

***UNIVERSITY OF  
CENTRAL ARKANSAS***

***PHYSICAL PLANT  
DEPARTMENT***

***GUIDE TO SERVICES***

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**<http://pplant.uca.edu>**

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# I

## INTRODUCTION

The University of Central Arkansas Physical Plant Department (UCAPPD) is responsible for the basic day-to-day operation and maintenance of a 300-acre campus, Motor Pool fleet, and all Educational & General facilities (these “E & G” facilities are valued over \$210 million). Housing, Food Service, Student Center and Health Physical Education and Recreation (HPER) are auxiliary buildings (contract services) that are not under Physical Plant budget. The Preventative Maintenance Program accounts for approximately fifty percent of the work performed by Physical Plant. Twenty-four percent comes from items reported by the Physical Plant staff, sixteen percent comes from campus personnel, eight percent are emergency or urgent needs and two percent are special events.

## UCA PHYSICAL PLANT MISSION STATEMENT

It is the mission of the UCA Physical Plant to:

- Support campus departments in achieving their objectives, by focusing on customer service and teamwork;
- Operate and maintain campus facilities that are safe, healthy, and comfortable for students, faculty, staff and visitors;
- Create an environment where our employees can learn and grow personally and professionally, emphasizing respect for the individual, honesty, integrity, and competent performance of duty.

## II

### EMERGENCY SERVICES

#### EMERGENCY INFORMATION

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**FIRE/VISIBLE SMOKE:**

**Contact UCA Police Department at 450-3111 and evacuate the building. If an automatic building alarm is not sounding, activate a pull station to ensure evacuation.**

**BUILDING RELATED:**

**Contact UCA Police Department at 450-3111.**

**(Definition: any disaster, utility malfunction or equipment failure that presents imminent danger to persons or property if immediate action is not taken.)**

**NOTE: Residence Halls contact UCA Housing Office at 450-3132.**

**MEDICAL;**

**Contact UCA Police Department at 450-3111.**

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Be prepared to relay as much pertinent information as possible to operator so response personnel will be better prepared to handle emergency.

### III

## GUIDE TO SERVICES

Each building has an appointed Building Administrator who is responsible for requesting any Physical Plant services for the facility. All work requests (other than emergencies) must be initiated through the Building Administrator's office.

#### **EXAMPLES OF BUDGETED PHYSICAL PLANT SERVICES ARE:**

- Maintenance of structures and their attached systems
- Maintenance of streets, sidewalks and grounds
- Basic Housekeeping services including public restroom supplies
- Minor moving tasks, relocation of retired equipment, and limited short-term storage
- Hazardous and medical waste disposal
- Paper recycling
- Trash and litter removal
- Pest control
- Commencement exercises

As resources allow, we can also provide limited Departmental Services. Departmental Services are those requested services that are not included in the physical Plant annual budget and are charged back to departmental budgets. All modifications to E&G facilities and grounds must be performed or coordinated by the Physical Plant.

#### **EXAMPLES OF DEPARTMENTAL SERVICES ARE:**

- Alterations, renovations or remodeling of facilities
- Purchase or installation of special equipment such as laboratory equipment, window treatment, special lighting, bulletin boards, pictures, plaques, shelving, case work, etc.
- Painting other than regularly scheduled times
- Repair work on departmental equipment
- Motor Pool vehicle use
- Warehouse merchandise
- Custodial supplies (paper towels) other than public restrooms
- Special Housekeeping services
- Special window cleaning services
- Special Moving services
- Lost keys replacement and security of building

Charges are made for time and material used. A work order requesting Departmental Services must include an appropriate departmental account number to be charged.

## IV

### **RENOVATIONS, REMODELING AND MODIFICATIONS**

The Physical Plant must perform any and all modifications to E & G facilities. This is coordinated through the Construction Inspector. Requests can be in the form of a memo, work order request, project estimate form, or by calling **450-5387**.

#### ***Commonly asked questions:***

1. How long will it take for a cost estimate?

3 – 5 working days

2. Where do I get the project estimate form?

<http://pplant.uca.edu/Forms/Forms.htm>, click on “Project Estimate Request”

3. Is it a complete breakdown of cost?

The estimate is for budgetary purposes only.

## V

### **ELECTRICAL, CARPENTRY, HVAC, PAINT, LOCKSMITH, and PLUMBING**

The Maintenance Department consists of the scheduling and operations of the following departments: Electrical, Carpenter, Heating, Ventilation & Air Conditioning, Locksmith, Plumbing and Paint Shops. These shops, under the general umbrella of “Crafts,” operate within a *Preventive Maintenance Program* that is planned and scheduled through a computerized work control system.

*Preventive Maintenance Program* consists of routine maintenance on all equipment requiring regular attention, such as replacement of parts, cleaning, lubrication, filter changes, inspection and operational checks. *General maintenance* items are also scheduled through the computerized work control system. Planned general maintenance is set up for repairs to maintain the interior and exterior of all E & G facilities.

Supervisors handle daily service calls and assign priorities for service. All other *Crafts* personnel are assigned to the ongoing preventive maintenance program. Emergency call out service is provided seven days a week, twenty-four hours a day. All after hour emergency service calls are reported through UCA Police Department, **450-3111**.

Special work teams perform regular preventive maintenance, in areas that are difficult to access within the normal workday, spring break, scheduled holidays and selected weekends & nights. These responsibilities are coordinated through the Assistant Director of Physical Plant for Crafts.

Mechanical and electrical equipment has been inventoried and labeled with silver tags. When requesting service, include equipment asset number on work order requests for clarification, when possible.

#### ***Commonly asked questions:***

1. How do I request work in one of the listed areas above?

Work should be requested through your Building Administrator. The Building Administrator will fill out a work order request form or project estimate form and forward to the Physical Plant by campus mail or by fax.

2. What do I do in an emergency situation when time is critical to someone’s health or welfare?

In this situation call the Physical Plant office 450-3196 or in extreme cases call the University Police at **450-3111**.

3. How do I get an estimate on work that I am considering, to even know if I can afford to do the work? Do I have to pay for estimates?

The Building Administrator should send a work order request or a project estimate form in for processing. In general, estimates are given with no charge. Estimates that may require an architect or requires State Building Services approval may be billed to the requesting department.

4. How often does Physical Plant perform painting in my building?

Each year Physical Plant personnel will perform a walk through in each building. During this process notes are taken which identify maintenance needs including painting. These notes are used as a basis to repaint or touch-up areas that we feel are in poor condition. In addition to this annual walk through, Physical Plant strives to perform painting on a larger scale every 7 to 10 years. This time frame is dependent upon actual appearance, budgetary conditions and possible upcoming renovations to a particular building. All other painting will be charged to the departments account number.

5. What do I do if my office or work area is hot or cold?

Contact your Building Administrator and have them process a work order.

## **KEYS**

Key systems should not be relied upon for the security of valuable materials and equipment. Vaults, cabinets, lockers, etc. with special locking devices should be used to secure valuables.

Request for keys are initiated through Department Chairs and routed through Physical Plant for issue. (see: UCA Key Policies and Procedures.)

Physical Plant personnel unlock selected exterior doors in each E & G facility for morning classes only. We do not unlock classroom doors.

Doors in all E & G facilities have been inventoried and labeled with silver tags. When requesting service, include the door asset number on the work order request for clarification. Building Administrators will receive a key inventory annually to assist Physical Plant in maintaining a current employee key list. Lost key reports should be filed with the Physical Plant Warehouse.

### ***Commonly asked questions:***

1. Do I treat a lost key differently than a stolen key?

Yes. A lost key should be reported to Physical Plant and a lost key form should be filled out. If the employee needs to have this key replaced they should contact their Building Administrator and send a new key request to the Physical Plant. If an employee has a key stolen, this should be reported to University Police due to the fact that a possible investigation may be required

2. As a Building Administrator, how do I know who has access to my Building?

Each year Physical Plant will send out a report to Building Administrators with a listing of everyone who has keys for their building. The Physical Plant works closely with the Building Administrator to review the report and correct any possible discrepancies or questions that may arise.

3. I am an employee transferring to another department or building and I want to give my keys to my replacement or to a friend whom I work with. Is this ok?

No. When you are issued a key, you are required to sign for it and therefore become responsible for that key. When you no longer need the key, contact your Building Administrator and complete the Transfer and Termination System.

4. How do I get in my office if my keys are locked inside or left at home?

Contact your Building Administrator for access to your office.

**CAMPUS MAP AND NEWSLETTER LINKS**

Link for a printable map:

**[http://pplant.uca.edu/MapsFloorPlans/CampusMaps/B W Campus Map.pdf](http://pplant.uca.edu/MapsFloorPlans/CampusMaps/B_W_Campus_Map.pdf)**

Link for newsletter:

**[http://pplant.uca.edu/MaintRev/Maint Rev.htm](http://pplant.uca.edu/MaintRev/Maint_Rev.htm)**

## VII

### HOUSEKEEPING AND MOVING

Physical Plant Housekeeping Department provides *basic custodial service*, emphasizing safe, sanitary conditions to thirty-two E & G facilities (approximately 1.6 million square feet of cleaning area). Custodians perform routine cleaning primarily on second shift, 4:00 p.m. to 12:00 a.m. This is supplemented with first shift, 7:00 a.m. to 4:00 p.m. and third shift, 11:00 p.m. to 7:00 a.m. Floors (hallways, lobby and designated areas) are buffed on third shift. Cleaning is prioritized and scheduled in the following order: restroom/shower areas, classrooms, high traffic areas and office areas. When students are not on campus, custodians are assigned to "special" clean-up crews. Building administrators will be notified in advance of these cleanup dates. Basic custodial services will be affected during those times. Trash pick-up, restroom/shower care, and limited cleaning will occur during these times. Carpet cleaning is scheduled on weekends and three nights per week. Other custodial needs are defined as special departmental services and are charged accordingly. Cleaning services can be addressed by calling **450-5380**.

The Housekeeping Department provides BASIC-moving services to the campus. Basic moving needs (i.e., furniture and equipment transfer/retirements) are completed through the Work Order System Monday/Friday between 6:00 a.m. and 2:30 p.m. and supervised by the Physical Plant Maintenance Supervisor. Moving questions can be addressed by calling **450-3249**. Special Event moving needs (tables, chairs, microphones) is completed through the Calendar Office – **450-5270**. The Calendar Office schedules the event and labor charges will be assessed.

#### *Commonly asked questions:*

1. Does Housekeeping supply paper towels for classrooms, labs, kitchens or lounges?

No. Housekeeping only supplies paper towels for restrooms.

2. How often is my office vacuumed?

Offices are on a weekly vacuuming schedule.

3. Who do I call if I need emergency clean up after a coke spill or if a student is ill in the restroom during normal business hours?

Call the Administrative Office Supervisor at **450-5380** or the Day Coordinator, **450-3453** between the hours of 7:00 a.m. and 4:00 p.m. Call the Night Coordinator at **450-5396** after 4:00 p.m.

4. Does a "Transfer of Equipment Form" need to be filled out when moving a non-inventory piece of furniture or equipment?

Yes. Transfer papers signed by the Inventory Office is required anytime Physical Plant moves equipment or furniture from one building to another or to another department.

## VIII

### MOTOR POOL VEHICLES

Motor Pool Department provides maintenance to 43 vehicles. Ten of these vehicles are available for rent to departments. The rental fleet covers an average of 150,000 miles per year. Rental vehicle requests can be initiated by obtaining a *"Request for Motor Pool Vehicle"* from your Department Chairperson or from our website, <http://pplant.uca.edu/Forms/Forms.htm>. Read all instructions, fill in all requested information and return to Department Chairperson for approval at least one week prior to trip. The Department Chair must approve all rental fleet requests. Upon receipt at Physical Plant, the vehicle will be scheduled and confirmation will be sent if time allows. The designated driver will pick up the keys and credit cards at the administrative offices of the Physical Plant. The Administrative Office is open for vehicle issuance from 7:30 a.m. to 4 p.m., Monday through Friday. Proof of a current drivers license will be required each time a vehicle is issued. Please note on request if vehicle will be used prior to 7:30 a.m., Monday/Friday, or on the weekend. Access to the Physical Plant Compound is not available on weekends, and the gates are closed daily at 5 p.m. Employee will pick up keys and credit cards during the normal business hours even though vehicle may be used prior to 7:30 am or on the weekend. The vehicle should be moved from inside the compound to alternative site for use when needed.

Return the vehicle inside the Physical Plant compound (east side) at the completion of the trip. Park the vehicle on the west side of the building if returned after hours. All vehicles larger than a van must be returned to UCA bus return location north of the Physical Plant. Lock vehicle and place keys, credit cards and any credit card receipts in the "Vehicle Key and Credit Card Drop" located on the east side of the Administrative Office door.

#### *Commonly asked questions:*

1. How soon in advance can I pick a vehicle up?

The vehicle can be picked up as much as 24 hrs in advance as long as the driver makes these arrangements in advance.

2. Does the Physical Plant have vehicles with towing capacity?

We currently have 3 vans, which have towing knobs.

3. What is the maximum number of passengers allowed in Physical Plant vans?

The maximum allowed is 9 passengers. This number is based on national surveys that were compiled in regards to potential overloading of vans. The number was set as a safety precaution.

4. Who do I contact to schedule a vehicle?

Contact your Department Chairperson and send in the "Request for Motor Pool Vehicle" form to the Physical Plant. Questions can be addressed by calling **450-5398**.

5. What should I do if I breakdown or have an accident while on a trip?

Drive the vehicle back to the Physical Plant if drivable and notify the Administrative Office at **450-3196**. Fill out a police report prior to returning if applicable.

Contact a wrecker if the vehicle is not drivable and return it to the Physical Plant compound if close to the campus. Otherwise, return to the nearest dealership or other location approved by Assistant Director.

Physical Plant will be responsible for repair of the vehicle or contracting for the repairs. A University credit card or personal credit card may be used with receipts being kept by the driver for reimbursement as needed.

6. What can I use a University Credit Card for?

The credit card is used for gas and automotive equipment and repairs to state vehicles only. Do not use for food, drink, lodging, etc.

## IX

### GROUNDS and LANDSCAPE

Grounds and Landscape Department is responsible for the maintenance of approximately 300 acres of campus property. They are responsible for mowing and trimming of lawns, tree and shrub maintenance, leaf removal, ice and snow removal, campus irrigation systems, greenhouse and planting beds.

The Grounds Department is also responsible for maintenance and repair of streets, sidewalks, parking lots, and campus signage and cleaning of streets drains, roof drains and gutters. These responsibilities are coordinated through the Grounds Supervisor. Contact the supervisor, **450-5854** for additional information or questions.

#### *Commonly asked questions:*

1. Can I order plants for a special event on campus?  
Plants can be ordered by calling the University Calendar Office, **450-5270**. Charges will be incurred.
2. Can I have a special event outside?  
Outside events are also scheduled through the University Calendar Office. Completion of the "Outside Event Form" is required. Pick up form from the Calendar Office located at the Physical Plant.
3. Can I set up displays for review only (not a special event)?  
Outside displays require completion of "Temporary Structure Request and Guidelines" form. Pick up the form from the Calendar Office located at the Physical Plant.

## **X**

### **PEST CONTROL**

Physical Plant provides pest and rodent control to all E & G facilities. Reporting a pest or rodent problem can be initiated by submitting a written work order request through the Building Administrator and sent to the Physical Plant. The Grounds Supervisor can also be contacted at **450-5854**.

## XI

### TRASH COLLECTION, RECYCLING, HAZARDOUS WASTE

Physical Plant picks up trash for the entire campus. Paper and cardboard are collected for recycling. *Hazardous and medical waste collection* can be arranged and any trash collection or recycling concerns should be addressed to Grounds Supervisor at **450-5854**.

*UCA's Recycling Program's success depends on your individual effort.*

*Commonly asked questions:*

1. How can I learn more about campus recycling?  
Contact the Grounds Supervisor or visit our website at <http://pplant.uca.edu>.
2. Where can I place my recyclables?

Blue recycle bins can be found in most dorm room hallways and in E & G facility hallways. A recycle dumpster is also located on the west side of the Physical Plant.

3. How do I dispose of large amounts of trash or cardboard?

When large amounts of office materials, furniture boxes, etc. are to be generated, please contact the Grounds Department to set a pick up date and time. **450-5854**

## **XII**

### **SAFETY AND TRAINING**

The Physical Plant Safety and Training officer is responsible for issues relating to the following subjects:

- Environmental health and safety
- HAZMAT disposal
- MSDS (material safety data sheets)
- Medical waste disposal
- Underground storage tanks
- Mold
- Indoor air quality
- Safety training
- CDL (commercial drivers license) skills training
- Van training
- Employee accidents
- OSHA inspection

If you have questions or concerns regarding one of the above areas, contact Terry Starnes, Asst. Dir.-Crafts, Motor Pool, and Safety at 450-5385.

## **XIII**

### **FORMS**

Link to the Forms page on the Physical Plant web site:

<http://pplant.uca.edu/Forms/Forms.htm>