

Service Level Agreements for Capital Programs

Project Planning Receives capital project requests from University of Illinois colleges, institutes, and divisions, and facilitates approval of such projects at appropriate levels. Project Planners work with unit representatives to develop capital project scope, schedule, and budget, to achieve on-time, on-budget for 95% or more of projects managed. Planner success is measured by the following metrics, from the date of received Exhibit 1:

- Retainer Work Orders executed within four (4) weeks;
- Short Form Professional Service Agreements executed within eight (8) weeks;
- Qualifications Based Selections:
 - For projects <\$5M, executed within six (6) months;
 - For projects >\$5M (No PSC BOT Approval), executed within six (6) months;
 - For projects >\$5M (PSC BOT Approval), executed within seven (7) months.

Project Management Once project Professional Services Consultant team is under contract, capital projects are transferred to Project Management. Based on the project budgets and durations established by Project Planning, Project Managers manage the capital project design and construction phases of work to achieve completion of assigned projects on-time, on-budget to a satisfied customer for 95% or more of projects managed.

Transportation Demand Management

- Review Traffic Closure Requests submitted at least two (2) weeks prior to the start of the closure;
- Track and report on transportation network infrastructure improvements annually;
- Continually coordinate activities with CUUATS member agencies, Maintenance and Capital Projects;
- Act as a university liaison to work with the community on events and activities that are in or near the University District;
- Maintain street signage, traffic signals, and pavement markings.

Deferred Maintenance

- Complete updates to the facility condition assessment yearly by December;
- Update Deferred Maintenance Growth/Backlog model yearly by June;
- Develop prioritized project list yearly by June;
- Produce annual report of Deferred Maintenance funding yearly by December;
- Professional Services Consultants to integrate equipment lists into AiM for every completed construction project.