

Standard Operating Procedure: FM001-170907

Title: Call Out for Off-Hours Campus Emergencies

The following procedure shall be utilized by the University to obtain services from Facilities Management staff in response to campus emergencies which occur outside of regular business hours:

Call Out Procedure

- When events arise that require immediate attention before the next working day, the UPD dispatcher shall first contact the on-duty Building Service Engineer to ascertain whether or not the event can be resolved. The Facilities Maintenance Manager is responsible to ensure UPD is provided a current Building Service Engineer work schedule. UPD will contact the on-duty Building Service Engineer via radio.
- If the Building Service Engineer indicates the event cannot be resolved, the Engineer will request the UPD dispatcher call the appropriate Facilities Management emergency contact as outlined below and in the order listed.
- The UPD dispatcher shall begin at the top of the emergency contact list and try all phone numbers listed, in order, until a contact is reached directly.
- The first available Facilities Management emergency contact reached by the UPD dispatcher shall be responsible for coordinating and managing a response to the issue presented.
- If the UPD dispatcher is unable to contact the emergency personnel listed, the dispatcher shall endeavor to leave a message describing the event, including the building and location. The dispatcher will also request a return call, and provide information concerning their next steps, including who they are calling next and the names of other personnel they have already tried to contact.
- Upon receiving a message or a missed call from the UPD dispatcher, Facilities Management emergency response personnel will contact the UPD dispatcher (826-5555) to ensure an appropriate response to the event has been executed.
- Should Facilities Management emergency personnel not be reached, the UPD dispatcher must call the on-duty Building Service Engineer who was originally consulted, and they shall be responsible for coordinating a response to the issue presented.

Contact Listing (based on area or type of response needed)

- **Custodial** (includes immediate custodial services needed for activities or events occurring inside of buildings only)
 1. Mitch Barnett, Custodial & Logistics Manager
 - Primary, 834-2082
 2. TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478

- **Building Trades** (includes immediate repairs and maintenance required for buildings, roadways and utility infrastructure. Utility infrastructure includes manholes, storm drains, waterlines, sanitary sewer lines, etc.,).
 1. **After Hours Response Calls for Building Trades are first directed to the following persons:**
 - Randy Davis, Building Maintenance Manager
 - Primary, 407-8701
 - Travis Fleming, Facilities Project Supervisor
 - Primary, 601-3885
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865
 - TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478
 2. **If the above listed persons were unable to be contacted, the UPD Dispatcher must contact staff based on the individual listings which best match the area or type of response needed:**
 - **Lock Specific Issues** (to be utilized only if contact was not made with one of the persons listed under Building Trades, 1.)
 - Joe Kieny, Lead Locksmith
 - Primary, 601-0496
 - Secondary, 839-4822
 - Shawn Avila, Maintenance Mechanic
 - Primary, 599-5922
 - **Plumbing Specific Issues** (to be utilized only if contact was not made with one of the persons listed under Building Trades, 1.)
 - John Smith, Plumber
 - Primary, 834-3823
 - Secondary, 442-8874
 - Lendell Kirk, Plumber
 - Primary, 832-6504
 - **Electrical Specific Issues** (to be utilized only if contact was not made with one of the persons listed under Building Trades, 1.)
 - Jim Long, Electrician
 - Primary, 672-5579
 - Secondary, 668-4001
 - Russell Whittaker, Electrician/Alarm Specialist
 - Primary, 499-2018

- **Building Service Engineers** (includes issues with building temperature/thermostat, HVAC systems, elevators, boilers, swimming pool, refrigeration equipment, fire alarm systems, security alarm systems, etc.)
 1. **After Hours Response Calls for Building Trades are first directed to the following persons:**
 - Randy Davis, Building Maintenance Manager
 - Primary, 407-8701
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865
 - Travis Fleming, Facilities Project Supervisor
 - Primary, 601-3885
 - TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478
 2. **If the above listed persons were unable to be contacted, the UPD Dispatcher must contact staff based on the individual listings which best match the area or type of response needed:**
 - **Alarm Specific Issues**
 - Randy Davis, Building Maintenance Manager
 - Primary, 407-8701
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865
 - Russell Whittaker, Electrician/Alarm Specialist
 - Primary, 499-2018
- **Construction Management** (includes contracted construction projects, etc.)
 - Michael Fisher, Associate Director, Planning & Design
 - Primary, 619-708-7663
 - TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478
- **Auto Shop** (includes vehicle accidents, break downs on road, etc.)
 - Pat Comella, Business Services Manager
 - Primary, 834-0902
 - Paul Fields, Lead Automotive/Equipment Mechanic
 - Primary, 445-4731
 - Ryan Moore, Automotive/Equipment Mechanic
 - Primary, 496-0386
- **Grounds** (includes fallen trees, broken sprinklers, irrigation problems, field usage or lining, field closure, etc.)
 - TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478
 - Secondary, 839-3789
 - Megan Tolbert, Grounds, Recycling & Waste Mgmt Coordinator
 - Primary, 831-917-2466
- **Sanitary Sewer Overflow Response** (includes reports of overflowing sewage, etc.)
 - Randy Davis, Building Maintenance Manager
 - Primary, 407-8701
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865

- Travis Fleming, Facilities Project Supervisor
 - Primary, 601-3885
 - TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478
- **Stormwater Pollution Prevention Response** (includes reports of dirty water or water pollution on campus grounds or waterways, etc.,)
 - TallChief Comet, Interim Associate Vice President
 - Primary, 845-4478
 - Secondary, 839-3789
 - Megan Tolbert, Grounds, Recycling & Waste Mgmt Coordinator
 - Primary, 831-917-2466
- **Hazardous Materials or Unknown Chemical Response** (includes reports of hazardous materials, unknown smells or liquids, etc.,)
 - Sabrina Zink, Environmental Health & Safety Coordinator
 - Primary, 498-1363
 - Kim Comet, Director of Risk Management & Safety Services
 - Primary, 599-5869
 - Secondary, 839-3789

In the event you are unsure of who to call to ensure an appropriate response or if an issue being experienced is not covered above, use the following to contact persons based on the order listed:

1. TallChief Comet
2. Randy Davis
3. Mike Fisher
4. Mitch Barnett
5. Travis Fleming
6. Ray Robinson
7. Building Service Engineer last on duty and then any Building Service Engineer. Names and contact information is as follows:
 - Jeff Robison, Building Service Engineer
 - Primary, 499-9747
 - Secondary, 733-5333
 - George Brown, Building Service Engineer
 - Primary, 499-2279
 - Secondary, 442-8385
 - Brad Paz, Building Service Engineer
 - Primary, 502-6400
 - Secondary, 443-6870
 - Mike Dotson, Building Service Engineer
 - Primary, 601-6831
 - Brian Toroni, Building Service Engineer
 - Primary, 599-1979
 - Secondary, 768-3947
 - Steve Brands, Building Service Engineer
 - Primary, 599-0974
 - Secondary, 840-6236