



Guide to Services

USC FACILITIES PLANNING AND MANAGEMENT

OCTOBER 2025 ISSUE

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UNIVERSITY ARCHITECT





A MESSAGE TO THE USC COMMUNITY

As stewards of the University's Infrastructure who embrace our unifying values, FPM is dedicated to providing a safe and healthy environment for the USC community while building and maintaining facilities that are cost-efficient, resilient, and sustainable. This guide is intended to assist YOU in understanding our broad scope of services and providing you with the best possible experience as we work in partnership. Please take a moment to review it. We look forward to working with you and welcome any comments.

CHRISTOPHER J. TOOMEY, PE

Vice President and Executive Director

USC Facilities Planning and Management

FPM PILLARS

Facilities Planning and Management is responsible for planning, developing, and maintaining the breadth of the facilities at USC, and is also dedicated to creating a safe environment for our onsite USC community. Woven into every service we do, your safety is of utmost importance. As FPM, this group of professionals will continue to be an integral part of the success of USC and dedicated stewards of our core values.

FPM is comprised of 6 Pillars



**CONTROLS, FINANCE &
ADMINISTRATION**



**CAPITAL CONSTRUCTION
DEVELOPMENT**



**FACILITIES MANAGEMENT
SERVICES**



**MAILING AND MATERIAL
MANAGEMENT SERVICES**



**REAL ESTATE AND ASSET
MANAGEMENT**



UNIVERSITY ARCHITECT

THE CUSTOMER EXPERIENCE INITIATIVE

The Customer Experience Program is dedicated to enhancing the overall customer experience by actively engaging key customers across various work facets. In our commitment to excellence, we have empowered more than 50 of our FPM employees to serve as advocates for schools and academic units on both campuses.

Our Champion Strategy operates on a structured framework:

- Champions convene 6 to 12 times annually.
- Champions then arrange meetings with customers, extending invitations to shop managers and directors to collectively discuss projects taking place in their buildings.

For those who have not been assigned a champion, we encourage reaching out to the Customer Relations Center (CRC) at 06833 for personalized assistance and support.



CONTROLS FINANCE AND ADMINISTRATION



CONTROLS, FINANCE, AND ADMINISTRATION

OVERVIEW

Controls Finance and Administration (CFA) is Facilities Planning and Management's (FPM's) resource for project, contractual and fiscal controls, systems and administrative support. CFA manages the risks behind FPM activities such as budget, cost, procurement, payroll, scheduling, safety, quality, estimating and information technology. CFA documents, communicates and supports the work through systems, contracts, people, and reporting.

Safety is of utmost importance to FPM. CFA is a driving force in this area as it relates to job site safety, office safety, construction job site compliance, and quality control. CFA also maintains operations for the FPM Business Continuity Plan, Disaster Recovery plan, and University's Disaster Financial Recovery.



PEOPLE

CFA administratively supports all the other pillars within FPM in an expansive range of activities which include everything from safety training and payroll to project management controls and financial reporting and projections. Liaisons with various University departments including Office of Budget and Planning, Comptrollers Office and Business Services



TOOLS + SYSTEMS

AssetWorks: work order system to request projects, maintenance and/or operational services.

Trimble: Project Management Information System.

Workday: USC's ERP system for HRIS employee recordkeeping, and departmental financials

Fusion Salesforce: University's platform for housing BCP documents.

Trojan Learn: Employee record keeping for training assignments, certificates, compliance, reporting and professional development.



RISK MITIGATION

Risk mitigation is addressed by providing the proper contract documents, control systems, processes and procedures, insurance requirements, and safety protocols and inspections.

LIFE OF A PROJECT

CFA provides services throughout the Life of a Project in these areas:





CAPITAL CONSTRUCTION DEVELOPMENT

CAPITAL CONSTRUCTION DEVELOPMENT

OVERVIEW

Capital Construction Development (CCD) oversees the development, design, and construction for all tenant improvements, building renovations and major capital construction projects at the University of Southern California. Reporting to Christopher Toomey, Vice President and Executive Director, Facilities Planning and Management (FPM), the CCD team is comprised of project management professionals with backgrounds in architecture, engineering, construction, and management of projects from concept through design, permitting, construction, and occupancy.

CCD collaborates synergistically with other FPM departments as well as the University at large. In-house resources are strategically leveraged to maximum effect and minimize expense.

STRATEGIC GOALS

It is our goal to work in partnership with our customers to ensure that we provide outstanding new and renovated facilities that fulfill the current and future needs of the Trojan Family.

Inherent to all our projects, we strive to:

- **Maintain regulatory compliance** - Most people are surprised at the depth and breadth of code and permitting requirements and restrictions that are applicable to even the seemingly most simple new construction or renovation projects. Our seasoned professionals are well versed in identifying applicable strictures and prosecuting the desired work
- **Ensure quality** - In addition to local, state, and federal regulations, the University of Southern California has delineated standards and preferences to promote consistency, compatibility, and durability throughout its facilities.
- **Optimize project delivery** - We are continually looking for ways to provide the desired result with better quality, less expense, and greater speed.
- **Collaborate** - Teamwork allows us to leverage the best information, insights, and talent and apply them to the execution of the project. All stakeholders are valuable project team members.
- **Innovate** - Ask – is there a better way?
- **Promote sustainability** - Let's make this University the role model to which others aspire to emulate.
- **Protect** the safety and health of all who may be impacted by our work.

KEY WORDS

Collaborate: “Work jointly on an activity, especially to produce or create something.”

Innovate: “Make changes in something established, especially by introducing new methods, ideas, or products.”

Stakeholder: “A person with an interest or concern is something, especially a business.”

Sustainability: “Avoidance of the depletion of natural resources in order to maintain an ecological balance.”

“While change can be unsettling, it also creates opportunities—to sharpen our focus, challenge assumptions, and recommit to what matters most: the impact we have on our students, patients, and society.” - Interim President Beong-Soo Kim, in his July 1, 2025 Message to Faculty and Staff

KEYPHRASE

Best Practice: “A procedure that has been shown by research and experience to produce optimal results and that is established or proposed as a standard suitable for widespread adoption.”

*“Plan your work and work your plan.”
- Napoleon Hill*

ROLES AND RESPONSIBILITIES

We begin to identify and establish project stakeholders at the onset of every project and works to ensure that the appropriate parties are engaged, involved, and informed throughout the project lifecycle. The Project Manager is responsible for identifying and advancing the planning and execution of the tasks necessary to accomplish your project goals. Our Project Managers facilitate communications and work with the stakeholders to clearly define roles and responsibilities, including timing for decisions and deliverables needed to support successful timely project completion.

The Project Manager has support from a cadre of professional personnel who provide services such as estimating, design review, contract administration, document control, purchasing, and accounting. This is the team that helps to ensure that:

- Activities comply with University policies and procedures.
- Best practices are implemented that are directly related to the construction industry which is subject to special rules and regulations (even in regard such standard business practices as invoice payment).

Our team is comprised of 40+ professional staff and includes architects and engineers, construction managers, LEED professionals, an access specialist and a certified interior designer.

CONTROLLING/GOVERNING INFLUENCES

The framework within which construction and renovations projects on University of Southern California campuses must navigate is variable and at times complex. Each project is assessed, and the path forward is determined based upon project-specific factors (e.g., impacts to structural or other building systems). In addition to those applicable directly to design and construction there are further rules governing the procurement of equipment, supplies and materials as well as those governing contracting for professional, construction, and general services. A “complete” listing or matrix to address even the most typical of project scenarios is impracticable due to the evolving nature of the rules and regulations and the changes within the governing agencies themselves.

1. Before any project may advance beyond initial conversations, the appropriate approval(s) and funding need to be in place. The approvals needed are dependent upon the school or department requesting the project, the location of the project, the type of work entailed, and the cost of the project.
2. Various Federal, state, and local regulations and regulatory agencies have governance over construction and renovation projects. The exact entities and hierarchy of applicable rules are dependent upon the location and nature of the intended scope of work. CCD project managers begin each project with regulatory compliance in mind and work diligently with the project team from concept through construction to optimize the project schedule in view of regulatory framework applicable to the project.
3. University of Southern California Policy, including but not limited to:
 - Facility Design Guidelines
 - Health and Safety
 - Expenditures and Procurement
 - Facilities and Equipment

HOW TO REQUEST SERVICES

A completed [Project Request Form](#) is required for all CCD-managed project requests. A Senior Business officer (SBO) signature is required on all Project Request Forms (+ Senior Vice President (SVP) signature for projects anticipated ≥\$250,000 and for studies of any value). Use the [Find Your Senior Business Officer – USC Business Services](#) page to identify the SBO for your organization. Please refer to the [How to Request a Project](#) document and the [Services Matrix](#) for guidance. We look forward to working with you!

WHAT TO EXPECT

A CCD Project Manager will be assigned as soon as is practicable. We will work with you to define your intended scope of work, provide estimates as necessary at various stages of scope and design development, facilitate stakeholder identification and collaboration, and identify and incorporate appropriate application of standards, guidelines, and preferences throughout the project lifecycle. Your CCD project manager will guide your project from inception to completion. Further, CCD project managers, in conjunction with architect/engineering personnel review work in place for quality and conformance with the design and specifications.

LIFE OF A PROJECT



THE CUSTOMER EXPERIENCE INITIATIVE

CCD always welcomes your feedback. As part of Facilities Planning and Management, we actively participate in customer outreach events and work collaboratively with other FPM departments to continuously improve the services we provide. We encourage you to let us know about your experiences – whether about something that is working well or something that could be improved; your input is valued. Please take advantage of the feedback feature provided on the FPM website or reach out to our Project Managers, Directors, and Customer Champions to let us know how we are doing.



FACILITIES MANAGEMENT SERVICES

FACILITIES MANAGEMENT SERVICES

OVERVIEW

Facilities Management Services is responsible for the day-to-day appearance, comfort, repair, and maintenance of USC’s buildings and infrastructure on the University Park and Health Sciences campuses, the Wrigley institute, and various leased spaces. We have a team of 340 dedicated employees and a contracted workforce at UPC of approximately 200 custodians.

Although we have multiple campuses to serve, we function as one unified organization where our leaders are responsible for their respective departments across all locations. Our services are coordinated through our friendly and dedicated Customer Resource Center team.



OPERATIONS & MAINTENANCE



ENERGY & SUSTAINABILITY



TECHNICAL SERVICES



INTRODUCTION TO FMS

Our Operations & Maintenance team manages a wide range of services that keep the University looking pristine and functioning reliably: the Customer Resource Center, Events, Custodial Services, Grounds Services, Construction Project Services, Building Trades, Zones, Engineers, HVAC, elevator, electrical, plumbing and fire shops.

The Engineering and Asset Management team is responsible for USC's utility infrastructure and master planning. It also oversees the following departments: the Energy Control Center, which monitors and manages tens of thousands of sensors and control points in USC buildings; CAD Services, which manages the building records archive, the campus GIS mapping system and operational drawings; and the university Asset Management Building Renewal Program. Their group of professional engineers works hard to support the shops, capital projects, and the university asset renewal program.

The Energy and Sustainability Team drives initiatives within the built environment to advance USC's Assignment: Earth operational goals, while also working to reduce the University's utility expenses. In addition, the team oversees the maintenance and monitoring of metering infrastructure to ensure accurate data and efficient resource management.

OPERATIONS & MAINTENANCE

CUSTODIAL

Custodial Services is responsible for the routine cleaning of interior buildings areas including, but not limited to: classrooms; auditoria; conference rooms; laboratories; clinical and patient areas; morgues, libraries; offices; and restrooms.

Custodial Services is responsible for the routine cleaning of interior building areas including, but not limited to: Classrooms; auditoria; conference rooms; laboratories; clinical and patient areas; morgues; libraries; offices; and restrooms. The Health Sciences Custodial department has been gradually implementing the use of green select products and chemicals to comply with the University's zero waste goal.

[See Table 1-Custodial Cleaning Frequencies](#)

CUSTOMER RESOURCE CENTER

The Customer Resource Center (CRC) is the hub of daily activity at FPM and should be contacted for all Service Requests, including emergencies. Requests may be placed by telephone or through the FPM website. Services cannot be obtained through direct contact with technicians or managers with the exception of zone maintenance techs.

Prioritizing Service Requests:

In order to process the numerous Service Requests received each day, priority codes are assigned and each request is placed in a queue according to the urgency of all requests across campus at any given time. Requests for services are directly fielded to the appropriate shop. In an emergency, CRC will remain in continual contact with the customer. For urgent calls, customers will receive confirmation that a tradesperson will be dispatched within the 8 hours shift.

To submit a Service Request via the FPM Website:

1. Log into Shibboleth
2. Enter DUO verification
3. You are now logged into FAMIS Cloud

[See Table 3 - Priority Levels](#)

Services Include:

- Process Utility Shutdowns
- EOC logistics
- Customer Surveys

CUSTOMER RESOURCE CENTER

SHUTDOWNS

Building equipment or utilities shutdowns are often needed for plumbing repairs, alarm testing/deactivation, or for construction projects. It may be necessary to shut down one or more building utilities, such as domestic water, fire sprinklers, steam, HVAC water, HVAC, electricity, gas, elevators and fire alarms.

Project managers submit a shutdown request to the Customer Resource Center **14 days prior** to the date of the shutdown to allow for proper processing, planning and customer notification. CRC aims to notify the customer **at least a week** prior to the shutdown.

The CRC contact list for shutdowns is over 1650 strong. If you would like to be included on this list, please call **213-740-6833**. The list is automatically updated biannually to include new customers or to remove customers as requested or have left their department or the University. Notice of the shutdown information is posted in the building **2-3 days** prior to the shutdown. Shutdowns can impact campus customers in a wide variety of ways. We encourage you to pay special attention to postings and contact us immediately with questions or concerns.

If an emergency shutdown of utilities is needed to avoid dire asset damages or other related damages (floods, fires, power outages etc..) a Blackboard message will immediately be sent via email/cell phone to the building occupants, Safety and other partnering departments and the building impairment will proceed as needed.

URGENT/EMERGENCY SERVICES

The Customer Resource Center (CRC) is responsible for processing work requests in response to the needs of our customers. In partnership with other USC departments, we take pride in providing quality service to students, faculty, staff and visitors across the Trojan community. To see a full list of our services, [click here](#).

To process your request and follow-up, we will need:

- Specific location (building, floor, room)
- Description of problem or source of issue
- Name as listed in directory, phone number and email address
- Department name & school

To request for service via web, click on the **Submit a Service Request** button on the right side of this page.

SUBMIT A
SERVICE
REQUEST



For facilities related emergencies or to request service via phone, call CRC (24/7). Emergency calls cannot be processed via web:

University Park (UPC) – (213) 740-6833
Health Sciences (HSC) – (323) 442-8005

Do not submit emergency requests via web services.

Examples of facilities-related emergencies:

- Fire/flood/sewer back up
- Elevator issues
- Leaks
- Power Outages
- Lock out

EVENTS PLANNING

FPM Events Department takes pride in offering quality service to assist campus departments, student organizations, and external customers with all aspects of event planning and related estimating services. Planning events can be a long and tedious process and by working in partnership with other USC departments, we help clients organize successful events and help ensure that all events adhere to university protocol. Additionally, we are responsible for coordinating FPM crews for campus events to ensure efficiency, cost effectiveness and timeliness of service.

PLAN AN EVENT

Requirements for all types of events. Please complete ALL steps below:

1. [Apply for an Event Permit](#). Required for all events.
2. [Submit a checklist to FPM Events](#). Diagram and Payment Information Required with Checklist Submittal
3. For other departmental approvals, [click here](#). (Fire and Safety, DPS, Trojan Event Services, CRUE, Auxiliary Services)

Cost Breakdown for Events:

- [Basic Zones Cost Breakdown](#)
- [Heavy Equipment Cost Breakdown](#)
- [Basic Electrical Cost Breakdown](#)
- [IR-ATH Cost Breakdown](#)
- [SPS Events Delivery Charges](#)

[Event Planning Diagrams](#)

Office Hours:

Open: Monday-Friday, 7:00am-5:30pm

Services Include:

- Providing event estimates
- Coordinating event locations, set up and logistics
- Cleaning up after the event – indoors/outdoors
- Provide diagrams

Types of Events:

- Commencement
- Concerts
- Homecoming
- Meetings/seminars
- New building dedications
- Receptions
- Sorority and fraternity functions
- Sporting events/tailgates

Visit us at <https://fpm.usc.edu/facilities-management-services/events-planning/>

FILMING REQUESTS

USC receives requests from film companies, independent movie producers, and students to film on campus. FMS is part of the approval processed based on three different categories:

CATEGORY	PROCESS
USC Students enrolled in the USC School of Cinematic Arts	Please contact the Student Production Office at (213) 740-2895. They will inform you of their permitting processes and procedures. If your filming project involves the following special maintenance needs such as special lighting, an FMS work orders will be created along with required fees, paid by an internal requisition. Requests should be sent to facilities.filming@usc.edu Customer Resource Center (CRC), will create a work order and forward the request to the appropriate service department. All fees will be itemized on the work order and submitted to CRC for billing. <i>After</i> you have placed a work order through CRC and received the appropriate signatures, email the permit to facilities.filming@usc.edu for review. She will send you an email confirmation within 1-2 days (serving as an electronic signature), and you will continue the permitting process as directed by the USC Student Production Office. <u>See Table 4- Filming Request Fees</u>
USC Students NOT enrolled in the USC School of Cinematic Arts	Please contact the USC Physical Production Office at (213) 740-1298. They will inform you of their permitting processes and procedures.
Individuals and Companies NOT enrolled or affiliated with USC	Please contact the USC Campus Filming Office at (213) 740-6591. They will inform you of their permitting processes and procedures.



ZONES

The primary responsibility of the Zone Maintenance unit is the routine maintenance of common areas (see below) in and around academic and administrative buildings. Most of the services that the Zone Shop provides are considered “non-chargeback” or “non-billable” work and are covered through indirect costs.

The Zone Maintenance work unit utilizes a “find-it, fix it” approach which promotes regular building inspections, on the spot repairs, and proactive measures to keep facilities operating at optimum levels.

Both the UPC and HSC campuses are divided into geographical “zones” (access maps below). Each zone has a team of maintenance personnel who are assigned to the facilities in that area. This arrangement allows those Zone Maintenance personnel to become familiar with the customers, maintenance issues, access requirements, and other nuances of their particular zone, making them more effective and efficient in providing services. If a maintenance issue cannot be handled by zones personnel, they can advise the customers on the correct way to proceed.

ZONE TEAMS

A typical Zone Maintenance Team consist of a blend of tradespeople and technicians:



SUPERVISOR



6-7 ZONE TECHS



ELECTRICIAN



PLUMBER



CARPENTER



PAINTER



ENGINEER

Responsibilities

- Campus signage
- Preventive maintenance
- FMS-related project support
- Roof repairs
- Triaging minor facilities-related health and safety concerns
- Assisting the Events Planning unit
- Assisting disaster response
- Minor billable work (e.g., hanging pictures, mounting white-boards, installing keyboard trays, etc.)

Primary Services

- Classroom facilities
- Decorative fountain maintenance
- Door and window repairs
- Floor and ceiling concerns
- Graffiti and vandalism issues
- Integrated pest management for interior and exterior of building
- Interior lighting repairs

- Patch and paint of facility common areas
- Pleated air filter replacement
- Plumbing leaks and stoppages
- Restoration of electrical power
- Restroom fixture maintenance

Common Areas

- Auditoria
- Campus monuments and statues
- Classrooms
- Decorative fountains
- Hallways
- Libraries
- Lobbies
- Machinery spaces
- Restrooms
- Roofs

Zones and Maps [

[Maps - USC Facilities Planning Management](#)

CONSTRUCTION PROJECT SERVICES

The purpose of the Construction Project Services Unit (CPS) is to provide fast track projects in a cost-effective manner for the academic, research and patient care community of the University of Southern California.

SERVICES

We assist University Schools, Clinics and Research Departments by providing:

- a) Cost effective small single or multi-trade projects
- b) Budget development and project estimating
- c) Project scheduling
- d) Project management and site supervision

Existing Users:

If you already have a FMS FAMIS Service Request username and password, please enter here to request an estimate

New Users:

If you already have a FMS FAMIS Service Request username and password, please enter here to request an estimate.

Without a username and password you will be unable to submit an estimate. Obtain a username and password by emailing fms-misd@usc.edu with the information below.

- Last Name (as published in the USC Directory)
- First Name (as published in the USC Directory)
- Preferred Username (case sensitive)
- Preferred Password (case sensitive and must be at least 6 characters and contain both alphabets and numbers).

SUBMIT A SERVICE REQUEST

On the **Create Request** tab:

1. Fill in the fields for which you have the information (some information will be prepopulated—your name and contact information from the USC Directory)
2. Enter the property/floor/room
3. Select “Type-Project – FMS Estimate”
4. Select Sub-Type:
Carpet and/or Paint Estimate Request
Remodels / Moves Estimate Request
Access Control
5. Describe your request- give a brief description of what work you require
6. Click “Submit”
7. You will receive confirmation with the request number. At this point if you have any documentation of pictures you may attach them.
8. CPS will review your request and, if the request requires permits or involves/exceeds the trades capacity to provide the services, the request will likely be managed by Capital Construction and they will prepare the estimate
9. Once CPS has issued the estimate the request will remain active for 90 days. If after that time the request has not been funded, it will be canceled in the system.

MOVING /SPECIAL SERVICES

The Facilities Special Services (SPS) unit provides a variety of moving services, ranging from moving furniture around in one office to transporting equipment across campuses. All services are billable to the customer or department requesting services.

Our responsibilities Include:

- Moving office furniture or equipment between rooms in the same building.
- Assembly of furniture (desks, hutches, chairs, bookcases, credenzas, etc.)
- Transporting office furniture or equipment between buildings on campus or between campuses.
- Moving items between University campuses and non-university sites (University-related business only).
- Removing and disposing of old/non-operable furniture and equipment (desks, chairs, refrigerators, lab equipment, etc.) (lab equipment must be cleared by EHS prior to contacting SPS)
- Providing trash bins for large amounts of trash for office cleanouts and during relocation/renovation projects..
- Providing cardboard boxes for moving and storing materials.
- Supporting special events on both campuses including the including the set-up and reset of conference rooms, delivery of materials to and from special events.
- Forklift Services – Require a minimum of 3 employees for safety compliance (driver, safety spotter(s) and in cage when applicable)

Requests should be placed through the FMS website. Services can not be obtained by direct contact with technicians or supervisors.

NOTE: BEFORE requesting service, you must:

- Obtain either a USC department internal requisition OR a blanket requisition number.
- Prepare to provide a detailed list of locations and description of services being requested, including contact names and numbers. . Submitting pictures of the items to be moved etc. is preferred.
- For date or time specific requests, be sure to submit your request at least 5 to 7 business days before date/time desired.



LANDSCAPE AND GROUNDS

PRIORITY

DESCRIPTION

Athletic Facilities Shop

The Athletic Shop, within grounds, provides support to events held within the athletic facilities.

The shop provides landscape services to the exterior landscape surrounding athletic facilities along with other field-related maintenance tasks.

Heavy Equipment

The Heavy Equipment Shop is responsible for street, parking lot and parking structure sweeping services to UPC, HSC and North UPC.

The shop also performs repair and maintenance to university sidewalks and streets, and supports all campus events.

Fleet Management

The Fleet Management Shop is responsible for the maintenance and repair of FMS' service vehicles. The shop also oversees the upkeep of heavy equipment, insurance claims, certification of equipment, preventative maintenance, vehicle washing and a vehicle inspection pre and post program, vehicle replacements and compliance. Fleet also provides support with roadside assistance and towing services.

Irrigation

The Irrigation Shop provides water management and irrigation system maintenance to UPC, HSC, and North UPC.

Advanced water management technology is utilized through a weather-based tracking and scheduling system that utilizes data such as evaporation, plant transpiration, plant/crop coefficient, and sprinkler precipitation rate to adjust irrigation schedules.

The Irrigation Shop is also responsible for providing support to all construction projects that require the removal and reinstallation of irrigation systems. Daily repairs are also made throughout both campuses to maximize water conservation and efficiency.

The Irrigation Shop also supports the Landscape shop in Native Plant Sustainability efforts such as landscape conversions through the installation of water efficient irrigation systems. Support to events is provided by irrigation with shutdowns.

PRIORITY	DESCRIPTION
	The Landscape and Grounds Department maintains over 360 acres across multiple campuses. These areas include the University Park Campus, The Health Sciences campus, properties within the North University Park neighborhood and the Village. Grounds employees work in Zones or crews to maintain all of the outdoor environment. Our goal is to provide “high-level maintenance” or APPA Level 2 standards. Maintenance of the landscape includes leaf blowing, turf maintenance, fertilization of shrubs, flowers, and turf, litter control, weed/disease/pest control, hardscape power washing, trash and recycling receptacles, flower planting, regular quality control inspections and managing the health of 8,000 trees. We are a recognized as a Tree Campus Higher Education at arborday.org. In support of the Native Plant Sustainability Initiative, we transitioned to a native and climate adaptive landscape (click for more info). In collaboration with students, faculty, staff, and Capital Construction project managers we have converted 25,626 sq ft of non event used turf areas and planters. In order to ensure successful growth of native plants, 32 members of the Grounds shop have undergone certification with the Theodore Payne Foundation with expertise in California native plant cultivation. We also provide service to over 600 special events per year including football tailgates, the Festival of Books, Commencement, Homecoming, campus filming, and new student orientations. The Landscape Department was first in the country to be in AGZA Certified Green Zone in May of 2021. Daily routine grounds maintenance has been transitioned from fossil-fuel powered equipment to advanced battery-operated equipment. These tools are low noise and zero emissions, making them safer for the employees to operate, and less disturbing for the students. The AGZA certification focuses on two-stroke engines used for daily maintenance. However, the department went above and beyond by also replacing ride-on mowers, self-propelled mowers, edgers, and chainsaws. An Environmental Landscape Footprint (ELF) report was generated showing that the transition will result in annual reductions of 89 tons of greenhouse gases (equivalent to taking 18 vehicles off the road) and 15 tons of toxic exhaust. The Health Sciences Campus Landscape crew has fully transitioned to battery equipment. The Landscape department is proud to lead the university and the Grounds industry to a more sustainable future!

Landscape



LANDSCAPE AND GROUNDS—ROUTINE/STANDARD GROUNDS SERVICES (7-DAY OPERATION)

SERVICE	DESCRIPTION
Weed Abatement	Treatments will be done as needed, weeds taller than 3” will be string trimmed down to dirt level.
Landscape Detail Maintenance	Blowing of hardscapes will be done twice per week. Power washing will be scheduled upon request with a minimum of a 7-day notice. Hedging tolerance is within 6 inches.
Litter and Trash Removal	7 day per week operation with trash, recycling, and compost removal.
Tree Trimming	6-year trim cycle for pine trees, 3-year cycle for all other species. Trimming requests will require a work order with an ISD if out of the trim cycle.
Irrigation	Weekly maintenance checks done by Irrigation Technicians.
Scheduled Project and Billable Work	Priority 4 requires an ISD for payment through our work order process for planning and scheduling, including power washing, extra landscape cleaning, tree trimming, re-landscaping, and hardscape repairs.—See page 42 for Priority Levels.

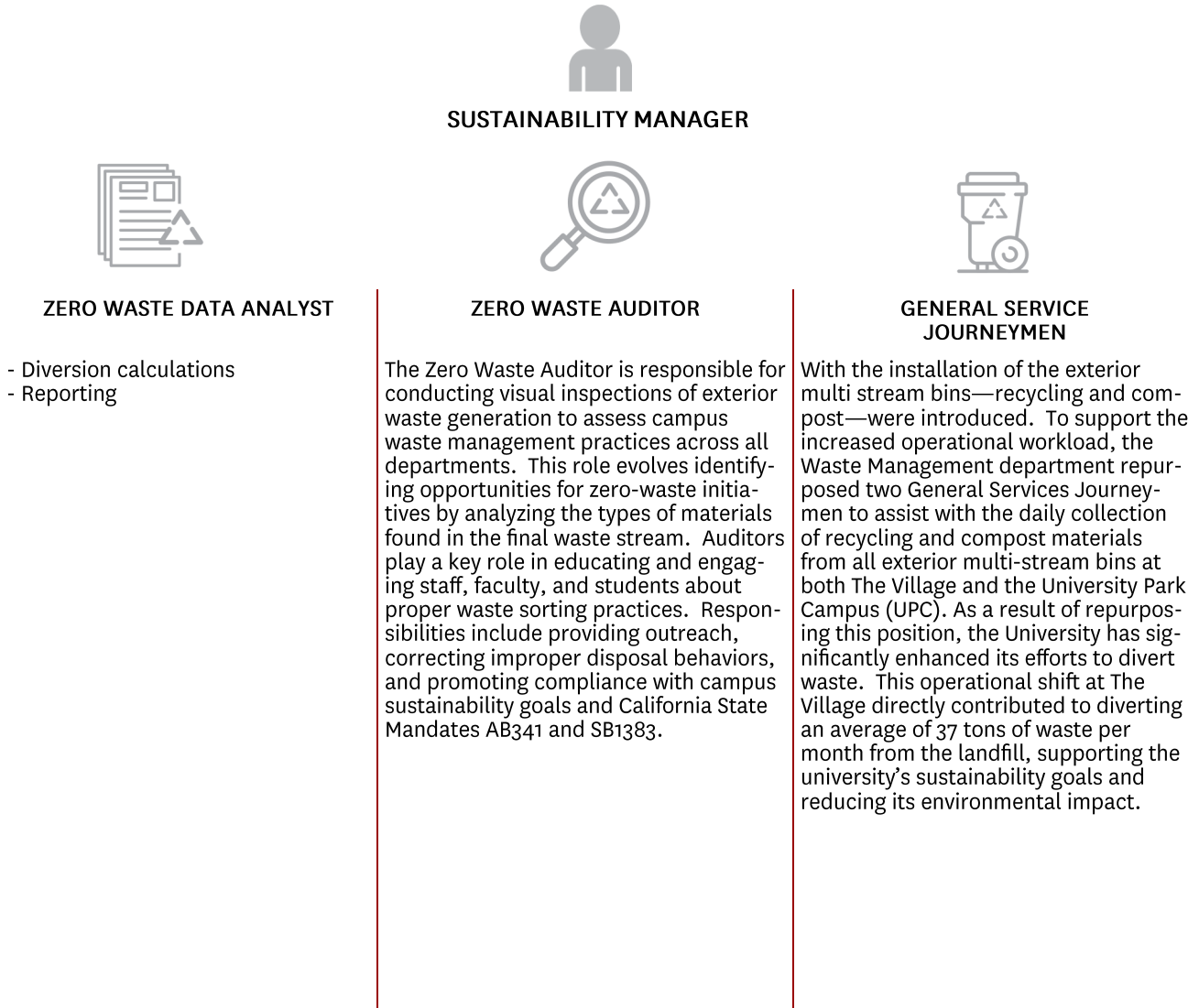




PRIORITY	DESCRIPTION
Waste Management   	The Waste Management Department oversees all waste activities on campus from its inception to final disposal. This includes collection, transport, disposal of waste, as well as ongoing monitoring and ensuring compliance with all applicable regulations. In Fiscal Year 2025, these operations involved managing approximately 19,973 tons of waste. Daily waste operations at the University Park Campus, Health Science Campus, The Village, and off-campus dorms and USC businesses include the following tasks: • Managing compliance with all City contract requirements and State waste-related laws for both the University and the City Franchise Waste Provider • Ensuring all buildings are compliant with State Mandate SB1383, requiring all building occupants to have access to the three waste streams (recycling, compost, landfill) • Verifying optimal container capacity and cost efficiency for departmental operations • Addressing missed pick-ups, contamination issues, and overfilled containers • Provide all departments with clear, consistent, and sufficient access to waste management services. Waste Management plays a vital roles in supporting the University's Assignment: Earth Goal 4.2.a—Achieve Zero Waste by 2028. The department is uniquely positioned to evaluate campus-wide waste practices through daily assessments of downstream waste. The insights gained from this data enable the department to: • Identify areas for improvement • Develop, recommend, and implement effective tools and programs to help achieve zero waste • Educate the University community on best practices in procurement, waste reduction, reuse, donation, recycling, and composting Program Goals • Monitor and improve proper waste sorting to maximize diversion from landfills and support the university's Zero Waste by 2028 goals • Conduct regular audits of waste streams to identify contamination sources and implement corrective strategies • Ensure all campus departments, facilities, and public spaces comply with local and state waste management regulations • Provide targeted outreach, training, and resources to students, faculty, and staff to improve awareness and participation in proper waste sorting. • Maintain clear documentation of audit results, progress metrics, and challenges to share with sustainability leadership and the campus community • Serve as on- campus ambassadors of the university's sustainability values, encouraging behavioral change through peer-to-peer education and visibility • Zero Waste (90% diversion) by 2028 Strategic Efforts Completed and Underway Supporting the Zero Waste by 2028 Goal 1. Exterior Multi Stream Bins The Zero Waste team completed the replacement of the exterior trash cans with exterior multi-stream bins that consolidate all three waste streams in a single location. Waste Management removed a total of 629 single-stream bins and replaced them with 220 three-stream bins at UPC, The Village, and HSC. The replacement of single-stream trash cans with three-stream bins resulted in a 3.4% increase in campus diversion. 2. Centralized Waste Program In an effort to increase recycling and composting rates, the Zero Waste team is implementing the centralized waste program for all interior buildings on UPC and HSC campuses. The program requires replacing existing bins inside buildings with conveniently located centralized waste bins that contain all three waste streams in a single convenient location. The pilot program was executed in April 2023 in collaboration with USC Gould School of Law. The program resulted in a collection of 6,000 lbs of compost per month and a 30% increase in the diversion rate for the waste enclosure used explicitly for the law building. As of September FY26, we have completed 52 buildings, removed over 7,000 bins, and installed over 1,100 centralized bins. The goal is to complete the full expansion to all buildings on UPC and HSC campuses by December 2028.

PRIORITY	DESCRIPTION
Waste Management	3. Maintain Accountability Through Waste Analysis • Ongoing monitoring of the university’s waste patterns and behaviors will be conducted to support data-driven decision-making • Continuously improve and update signage and bin placement • Engage and educate stakeholders • Support policy development • Monitor Progress and Report Results

Organization and Structure
Current Staffing



LOCKSHOP

The purpose of the Lock Shop is to provide timely service, repair, installation, technical assistance, and compliance in the fields of Locksmithing, Access Control, and Architectural Doors for the University of Southern California. We do this to support the University mission of education, research and patient care for the USC Community. We assist University Schools, Clinics and Departments by providing and maintaining:



Locking hardware, access control, and keys to protect students, patients, faculty and staff, as well as University research and assets;



Life safety doors and hardware to ensure that the USC Community is able to exit University buildings quickly and safely in the event of an emergency;



Specification assistance to maintain University standards in the area of locks/keys, door hardware, and access control.



Access Support for emergency response teams such as DPS, USC Fire, EH&S, and Hazmat with attention to campus wide incidents such as Earthquake and Active Shooter responses

SPECIAL NOTICES:

Only pre-authorized Key Requestors are allowed to submit a request to FPM Customer Resource Center. To determine who the Authorized Key Requestor is, contact your Building Supervisor.

The installation of non-university standard locks, door security devices, access control equipment, and/or padlocks is strictly prohibited.

Use the information below to help the FPM Staff best meet service request needs.

KEY REQUESTS	LOCK CHANGE/RE-KEY	NEW INSTALLATIONS	LOCK REPAIRS
- Identify building, floor and room number - Provide specific key number(s) - Determine quantity of keys needed. Keyholders are limited to one key per key number. - Include name and 10-digit ID of each keyholder - Master keys, submaster keys, and building entry keys require specific authorization and payment. Contact the Lock Shop for details. lock-shop@usc.edu	- Specify the reason for lock change (i.e. move, reassignment, new staff, lost of stolen keys, theft, vandalism). - Provide specific instructions (i.e. keyed to an existing master) - Specify quantities of each key needed - Include name(s) and 10-digit ID number(s) for each keyholder	Installation costs can vary based on time and materials. To determine what type of lock you need, please contact the Lock Shop at 213-740-3412 or email at lock-shop@usc.edu. For costs, please refer to section on Construction Project Services to request an estimate.	- Identify the building, floor and room number - Identify the type of lock you have - Stand-alone using coded access (Omni or AD) - Networked card reader (Lenel) - Standard Mechanical (using a key) - Specify the problem with the lock - Red light flashes - Key is broken or stuck - Key goes in but doesn't open - Other

ROUTINE COSTS

See Table 2-Lock Shop Routine Costs

LOCKSHOP FAQ'S

Q: How do I get a locked door open?

A: Call USC Department of Public Safety at (213) 740-6000. *

For classrooms on UPC call (213) 740-9353.

FPM Lock Shop personnel do not open/un-lock doors.

* Be prepared to show a University ID (or other valid photo identification), along with any other necessary credentials to demonstrate your authorization for entering the locked room or building.

Q: Who do I call for trouble with: Access, OMNI, LENEL, AD Locks, and gates?

A: FPM Customer Resource Center at (213) 740-6833. *

* Be prepared to show a University ID (or other valid photo identification), along with any other necessary credentials to demonstrate your authorization for entering the locked room or building.

Q: How do I request a key?

A: Only Authorized Key Requestors are allowed to submit a request through the FPM Customer Resource Center. Check with your Building Supervisor to determine who the Authorized Key Requestor is. Request Service here.

Q: Who is authorized to order duplicate keys?

A: Only University employees, who have been identified as the Authorized Key Requestor for a building, will be allowed to request key duplications. Service will be denied for all other requestors. Request Service here.

Q: How do I get keys for contractors?

A: Capital Construction Development Project Managers are required to complete a Contractor Key Request Form and submit it to the Lock Shop Operations Specialist, Ruddy Barrenos at least 48 hours prior to the start of your project. Keys will be available for pick-up by the Project Manager at the FMS Lock Shop.

Q: How do I get an ID for contractors?

A: Authorized Requestors are required to complete an iVIP Vendor ID Request Form and submit it to Iann Williams, iannwill@usc.edu at least 48 hours prior to your vendor needing access. Please ensure that all information (including e-mail address) is current and accurate. Your vendor will be notified by e-mail when to pick-up their ID from USCard.

Q: How do I request a lock change?

A: Only Authorized Key Requestors are allowed to submit a lock change request through the FPM Customer Resource Center. All requests for planned and non-emergency lock changes must be submitted through CRC. Request Service here.

Q: How do I request a keying estimate on projects?

A: Please refer to section on Construction Project Services to request an estimate.





MAINTENANCE

SHOP	DESCRIPTION
Building Trades Services Shop	The Building Trade Services shop provides timely service, repair, and installation in the areas of Carpentry, Paint and Cabinet Fabrication for the University of Southern California. We do this to support the University mission of education, research and patient care for the USC Community. The Building Trade Services Shop is a group of skilled professionals with the responsibility of providing services in the areas of Routine Billable Work Requests, Projects, Maintenance Work Requests, and Door Repair and Replacement.
Electrical Shop	The purpose of the Electrical Shop is to provide timely service, repair, installation, technical assistance, and compliance in the fields of Electrical Construction & Maintenance, Access Control, and Energy Services support for the University of Southern California. The Electrical Shop is responsible for medium voltage, outdoor lighting, access control systems, UPS systems, construction services, metering, power quality, event power, preventative maintenance, shutdowns and service calls across all the universities campuses.
Elevator Shop	The Elevator Shop is responsible for the maintenance of both the UPC and HSC campus elevators, as well as the repair and modernization of these units. We work closely with the City of Los Angeles Building and Safety Department, Elevator Division for our annual inspections. Additionally, we conduct all Fire, Life and Safety (FLS) testing, and attend continual education certification courses every two years, to ensure that all University elevators are maintained, in compliance, and safe. The Elevator Shop also service and ensure annual permits for wheelchair lifts and dumbwaiters.
Engineering Shop	The Engineering Shop is responsible for the management and regular inspections, cleaning, adjustments and corrective repairs of equipment and utilities systems on both the University Park and Health Sciences campuses. Engineering Shop employees are also responsible for all regulatory testing (i.e. fume hood exhaust fans , AQMD boiler emissions testing, emergency generator testing, equipment certifications, and hospital compliance.
Fire Shop	The Fire Safety and Compliance unit tests, maintains, and responds to fire systems. We certify, report, and house fire and environmental compliance documentation. Fire alarms, sprinklers, standpipes, extinguishers, smoke control systems. We test emergency power systems and fire doors within USC owned property.

SHOP	DESCRIPTION
Heating, Ventilation and Air Conditioning (HVAC)	The HVAC Shop for both University Park and Health Sciences Campuses is responsible for maintaining and servicing the heating and cooling equipment controlling the comfort levels and air quality of the campus buildings, information from the FMS Energy Management Control Center identifies trouble spots and potential problems for resolution by HVAC Shop employees at both campuses. HVAC technicians are then scheduled and dispatched to perform repairs.
Plumbing Shop	The Plumbing shop is responsible for the maintenance and servicing of all UPC, HSC and USC properties water and sewer infrastructure and utilities, grease interceptors, sewer jetting, Gas mains and laterals, back-flow annual re-certification testing and repairs as well as monthly testing of hydration stations and the Acid Clarifiers and Sewage Sampling Program. Additionally, our FPM journeymen plumbers assist with capital construction projects, providing their technical expertise to meet our university needs, we commit ourselves to timeliness, attention to detail and service-focused attitudes, to maintain the highest levels
PM Shop	The PM shop is responsible for the maintenance and servicing of the Priority 1 buildings at UPC & HSC campuses. These duties range from HVAC systems, exhaust fan system, fume hood to infrastructure and mechanical utilities at hospital level standards as well as critical research facilities, central computer rooms, satellite server rooms and student housing and dining facilities. Providing their technical expertise to meet our university needs, we commit ourselves to timeliness, attention to detail and service-focused attitudes, to maintain the highest levels of professionalism and integrity.

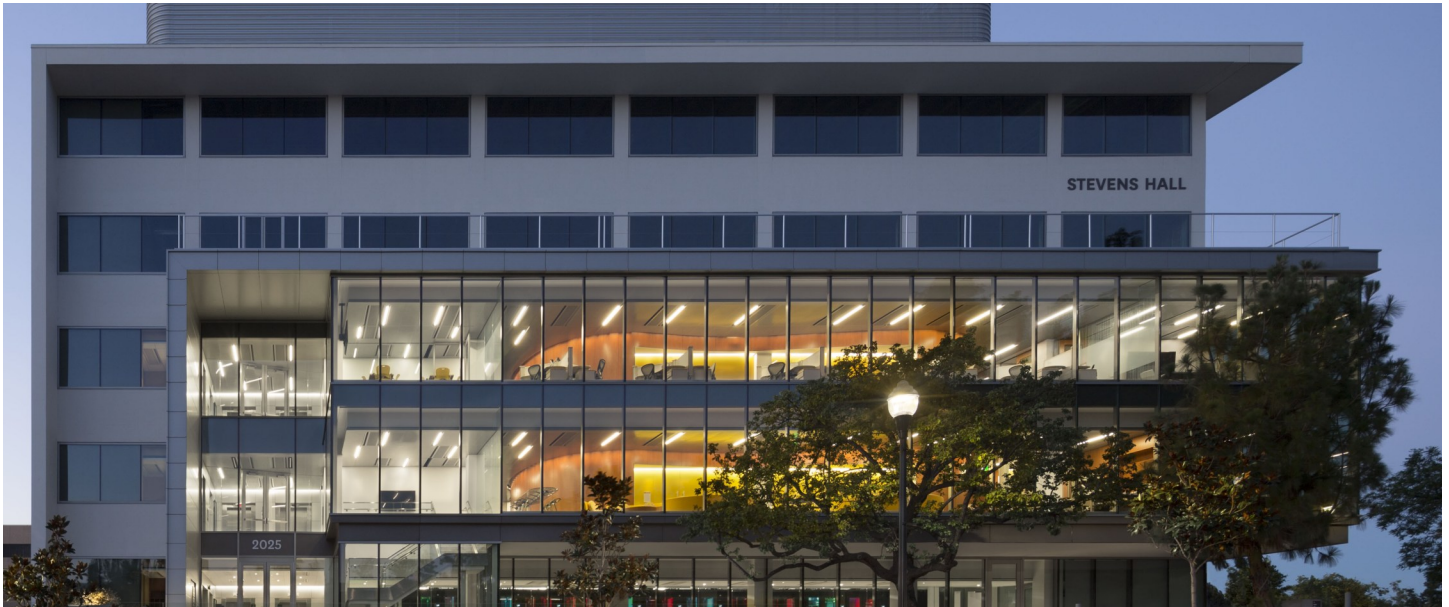
Together, these shops perform scheduled and preventive maintenance on plumbing, HVAC, related control systems, roofs, fire life safety, elevators and emergency generators. It is our goal to provide a safe, comfortable and accessible environment for all USC faculty, students, staff and visitors, year in and year out.

Our responsibilities include:

- Making adjustments, maintaining, and repairing building heating and cooling systems.
- Responding to requests regarding office/room temperature.
- Maintaining and repairing campus plumbing systems (for example: domestic water supply, restroom and laboratory fixtures, waste and storm drains, and water distribution for hydronic heating and cooling systems).
- Conducting preventive maintenance for building mechanical systems.
- Repairing light fixtures and other electrical systems.
- Maintaining and repairing building pumps, fans and motors, and changing filters and fan belts.
- Testing, inspecting and maintaining building fire alarms and fire sprinkler systems.
- Testing, inspecting and maintaining chair lifts and doors for disability access and ADA compliance.



TECHNICAL SERVICES



Technical Services unifies Engineering Services, Asset Renewal, Energy Controls, and CAD Services into a single team focused on planning, development, documentation, monitoring, and end-of-life replacements. Partnering with O&M and other FPM groups, the team delivers measurable efficiencies, maximizes value, and ensures reliable long-term facility performance.

ENGINEERING SERVICES

Engineering Services establishes, implements, and enforces the design and construction standards for the University of Southern California. Our areas of engineering expertise include: civil, mechanical, electrical, plumbing, fire protection, environmental, and commissioning.

OUR MISSION

As stewards of university assets, Engineering Services champions the integrity of a resilient and enduring infrastructure. Our technical experts define construction standards, establish guidelines, and recommend innovative approaches to create a safe, sustainable environment that supports an enriched and inspired academic community.

OUR VISION

Through passion and collaboration, we are leaders in our field who help shape the university of tomorrow by creating a sustainable built environment for the entire Trojan community today.

OUR RESPONSIBILITIES INCLUDE:

- Coordinating with maintenance, construction, and planning units relative to engineering needs.
- Assisting in the development of the campus infrastructure and central utilities master planning.
- Performing design reviews of engineered systems for all projects to ensure that they conform to university standards.
- Supporting all projects during construction from inception through all phases of the project life-cycle.
- Assisting in trouble shooting building systems with FMS Operations & Maintenance staff.
- Interacting with FMS customers to help them better understand MEP requirements and support systems within university buildings.

ASSET RENEWAL

To maintain a good overall building condition, address aging building systems, and the ever-changing program needs for impactful teaching and research, the University Asset Renewal Program is responsible for the tracking, prioritization and planning of refurbishment and/or replacement project of building and campus utility systems based on lifecycle and conditions of the systems.

The Asset Renewal team manages and maintains a database of all building systems and components, along with their condition, characteristics, anticipated useful life, and costs for replacement. This database is the foundation for the planning and prioritization process. Project needs are prioritized based on a set of criteria including: building/space function, system type, risk ratings, and overall building condition needs. Using this prioritization, partnered with the expertise of our subject matter experts in Engineering Services and Operations & Maintenance, and aligned with each department's short-term and long-term needs for their spaces, a list of asset renewal projects is established for the forthcoming 3-5 years, and is reviewed and adjusted annually.

The breadth of Asset Renewal that is associated with the Primary Building and Campus Infrastructure systems is categorized as follows:



BUILDING ENVELOPE SYSTEMS

- Roofs
- Windows
- Waterproofing
- Exterior wall structure and finishes
- Entryways and common area finishes
- Exterior perimeter, common doors, and hardware
- Historical building preservation



BUILDING MEP SYSTEMS (MECHANICAL, ELECTRICAL, PLUMBING, ETC.)

- Primary HVAC systems
- Primary building exhaust systems
- Building chilled water and heating hot water systems
- Main electrical service
- Emergency power electrical systems
- Domestic cold and hot water systems
- Domestic water pumps
- Storm drain sump pump systems
- Sewage ejector systems
- Fire risers and fire pump systems
- Fire Alarm main panel and backbone distribution
- Building Automation/Energy Management Controls main controllers and backbone distribution
- Elevators and Conveyance systems
- Common space systems



UTILITY INFRASTRUCTURE RENEWAL

- Chiller plants and chilled water distribution
- Boiler plants and steam or heating hot water distribution
- Domestic and fire water main distribution
- Electrical Vaults and main feeder distribution
- Storm drain system
- Sewer systems
- Campus lighting, hardscape, and landscape for common areas

ENERGY CONTROL CENTER

Energy Control Center is responsible for the operational management of the university's building and campus systems to ensure comfortable conditions while minimizing energy costs and GHG emissions. By using energy and cost-saving practices, such as centralized room temperature control, and occupancy-based operation in many campus buildings, we strive to provide a sustainable environment for generations of Trojans to come.

CAMPUS INFRASTRUCTURE MANAGEMENT

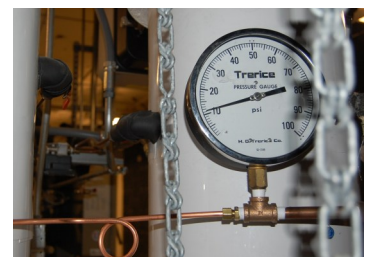
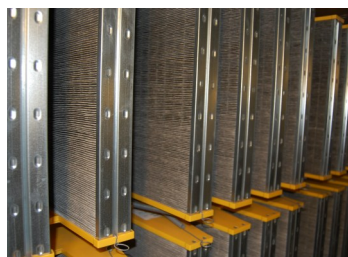
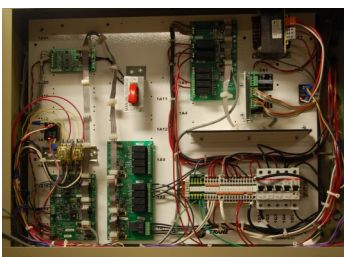
Trouble shooting and maintaining the buildings control systems.

ENERGY SYSTEMS MONITORING AND MAINTENANCE

- Heating and air conditioning (HVAC) system scheduling.
- Chilled water and Thermal Energy Storage generation and distribution.
- Electrical power distribution and power quality.
- Research Equipment Emergency Power Information.
- Analysis and assessment of energy usage and patterns.
- Metering system installation and maintenance, including electric, natural gas, domestic water, chilled water, and cooling tower meters.

STRATEGIC PLANNING, ENERGY SAVINGS, AND COST MANAGEMENT

- Long-term energy assessments.
- Energy Audit and Retro-commissioning processes.
- HVAC, renewable energy, lighting and building operations upgrade and retrofit projects.
- Provide input regarding energy efficiency and new building control systems.
- Cost and service negotiations with utility providers (LADWP, SoCalGas, and SCE).



ENERGY CONTROL CENTER

ROOM TEMPERATURE

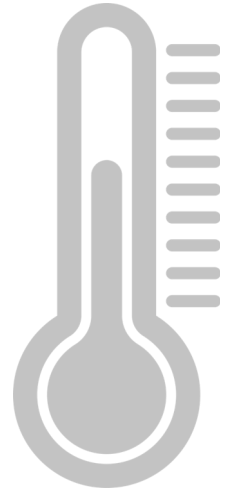
There are a variety of heating and cooling systems in buildings, dormitories, and off campus University residences. Based on your location, the protocols for addressing temperature issues will vary.

Temperature Guidelines

The temperature in many campus buildings is regulated by a central control system .

Central temperature control allows for temperatures to be regulated remotely when buildings are not occupied, while adhering to the following temperature guidelines:

- All centrally controlled facilities are heated to 70 degrees in the winter and cooled to 75 degrees in the summer when occupied. Except in research labs, and a few other locations that require specific temperature ranges, temperature adjustment requests for centrally controlled facilities will be considered based on these ranges.
- Individual personal temperature comfort levels vary. Occupants of campus buildings are asked to participate in University energy conservation initiatives by layering their clothing and reporting excessive heating or cooling to Facilities Management Services.
- When necessary, a technician will be sent to your room, academic building, or off-campus residence to assess and correct the problem.



To Report a Heating or Cooling Problem

For all residential heating and cooling issues - contact USC Housing for service at (213) 740-2546.

For all other buildings - all excessive heating and cooling problems should be reported to the FMS Customer Resource Center (CRC) at 213-740-6833.

Before reporting a problem, please note the room temperature guidelines above. Please be advised that during periods of unexpected extreme outdoor climate changes, there may be some delay in responding due to high volumes of room temperature requests and calls.

Room Schedules and Central Temperature Control

Classrooms, lecture halls, and other rooms are heated and cooled when they are expected to be in use. Changes in standard room and building operation scheduling should be reported to FMS so heating or cooling adjustments can be made accordingly.

During otherwise unscheduled periods, the air handling systems are permitted to be adjusted only through the approval of Facilities Managers, pre-established individuals in your building. If you are unable to contact your Facilities Manager, please notify your supervisor or call the FMS Customer Resource Center at (213) 740-6833.

Requests must be made to FMS no later than 48 hours in advance and, for weekend or holiday operation, by 4pm the Wednesday prior to the weekend or holiday. These requests are to be submitted by email to fms-bsch@usc.edu, or through the FMS Customer Resource Center at (213) 740-6833.

On weekends, holidays, and after normal business hours, FMS provides technical support primarily to address emergencies. During these times, FMS staff may not be available to adjust equipment that could have been previously scheduled.

Critical Alarm Systems Forms

Facilities Management Services (FMS) is responsible for the operation of base building heating, cooling, ventilation, electrical, and water systems. For reliability, FMS monitors these systems and employs a critical alarm strategy which immediately notifies the necessary FMS personnel when these systems operate outside of their parameters or if they fail. In general, FMS does not notify building occupants or customers of a specific system or equipment issue, but works to resolve the issue as quickly as possible.

This monitoring and notification system can be offered for use by University Faculty and PI's to monitor and alarm specific systems which are deemed critical to the research conducted on the University. Examples of systems that have been deemed to be critical are as follows:

- Critical equipment such as research specimen freezers.
- Temperature sensitive rooms such as vivarium, laboratories and server rooms, when outside of a given space temperature.
- Laboratory specific space conditioning equipment such as boilers, chillers and exhaust fans.

To sign-up to receive notification for your critical systems, this [form](#) will need to be completed. As a User/Manager of the critical space, you will be notified so that you may initiate mitigation measures. For customer owned and managed equipment (freezers, etc.) it is the PI's responsibility to resolve the issue, and FMS takes no responsibility for the freezer, or it's contents. It is essential that contact information for the point person for the alarm remain current with FMS, and any changes are provided to FMS using this [form](#).

If the system and data to be used for sending the alarm is already on the FMS building management system (BMS), FMS will review the request and confirm your request to be on the critical alarm notification. If the system is not already on the FMS BMS, you may install monitoring and communication capabilities which can then interface with the BMS system for critical alarm notification only (FMS will assist in the process and provide communication standards to be used).

FMS offers two levels of critical alarming services to customers.

Level 1: Building systems for which FMS is responsible and due to critical space conditions customers want to be made aware of systems which are not operating. For example, exhaust fan static pressure is below a set point or space temperatures are below desired operating range. FMS is dispatched immediately to resolve the issue and the customer is notified of the situation. Once the issue is resolved, the customer is notified.

Level 2: Customer owned and operated equipment which is critical. Only the customer on record is notified of the alarm, FMS is not notified.

CAD SERVICES

The CAD Services team provides timely and accurate computer-aided drafting and mapping services in support of the building, maintenance, and construction initiatives of USC. Our dedicated professionals specialize in developing and maintaining databases for CAD, as-built, floor plans, models, and construction documents of all university-owned buildings and selected leased properties from all USC sites. We also manage site, utility, and thematic maps, and provide technical and other project-specific support to all USC stakeholders.

FPM CAD Services has championed the use of technology such as Building Information Modeling (BIM) and Geographic Information Systems (GIS) to provide more accurate, advanced data and graphics. Using BIM, we generate and manage digital representations of the physical and functional characteristics of a facility. The resulting building information models (BIMs) support decision-making about, and maintenance of, our facilities from the earliest conceptual stages, to design and construction, and throughout its operational life and eventual demolition. GIS allows us to create and manage maps of all types providing a look at our facilities in all scales using the same data to analyze dependencies, decrease costs, make better decisions, and improve performance management.

OUR RESPONSIBILITIES INCLUDE:



COMPUTER AIDED DESIGN (CAD)

- Architectural operational floor plans
- Telecommunications operational floor plans
- Space Floorplans



GEOGRAPHICAL INFORMATION SYSTEMS (GIS)

- Base Campus Map
- Thematic Maps
- Utility Maps



BUILDING INFORMATION MODELING (BIM)

- Modeling of existing buildings
- Providing checks and feedback for models during design and construction
- Receiving and processing models at project close-out



FACILITIES RELATED DOCUMENT MANAGEMENT

- Building Plans in Paper, PDF, CAD, and BIM
- Permits
- O&M Manuals
- Training Videos
- Specifications
- Balance/Soil/Other Reports



AERIAL LAND SURVEYING

- Aerial Photos & Videos
- Photogrammetry
- 3D Point Clouds & Meshes

ENERGY & SUSTAINABILITY

METER MONITORING AND MAINTENANCE

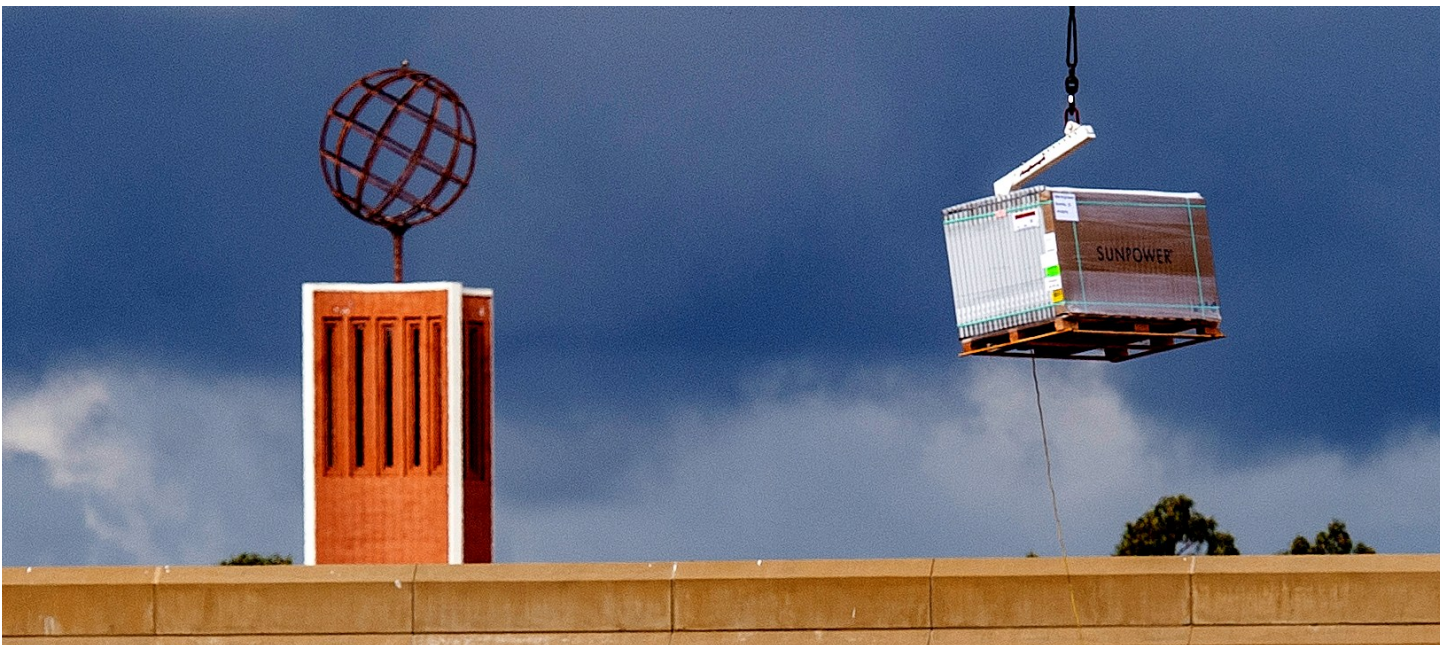
USC's metering system assists several efforts, such as utility cost recovery, building management, engineering design, sustainability reporting, and academic research. Data generated from the meters can help facilities managers, researchers, and engineers better understanding of USC's resource consumption and energy demand to identify problems, streamline operations, and/or complete required reporting.

The metering program includes approximately 850 electrical meters, 190 domestic and make up water meters, 125 chilled water meters, 80 heating hot water and domestic hot water meters, 35 natural gas meters, 20 cooling tower water meters, 7 steam boiler plant water meters, and 55 irrigation flow meters. In addition, we are currently monitoring 6 Solar PV buildings with more to come. The team is responsible for managing and developing metering standards and overseeing service and maintenance, along with developing and monitoring upgrades and system expansion.

ENERGY FEASIBILITY STUDIES: EBEWE AUDIT AND RCX

This program enables USC to meet the requirements set by the City of Los Angeles' Existing Buildings Energy & Water Efficiency ordinance (EBEWE). Furthermore, it is a key step to the development of energy and water reduction projects that are components of larger USC sustainability efforts. In order to meet carbon neutrality goals, the university first must identify the best fit projects that will lead to a reduction in USC's carbon footprint and save costs.

Targeting implementation across USC's building portfolio on a rolling 5-year schedule. Buildings will receive an audit where the team will review the buildings' usage patterns, systems, and operations, identify opportunities to reduce energy and water, and implement projects to capture savings.



LED LIGHTING RETROFIT

The LED retrofit program delivers multiple benefits, including reduced electricity and operating costs, renewed lighting systems, a uniform aesthetic throughout buildings, and lower greenhouse gas emissions.

This initiative encompasses a comprehensive lighting upgrade to LED technology in up to 200 buildings, plus outdoor lighting across UPC and HSC campuses. Project phases include conducting lighting audits, Title 24-compliant design, installation, and securing utility rebates to minimize expenses. The LED team collaborates closely with building managers to foster clear communication, incorporate customer feedback, and ensure satisfaction with both the process and outcomes.

SUSTAINABILITY DATA MANAGEMENT AND LIVING LABS

Through data management we can understand how the university operates and improve facility and operational performance. Building data and information can also be used to support research and educational efforts, leveraging USC as a learning institution. Finally, data transparency is essential to track and report internally and the larger community on sustainability efforts and goals.

This program is responsible for compiling and submitting data for the following efforts:

- Annual Green House Gas (GHG) inventory
- Benchmarking to meet state and local energy regulations
- Sustainability Tracking, Assessment & Rating System (STARS) report
- **Assignment: Earth**, USC's sustainability framework and related goals
- Additional partnerships such as the U.S. Environmental Protection Agency's Green Power Partnership that tracks the usage of renewable and carbon free energy, <https://www.epa.gov/greenpower>.
- Provide information for academic research



Resources:

[Utility Usage Data and Solar Production Realtime Dashboard](#)
[FPM Sustainability - USC Facilities Planning and Management](#)



TABLE 1—CUSTODIAL CLEANING FREQUENCIES

SERVICE	FREQUENCY
Routine/Standard Custodial Services	Monday through Friday
Partial cleaning	Emptying wastebaskets, spot furniture dusting, spot mopping/vacuuming floors
Full cleaning	Emptying wastebaskets, furniture dusting, cleaning damp surfaces, full mopping/vacuuming floors
Space Cleaned	Per business week
Offices	Once weekly
Research Laboratories	One weekly full and one partial cleaning
Stairwells	Once weekly
Conference Rooms	One weekly full and two partial cleaning
Corridors	One weekly full and three partial cleaning
Public Areas	Once weekly full and four partial cleaning Includes restrooms, locker rooms, showers, patient clinics, childcare centers, reception, lounges, kitchen, libraries, classrooms, computer labs, teaching labs, lecture halls.
Scheduled Project Work and Additional Billable Custodial	Priority 4 requires and ISD for payment through our work order process for planning and scheduling, including—carpet cleaning/shampoo, floor finishing, and additional custodial cleaning services outside the normal cleaning schedule. See page 42 for Priority Levels.

TABLE 2—LOCK SHOP ROUTINE COSTS

The costs below are “good faith estimates” that may vary based on the type of door, type of lock, ADA code requirement, USC policies, and City of Los Angeles Fire Department regulations.

TRADES / SERVICES	HOURLY RATES
Lock Change (per core)	\$225.00 (estimated cost for labor and materials)
Mechanical Repairs/Support	No Charge
Master, Sub-Master Keys and Building Entry Keys	Please contact the Lock Shop for details. lockshop@usc.edu
AD Lock Battery Change	No Charge

TABLE 3—PRIORITY LEVELS

SERVICE LEVELS	DESCRIPTION	RESPONSE TIME
Priority 1 - Emergency	Our emergency response activities aim to protect human and animal life, and to stop (or significantly reduce) any immediate damage to facilities. Emergencies requiring FMS service can vary by building. Examples include: flooding; steam leak; broken elevator; sudden structural failure; and other interruptions that adversely affect human life or critical building equipment and campus locations. (Extensive List) <i>NOTE:</i> In the event of an FMS-related emergency service request, CRC should be called directly and a representative will maintain continual contact with the customer.	Same day, within 2 hours of receiving service call
Priority 2 - Urgent	Urgent work requests require rapid response as potentially hazardous conditions arise. Examples include: clogged drain, glass window boarding, door or window cannot be secured or unlocked, re-key of student housing, or large broken branch.	Within 24 hours of receiving service call
Priority 3 - Routine	Routine work is work that is not urgent or an emergency and therefore can be scheduled work (i.e., contained faucet leaks, light bulb out in office, pest control, office/room temperature issues, re-key requests).	Within 5 business days of receiving service call
Priority 4 - Scheduled	Customers who submit an online request for a project estimate will be contacted within 72 hours to schedule work. Examples include: hardware issues such as doors and special locks.	Repairs to be completed within 6 to 10 weeks

TABLE 4—FILMING REQUEST FEES

The costs below are “good faith estimates” that may vary based on the type of door, type of lock, ADA code requirement, USC policies, and City of Los Angeles Fire Department regulations.

TRADES / SERVICES	HOURLY RATES
Staffing (over time/weekends)	\$TBD
Lighting/electrical changes	\$94.71/hour

TABLE 5—EXAMPLES OF REBILLABLE WORK

DESCRIPTION	DESCRIPTION
• Special event support • Moving and setup for event • Podium rentals • Table rental • Chair rentals for an event • Stages and platform rental/setup • Design services • Events—tables, chairs, audio/visual, setup • Temporary electric power for an event • Trash removal associated with an event • Carpet replacement/installation • Carpet cleaning—special requests • Room cleaning—special requests • Special cleaning of space • Tile floor care—special requests • Window washing • Painting of offices/private spaces • Moving furniture or material • Wall changes (move, build, or demolish)	• Carpentry projects • Repairs or assembly of department office furniture • Bookshelves—building/hanging • Room signage • Lighting improvements • Electrical power installation/add capacity • Construction management • Lead testing and abatement • Storm water management engineering • UPS systems • Fire restoration services • Door replacement • Door closer installation • Lock installations • Rekeys • Key duplication (key request) • Access control installations • Hanging Pictures or whiteboard



MAILING AND MATERIAL MANAGEMENT SERVICES



MAILING & MATERIAL MANAGEMENT SERVICES

OVERVIEW

Mailing and Material Management Services is responsible for the administration and operation of incoming/ outgoing mail and all shipping and receiving of items for the university. Primary duties include the pickup or receipt, sorting, and delivery of all university incoming, outgoing, and interdepartmental mail, gas cylinder distribution, material management, storage of university items, surplus sales and the Mail Stop satellite retail center.

MAILING SERVICES



Mailing Services is the hub for distribution of all USC incoming mail from the United States Postal Service (USPS). Incoming mail is picked up daily from three USPS locations. Mail that is picked up in the morning and does not require research to determine location is delivered the same afternoon. USPS mail is sorted and delivered based on class and delivery address.

Use of USC's mail system is designated for official university business only and is not for delivery of personal items. Personal shipments should be directed to your home address.

Mailing Services is responsible for all incoming and outgoing mail services for the following locations:

- University Park Campus (UPC)
- Health Sciences Campus (HSC)
- Alhambra campus (HSA)
- USC Building One (SCO formerly AT&T)
- CitiGroup Center (CGC)
- Mani Figueroa Tower (MFT)

Other responsibilities include coordinating the delivery of urgent materials through an overnight express service as well as controlling all permit and bulk mailings that are mailed through our permits.

It is recommended that you send any valuables, money (although not recommended, but realize people still do), gift cards via certified or registered mail provided by the USPS. This will lower the chances of the mail being lost and will provide you with a tracking number to view the mail piece/package location leading to its destination. Please visit the [following website](#) for information on how to protect your mail.

INCOMING MAIL | [Learn More](#)

USC INTERNAL PACKAGE TRACKING

Mail or any items received with a tracking number can be tracked to show the status of the mail piece once it is received by Mailing Services. Our [internal package tracking](#) can be accessed at any time.

INTERDEPARTMENTAL MAIL

Interdepartmental mail refers to any paper delivery between departments or offices that pertains to official university business. Interdepartmental mail is sorted and delivered to campus locations daily. All mail retrieved by Mailing Services on the last delivery/pick-up is delivered on the first delivery the following business day. To send interdepartmental mail to all mail codes as a campus distribution, use the [Campus Mail Distribution Form](#)

To ensure timely delivery of interdepartmental mail, it is highly recommended that individuals address campus mail pieces with complete name, 3 letter building code, suite #, mail code, and Return Address. Mailing Services recommends using manila “Campus Mail” envelopes for interdepartmental mail. Failure to use this envelope can result in campus mail ending up in the USPS mail system. All other types of envelopes must clearly state “Campus Mail”. For a list of current mail codes, refer to the [USC Mail Codes](#).

MAIL CODES

Designed to accurately direct mail to university departments, a four-digit mail code is assigned to most departments and offices within USC. When used properly, this system improves service by reducing sorting time and errors.

Mailing Services keeps campus address data up-to-date based on information provided by departments. If your department has a name or location change, it is important to inform Mailing Services so that address data remains current. Many times, a change in location requires the assignment of a new mail code. **Please do not create or assign your own mail codes!**

For a list of current mail codes, refer to the [USC Mail Codes](#).

If an individual or department is relocating, please fill out the [Departmental Relocation Notice](#) two (2) weeks

prior to your move in order to prevent mail delays.

Mailing Services also provides delivery and pick-up service to student dorms on the University Park Campus and the Village. [See list of dorms](#) that Mailing Services delivers to Monday through Saturday.

OUTGOING MAIL



For most of your mailings, the content of the mail piece, weight, delivery time and postage cost will determine the class of mail you select. For a comparison of the different classes of mail, refer to the [Classes of Mail Quick Reference Guide](#) (Located at the bottom of the page). To view rates for the various USPS mail classifications, visit [USPS.com](https://usps.com).

OUTGOING MAIL REQUISITION

Mail that requires metering is accepted from departments with an Outgoing Mail Requisition. We also accept FedEx, UPS or any stamped mail. This mail is processed at the main office location.

- [Mailing Services Outgoing Mail Requisition](#) online form.

POSTAL/MAILING SERVICE FORMS

Departments may contact Mailing Services at mail7777@usc.edu to request 6x9 interdepartmental envelopes and USPS supplies (priority, express, certified, return receipts).

USPS TRACKING BARCODE REQUIREMENTS

USPS requires that a USPS Tracking barcode and number appear on all mail pieces sent using the following services:

- First Class Mail Package Service
- All Priority Mail Services
- All Parcel Select Services

Option 1 is to use a prepaid label using your own Shipping Software

Option 2 is to affix a USPS Tracking™ label #400 to each piece

Option 1

F

US POSTAGE & FEES PAID
1 OZ FIRST-CLASS Pkg RATE
NOV-MARCH

06250017063917
FROM 91775

06/27/2013

USPS FIRST CLASS MAIL®

TOMMY TROJAN
UNIVERSITY PARK CAMPUS
LOS ANGELES, CA 90089

SHIP TO: RECIPIENT
ADDRESS
CITY, STATE ZIP+4

USPS TRACKING #

9999 99 99 99 99

Summer sale is on! Promo code SUMMER at XYZ.com

Option 2

UNITED STATES
POSTAL SERVICE®

USPS TRACKING #

9114 9010 7574 2452

USPS TRACKING # 9114 9010 7574 2452
USPS TRACKING # & CUSTOMER RECEIPT

For Tracking or inquiries go to USPS.com
or call 1-800-222-1811

Please email **USC Mailing Services** at mail7777@usc.edu to request USPS Tracking™ label #400. Packs of 50 are available.

CAMPUS ADDRESSES

There is a standard format for all campus addresses. Wherever and whenever campus addresses are used (letterhead, envelopes, business cards, forms, individual correspondence, web sites, etc.) they should be formatted according to this standard. If correspondents use these addresses to write to the campus, USPS and Mailing Services will be able to process this mail in an efficient and timely manner.

Addressing tips

There are ways to help USPS process and transport items more efficiently. Whether it is mail for holidays or special occasions, or regular letters and packages, these tips may come in handy.

- Type or neatly write the complete address of the recipient.
- Use a complete return address.

- Place entire return address within the appropriate distance from the top of mail piece to prevent “loop mail”.
- Provide complete address information. Always use the apartment or suite number and correct directions such as N, W, SW and AVE, BLVD and ST.
- Write the city, state, and [zip code](#) on the same line.
- Check to make sure you are always using the correct zip code.
- Do not write phone or fax numbers as part of the delivery address.

For international mail, use the following postal code lookup sites:

- [Canada Post Postal Codes lookup](#)

For more information, refer to the [Envelope Addressing Quick Reference Guide](#) (*Located at the bottom of the page*).

PICK-UP AND DELIVERY

Mailing Services does pick-up and delivery, Mon/Wed/Fri or Tue/Thu or daily depending on your department’s assigned schedule.

If you have a need for a pick-up of outgoing mail or large packages that exceed your department’s typical daily volume, please contact Mailing Services at mail7777@usc.edu to arrange for the pick-up.

Drop-off deadlines (Monday through Friday, excluding university holidays) for all outgoing items handled by Mailing Services are:

- **UPS Ground:** 12:00 pm.
- **USPS Express Mail:** 12:30 pm.
 - 12:30pm deadline for Next Day Delivery for many major markets. Average number of days based on origin, destination, and delivery zone.
 - 2:30pm deadline for 2-Day Delivery.
 - Due to the deadlines, we must pick up your Express during the morning pickup/delivery.
 - [Verify Service Commitments here](#)
 - Service Commitments tool can be used for Express Mail or any other Class of Mail and Shipment options.
- **USPS stamped/metered mail:** 4:00 pm.
- **FedEx prepaid:** 4:00 pm.
- **Certified mail:** 4:00 pm.
- **Insured mail:** 4:00 pm.

BULK MAIL

Mailing Services provides bulk mail addressing, inserting, tabbing and folding for all university departments. International bulk mail services are also available. Contact Mailing Services to learn more about the processing services available and to discuss your upcoming bulk mail project.

ADDRESS CLEANSING SERVICE

Mailing Services can check for valid delivery points, change of address (COA) verification with NCOALink™ and standardize your mailing lists to meet all USPS regulations and minimize return mail at no cost to your department (see [Address Cleansing Quick Reference Guide](#).)

USC COLLECTION BOXES

USC collection boxes can be easily identified by their cardinal and gold color and are exclusively for interdepartmental mail and outgoing mail accompanied by an Outgoing Mail Requisition (see below). Outgoing mail accompanied by an Outgoing Mail Requisition will be processed and delivered to the United States Postal Service (USPS) that same evening. Interdepartmental mail is delivered the following business day.

FedEx drop-off boxes are also located throughout the campus. Please refer to the map below for general locations of both USC collection boxes and FedEx drop-off boxes.

Do not deposit express delivery items (USPS, FedEx, UPS) into USC cardinal collection boxes.

Doing so will delay processing of your express items as this mail is collected after all overnight deadlines.

There are five collection boxes located at UPC, two collection boxes located at HSC and one located at HSA-A10.

UPC collection box locations (4:00pm Drop-off deadline)

1. Downey Way Parking Structure (PSA) – 3667 McClintock Avenue
2. McCarthy Way Parking Structure (PSX) – 620 West McCarthy Way
3. Royal Street Parking Structure (PSD) – 649 West 34th Street
4. Bovard Administration – (ADM) - 3551 Trousdale Parkway
5. Grand Avenue Parking Structure (UPX) – 3434 South Hope Street

HSC collection box location (3:30pm Drop-off deadline)

1. On the quad in front of Seaver Student Residence Hall (SRH).
2. In front of the Center for Health Professions Building (CHP).

HSA collection box location (2:30pm Drop-off deadline)

1. Inside the mailroom at Alhambra building A10.

FEDEX SERVICES

FedEx is the preferred express mail and small package carrier of USC. FedEx offers the university preferred discounted pricing. Please utilize FedEx as your first choice when shipping items.

FedEx is available for overnight and ground services throughout all 50 states, with additional fees for Saturday and rural areas. Services offered include:

- Priority
- Standard
- 2-Day
- Express Saver
- First Overnight

Mailing Services picks up outgoing domestic or international FedEx items during regular departmental mail pick-ups. The items must have either a FedEx account number or an Outgoing Mail Requisition. Packaging materials and supplies are available at the Mail Stop, Mailing Services or by contacting FedEx at 800 463-3339 if you have a FedEx account number.

Additional information can be found on [FedEx Logistics](#) page.

The preferred method of payment is the university Procurement Card (P-Card). It is the responsibility of each department to review and pay all FedEx invoices in a timely manner, ideally within 15 days of the invoice date. Departments should immediately dispute erroneous invoice charges with FedEx.

Want to find the zone you are shipping to? [Click here](#) to view the FedEx Zone Locator (*Located at the bottom of the page*).

Terms of service for USC FedEx National Account

The discounted rates for the USC FedEx National Account are based on all invoices being paid within the terms of the contract. The payment term for the USC FedEx National Account is 15 days.

FedEx does not offer discounted rates for FedEx Same Day or FedEx First Overnight; however, both options are available through the USC FedEx National Account. Please contact FedEx at 800-399-5999 for rates and times regarding local and out of area delivery.

Additional information can be found on the [FedEx Rates](#) page.

Outgoing Mail Requisition option

In lieu of creating a FedEx account or using a P-Card, departments can prepare a FedEx airbill and use an Outgoing Mail Requisition for payment.

Additional information can be found on the [FedEx Logistics](#) page.

FedEx contacts

- **FedEx Ship Manager:** 877-339-2774 (website technical support)
- **FedEx Revenue Services:** 800-622-1147
 - Account/billing questions
 - Credit card updates (option 3)

UPS SERVICES

UPS Ground

- UPS Ground is an economical choice for your shipments. Packages typically arrive in five days, depending on the destination. The service area for UPS Ground is all 50 states and Puerto Rico.
- Please visit www.ups.com more information on delivery locations, transit times, package tracking and extra service fees.
- [UPS Ground Pickup Form](#)

MAIL STOP



The Mail Stop is a satellite center for Mailing Services located in McCarthy Way Structure (formerly Parking Structure X – PSX) on the University Park Campus. Our convenient location provides an array of shipping options, postal solutions and Post Office (P.O.) boxes for students, faculty, staff and departments.

Our commitment is to provide the highest level of customer service with tools and resources that will meet all your mailing needs. Contact us at mailstop@usc.edu with any questions.

MAIL STOP GOODS AND SERVICES ONLY

Departments can also purchase stamps or other mailing supplies with a Mail Stop Requisition. All purchases must be made in person, and the requisition requires an authorized signature. **(Do not use the link for Mailing Services Outgoing Mail Requisition for Mail Stop services. Your outgoing mail may be delayed).**

- [USC Mail Stop Requisition](#) online form.

POSTAL SERVICES

All mail (except **accountable mail**) is delivered to the USPS the same day at 5:00 pm.

All USPS® accountable mail (Certified, Insured, Track and Confirm) is not delivered to the Post Office until the next business day.

- **Express Mail next day deadline is 12:30 pm daily.**
 - 12:30pm deadline for Next Day Delivery for many major markets. Average number of days based on origin, destination and delivery zone.
 - Due to the deadlines, we must pick up your Express during the morning pickup/delivery.
- **Regular Mail deadline is 4pm daily.**

The Mail Stop staff weighs, measures and meters items for delivery to the United States Postal Service (USPS) for the following domestic services:

- First Class
- Priority Mail
- Express Mail
- Parcel Post
- Media Mail

STAMPS

Stamp denominations ranging from Forever stamps (remain valid even when the rate increases) to USPS Express Mail are available at the Mail Stop. All stamps are sold singly unless they are indicated as book, coil or sheet.

SHIPPING SUPPLIES

Supplies such as boxes, envelopes and labels for USPS Express Mail, Priority Mail and FedEx shipments are available free of charge.

Supplies for purchase include:

- Padded jiffy bags
- Shipping boxes
- Mailing tape
- Business envelopes

- 9" x 12" manila envelopes

POST OFFICE BOXES

- The Mail Stop offers [rental of small and large Post Office Boxes](#) to students, faculty and staff. Your USC ID card must be presented when submitting an application and will be verified for active status.
- Email notification is provided when box holders receive mail that has a tracking number, for perishable items or when a substantial amount of mail has not been picked up. You can also call the Mail Stop at 213 740-2467 to find out if you received mail.

MATERIAL MANAGEMENT



Material Management Services provides gas cylinders, supplies, and other related materials to the university community on both the University Park, Health Sciences, Downtown and Alhambra campuses. Our mission is to provide reliable service while guaranteeing that goods are received and shipped to their final destination in a safe, cost-effective and expeditious manner.

Material Management Services provides the following services:

- Compressed gas cylinders
- Storage

Material Management Services provides gas cylinders to the university community on both the University Park and Health Sciences campuses. The gases listed below are available from Material Management Services. Contact MMS at 213 821-1200 for special orders.

Argon	Hydrogen	5% Carbon Dioxide 95% Oxygen
Breathing Air	Nitrogen	5% Hydrogen 95% Nitrogen
Carbon Dioxide	Nitrous Oxide	5% Carbon Dioxide 10% Hydrogen 85% Nitrogen
Compressed Air	Oxygen	

*We have limited oxidizers and flammables quantities on hand due to safety regulations. Contact Procurement Services to order **liquid nitrogen** or **liquid carbon dioxide**.*

For more information refer to the [Compressed Gases page](#).

STORAGE

Material Management Services provides short-term storage of non-hazardous materials for a minimum of three months to university departments, depending on space availability.

Fragile packages or packages that require special handling and/or care may be stored upon request. Material Management Services requires advance notice of such requests in order to visit the location and determine the feasibility of handling/storing such item(s).

USC departments are required to label all their storage items and to keep and maintain their own inventory levels.

CHARGES

Monthly storage charges are calculated as follows:

- Minimum monthly charge: \$28.80 (\$1.80 per square foot with a minimum of 16 square feet). Over 1500 square feet is \$1.50 per square foot.
- Standard pallet size: 4' x 4'.
- Maximum height per standard pallet: 4'.
- Additional items exceeding the 4' height limit will be placed on another pallet and billed accordingly.

OPENING A NEW STORAGE ACCOUNT

Contact Material Management Services to request storage space by [sending an email](#) to check the availability of storage space. Please indicate the amount of space required.

PLACING A STORAGE PICK-UP AND DELIVERY REQUEST

Fill out and submit the online [Storage Pick-up and Delivery Request](#) form.

Departments must contact Material Management Services at least two business days in advance to request pick-up, delivery or access to stored items.

VISITING YOUR STORAGE LOCATION AT MMMS

Fill out and submit the online Visit [My USC Storage appointment scheduling form](#) (*Located at the bottom of the page*).

CLOSING A STORAGE ACCOUNT

Fill out the [Storage Termination & Disposal Form](#) (*Located at the bottom of the page*).

Email or fax the completed form to Material Management Services.

TONER/INK CARTRIDGE RECYCLING

USC has partnered with WeCare, Inc., to offer a convenient option for recycling used ink and toner cartridges. To recycle empty cartridges, download and print the [preformatted address labels](#). Place small cartridges in an envelope; larger cartridges can be placed either in the new cartridge box or any sturdy envelope or box. Affix a label to the package and place in your department's outgoing mail for pick-up by Mailing Services. WeCare picks up the cartridges for recycling from Mailing and Material Management Services.

The labels fit the following Avery labels: 5164, 5264, 5524, 8164, 8254, 8464, 48464, 55164, 58164

As an alternative, labels can be printed on plain paper, cut to size and taped to an envelope or box. **Please note that Mailing Services cannot accept cartridges that are not in a box or envelope.**

Please Do Not Send the [following items](#)

- Toner bottles, tubes and tanks
- Printer ribbons or Dye cartridge
- Liquid ink tubes, bottles or jugs

Contact us with any questions regarding the cartridge recycling program.

SURPLUS SALES



Surplus Sales will be re-opening in Fall 2025!

USC community members can shop for gently used equipment, furniture and other goods at affordable prices. You'll score a bargain while keeping items out of the local landfill!

Please check back here and follow Surplus Sales on [Instagram](#) for updates.

Contact us via email with special requests or concerns at surplus.sales@usc.edu.

Please visit the [USC Surplus Store](#) auction site starting October 27, 2025. You will be able to browse and bid on surplus items.

Surplus Items Pickup

We have resumed the pickup of surplus items! Please click on the link below and fill out the form to indicate the items you have available for pickup. You can also attach a picture of the items to this form.

- [Surplus Items Pickup Request](#)

We will notify you by email to schedule a time to come to your location to view the items.



REAL ESTATE AND ASSET MANAGEMENT



REAL ESTATE AND ASSET MANAGEMENT

OVERVIEW

Real Estate and Asset Management services the USC community by providing Leasing, Master Planning, Development and Entitlement support, administering the Faculty & Staff Housing programs, managing Real Property Tax exemptions and payments for the university, overseeing the Acquisition and Disposition of properties, and supporting the receipt and disposition of gifts of real property.



LEASING



FACULTY + STAFF
HOUSING



GIFTS + DONATIONS



ACQUISITIONS +
DISPOSITIONS



PROPERTY TAXES

LEASING

The REAM Leasing Team supports USC academic and administrative units and the USC Health System secure off-campus leased space. REAM also manages University property leased to third party tenants including at USC Village, Distributed Antenna Systems and Minerals interests.

[USC ACADEMIC UNITS, ADMINISTRATIVE
UNITS + USC HEALTH SYSTEM](#)

[USC VILLAGE](#)

[MINERALS](#)

[DISTRIBUTED ANTENNA SYSTEMS](#)

USC ACADEMIC UNITS + USC HEALTH SYSTEM

The REAM Leasing team is committed to providing the best possible service. Our team manages a diverse lease portfolio, negotiating best-in-market terms for leases, monitoring critical dates, and acting as liaison between landlords who have gained LEED Certification and who make sustainability central to their operations.

For further assistance, please contact **David Cook** at d.cook@usc.edu or **Aline Mora Diaz** at aline.moradiaz@usc.edu

LEASING PROCESS

1. Submit Space Request Form—SRF
2. CPC Approval
3. Meet with Leasing Team
4. Review Availability Survey + Tour Preferred Locations
5. Select Space + Negotiate Lease
6. Coordinate with Project Management + Design Team

[Supplier / Vendor Registration Process](#)

DISTRIBUTED ANTENNA SYSTEMS

The University of Southern California is committed to providing state of the art technology support for its faculty, staff, and students and the surrounding community. For DAS administration or leasing please contact **Aline Mora Diaz** at aline.moradiaz@usc.edu.

[University Park Campus Map](#)

[Health Sciences Campus Map](#)

MINERALS

The university's current mineral endowment spans across the nation. Most of these interests were donated to the university. Income from these properties goes directly toward program(s) or endowment(s) that the donor specified. In the case of outright gifts, the funds go directly to USC's Endowment. Companies seeking to lease mineral interests on university-owned lands should contact **Aline Mora Diaz** at aline.moradiaz@usc.edu.

[Guidelines for Accepting Gifts in Kind](#)

[Gift Acceptance Policy—Real Estate](#)

[Guidelines for Accepting Gifts of Real Property](#)

USC VILLAGE

From delicious dining options to lifestyle shopping, fitness and other great services, USC Village offers a world of options in one place. It's the perfect lifestyle center for locals, visitors, and the USC community.

SHOPS + HOURS

Discover over 104,000 square feet to shop, dine, exercise, and unwind —all with convenient parking. Explore unique dining, experiences, shops, and services. For hours of operation and details, visit The Shops at USC Village at www.uscvillage.com.

LEASING + TENANT SUPPORT

Interested in becoming part of the legacy that is USC Village? Anchored by Trader Joe's, Target and a 30,000 square foot Fitness Center, USC Village offers a unique opportunity for commerce beyond the ordinary. Contact **Bridget McGarey** at bridget@themcgareygroup.com to learn more about the center of gravity for the campus, University Park and the neighborhoods surrounding Downtown Los Angeles.

For tenant support please contact **Marlon Selga** at mselga@athena-pm.com, USC Village Property Manager.

FACULTY + STAFF HOUSING

PROGRAMS	DESCRIPTION
Neighborhood Homeownership Program	The USC Neighborhood Homeownership Program provides benefits-eligible employees with monthly payments totaling a maximum of \$50,000 or 20% of the home's purchase price (whichever is less) over a seven-year period. Qualifying single-family homes need to be within the program areas around University Park Campus and Health Sciences Campus and must be the employee's primary residence.
Faculty + Staff Housing Program	The USC Faculty & Staff Housing Program supports the recruitment of selected faculty & executive staff by assisting in the purchase or rental of a single-family residence for personal use in the Los Angeles area. Assistance to eligible employees may come in different forms: one-time subsidy towards a down-payment or closing cost, monthly mortgage or rental subsidies, short term loans or shared appreciation loans.
McCulloch Townhomes	The Real Estate & Asset Management Department manages the McCulloch Townhomes, a comfortable, well-managed faculty and staff community very close to campus. These units are offered on a first-come, first-served basis to employees new to the university or seeking to be part of USC's a residential campus.
Relocation Assistance Program	The Real Estate & Asset Management Department provides relocation assistance to support the recruitment and retention of faculty & staff. The Relocation Assistance Program works to ease the transition of moving to a new community by providing essential support to new faculty, staff, and their families. The program assists with: • Assessing relocation needs and expectations • Providing guided overviews of cities and neighborhoods • Descriptions of nearby communities and housing options • Referrals to local agents Neighborhood Descriptions Employees seeking relocation assistance should contact Claudia Maciera at claudia.maciera@usc.edu or (213) 821-3070

[Faculty + Staff Housing Program Form](#)

[List of Available Properties for Lease or Sale](#)

NEIGHBORHOOD HOMEOWNERSHIP PROGRAM

PROGRAM DESCRIPTION

The USC Neighborhood Homeownership Program (NHP) provides eligible employees with monthly payments totaling **\$50,000 or 20% of the home's purchase price (whichever is less)** over a period of seven years. The stipend is disbursed in equal monthly installments of **\$595**.

To receive this benefit, an eligible employee must purchase and occupy a **single-family residence within the defined University Park or Health Sciences communities**. Qualifying properties may include single-family

homes, townhomes, or condominiums that serve as the borrower's sole and primary residence. **Duplexes or any property containing more than one dwelling unit are not eligible** for this program.

The **first payment** will be issued following approval of the NHP application and receipt of the final escrow settlement statement. Payments will continue monthly, provided the recipient:

- Remains an eligible USC employee
- Continues to own and occupy the home
- Remains in good standing with the primary lender

Benefit payments are considered taxable income, and recipients are advised to consult a tax professional regarding their individual tax obligations. Each eligible employee may receive the NHP subsidy **only once**. The University of Southern California **reserves the right to modify or discontinue the NHP at any time**.

ELIGIBILITY

The USC Neighborhood Homeownership Program is available to all "benefits eligible" faculty & staff who meet the following criteria:

- Faculty with an appointment of at least 50 percent time or more.
- Staff who hold "benefits eligible" position of at least 50 percent or more

PROCESS + APPLICATION

Employees are advised to notify their realtor and lender of the availability of the USC NHP subsidy at the outset of the loan pre-approval process. As the subsidy may be considered "other income," its inclusion could enhance the employee's borrowing capacity or improve the terms of the loan, given that it is disbursed in equal monthly installments over seven years and does not require prepayment.

1. Request a [Neighborhood Homeownership Program Qualification Letter](#) from the Real Estate & Asset Management Department.
2. Provide the Program Qualification Letter to your realtor and lender so that the NHP subsidy is included as "other income" in your monthly gross income calculation.
3. Submit a completed [Neighborhood Homeownership Program Application](#) and a certified copy of the final settlement statement (obtained from your escrow company) to the Real Estate & Asset Management Department after the close of escrow.
4. Department personnel will send a [Subsidy Agreement](#) to the employee after the NHP Application has been approved.
5. Employee signs the Subsidy Agreement and returns it to the Real Estate & Asset Management Department.
6. Monthly subsidy payments will begin after the Department has received the signed Subsidy Agreement

FACULTY AND STAFF HOUSING PROGRAM

WE ENCOURAGE YOU TO CONTACT US BEFORE YOU BEGIN THE PURCHASE PROCESS FOR THE MOST UP TO DATE INFORMATION.

The USC Faculty & Staff Housing Program (FSH) was created to support the recruitment of selected faculty & executive staff by assisting in the purchase or rental of a single-family residence for personal use in the Los Angeles area.

Subsidies are available in the form of monthly mortgage or monthly rental subsidies, Non-Forgivable Loans. Public inquiries about the program should be directed to Bryan Eck at bryaneck@usc.edu or (213) 740-0613.

Subsidies are applicable only to the purchase of a single-family home as the sole and primary residence of the borrower. Qualifying properties may include single family houses, townhomes or condominiums. Duplexes or any property that has more than one dwelling unit cannot be purchased through this program.

Eligibility for Faculty & Staff Housing Program Assistance is determined during the hiring process by an employee's offer letter. If included, an employee's offer letter will state all eligibility for the Faculty & Staff Housing Program and the amounts of eligible **funds**. In general, the program is available only to tenure-track faculty and executive staff.

Questions or concerns regarding available FSH assistance should be brought to the hiring authority, usually the Dean or Department Chair.

PROGRAM ELIGIBILITY & GENERAL REQUIREMENTS:

Title/Grade Requirements

Eligibility is limited to **full-time tenure-track or tenured faculty (including deans) and executive staff**. Subsidies for faculty require approval from the dean and must be included as part of the initial offer letter.

Available Options

Schools may elect to offer only certain options, and all are subject to budget availability:

- **One-Time Subsidy** (paid by the school)
- **Monthly Mortgage Subsidy** (paid by the school)
- **Monthly Rental Subsidy** (paid by the school)

University Non-Forgivable Loan (with potential school-funded interest subsidies)

Down Payment Requirement

Employees utilizing the University Non-Forgivable Loan must contribute at least 10% of the home's purchase price from personal resources

Approvals

Applications must be endorsed by the dean of the school (or by the President, Provost, or Senior Vice President for Administration for executive staff) before submission to the Real Estate & Asset Management office for final approval.

Tax Considerations

All subsidies are considered part of the employee's compensation package and are therefore **subject to income and employment tax withholding**.

- Monthly subsidy payments will be reported as **supplemental salary** for a fixed term.
- **Forgiven loan amounts** will be treated as taxable income in accordance with the loan forgiveness schedule.
- **Payroll Services** will report any **mortgage interest subsidies provided below the IRS Applicable Federal Rate (AFR)**.

Employees will receive a **W-2 each calendar year** reflecting all taxable income from the University, including subsidized mortgage interest below the AFR.

For current IRS rates, refer to **"Table 1" for the applicable month of loan funding** on the **IRS website**.

Address for Mail Correspondence:

Staff or Program Name (i.e. USC Neighborhood Homeownership Program)
 USC Real Estate & Asset Management **MC 3163**
 3434 South Grand Ave., CDF
 Los Angeles, CA 90089-3163
 (213) 821-1200 (Mailing Services Phone Number)

Address for Deliveries, couriers, FedEx and UPS packages:

Staff or Program Name (i.e. USC Neighborhood Homeownership Program)
 USC Real Estate & Asset Management MC 3163
 3434 South Grand Ave., CDF
 Los Angeles, CA 90007
 (213) 821-1200 (Mailing Services Phone Number)

MCCULLOCH TOWNHOMES



USC operates the McCulloch townhomes for the benefit of faculty & staff members who would like to reside close to campus. The townhomes are just north of campus at the intersection of Hoover and 30th streets. Tenants at the townhomes enjoy a gated community with secured underground parking, private patios, a short walk to campus, and proximity to [The Shops at USC Village](#).

The advantages of living at McCulloch are many: belonging to a close-knit community of faculty and staff and their families; walking to work; being a member of the lively urban community that surrounds the university while living in a peaceful oasis; getting to the Music Center in ten minutes; using the Lyon Center before breakfast (with a faculty or staff membership); having easy access to the many cultural events on campus; and much more.

LEASING

The McCulloch Townhomes generally has a [waiting list](#), as only 2-3 units open up each year. Faculty & Staff interested in leasing a townhome should apply to the waiting list. Applicants desiring a tour should contact the Real Estate & Asset Management Department. Once an applicant is selected from the waiting list, a complete application must be submitted, and a credit check must be approved before moving in to the McCulloch Townhomes.

For all leasing related questions please contact **Dee Jackson** our Leasing Manager at deejacks@usc.edu. For maintenance and service requests please contact **Jose Ramirez** at jose.ramirez@usc.edu.

[McCulloch Townhomes Application](#)

[McCulloch Townhomes Rules + Regulations](#)

GIFTS + DONATIONS

The Real Estate & Asset Management Department coordinates with University Advancement and the Office of Planned Giving for gifts of both real estate and personal property to the University of Southern California. The university can accommodate many types of real estate gifts including out-right gifts, partial interests and restricted gifts such as life estates. Personal property gifts may include cars, boats, artwork, and other items of value.

Gifts are generally made under two categories: gifts that will be used by a school or department; and gifts that are to be sold. All gifts undergo proper due diligence prior to a decision to accept the gift and being processed via the university's acceptance policy.

Generally, donations to the university are fully tax-deductible. The university is a non-profit, public-benefit organization and so gifts and donations to USC are considered charitable contributions. The Real Estate & Asset Management Department tries to accommodate all gifts, but some donations cannot be accepted. Additionally, each donation has particular tax guidelines to follow. Donors should contact their tax advisor or tax accountant when inquiring about their individual tax consequences.

For more information regarding types of gifts, the gifting process and donor requirements, please contact **Claudia Macieira** at claudia.macieira@usc.edu or (213) 821-6312.

For additional information about ways to give to the university and policies, please access the following links:

[University Advancement](#) | [Planned Giving](#) | [Gift Acceptance Policy](#)

[Guidelines for Accepting Gifts in Kind](#)

[Guidelines for Accepting Gifts of Real Property](#)

ACQUISITIONS AND DISPOSITIONS

Real Estate & Asset Management Department is the point of contact for all acquisitions and dispositions of university real estate. The Department manages all transaction negotiations and due diligence when making strategic acquisitions of property or selling surplus assets for the university.

Inquiries regarding all acquisitions and dispositions of University properties should be directed to **Claudia Macieira** (claudia.macieira@usc.edu), (213) 821-6312.

REAL PROPERTY TAXES

Real Estate is responsible for providing university timely tax filings and payments to the County Assessor and Tax Collector. Real Estate collaborates with the university Office of the Comptroller and Audit Office and all university academic and administrative units to collect information to maintain real estate property exemptions as appropriate. Specific services include:

- Estimating property taxes for department and school budgeting purposes
- Timely payment of property tax bills
- Filing annual property tax applications and business property compliance filing requirements
- Obtaining property tax exemption on both owned and leased real and business property
- Filing preliminary change of ownership forms
- Reviewing and resolving erroneous unsecured business personal property tax bills
- Providing guidance and support for USC departments regarding all property tax matters

All inquiries regarding university property taxes should be directed to **Dee Jackson** (deejacks@usc.edu), (213) 740-4895.



UNIVERSITY ARCHITECT



UNIVERSITY ARCHITECT

OVERVIEW

The University Architect, Jon Soffa, AIA, actively collaborates with stakeholders to further the University's goals for all campuses facilities and areas. Campus and Historic Resource Planning, Project Space and Feasibility Design phase services to lead and guide the sustainable and enduring stewardship of existing buildings and open spaces and the creation of exceptional new campus environments to meet the diverse needs of USC today and provide a framework to accommodate opportunities of the future. The office of the University Architect provides stewardship of the University's planning and design guidelines for maintaining and enhancing the character, safety, sustainability, and function of our campus development. Enabling possibilities, honoring the past, and engaging realities of today to provide the best-in-class facilities and environments in support of USC's central role and mission



CAMPUS PLANNING

Guiding campus land use, hardscape/landscape features, campus circulation, and site selection for new projects.



HISTORIC RESOURCE PLANNING

Guide treatment of historical resources in accordance with regulator requirements and other related standards.



PROJECT PROGRAMMING & FEASIBILITY

Facilitating the translation of functional program needs into design concepts



PROJECT DESIGN

Establishing design standards for facility design, sustainability, signage and landscape and support project design professionals team selection.





fpm.usc.edu

Facilities Planning and Management
3434 S. Grand Ave.
Los Angeles CA 90089

USC FPM
Facilities Planning and Management

OCTOBER 2025 ISSUE