

THE UNIVERSITY OF SCRANTON
PHYSICAL PLANT DEPARTMENT
GUIDE TO SERVICES

10 November 2004

Table of Contents

Statement of Mission	1
Physical Plant Department	1
Organization	2
Project Scope of Work	2
Requests for Services	2
Department Charge Back for Services	2
Work Orders	3
Work Order Request (Instructions)	4
Priority of work	6
Limitations of Services	8
Air Conditioning and Refrigeration Maintenance	8
Moving and Setups	8
Storage	8
Funding	8
Emergencies	9
Routine Failures	9
Facilities Improvement Program (FIP) and Facilities Maintenance Program (FMP)	9
Preventive Maintenance	9
Furnishings	9
Bulletin Boards and Sign Holders	9
Special Equipment and Instrumentation	10
Elevators	10
Architects, Engineers, and Contractors	11
Grounds	11
Bicycle Racks	11
Refuse Removal	11
Refuse Disposal (Hazardous, Infectious and Special Waste)	11
Recycling	12
Shredding Confidential Documents	12
Asbestos-Containing Materials	12
Custodial Services	12
Pets on Campus	13
Signs	13
Temporary Signs	13
Inspections	13
Heat and Air Conditioning	13
Building Codes	14
Consultation	14
Keys and Locks	14
Roofs	15
Building Plans and Maps	15

Room Reservations	15
Smoking	15
Storage of Materials	15
Telephone Installations	15
Architectural/Engineering Service	15
Summary of Trades and Custodial Services	16
Work Control Center	16
Carpenter Shop	16
Custodial Services	16
Electrical Shop	16
Grounds Maintenance	16
HVAC and Plumbing Shop	16
Physical Plant Directory	17

Statement of Mission

The Physical Plant Department is committed to providing quality service to students, faculty, staff, and visitors to the University. The physical facilities are an important and tangible asset of the University with a current replacement value in excess of \$150,000,000. The Physical Plant is responsible for maintaining each facility and the entire campus in a manner that contributes to the attractiveness and function of the educational environment. Maintaining the physical facilities is essential to enhancing the overall residential and educational environment along with ensuring a safe, developed campus that is committed to preserving and enhancing the Jesuit identity and ideals.

The Physical Plant provides services and support for the community of Scranton and Lackawanna County through cooperative efforts with the Chamber of Commerce, Friends of the Poor, student community service committees and programs, Scranton Police and Fire Departments, Hill Neighborhood Association, Scranton Parks and Recreation Department, and the Lackawanna County Recycling Center. Support is provided to the many non-University organizations that use the facilities throughout the year.

Physical Plant employees are committed to support the economic goals of the University. Employees are dedicated to the concept of improving productivity and effectiveness through the more efficient use of time and materials, implementation of new technology and equipment, and improving skills through training and seminars.

It is recognized that the major strengths of the Physical Plant are the employees and available resources used in the performance of its work. This is strengthened by the support and commitment of the administration and board of trustees to providing a well maintained and developed campus. By this commitment, we are able to provide support to the academic excellence and educational attractiveness of the University.

The Physical Plant management team is committed to treating employees with dignity and respect, fostering positive attitudes and acceptable behavior, recognizing satisfactory employee performance, administering policies fairly, and communicating the plans and directions of the department to all employees.

Physical Plant Department

The Physical Plant Department is a service organization responsible for the planning, construction, renovation, repair, and maintenance of all University buildings and facilities. The department provides and administers utilities, architectural and engineering services, grounds care, recycling programs, custodial services, and annual FIP-FMP programs. Our goal is to provide these services in a manner consistent with the University of Scranton's standards of excellence.

Services provided by the Physical Plant Department include but are not limited to the following:

1. General maintenance and custodial work in all academic and residence hall buildings, including the services of carpenters, electricians, plumbers, and HVAC mechanics to ensure a safe and adequate educational environment for academic and administrative functions.
2. Maintenance of classrooms and public spaces including common space

- furnishings.
3. Maintenance of walks, grounds, and limited maintenance of athletic facilities.
 4. Operation and maintenance of utilities.
 5. Custodial services.
 6. Elevator maintenance.
 7. Preventive maintenance for building systems.
 8. Energy conservation, including installation of equipment to conserve energy.
 9. Moving and set-up responsibilities.
 10. Management of building construction and renovation projects.
 11. Architectural consultation for small-scale projects.

Anyone with questions concerning the operation and services provided can call the department at Ext. 6267 or Ext. 7416.

Organization

The Physical Plant Department employs a force of professional, skilled, and semi-skilled employees. Department employees include: architects, engineers, electricians, carpenters, painters, plumbers, HVAC technicians, mechanics, custodians, secretaries, and clerks. Our employees can respond to urgent and specialized needs and provide continuity of basic maintenance and repair programs. Also, they can offer timely and efficient response on minor renovation projects.

Project Scope of Work

While we are a repair and maintenance organization, at times the Physical Plant is called upon to render services for many alteration and renovation projects and it is effective to take on projects of a limited scope. Our general rule is not to take on projects that would take any longer than three crew days to complete. Also, we do not take on any projects that require specialized equipment or are scientific or technological in scope. Such projects are usually contracted out to local contractors based on experience of the firm. The Physical Plant administers all contracts and provides planning and consultation services for these projects. The Administration and the Physical Plant determine the best means to complete each project.

Requests for Services

Work order request forms are available on-line by accessing the University's [UNOS Page](#) under **U of S Office Forms, Physical Plant, Work Order Request**. Except for emergency work, work orders are required for all corrective, routine, major and minor repair work and set-ups for special events. The requester must fully describe the services desired and should identify any constraints such as time periods or special conditions on the service requested.

Department Charge Back for Services

At times the Physical plant receives requests for services rendered to departments and University activities for which the Physical Plant does not receive a budget allocation. When this occurs, the requesting department must provide a budget source for funding. Physical Plant charges (labor and materials) to the Department include actual cost charges only. No profit or

overhead charges are billed to departments. Examples of Department Charged Services include:

1. Alterations to buildings or structures requested by and assigned to departments and activities.
2. Requests for materials.
3. Painting of offices, departmental spaces or of public spaces to change colors, or painting not warranted by the condition (fading or flaking) of existing paint.
4. Repair work on special equipment in laboratories in research areas.
5. Alteration, repair, or refinishing of office, library, laboratory, lounge, and kitchen furniture and equipment.
6. Building of wood cabinets and computer work stations.
7. Installation of shelves.
8. Requests to re-upholster furniture, except in public spaces.
9. Requests for additional keys.
10. Requests for new lock installations.
11. Replacing, re-keying, or additions to the present locking hardware on doors or desks because of lost keys, illegal entry, and the like.
12. Removal of illegally installed construction or materials (i.e., rooms in corridors) by a department that violates National, Pennsylvania, or City of Scranton building codes.
13. Repair of table lamps, fans, coffee pots, toasters, washing machines, dryers, supply cords, or other equipment purchased by the department.
14. Removal of wiring or equipment installed by a department that violates building codes or safety regulations.
15. Maintenance of specialized laboratory equipment, stills, and the like.
16. Removal of plumbing or equipment installed by a department that violates building codes or safety regulations.
17. Special events that cannot be covered by assigned custodians or maintenance personnel.
18. Requests for staffing beyond normal working hours.
19. Requests for special cleaning beyond normal working hours.

Work Orders

Work orders are to be submitted for routine corrective work and can be submitted on -line or, in the event of an emergency, by telephone. A sample work order form with instructions is included in this manual. Work orders should be submitted at least two weeks prior to the work request date. Event work orders should be submitted at least 10 working days before an event. Work orders are received by the work order control clerk and approved by Physical Plant supervisors. Work is assigned to the appropriate trades person or mechanic. If materials are required, the order is placed after approval and may affect the target date for completion. Work is generally performed by the target date and the Physical Plant is responsible for conveying information to the requester regarding scheduling delays.

To Enter Work Order Requests On-Line:

A. Using Internet Explorer, log on to the University's [UNOS Page](#). Click on **U of S Forms** to open the menu page. Under **Physical Plant**, click on **Work Order Request Form**.

B. You will be prompted to enter your social security number and PIN number. Enter your nine digit number, hit Tab, and enter your six-digit PIN or password. Click on **Submit**. You are now into the work order system and may enter a work order request.

C. The Work Request Form has various fields that require information from you for the work order to be processed. Working from left to right and top to bottom on the form, follow the instructions below: (Instructions in **bold** are required information.)

1. *Work Order Number* is shown as *NEW* until the work is approved.
2. The *Submitted By* block automatically defaults to the user. This block cannot be changed.
3. The date will default to today's date.
4. The *Requester* will default to the user. If the requester is someone other than you, click on the *Requester* button and perform a search for the requester by typing in the last and first names. When the person is located, click on the *SELECT* button and the name will be inserted into the form.
5. The *Contact* will default to the user. If the contact is someone other than you, click on the *Contact* button and perform a search for the contact by typing in the last and first names. When the person is located, click on the *SELECT* button and the name will be inserted into the form.
6. The *Department* will default to the user or requester. No entry is necessary.
7. The *Phone* number will default to the user or requester. No entry is necessary.
8. **A Building must be selected. Click on the *Building* button for a list of buildings and select the building from this list.**
9. **A Room number or area must be inserted.** For example, "201" or "2nd floor Corridor" are acceptable entries.
10. *Sketch Submitted* will default to *No*. If a sketch or drawing is available, please send it through campus mail to the Physical Plant Department after the work order has been submitted and approved. Please reference the work order number on the sketch.
11. ***Requested Completion Date* must be inserted.** Click on the *Requested Completion Date* button for a calendar window. Click on the date and it will be inserted into the date block. Note: the date must be at least seven days from the current date or the work order will not be accepted.
12. *Target Date* is under the control of the approval authority of the Physical Plant and will be inserted when the work is approved and scheduled. Every effort will be made to meet the requested completion date; however, due to other scheduled work, material deliveries, etc., the target date may be adjusted by the approval authority. The requester should check this date when informed of work order approval and notify the Plant office at Ext. 7416 if there is a problem with the scheduled target date.
13. No input is required in the *Status* block. This information will change dependent

upon where the work order is in the system and is used for tracking the work order.

14. **Description of work to be performed. Insert, in detail, the work requested by you. Be as specific and detailed as possible.** Failure to provide sufficient detail may delay the work.
15. *Charge Dept.?* If the expenses incurred by the performance of the work are attributable to the department, grant, or capital account, click on button and change to *Y*.
16. If you entered *Y* in the previous block, enter the six-digit department code in the *Dept Code* block.
17. If you entered a department code in the previous block, enter the six-digit account code in the *Acct Code* block.

E. After all information is entered, click the *Submit* button and a work order will be electronically submitted for approval to the appropriate Physical Plant personnel. A work order number will be displayed along with all the data you entered. Please review the work order submission at this point. If you forgot something and need to modify the work order, click on the *MODIFY THIS WORK ORDER* button, correct or enter the missing information and click the *SUBMIT* button.

F. When your work order request is approved, you will receive an e-mail message that indicates the approval or reason for disapproval. If approved, the request will receive a number and a target date. **Please note that the target date might not be the same as the requested completion date.** The target date is established based on the current work load and work priorities of the Physical Plant. If the target date is not satisfactory, please contact the Work Order Control Clerk at Ext. 7416.

G. When the work is complete, the work order will be closed out by the Physical Plant and information entered into the system for statistical and performance information. You will receive an e-mail message indicating that the work is complete and advising you to contact the Physical Plant Department with any questions or concerns. Your input is very important to us, and we encourage you to contact us if your expectations were not met or if the work was not completed.

YVAWORK - Work Order - Requestor Form

Work Order Number: NEW	Submitted By: DEVERS JAMES	Date:
Requestor:	Dept:	Phone:
Contact:	Dept:	Phone:
Bldg: <input type="text" value="Select Building"/>	Room: <input type="text"/>	Sketch Submitted: <input type="text" value="N"/>
Request Completion Date: <input type="text"/>	Target Date:	Status: Pending
Description: <input type="text"/>		
Charge Dept?: <input type="text" value="N"/>	Dept Code: <input type="text"/>	Account Code: <input type="text"/>

Work Order Num:

Priority of Work

Generally, requests for basic corrective services take priority over other requests, except emergencies. When the time factor is critical, Physical Plant may use outside contractors to complete all or part of the work.

The Work Order Control Center prioritizes each request for services received. Priorities have been developed to ensure that Physical Plant responds appropriately to a request. Therefore, the assistance of a department in detailing the nature or seriousness of the problem is important. Some conditions in Priority 1 may override others in case of emergency or disaster. The priority system is as follows:

Priority 1

1. Emergency conditions that affect the safety or health of persons or property, for example, broken glass, ruptured pipes, inoperable exterior locks, interior locks on sensitive space, blocked or malfunctioning toilets, or passengers trapped in elevators.
2. Conditions that immediately affect the continued performance of academic or administrative services, the same day non-resolution of which would impact use

or performance in the space, for example, blown circuit breakers, an outlet without power (where only one is available), inoperable doors, non-operating elevators, or hot or cold offices or classrooms.

3. Conditions that, if not immediately attended to, could damage the physical plant or further damage the item in question, for example, ceiling drips, leaking toilets, unfastened windows.
4. Work that should be completed within eight (8) hours.
5. Conditions which must be attended to during the day (or night) they are reported.
6. Work that requires overtime or night shift, if not completed during normal work hours.

Priority 2

1. Conditions that represent a potential safety or health hazard -- danger, damage, or breakage that is not an immediate hazard but could become one with more use or stress. For example, a loose handrail, loose doorknob, damaged stair tread, or cracked door glass.
2. Nuisance conditions that do not require extensive work, but which, if not remedied, would reflect poorly on Physical Plant, for example, paint, offensive graffiti, follow-up of one trade's work by another trade.
3. Valid, dated requests by customers, which must be completed by a certain date.
4. Debris or garbage accumulations.
5. Work that should be completed within three (3) workdays or less.
6. Work that is the highest priority for non-Daily Service Team personnel.
7. Work that can be worked into existing schedules.
8. Student Damage Work Orders.

Priority 3

1. Work that should be completed within five (5) to ten (10) workdays.
2. Work that may be scheduled in advance.
3. Work that represents most routine maintenance.
4. Resolution of "temporary fixes."
5. Work identified by building surveys, tours, or area coordinators, other than long-range or major improvements.

Priority 4

1. Work that should be completed within one (1) month.
2. Work that can be scheduled in advance.
3. Work that represents improvements or additions to facilities such as building shelves or installing air-conditioning units work covered by most service requests.
4. Work that requires outside vendors, contractors, or procurement of materials (not off-the-shelf items).
5. Work that requires a coordinated and planned schedule between a client and shop(s).

Priority 5

1. Work that can be programmed for the next season.
2. Work that can be scheduled for periods between semesters.
3. Work that has been identified in advance but cannot be done at the time of identification because facilities are in use.
4. Jobs requiring several shops and long-range planning.

Limitations of Services

Labor, materials, and/or equipment cannot be used for private or personal benefit either on or off campus. Materials and equipment cannot be loaned to University departments, employees, students, or outside contractors.

Air Conditioning and Refrigeration Maintenance

Physical Plant maintains all air-conditioning systems on campus except those systems that are for departmental laboratory and/or special temperature control areas or were purchased without the authorization of Physical Plant.

Moving and Setups

Grounds and building personnel are responsible for limited moving of furniture and offices. **Due to the scope of responsibilities of these crews, moving of furnishings is scheduled after 1:00 P.M. on Tuesdays, Wednesdays, and Thursdays.** At times, the Plant will contract with a vendor to move large amounts of furniture for department moves. The services of vendors are funded by the requesting department.

Requesters are responsible for packing all belongings in boxes provided by the Physical Plant. Building custodians and other Plant employees are not responsible for packing belongings. It is imperative that the requester or a representative be present while the moving of belongings is taking place to insure that materials are delivered to the correct place. A limited supply of boxes can be obtained from the Physical Plant; however, if additional boxes are needed they can be purchased from the moving contractor.

Requesters are responsible for emptying all desks, horizontal or lateral filing cabinets (vertical file cabinets need not be emptied), and bookcases prior to the commencement of the moving operation.

Storage

The Physical Plant Department does not maintain a storage facility. Storage of materials and furnishings is the responsibility of each department. However, the Procurement Department does maintain a small amount of area at Cawley Bros. warehouse located within minutes of the campus. There is a monthly charge to departments for this service. Arrangements for storage can be made by contacting the Purchasing Department at 941-6214.

Funding

The Physical Plant Department allocates funds to make corrective repairs to facilities. In some cases the requesting department may be asked to provide funding if requests do not follow

the criteria for normal repairs and maintenance. Please contact the Plant office to verify funding.

Emergencies

In the event of an emergency during the hours of 4:30 P.M. and 11:00 P.M., all calls for services should be made to the Information Center operator in St. Thomas Hall, dial "0" from a University phone or 941-7400 from any other phone. Between the hours of 11:00 P.M. and 8:30 A.M., call the Public Safety Department at 941-7888 to report emergency situations.

Routine Failures

Defective or burned-out light bulbs or fluorescent tubes, broken window panes, broken classroom furniture, heating or air conditioning malfunctions, and leaking or non-working plumbing should be regarded as routine failures and reported promptly to the Physical Plant by the personnel concerned, either directly, by e-mail, or through the building custodian.

Facilities Improvement Program (FIP) and Facilities Maintenance Program (FMP)

Funding for repairs and maintenance to all facilities is provided through the annual Facilities Maintenance Plan (FMP). The FMP covers costs incurred for the repairs required from normal "wear and tear" on the facilities such as painting, lighting, floor finish replacement, and building code upgrades.

Major capital projects and department requests for alterations and renovations are handled through the Facilities Improvement Plan (FIP). FIP requests are reviewed and referred to the Financial Management Committee for approval and funding. Requests for FIP and FMP work for the next fiscal year are distributed to the University community in September and due back to the Physical Plant Department in mid-October.

Physical Plant personnel are available to provide limited architectural and estimating services for all departments for inclusion on FIP requests.

Preventive Maintenance

Preventive maintenance is the scheduled attention to the physical needs of a system that results in the reduction of the possibility of breakdown and the lengthening of the life of a system. Physical Plant schedules routine preventive maintenance checks on building, HVAC, electrical, plumbing, and mechanical systems. Floor drains and building areaways, and roofs are periodically cleaned and inspected.

Furnishings

Desks, chairs, shelving, bookcases, special equipment, and other office furnishings are not provided or maintained by the Physical Plant. Each individual department is responsible for room furnishings. The Physical Plant budgets funds for the repair and maintenance of classroom and common area furnishings only. All furniture purchases are to be coordinated with the Purchasing Department.

Bulletin Boards and Sign Holders

Bulletin boards and sign holders are installed as needed or requested in common areas by

the Physical Plant. Bulletin boards, white boards, tack boards, and hanging strips for offices are the responsibility of the requesting department. Departments will be charged for the furnishings.

Special Equipment and Instrumentation

Individual departments are responsible for procuring and maintaining special equipment such as computers, printers, autoclaves, distillers, and all diagnostic and other equipment used for teaching and research purposes.

Departments are encouraged to contact the Physical Plant prior to purchasing special equipment. The Physical Plant department will determine the space needs, availability and capability of correct electrical outlets or HVAC equipment. Any alterations, electrical power needs, or HVAC modifications that may be required are the responsibility of the requesting department. Physical Plant will make all arrangements to perform the work. Departments will be charged for actual incurred costs or will be responsible for procuring adequate funding for requested work.

Physical Plant personnel must be consulted and prior approval obtained from them for the source of power, equipment phasing, voltage, and amperage of special equipment. Several campus buildings do not have all the standard voltages and phases available.

When purchasing office or laboratory equipment, the following principles of electrical characteristics should be observed.

1. All must be 60 Hz and have the Underwriter's Lab (UL) seal of acceptance.
2. No equipment or group of equipment rated at 120 volts requiring 10 Amps (1250 watts) or more of power should be purchased without prior approval of Physical Plant personnel.
3. No equipment requiring, by the manufacturer, a special or dedicated circuit should be purchased without prior approval of Physical Plant personnel.
4. Prior approval must be obtained for any equipment rated 208, 240, or 480 volts single or three phase.
5. Use and purchase of EPA certified energy star equipment is strongly recommended by the Physical Plant Department.

Elevators

The Physical Plant administers a service contract for all elevators on campus. The contract covers inspections and maintenance and service items such as electrical repairs and cleaning of pits. Physical Plant is charged for repair work required because of vandalism. All repair work, upgrading, and scheduled shutdowns involving an interruption of services is planned with department liaisons or building coordinators to minimize inconvenience to staff and students.

All repair work for elevators is scheduled during normal work hours of 7:00 A.M. and 5:00 P.M. Only emergency repair work is performed during other periods.

Both emergency and routine problems with elevators should be directed to the Physical Plant, extension 6267.

Architects, Engineers, and Contractors

The Physical Plant Department maintains an active list of architects, engineers, and contractors who show an interest in performing work for the University. This list is reviewed periodically and always when a project requiring services is anticipated, planned, or approved to proceed. Contractors must be pre-qualified and evaluated for each project before they are invited to bid on construction projects.

Grounds

The University takes a great deal of pride in the appearance of its buildings and grounds. The Physical Plant employs a grounds crew that is responsible for turf maintenance; care of shrubs, planting, and trees; road and walk cleaning and maintenance; and snow and ice control. Thousands of students utilize the campus daily. It takes conscious efforts on everyone's part to help keep the campus grounds and buildings as free of litter, graffiti, and abuse as possible. Please help keep your campus clean.

Bicycle Racks

Bicycle racks are located throughout the campus for the convenience of bicycle riders and are used at the rider's risk. Locking of bicycles to the racks is encouraged. Parking or storage of bicycles inside of buildings, including entrance or exit ways, or the locking of bicycles to gratings, railings, lampposts, or structures other than bicycle racks is prohibited.

Refuse Removal

Refuse removal and disposal is provided by a private contractor on a scheduled basis throughout the school year. Questions regarding pickup should be directed to Ext. 6267.

As a basic operational service, Physical Plant provides pickups of normal refuse on campus. Special pickups and disposal of extraordinary amounts of trash or building items may be arranged as a departmental expense by calling the Physical Plant, Ext. 6267.

Refuse Disposal (Hazardous, Infectious and Special Waste)

The disposition of hazardous waste is coordinated by the Safety Office through the Department of Public Safety (Ext. 7888). Hazardous wastes should not be placed in receptacles provided for normal, day-to-day refuse. Regulated hazardous wastes include:

- Flammable Liquids (flash point lower than 140 deg. F)
- Corrosives (pH lower than 2.0 or above 12.5)
- Reactive (Unstable compounds)
- EP Toxic (certain heavy metals and pesticides)
- Off-Specification Chemical Products (acute or toxic hazardous waste)
- Hazardous Waste from Non-Specific Sources (primarily toxic solvents)

Other non-hazardous waste materials also require special attention. Those materials include infectious/bio-hazardous waste and special waste. An infectious waste is a waste that epidemiologic evidence indicates is capable of transmitting a dangerous communicable disease. A special waste may include a non-hazardous solid waste from a nonresidential source. Examples of special waste include waste oil, waste paint, non-hazardous chemical products,

incinerator ash and asbestos. Contact the Public Safety Office to arrange for proper disposal.

Recycling

The University instituted a recycling program in September 1990. Currently, we recycle office paper, newspaper, cardboard, aluminum cans, bottles and jars, and plastic containers. All materials are delivered to the Lackawanna County Recycling Center. Materials are collected on a weekly basis from all buildings. If you need additional recycling containers, call Ext. 6267.

Shredding Confidential Documents

The University maintains a paper shredder for use by departments for shredding confidential documents and tests. Due to the confidentiality requirements, the shredding of documents is the responsibility of the requesting department. Departments should call Ext. 6267 to make arrangements to use the shredding machine located in St. Thomas Hall 058. Custodians and other Plant personnel are not responsible for security of shredded documents.

Asbestos-Containing Materials

From the turn of the century until the 1970s, asbestos was widely used in various building materials. It is commonly present in insulation materials found on pipes, ducts, and boilers, in acoustical insulation, and in fireproofing materials. Vandalism and abuse, as well as routine maintenance, repairs, or replacements of items that contain asbestos may release airborne asbestos fibers which are health risks. Areas that pose a health risk are evaluated and, if necessary, cleaned up. In conjunction with those cleanup operations, a comprehensive survey of asbestos material locations is an ongoing process, along with the condition of the installations. Removal will be scheduled and undertaken when necessary. Meanwhile, the Safety Office is monitoring known and suspected sites and is working with Physical Plant personnel for the removal or repair of materials required.

Custodial Services

The Physical Plant provides custodial services to administrative, academic, and residential buildings on a daily basis. Classrooms, offices, hallways, and stairways are cleaned on a scheduled basis. Restrooms are cleaned and serviced daily. Windows, carpets, and floors are maintained periodically depending on academic schedules. The custodial staff controls snow and ice on entrance ways and walks leading into buildings. Requests or questions concerning custodial services can be directed to the Physical Plant at Ext. 6267.

Housekeeping services are provided in all dormitories and campus houses daily from Monday to Friday; some buildings have Saturday/Sunday coverage. Light housekeeping is scheduled and performed in student rooms. Students are required to keep their rooms in presentable condition so that housekeeping can perform their duties in a safe manner. Requests or questions regarding dormitory services can be directed to Dormitory Maintenance at Ext. 7650 or Ext. 4011.

Pets on Campus

Because the campus receives intensive use, bringing pets onto the campus and into buildings may create a sanitation and housekeeping problem that cannot be permitted. Pets are not allowed on campus or in buildings. Exceptions are Seeing Eye dogs for the visually impaired and pets used to support academic curriculum objectives.

Room and Department Signs

Production and installation of room and office signs is the responsibility of the Physical Plant. Requests for signs can be submitted by work order request. The standard format for all office signs includes the room number and name of person occupying the space. Due to limitations and our effort to standardize room signs throughout the University, signs will meet certain size and color requirements. All room signs will include the appropriate ADA Braille designations.

Temporary Signs

The need to get information to the University community is recognized and general announcement bulletin boards and sign hanging strips have been provided in all facilities for this purpose. Posting of signs in unauthorized locations and on painted surfaces creates a maintenance and safety problem. Posting of signs on painted surfaces, lampposts, doors, windows, and other hard surfaces is prohibited unless approved by Student Affairs, Student Activities, Campus Ministries, Provost's Office, Academic Deans, Treasurer's Office, Registrar's Office, Career Services, Development, Admissions, or the Physical Plant Department.

Academic departments with designated bulletin boards are responsible for all postings at those locations. The responsibility for posting approval is with the department chairperson.

Vendors, contractors, and others not affiliated with the University of Scranton are prohibited from posting brochures, signs, posters, and pamphlets, and other propaganda in all campus facilities unless approved by authorizing departments of the University.

University of Scranton student organizations and clubs must receive approval from the Office of Student Affairs or Student Activities before posting signs on general announcement bulletin boards and hanging strips. Unauthorized and outdated materials will be removed by Physical Plant Department personnel from all surfaces, bulletin boards and hanging strips.

Inspections

The Physical Plant routinely inspects facilities for wear and tear and makes corrections based on these inspections. However, we depend on the University community to notify the Physical Plant Department of problems when they are identified. Other inspections carried out by the Plant include monthly fire extinguishers, first aid kits and air filters.

Heat and Air Conditioning

Living in an area where it can snow in May and be 85 degrees in November, it is always a challenge to determine when to turn on the heat and turn off the air conditioning. As a general rule, the Plant department targets May 15 to switch from heat to air conditioning and October 15 to switch from air conditioning to heat. However, due to the unpredictability of the weather, the

Physical Plant monitors conditions and will adjust those dates to suit the predicted conditions. During the switchover period, it is advisable to dress appropriately and carry a sweater in the event that we experience cool mornings and warmer afternoons.

In many buildings, air conditioning and heating systems require approximately three days to switch over and a few more days to stabilize. An outside air temperature above 75 degrees F. is needed to calibrate many of the air-cooled condensing systems, and those are usually the last ones to switch over.

Thermostats are calibrated on a routine basis by vendors and/or Plant mechanics. During the air conditioning season, thermostats are set at 72 degrees F. A fluctuation of 2 degrees F is to be expected. In the event of extremely hot weather, most systems will provide a 15-degree F. differential inside. During the heating season, thermostats are set at 70 degrees F. with an expected variation of 2 degrees F.

Building Codes

Pennsylvania State fire and building code requirements are adhered to in all work performed by Physical Plant. If there are specific questions about code requirements, contact the Director of Physical Plant or Staff Architect.

Consultation

Members of the Physical Plant staff are available and welcome the opportunity for discussion and consultation with members of the University community. Call Ext. 6267 or write to the Director, Physical Plant, for an appointment or referral to the appropriate person for attention to a particular problem or question.

Keys and Locks

Keys are issued by the Physical Plant to authorized people and should not be duplicated by users. Duplicate keys can be provided by the Physical Plant upon request by the department chair, director, dean, and vice president.

The Physical Plant is the only department allowed to cut and issue keys for University buildings. Duplication of keys by an outside locksmith is strictly prohibited. Service requests for lock changes and key changes or additional key requests should be directed to the Physical Plant Office.

Keys will not be issued without a written request and signed by the dean, department head, and Vice President, as required by University policy. Once the request is processed, the person to whom the keys are to be issued will be notified. Keys must be signed for and picked up at the Physical Plant Office by the person for whom the request was issued.

Requests for master keys to a building must be submitted to and approved by the Vice President of the requesting department before processing by Physical Plant.

Loss of keys must be reported immediately to Public Safety and to Physical Plant. In the event re-keying is necessary, the requesting department will be charged for all new keys and locks.

Expenses incurred for lost keys or failures to have keys returned by a departing employee are the responsibility of the department and handled through the Physical Plant. Core changes are

\$15 per lock. There is a \$20 charge for the replacement of a lost key. All core changes and key cutting is performed by the University locksmith.

Roofs

No one is permitted on the roof of any building without prior authorization from Physical Plant. This is necessary because of bonds or guarantees present with many of our roofs, the potential damage to the building and its contents from roof damage leaks, and because of the great initial expense of roofing and repairs that might be necessary if uncontrolled roof traffic is permitted.

Motion Picture cameras, television cameras, television antennas, or other equipment supported by tripods or stands may not be placed on any roof without prior coordination with Physical Plant.

Alterations and/or additions to roofs are not permitted without prior approval of Physical Plant.

Building Plans and Maps

The Physical Plant maintains a CAD file for all building plans. If you need a plan of a certain area, one can be provided by contacting the Plant CAD operator at Ext. 6267.

Room Reservations

When requesting event set-ups and reservations for areas on campus it is necessary to obtain a Room Reservation. Please contact the Facilities Coordinator at Ext. 7952.

Smoking

Smoking is prohibited in all University buildings.

Storage of Materials

No equipment or materials of any sort may be stored in stairways or public corridors or placed so as to block fire exits. Those conditions constitute Fire Department violations. Equipment and materials stored or placed in violation of Fire Department regulations will be removed and discarded and the owning department charged for all removal costs.

Equipment may not be stored in mechanical equipment rooms or electrical closets.

Telephone Installations

Installation of telephones and other phone services are provided by Network Resources, Ext. 6181.

Architectural/Engineering Service

The Physical Plant is responsible for all architectural and engineering functions at the University, including engineering services, plant development, and mechanical and electrical systems overview.

The Physical Plant provides consultation to various University units on the maintenance and operations aspects of proposed capital improvement projects. It represents the University

during the design and construction phases for capital improvement projects, which are implemented by outside engineers. The Physical Plant also prepares plans and specifications for capital improvement projects when the development of the design for such a project is the responsibility of the Physical Plant.

In addition, the Physical Plant is responsible for feasibility studies that determine the direction campus planning systems should go. It is also responsible for general surveillance of the University's energy conservation program, developing new programs and plans for conservation, keeping the Administration advised on program areas, costs, and the like, and advising other University departments in the field of energy conservation.

Summary of Trades and Custodial Services

Work Control Center

The Work Order Control Center functions as the communications center for reporting problems and requests for repairs, special services, and emergencies related to Physical Plant. It receives all requests and coordinates responses and services with the appropriate units within the Physical Plant. The Center may be reached Monday through Friday, from 8:00 A.M. to 4:30 P.M., at Ext. 7416. Emergencies occurring during times other than those should be directed to Public Safety, Ext. 7888.

Carpenter Shop

Carpenters and painters are grouped together into a shop unit to perform all aspects of carpentry work, painting, glass installation, and tile and masonry work on campus.

Custodial Services

Custodial Services is responsible for routine cleaning, paper waste removal, and pre-scheduled work such as window washing, floor care, rug shampooing, and pest control. Custodial Services is organized by geographic area with a supervisor responsible for delivery of services to his/her particular area. Cleaning programs have been specifically designed for buildings and categories of space based on their usage.

Electrical Shop

The Electrical Shop provides service and repair of electrical and lighting systems on campus. The electricians also install new fixtures, provide new wiring for equipment, and maintain all control systems, including fire alarms and lamp replacements not able to be performed by building custodians.

Grounds Maintenance

This unit is responsible for the care and maintenance of campus grounds, including mowing, seeding, fertilizing, and watering lawns, maintaining established shrubbery and trees on the campus, snow removal, and limited maintenance of athletic facilities.

HVAC and Plumbing Shop

The HVAC and Plumbing Shop services and maintains all plumbing fixtures,

components of heating, ventilating, and air conditioning systems, and domestic water lines throughout the entire campus.

Physical Plant Directory

James Devers AIA	Director	941-6267
James Gaffney	Asst. Director- Maint. & Ops.	941-7416
Richard Winn	Asst. Director - Housing	941-7650
Anthony Laboranti	Supervisor - Bldgs. & Grounds	941-6267
Doug Harris	Evening Supervisor	941-6267
Francis Kranick	CAFM/CAD Operator	941-6267
Mark Murphy	Asst. Director Utilities & Contracts	941-6267
Dave Wilson	Staff Architect	941-6267
Work Order Center		941-7416

The Services Manual and other Physical Plant information are available on-line at:
http://matrix.scranton.edu/resources/re_as_physical_plant_manual.shtml

EMERGENCIES

Emergencies should be reported immediately by calling 941-6267 during the hours of 8:30 A.M. to 4:30 P.M. - Monday through Friday. At all other times, the Public Safety Department can be notified by calling 941-7888. Public Safety officers and dispatchers will notify appropriate Physical Plant personnel.

For information about additional Administrative Services, please contact the offices below:

Bookstore	Ext. 7454	http://matrix.scranton.edu/resources/re_bo.shtml
Dining Services	Ext. 7456	http://lynx.scranton.edu/dining/
Printing Services	Ext. 4198	http://academic.scranton.edu/department/printing/
Mailing Services	Ext. 7492	http://academic.scranton.edu/department/mailing_services/