Service Level Agreement
Plantations and Facilities Services

I. OVERVIEW

Cascadilla and Fall Creek Gorges are two of Cornell University’s most treasured natural assets, and contribute significantly to both campus identity and academic richness. Cornell Plantations is responsible for the protection and preservation of the gorges as natural areas, while financially supporting and maintaining the integrity of their built infrastructure is the responsibility of the University.

This Service Level Agreement (SLA) recognizes that:

Cornell Plantations has unique knowledge and experience to manage natural areas in a holistic manner. In recognition of this unique expertise, Facilities Services and Plantations, in accordance with the University’s policies and exercising sound fiduciary judgment with Facilities Services’ financial resources, will provide maintenance of portions of the gorge trail system within Fall Creek and Cascadilla Gorges as shown in Appendix A.

As part of this SLA, Facilities Services will employ one staff member assigned to Plantations and contract with Plantations for a scope of services including seasonal trail, fencing and signage maintenance and minor repairs; clearing of obstructions; pruning encroaching vegetation; mowing turf grass in Treman Triangle; removing natural debris; collecting litter; monitoring, documenting and reporting maintenance and conditions as required; and assessing and abating hazardous trees directly affecting gorge trail infrastructure and visitor safety.

Additionally, with respect to the means restrictions systems on the four University owned bridges, the Facilities Services staff member assigned to Plantations will conduct visual observations for debris caught by the means restriction systems as detailed in Section II below. Plantations will also conduct hazard tree risk assessments surrounding these bridges to identify and report trees and major limbs at risk of failing and potentially damaging this infrastructure.

This Service Level Agreement represents the relationship between Plantations (“Service Provider”) and Facilities Services (“Service Recipient”) for purposes of services and / or support as defined below. The Agreement is intended to be a foundation to define roles, responsibilities and accountabilities; promote effective communications; and resolve service problems that may arise.

This Agreement specifically identifies and addresses:

- Services being provided by Plantations
- Division of responsibilities between Plantations and Facilities Services
- Problem resolution
- Periodic and annual reviews
- Measurements
II. SERVICES
This agreement pertains to the following services provided by Plantations to Facilities Services. The intent is to maintain the gorge trail system and integrity of the means restriction system, to facilitate seasonal campus transportation, safe access, and enjoyment of the gorges. One UAW 0.83% FTE will be employed and funded by Facilities Services as a direct salary line (see Appendix B Budget), and Facilities Services will also fund contractual union pay increases. Additionally, Facilities Services will reimburse Plantations with unrestricted funding for 0.34% UAW FTE equivalent and funding for contractual union pay increases.

Plantations will supervise the UAW 0.83% FTE and will coordinate and manage routine gorge trail maintenance efforts (as described in section A below). The limit of the trail system maintenance is 10 feet on either side of the trail within Plantations Natural Areas. The natural area trails to be maintained are show in Appendix A. This agreement includes seasonal trails that are currently open and are to be maintained in their present condition. It does not cover maintenance for infrastructure that is yet to be repaired or built with capital funds, gorge “destinations,” or bridges and stairs currently maintained by Grounds within the gorges (e.g. Fall Creek Gorge Suspension Bridge and stairs, Trolley Bridge and associated trails, and Eddy Dam Bridge). Maintenance activities will be undertaken in a holistic manner ensuring protection of the natural area while maintaining functional and safe trails. Any trail closure will be coordinated with Transportation and Mail Services assuring adequate notification to the community.

A. Routine trail maintenance

With the goal of maintaining functional and safe trails, the trails and signage will be maintained based on the following schedule.

Weekly efforts will include:

- Inspect the trail conditions and immediately repairing those items (including safety signage) which can be handled with hand tools.
- For items that cannot be immediately repaired, mark unsafe locations with caution tape if warranted, log location and request repair remedy to Facilities Services.
- Replace or repair signage equal to or less than 12x18”.
- Trim and prune vegetation infringing on trails.
- Remove natural debris from trails, including fallen trees and limbs.
- Collect and carryout litter.
- Visually inspect blue lights, path lighting, orientation, and interpretive signage for damage, log location and request repair remedy to Facilities Services.
Monthly efforts will include:

- Groom gravel trails to maintain the trail surface (May-October)
- Clear drainage structures.
- Inspect gorge perimeter fencing for damage, log location and request repair remedy to Facilities Services.
- Maintain erosion control measures and vegetation supporting slope stabilization.

Occasional efforts will include:

- Erosion control seeding.
- Repair damaged fences and railings requiring hand tools.
- Evaluate standing trees for public safety risk and hazard through conducting tree risk assessment program (TRAP) monitoring.
- At their discretion, Plantations may abate and/or remove trees or coordinate removal through a contracted arborist, insuring the work is performed safely and with respect for the trail and the natural area. Coordinating contracted hazard tree removal.
- Operate trail closure gates.
- Mow Treman Triangle as warranted.
- Inspect for presence of vandalism (e.g. graffiti) damage. Attempt to clean/remove minor graffiti damage on signs and trail infrastructure suitable for hand tools. Where unsuccessful or for larger damage (e.g. above 12”x18”), log location and request repair remedy to Facilities Services.
- Touch up repainting of railings and gates with spray paint.

Means restriction system efforts include:

- From April through November except as noted below, the Facilities 0.83 FTE will conduct visual observations each Monday and Friday for the bridge means restriction systems on the Trolley Bridge, Central Ave Bridge, Beebe Dam Footbridge, and Suspension Bridge for visible vandalism, damage or debris in the mesh. This staff will log location information and request repair remedies to Cornell Police, (255-1111) following Facilities’ Standard Operating Procedures for the Means Restriction Net Systems. The visual observations are not intended to include technical or structural evaluations of the means restriction or the monitoring systems. If the Facilities 0.83 FTE staff is unable to conduct visual observations due to illness, approved time off request, etc., Plantations will notify Facilities Services with the specific date(s) when prescheduled visual observation(s) will not be conducted by this staff. Plantations will not provide alternate staffing.
• Annual hazard tree risk assessments (TRAP) in proximity to the means restriction systems on the four University bridges. Assessments will evaluate all trees and major limbs in proximity to the bridges that if they were to fail, could damage the infrastructure. Identified hazards will be reported to Facilities Services for abatement.

B. Annual coordination

Plantations will attend meetings to review the gorge assessment and develop annual workplans. Present the current status of outreach, education, and stewardship programs pertaining to the gorge trail system. Attend meetings to review the status of the bridge means restriction systems and their maintenance.

C. Administration and Management

In addition to funding the UAW FTE, Facilities Services will reimburse actual costs incurred by Plantations for contractual hazard tree abatement and for supplies, materials, equipment, personal protective gear, and UAW contract clothing allowances to support the UAW FTE equivalent (see Appendix B). Reimbursement processes are to be determined and are contingent upon the submission of copies of invoices related to these costs.

III. FACILITIES SERVICES

This section defines trail maintenance services that are not included in the Service Level Agreement with Plantations, but remain the responsibility of Facilities Services.

Facilities Services will be responsible for major trail repair work, including administration and coordination. This work will include, but is not limited to, repairs of railings and fence that cannot be repaired with hand tools, skilled trade repair work including masonry repairs, repair or replacement of signs larger than 12” x 18”, graffiti removal, lighting, and all infrastructure not covered in this SLA (e.g. Fall Creek Gorge Suspension Bridge and stairs, Trolley Bridge and associated trails, Eddy Dam Bridge, Means Restriction Systems).

Facilities Services is responsible for providing training regarding the means restriction systems, visual observations and the process for requesting repairs. Facilities Services is also responsible for all inspections and testing of the monitoring system, technical or structural evaluations of the means restriction systems, and all resulting repairs. The effort to inspect the bridge means
restriction systems will be supervised and coordinated by Facilities Services. Facilities will be responsible for visual observations of the Means Restriction Systems for the following times:

- December through March
- From April through November, on every Tuesday, Thursday, and Saturday.
- On Mondays and Fridays from April through November when the Facilities 0.83 FTE staff is not working due to illness or approved time off request.
- On Mondays and Fridays from April through November that fall on any University holiday.

IV. RESPONSIBILITIES and ACCOUNTABILITIES

A. Policies and Procedures
Plantations will adhere to university policies and procedures at all times. Any trail closure will be coordinated with Transportation and Mail Services assuring adequate notification to the community.

B. Communication
- Plantations will be proactive in partnering with the Facilities Services; will be responsive to all requests; and will communicate this Agreement to all key staff within their operational areas.
- Facilities Services will be proactive in partnering with Plantations; will be responsive to all requests; and will communicate this Agreement to all key staff within their operational areas.
- Plantations has back-up contacts to provide seamless communications to Facilities Services in cases of planned and unplanned absences of primary support team members.
- Contact information for key support providers and back-up contacts:

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<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Todd Bittner</td>
<td>Natural Areas Director</td>
<td><a href="mailto:Todd.Bittner@cornell.edu">Todd.Bittner@cornell.edu</a></td>
<td>255-9638</td>
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<tr>
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<td>592-2256</td>
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<tr>
<td>Nikki Cerra</td>
<td>Natural Areas Manager</td>
<td><a href="mailto:Hne24@cornell.edu">Hne24@cornell.edu</a></td>
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<td>220-6762</td>
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<tr>
<td>Jules Ginenthal</td>
<td>Natural Areas Stewardship Coordinator</td>
<td><a href="mailto:Jag76@cornell.edu">Jag76@cornell.edu</a></td>
<td>255-8210</td>
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<td>227-0413</td>
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<tr>
<td>Crystal Donor</td>
<td>Administrative Manager</td>
<td><a href="mailto:Clb9@cornell.edu">Clb9@cornell.edu</a></td>
<td>255-0333</td>
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<tr>
<td>Jim Mack</td>
<td>Horticulture Manger</td>
<td><a href="mailto:Jam336@cornell.edu">Jam336@cornell.edu</a></td>
<td>227-5782</td>
</tr>
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V. SERVICE AVAILABILITY

The standard hours of operation of Plantations are 7:30 AM to 4:00 PM, Monday through Friday. In case of after-hours emergency, contact 607-592-2256. An emergency is defined as “the occurrence of an unanticipated and sudden situation that is life threatening, catastrophic in nature, or involves pressing necessity for immediate repairs, reconstruction, or maintenance in order to permit the safe continuation of a necessary use or function, or to protect the property or the life, health, or safety of any person.” If the emergency is classified as a Level 1, 2, or 3 as defined by the University’s Emergency Preparedness Plan, those procedures will supersede BSC standard procedures.

VI. PROBLEM RESOLUTION

Service issues should be initiated with key Plantations’ contacts as specified in this document. Todd Bittner, Cornell Plantations Natural Areas Director and designated contacts will determine whether reported problems require immediate action or can be deferred until a scheduled meeting. If problems are not resolved satisfactorily, key issues should then be raised to the senior level within the Service Provider. Unless exceptions are specifically communicated, it will be assumed that each entity is meeting its expected performance.

VII. PERIODIC REVIEW AND ANNUAL RENEWAL

Facilities Services and Plantations will schedule periodic meetings to collaboratively discuss service performance, communicate updates or changes to processes.

The annual renewal meeting will be a collaborative effort between Plantations and Facilities Services specifically to cover the following items:

- Service Level Agreements
- Current service performance
- Adequacy of current service standards
- Issues that may affect the delivery of future services
- Confirmation of/concerns regarding this agreement as currently stated
- Review of prior year performance metrics

VIII. MEASUREMENT

Performance metrics will be based on the following:

- Log of complaints and/or external maintenance requests.
- Quarterly services provided under this agreement
  - IIA. TRAP Hazard tree assessment and abatements summary
  - IIB. Monitoring and trail stewardship log summary
IX. CONCLUSION and SIGNATURES
   - Service Provider encourages Service Recipient to use this Agreement in the spirit of cooperation.
   - Effective date for this annual Agreement is July 1, 2012.
   - Signatures below indicate acceptance of this Agreement.
   - Please return signed original to Todd Bittner, Cornell Plantations Natural Areas Director for filing and distribution.

Kyu-Jung Whang
Vice President, Facilities Services

Don Rakow
E.N. Wilds Director of Cornell Plantations

[Signature of Service Recipient] [Signature of Service Provider]

6/17/13 6/6/13
[Date] [Date]

X. SCHEDULE OF ATTACHMENTS
Attachment A – trail maps
Attachment B – FY2013-2014 Plantations/Maintenance Management Service Agreement Budget
### Attachment B. FY 2013 Plantations/Maintenance Management Service Agreement Budget

updated 1/24/2013

<table>
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<tr>
<th>Scope of Work</th>
<th>Unit/Service</th>
<th>Facilities Funding Source</th>
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