

Facilities Management Operating Policies and Procedures Manual

Effective Date: 10-31-11
Policy Number: 04-19-002R4
Section: Facilities and Services
Subject: Duty Program

Purpose:

Provide staff and customers a clear understanding of the Facilities Management Duty Program.

The FM Duty Program was developed to accommodate off-hour emergency service needs by providing the university with quick response to access, repair, and/or stabilize emergency maintenance requests. Duty personnel also provide a safety monitoring service for building operating systems as mandated by the state of Arkansas.

Emergency Repair Services:

Emergency maintenance requests are defined as those problems requiring immediate action to restore or avoid interruption of such essential services as electricity, water, gas, heat, air conditioning, and plumbing. These requests are also to correct conditions that are considered hazardous to personnel, students, equipment, and/or facilities. These requests should consist of work that cannot wait until normal work hours to complete or rectify.

Requesting Off-Hours Service:

Anyone requesting service after 5:00 pm should call ASUPD at 870-972-2093. ASUPD will then contact the appropriate FM duty personnel. The ASUPD will also contact the appropriate Residence Life duty personnel for dormitories, student housing, and apartments.

When requesting emergency services on weekdays between 4:00 pm and 5:00 pm, if no person to person contact can be made with the work control center personnel at 870-972-2067, staff should contact ASUPD at 870-972-2093. ASUPD will then contact appropriate FM duty personnel.

Duty Staff Responsibility:

All duty staff will carry an operating cell phone and beeper while on call and remain close enough to campus to respond within 5-10 minutes.

Respond to all fire alarms. Auxiliary duty personnel respond to auxiliary building fire alarms with FM duty personnel standing by as backup in case auxiliary personnel cannot be reached.

In response to emergency elevator calls, duty personnel will call the elevator contractor if reset procedure does not work. Duty personnel will assist in extraction if elevator is within 12 inches of floor level either way. Elevator contractors or Jonesboro Fire Department will be called if extraction is more than 12 inches and in extreme emergency cases.

Respond to emergency lock repairs by making simple repairs and/or attempting to secure door.

Inspect and record boiler and pressure vessel readings on weekends and evenings during the week.

If emergency duty repairs cannot be completed or stabilized, request other duty personnel to assist if available. If problem is still not resolved, request assistance of applicable trade personnel if they are available. Employees, other than duty personnel, asked to respond to after-hour calls will receive a minimum of two hours compensation time for each response including travel time.

Notify University Police that emergency maintenance is complete.

Duty personnel are to process appropriate paper work the day following completed work.

Utilize a duty truck equipped with emergency truck stock.

Entry into warehouse and/or tool room requires notification of an ASUPD officer. All parts withdrawn will be listed and recorded on accompanying work order. A copy of material used will be given to the warehouse manager the following day.

The following chart provides a definition of what constitutes after-hours:

Weekdays	Weekends	Holidays that university is closed
4 p.m. – 7 a.m.	4 p.m. Friday- 7 a.m. Monday	24 hours

Duty Scheduling:

A scheduling calendar is created in January and distributed to Public Safety, the Convocation Center and Fowler Center. This calendar is updated on a monthly basis.

Duty assignment rotates weekly. Assignments are from Monday to the following Monday, ending at 7 a.m.

Duty assignments run concurrently including holidays. One duty rotation is skipped in the schedule each January to ensure that one person will not work on all holidays.

Duty staff can make arrangements for another duty person to substitute or fill in for them in cases of personal conflicts, but it is the sole responsibility of the person on duty to make arrangements with the other person.

The approval of the AVC for Facilities is required to supplement any additional labor for duty program, which may be needed in the case of extended leave by one or more duty staff.

Duty Compensation:

Duty staff is furnished a house by ASU in exchange for duty on-call and service. Natural gas, internet service, water and trash disposal are furnished by ASU. Any request for maintenance or enhancements of duty staff houses must comply with FMOP 04-19-001, Maintenance and Repair of Rental Property. Duty staff will receive, at a later date, compensation time (1 hour for 1 hour) earned for working any day that Facilities Management is closed and has no other working staff. All maintenance of the duty houses, its grounds, fixtures, kitchen appliances (i.e. range, dishwasher, microwave and refrigerator), wall hangings, and other items requiring wall, ceiling, or floor penetrations, including pest control will be performed and/or provided by ASU FM staff. Furniture, washer/dryer appliances, and personal items will be provided and maintained by the duty staff. All property enhancements require AVC approval.

Selection of Duty Staff:

The director of Building Maintenance Services should be contacted by any person wanting to volunteer for duty assignment. When a vacancy exists, selections will be made according to experience of volunteers. The selection criterion includes: *Retain an Arkansas Boiler operator license or have the ability and experience to obtain one, possess experience and/or ability in carpentry, HVAC, plumbing, electrical and controls. Possess working knowledge of fire alarm systems, exhibit good decision making ability, and must be dependable.*