Year 2000 Fact Sheet:
Duke’s Auxiliary Services

Background

The university’s Auxiliary Services division feeds and houses Duke’s students, buses students to classes and employees from parking lots to work, and delivers mail on campus. The department operates Duke’s network of stores, is in charge of parking services, printing services and a multitude of other university support services, including the ubiquitous Duke Card, which is used by students to open secured residence halls as well as to pay for food. In all, the division has 819 full-time employees and an annual budget of over $100 million.

Y2K Status

All units of Auxiliary Services have reviewed their operations and have taken steps to eliminate foreseeable Year 2000 vulnerabilities. But much of the division’s enterprises are dependent on services provided by others, particularly the basic utilities of electricity, water and sewer. As a result, Auxiliary Services has emphasized planning for the unexpected.

For example, dining services, which served 2.7 million meals last year from 18 campus restaurants, will have a three-week supply of food products in its storerooms and freezers at year’s end, with an emphasis on foods that can be grilled as easily as conventionally prepared. Arrangements have been made to bring freezer trucks on campus in the event of a prolonged power outage. If there are problems with water delivery, arrangements have been made to bring in truckloads of bottled water.

The Duke Transit system, which operates 28 buses and logged more than 53,000 bus-hours last year, has arranged for emergency fuel delivery if necessary. Duke Transit also has made plans to work with the Durham Area Transit Authority and Durham Public Schools to share fuel if that is required to maintain essential services in the event Year 2000 problems disrupt normal fuel supplies. There will be an ample supply of parts on hand for the university’s buses, Lifecare ambulances and SafeRide vans.

(Over)

Because classes will not be in session between Dec. 18 and Jan. 11, the demands on campus residence halls will be light at the start of the new year, but administrative, research
and other buildings will remain open. In all, Duke housekeeping cleans 157 buildings. Contingency plans have been developed to deal with building security, fire safety, sanitation and other building needs in the event of power failures. Extra housekeeping supplies will be stocked, including a 30-day supply of cleaning chemicals.

The Duke stores, which operate 15 different campus facilities, are preparing for manual operation of cash registers, if necessary, and are stocking up on items expected to be in high demand in January. All spring semester textbooks and other supplies, for example, will be on hand before Dec. 31.

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*Year 2000 Readiness Disclosure Statement*