

## Physical Plant Operations and Procedures

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## I. Work Order Classifications & Initiation

Requests for Physical Plant services typically fall into one of three categories. Listed in order of priority:

- **Emergency** - Life, limb or property threatening situations, such as flooding, electrical hazards and pipe breaks.
- **Urgent** - Service requests to address items that impede university operations, including broken windows, doors, dripping faucets, clogged drains, icy walkways and ventilation problems.
- **Routine** - Service requests for facilities repairs/upgrades and cleaning services.

### A. Initiation

**Emergencies:** Contact the Physical Plant Department at 361-593-3313/3312 immediately, during business hours, and University Police Department after normal business hours, at 361-593-2611, for Physical Plant On-Call Support. Departments should follow up on any emergency phone calls with an emergency work request.

**Urgent and Routine service requests:** A work request must be submitted.

- Utilize the Internet Service (iService) Desk to create a work request at [ppo.tamuk.edu](http://ppo.tamuk.edu). (If problems exist with the site, the following options are available.)
- Please contact the Service Desk at ext. **3312** if there are any questions regarding Work Requests or work order status.

### B. Classrooms

The Physical Plant Department places high priority on the care and maintenance of the campus's approximately 140 classrooms. Classrooms are cleaned daily and receive priority consideration for periodic updating and improvements.

## II. Emergencies

Emergencies include fire, flooding from plumbing failures, roof leaks, electrical hazards, elevator malfunctions, security-related problems and research equipment failure that either presents a safety or health hazard or seriously interferes with ongoing research. Less serious problems, which do not present an immediate health or safety hazard, are considered "urgencies" and should be directed to the department.

*-Call ext. 3312 in cases of emergencies during regular business hours and follow the instructions given. This line is closely monitored.*

*- Please contact the University Police Department after normal business hours at 361-593-2611 for Physical Plant On-Call Emergency Support.*

*- In case of fire or visible smoke, pull the nearest fire alarm, vacate the building, and call University Police, ext. 2611.*

### **III. Fire Protection**

The Building Maintenance and Utilities Sections of the Physical Plant Department work with the Environmental Health and safety office of Texas A&M-Kingsville to maintain fire protection equipment on campus, including Fire detection systems, water sprinklers and smoke alarms.

**Building Maintenance** - Maintains all fire extinguishers. To report missing or discharged extinguishers, contact building Maintenance at ext. 3312/3313.

**Utilities (HVAC)** - Maintains the installed Fire Equipment, ie. Pull handles, fire panels, and audio/video alarms.

**Physical Plant Custodial Staff** - Visually inspect all facility fire equipment with the exception of the Residential Halls, Student Union Building, Sports Recreation Center and other auxiliary facilities. Please submit work orders for deficiencies.

#### **How to Obtain Service**

In cases of emergencies:

- During business hours, call ext. 3312, Physical Plant Service Desk.
- During non-business hours, call ext. 2611, University Police.
- In case of fire or smoke, pull the nearest fire alarm, vacate the building, and call the University Police, ext. 2611,

### **IV. Facilities Scheduling**

For reservations, assignments, and scheduling of any University facilities, please contact the following:

- Provost's Office (X3106) -for all academic buildings and rooms
- MSUB scheduling Office (X4137)-for all non-academic buildings and rooms except Athletics facilities
- Athletics Office (X2410) -for all Athletics facilities including the football stadium, baseball fields, etc

When making reservations or after-hour event schedules, please request needed Physical Plant support with a maintenance work order at the Physical Plant Administrative Office, ext. 3312/3313, at least 72 hours in advance for complex arrangements or 48 hours of other events. To report any problems in routine cleaning service, contact the Physical Plant office at ext. 3312, or the Custodial Services Superintendent, ext. 3296.

*Please Note: The Physical Plant Department does not maintain responsibility for the assignment and scheduling of the classroom space.*

## **V. Billing Procedures**

An authorized Work Order is required in advance for any work that is a chargeable service provided by the Physical Plant Department. Chargeable Services may be paid by the requesting departmental accounts through the Physical Plant Initiation of Purchase Orders utilizing said accounts, or by Interdepartmental Transfers (IDTs) authorized by that department. If the Work Order requires engineering, changes in building function or pertain to changes in campus parking, a "Request for Proposed Construction Project" (Form EP-1) will be sent to the Director of Facilities, Planning, and Construction (FP&C). Work Requests are requested through the TMA iService Desk.

## **VI. Physical Plant Responsibilities**

### **A. Building Maintenance**

The Building Maintenance section of the Physical Plant Department is responsible for all General Repair, Carpentry, Painting and Locksmith needs relating to campus facilities. Regular day-to-day maintenance and repair of campus buildings is covered by Building Maintenance as is all termite service agreements. In addition to facilities, all university fleet vehicles are maintained by the automotive shop which is a part of Building Maintenance.

#### **i. Carpentry**

Handles basic repairs of exiting walls, door, windows, shelving and cabinets.

The construction of new walls, shelving, cabinets and similar carpentry projects are considered special work order requests.

- Questions, problems and suggestions regarding Building Maintenance may be directed to Building Maintenance, Superintendent, ext. 3291, or the Physical Plant office at ext. 3312.

#### **ii. General Repair**

Performs welding repairs and some sheet metal fabrication, minor roof repairs, replaces damaged floor tiles, installs fixtures and appliances, repairs/replaces venetian blinds, clears roof drains, fire extinguisher servicing, and fabricates and installs signs.

##### **(a) Carpeting and Window Treatments**

The Physical Plant Department provides flooring and window treatment services, along with related design assistance, as a chargeable service.

##### **(b) Furniture**

The Physical Plant Department maintains no budgetary responsibility for university furniture. The department, however, can offer advice and support for minor repairs to furnishings.

- For minor furniture repairs, submit a work request via the iService Desk.
- For major repairs, including reupholstering, or to purchase new furniture, contact the University Purchasing Office, ext. 3814.

**(c) Elevators**

Building Maintenance is responsible for elevator inspections, preventative maintenance, repairs, and emergency calls.

**iii. Paint Shop**

Paint Shop prepares and paints university facilities, road signs, road markings, and parking spaces. They also perform exterior mold treatment and graffiti removal on university facilities. Departments may initiate work requests to refinish furniture.

**(a) Signs**

The Physical Plant Department is responsible for the installation and maintenance of all indoor and outdoor signs on campus. Texas A&M University regulations prohibit attaching unauthorized signs, posters and handbills to buildings, windows, doors, trees and trash containers. Physical Plant personnel are authorized to remove all unauthorized signs. Painting and writing on walls, roads and walkways also are prohibited. Signs approved for display are charged to the requesting department or division.

- Requests for signs should be submitted on a work request via the iService Desk.

**iv. Locksmith**

The Physical Plant Department has responsibility for keys and locks on campus. The Locksmith is responsible for the issuance of all new keys and the installation of all new locks on campus.

**(a) Key Issuance:** Each Key must be requested on a separate *Key Request Form*. Forms may be downloaded on the Physical Plant website at [ppo.tamuk.edu](http://ppo.tamuk.edu). Each request must have your department head's approval and *original signatures*. (The appropriate Dean or Vice President must authorize keys for students.) The Executive Director for University Facilities must sign approval for any Master Keys. Bring all copies to the Physical Plant Office. Director of Physical Plant will direct the Locksmith to make the key after authorization. Keys will normally be ready for issue after 5 business days of receipt of request form. Person being issued key must present themselves to the Physical Plant with identification to receive and sign for key.

**(b) To Return a key:** When key issued to individual is no longer needed, return the key to the Physical Plant office. Only the Physical Plant is authorized to issue/transfer keys. Physical Plant will provide copy of original Key Request Form with return signatures to person turning in key.

**(c) Lost Keys:** Individual losing key(s) will be responsible for filing a Police Report, and giving a written statement of loss, and attempts to find or recover such. After receipt of a copy of each, the Physical Plant will initiate a Reimbursement for Loss Statement, to be signed by the individual and department. Lost key forms can be found on the Physical Plant website. The individual and/or department shall be charged (\$15.00 for key not returned) for replacement and for other affected keys and door locks (\$12.50 for rekeying the lock mechanism).

**(d) Changing or Requesting a Lock:** Submit a Work Request through the Physical Plant website.

*ALL KEYS CHECKED OUT TO RESPONSIBLE INDIVIDUAL MUST BE RETURNED TO PHYSICAL PLANT BEFORE INDIVIDUALS RECORD WILL BE CLEARED FOR OUT PROCESSING OR TO RECEIVE NEW KEYS.*

**(e) Unlocking Rooms:** To have a room unlocked when a key has been lost, call University Police, ext. 2611. Please be aware, proper identification is required to grant access to any locked area on campus and a police report and lost key statement will need to be given.

- To gain access to a restricted room and/or area for a special event, contact University Police at least 24 hours prior to the event, ext. 2611.

#### **v. Automotive Shop & Vehicle Rentals**

The Automotive Shop performs state vehicle inspections, preventative maintenance, and repairs to the University vehicle fleet, and Physical Plant equipment. Vehicle and related maintenance Data are maintained in accordance with State Regulations and Fleet Management Plan, the Texas A&M University System Regulations, and Comprehensive Compliance Plan through the state Office of Vehicle Fleet Management (OVFM).

##### **(a) Vehicle Rentals**

Vehicles: Physical Plant has a sedan which is available to the University faculty and staff for official use. A vehicle reservation form must be submitted to the Physical Plant office, (campus box 142) 7 days in advance of the date of intended use. Rental rates and availability of vehicles can be obtained by calling x3312.

## **B. Campus Grounds/General Services**

### **i. Grounds**

Campus Grounds maintains all university grounds including landscaping, irrigation, trash, maintenance of athletic fields, and the care of outdoor art. Work done by the Campus Grounds/General Services also focuses attention on university storage and interdepartmental movement of University assets.

#### **(a) Exterior Pest and Herbicide Control**

The Campus Grounds Shop has a Pest Control Technician that provides exterior area exterminator service to control rodents, insects and other pests around campus buildings, and weed control on the campus grounds.

- To obtain outdoor pest-control service, contact the Physical Plant Administrative Office at ext. 3312/3313.

*Please Note: To ensure proper and safe treatment, licensed professionals should perform all pest-control applications.*

#### **(b) Parking Lots**

The cleaning and operation of campus parking lots are the responsibility of the General Services/Grounds Superintendent, ext. 2134.

- Questions regarding either maintenance or operation of campus parking lots should be referred to Grounds/General Services, ext. 2134 or the Physical Plant office at ext. 3312.

### **ii. Service Crew**

The Service Crew will deliver large shipments that have been ordered by departments and were received through Central Receiving. They will also pick-up and deliver furniture and equipment for functions, transfers, and disposal. Prior to the transfer or disposal of any university-owned furniture and equipment, the department chair/division

Director must fill out and sign a Transfer or Disposal Form and send to the Property Manager. The Property Manager will initiate a Work Request to the Service Crew.

*- Furniture in a useable condition should be directed to the University Surplus Sales and Disposal unit, reached at 593-3311.*

- To dispose of furniture that is no longer serviceable, contact Service Crew, Superintendent, ext. 3312.

Questions, problems and suggestions regarding campus grounds or service work may be directed to Grounds/General Services, Superintendent, ext. 2134.

### **C. Utilities**

The section of Utilities in the Physical Plant Department includes the maintenance and repair of university Utilities, Electrical, Plumbing and Air Conditioning. Additionally, utilities are responsible for the operation and maintenance of our two central plants involving heating and chill water. Our water supply is managed by our Plumbing shop as well as the maintenance of two university water wells.

The Heating, Ventilating, and Air Conditioning (HVAC) shop is responsible with providing the campus community with proper heating/cooling and ventilation within campus buildings. As part of that charge and consistent with Facilities Planning and Construction and the state energy office, the shop strives daily to maintain the temperature in all campus buildings between 72 (Plus/minus 2 degrees) in the winter and 76 (Plus/minus 2 degrees) in the summer. During austere periods these temperature settings may be set from 74 to 78 degrees for energy savings with prior notice to the University population.

- Problems with heating/cooling and air quality should be directed to the Service Desk at ext. 3312/3313.

- Problems during non-business hours should be directed to University Police, ext. 2611.

- For special events that require maintaining the temperature within the designated comfort range during times when the campus normally would be closed, please provide at least 72 hours advanced notice to the Service Desk at ext. 3312.

Questions, problems and suggestions regarding the Utility section may be directed to Utilities Superintendent, ext. 4448.

#### **i. Heating, Ventilation, and Air Conditioning (HVAC)**

The HVAC shop maintains and repairs the Chillers, Cooling Towers, related infrastructure, facility Air Handlers, Boilers, and fire system components.

#### **ii. Air Conditioning & Refrigeration**

The HVAC shop also maintains and repairs supplemental facility A/C direct expansion (DX) units, window units, freezers, icemakers, coolers, drinking fountains, and refrigerators.

#### **iii. Plumbing**

The Plumbing shop repairs water and gas pipes and all major and minor leaks, and replaces sinks, commodes and fixtures. The Plumbing shop also maintains the water well infrastructure and performs water sampling for state reporting.



- Broken pipes and leaks should be reported to the Service Desk, ext. 3312.

#### **iv. Electrical**

The Electrical Shop repairs outlets, facility, area and security lighting, installs new fixtures, cabling, wire, electrical components, exhaust fans, motors, electric equipment, and provides generator support to requested functions.

### **D. Custodial Services**

The Custodial Services section of the Physical Plant department is responsible for providing a clean, sanitary and orderly environment throughout the campus. 42 customer oriented employees focus on maintaining a high level of cleanliness in which to learn and work. This team covers 48 building facilities, including 98 classrooms, 41 laboratories, 664 sanitary fixtures, 6,411 desk chairs, over 800 chalk/white boards, 398,618 sqft. of carpet and a total cleanable square footage area of approximately 941,808 sqft. This group also performs monthly visual fire equipment inspections and implements and collects recyclables.

#### **i. Routine Service**

Routine cleaning is performed on a five-day, Monday through Friday schedule with two shifts. Classrooms, laboratories, restrooms and corridors are cleaned and stocked on a daily basis. Trash is emptied daily. Offices will be cleaned once a week. The frequencies are based on campus priorities given existing resources.

#### **ii. Restrooms**

Campus restrooms are cleaned and stocked daily by Custodial Services personnel.

- Any discrepancies or problems with restroom upkeep should be directed to Custodial Services, Superintendent, ext. 3296 or the Physical Plant front office at ext. 3312.

#### **iii. Recycling/Refuse Collection**

Texas A&M University-Kingsville operates a most extensive recycling program with the support of the Physical Plant department and under the coordination of the sustainability coordinator.

##### **(a) Recycling**

- Newspapers, office paper, corrugated cardboard, 1 and 2 plastics, and aluminum containers are all recycled. Recyclable materials are to be deposited in the appropriate labeled containers, which are found in high-traffic areas within the university buildings.

- Questions, problems and suggestions regarding recycling on campus should be directed to Custodial Services, Superintendent, ext. 3296, or the Physical Plant office at ext. 3312.

#### **(b) Bulk Removals of Recyclables**

Arrangements for the mass removal of recyclables, as part of a special departmental or office cleaning is required to be made in advance.

To request special bulk removal, contact the service desk, ext. 3312.

#### **iv. Trash Removal**

Custodial Services personnel empty large common-use trash containers five times per week. Office and individual trash baskets are emptied daily. If more frequent emptying is required, the department advises individuals to make use of the large, common-use containers.

#### **v. Interior Facility Pest Control**

The Custodial section of the Physical Plant provides an exterminator service to control rodents, insects and other interior pests within campus buildings.

- To obtain pest-control service, contact the Custodial Superintendent, ext. 3296, or the Physical Plant office at ext. 3312.

*Please Note: The use of household or commercial pest-control products is prohibited. To ensure proper and safe treatment, licensed professionals should perform all pest-control applications.*

### **VII. Equipment Installation**

All equipment on campus impacts on the Physical Plant Department in one manner or another, and as such the department must be notified prior to the installation of any major equipment. Besides working to protect the safety, health and welfare of the campus community, the Physical Plant Department is available to offer advice and assistance to ensure a safe, functional and complete installation.

- Prior to the installation of any major equipment, including academic and research equipment, contact the service Desk at ext. 2207.

### **VIII. Hazardous Waste**

All hazardous substances, including chemicals, oils, paints, solvents, and radioactive material, must be disposed of properly and in accordance with state and federal regulations. It should be noted that custodians are not to be directed to perform any cleanup of hazardous substances, such as chemical spills. The Environmental, Health & Safety Office, ext. 2646 or 4131 handles the disposal of all hazardous material on campus.

*To request hazardous waste removal or to obtain information on proper storage, call the Environmental, Health & Safety Office, ext. 2646.*

*Please Note: Some equipment, such as refrigerators, generators and certain scientific equipment, contain hazardous materials and must be disposed of properly. Before disposing of equipment that may contain hazardous materials, please contact the General Services Superintendent ext. 2134.*

## **IX. Renovations/Alterations**

The first step in all minor and major renovation projects on campus is to communicate with the Department chair/division director. An EP-1 form entitled "Request for a Proposed Construction Project" should be completed and signed by the department chair, dean or vice president, as appropriate. This form is available from the Facilities Planning & Construction Office (X2645).

The Executive Director of University Facilities must review and approve all requests for renovations, remodeling and alterations.

Once approval has been obtained, and the project is deemed to be manageable by the Physical Plant Department, the Physical Plant will assume responsibility for planning all renovations, alterations and improvements to academic, research, office and support areas to accommodate restructuring and new programs.

Projects either are performed by in-house staff or contracted to a private firm, depending on the size of the undertaking and availability of personnel.

## **X. Elective Projects and Services**

Besides renovations and alterations, the Physical Plant Department also provides such elective service as special painting and decorating, the fabrication and installation of cabinet and shelves, and special lighting installations. Such projects must be scheduled in advance and are charged to the requesting department or division.

- To schedule elective service, contact the service desk at ext. 3312.

## **XI. Weather Related Emergencies**

It is university policy to make every attempt to remain open during adverse weather conditions.

- To find out if the campus is closed during extreme weather conditions, call the university police at (512)593-2611.

- Radio station KTAI-FM (1450 AM) announces when university offices are closed due to weather. If a station other than KTAI-FM announces that Texas A&M-Kingsville is closed, it may mean only classes are canceled.

## **XII. Space Allocations/Facilities Resources**

The allocation of space on campus is divided into use categories, relating to teaching, research, faculty/departmental/administrative offices and special programs and events.

### **A. Classrooms**

Academic year classroom allocations are made through the Office of Academic Affairs. For questions relating to the need for classroom space during the academic year, contact Pam Trant, ext. 3108.

Summer Session classroom allocations are made by the Summer Session program director. Questions regarding the allocation of Summer Session classrooms should be referred to the Office of Academic Affairs, ext. 3108.

### **B. Faculty Offices & Research Laboratories**

The allocation of research space and faculty offices is under the jurisdiction of the respective dean and departmental chair. Approval for such allocations also must be obtained from the campus' Space Committee. Matters relating to research laboratories or faculty offices should be referred to the appropriate departmental chair.

### **C. Administrative Offices**

Departmental directors maintain responsibility for the allocation of administrative offices within their units. The campus' Space Committee must approve requests for office space beyond the unit's current facility allotment.

### **D. Special Programs and Events**

A variety of lecture, conference and other special-service rooms are available on campus to schedule for special events.

- To reserve space within a particular academic building for events such as lecture series and workshops, contact either the department chair or division director.

## **XIII. Special Events**

An Event Project Coordinator will be assigned by the Physical Plant in support of each Special Event to provide planning and coordination of all Physical Plant services for high profile, large-scale events on the University Campus. Typically, the Physical Plant Project Coordinator of each Special Event will require at least two weeks lead-time.

-To arrange service for special events, contact the Physical Plant Administrative Office at x-3313/3312. A Physical Plant Event Project Coordinator will be assigned.

## **XIV. Telephone & Data Services**

The Office of Computing Information Services maintains jurisdiction over all telephone and data service on campus.

- To report a telephone service problem or to request a repair or order new telephone service, contact ext. 4357.

#### **A. Telephone Directories**

Telephone directories are available for staff and faculty through the telephone coordinator.

- To obtain a particular telephone directory, ext. 4357.

- To obtain a faculty/staff directory, ext. 4357.

### **XVI. Who Pays for Physical Plant Services**

Payment for the services provided by the Physical Plant Department generally falls into one of two categories, those paid for by the university operating budget and those charged to the college/department/division requesting the service. State funds may be spent on E&G (Education & General) buildings. State funds may **not** be spent on Auxiliary Enterprise buildings.

#### **A. Services Normally provided by the University Budget on E&G facilities**

- Most building maintenance services, such as custodial services, trash collection, and repairs to walls,
- windows, roofs, ceilings, floors, elevators and hardware;
- Repair and service of utility distribution systems, including heat, water, gas, compressed air, electricity,
- air handling systems, and waste water treatment, but excluding cable television and telephone;
- Repair and service to air conditioning units originally installed as part of a building;
- Repair of walks, roads, curbs, street lights and storm sewers;
- Care of lawns, trees and shrubs;
- Periodic renovations, such as painting and floor tile replacement.

#### **B. Services Normally Charged to the Requesting Department**

- Services on all auxiliary facilities
- Repairs to departmental equipment and property;
- Service to refrigeration equipment, air conditioning equipment and utility services installed at the request of the department;
- Remodeling or moving of furniture and/or equipment that is made at the request of a department and is not part of an overall campus project;
- Installation of research or instructional equipment or machinery, including utility support systems;
- Special requests for painting or other decorating services;

- Services to prepare for special events, along with the necessary cleanup following these events.
- Questions regarding charges and billing should be directed to Director Physical Plant, ext. 4220.

*Please Note: Guide on chargeable and non-chargeable services is available at the Physical Plant office, please contact x3312.*