UNIVERSITY OF CALIFORNIA
UCRIVERSIDE

Service Level Agreement

Enterprise Risk Management

Jul 2017 – Jun 2018

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SLA Contact Information	
SLA Doc Contacts: Dr. Albert Vasquez Executive Director	**Email:** Albert.Vasquez@ucr.edu
Department & Services Directory	**Enterprise Risk Management Administration**- Dr. Albert Vasquez **Office of Emergency Management**- Lisa Martin **Risk Management**- Dr. Albert Vasquez **UC Training & Education**- Janette De La Rosa Ducut **Environmental Health & Safety**- Russell Vernon **Police Department**- Mike Lane

FY 17-18 ERM SLA Summary of Costs (section 3.0)		
Total Service Costs	**Total Overhead Costs**	**Total Unit Cost**
Error! Reference source not found.**2**	**$391,912**	Error! Reference source not found.**4**

1.0 SERVICE SUMMARY

[This section will be used to list the various service lines or functions of the unit with tables below the summary for details on each service]

Service Line Summary				
Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Office of Emergency Management				
The Office of Emergency Management assists the campus community in predicting, preparing, mitigating, responding and recovering from any adverse event that disrupts the campus mission.	√			6
Risk Management				
Risk Management protects the interests and assets of UCR by identifying potential risk exposures, devising strategies to eliminate or minimize losses, managing insurance and self-insurance programs, and collaborating closely with campus departments and stakeholders to promote a safe and secure campus environment.	√			7
UC Training & Education				
UC Training & Education develops system-wide training, distributes courses, maintains a central repository, evaluates impacts, and standardizes education initiatives for risk, environmental health, and safety issues.	√			9
Environmental Health & Safety				
Environmental Health & Safety provides guidance and services to the campus community that promote health, safety, and environmental stewardship.	√			10
UC Police Department	√	√	√	13

The UC Police department provides general safety for life and property protection including traffic safety and enforcement, residential, office and building safety patrols, crime prevention education and risk assessment and response services				

2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY

[This section will be used to provide an overview of the statistics relevant to the unit – bullet format
Statistics and facts need to be relevant to business operations. *For example, it's relevant to know that physical plant maintains x million square feet, as this affects service*]

Office of Emergency Management

- Develops and maintains emergency action plans for each building on campus in addition to the campus' emergency operations plan and crisis management plan
- Conducts building evacuations of 1x/quarter for residence halls and 1x/year for state funded buildings

Risk Management

- Manages approximately 50 insurance claims per year
- Reviews approximately 200 agreements per year and issues certificates of insurance accordingly
- Provides approximately 20 training sessions per year
- Provides approximately 100 comprehensive risk assessments per year
- Processes approximately 300 alcohol permits per year

UC Training & Education

- 10 campuses, 5 medical centers, and other units (ANR, UCOP, LBNL) use training products developed by this unit
- 120,000+ training completions by faculty, staff, and students from all UC campuses
- 16 EH&S workgroups served in programs ranging from Biosafety to Training
- Additional statistics can be found at http://uctrainin3g.education under "Report"

Environmental Health & Safety (EH&S)

- Conducts Cal Code Inspections for 47 permanent food establishments, at least twice each year
- Conducts public safety inspections for 8 pools and 5 spas, twice each year
- Collects samples and conducts drinking water quality standards tests (37 samples in 2015)
- Issues temporary food establishment permits (615 permits in 2015)
- Conducts annual inspections for general physical and chemical safety for 610 labs (beginning in FY 2016/17), in addition to the biosafety, laser safety, X-ray safety and radiation safety inspections that are already being conducted in labs using radioactive materials, biohazardous materials, x-rays, and lasers.
- Conducts annual fire safety inspections in all major campus buildings (~4.7 million gross square feet (gsf)) and four times per year in residence halls (~2.1 million gsf)

University of California Police Department (UCPD)

- Provides police services 24 hours per day/7 days per week/365 days per year (24/7/365), for all UCR campus properties, with a minimum staffing level of 3 officers on duty at all times.
- Provides Public Safety Answering Point (PSAP) dispatch services for UCR community 24/7/365.

3.0 COST SUMMARY TABLE

[This section will be used to display: (A) *Service Cost* and FTE information for all services. (B) *Overhead Cost* which is defined as costs not directly tied to any specific service line. Examples include Deans/Vice Chancellors, CFAO, Budget/Finance Staff, S&E that does not support a specific service line.]

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service *(Must tie to Budget / Staffing template)*	Total Cost Per Driver *Total FTE* (FTE = 25,063.12)*	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
Office of Emergency Management	3.00	12.99	325,577	-	100,000	425,577
Risk Management	3.00	11.98	300,316	-	122,751	423,067
Environmental Health & Safety	27.00	145.00	3,634,208	-	379,318	4,013,526
UC Training & Education¹	5.00	-	-	-	659,199	659,199
UC Police Department	45.5	269.66	6,758,479	668,994	-	7,427,473
Total	83.5	439.63	11,018,580	668,994	1,261,268	12,948,842
Overhead Cost Summary Table						
(B) Overhead Cost	FTE to Provide Service *(Must tie to Budget / Staffing template)*	Total Cost Per Driver *Total FTE* (FTE = 25,063.12)*	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead *Oversees functions of the new ERM division, to enable effective ongoing strategic and operational planning, program development and implementation, and resource planning and management. Includes the ERM Executive Director and his Executive Assistant*	2.00	15.64	391,912	-	-	391,912
Total	85.5	452.27	11,410,492	668,994	1,261,268	**13,340,754**

*The driver for unit costs are Total FTE which includes Academic (Faculty, Lecturers, and Other Academic Appointments), Students, and Staff. The base FTE is as of 2015-16 (October 2015 for Academic and Staff FTE and 3-Qtr Average for Student FTE) for a total of 25,063.12. The total costs per driver are calculated on the costs from fund 19900 only.

[1] The UC Training & Education department is a UCOP Center of Excellence. Its operations are completely funded by UCOP.

4.0 SERVICE LINE DETAIL

Name of Service:	**Office of Emergency Management**
Brief Description of Service:	Emergency Management prepares the university to be able to respond to, and recover from, any incident and enhance the safety and quality of life for the university community
Web Address	http://ehs.ucr.edu/emergency/
Service Level Agreement Specifics/Requirements of Service:	• **Emergency Response**- Prepares, mitigates, responds and assists with recovery of emergency events at UCR main campus, Palm Desert, and the Intellicenter including UC Path. • **Emergency Communications**- Manages emergency communications and disaster readiness systems • **Emergency Preparedness**- Develops/UCPDates emergency documentation for the: Executive Management Policy Group (EMPG), Campus Emergency Operations Plan (EOP), Emergency Operations Center (EOC) • **Emergency Responder Training**- Training and outreach for essential response personnel, leadership, staff, faculty and students. • **Building Evacuations**- Manages the Building Safety for Emergency Conditions (BSEC) and Building Safety Coordinator (BES) Programs • **Special Events**- Provides dedicated response services for campus events (e.g. HEAT, Spring Splash, Convocation, Commencement, etc.)
Staffing Requirements (Include Student Head Count)	• 1.0 FTE- Emergency Manager • 1.0 FTE - Continuity Planner • 1.0 FTE - Emergency Management Coordinator & Trainer
Recharge Services	• None

Premium Services	• None
Service Cost Exclusions	• None

Name of Service:	**Risk Management**
Brief Description of Service:	Risk Management serves to protect the interests and assets of UCR by identifying potential risk exposures, devising strategies to eliminate or minimize losses, efficiently managing insurance and self-insurance programs, and collaborating closely with campus departments and stakeholders to promote a safe and secure campus environment.
Web Address	http://risk.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	Risk Management Training & Strategic Development • Develops and administers a variety of training opportunities to educate the campus community on strategies to minimize risk. Organize work groups such as the Enterprise Risk Work Group (ERWG) and the Employment Practice Improvement Committee (EPIC) in order to gain campus input and develop tools such as webinars, workshops and presentations to educate the campus community about employment practice liability. Insurance Claims & Litigation Management • Facilitate and coordinate the efficient and cost-effective resolution of claims and litigation. Prevent future and repetitive claims and litigation by instituting remedial measures and best practices. Represent the University in small claims court and attend hearings and mediations. Investigates incidents and claims where appropriate. The unit also provides in-depth assessments and after action reports. Contractual Liability Support • Identify and strategically manage all business contractual risks to identify and strategically assess risk in all agreements/contracts to ensure compliance with UC/UCR policies. Risk exposure is minimized by recommending appropriate contractual language.

	Insurance Certificates & Permits • Provides all certificates of insurance as required (including UCR Physicians) and also reviews, tracks and maintains third party certificates of insurance. Approves and manages all campus alcohol permits while providing consultation and collaboration to ensure policy and legal compliance.
Staffing Requirements (Include Student Head Count)	• 1.0 FTE- Risk Management Director • 1.0 FTE- Liability Programs Manager • 1.0 FTE- Risk Management Analyst
Recharge Services	• None
Premium Services	• None
Service Cost Exclusions	• None

Name of Service:	UC Training & Education
Brief Description of Service:	The UC Training & Education Center of Excellence (CoE) develops systemwide training, distributes courses, maintains a central repository, evaluates impacts, and standardizes education initiatives for risk, environmental health, and safety issues. This unit operates from the UC Intellicenter and is 100% funded by UC Office of the President (UCOP).
Web Address	http://uctraining.education
Service Level Agreement Specifics/Requirements of Service:	**Development.** Produce online training, instructor-led training, tutorials (videos), and webinars **Use.** Improve course participation. **Library.** Create an online library. Maintain a collection of training materials. **Impacts.** Collect data, analyze results, and report on training course evaluations (participant reactions, learning, and behavior). **Standardization.** Serve campus training needs. Function as a liaison to EH&S Workgroups, UC Center for Laboratory Safety, and other stakeholders. Lead development of a training system. **EH&S Professional Development.** Encourage retention and growth by providing systemwide opportunities for professional development and continuing education. UC Training & Education does not provide direct training services to the UC Riverside campus due to the funding structure (100% funded by UCOP). Instead, all services are provided to the entire UC system at large. UC Riverside benefits **indirectly** from the services and products produced out of this Center of Excellence.
Staffing Requirements (Include Student Head Count)	1 FTE (Training Director) Training & Development Manager 1 1 FTE (Senior Training Coordinator) Trainer 4 3 FTE (Training Coordinator) Trainer 3
Recharge Services	None

Premium Services	• Customize training (eLearning or videos) specific to a department or campus
Service Cost Exclusions	• None

Name of Service:	Environmental Health & Safety
Brief Description of Service:	EH&S provides guidance and services to the campus community that promote health, safety, and environmental stewardship
Web Address	http://www.ehs.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	**Biosafety-** Prevention against infectious agents and biohazardous materials. • Biological Use Authorization Permits (BUA)- *Permits issued for the use of biohazardous materials for research or teaching activities* • Exposure Control Plans • High Containment- *Oversight of biosafety level 3 facilities* **Controlled Substances**- Regulates Federal Drug Enforcement Agency (DEA) scheduled or listed controlled substances and California precursor chemicals. **Environmental Health**- Prevents human health and diseases caused by environmental factors. • Food Permits • Pest Management • Restaurant Inspections • Water Inspections **Environmental Programs**- Management of compliance with environmental regulations. • UCR CleanWater- *UCR program implemented to reduce the pollutants, such as trash, in the natural water systems surrounding UCR* • Outdoor Air Quality Compliance & Assurance • Land & Groundwater Contamination **Fire & Life Safety**- Prevents loss of life and property resulting from fire related incidents • Building Fire Inspections • Fire extinguisher inspections & maintenance

	• Fire code compliance
	Hazardous Materials- Protects against chemicals that pose significant risk to people or property.
	• Chemical Inventory
	• HazMat Plans
	• Safety Placards (eContacts)
	Laboratory/ Research Safety- Provides safety guidelines for hazards found in the laboratory and research setting.
	• Laboratory safety audits
	• Standard operating procedures (Chemical Hygiene Plans)
	Laser Safety- Facilitates safe use, design, and implementation of lasers by keeping record of and providing safety training for all laser systems
	Radiation Safety- Regulates ionizing and non-ionizing radiation such that exposure is as low as reasonably achievable (ALARA). Issues radiation permits in addition to inspecting radiation packages when they are received, conduct surveys, and administer safety tests.
	Safety and Industrial Hygiene- Protects worker health and safety in the work and learning environment
	• Indoor Air Quality (IAQ) Inspections
	• Confined Space Entry Programs
	• Fume Hood Inspections
	• Ventilation Evaluations
	• Hearing Conservation Tests
	• Industrial Ergonomic Evaluations
	• Injury & Illness Prevention Plans (IIPP)
	• Respiratory Protection Program
	• Workplace Exposure Assessments
	• Lock-out Tag-out Program
	• Fall Protection Program
	• Fleet Safety Program
	• Mechanical/Electrical Room Safety
	• Electrical Safety Program
	• Accident Investigation

	Training & Communications- Delivers classes, records, and resources for learning about and developing awareness of health and safety responsibilities and accident prevention. **Travel and Field Safety**- Registers trips away from campus and issues insurance cards in order to obtain assistance when a medical emergency or threatening situation occurs away from campus **Waste Management**- Provides waste removal services of hazardous chemical, radioactive, and biohazardous waste. • Biohazardous & Biomedical Waste Pick-up • Other waste pick-ups
Staffing Requirements (Include Student Head Count)	Safety & Inspections- 11.5 FTE Fire & Life Safety- 4.0 FTE Public Safety & Environmental Health- 0.5 FTE Environmental Programs- 7.0 FTE Training & Communication- 1.0 FTE Leadership/Admin- 3.0 FTE Student Emplyees – 3.10 FTE
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

Name of Service:	UC Police Department
Brief Description of Service:	Provides general safety for life and property protection including traffic safety and enforcement, residential, office and building safety patrols, crime prevention education and risk assessment and response services
Web Address	http://police.ucr.edu/contact.html
Service Level Agreement Specifics/Requirements of Service:	• **Command Staff/Support Staff-** Provide executive leadership and management of UCPD. • **Campus Patrol-**24/7/365 continuous monitoring of the campus and surrounding areas • **Lost & Found-** Central campus repository for lost & found property. • **24/7/365 Public Safety Answer Point (PSAP – 911 lines)/Records-** 24/7/365 Public Safety Answering Point dispatch services for UCR campus • **Investigations Services-** Provide follow-up investigations on criminal reports. • **University Neighborhood Enhancement Team (UNET) -** Staff community policing partnership with Riverside UCPD, with 1 sergeant and 4 officers patrolling and answering calls for service in 18 square mile area within UNET boundaries that surround campus. Both UCPD and RUCPD provide 1 sergeant and 4 officers to this assignment which is governed by a Memorandum of Understanding with the City of Riverside. This memorandum was enacted over 20 years ago and is renewed every three years (the current agreement is current until June of 2016). • **Robbery Suppression Assignment -** One officer on robbery suppression patrol 4 hours/day 4 days/week patrolling the Linden St., Rustin Ave. and Blaine St. areas. This staffing commitment was made in response to a

	recommendation of the Campus Safety Task Force in 2013. UCPD recommends keeping the robbery suppression assignment in place to deter and detect violent crimes against students who live at nearby off-campus apartments; however, **sufficient funding is not currently available to fully cover the cost of this 8 hour/day service**. In accordance with the 2013 Safety Taskforce recommendation, once the three open police officer vacancies are filled, UCPD will create a bike team with the objective of providing a visible presence to detect and deter crime in the neighboring area and an expanded presence on campus. • **Crime Prevention-** 2 police officers provide crime prevention and educational resources, through outreach and training, Monday - Friday • **Special Events-** Provide police staffing for special events • **False Alarms/Alarm Monitoring-** UCPD Dispatch staff monitor building intrusion alarms for clients 24/7/365 • **Community Service Officers-** CSOs (student employees) provide patrols of campus residence halls, married student housing and all campus apartment complexes, as well as the campus interior. • **Spontaneous Protests/Demonstrations-** provides response teams to monitor protests and demonstrations. • **Security Patrol Officers-** provides uniformed non-sworn officers that help to maintain a safe and hazard-free environment by providing additional vigilance on the campus and surrounding areas
Staffing Requirements (Include Student Head Count)	1.0 FTE Chief of Police 1.0 FTE Assistant Chief of Police 2.0 FTE Lieutenant 1.5 FTE Info Sys Analyst 3 1.0 FTE Administrative Assistant II 1.0 FTE Administrative Assistant III 6.0 FTE Sergeants 23.0 FTE Police Officers 7.0 FTE Dispatchers

	1.0 FTE Records/Dispatcher 1.0 Dispatch/Records Supervisor 14.89 FTE CSO Student Employees
Recharge Services	**Special Events-** Staffing for planned special events, such as concerts, dignitary visits, etc. **False Alarms -** All clients are billed for false alarm responses **Security Patrol Officers (SPO)-** All SPO support **Community Service Officers-** Housing, Dining and Residential Services contracts with UCPD for CSO patrols for all residence halls, campus apartments and family student housing. These patrols are charged based on the number of hours patrols are provided, as well as on the number of CSOs provided during those patrols.
Premium Services	**Additional Campus Patrol-** Housing and Transportation and Parking Services patrol services and additional security and patrol provided at non-University owned buildings - Stonehaven and International Village
Service Cost Exclusions	Palm Desert