

## **DEPARTMENT OF FACILITIES MANAGEMENT**

This Department is responsible for all campus facility maintenance, housekeeping, landscaping, transportation, and utilities. The Facilities Management Department's goal is to surpass the expectations of the campus community, and to insure a safe, clean, and stimulating learning, working, and living environment for everyone.

### **Residence Hall Maintenance-**

Routine maintenance in the residence halls can be reported by anyone using a maintenance request form. These forms are located at each lobby desk, and are collected daily by the Zone Maintenance Technicians. Most requests are responded to within 24-hours, unless parts need to be ordered.

Emergency maintenance, such as elevator problems or leaks in the residence halls should be reported immediately to the Director on call, through the front desk. The appropriate personnel will be contacted.

Normal office hours are from 7:30 a.m. to 4:30 p.m. Monday through Friday, except official holidays. Our service desk staff may be reached at 745-3253 to report a problem. For additional information on services available please see our [web page](#).

### **Shuttle Service-**

The Department of Parking and Transportation is also responsible for the **Shuttle Service** on campus. The Internal Loop are the buses that do not leave campus, and go up Normal and down Big Red Way, for those that enjoy the luxury of not walking up and down the hill. The Big Red Shuttle Service, which comes down Normal Drive, caters to South Campus and Campbell Lane, a remote parking lot for Western. This service requires a Shuttle Pass to ride. A Shopping Shuttle is also offered on weekends between campus, and the shopping and dining areas in Bowling Green. Please consult our web page for specific schedules and regulations.

***Failure to adhere to the shuttle bus rules and regulations may result in the revocation of a passenger's right to utilize the shuttle and/or other disciplinary action.***

If you have any questions in regard to the Shuttle Service, please call 745-3253.

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