I. PURPOSE
   Establishing a procedure for Facilities Operations to safely and effectively provide moving services, for a fee, to campus departments.

II. GOALS
   A. Provide an excellent customer experience, through either providing the service with Facilities Operations personnel or through an outsourced provider.
   B. Determine the scope of the move to identify if Facilities Operations employees can complete the task in a safe manner.
   C. Identify moves that require coordination with the Office of Space Management or moves that should be Facilities Design and Construction project based.

III. PROCESS
   A. Requestor submits work order along with BanFin to Customer Service Center, identifying to the best of their ability the following:
      1. Item(s) to be moved
      2. Quantity of items to be moved
      3. Current location of items
      4. Future location of items
      5. Requirement of items to be disassembled
      6. Requested date of move

   B. Customer Service Center submits work order to Facility Services zone supervisor, the Supervisor then schedules a time with requestor to visually inspect all items then identifies the following:
      1. If the move qualifies under the following criteria, the supervisor will communicate with Customer Service Center to request the assistance of other shop(s). CSC staff will not change the original work order status to Completed instead they will create a separate, singular work order until all tasks (i.e., all work) has been completed.
         • Items requiring disassembly (Building and Trades)
         • Items requiring building to building move with the ability to utilize an elevator (Grounds)
         • Items moving within a building with an elevator (Facilities Services)
         • No more than 10 smaller items (Smaller items are considered boxes weighing less than 25 lbs.)
         • Moves that require no more than 4 employees less than 2 hours
         • Single items move that are less than 200lbs. (4 employees x 50lbs per employee)
2. If the move qualifies under the following criteria, the Facility Services Department will contact customer service to transition the work order over to an estimate request. The Facility Service zone supervisor will help assist to coordinate a moving contractor and schedule accordingly. Estimate will be provided to requestor prior to work being completed.
   - Single items over 200lbs.
   - Moves that require more than 4 employees for more than 2 hours
   - Moves that require items heavier than 25lbs to be carried up or down stairs
   - More than 10 smaller items (Smaller items are considered boxes weighing less than 25lbs)
   - Moves that are required due to a Facilities Design or Construction Project.
   - Moves that require a contractor may be scheduled to help maximize logistics and keep cost low.
   - Any urgent request will be billed at the rate of the contractor and may require the department to directly contact the moving company.

IV. Completion of Moves
A. All moves will be billable, in-house moves will be billed at current labor rate. Contractor moves will be determined based on size, quantity, time, and request.
B. Assigned supervisor will be responsible for closing out all work order including multi-shop work orders.
C. If any special services are needed such as electrical, plumbing, etc. it is the responsibility of the assigned shop supervisor to request that the department submit an additional billable work order for these services.
D. Office of Space Management will be notified of any room or area changes or request within departments, buildings, or other university spaces by the assigned zone supervisor.
E. In some cases, the Facility Services zone supervisor may need to notify Environmental Health and Safety if the move may result in a life safety hazard.
F. Work order completion is expected within 14 calendar days of request. In the event of movers needing to be utilized the work order completion is expected within 30 calendar day to allow logistical planning and scheduling.

V. Special Provisions
A. Large moves, such as multiple office areas, large quantities or entire floors of buildings must be submitted as projects coordinated with the Office of Space Management and Facilities Design and Construction.
B. Facilities Operations reserves the right to combine multiple contractor moves in the interest of responsible stewardship.
C. Facility Services and Surplus Warehouse will make a best effort to make vehicles with lift gates available to other Facilities Operations staff to provide safe and functional
equipment. The Assistant Director for Facility Services will be best contact to help coordinate this.