

FACILITIES SERVICES GUIDE



In support of West Chester University's mission, the Facilities Division designs, constructs, and maintains a dynamic, safe, and sustainable campus to continually advance its nationally benchmarked living and learning community.

FACILITIES DIVISION

MISSION STATEMENT

Our mission is to provide excellent service in a customer-focused, safe, efficient and sustainable manner in order to ensure the ongoing safety, integrity, and value of university facilities. We are a responsive team that provides around the clock support services to the campus community and we take great pride in caring for the properties and grounds entrusted to us.

The goal of our website and service guide is to provide 'one-stop' shopping for our customers to initiate a work request, access information about WCU buildings and projects, or request a special event.

WE ARE A RESPONSIVE TEAM THAT
PROVIDES AROUND THE CLOCK
SUPPORT SERVICES



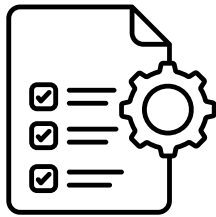
AVP MESSAGE

Place Holder for Message from AVP



WCU FACILITIES

WCU FACILITIES BY THE NUMBERS



14,000

Work Orders Processed Annually



18

WCU maintains 18 stormwater outfalls across campus



836

Geothermal wells, Servicing **14** buildings



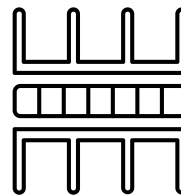
2,000+

Trees to maintain on WCU's campus



406

Total acres. Gordon Natural Area **126** acres
South Campus **300** acres



1.1

Million sq. ft. of parking lots to clear each snow storm



65

Buildings encompassing approx. **2.6 million sq. ft.** of space



500K +

500K + rides provided each year on university shuttles

VP for Finance and
Administration

Senior Associate VP of
Facilities

Assistant VP of Facilities

Maintenance & Energy
Management

Facilities Campus
Services

Design and Construction

Energy Management

Environmental Health &
Safety

Construction Project
Management

Campus Utilities

Central Stores &
Receiving / Ram Swap

Facilities Financial
Analyst

Building and Equipment
Maintenance

Motor Pool &
Maintenance Garage

Facility Support for
Auxiliary Buildings

Work Control Center

Shuttle Services

**Plant Ops General Trades
& Services:** Paint,
Carpenter, Lock,
Preventative Maintenance

Facilities Campus Services:
Grounds Maintenance,
Custodial Operations,
Moving Services

Mechanical Trades:
Plumbing, HVAC, Electric,
Second Shift Maint.

WORK CONTROL CENTER

SINGLE POINT OF CONTACT FOR ALL FACILITIES RELATED SERVICES

Work Control is the primary customer service representative for the Facilities Division and serves as your single point of contact for all Facilities-related services.

Tasks include:

- Communicate emergency work requests to Facilities personnel
- Act as an advocate for the customer in trying to resolve issues and concerns
- Provide group/ individual TMA training sessions
- Assist with monthly chargebacks & prepare management reports
- Prepare monthly TMA reports for management review



WORK CONTROL HOURS:
MONDAY-FRIDAY
8:00 AM - 4:00 PM



EMERGENCIES

During normal business hours, for services that pose a safety risk or could damage property, please call:

Work Control at **610-436-2444**.

After normal business hours, for emergency services contact:

Public Safety at **610-436-3311**



WORK REQUESTS

For maintenance and repair requests, special event support, or other routine services, please submit a work request through the **iService Desk**. The iService Desk is open to any student, faculty, staff who has access to the WCU network.

PROJECTS & PROJECT REQUESTS

SERVICES WE PROVIDE:

- Capital construction management
- Renovation, alteration and campus improvements
- Life Cycle upgrades
- Move coordination for construction/renovation projects
- Large moves (departments, whole buildings, or specialty equipment)
- [more?](#)

REQUESTING SERVICE:

Requests for projects must be preapproved by your Vice President / designated authority then emailed to ***ProjectRequest@wcupa.edu***.

The following types of work should be preapproved

Renovation: Enhancing a portion or the entirety of a building system to improve functionality or comply with updated standards.

Altercation: Adjusting the layout, structure, or features of a facility to accommodate a new use or purpose.

Improvement: Upgrading existing spaces with improved systems, materials, or finishes to enhance performance, efficiency, and aesthetics.

Equipment Installation: Setting up specialized equipment required for specific academic or departmental programs, separate from the facility's core operational systems



OUR STAFF:

- Project Managers & Interior Designers
- Design and Construction Managers
- Construction Inspector
- Contracted Engineers, Consultants and Specialists

HOUSING MAINTENANCE & REPAIR SERVICES

WCU-MANAGED HOUSING

Tyson, Goshen, Schmidt, Killinger, College Arms and the South Campus Apartment Complex

Resident students can submit maintenance requests anytime, 24/7, using the Sodexo link available on the Residence Life and Housing webpage.

USH-AFFILIATED HOUSING

Allegheny, Brandywine, Commonwealth, University Hall, The Village and East Village at WCU

Students in USH-affiliated housing can submit work orders online by selecting their building from the provided link on the Residence Life and Housing webpage and clicking the work order icon. After submitting the form, a confirmation number will be issued. All repairs are handled by USH maintenance staff.

AFTER HOURS EMERGENCIES

For maintenance emergencies after 4:00 PM, contact **Public Safety at 610-436-3311 or ext. 3311.**

Examples of emergencies include: overflowing toilets, active water leaks, broken windows or glass, no hot water, air conditioning issues (if above 78°F), or loss of heat (if below 65°F).



Submit routine requests online anytime. For emergencies, call Public Safety immediately to ensure a timely response and resolution.



To request services, submit an **Event Form Request** on the Facilities Website

SPECIAL EVENTS

FACILITIES PROVIDES A VARIETY OF SERVICES TO SUPPORT EVENTS

Facilities Services Include:

- Chair delivery and set-up
- Table delivery and set-up
- Pop-up tent delivery and set-up
- Podium delivery
- Trash can/recycling container delivery and set-up
- Custodial, Grounds or Maintenance coverage (potential charge)
- Other services may be available, contact **Work Control at x2444** for details

EVENT FORM REQUEST

To request services, submit a **Event Form Request** located on the facilities webpage. All event requests must be submitted no less than **two weeks** prior to your event date. Many campus events are scheduled around the same time, and we assign resources on a first come basis. We will attempt to process forms after the deadline but are unable to guarantee that we can provide the required equipment and services.

EVENT RESPONSIBILITY

Departments or individuals must return spaces to their original condition after events. Consider how your event may affect common areas and restrooms.

AFTER-HOURS EVENTS

Events held on evenings or weekends may incur overtime charges for custodial or grounds support. A valid University account may be required, though Student Organizations and University-Sponsored events are generally not charged

Report any **dangerous** or **unsafe** conditions to Work Control at **x2444**

After hours emergencies call **Public Safety x3311**

SNOW AND ICE MANAGEMENT

The **WCU Grounds Department** actively monitors weather forecasts daily throughout the snow season (November-March) and is responsible for the snow removal operation on campus. Whenever a snow event begins, snow removal starts the same day. Snow and ice response plans are tailored to each storm to ensure campus safety and accessibility. While our facilities crews make every effort to clear walkways, roads, and entrances as quickly as possible, some areas may still be slippery during or shortly after a storm. Please use caution and good judgment when navigating campus during winter weather.

SNOW WALKS PLAN

Snow and ice removal begins as early as possible until all high-traffic areas are cleared. "Snow Walks", a designated network of priority sidewalks, is the first path to be cleared during snow events to support ADA accessibility and ensure a functional campus. Entrances leading to these walks are cleared with the highest priority. The Snow Walk network on North Campus connects key locations, while the South Campus network prioritizes access to bus stops and parking. The University encourages using these clear paths during snow events for safer travel.

GENERAL SNOW PRIORITIES

- Primary roadways
- Residential and dining hall access
- ADA walkways and entrances
- Primary parking lots



To request services, submit
a work request through the
iService Desk

ENERGY MANAGEMENT

The **Energy Management Office** oversees West Chester University's energy use to ensure efficient and cost-effective operations. The team reviews utility rates and tracks monthly electricity, natural gas, fuel oil, water, and sewer consumption to maintain conservation efforts and uncover new opportunities. Using an automated Building Management System, the office monitors energy use and controls HVAC schedules and temperature settings across campus. It also manages the geothermal central distribution system and leads energy-related projects.

UNDERGROUND UTILITIES

The Energy Management Office is responsible for ensuring the safe operation of underground utilities on campus. Under Pennsylvania law, any contractor performing excavation work including tent installations must register the project directly with **PA One Call at (610) 532-4126**. Once notified, the Energy Management Office responds by marking underground utilities to help prevent accidental damage and ensure safety. For more information, contact Work Control.

SERVICES WE PROVIDE:

- Underground utility locating, maintenance, and renovation
- Energy and utility monitoring and reporting
- Utility bill budget tracking and auxiliary chargebacks
- Building Automation Systems Management



Questions about Shuttle Services?

Call 610-436-1053

SHUTTLE SERVICES

WCU SHUTTLES ARE FREE TO WCU STUDENTS, FACULTY, AND STAFF

WCU shuttles are a quick and easy way to travel around campus, West Chester Borough, or to the Exton Train Station. WCU offers multiple on-campus shuttle routes to help students and employees travel between North and South Campus. During the fall and spring semesters, the **Gold Route** operates daily from 7:15 a.m. to 2:15 a.m. on weekdays and 10:00 a.m. to 2:15 a.m. on weekends. Limited service is also available during winter and summer sessions.

ACCESSIBLE TRANSPORTATION FOR STUDENTS AND EMPLOYEES

WCU offers an **On-Demand Accessible Shuttle** for students and employees with temporary or permanent mobility needs during the academic year. The shuttle is equipped with a wheelchair lift and provides transportation to and from most campus buildings and parking lots (off-campus locations are not serviced). To learn more or how to qualify for this service visit the WCU Shuttles webpage for more information.

ON-CAMPUS ROUTES

- Gold Route
- Green Route
- Blue Route
- Purple Route
- Winter Sessions
- Summer Sessions

OFF-CAMPUS ROUTES

- Uptown Loop
- West Goshen Loop
- Exton Train Shuttle
- Late Night Loop

Shuttle services operate primarily during the academic semesters, with only limited service available during summer and winter sessions.



Need a vehicle for university-sponsored travel? Visit the Motor Pool website and fill out a **Rental Request Form**

MOTOR POOL & MAINTENANCE GARAGE

The **WCU Maintenance Garage** staff are responsible for maintaining nearly 90 vehicles and more than 200 pieces of equipment on WCU's campus. The Maintenance Garage handles all facets of vehicle and equipment repair as well as operations that include maintaining facilities for four types of fuel used in vehicles, a full-service vehicle rental program, driver safety program and supporting snow removal activities. The staff is very proud of WCU's efforts in **green transportation**, which started in 1998 with the adoption of clean burning Compressed Natural Gas for vehicles and continues with the recent addition of electric vehicles.

SERVICES WE PROVIDE:

The WCU Maintenance Garage provides the following services for fleet vehicles:

- Services, maintains and inspects vehicles for university fleet and Public Safety
- Services, maintains and inspects Facilities equipment such as mowers, trimmers, tractors, and other related assets
- Maintains and supports university fuel pumps

MOTOR POOL RENTALS FOR UNIVERSITY-SPONSORED TRAVEL

WCU owns and operates a limited fleet of rental vehicles to accommodate faculty, staff and student-employees for university business and travel needs. Rental vehicle offerings include sedans, mini-vans, cargo van, trucks, and full-sized vans. Daily and weekly reservations available. **Visit the Motor Pool website for rates and reservation requests.**



- Facilities Stores and Receiving is open Monday–Friday, 7:00 a.m. to 3:00 p.m.
- Closed on weekends and University holidays.

FACILITIES STORES & RECEIVING

Central Stores and Receiving supports the Facilities Division by managing inventory, storage, and distribution of materials for daily maintenance and custodial operations. It also functions as the main receiving point for University deliveries tied to Purchase Orders and P-Card transactions. The team is responsible for sourcing and purchasing consumable supplies, inventory control, secure storage, material handling, and distribution. In addition, the department manages surplus construction materials and assists Information Services and Technology with equipment storage and distribution.

DELIVERY GUIDELINES

Central Stores and Receiving handles deliveries for items purchased iwth University funds. All deliveries must include:

PO Number (if available)
Attn: (Recipient's Name/Department & telephone number)
West Chester University Central Receiving
821 S. Matlack St.
West Chester, PA 19383

PURCHASE CARD SHIPMENTS

For P-Card purchases, the purchaser should email order details (such as the order confirmation) to **warehouse@wcupa.edu** prior to delivery. Once the package is received, a courtesy email will be sent to notify the recipient. Packages lacking clear recipient information may be opened to identify the intended recipient or returned to the sender.



To request services, submit
a work request through the
iService Desk

GENERAL MAINTENANCE

General Trades supports the upkeep of campus buildings through carpentry, painting, and general repair work.

CARPENTER SHOP

The Carpentry Shop supports the University by maintaining and repairing campus buildings, including work on roofs, walls, ceilings, doors, windows, floors, sidewalks, and signage. The team also provides event support by setting up risers. Furniture assembly and wall-mounting services are available upon request and may be subject to departmental charges.

LOCK SHOP

The Lock Shop installs and maintains door hardware and cuts keys.

PAINT SHOP

The Paint Shop maintains building finishes across campus and handles line striping in parking lots on a routine schedule. They also accommodate special requests, which are chargeable to the requesting department or project.

PREVENTATIVE MAINTENANCE (PM) SHOP

The Preventive Maintenance (PM) Shop performs routine upkeep in academic buildings, Sykes Union, and the Rec Center to prevent equipment failures and ensure peak performance.

OFF SHIFT MAINTENANCE SHOP

The Off-Shift Maintenance Shop handles repair needs that arise outside of regular business hours.



To request services, submit
a work request through the
iService Desk

MECHANICAL MAINTENANCE

Mechanical Maintenance provides a range of skilled trade services essential for maintaining and repairing campus systems and components.

ELECTRIC SHOP

The Electric Shop manages and maintains the University's low and medium voltage electrical systems. Their responsibilities include building electrical infrastructure, lighting, emergency generators, temporary event power, and athletic scoreboard systems.

HVAC SHOP

The HVAC Shop maintains all of the heating and air conditioning systems for the university.

PLUMBING SHOP

The Plumbing Shop maintains all potable water supplies, drainage systems, sewage pump stations, and hydronic boilers.



FACILITIES OPERATIONS

KEY REQUESTS

To request keys, please submit a **Key Request Form** to Facilities. Key Request forms must be signed by your designated Authorizing Official and all keys must be picked up in person at the Lock Shop. To obtain a Key Request Form, contact **Work Control at x2444**.

SERVICES WE PROVIDE:

GENERAL TRADES

- Roof leak investigations and repairs
- Furniture repairs (chairs, desks, etc.)
- Floor tile, stair tread, door, window, and wall repairs
- Furniture assembly and wall hanging (departmental charge)

MECHANICAL TRADES

- Power outage resolution
- Repair of electrical components including switches, outlets, and lighting fixtures
- Indoor and outdoor lighting repairs
- Maintain decorative fountains
- Maintain and repair building cooling and heating systems
- Maintain and repair toilets, showers, indoor water fountains, sinks, and urinals

To request services, submit a work request through the **iService Desk**





To request services, submit
a work request through the
iService Desk

ENVIRONMENTAL HEALTH & SAFETY

Environmental Health and Safety (EHS) is responsible for the development and implementation of environmental and all occupational health and safety programs throughout WCU's campus. EHS has four areas of responsibility: **Occupational Health and Safety, Fire Safety, Environmental Protection, and Laboratory and Research Safety.**

SERVICES WE PROVIDE:

- **Occupational Health and Safety**
 - Conduct routine building inspections
 - Monitor potential environmental exposures
 - Serve as the University's liaison with regulatory agencies
- **Fire Safety**
 - Conduct fire and life safety inspections
 - Plan, monitor and evaluate fire evacuation drills
 - Maintain fire detection and suppression systems
 - Develop fire protection and prevention policies
 - Conduct fire safety training
- **Environmental Protection**
 - Manage hazardous waste disposal
 - Oversee stormwater management initiatives
- **Laboratory and Research Safety**
 - Develop and implement safety programs for laboratories and research activities.



To request services, submit
a work request through the
iService Desk

CUSTODIAL SERVICES

Custodial Services at WCU ensures a clean, safe, and welcoming campus environment. Daily, weekly, and annual tasks are performed in academic buildings, offices, restrooms, lounges, and specialized areas like labs and athletic spaces.

SERVICES WE PROVIDE:

- Cleaning services (vacuum, dust, mop, dust-mop, etc.)
- Trash and recycling removal
- Floor care
- Surface cleaning
- Glass door cleaning
- Dispenser refill
- Custodial event coverage (charges may incur)

PEST CONTROL SERVICES

WCU partners with a licensed pest control provider to manage and prevent common pests throughout the year. Our contractor is on campus every Wednesday to handle scheduled service requests, and urgent issues are addressed as quickly as possible. Pest control services are provided at no cost to campus departments.

OUR STAFF

- Custodial Workers
- Custodial Leads
- Custodial Supervisors
- Operations Coordinator & Administrative Assistant
- Operations Managers

RECYCLING

West Chester University is committed to sustainability through daily recycling and waste collection across campus. This effort is a collaboration between **Custodial Operations, Grounds Maintenance, Moving Services & Surplus, Environmental Health and Safety, and the Office of Sustainability**. Electronics (E-Waste) is handled by the **IS&T Department**.

WCU uses a single-stream recycling system - paper, cardboard, glass, plastic, and metal containers all go into one bin, while trash must be placed separately. Side-by-side bins are available in classrooms and common areas. Not sure where something goes? Check out **WCU's Disposal Guide** for help.

MINI-BIN PROGRAM

West Chester University's Mini-Bin program encourages better waste sorting and reduces landfill waste. Each office is equipped with a small black waste bin attached to a larger blue recycling bin. Staff are responsible for emptying their bins into central waste stations. Custodial Operations empties recycling twice a week and maintains central bins daily, allowing more time for essential cleaning tasks.

WHAT DOES CLEAN, EMPTY AND DRY RECYCLING MEAN?

Make sure containers are empty and clean, rinse or wipe them before recycling. Food and liquids can spoil other recyclables. If it can't be cleaned, throw it out.



WHY MINI-BINS?

- Increase awareness and responsibility regarding waste generation
- Make waste sorting easier and more sustainable for building occupants
- Help WCU reach its sustainable waste diversion goals



To request services, submit a work request through the **iService Desk**

GROUNDS MAINTENANCE

Grounds Maintenance Department at WCU maintains 300 acres of University grounds. Our groundskeepers, equipment operators, and supervisory staff are dedicated to providing exceptional service in the following areas:

SERVICES WE PROVIDE:

- Lawn and turf maintenance
- Landscaping: Design and maintain beds including watering, weeding, insect control and trimming
- Tree care: Maintain historical tree inventory and prolong the life and beauty of trees by providing routine health examinations
- Athletic field maintenance
- Snow removal
- Trash removal
- Leaf removal
- Road, parking lot, and sidewalk repairs
- Excavation
- Composting
- Install cigarette urns and litter containers
- Green Roof and Rain Garden maintenance.

REQUEST A LARGE DUMPSTER (ROLL-OFF) FOR PROJECTS

To request a large roll-off dumpster for a construction or cleanout project, please submit a work request through the **iService Desk**. Be sure to include the following details in your request:

- Project number or cost center
- Exact delivery location
- Description of materials being disposed
- Desired delivery date
- Any special instructions for delivery or placement
- Preferred container size:
 - 10 cu yd: 12'8" L x 8'3" W x 4'4" H
 - 20 cu yd: 22'9" L x 8'3" W x 4'4" H
 - 30 cu yd: 23'1" L x 8'3" W x 6'1" H



To request services, submit
a work request through the
iService Desk

MOVING SERVICES

Moving Services Department at WCU supports campus operations through a range of logistical and event related services.

SERVICES WE PROVIDE:

- Delivery of tables, chairs, risers, podiums, pop-up tents for campus events
- Movement of assets from one campus location to another
- Deliver Ram Swap items
- Support for office and campus space relocations and project-related moves
- Deliver lockable totes and secure pick-up and storage for confidential document shredding (charges may incur)
- Provide furniture support for auxiliary buildings
- Offer backup material handling services for Central Receiving during large deliveries

SERVICES NOT PROVIDED BY MOVING SERVICES

- Moving Services does not manage multi-office or department-wide relocations. These larger moves should be coordinated with Facilities Design & Construction
- Moving Services does not handle the removal of old computers, printers, or other electronic equipment. E-waste disposal requests should be submitted to the IS&T Department via a ServiceNow ticket.

REQUESTING SERVICE

Submit requests at least **two weeks** in advance to your event or move to ensure proper scheduling. Requests are accepted and scheduled on a priority basis. Work Requests after this timeframe are not guaranteed for acceptance.

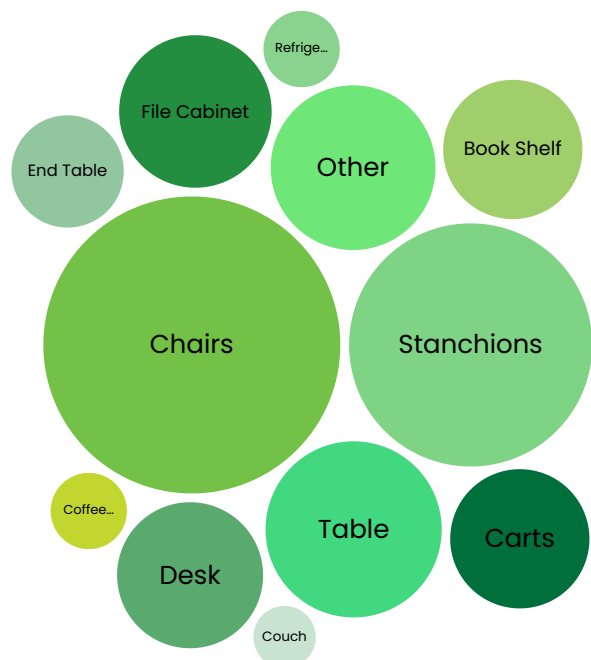
RAM SWAP

REUSE & RECYCLE AT WCU

West Chester University's **Ram Swap** program supports sustainability by helping departments redistribute usable surplus equipment, furniture, and supplies across campus. Managed by Facilities Campus Services, the goal is to extend the life of university-owned items and reduce waste.

Who Can Use Ram Swap: Any WCU employee can request or list surplus university-owned items (no personal items) on the Ram Swap platform.

How It Works: Ram Swap gives WCU employees a convenient way to post and browse available surplus items that may benefit others across campus. Facilities Services also lists reusable furniture stored in our warehouse for campus-wide redistribution. When an item is requested, a Work Order for **Moving Services** will be created to deliver it to your specified location. For item requests or questions, contact **RamSwap@wcupa.edu**.



FACILITIES SERVICES CHECKLIST



Service	Call Work Control (x2444)	iService Desk Request (Work Order)	Project Request Form	Other
Keys				Key Request Form
Lock Repairs				
Heating/air conditioning issues (entire building)				
Heating/air conditioning issues (isolated)				
No water, overflowing toilets				
Power outage, leaks, spills				
Elevator issues				
New equipment installation, carpet replacement				
Carpet replacement				
Bees inside a building				
Motor Pool rental services				Rental Request Form

SERVICES NOT PROVIDED BY FACILITIES

SERVICES NOT PROVIDED AND ALTERNATIVES

- **Computer, printer or other technology disposal**
 - Create a ticket with the IS&T Department
- **Piano moves**
 - Consult with Purchasing for vendor
- **Golf Cart Rentals for events**
 - Consult with Purchasing for vendor
- **Card Access Requests**
 - Contact Public Safety
- **Shuttle requests for trips**
 - Schedule trip requests with Purchasing
- **Shredding Toters**
 - Contact Business Services to set up recurring service or as needed service
- **Maintenance or Custodial issues in dorms**
 - Submit a work request through Sodexo or USH

