

# BUILDING MAINTENANCE STANDARDS

## MAINTENANCE STANDARDS

The Department understands that approximately 90% of facility maintenance costs are linked directly to labor. So, we focus on delivering exceptional values in labor-saving products and strategies - maximizing human resources and allowing businesses to direct their efforts in more profitable directions. The following are the maintenance standards definitions for building, mechanical, electrical, plumbing, and architectural building systems, and industry standard funding requirements, excluding public utility costs.

### **Level A – Superior (> \$6.15. per s.f.)**

- Equipment is maintained within design parameters at all times.
- This level of maintenance is inherently costly due to the daily attention required. Therefore, it should only be applied to specific significant buildings and systems.
- Each major system is inspected on a daily basis.
- Preventive maintenance is performed on time and constitutes more than 90% of all maintenance activities.
- Non-emergency breakdowns are addressed within 24 hours.
- This level is intended for portions of hospitals, such as operating and emergency rooms and high-tech, research-type facilities.
- Reactive maintenance is minimized and emergencies are infrequent and handled efficiently.
- Customer Satisfaction: High level.
- Response Time: Priority I Work Orders. Immediate.

### **Level B – Standard (\$5.00 - \$6.15 per s.f.)**

- Recommended level based on professional engineering, architectural, and journeyman trade practices.
- Minimum life-cycle cost resulting in maximum return on investment of maintenance expenditures.
- All major systems are inspected on a weekly basis.
- Preventive maintenance constitutes more than 75% of all maintenance activities.
- Comfort control breakdowns responded to within one (1) working day.
- Level of maintenance satisfies all code and regulatory requirements.
- Preventive maintenance done slightly less than scheduled reactive maintenance required, and occasional emergencies caused by pump/cooling system failures, etc.
- Customer Satisfaction: Satisfied and usually complimentary.
- Response Time: Priority II and III Work Orders. One (1) week, or less.

### **Level C – Sub-Standard (\$4.10 - \$5.00 per s.f.)**

- Reduced level of maintenance. Systems serviced less frequently, resulting in a greater risk of breakdowns.
- Premature failure of some systems resulting in increases in deferred maintenance funding requirements. Minimum life-cycle costs on major climate control systems only.
- Major climate control systems serviced on a regular basis.
- Preventive maintenance constitutes between 50%-75% of all maintenance activities.
- Individual room equipment and components are serviced on a breakdown basis only.
- Comfort control breakdowns responded to within three (3) working days.
- Buildings whose primary systems life-cycle will not be prolonged by implementing a preventive maintenance program due to irreparable damage, which has already occurred due to a lack of maintenance.

- Reactive maintenance predominates, frequency of emergency occurrences cause reports to upper management.
- Customer Satisfaction: Accustomed to basic level of care with lack of pride in surroundings.
- Time: Priority III Work Orders. Two (2) months, or less.

**Level D – Code Compliance Only (\$3.25 - \$4.10 per s.f.)**

- Maintenance of all systems as per code and regulatory requirements. Including the new WCB Occupational Health & Safety Regulations.
- Premature failure of most systems resulting in increases in deferred maintenance funding requirements.
- All systems will be inspected a minimum of once per year. Client comfort systems will be serviced seasonally.
- Preventive maintenance constitutes between 25-50% of all maintenance activities.
- Significant portions of buildings without building systems for four to five work days due to failure of primary equipment.
- Buildings or assets that are not worth preserving and have been identified within the long term goals of the County.
- Too much time spent procuring parts and services due to increased number of emergencies.
- Reactionary with weekly complaints to upper management.
- Customer Satisfaction: Generally critical of cost, responsiveness, and quality.
- Response Time: Priority IV and V Works Orders. Partial maintenance in one (1) year, or less.

**Level E – Life Safety Only (\$2.30 - \$3.25 per s.f.)**

- Maintenance of essential life safety systems only as per specific regulations.
- Maximum life-cycle cost. Unpredictable, premature failure of most systems. Maximum deferred maintenance funding required to restore buildings that have been maintained at this level.
- Minimal to no inspections on most systems.
- Preventive maintenance constitutes 0-25% of all maintenance activities.
- Breakdown maintenance only on all systems.
- Large sections of entire building without ventilation.
- Many burnt out lights and potential poor power quality.
- Prolonged periods of primary equipment outages and resulting poor comfort control, HVAC system failure.
- Buildings not worth preserving, scheduled for demolition, or their systems are so basic that a lack of maintenance will not impact the ability to meet current health and safety requirements.
- Preventive maintenance not being performed due to more pressing problems.
- Reactive maintenance is a necessity. Good emergency response due to system failure skills gained.
- Customer Satisfaction: Consistent ridicule and mistrust of Division.
- Response Time: Priority V Work Orders. Service not available or funded unless directed by administration.