds. Planned maintenance is often characterized by its routine or recurring nature. Facilities Operations and Maintenance will maintain the University's physical facilities so that they are functional and in a condition adequate to meet the University's mission, including accessibility to persons with disabilities where readily achievable. The University will address potential accessibility issues identified during planned maintenance schedules on a priority basis. Substantial efficiencies result from using planned and scheduled maintenance rather than unplanned/reactive maintenance.

Preventive maintenance is that portion of the overall maintenance program that provides the periodic inspection, adjustment, minor repair, and the like, necessary to minimize building equipment and utility system breakdown and maximize system and equipment efficiency. Preventive maintenance:

- Utilizes planned services, inspections, adjustments, and replacements designed to ensure maximum utilization of equipment at minimum cost.
• Is a program in which wear, tear, and change are anticipated, and continuous corrective action is taken to ensure peak efficiency and minimum deterioration.
• Includes cleaning, adjustment, lubrication, minor repair, and parts replacement.

Preventative maintenance is performed at scheduled frequencies designed to fulfill the needs of the specific facility. For the purposes of campus accessibility, preventative maintenance includes evaluation of campus buildings, equipment, and grounds for barriers which would limit access to persons with disabilities on a continuous basis.

Preventative maintenance minimizes cost to, increases ongoing access, and otherwise benefits the University by:
• Reducing the downtime of critical systems and equipment.
• Extending the life of facilities and equipment.
• Improving equipment reliability.
• Ensuring proper equipment operation.
• Improving the overall appearance of facilities.

Unplanned/reactive maintenance is the unplanned response to maintenance requests, which are not considered emergencies. Facilities Operations & Maintenance will respond to situations impacting safe egress immediately. Facilities Operations & Maintenance will respond to other requests for maintenance on accessibility features and equipment promptly.

Emergency maintenance is the repair, upkeep, or replacement of facility grounds, components and equipment requiring immediate attention because the functioning of a critical system is impaired or because health, safety, or security of life is endangered. Emergency maintenance supersedes all other categories of maintenance.

Grounds Maintenance in Cases of Adverse Winter Weather Conditions
Facilities Operations and Maintenance is responsible for snow and ice removal from building entrances and pedestrian facilities (sidewalks, ramps, etc.). The University’s primary goals in snow and ice removal are to maintain safe pedestrian facilities and to allow access to University buildings. As such, Facilities Operations and Maintenance will prioritize snow and ice removal from designated accessible building entrances and pedestrian facilities leading to and from accessible parking spaces.