

**Standard Operating Procedure: FM001-240325**  
**Title: Call Out for Off-Hours Campus Emergencies**

This Procedure is presented in 3 parts:

1. **FACILITIES MANAGEMENT**
2. **HOUSING**
3. **UNIQUE SCENARIO LIST**

## **FACILITIES MANAGEMENT**

The following procedure shall be used 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 Director of Facilities Maintenance 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.

- 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)

- Matthew Wiley, Custodial Manager
  - Primary: 707-362-6440
- Liz Whitchurch, Director of Facilities Operations
  - Primary: 541-543-4133
  - Secondary: 707-633-5044

**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.)

**After Hours Response Calls for Building Trades are first directed to the following persons:**

- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Ray Robinson, Trades Project Manager
  - Primary: 707-499-5865
- Facilities Project Supervisor
  - Primary:
- Facilities Project Supervisor
  - Primary:

**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

- Kyle Frazer, Locksmith
  - Primary: 510-325-5542

**Plumbing Specific Issues** (to be utilized only if contact was not made with one of the persons listed under Building Trades

- Paul Arrington, Plumber
  - Primary: 707-499-4250
- Ryan Botelho, Plumber
  - Primary: 707-296-0767

**Electrical Specific Issues** (to be utilized only if contact was not made with one of the persons listed under Building Trades, 1.)

- Ray Robinson, Trades Project Manager
  - 707-499-5865
- Russell Robinson, Electrician
  - Primary: 707-599-1786
- Bryan Collinson, Electrician
  - Primary: 707-601-1919
- Building 88, Check for Arcata power outage
  - 826-5564. If it goes to the building answering machine, the building power is on and that Arcata is on around the campus and we should be active too. If we don't get the answering machine it's not our switch.

**Building Service Engineers** (includes issues with building temperature/thermostat, HVAC systems, elevators, boilers, swimming pool, refrigeration equipment, fire alarm systems, security alarm systems, etc.,)

- Jeff Robison, Building Service Engineer
  - Primary: 707-499-9747
  - Secondary: 707-733-5333
- George Brown, Building Service Engineer
  - Primary: 707-499-2279
  - Secondary: 707-422-8385
- Mike Dotson, Building Service Engineer
  - Primary: 707-601-6831
- Brian Toroni, Building Service Engineer
  - Primary: 707-601-6831
  - Secondary: 707-768-3947
- Steve Brands, Building Service Engineer
  - Primary: 707-599-0974
  - Secondary: 707-840-6236
- Tom Snyder, Building Service Engineer
  - Primary: 503-403-9672

### **Alarm Specific Issues**

- Russell Robinson, Electrician/Alarm Specialist
  - Primary: 707-599-1786
- Ray Robinson, Trades Project Manager
  - Primary: 707-499-5865
- Steve Brands, Building Service Engineer
  - Primary: 797-599-0974
  - Secondary: 707-840-6236

**Construction Management** (includes contracted construction projects, etc.,)

- Michael Fisher, AVP Facilities Management

- Primary: 707-619-708-7663
- Kassidy Banducci, Director of PD&C
  - Primary: 707-845-7123
- Jason Baugh, Construction Manager
  - Primary: 707-616-4473
- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Ray Robinson, Trades Project Manager
  - Primary: 707-499-5865

**Auto Shop** (includes vehicle accidents, breakdowns on road, etc.,)

- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Paul Fields, Lead Automotive/Equipment Mechanic
  - Primary: 707-445-4731
  - Secondary: 707-267-4663
- Ryan Moore, Automotive/Equipment Mechanic
  - Primary: 707-496-0386

**Grounds** (includes fallen trees, broken sprinklers, irrigation problems, field usage or lining, field closure, etc.,)

- Liz Whitchurch, Director of Facilities Operations
  - Primary: 541-543-4133
  - Secondary: 707-633-5044

**Sanitary Sewer Overflow Response** (includes reports of overflowing sewage, etc.,)

- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Ray Robinson, Trades Project Manager
  - Primary: 707-499-5865
- Vacant, Facilities Project Supervisor
  - Primary: Vacant

**Stormwater Pollution Prevention Response** (includes reports of dirty water or water pollution on campus grounds or waterways, etc.,)

- Liz Whitchurch, Director of Facilities Operations
  - Primary: 541-543-4133
  - Secondary: 707-633-5044
- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885

**Hazardous Materials or Unknown Chemical Response** (includes reports of hazardous materials, unknown smells or liquids, etc.,)

- Sabrina Zink, Environmental Health & Safety Coordinator
  - Primary: 707-498-1363
- Liz Whitchurch, FM Operations Director
  - Primary: 541-543-4133
  - Secondary: 707-633-5044

**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:**

- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Michael Fisher, AVP Facilities Management
  - Primary: 707-619-708-7663
- Liz Whitchurch, FM Operations Director
  - Primary: 541-543-4133
  - Secondary: 707-633-5044
- Matthew Wiley, Custodial Manager
  - Primary: 707-362-6440
- Ray Robinson, Trades Project Manager
  - Primary: 707-499-5865
- Vacant, Facilities Project Supervisor
  - Primary: Vacant

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: 707-499-9747
  - Secondary: 707-733-5333
- George Brown, Building Service Engineer
  - Primary: 707-499-2279
  - Secondary: 707-422-8385
- Mike Dotson, Building Service Engineer
  - Primary: 707-601-6831
- Brian Toroni, Building Service Engineer
  - Primary: 707-601-6831
  - Secondary: 707-768-3947
- Steve Brands, Building Service Engineer
  - Primary: 707-599-0974
  - Secondary: 707-840-6236
- 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)

- Matthew Wiley, Custodial Manager
  - Primary: 707-362-6440
- Mike Serrano, Weekend & Night Custodian – Housing
  - Primary: 408-316-7122
- Liz Whitchurch, Director Facilities Operations
  - Primary: 541-543-4133
  - Secondary: 707-633-5044

**Grounds – Housing** (includes fallen trees, broken sprinklers, irrigation problems, field usage or lining, field closure, etc.,)

- Liz Whitchurch, Director of Facilities Operations
  - Primary: 541-543-4133
  - Secondary: 707-633-5044
- Jason Sowerwine, Housing Grounds
  - Primary: 415-290-2524

**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.)

**After Hours Response Calls for Building Trades are first directed to the following persons:**

- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Dan Bouchard, Maintenance Supervisor – Housing
  - Primary: 707-616-4467
  - Secondary: 707-407-0355

**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.)

- Phil Bradley, Lead Locksmith – Housing
  - Primary: 202-386-0902

**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:**

- Travis Fleming, Director of Facilities Maintenance
  - Primary: 707-601-3885
- Michael Fisher, AVP Facilities Management
  - Primary: 707-619-708-7663
- Liz Whitchurch, FM Operations Director
  - Primary: 541-543-4133
  - Secondary: 707-633-5044
- Matt Wiley, Custodial Manager
  - Primary: 707-362-6440
- Dan Bouchard, Maintenance Supervisor – Housing
  - Primary: 707-616-4467
  - Secondary: 707-407-0355

Facilities Maintenance Mechanic last on duty and then any Facilities Maintenance Mechanic. Names and contact information is as follows:

- Garrett Keeney, Facilities Maintenance Mechanic - Housing
  - Primary: 707-599-9122
- Matt Poston, Facilities Maintenance Mechanic - Housing
  - Primary: 707-496-9541
- Luke Piehl, Facilities Maintenance Mechanic - Housing
  - Primary: 808-785-5724
- ~~● Andrew Whittaker, Facilities Maintenance Mechanic - Housing~~
  - ~~○ Primary: 707-296-0449~~
- Brian Wheeler, Facilities Maintenance Mechanic - Housing
  - Primary: 707-296-8434
- Josh Da Silva, Facilities Maintenance Mechanic - Housing
  - 707-845-3991

### **UNIQUE SCENARIO LIST FOR AFTER HOURS CALLS**

Residence Hall Carbon Monoxide Alarm:

- Have the students evacuate the suite and work with UPD to call AFD to monitor the room for carbon monoxide

Fire Sprinkler Deployment in any Campus Building

- Manager or designee needs to physically come to campus to assess the situation