



UBC – Chargebacks – Part 2

October 28, 2021

Chargebacks

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Chargebacks

1. Facilities Chargebacks

Facilities Services has a cost recovery process, as required by the CSU, requiring departments to pay for services that are not routine maintenance. Office moves, building a wall, hanging pictures, and moving furniture are examples of services that are not routine maintenance.

The Customer Service Center (CSC) will process the request in compliance with University procedures. You will be advised by a member of the CSC staff of the following:

- When Facilities Services staff will perform the work or
- If some or all of the work will be contracted out, Capital Planning will assign a Project Manager to be the point of contact between the Department and the approved contractor.

Chargebacks

1. Facilities Chargebacks – by department:

- Carpentry shop
- Custodial services
- Electrical shop
- Fire and life safety
- General maintenance
- Grounds
- HVAC Shop
- Lock Shop
- Paint Shop
- Plumbing Shop
- Waste Management

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2. Questions about Facilities chargebacks

What should be paid for by the university, and what costs are the responsibility of the college or department? Who makes these decisions?

The University pays for basic services. A detailed list of basic and rechargeable services (by department) can be found on the [Facilities Services website \(facilities.sfsu.edu\)](https://facilities.sfsu.edu), [Guide to Services](#) pages 69-72. The decision on basic and rechargeable services were previously decided using Chancellors Office guidance through policy and research on best practices among the 23 campuses.

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What is a clear definition of baseline services for a variety of services requested?

A detailed list of basic and rechargeable services (by department) can be found on the [Facilities Services website \(facilities.sfsu.edu\)](https://facilities.sfsu.edu), [Guide to Services](#) pages 69-72.

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Related to baseline services, where can departments find a list of the maintenance cycles for various items and services?

Facilities Services maintains a Computerized Maintenance Management System (CMMS) which holds *Preventative Maintenance* tasks and frequencies on many thousands of pieces of equipment and systems. Reports on specific individual equipment may be requested through the Customer Service Center using our Facilities Work Order submittal process.

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Why won't Facilities give a cost estimate without a chartfield (fund/department)?

A chartfield code is a required data point in Facilities Services' Work Order Management system when providing an estimate and allows Facilities Services to track requests by department and funding source. Chartfields are not charged unless the customer approves an estimate.

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Where can departments find accessible lists of costs for items and services?

A listing of “items” and “services” is difficult to assess. Facilities Services is looking into some basic services: hanging a white board, bolting a cabinet to a wall etc. but this would be a limited list. This is why an estimate is provided at the customer request. A list of hourly recharge rates by department can be found on [Facilities Services website \(facilities.sfsu.edu\)](https://facilities.sfsu.edu), [Guide to Services](#) page 72.

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Why does Facilities Services charge more for items than the department can source for much less on their own?

The CSU and its individual campuses are bound as a public entity to pay workers a prevailing wage (in line with union wages). If the sourcing is a service/contractor paying the proper wages, you will usually find that SF State in-house labor and material rates will be less than hiring a contractor for the same work.

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Where can departments find a weekly list of Facilities Services' work priorities instead of guessing when the services will be provided?

The Facilities Services Customer Service Center can provide updates on specific work orders including assigned priorities. A list of “Prioritization and Timelines of Service Requests” can be found on the [Facilities Services website \(facilities.sfsu.edu\)](https://facilities.sfsu.edu), [Guide to Services](#), page 65.

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It seems that Facilities provides overblown estimates for jobs they don't want to undertake.

Facilities Services provides estimates based on a customer request. Facilities Services staff strive to be accurate in the estimate process and take into account if in-house resources can accommodate a specific project or work order. If in-house staff cannot accomplish a project, Facilities Services will manage contracted services to complete the requested work.

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Facilities appear to respond to requests from administrators while that same request from staff may go unanswered.

The Customer Service Center vets submitted work orders and assigns them to a particular trade shop. The work is scheduled by the shop and should be completed based on the priority assigned and within the timeframes established.

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3. Opportunities for improvement

- Cross-campus chargeback governance (not common in CSU but common at other universities)
- Standardized, transparent chargeback rate calculations
- Description of work sent with recharge to chartfield
- Improved timeliness for chargeback processing and recording