

Standard Operating Procedure: FM001-190410
Title: Call Out for Off-Hours Campus Emergencies

This Procedure is presented in 2 parts:

1. **FACILITIES MANAGEMENT**
2. **HOUSING**

FACILITIES MANAGEMENT

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: Monday – Friday, 8:00am – 5:00pm

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 (BSE) 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.
- **EMERGENCY CONTACT #: 826-4466**
- A single central emergency contact number has been employed. When the BSE indicates the event cannot be resolved or if no BSE is available on campus, the current on call manager will automatically be dialed when using this single number. If no one is reached when this number is dialed UPD will proceed as outlined below.
- 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.
- 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.

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- 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. Matt Wiley, Custodial Manager
 - Primary, 362-6440
 2. Jeanne Rynne, FM Associate Vice President
- **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, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
 - Travis Fleming, Facilities Project Supervisor
 - Primary, 601-3885
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865
 - TallChief Comet, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
 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
 - Sean 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.)
 - Paul Arrington, Plumber
 - Primary, 834-3823
 - Ryan Botelho, Plumber
 - Primary, 296-0767
 - **Electrical Specific Issues** (to be utilized only if contact was not made with one of the persons listed under Building Trades, 1.)
 - Russell Whittaker, Electrician/Alarm Specialist

- Primary, 499-2018
 - Russell Robinson, Electrician
 - Primary, 599-1786
- **Building Service Engineers** (includes issues with building temperature/thermostat, HVAC systems, elevators, boilers, swimming pool, refrigeration equipment, fire alarm systems, security alarm systems, etc.,)
 - **After Hours Response Calls for Building Trades are first directed to the following persons:**
 - Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865
 - Travis Fleming, Facilities Project Supervisor
 - Primary, 601-3885
 - TallChief Comet, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
 - **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, Director of Facilities & Housing Maintenance
 - 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
 - Jeanne Rynne, FM Associate Vice President
 - Primary, 798-0898
 - Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
- **Auto Shop** (includes vehicle accidents, break downs on road, etc.,)
 - TallChief Comet, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
 - Paul Fields, Lead Automotive/Equipment Mechanic
 - Primary, 445-4731

- Secondary, 267-4663
 - 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, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
 - Tom Williams, Grounds, Recycling & Waste Mgt Coordinator
 - Primary, 408-313-4820
 - Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
- **Sanitary Sewer Overflow Response** (includes reports of overflowing sewage, etc.,)
 - Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
 - Ray Robinson, Facilities Project Supervisor
 - Primary, 499-5865
 - Travis Fleming, Facilities Project Supervisor
 - Primary, 601-3885
 - TallChief Comet, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
- **Stormwater Pollution Prevention Response** (includes reports of dirty water or water pollution on campus grounds or waterways, etc.,)
 - TallChief Comet, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
 - Tom Williams, Grounds, Recycling & Waste Mgt Coordinator
 - Primary, 408-313-4820
 - Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
- **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 Coordinator
 - Primary, 599-5869
 - Secondary, 839-3789
 - Jeanne Rynne, FM Associate Vice President
 - Primary, 798-0898

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. Jeanne Rynne
2. TallChief Comet
3. Randy Davis
4. Mike Fisher
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, 422-8385
 - Mike Dotson, Building Service Engineer
 - Primary, 601-6831
 - Brian Toroni, Building Service Engineer
 - Primary, 601-6831
 - Secondary, 768-3947
 - Steve Brands, Building Service Engineer
 - Primary, 599-0974
 - Secondary, 840-6236
 - Tom Snyder, Building Service Engineer
 - Primary, 503-403-9672

Housing

- **EMERGENCY CONTACT #: 826-4466**
- A single central emergency contact number has been employed. When the Housing Facilities Maintenance Mechanic (FMM) indicates the event cannot be resolved or if no FMM is available on campus, the current on call manager will automatically be dialed when using this single number. If no one is reached when this number is dialed UPD will proceed as outlined below.

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

- **Custodial – Housing** (includes immediate custodial services needed for activities or events occurring inside of buildings only)

1. Matt Wiley, Custodial Manager
 - Primary, 362-6440
2. Jeanne Rynne, FM Associate Vice President
 - Primary, 798-0898
3. Leila Moreno, Lead Custodian – Housing
 - Primary, 407-7849
 - Secondary, 422-1443
4. Mike Serrano, Lead Custodian – Housing
 - Primary, 408-316-7122
- **Grounds – Housing** (includes fallen trees, broken sprinklers, irrigation problems, field usage or lining, field closure, etc.,)
 1. TallChief Comet, Director, Sustainability, Auto, Energy & Grounds
 - Primary, 845-4478
 - Secondary, 839-3789
 2. Jason Sowerwine, Grounds
 - Primary, 415-290-2524
 3. Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
- **Housing Maintenance** (Includes issues with building temperature/thermostat, HVAC systems, elevators, boilers, refrigeration equipment, fire alarm systems, security alarm systems, etc. Also includes immediate repairs and maintenance required for buildings, roadways and utility infrastructure. Utility infrastructure includes manholes, storm drains, waterlines, sanitary sewer lines.,)
 1. **After Hours Response Calls for Building Trades are first directed to the following persons:**
 - Randy Davis, Director of Facilities & Housing Maintenance
 - Primary, 407-8701
 - Dan Bouchard, Maintenance Supervisor – Housing
 - Primary, 616-4467
 - Secondary, 407-0355
 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 – Housing** (to be utilized only if contact was not made with one of the persons listed under Building Trades, 1.)
 - Ken Martin, Lead Locksmith – Housing
 - Primary, 208-559-2749

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. Jeanne Rynne
2. TallChief Comet

3. Randy Davis
4. Mike Fisher
5. Travis Fleming
6. Ray Robinson
7. Facilities Maintenance Mechanic last on duty and then any Facilities Maintenance Mechanic. Names and contact information is as follows:
 - Ron Lyons, Facilities Maintenance Mechanic - Housing
 - Primary, 496-1338
 - Garrett Keeney, Facilities Maintenance Mechanic - Housing
 - Primary, 599-9122
 - Matt Poston, Facilities Maintenance Mechanic - Housing
 - Primary, 496-9541
 - Ryan Griggs, Facilities Maintenance Mechanic - Housing
 - Primary, 599-4639
 - Stephen Shell, Facilities Maintenance Mechanic - Housing
 - Primary, 502-7602
 - Brian Wheeler, Facilities Maintenance Mechanic - Housing
 - Primary, 296-8434