



Welcome to your Renovated Facilities, KCSM!

March 13, 2006

Welcome to your newly renovated facilities! Best wishes for a smooth move-in, and we hope you find your new master control room, shops and workspaces to be comfortable, effective and inspiring. Thank you for giving us the opportunity to create them for you!

The project team has inspected these areas and documented any minor defects for follow-up by the contractor or furniture installer. If you should have any questions or concerns regarding your new work space, please use the process outlined below so that the project team can address these expediently.

Construction: While your new workspaces are ready for you to move in, the entire scope of the construction project is not yet completed. The following elements are still in process: completion of the new break room, replacement of exterior building doors, electrified locks, rekeying the entire building, replacement of heating/ventilation/air conditioning equipment including a new chiller, and a new emergency power generator. We will provide emailed construction notices to keep you apprised of any disruptions to building operations while this work is completed.

For the work that has been completed (your new workspaces), we hope you'll find everything in order. However, ***if you need to report any issues that require resolution, please submit your request to Marilyn Lawrence.***

Phones and Computers: ITS staff are scheduled to complete computer and phone hook-ups in the renovated workspaces this morning. Once they've completed their connections, if you should discover a problem ***please place a standard help request through the ITS Help Center at <http://www.smccd.net/accounts/portal> or call the ITS Help Center at extension. 6543.***

Door Keys: The doors in this new KCSM space have been outfitted with temporary locks, while we await the permanent new locks which are on order. Temporary keys will be deployed for these locks until the entire building undergoes a comprehensive rekeying in several weeks, once the replacement building perimeter doors have been installed. In the meantime, the new doors are not keyed to the CSM master key system, but CSM Security and CSM Facilities have copies of the keys so that they can provide service to your space.

Furniture: The project team is aware of minor remedial issues concerning the furniture, and will communicate via Marilyn Lawrence when those issues will be resolved. Each workstation's lockable furniture pieces are keyed alike, so that you only need one key to unlock your furniture. Keys to lockable furniture pieces will be issued by Marilyn Lawrence. ***Please contact Marilyn Lawrence if you have furniture key issues.***

Packing Boxes: Once you've unpacked your items, ***please flatten your empty packing boxes and place them for pick-up at the inside of the loading dock on the south side of the building.***

Facilities Excellence



General Information about Facilities Planning & Operations

The Facilities team's mantra of "*Facilities Excellence*" is centered on team work and providing first rate quality, professional and responsive engineering, custodial, grounds, facilities planning & construction management services to the college community as well as the visitors to the District. The *Mission* of the Facilities Planning & Operations Department is to ensure a safe, effective, and inspiring physical environment that supports and enhances the instructional mission of the San Mateo County Community College District.

The *CSM Facilities Maintenance Team* is here to assist you with physical facilities maintenance and operational issues. To learn more about the services that the Facilities Department provides, please visit our web site at <http://www.smccd.net/accounts/facilities/> and view the FAQ entitled What Role Does Facilities Play at my College? How Do I Obtain Service?

Temperature and Indoor Air Quality: The new state of the art digital controls system at CSM's Building 9 has been designed to maximize occupant comfort and indoor air quality, as well as ensure energy efficiency. To learn more about temperature and other indoor air quality parameters, please visit our web site at <http://www.smccd.net/accounts/facilities/> and view the FAQ entitled Temperature Control

Facilities Maintenance Service Levels: Our staffing levels dictate the basic services we're able to provide as part of our standard maintenance program. Our customers often wonder what services are provided as part of our basic program, and what services can be provided above and beyond the basic services. To learn more about what you - our customers - can expect from us, please visit our web site at <http://www.smccd.net/accounts/facilities/> and view the FAQ entitled Facilities Service Levels

The *Facilities HelpCenter* is our service request center that allows you to submit work orders on-line and receive emails that keep you apprised of the status of your request. For any facilities-related service requests, please enter a facilities work order at <http://www.smccd.net/accounts/facilities/>

Enjoy!
Your Facilities Planning & Operations Team

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