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INTRODUCTION

Mission Statement: The mission of the Sam Houston State University Physical Plant is to operate, maintain, and promote the development of quality facilities, grounds, and services to efficiently and effectively support the University's instruction, research, and public service programs.

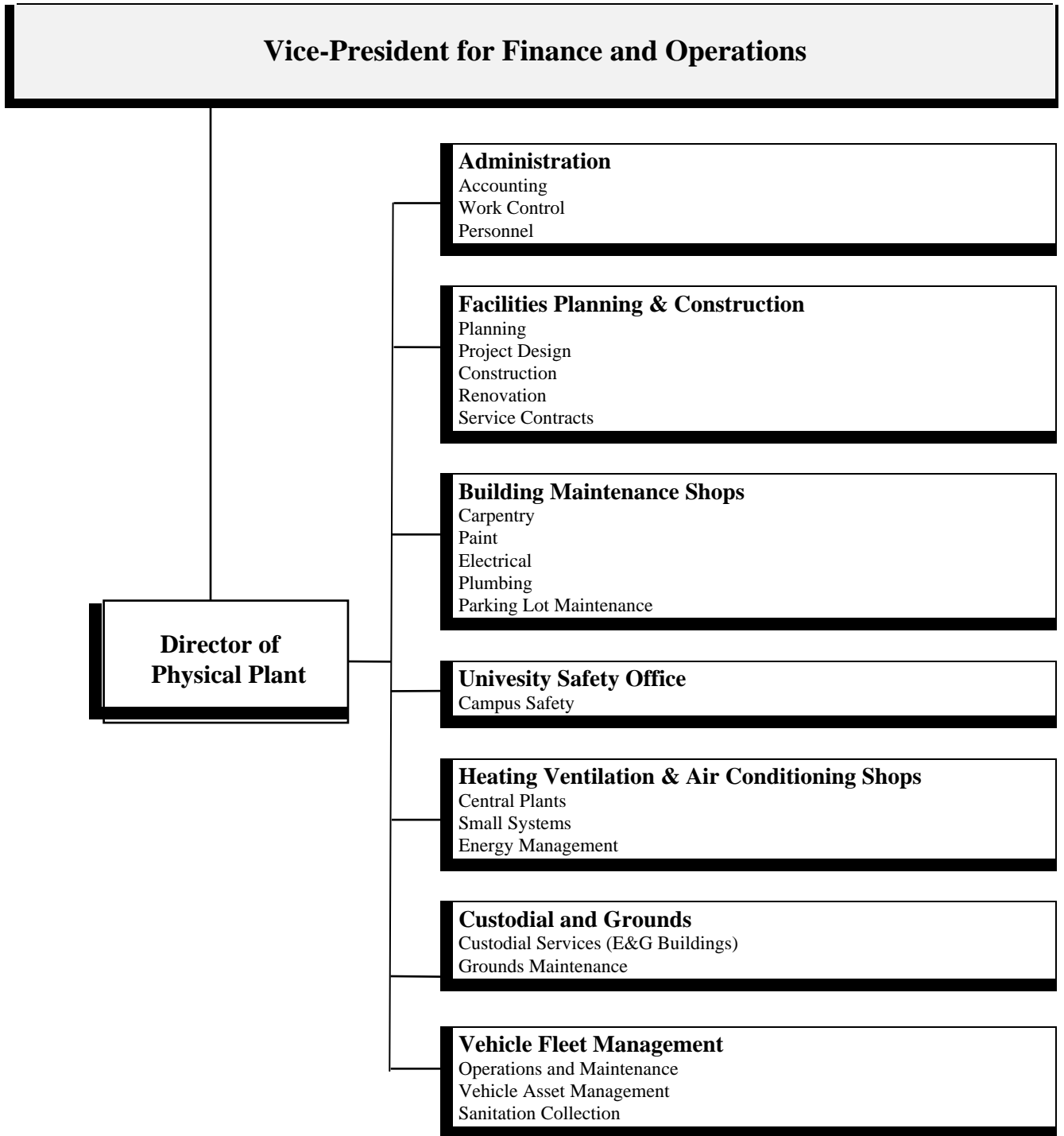
PHYSICAL PLANT RESPONSIBILITIES:

- Maintaining and managing the University buildings and grounds.
- Operating all environmental systems.
- Providing all utilities.
- Ensuring construction and renovations meet University standards.
- Providing expert technical resources, crafts and supervisory staff.
- Ensuring the University meets its fire and safety regulations.
- Providing parking and vehicle maintenance services.

The following departments are **not part** of the Physical Plant:

- Campus Security
- Warehouse / Central Stores
- Property
- Hauling, Moving and Storage
- Telephone Services
- Computer Services
- Residence Halls and Food Service Maintenance

ORGANIZATION CHART



Frequently called Physical Plant telephone numbers:

Immediate Response: 294-1868

Maintenance and Repairs (Work Order Desk) 294-1868
8:00 a.m. to 5:00 p.m. (Weekdays)

After Hours:

University Police Desk 294-1794

| | | |
|---|-------------------------------|----------|
| General Information and Assistance | Physical Plant Administration | 294-1869 |
| | Building Maintenance | 294-1868 |
| | Construction/Renovations | 294-1912 |
| | Utilities | 294-1868 |
| | University Safety | 294-1921 |

Immediate response includes emergency and urgent work orders. Emergency work includes damage or injury to life or property as well as those items which pose a threat to security. Urgent work includes situation which require timely attention due to the inconvenience or discomfort they represent, but they can not be classified emergency.

DEPARTMENT FUNCTIONAL AREAS

The Physical Plant Department is organized into seven functional areas. Each of those areas is briefly described below under their respective headings:

ADMINISTRATION

Administration is located in the Physical Plant Administration Building at 2424 Sam Houston Avenue. The Administration Unit is composed of the Director, Assistant Director, accounting, personnel, and work control functions. It is a major support function for the employees at each level who are actually performing the day to day duties of the department. Major tasks include:

- Overall direction of the Physical Plant programs.
- Operating the Work Order Desk which processes work orders, communicates with crafts, and coordinates with University Departments.
- Computing labor and material charges for billing purposes.
- Processing of lock and key requests.
- Invoicing for utilities for Sam Houston State University including auxiliaries.
- Invoicing various departments for work requested on Physical Plant Work Requisitions.
- Processing payments for Physical Plant purchases.
- Maintaining the Physical Plant information management system.
- Handling of department personnel issues.

FACILITIES PLANNING & CONSTRUCTION

Facilities Planning & Construction (FPC) is located in the Physical Plant Administration Building at 2424 Sam Houston Avenue. The FPC office carries out planning and construction functions for all campus buildings and infrastructure. This office assists in the planning, design, and completion of all campus renovations, alterations, and new construction projects. This group also oversees all maintenance service contracts such as elevator maintenance, pest control, etc. Specific work handled by this office includes:

- Maintaining all campus drawings.
- Filing of all information related to campus projects.
- Planning of campus projects.
- Performs estimates of potential projects.
- Managing project designs by outside architects and engineers.
- Updating the campus facility inventory.
- Assisting shops in solving special problems in the maintenance areas.
- Developing the use of Computer Aided Design (CAD) in the Physical Plant.
- Monitoring the progress of all construction contracts on campus.
- Maintenance Service Contracts
- Assisting local governments and utilities with work of mutual interests.

BUILDING MAINTENANCE SHOPS

Building Maintenance Shops are located at 2424 Sam Houston Avenue in the Central Stores/Shops facility. The skilled crafts in these shops ensure the building structures and supporting utility systems are maintained safely and efficiently. These shops also provide renovation services to the University. The Building Maintenance Shops operate within six specialty areas:

Carpentry

- Provides journeyman level carpentry and locksmith service to the entire campus.

Locksmith

- The Lock Shop installs and maintains lock systems and door hardware. Staff re-key locks, maintain a key/lock inventory and cut keys.

Paint

- The Paint Shop is responsible for the painting of all interior and exterior surfaces, graffiti removal, limited furniture refinishing and other protective coating processes.

Electrical

- The Electrical Shop is responsible for maintaining electrical service in buildings and exterior installations such as security lighting and parking lots. Preventive maintenance program checks and repairs electrical components of motors, controls, generators, battery banks, power panel, outlets, lighting fixtures, photo cells, clocks, and other equipment.
- The Electrical Shop also hooks up equipment, does renovations and installs conduits for power outlets, telephone and communication equipment.

Plumbing

- The Plumbing Shop maintains all interior and exterior water supply systems and waste water collection lines on campus. They are also responsible for storm water drains, hot water heaters, and gas lines.

Parking Lot Maintenance

- Parking Lot Maintenance is charged with maintaining all parking lots on campus including signage. The shop is not responsible for determining the “color coding” of lots which is controlled through the University Police.

HEATING, VENTILATION & AIR CONDITIONING (HVAC) SHOP

The HVAC Shop is located in the West Central Plant. This shop is responsible for the distribution and maintenance of heat and air conditioning systems for the entire campus. Systems in Residence Halls are maintained by Residence Life Maintenance a department under the Vice President for Enrollment Management. The following three areas of responsibility comprise the shop's service:

Central Plant

- Provide central hot water distribution to the East Side of campus for heating and hot water.
- Provide central steam distribution to the West Side of campus for heating and hot water.
- Provide central chilled water distribution for a major portion campus for building air conditioning.
- Provides equipment control maintenance in response to temperature control in all campus buildings.

Small Heating and A/C Systems

- Operates all stand alone heating, air conditioning and refrigeration systems across campus.
- Provides service for ice machines, drinking fountains, and refrigerators.

Fire Alarm Systems

- Services all fire alarm detection and reporting systems on campus.

CUSTODIAL AND GROUNDS

The Custodial and Grounds facility is located at the corner of Sycamore and Bearkat Boulevard. This branch provides the professional skills and expertise necessary to present and maintain a safe and aesthetically pleasing campus. It is divided into the following two major areas:

Custodial

- Ensure the cleanliness and sanitation of all educational buildings. This includes weekday clean up of all classrooms, offices, lounges, conference rooms, public areas (i.e. stairways, halls, elevators, etc.) laboratories and restrooms.
- Provide restroom service which includes all paper products, hand soap and feminine hygiene product dispensers.
- Handle all problems on the interior of the buildings that may occur such as spills, water overflow and requests for special events.
- Duties also include unlocking and locking of buildings on weekdays.
- Custodial Services does not provide paper products for laboratories.

Grounds Maintenance

- Provides complete landscaper maintenance service to the university, including mowing, edging, leaf and litter control and is responsible for various landscape sections of campus.
- Operates two greenhouses to support production of plants to be used on campus as well as foliage plants for food service areas.
- Maintain the campus irrigation systems.

VEHICLE FLEET MAINTENANCE

The Vehicle Fleet Maintenance Shop is located in a dedicated facility at 2424 Sam Houston Avenue. It serves as a University run source of routine vehicle maintenance tasks. It also includes the services of a resident welder, who supports the University in such needs. On a reimbursable basis, the shop performs minor maintenance items including:

Operations and Maintenance

- Lubrication and oil changes.
- Cooling system maintenance.
- Limited air conditioning system repair.
- Tire repairs and wheel balancing.
- Safety inspections and repairs to accommodate the passing of State inspections.
- Minor engine and transmission analysis and repair.
- Brake repairs.

Vehicle Asset Management

- Collection and reporting of all campus vehicle operation information to Texas Building and Procurement Commission (TBPC) on a regular basis.
- Reviewing specifications for new vehicle purchases and managing fleet vehicle inventory issues with the TBPC.

Sanitation Collection

- Collects all campus solid waste using 2 garbage collection trucks and a staff that makes weekday collection pick-ups.
- Removes other solid waste on an as needed basis.

The Vehicle Shop operates on the premises that vehicle operators are performing daily inspections of fluid levels and safety related components of their vehicles. The Vehicle Shop staff is not charged with the responsibility for major vehicle repairs. We ask that items such as major tune-ups, transmission replacements, clutch replacements, cooling system compressor change outs and most service requiring in excess of four hours labor be taken to a qualified local mechanic.

SELECTED POLICIES AND PROCEDURES

Appliances: Appliances are considered the responsibility of the using department unless they were permanently connected to University utility system. Permanent means the user cannot disconnect and move the appliance. Labor charges for installation, maintenance and repair are applied and require a local account and work request.

Bicycles: Cyclists are not regulated on campus and permits are not required. Bicycles are to be stored outside buildings in bicycle racks only. Bicycle owners storing or affixing their bicycles to other objects are subject to disciplinary action. Bicycles are not to block wheelchair access areas, pedestrian walkways or emergency exits.

Bicycle owners and operators are reminded to use the same laws as vehicle operators when traveling the campus. Observe stop signs and ride with the traffic. Many close calls have been reported due to a cyclist's failure to obey traffic laws.

**Broken Glass/
Sharps:** Broken glass and/or sharps (needles, scalpels, etc.) must be placed in proper waste receptacles for disposal. They must not be thrown into regular waste containers.

Sometimes the glass or sharps must be treated as biomedical or radiation wastes. They will then require even more specific disposal procedures.

Direct questions about appropriate disposal procedures and equipment to the University Safety Office at 294-1921.

Building Temperature: Heating, ventilation, and air conditioning (HVAC) systems function to provide a comfortable atmosphere for everyone. Due to their complexity, they occasionally create an unacceptable space condition. Please do not hesitate to call Work Control for corrective action. If you should desire special heating or cooling needs after hours, a form is available online at: http://www.shsu.edu/~ppl_www/control-center.html

Building Hours/Access: *Official building hours:*
Weekdays: 7:00 a.m. to 11:00 p.m.
Saturdays: 7:00 a.m. to 6:00 p.m.
Sundays and Holidays: Closed

Building Liaisons: Building Liaisons have been established for most campus buildings. The Building Liaison assists the Physical Plant and other suppliers of service with such issues as:

- building hours
- key systems
- reducing the risk of property loss or damage within the building
- changes in building security procedures
- fire and safety
- other matters related to the building operation, safety and security
- building upgrades/renovations programs

If you have a question on the operation of your building, the Building Liaison may be able to assist.

**Department
Equipment:**

Before connecting large equipment/appliances to building utilities (electrical, plumbing, HVAC) contact the Physical Plant for coordination. The Physical Plant will be glad to assist in ensuring all building and safety codes are followed.

Physical Plant will install departmental research, teaching, and other such equipment including refrigerators, freezers, air conditioning units, environmental rooms, greenhouses, etc. If someone other than Physical Plant installs departmental equipment, Physical Plant must inspect the completed work before start-up of any equipment.

Physical Plant charges for department hook-ups, but does not charge for inspection of others' work. Local accounts for labor charges are required.

The HVAC department may be able to assist in selecting equipment that will minimize utility usage. There is no charge for this service. Contact Work Control at 294-1868 to generate a work request to the Energy Management Department.

Disabled Access:

The University works to ensure the disabled have access to campus facilities and programs. If any areas are not reasonably accessible please contact the Director of Physical Plant's office at 294-1869 or the ADA Counseling office at 294-1720

Dogs on Campus:

Service dogs are allowed on campus grounds. All other dogs should be on leashes when on campus grounds. Leashed dogs are not to be tied up and left unattended on campus.

Elevators:

The University contracts routine and emergency maintenance services for all University elevators. Elevator malfunctions should be reported to the Work Control Desk, 294-1868 during the hours of 8:00 a.m. to 5:00 p.m. M-F. After hours report malfunctions to the University Police at 294-1794.

Estimating:

Physical Plant provides estimates to assist all University departments in their immediate and long range planning and budgeting. Departments are encouraged when submitting work for an estimate to include as complete and accurate a description of the work as possible. Attach any and all sketches, plans, details, etc. to assist the estimating process.

Physical Plant will provide cost estimates based on University standards. Unforeseen complications, changes to the original project, unexpected scheduling requirements by the client, and a variety of other problems can affect the accuracy of the estimate. Estimates are not contractual bids. If the Physical Plant performs the project for less than estimated, you pay less. If the project costs more than estimated, the additional expense is charged.

If building plans are required to facilitate the estimate and work, the costs of developing those plans are charged to the department requesting the renovation or construction.

If any clarifications are required regarding estimates, please call Physical Plant at 294-1868 or 294-1912.

Fire Safety:

Emergency Fire Response:

1. Activate fire alarm system
2. Close door(s) in fire area
3. Evacuate fire area and building
4. Dial 911
5. Meet Fire Department at main entrance

Only attempt to extinguish fire if no danger exists, and only after activating the fire alarm system to commence the evacuation.

Fire Reporting:

All fires, regardless of size or amount of damage involved, are to be reported to the University Police at 294-1794.

Fire Hazards:

Report immediately all potential or obvious fire hazards, and any tampering with fire protection and control equipment to the University Safety Office at 294-1921 or Work Control at 294-1868.

Safety Review:

To initiate a safety review of a building or location, contact the University Safety Office at 294-1921, or University Police at 294-1794.

For assistance in dealing with fire hazards contact the University Safety Office at 294-1921.

Furnishings:

Physical Plant provides “limited” repairs to department furniture. All materials and labor will be charged to the department. Classroom furniture will be maintained by the Physical Plant.

New furnishings are the responsibility of individual.

Glass Repair:

Report all broken glass immediately to Work Control, 294-1868 or after hours to University Police at 294-1794.

**Hazardous
Waste Disposal:**

To dispose of chemical, radioactive and/or bio-medical matter contact University Safety at 294-1921.

The University Safety Coordinator will assist in proper disposal requirements. The Safety Coordinator operates the Chemical Waste Management Facility, where some hazardous wastes are stored temporarily awaiting disposal.

Keys & Locks: Report all lost keys to Physical Plant Work Control and University Police. Return all obsolete, spare or unnecessary keys to Physical Plant Work Control.

Employees are responsible for ensuring keys are returned and accounted for through Physical Plant Work Control upon leaving University employment. Failure to return keys upon departure may result in re-keying costs which are billable to the individual or their department.

Before requesting a key, check with the building liaison or your department chair to verify that the key is available for your issuance, and check on the status of electronic key requests for your building.

Use the electronic key requisition form:

<http://ww2.shsu.edu/>

To request keys in buildings which have been re-keyed and are now on the electronic key request system.

Use A Key Requisition Form:

http://www.shsu.edu/~ppl_www/control-center.html

To request keys for doors to University buildings not on the electronic key request system.

A copy of the University Key Policy is available at:

http://www.shsu.edu/~acc_www/policies/F00029Keys.pdf

(There is also a copy at the end of this guide).

**Lighting Policy
(Interior):**

Warm white fluorescent lights are standards in most University Building.

Cool white fluorescent lights may be installed if the activity would benefit from such lamps. Departments would be responsible for the cost of the initial change-out.

Painting Policy:

The University has a small painting shop whose primary mission is to support other trades and perform maintenance on a time available basis. Painting will be done depending on hours available and work loads.

Parking:

Parking permits are required for all vehicles (including motorcycles) in campus parking lots. Faculty/Staff parking lots become open for commuter parking at 5:00 P.M. weekdays. Motorcycle parking areas have been set aside at various locations around campus.

Visitor parking is by permit and is designated by visitor parking signs. All visitors are asked to obtain a visitor permit at the Sam South Office of Public Safety Services.

Accessible parking is provided only for the use of disabled individuals driving a vehicle or riding in the vehicle as a passenger. Those who use these marked spaces without a disability prevent others in need from securing an accessible space. Violators will be reported to the University Police.

Permits:*Confined Spaces Permits:*

Due to Occupational Safety and Health Association (OSHA) guidelines, permits are required to access all confined spaces. A confined space permit can be obtained from the University Safety Office at 294-1921, or from an appointed representative at the Physical Plant at 294-1868.

Excavation Permits:

Because of underground utility services (e.g. high voltage cables and telephone lines) anyone excavating or digging holes on University property must get approval from the Physical Plant. Call Facilities Planning at 294-1912.

Welding Permits:

Required for all open flame cutting, welding or soldering in University owned buildings. Physical Plant supplies and issues permits but needs a minimum of 48 hours notice. Call the Safety Office at 294-1921 or Work Control at 294-1868 for more information.

Pest Control:

The University uses a maintenance contract for Pest Control Service. Every opportunity is made to establish as good a pest control program as possible consistent with budgets. Occupants of buildings are asked to maintain clear working spaces and secure all food products properly so as not to invite pests into buildings. All building are treated twice annually with service calls for spot treatments as needed. Call Work Control at 294-1868 for special needs.

Plants, Interior:

The University has no formal program for maintaining interior plants.

Renovation and Construction:

In order to facilitate building modifications in agreement with the University Strategic Plan and to ensure integrity of building codes and similar concerns, the following procedures shall apply:

Any requested improvements of an estimated value of \$2,500.00 or less to a facility requiring the services of a contractor or physical plant (including, but not limited to, interior walls modification, cutting doorways and or/windows, etc.) must be pre-approved by the appropriate Vice President before any such modification shall be performed. Work request sent to the Physical Plant for such work will contain the signature of the appropriate Vice President denoting their approval to accomplish the work.

Any facility improvement of an estimated value of greater than \$2,500.00 shall be approved by the appropriate Vice President who will in turn forward a recommendation to the Strategic Planning Committee for review and approval. The Budget Committee will then decide which projects can be accomplished from available funding sources before any such modification shall be performed.

Building modifications are not considered maintenance and repair and are done on a cost reimbursable basis. Account numbers will be required for charge back to the requesting department. If Higher Education Assistance Funds (HEAF) allocated for equipment purchases are to be used for building modifications, these funds will be transferred to the HEAF Renovation and Repair account.

Restricted Areas: Access to roofs, restricted areas, mechanical rooms, and utility services corridors is prohibited without Physical Plant authorization. Call the Physical Plant Work Control Desk at 294-1868 for further information.

Likewise Physical Plant staff will not enter areas where Departments have restricted access by signs or special security (e.g. radiation areas) unless specific prior arrangements have been made.

Room Scheduling: The registrar's office in the Estill Building arranges use of most interior University space. They can be reached at 294-1040.

Scheduled Services After Hours: The Work Control Unit of the Physical Plant receives and distributes requests for scheduled services after hours. Forms for requesting typical services such as heating or air conditioning, electrical or plumbing support are located at the following address: http://www.shsu.edu/~ppl_control-center.html. Call 294-1868 if you have questions.

Security of Premises

Buildings hours is generally from 7:00 a.m. to 11:00 p.m. People in public areas after regular hours may be required to show identification and provide reasons for their presence. If you are suspicious of people or activities in your building call University Police at 294-1794 twenty four hours a day

Physical Plant staff and contractors have identification and should provide it willingly. Please ask for identification before permitting access to departmental areas to ensure your own safety and the security of the area.

Signs:

Room signage is acquired and installed by Physical Plant staff. Requests for new signage or changes to existing signage should be generated with a work request sent to Physical Plant Work Control. All signs are subject to approval of content, size and placement. All signs will comply with the Texas Accessibility Standards where required.

Telephones:

Telephone service is handled by the Computer Services Department. A work request form may be used to input work orders or they may be called in at 294-1950. You can also input a request via the web page by logging into you Sam Web (<https://ww2.shsu.edu/index.php>) account and following the instructions.

Utility Outages:

Planned and unplanned shutdowns of building mechanical system and utilities occur due to breakdowns, renovation, service connections and regular maintenance. Forepersons and Project Coordinators act as Physical Plant liaisons and coordinate with the Department Chairs, Building Liaisons and Administration as required.

Vandalism:

Call University Police at 294-1794 if you see anyone vandalizing property. The University Police will advise the appropriate Physical Plant area for corrective action as necessary.

Work Requests: **Emergency** and **urgent** work may be called into Work Control at 1868. All other work requested from the Physical Plant must be forwarded to work control on a Work Request form.

Work may be requested on line. Forms will be routed through our Work Control Office. The location of the online form is http://www.shsu.edu/~ppl_work-request.html. The exception to this is key requests and requests for renovation or construction. (See also Key Requests, Renovations and Construction).

Work Scheduling: When work is scheduled to be performed in or near your location you will be notified if significant disruption is likely to occur. You may be notified in writing, or by your Building Liaison. Emergency work will not be delayed to provide notice. When scheduling maintenance or repair work the Physical Plant has five categories of priorities:

- Emergency ---- Immediate Response
- Urgent ---- Situation will be corrected or made safe within 3 calendar days
- Preventive Maintenance ---- Routine
- Regular Maintenance ---- 3 to 21 days
- Scheduled/Planned Maintenance ---- Predetermined schedule

The priority is set at the time the Work Order is initiated. When you ask to have work performed you should be given the priority assigned and a tentative schedule.

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SAM HOUSTON STATE UNIVERSITY
Huntsville, Texas 77341

Key Control Policies:

Building Access

Staff members and students may be issued keys to University buildings upon recommendation of the department chair or administrative head and approval of the building liaison, or his/her designee, in accordance with established procedures.

Keys are issued for entry to University buildings for the purpose of conducting University business only.

An authorized individual entering or leaving a locked building shall not permit any individual to enter who would not normally be permitted to enter the building during the hours it is locked. An authorized individual may have guests so long as the guests stay in the proximity of the faculty or staff member having the assigned key and the authorized individual assumes full responsibility for their behavior.

An individual entering or leaving a locked building shall be responsible for securing the door and may be held responsible for any loss or damage to University property resulting from failure to do so.

The University's hours of business are 8:00 am to 5:00 pm, Monday through Friday. Certain educational buildings are open for classes in the evening. Other facilities are open as scheduled for specific events. It is the policy of the University that other than during normal working hours, all buildings shall be locked unless a scheduled program or activity is in process.

Individuals who use University buildings after hours are required to carry identification and should be able to provide information about their presence to any officer of the University Police department if so requested.

Duplication and Transfer of Keys Prohibited

Duplication of University keys is strictly forbidden. If a duplication of a key is made or used without University consent and the individual is identified, the key will be recovered and the individual(s) involved shall be reported to their administrative supervisor for employees or Dean of Student Life for students.

In no case is a key to be transferred from one individual to another or to be obtained from any other source than from the University.

Campus Master Keys

Grand master keys may be issued to the following positions:

- President
- Vice Presidents
- Director, Public Safety Services
- Assistant Director, Public Safety Services
- Public Safety Services Officers
- Director, Physical Plant
- Assistant Director, Physical Plant
- Manager of Custodial and Grounds
- Facility Manager
- Safety Coordinator
- Construction Observer
- Facility Project Coordinators
- Computer Services Technicians*
- University Locksmith
- Physical Plant Crafts Workers*
- Physical Plant Custodians* Residence Life*

Grand masters for these areas shall be issued on a daily basis as needed and returned to lock boxes at the end of the shift.

Keys Not on University Master System

Areas or offices will not be taken off the grand master system unless specifically approved by the President.

Keys to cabinets, lockers, and drawers within buildings or residence halls are not covered under the provisions of this policy. The Physical Plant will furnish such keys upon request, but the issue, control, and recovery of these keys are the responsibility of the Administrator in charge of the area.

Undergraduate Student Workers

Undergraduate student workers will not be issued entrance keys, building masters, or grand masters.

Contractors

Contractors will be encouraged to perform all work in buildings during regular hours to negate the need for issuing building keys. Contractors will not be issued grand master keys or building master keys under any circumstances. The use of construction cores and construction keys for contractors will be used whenever possible on renovations to avoid re-keying the entire building.

Key Authorization Procedures:

General

Physical Plant Work Control is the office of responsibility for coordinating key issues and will receive requests for keys, notify key recipients of completed key requests, issue keys, receive keys when returned, issue key return receipts to employees to process out through their departments (for employees and students) and provide assistance as necessary for departments to track individuals with access to their areas.

These procedures when written were based on processing key requests on manual forms however a program to rekey all buildings began with the effort including an automated key request program. Please proceed with the manual forms unless advised that the building has been rekeyed by your department administrative staff or call Work Control at 294-1926 for assistance in processing your key request.

Key Requests

All requests for keys to University buildings will be submitted on a typed Key Request form signed by the department chair or director, with the exception of residence hall occupants whose keys will be issued through the Department of Residence Life.

For key requests other than building entrances, building masters and grand masters, the department chair or director will approve all keys for areas under their responsibility and will forward all key requests to Physical Plant Work Control.

Key requests for building entrances or building masters will be forwarded to the assigned building liaison for approval before sending on to Physical Plant Work Control.

The Director/Assistant Director of Physical Plant will review and approve all key requests.

Key requests for grand masters will be forwarded through the assigned building liaison and to the appropriate Vice President and through the President for approval.

Residence Hall Occupants

Occupants of Residence Halls will receive keys to their rooms during their check-in and room assignment with the Department of Residence Life.

Contractors

Contractors needing keys for work on campus for more than one day will request keys from a Physical Plant Facility Project Coordinator who will complete and forward a key request and forward to the Director of Physical Plant for approval. Upon approval, Work Control will process a work order for the requested key(s). Keys required for one day only are subject to availability at Work Control and may be checked out on a short term log. Keys will be attached to a tamper proof ring and identification plate annotated with restrictions on duplication. Work Control will sign keys out with drivers license identification and keep Facility Project Coordinators apprised of outstanding keys.

Contractors who do not return keys will be subject to lost key fees and their status for further contracts on campus will be reviewed.

Key Issue Procedures:

Employees and Student Workers

Departments will be notified when employee keys are ready for pick up. Employees and student workers will pick up keys from Physical Plant Work Control. Individuals will be asked for their University identification. Keys will be listed on a Key Issue Form and the recipient will sign for all keys received. All information will be recorded into the key information management system.

Residence Hall Occupants

Residence hall occupants will receive room and exterior door keys for their use upon check-in at their respective residence hall.

Contractors

Contractors will show their drivers license as identification and will follow steps for employees and student workers above to sign out keys for their work.

Keys issued for short term or one day use may be checked out on a short term log at Work Control. Keys will be signed out and back in before the end of the day.

Key Return Procedures:

Employees

When an employee terminates their employment or transfers to another office, they will return key(s) issued by the University to the Physical Plant Work Control office. Work Control will annotate the receipt of keys on a Key Return Form. A receipt will be provided to the employee in order to process out of the department.

In some cases an employee may change positions and return only specific keys. A receipt will be given to the employee for the returned keys.

Student Workers

Student workers who terminate employment will follow the above procedure. Student workers will take key return receipt to their department in order to process out from the department. Departments will be responsible for any re-keying of areas necessary due to a student worker's failure to return a key.

Residence Hall Occupants

Residence hall students will return keys during check out from their rooms. Contractors
Contractors will return keys in the same manner as employees.

Unreturned Keys

Individuals who do not return keys will be assessed fees as indicated under Fees for Lost, Stolen, or Unreturned Keys. Employees will not be allowed to out process until fees are satisfied. Students will have official University records blocked and tagged until fees are paid.

Residence hall occupants will be assessed a lost key fee in accordance with current University Residence Hall guidelines.

Contractors will be assessed a charge for lost keys and subject to administrative review for future contracts. Unreturned keys will be evaluated for lock changes and a work order will be initiated to change all necessary locks.

Fees for Lost, Stolen or Unreturned Keys:

Lost, stolen or unreturned keys will be reported to the Physical Plant Work Control office. A notice of a lost key will be sent to the Director of Public Safety Services and the Director of Physical Plant. Appropriate work orders will be processed to change all necessary locks.

Lost key fees are as follows:

| | |
|-----------------------|----------|
| Office Key | \$5.00 |
| Sub-Master Key | \$15.00 |
| Building Entrance Key | \$35.00 |
| Building Master Key | \$50.00 |
| Grand Master Key | \$100.00 |

Lock Re-Keying:

Lock changes resulting from loss, stolen or unreturned keys will be charged to the appropriate administrative department. Departments may request, at their expense, lock changes for security reasons.

Key Reports:

Prior to the end of each academic semester, each department will be provided computer access to a report with a list of individuals assigned keys to areas under their jurisdiction. Note: These lists will be available with the rekeying program and will aid the departments in identifying those keys to be returned by students or staff ending employment at the end of the semester.

Keys for Maintenance Use:

Maintenance employees (Physical Plant, Computer Services, Telephone Services, etc.) requiring grand master or building master keys for daily duties will be required to check them out on a daily basis from Department lock boxes according to procedures developed by each department. Employees will return keys before departure from work on the same day.

Only workers on call will be allowed to sign grand masters out for a period longer than one day. This is necessary for them to provide quick response to valid emergencies involving safety, security, and health issues.

Storage and security of unissued keys

It is understood the short-term issue of some keys is necessary to the mission of individual departments. Such keys will be the responsibility of the department chair/director and will be kept in locked key boxes when not checked out.

The department chair/director will sign for these keys and develop procedures for check out and check in. Periodic inventories will be conducted to ensure keys are properly accounted for and secure. Loss of keys will initiate re-keying for which the department will be responsible for funding. Upon changes in the department chair/director, an inventory is to be conducted and signed by both the incoming and departing chair/director.

Unissued keys residing in the Locksmith's shop will be contained in locked safes and cabinets. The locksmith and supervisor have sole access to the Locksmith shop. Keys made for issue will be entered onto a log at the key shop and signed for at the Work Control Desk of the Physical Plant.

Key Information Management System:

A Key Information Management System will be maintained by the Work Control and Locksmith offices of the Physical Plant. Computer Services and the Physical Plant department shall be responsible for maintaining the Key Information Management System. Security access will be the responsibility of Computer Services. The University Locksmith shall have sole access to pinning information for keys.

Key Audits:

All departments with key boxes will perform audits of keys during the month of July and report the results by key and number of copies to the Physical Plant Work Control office. Discrepancies in the audits will determine action required to alleviate security concerns.

The Vice President for Finance and Operations may at his/her determination request audits of campus keys.