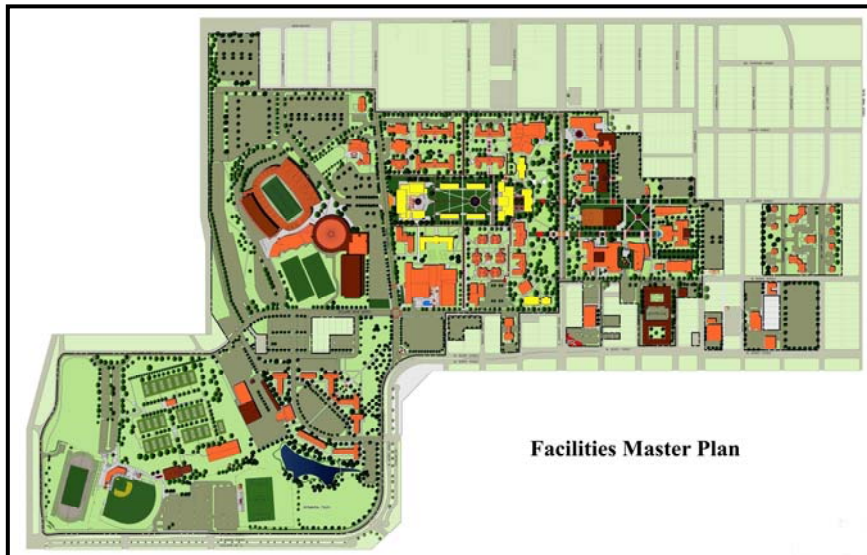




# USER'S GUIDE TO PHYSICAL PLANT SERVICES



**TEXAS CHRISTIAN UNIVERSITY**

Fall 2007

**TEXAS CHRISTIAN UNIVERSITY**  
**USER'S GUIDE TO PHYSICAL PLANT SERVICES**

Table of Contents

Introduction	1
Mission	1
Organization	1
Resources	2
Major Projects and Facilities Planning	2
Building Maintenance	3
Landscaping and Grounds	3
Mechanical Systems	4
Electrical Systems	4
Facility Services	5
Organizational Chart	6
Terms, Definitions, Explanations	
Building Deputy/Hall Director	7
Work Control Desk	7
Service/Work Order	7
Major Capital Projects	9
Five-Year Facilities Project Program	9
Self-Help Projects	9
Campus Master Plan	10
Americans With Disabilities Act	10

Physical Plant Services	
Emergency Assistance	11
Normal Maintenance & Repair/Work Orders	11
Recurring Maintenance	12
University Services	13
Housekeeping Services	13
Space Modifications and New Work/PPD #45	13
Equipment Repair	16
Furniture	16
Carpet	17
Signage	17
Keys	18
Security Systems	18
Electronic (Card) Access	18
Elevators	19
Interior Plants	19
Excavation/Digging Permits	19
Energy Conservation	20
Recycling	20
Funding	23
Services Not Provided by the Physical Plant	
Housekeeping Services for Residence Halls	24
Specialized Equipment Servicing	24
Phone Equipment	24
Computer Equipment	24
Cable TV	24
Hazardous Waste Management/Disposal	24

## **Introduction**

This handbook has been prepared to increase faculty, staff and student awareness of the services available from the Physical Plant, and to provide the information necessary to facilitate the use of those services.

## **Mission**

The Physical Plant is a services organization whose stated mission is *“To create the physical and educational environment necessary for academic excellence and realization of the mission, vision and core values of the university.”* In that capacity, it is responsible for the operation, maintenance, repair and development of all facilities, building systems, utilities, energy management, landscaping, grounds and pavement, long-range campus planning, and the design and construction of new facilities.

## **Organization**

The Physical Plant, which is headed by the Associate Vice Chancellor for Facilities, under the Vice Chancellor for Finance and Administration, is made up of seven departments.

The **Resources Department** is the Physical Plant's primary point of contact for the building deputies/hall directors on campus. Its responsibilities include receiving work order requests; scheduling maintenance; purchasing; materials storage; accounting; information systems management; and administration. The department is also responsible for inspecting, monitoring and maintaining the underground storage tanks on campus.

**Major Projects and Facilities Planning** are responsible for the preparation of plans, design drawings and cost estimates for facility projects; maintenance of the TCU Master Plan; preparation and maintenance of the Five Year Facilities Project Program; construction inspection and management; interior design; and furniture and carpet requests. Facilities Planning also serves as the university point of contact for contractors, architects and engineers; assists in providing cost estimates associated with developing facility requirements; conducts indoor air quality studies and ensures compliance with asbestos abatement guidelines; and is responsible for facility requirements of the Americans with Disabilities Act.

**Building Maintenance** includes four trade shops – General Maintenance, Finishing, Access and Sign. General Maintenance provides structural repair, construction, carpentry, renovation services and pest control. The Finishing Shop performs regularly scheduled painting and touch-up work on interiors and exteriors of buildings. The Access Shop installs and repairs building and equipment lock systems; card access; security systems; and maintains records of all keys issued on campus. The Sign Shop produces interior, exterior and vehicular signs.

**Landscaping and Grounds** is generally responsible for the maintenance of all campus areas not enclosed by walls or under a roof, including grass and landscaped areas; trees; greenhouse plant propagations; irrigation systems; and refuse collection. The pavement maintenance function includes responsibility for streets and traffic signs; sidewalks and other paved areas; snow and ice control. Also serves as point of contact for the campus-wide interior plant maintenance contract.

**Mechanical Systems**, sometimes called **HVAC**, is responsible for ensuring that the campus heating, ventilation, plumbing, air conditioning, water, natural gas, fire sprinkler systems and sewage systems are operating properly. This includes the central chilled water plants and the associated distribution systems.

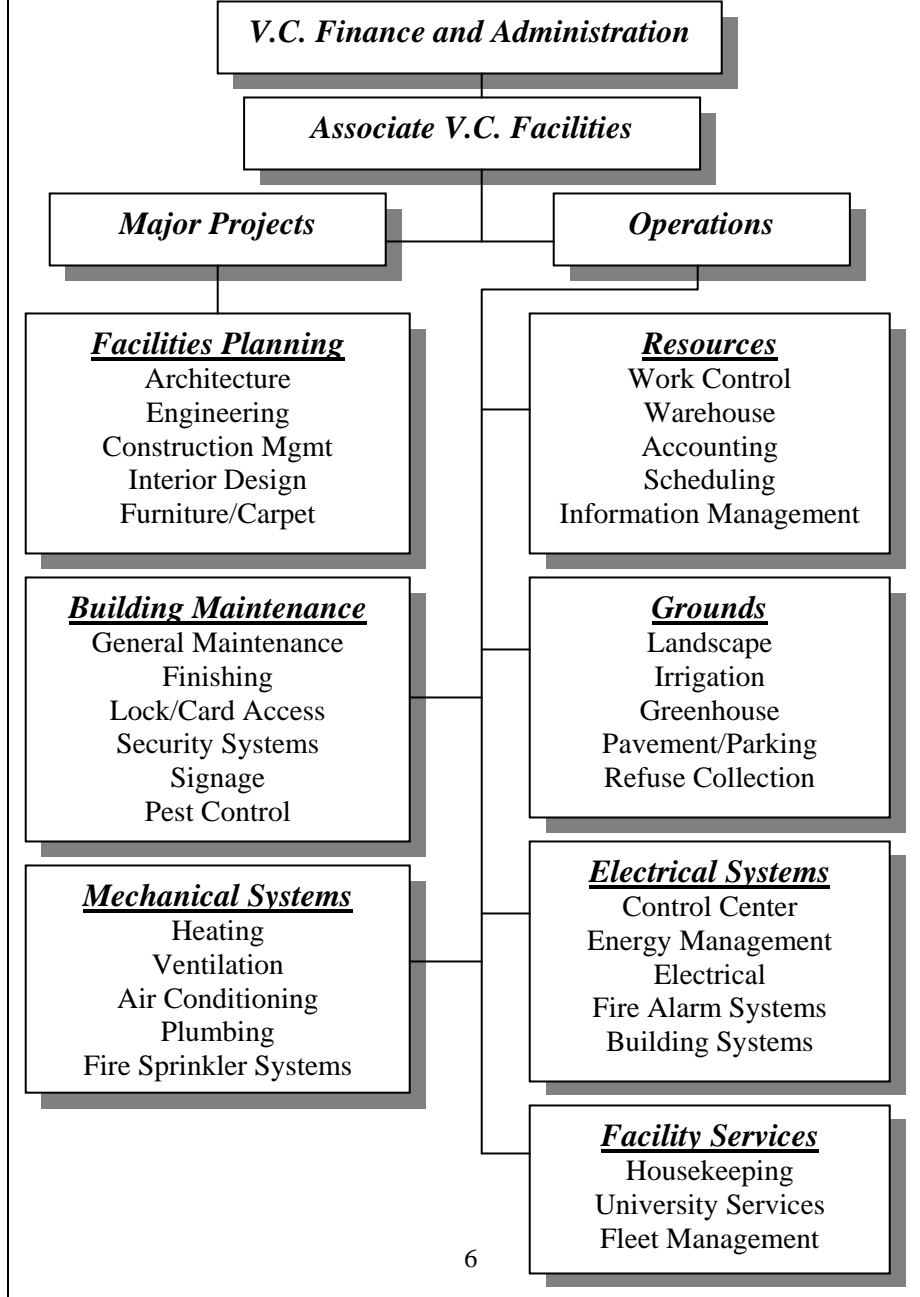
**Electrical Systems** is responsible for ensuring that reliable electrical energy is available at all times to the entire campus and that this energy is used in an efficient and cost effective manner. It is responsible for the maintenance and operation of existing facilities/equipment, and oversight and guidance of new facilities/equipment installations in the following areas: procurement of electrical power; primary and secondary electrical distribution systems; building electric services equipment; building interior electrical distribution; interior and exterior lighting; sports lighting; emergency electrical power; mechanical systems electrical controls; fire alarm systems; and the energy management control system. It is also responsible for operation of the 24-hour Control Center.

**Facility Services** includes housekeeping operations, university services and fleet management. More specifically, the department is responsible for custodial maintenance operations in non-residential buildings; oversight of contract cleaning services; moving and storage of university property; set-up services for routine activities and special events; mail pick-up and delivery to campus buildings; bulk mail delivery to the main postal shipping center; and the purchase and resale of fleet vehicles.

An organizational chart with a summary of functions and responsibilities is illustrated on the subsequent page.



## Physical Plant Organization



## Terms, Definitions, Explanations

The **Building Deputy/Hall Director** is normally the single point of contact within each building/organization for facility matters, responsible for reporting work requests to the Physical Plant Work Control Desk and maintaining a status of all requested work in their functional area. In facilities where more than one department shares space, the deputy with the majority of the space is the primary building deputy.

The **Work Control Desk** is located within the Physical Plant and is the starting point for all work requests. It is staffed 24 hours per day, 7 days a week, and can be reached at extension **7956**.

A **Service or Work Order** is simply a request for service or work. Any work performed by the Physical Plant begins with the submission, either written or oral, of a request for service or work through the Work Control Desk. Each request is subsequently turned into a service or work order. A work order is required in lieu of a service order if the purchase of materials is required; or more than one shop is involved; or if

the job will take more than four hours. Each service and/or work order is given a unique number for tracking purposes, and is assigned one of three priorities, which are defined as follows:

- **Emergency:** Any malfunction of a facility or equipment presenting an immediate danger to life or property. Examples include broken water lines, power outages, overflowing toilet, etc. Corrective action for an emergency is initiated immediately.
- **Urgent:** Any malfunction of a facility or equipment that, if left unattended, would soon cause facility damage or endanger people. Examples include a lack of hot water, inoperative electrical circuits, a roof leak, inoperative heating or cooling. Corrective action is normally taken within 24 hours.
- **Routine:** Any malfunction of a facility or equipment that needs to be fixed, but poses no threat or danger to life or property. The majority of requests fall into this category, which includes items like replacement of damaged ceiling tiles, repair of a broken desk handle, repair of baseboards, and other normal wear and tear occurrences.

In general, work orders costing less than \$5,000 are accomplished with in-house resources. Complex work orders requiring special skills/equipment are done by outside contract.

**Major Capital Projects** typically are major maintenance and repair or new construction projects whose cost exceeds \$50,000. These projects require approval by the appropriate Vice Chancellor and subsequent review and approval by the Chancellor's Cabinet and the Board of Trustees' Building and Grounds Committee.

The **Five-Year Facilities Project Program** is developed from a list of candidate capital improvement projects and one-time major maintenance and repair projects, which are reviewed and prioritized annually by the vice-chancellors as part of the budget process. Projects considered generally exceed \$25,000. Departments submit candidate projects to Facilities Planning through their vice-chancellors for inclusion in the program.

**Self-Help Projects** are self-explanatory, and represent an excellent way to stretch limited funds as well as get occupant

involvement in facility improvements. Self-help work is initiated in the same manner as a normal work request, and requires Physical Plant approval before work can start. The Physical Plant is available to assist in the planning and completion of self-help projects.

The **Campus Master Plan** provides a long-range planning framework responsive to and supportive of TCU's academic plan. It guides the physical evolution of the campus, assists the administration in managing change in an orderly fashion, conserves resources and enhances the functional effectiveness and overall ambiance of the campus. The plan serves as a working document for the development and daily management of the physical facilities of the university by the Physical Plant.

In accordance with Title III of the **Americans with Disabilities Act (ADA)**, TCU makes every effort to provide reasonable accommodations for all disabled students, employees and visitors. Questions concerning facilities aspects of ADA or requests for review of specific areas may be made to the Physical Plant through Facilities Planning at ext **7953**.

## Physical Plant Services and Procedures

### **Emergencies -**

- In cases of **Fire, Explosion, Natural Disaster, Bomb Threat, Serious Accident or Injury**, personnel should take the following actions:
  - **Call 911**
  - **Call TCU Police at ext 7777**
  - **Call Work Control at ext 7956**
  - **Refer to the TCU Emergency Procedures Handbook**
  
- When an **Emergency Repair** of a utility or equipment presenting immediate danger to life or property is required.
  - **Call Work Control at ext 7956**

### **Normal Maintenance and Repair -**

For normal maintenance and repair, the required procedures follow.

- Individual identifies a problem or need to the building deputy or hall director.

- The building deputy/hall director communicates the same to the Work Control Desk, at ext **7956**.
- The Work Control Desk operator generates a work order, determines a priority/classification, and routes it to the responsible department/shop.
- The department/shop obtains the work order, and then determines if the required work is an in-house responsibility or capital project. The work is then scheduled or deferred, depending on priority, labor, and availability of materials and/or funding.

### **Recurring Maintenance -**

The day-to-day operation of campus facilities requires the Physical Plant to devote a majority of its resources to planned routine and recurring maintenance, such as seasonal maintenance of heating and air conditioning units, light bulb change out, filter replacement, fair wear and tear replacement, repainting and a host of other similar recurring requirements. In addition to the recurring work, the Physical Plant work schedule allows time for response to customer-requested work orders, emergencies and other unforeseen requirements.

**University Services**, which is a part of the Facility Services department, provides moving and storage of university property, set-up services for routine and special activities on campus, and mail pick-up and delivery on campus, as well as bulk mail delivery. For questions or assistance with these items, contact Facility Services Work Control, ext **5116**.

**Housekeeping Services** are accomplished daily in all non-residential campus facilities by Facility Services department personnel. For questions or concerns with housekeeping, contact Facility Services, ext **5317**.

### **Space Modifications and New Work -**

For space modifications and new work, required procedures follow.

- The requester shall prepare a PPD #45 (Stage I) cost estimate form and submit it to the requesting department head for approval.
- If approved, the requesting department head forwards it to the respective Vice Chancellor and Vice Chancellor for Finance and Administration for review.



- Following Vice Chancellor concurrence, the PPD #45 is sent to the Physical Plant for preparation of a cost estimate.
- The Physical Plant will prepare a cost estimate by completing Stage II of the PPD #45, and then return it to the respective Vice Chancellor for funding and approval to continue.
- If approved, the respective Vice Chancellor provides the written authorization and account code by completing Stage III of the PPD #45, then returning it to the Physical Plant for action.

A sample PPD #45 is provided on the following page.

TEXAS CHRISTIAN UNIVERSITY  
PROJECT COST ESTIMATE FORM  
(NEW WORK ONLY not for routine maintenance)

To obtain a cost estimate and initiate project action, please complete the following. The requestor must obtain the Dean's approval prior to submitting the request to the Physical Plant for an estimate.

- Stage I - By requestor - Forward to Physical Plant.
- Stage II - By Physical Plant - Project number assigned and cost estimate developed. Returned to requestor for approval.
- Stage III - By requestor - Provide account number and authorization to proceed.

<b>STAGE I REQUESTOR</b>	Building & Room Number: _____	Requested Completion Date: _____	
	Description of Work: (Use extra pages &/or drawings if needed)		
	Requested by: _____ Name/Department/Phone _____	Date: _____	
	Approved by: _____ Dean/Unit Head _____	Date: _____	<b>STAGE I Request for Project Cost</b>
Proposed Funding Source: _____			
<b>STAGE II PHYSICAL PLANT</b>	Work Request # _____ Project # _____ Manager _____		
	Date Received: _____ Workclass: Modification _____ Renovation _____ Safety _____		
	Remarks: _____		
	Estimated Cost of Project:	Project Cost \$ _____	<b>STAGE II Cost Estimate</b>
	Contingency (10%) \$ _____		
	Total Cost \$ _____		
Source of Funds: Physical Plant _____ Special Funding _____ Other _____			
	Priority: Routine _____ Urgent _____ Emergency _____		
<b>STAGE III REQUESTOR</b>	If acceptable, please sign below.		
	Project Approved by: _____ Chancellor/Vice Chancellor		
	Budget Account Number: _____	Date: _____	<b>STAGE III Authorization/ Account Code</b>
Please return this form to the Physical Plant Department, TCU Box 297800			

Sample PPD #45

## **Equipment Repair -**

Typically, there are four broad categories of equipment: Real Property Installed Equipment (RPIE), Food Service, Appliances and Departmental. Physical Plant maintenance and repair responsibility is generally limited to RPIE. Examples include pumps, motors, boilers, switches and other items that are generally necessary for the facility to function properly. As a rule of thumb, the funding source used to purchase the equipment is the same as that used for repair and maintenance. Generally, the Physical Plant does not service or provide maintenance on appliances, food service and specialized departmental equipment, beyond assuring that utilities connected to the equipment are functional.

## **Furniture -**

Furniture must meet specific standards of quality, durability and maintainability. Facilities Planning, ext **7953**, is responsible for the ordering and coordination on all furniture requests. Requests for furniture are normally made using the PPD #45. Funding responsibility rests with individual departments.

## **Carpet -**

With Facilities Planning as the focal point for all carpet purchases, installation, repair and replacement, the Physical Plant budgets for approximately \$40,000 annually for carpet repair and replacement. Normally, these funds are used for requests costing \$5,000 or less and are spent on a first-in first-out (FIFO) basis. Larger carpet replacement is handled on a special request basis.

Samples of approved styles, colors, and textures are available for use in selecting carpet. Carpet is normally expected to last seven years under normal wear and with proper maintenance. Requests for carpet repair and installation are handled through the Work Control Desk, ext **7956**.

## **Signage -**

Exterior and interior signage that is installed or fixed to the building or grounds is provided by the Physical Plant, in accordance with signage standards. Requests for new signs should be submitted to the Work Control Desk. Individual desk nameplates can be purchased from the Physical Plant with an interdepartmental requisition form.

### **Keys -**

The Physical Plant is responsible for initial issue of keys for campus facilities. After initial issue, any new or replacement keys shall require a work order. The cost of new or replacement keys is normally the responsibility of the requesting department. Depending on the circumstances, individuals may be liable for all costs associated with the replacement of a missing or lost key. Refer to TCU Policy Letter # 2.002 or call the General Maintenance Shop, ext **5994**, for additional information.

### **Security Systems -**

All security systems, including cameras, intrusion and panic alarms, are installed and maintained by the Building Maintenance Department, with inputs from Campus Police. For installation of a security system or information on an existing system, call ext **5305**.

### **Electronic Access -**

Electronic access, perhaps more commonly known as card access, is installed and maintained by the Building Maintenance Department. Approval for a card access system must be received from Student Affairs Information Services; following

approval, materials will be ordered and a system installed. Card access maintenance or repair concerns should be addressed to ext **5305**.

### **Elevators -**

Elevators are installed and maintained by the Building Maintenance Department. For elevator emergency or maintenance requests, contact work control at ext **7956**. For any other questions or concerns, call building maintenance at ext **5305**.

### **Interior Plants -**

All interior plants that are provided and maintained by a contract maintenance agreement are obtained through the Physical Plant and will initially be funded by the requesting department. For further information or assistance, call the Grounds Department at ext **7198**.

### **Excavation -**

Prior to performing or authorizing any excavation, trenching or digging on Texas Christian University property to a depth exceeding four inches below grade, the initiating party must

obtain an excavation permit. For assistance with permit procedures, contact the Physical Plant Control Center, ext **7954**.

### **Energy Conservation -**

The Physical Plant has an ongoing program for upgrading utility equipment in all facilities to state-of-the-art, energy efficient systems. At the same time, the Physical Plant is committed to operating TCU facilities in a manner that conserves energy and resources without compromising the comfort and health of students and faculty. These efforts are significantly enhanced by the active participation of building occupants. Some of the more common energy conserving actions include but are not limited to:

- Reporting inoperative or malfunctioning systems as soon as possible;
- Turning off energy consuming devices when they are not necessary or not in use;
- Maintaining thermostats at optimal levels (ideally, 74° in the summer and 76° in the winter would save significant energy without sacrificing the comfort of building occupants);

- Keeping doors and windows closed when air conditioning and heating systems are in use;
- Avoiding the use of space heaters [which are both energy inefficient and dangerous].

Additional questions or suggestions concerning energy conservation should be directed to the Electrical Systems Department, ext **7208**.

### **Recycling -**

The university has an aggressive recycling program and all faculty, staff and students are encouraged to participate in the program.

- Twelve tan recycling dumpsters are located across campus. Paper and recycling items (no food please) from all administrative and academic facilities should be placed in these dumpsters by occupants and housekeepers. TCU saves approximately \$30,000 annually by using the recycling dumpsters.
- Blue recycling bags are available in all dormitories, so that students can participate in the recycling program. The bags



are placed on the curb [by residential services housekeepers] once each week for pick-up by waste management.

- Members of the campus community should police each other and report any abuses or misuse of recycling dumpsters.

Questions or suggestions concerning recycling should be addressed to the Grounds Department, ext **7198**.

## Funding

The Physical Plant is staffed and budgeted to operate and maintain campus-wide facilities. Work on auxiliary facilities is done both in-house and on a reimbursable basis depending on the type of service provided. In general, both major and scheduled maintenance and repair of all buildings and installed equipment are the responsibility of the Physical Plant. Funds for space modification, major maintenance and repair, new work and maintenance of movable equipment are provided from funds outside the Physical Plant budget.

Facilities Planning, ext **7953**, or the Work Control Desk, ext **7956**, can answer specific questions about project or work request funding. Concern over funding, however, should never prevent customers from submitting work requests, as those questions can be resolved during the work request evaluation process. The important thing is to get the identified need into the system.

## **Services Not Provided by the Physical Plant**

Following is a listing of university services that are not provided by the Physical Plant, along with suggestions on how to obtain these services.

**Housekeeping Services for Residence Halls,**  
contact the Housing Office, ext **7865**.

### **Servicing of Specialized Equipment -**

- Department equipment like typewriters, copiers, stoves and refrigerators, or lab equipment, contact equipment distributor or commercial repair service.
- Audio Visual equipment, contact Instructional Services, ext **7121**.

**Phone Equipment,** contact TCU Connect, ext **4357**.

**Computer Equipment,** contact Information Services Help Desk, ext **6855**.

**Cable TV,** contact TCU Connect, ext **4357**.

**Hazardous Waste Management and Disposal,**  
contact Risk Management, ext **6363/7220**.

## Notes and Contacts

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---