# HOUSE SERVICE AND BUILDING MAINTENANCE COST RESULTS PLAN

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## 1. GENERAL

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1.01 The purpose of this Plan is to provide management with clearly defined summaries of house service and building maintenance expenses with meaningful cost results indicators.

1.02 This section is reissued to provide information on the revised House Service and Building Maintenance Cost Results Plan which becomes effective on July 1, 1981. Due to the extent of the changes, indicating arrows have been omitted.

- 1.03 House Service expenses summarized by this Plan are broken down as follows:
  - (a) Distributed Expenses: These are costs, which are cleared to final accounts from the 707 account by an empirical distribution procedure based on floor space allocation. These costs are measured by this Plan and

are broken down into the following categories:

- (1) Housekeeping Expenses
- (2) Utilities Expenses
- (3) Other Expenses
- (b) Direct Expenses: These are costs which are charged direct to the account for which incurred by the Building Operating Forces (Company or contract).

These costs are cleared through the 707 Accounts, so that they can be summarized for administrative purposes. These expenses are separated on the summary by those charged to: (1) Department Accounts; and (2) Rent Accounts.

- 1.04 The following is a brief description of the contents of each of the distributed expense categories:
  - (a) Housekeeping Expenses: These are the costs of supervision, direct
    labor, contract services and supplies
    used in connection with the regular
    cleaning of building space and grounds
    area. They are determined and classified by the nature of the work done
    and in no case shall the frequency of
    the work be used to determine the
    account chargeable.
  - (b) Utilities Expenses: These are the costs of all fuel, electrical power, and water used in the operation of a building.

(c) Other Expenses: These are the costs of services and activities
 which are considered as being a part of house service but which are not related to the Housekeeping functions. They include guard service, contract scavenger service, contract snow removal and miscellaneous activities.

#### 2. FORMS

- 2.01 The following forms are used in connection with this Plan:
  - (a) Form SW-6258 (Exhibit 1) Floor Space Report: This form
    is used by the Building Operations
    Forces to classify and report floor
    space measurements to the Comptrollers
    department. (See Joint Practice No.
    59 - Floor Space)
  - (b) Form SN-274 (Exhibit 2) House Service Cost Results Summary: This is the form used to summarize all house service expense, telephone company labor hours, the floor space data, and to develop the results ratios.
  - (c) Form SN-274-2 (Exhibit 3)
     Building Repair and Rearrangement
    Cost Results Summary: This is the
    form used to summarize the cost of
    building repairs and rearrangements.

### 3. RESULTS

3.01 The measurements for specified Housekeeping functions are the direct labor costs, the productive hours for Company employees and costs for the contract work only.

3.02 Total Housekeeping, Utilities, Other, Distributed House Service, Direct and Total House Service cost per 1,000 square feet are shown by the building clearance groups as the cost indicators, for an administrative control.

3.03 The total cost per 1,000 square feet for each item of expense in the Housekeeping, Utilities, Other, Distributed House Service, Direct and Total House Service categories are shown for the current period and for the same period of the previous year to use as the cost trend indicators.

3.04 The Company's direct labor cost per hour and housekeeping productive hours; the Company's direct labor, contract, total cost and housekeeping productive hours per 1,000 square feet are all shown as an additional information.

# 4. REPORTS

4.01 The Plan shall be used for reporting the quarterly and annual results of each Operating Entity and the Company.

#### 5. BUILDING CLEARANCE GROUPS

5.01 Refer to the Accounting Handbook, Telephone Plant, Section V27.503, paragraph 1.04.

#### 6. FLOOR SPACE MEASUREMENTS

6.01 Floor space measurements and classifications are required as a basis for

distributing the house service expense. This expense is reported to the proper accounts for building(s) space in a particular building clearance group. Measurements are also required for the preparation of the House Service Cost Results Summary. 6.02 For the purpose described above, the floor space in Company buildings should be measured in various categories, as described in the Joint Practice No. 59, Floor Space and reported to the Comptrollers Department.

# 7. HOUSE SERVICE COST RESULTS SUMMARY FORM SN-274 (Exhibit 2)

7.01 The House Service Cost Results Summary is an administrative report which summarizes house service expense, labor hours, floor space measurements, and is used to develop the house service cost indicators. This information is shown by the building clearance groups in the Company owned and leased buildings and in a total of all buildings.

- 7.02 The data shown on Form SN-274 is obtained from the following sources:
  - (a) Labor distribution summaries.
  - (b) Voucher distribution summaries.
  - (c) Western Electric Billing Summaries.
  - (d) Floor Space Measurement Summaries.

#### 8. EXPLANATION OF FORM SN-274

8.01 Listed below is an explanation of the data collected on Form SN-274.

## EXPENSE SECTION:

<u>Columns A Through H</u>: These columns are used to record the expense amounts in dollars (cents omitted), the hours and/or the floor space data for each building clearance group.

<u>Column J</u>: This column is used to record the expense charged to subaccount 707-04 and direct to specific accounts in the leased buildings in which substantially all of the

house services is furnished by the lessor. These are referred to as nongrouped buildings (Clearance group 9).

<u>Column K</u>: This column is used to record the sum of columns A through J, and expresses the total expense in dollars, the hours and/ or floor space data for all buildings in the entity under report.

<u>Column L</u>: This column expresses the expense per 1,000 square feet of an area for the period under report.

<u>Column M</u>: This column shows the expense data per 1,000 square feet of an area for the same period one year ago for a comparison purpose.

<u>Column N</u>: This column contains the accumulated year-to-date expense data per 1,000 square feet of an area for the current year.

## HOUSEKEEPING EXPENSE

8.02 For the 707 subaccount classification of the housekeeping expenses, refer to the Accounting Handbook Telephone Plant, Section V27.503, subsection 2.

Line 1: General Supervision, (Subaccount 707-111).

Line 2: Direct Labor: SPFC 5001, (Subaccount 707-12).

Line 3: Contract Services (Labor & Supplies) SPFC 5002 (Subaccount 707-13).

Line 4: Contract Services (Labor Only) SPFC 5003 (Subaccount 707-14).

Line 5: Supplies SPFC 5004 (Subaccount 707-15).

Line 6: Total Housekeeping Expense: This is the sum of amounts on Lines 1 through 5.

UTILITIES EXPENSE

8.03 For the 707 subaccount classifications of the utilities expense refer to the Accounting Handbook Telephone Plant, Section V27.503, subsection 3.

Line 7: Total Electrical Power Billed: This is the total cost of all electrical power purchased by the Telephone Company in all buildings. It is the sum of the cost of electrical power charged to the house service Subaccount 707-21 and the cost of all other electrical power charged direct to the specific accounts.(707-42)

Line 8: Electrical Power; Charged to House Service, SPFC 5010 (subaccount 707-21)

Line 9: Fuel, SPFC 5011, (subaccount 707-22)

Line 10: Water SPFC 5012 (subaccount 707-23)

Line 11: Total Utilities Expense: This is the sum of all accounts entered on Lines 8 through 10.

OTHER EXPENSES

8.04 For the 707 Subaccount classifications of the Other Expenses, refer to the Accounting Handbook Telephone Plant, Section V27.503, subsection 4.

Line 12: Total Guard Service Billed: This includes the total cost of all guard service purchased by the Telephone Company in all Buildings. It is the sum of the cost of guard service charged to house service subaccount 707-31 and the cost of all other guard service charged direct to final accounts (707-41). Line 13: Guard Service charged to House Service SPFC 5020 (subaccount 707-31).

Line 14: Miscellaneous, SPFC 5022, (subaccount 707-33).

Line 15: Contract Snow Removal, SPFC 5023, (subaccount 707-34).

Line 16: Contract Scavenger Service, SPFC 5024 (subaccount 707-35)

<u>Line 17</u>: Total Other Services Expense: This is the sum of amounts entered on Lines 13 through 16.

Line 18: Total Distributed House Service Expense: This is the sum of amounts entered on Line 6 (Total Housekeeping), Line 11 (Total Utilities) and Line 17 (Total Other Services).

DIRECT EXPENSE

8.05 For the 707 Subaccount classifications of the direct expenses refer to the Accounting Handbook Telephone Plant, section V27.503, Subsection 5.

Line 19: Supplementary House Service in nongrouped buildings subaccount 707-43.

Line 20: Direct Charges to Department Accounts subaccount 707-44.

Line 21: Total Controlled Direct Expenses. This is the sum of amounts entered on Lines 19 and 20.

Line 22: Total Controlled House Service Expenses: This is the sum of amounts entered on Lines 18 (Total Distributed House Service Expense) and on Line 21 (Total Controlled Direct Expense).

#### LABOR COSTS AND HOURS

Line 23: Telephone Direct Labor Cost Per Hour: This is the average cost of house service direct labor per hour. It is obtained by dividing Line 2K by Line 24K.

Line 24: Telephone Company Housekeeping Productive Hours: This line includes all the hours charged to Subaccount 707-12 by the Telephone Company employees.

Line 25: House Service Hours Charged Direct to the Department Accounts: This is the total of all hours expended by the Company Service forces that are charged direct to the Department Accounts.

#### FLOOR SPACE

Line 26: Gross Floor Area at the End of the Period: This is the total gross floor area at the end of the period from the floor space measurement summary for each building clearance group.

Line 27: Percentage of the Total Gross Floor Area: This is the percent that the floor area in each building clearance group is of the total floor area in all buildings under report. The sum of Columns A through H must equal 100 percent.

Line 28: Total Assignable Floor Area at the End of the Period: This is the total assignable floor area at the end of the period from the floor space measurement summary for each building clearance group.

Line 29: Total Unassigned Floor Area at the End of the Period: This is the total unassigned floor area at the end of the period from the floor space measurement summary for each building clearance group. Line 30: The Percentage of Unassigned to Assignable Floor Area: This is the ratio of the unassigned floor area to the assignable floor area in each building clearance group and non-grouped buildings. The figure for each group is obtained by dividing the unassigned floor area (Line 29) by the assignable floor area (Line 28).

Line 31: Average Gross Floor Area for Period Under Report: This is obtained by determining the average gross area in thousands of square feet for each month in the period and dividing the resulting total of such averages by the number of months in the period. The average gross area for each month is obtained by adding the gross area figures in thousands of square feet at the beginning and the end of the month and dividing this by two.

Line 32: Number of Buildings: This is obtained by totaling the number of building code numbers assigned by the Comptrollers Department. Results shall be provided for each Building Group (1 through 9). Quarterly and Annual reports shall provide the number of buildings in use at the end of the period under report.

#### RESULTS

Line 33: Total Housekeeping Expense per 1,000 Square Feet: This is the ratio of Line 6 over Line 31 for each column, A through H, and column K.

Line 34: Utilities Expense per 1,000 Square Feet: This includes the cost of all utilities paid for during the period under report. This is the ratio of Line 11 over Line 31 for each column, A through H, and column K. Line 35: Total Other Expense per 1,000 Square Feet: This is the ratio of Line 17 over Line 31 for each column, A through H, and Column K.

Line 36: Total Distributed House Service Expense per 1,00 Square Feet: This is the sum of total Housekeeping Expense, Total Utilities Expense and Total Other Expense divided by the average gross floor area for the period under report. (Line 6 + Line 11 + Line 17 + Line 31).

Line 37: Total Direct Expense per 1,000 Square Feet: This is the ratio of Line 21 over Line 31 for each column, A through H, and column K.

Line 38: Total House Service Expense per 1,000 Square Feet: This is the ratio of Line 22 over Line 31 for each column, A through H, and column K.

Line 39: Telephone Direct Cost per 1,000 Square Feet: This is the ratio of Line 2 over Line 31 for each column, A through H, and column K.

Line 40: Contract Cost per 1,000 Square Feet: This includes all contract costs charged to Subaccounts 707-13 and 707-14 by other than Telephone Company employees, divided by the average floor space area for the period under report (L3 + L4  $\div$  L31).

Line 41: Total Telephone Company Direct Labor and Contract Cost per 1,000 Square Feet: This is the addition of Lines 39 and 40.

Line 42: Telephone Company Housekeeping Productive Hours per 1,000 Square Feet: This is the ratio of Line 24 over Line 31 for each column, A through H, and column K. 9. BUILDING REPAIR & REARRANGEMENT COST SUMMARY - FORM SN-274-2

GENERAL

9.01 This is a summary of the total cost of all repairs and rearrangements to the

buildings and grounds which are maintained by the Telephone Company. It includes the cost of direct labor, the contract services and the material used in this connection.

9.02 Account 606-01 (10R) Building Repair Expenses and Account 606-07 (10M) Building Rearrangement Expenses are summarized by the following categories:

- (a) AIR CONDITIONING SYSTEMS This includes condensers, compressors, electrical controls, filters, duct work, dampers, pumps, and towers used in an air conditioning system.
- (b) HEATING SYSTEMS This includes electrical controls, duct work, dampers, motors, pumps, filters and unit heaters when used only in connection with an air heating system. Any items which are common to air conditioning and heating systems are to be considered as air conditioning items for the purposes of this Plan.
- (c) OTHER This includes all other building plant not included in the two above categories.

9.03 The summary also breaks these expenses between those authorized by the Architects group and those authorized by Building Operations. 9.04 The unit cost result ratios of total repair (10R) expense per 1,000 square feet maintained and total rearrangement (10M) expense per 1,000 square feet maintained are developed for the use as a cost trend indicator.

## 10. EXPLANATION OF FORM SN-274-2 (EXHIBIT 2)

10.01 Listed below is an explanation of the data contained on Form SN-274-2.

## EXPENSE SECTION

<u>Column A</u>: This column is used to record the actual expense amounts in whole dollars by categories of the work issued by the architects group or the total statistic for the period under report.

<u>Column B</u>: This column is used to record the actual expense amounts in whole dollars by categories of work issued by the Building Operations organization, or the total statistic for the period under report.

<u>Column C</u>: This column records total data, total expenses or total statistic for the period under report. (Col. A + Col. B)

<u>Column D</u>: This column records similar information to Column C for the same period one year ago for a comparison purpose.

<u>Column E</u>: This column cumulates the year-todate total expenses or total statistic for the period under report.

## BUILDING DATA

Line 1: Gross Area of all Company Owned buildings: This is the total gross area of all buildings owned by the Telephone Company at the end of the period under report. Line 2: Gross Area of All Leased Building Space: This is the total gross area of all leased buildings and building space at the end of the period under report.

Line 3: Gross Area of All building Space: This is the total gross area of all buildings and building space owned and leased by the Telephone Company at the end of the period under report. (lines 1 and 2)

Line 4: Gross Area of All Building Space Maintained: This is the total gross area of all buildings and building space (owned or leased) maintained by the Telephone Company. (Those locations where 10M or 10R monies are spent by the telephone Company). The amount shown should agree with the corresponding amount shown on Line 56, Column W of Form E-5300 General Plant Cost Results Summary.

Line 5: Amount of Investment in Land and Buildings: This is the sum of the amount of investment in Accounts 211 (land) and 212 (Buildings) rounded to the nearest thousand dollars at the end of the period under report. The amount should agree at the end quarter with Line 6, Column D on the Quarterly Report 2A.

Line 6: Percent Total Building Maintenance to Investment: This is obtained by dividing the Total Building Repair and Rearrangement Expense on Line 15, Column C by the Amount of Investment in Land and Buildings on Line 5, Column C at the end of the period under report.

BUILDING REPAIR EXPENSE (10R)

<u>Line 7</u>: Air Conditioning Systems Repair Expense: This is the cost of repairs to the air conditioning systems for the period under report. Line 8: Heating Systems Repair Expense: This is the cost of repairs to the heating systems for the period under report.

Line 9: Other Building Repair Expense: This includes the costs of all other repairs to the buildings and grounds that are not included on Lines 7 or 8 for the period under report.

Line 10: Total Building Repair Expense: This is the sum of Lines 7, 8 and 9. It should agree with the amount shown on Line 87, Column L of Form E-5300 General Plant Cost Results Summary.

#### BUILDING REARRANGEMENT EXPENSE (10M)

Line 11: Air Conditioning Systems Rearrangement Expense: This is the cost of rearrangements and changes to the air conditioning systems during the period under report.

Line 12: Heating Systems Rearrangement Expense: This is the cost of rearrangements and changes to the heating systems during the period under report.

Line 13: Other Building Rearrangement Expense: This is the cost of all other rearrangements and changes to the buildings and grounds that are not included on Lines 11 or 12 during the period under report.

Line 14: Total Building Rearrangement Expense: This is the sum of the costs on Lines 11, 12 and 13. It should agree with the amount shown on Line 56, Column L of Form E-5300 General Plant Cost Results Summary.

Line 15: Total Building Repair and Rearrangement Expense: This is the sum of the costs on Lines 10 (Total Building Repair Expense) and 14 (Total Building Rearrangement Expense).

UNIT COST RESULTS

Line 16: Total Repair Expense per 1,000 Square Feet Maintained: This is the ratio of L10 over L4.

Line 17: Total Rearrangement Expense per 1,000 Square Feet Maintained: This is the ratio of L14 over L4.

Line 18: Total Building Repair and Rearrangement Expense per 1,000 Square Feet Maintained: This is the ratio of Line 15 over Line 4. EXHIBIT 1 FLOOR SPACE REPORT

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EXHIBIT 2 SN-274

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AREA OF ALL BUILDING MAINTAINED (1000 SQ FT)			42656	38796	
AMOUNT OF INVESTMENT IN LAND AND BUILDINGS (1000 DOLLARS)	s)		1375892	1295787	
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UTHER BUILDING REARANGEMENT Expense	2075811	181951	2257762	2516567	
14 TOTAL BUILDING HEARHANGEMENT 	2992242	221105	3213347	3258787	5896777
TOTAL BUILDING REPAIR AND REARRANGEMENT EXPENSE	4125813	7071991	11197704	10037482	20595932
*****INIT COST RESULTS****					
16 TOTAL REPAIR EXPENSE PER 1006 SQ FT MAINTAINED	26.57	160.61	187.18	174.73	348
TOTAL REARRANGEMENT EXPENSE PER 1000 SQ FT MAINTAINED Totat building repair and	70.15	5.18	75.33	84.00	140
ANGEMENT EXP PER 1000					

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