The purpose of this booklet is to aid you, our customer, in obtaining services in an efficient and effective manner. In this booklet you will find information on:

- how to contact us
- placing workorders
- security/locks & keys
- vehicle reservation
- safety
HOW TO CONTACT US

Most inquiries should be directed to the physical plant main number, weekdays from 8am – 5pm. This is the number to call to place a workorder. Calls after hours and calls for heating and cooling issues should be directed to the central plant, 24 hours a day, 7 days a week.

physical plant main number 4228
central plant main number 4202
(heating/cooling and after hours)

Calls regarding public safety should be directed to the police department at 4239. Calls requesting computer or technical assistance should be directed to information systems at 4278.

PLACING A WORKORDER

To report a problem with the facilities or request assistance from maintenance, custodial, grounds or other services, please call 4228.

Work order requests range from minor repairs to urgent matters. Work orders are used to report things like leaky faucets, burned out light bulbs, a disabled elevator, a loss of electrical power, or a water main failure.

The work order system is designed to handle all legitimate requests in an efficient manner. When you call, you will be asked for the following information.

your name, department, phone number
building and room number
nature of the problem
account number (for chargeable requests, see Fiscal Regulations and Procedures 7-1)
The physical plant department budgets for work required to maintain the structural or physical integrity of existing buildings, utility systems and grounds. Work requests for other purposes are the financial responsibility of the requesting department and are charged accordingly.

SECURITY/LOCKS & KEYS

If you need to report a breach of security, call the police department at 4239. Building entrance doors are unlocked in the morning and locked in the evening by custodians. Classrooms are unlocked by professors. If special arrangements need to be made for approved building access outside normal hours, this can be done by placing a work order. Overtime pay for a custodian may be required.

Personnel needing keys must complete an MSU key Authorization form, which can be obtained from the physical plant office.

Procedures for key issue and control are covered in policy number 4.138 of the Policy and Procedures Manual.
VEHICLE RESERVATION

Vehicles are available for educationally related functions such as field trips, athletic team trips, and other MSU sponsored events.

Requests can be made from the Physical Plant Web site Fleet Management. Reservations can also be made by calling Vicky Hodges, at the main physical plant number, 4228. You will be notified whether or not your requested vehicle is available.

Please see policy number 3.313 – Vehicle Operator’s License Requirements and policy number 3.334 – Vehicle Use.

SAFETY

The environmental safety department handles a variety of safety issues ranging from workers comp to fire alarm issues. Any questions regarding these or other campus risk management issues should be directed to Flint Skaggs, associate director of physical plant for environmental safety, at 4827.

Every new employee is required to complete an initial safety training that lasts approximately 3 hours. Many other training programs and videos are available for campus use.

Work related accidents should be reported to your immediate supervisor and to Flint Skaggs at 4827 as per policy number 3.336 - Workers Compensation. Please call personnel at 4221 if Mr. Skaggs is not available. Also note policy number 4.159 – Safety Policy and Procedures.