

**WESTERN WASHINGTON UNIVERSITY
FACILITIES MANAGEMENT**

DATE: October 19, 2009
SUBJECT: SNOW REMOVAL PLAN 2009/2010
PURPOSE: Update Facilities Management (FM) Snow Removal Plan.

SITUATION

This plan is for a heavy snow fall response by Campus personnel in other than normal duty hours. A light snow or ice event would call for a more tailored response, using this plan only as a general guideline. The intent of this plan is to provide snow removal Monday through Friday for daytime University operations. Evenings and weekend responses are to be addressed per the Limited Response Procedures on a case by case basis.

RESPONSIBILITY

It is the responsibility of all students, faculty and staff to dress appropriately, taking into account proper footwear for slippery conditions. Extra caution is advised at building entrances where hard surface floors come in contact with the ice melt, also resulting in slippery conditions.

Facilities Management Outdoor Maintenance Supervisor will manage and coordinate the overall snow removal efforts for the University. Departments will follow their typical chain of command for assignments. The following department personnel will coordinate with Outdoor Maintenance Supervisor for overall assignment directions:

- Facilities Management Outdoor Maintenance
- Facilities Management Academic Custodial Services Manager
- University Police Department (UPD) – Parking lot snow removal
- University Residences – Associate Director University Residences
- Facilities Management – Fleet Maintenance
- Facilities Management – Academic & Auxiliary Maintenance
- Viking Union – Operation Manager
- Wade King Recreational Center – Business Manager

Procedure for Monday thru Friday Daytime University Operations

Outdoor Maintenance Supervisor to determine call out of personnel with approval of the Director of Facilities Management for a pre-application of ice melt (calcium chloride) based on the forecast of potential snow or freezing rain. The intent is to pre-treat walkways only. If effective, other areas will be considered. The pre-application will be performed by Outdoor Maintenance staff. The Facilities Management Academic Custodial Services Manager and University Residences - Custodial Services Manager will be notified of the start time of pre-application to allow them to address slip hazards within their facilities.

UPD will notify the Director of FM or the Outdoor Maintenance Supervisor whenever snow removal or ice melt applications are needed. The Director of FM and the Outdoor Maintenance Supervisor will discuss whether snow removal efforts are needed. Conversation with Outdoor Maintenance Supervisor may also involve UPD dispatch to get a sense of current roadway conditions. Based on their recommendations and phone discussion with them, call-out procedures for personnel will commence adjusted as needed by weather conditions.

Personnel Call-Out Procedure:

Outdoor Maintenance Supervisor will contact the following:

- The Director of FM to be informed as soon as it is determined a call-out will begin.
- University Police Dispatch (UPD) to be informed snow removal call-out procedure is being implemented. UPD will follow their Inclement Weather Checklist including notifying Parking Services to begin clearing of parking lots with their plow per the priorities below (see attached Parking Lot Snow Removal Priority Map dated 10-16-09).
- The Utility Workers listed below under Personnel Assignments will report to the Outdoor Maintenance shop at the appropriate time deemed, dependent on accumulation and/or current weather predictions.
- Outdoor Maintenance Ground and Nursery Specialist 3 to have the Gardener call-out commenced.
- The Fleet Maintenance Supervisor to report to the Maintenance shop at the appropriate time to assist in the installation of chains as well as incidental repairs
- Academic Custodial Services Manager to advise the commencement of snow removal operations and whether or not exterior assistance is required. Custodial Manager will redirect the Custodians per the Custodian guidelines listed below under Personnel Assignments.
- Associate Director University Residences to advise the commencement of snow removal operations and whether or not exterior assistance is required such that Associate Director can be redirected to perform snow removal duties when they report to work.
- The Academic Maintenance Supervisor when assistance is needed for clear walking paths to buildings. Indicate the number of personnel needed.
- The Auxiliary Maintenance Supervisor when assistance is needed for clear walking paths to buildings. Indicate the number of personnel needed.

- Viking Union Operations Manager to be advised of the commencement of snow removal operations and whether or not exterior assistance is required.
- Wade King Recreational Center Business Manager to be advised of the commencement of snow removal operations and whether or not exterior assistance is required.

Outdoor Maintenance Ground and Nursery Specialist 3 will contact the Gardeners to report to the Outdoor Maintenance shop at the appropriate time deemed to perform the tasks listed below under Personnel Assignments, dependent on accumulation and/or current weather predictions.

Fleet Maintenance Supervisor will contact Fleet Maintenance staff to report to the Maintenance shop at the appropriate time. The Fleet Maintenance Supervisor is to contact the Academic Maintenance Supervisor and/or the Auxiliary Maintenance Supervisor when additional assistance is required indicating how many Maintenance Mechanic 2 personnel are needed.

Parking Service Utility Worker will contact the Outdoor Maintenance Supervisor if additional assistance is required to clear the parking lots to perform tasks listed below under Personnel Assignments.

Academic Maintenance Supervisor will contact Maintenance Mechanic 2 positions to report as requested to perform tasks listed below under Personnel Assignments.

Auxiliary Maintenance Supervisor will contact Maintenance Mechanic 2 positions to report as requested to perform tasks listed below under Personnel Assignments.

Academic Custodial Services Manager will contact custodial staff when requested to perform the tasks listed below under Personnel Assignments.

Associate Director University Residences will contact custodial staff when requested to perform the tasks listed below under Personnel Assignments.

Viking Union Operations Manager will contact custodial staff when requested to assist in snow removal efforts.

Wade King Recreational Center Business Manager will contact custodial staff when requested to assist with snow removal efforts.

Environmental Health and Safety (EHS) - During snow removal operations, EHS will monitor conditions on University grounds and report areas of particular concern to Outdoor Maintenance Supervisor radio # 70 (office # 650-2878), or Utility Worker Lead radio # 74 (cell # 303-0171)

PERSONNEL ASSIGNMENTS

UTILITY WORKERS

Utility Worker Lead: Proceed immediately to the Outdoor Maintenance Shop and attach the snow blades to equipment if not already attached. Be the main contact person for the Utility Workers, backup any assignments and relay messages of emergency nature to personnel operating the tractors, graders, and shovels/de-icers personnel. In addition, monitor de-icer supplies and sand pile and keep them appropriately stocked based on estimated storm duration.

Sanding Truck with Snow Blade Operator: See attached Equipment Route Map dated 10-16-2009. Based on reliable weather reports forecasting snow, the operator should proceed with attaching the plows to trucks in preparation for snow plowing. Priority areas for plowing are:

- 1) PP Yard to Birnam Woods and as needed to reach Lincoln Creek Transportation Center (LCTC), LCTC parking area,
- 2) As needed to reach Administration Services Building, parking areas on 32nd Street
- 3) As needed to reach Birnam Wood, Birnam Wood parking area access
- 4) Bill MacDonald to 25th Street
- 5) Fairhaven access road
- 6) As needed to reach South College Drive, South College Drive, West College Way and the service road behind the Recreation Center to the Biology Building to lot 19G
- 7) As needed to reach Ridgeway access roads, Ridgeway access roads.

Proceed with the remaining roads and parking lots accordingly, thereafter. If the amount of snow does not warrant a plow (1½" or less), assist with general snow removal as directed by the Outdoor Maintenance Supervisor.

Flatbed Truck with Snow Blade Operator: See attached Equipment Route Map dated 10-16-2009. Priority areas for plowing are:

- 1) East College Way to Old Main (rear parking lot)
- 2) Inter-tie road (Between Miller Hall and Fine Arts) to Highland Drive
- 3) Garden Street
- 4) VU service road
- 5) Oak Street, Indian Street
- 6) Alley between Lot 3R and 7G, Edens North Service road

Plow campus roads and parking lots accordingly, thereafter. If amount of snow does not warrant a plow (1½" or less), assist with general snow removal as directed by the Outdoor Maintenance Supervisor.

Chain up & Equipment Support: Chain up vehicles in following priority (with prior notification to fleet maintenance personnel ahead of time): 1) sander truck with snow blade, 2) flat bed truck with snow blade and all other vehicles as required. Individuals driving other FM vehicles should proceed to the fleet maintenance shop and assist with chain up. After chaining up vehicles, perform usual shop duties relating to snow removal, such as troubleshooting equipment.

Small Sand Truck Operator: Utility worker will operate the small sander. The vehicle will proceed behind the tractors clearing the small pathways around campus.

New Holland Tractor Operator: See attached Equipment Route Map dated 10-16-2009. Operate the New Holland Tractor at the central core of campus removing snow from the following priority areas:

- 1) Red Square, Red Square to Rose Garden
- 2) South to Haskell Plaza, Haskell Plaza
- 3) Fine Arts to parking lot 17G
- 4) Carver Gym to Track

John Deere Tractor Operator: See attached Equipment Route Map dated 10-16-2009. Operate the John Deere Tractor clearing snow from the following priority areas:

- 1) Sidewalks on the north end of campus. Nash Hall to Viking Commons, Higginson Hall towards campus and PL 8R/ Old Main are a priority because of use by students with disabilities and staff
- 2) Wade King Student Recreation Center sidewalks
- 3) Bill MacDonald Parkway sidewalk from Wade King Student Recreation Center to South College Way

After the walkways are cleared, assist Gardeners with steps, etc. wherever needed.

John Deere Gator Operator: See attached Equipment Route Map dated 10-16-2009. Utility Worker will operate the Gator clearing snow from pathways in the following priority areas:

- 1) Buchanan Towers and work north along South College to the Fairhaven Complex
- 2) Path north of Fairhaven Complex to the AIC Buildings
- 3) AIC paths from flag plaza to Parks Hall to 17G

After the walkways are cleared, assist Gardeners with steps, etc. wherever needed.

PARKING ASSIGNMENTS

Parking Lot Priorities: See the attached Parking Lot Priorities Map dated 10-16-2009. Outdoor Maintenance personnel will assist in parking lot clearing per the Parking Lot Priorities Map when directed by the Outdoor Maintenance Supervisor

GARDENERS

Their purpose is to provide snow removal tasks not requiring riding equipment. The goal is to first clear one walking path to each building starting with eateries. Prioritize wheelchair accessible routes of travel when determining a designated inclement weather pathway to each building including curb cuts (e.g. the path cleared from Red Square to Haskell Plaza should include the wheelchair ramp as well as the steps). All Gardeners will shovel and spread de-icer and/or sand over steps and slippery walkways in their areas in the beginning of the snow removal operation and thereafter, as needed. Of particular importance are targeting the disabled parking areas per the following:

- 1) Behind Old Main to the Rose Garden
- 2) Edens Hall south towards the core of campus
- 3) The disabled parking space in 10G to Humanities Hall

- 4) The disabled parking space at Fairhaven College with accompanying path to the Fairhaven Academic building by 9:00am

Very dangerous walks, stairs and paths should be barricaded off until the dangerous situation can be eliminated (inform the Outdoor Maintenance Supervisor). All walks and steps should be shoveled or swept clean where and when appropriate before de-icer is applied.

ACADEMIC CUSTODIAL SERVICES CUSTODIANS: Coordination of the custodial effort will be routed through Custodial Services Manager to the Outdoor Maintenance Supervisor. The standard procedure is for the custodial staff to start clearing all walkways within 50 feet of all academic building entrances when exterior assistance is required by the Outdoor Maintenance Supervisor.

General: Cleaning according to standard procedure but more attention to indoor public areas, entries, hallway and stairs. This includes auto scrubbing to neutralize and remove ice/snow melt daily; where auto scrubbing is not an option (e.g. 1st floor), wet mopping is appropriate with micro fiber mops and acidic neutralizer. Snow removal when requested is to follow Gardener priorities above. Floor care priority work should be assigned to all hard floor surfaces near entries.

Custodial Response:

- Day shift, starting 5:00 am, cleans classrooms and public areas. The day shift will be assigned snow/ice and slip hazard duties. Little to no classroom cleaning will be attempted.
- Swing shift concentrates on offices, restrooms and project cleaning. When the day shift cannot keep up with classroom cleaning, the swing shift will re-direct office cleaning to clean classrooms.
- When snow/ice efforts worsen, the swing shift will re-direct classroom cleaning for help with snow/ice efforts.
- In the worst case scenario, snow/ice removal and slip hazard prevention will be enhanced, whereas cleaning classrooms and offices (the majority of campus) will be postponed to a later date.

UNIVERSITY RESIDENCE CUSTODIAL SERVICES - Coordination of the custodial effort will be routed through the Associate Director University Residences to the Outdoor Maintenance Supervisor. The standard procedure is clearing of all walkways within 50 feet for all University Residence building entrances with an emphasis to steep areas such as Ridgeway. Unless directed otherwise, the University Residence Custodians will report to work at their typical 7:30 am start time and prepare to perform snow removal work by 7:45 am.

Academic and Auxiliary Maintenance Mechanics: Assist Fleet Maintenance and Outdoor Maintenance as directed.

DE-ICER SHALL BE USED AS FOLLOWS: Calcium chloride will be used to melt ice and snow. Application will be by 1) truck spreaders for large distribution areas, 2) broadcast spreaders on larger walkways, and 3) hand broadcasting for small areas. MSDS sheets will be available through the Outdoor Maintenance Supervisor upon request. Outdoor Maintenance Supervisor will provide and deliver a reasonable quantity of de-icer to the following personnel for their department's use:

- Academic Custodial Services
- Associate Director University Residences – Deliver to University Residence warehouse
- Academic Maintenance Supervisor
- Auxiliary Maintenance Supervisor
- Viking Union Operations Manager
- Wade King Recreational Center Business Manager
- Parking Service Utility Worker

Limited Response Procedure for Evening and Weekend Operations

Intent: This procedure is to provide a limited response to address the high traffic pedestrian paths only. No streets or parking areas will be addressed.

Personnel Call-out – *This will typically occur as follows:*

1. The Outdoor Maintenance Supervisor has previous knowledge of an event that would require snow removal and/or ice melt application should those weather conditions occur.
2. University Police Dispatch contacts the Outdoor Maintenance Supervisor for snow removal or ice melt application for an event or pedestrian safety concerns.
3. A campus event coordinator contacts University Police Dispatch who then contacts the Outdoor Maintenance Supervisor for snow removal or ice melt application for the event.

The Outdoor Maintenance Supervisor will contact the individuals listed in the Monday thru Friday Daytime University operations on an as needed basis and will always include the Facilities Management Director.

Assignments:

- **Utility Workers and Gardeners** – Call-in those required to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans attached dated 10-16-2009. This may require a combination of hand work with path clearing equipment. Coordinate this effort with the various custodial assignments below.
- **University Residence Custodians** – Provide hand work to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans attached dated 10-16-2009 within 50 feet of the building entrances for University Residence buildings.
- **Viking Union Custodians** - Provide hand work to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans attached dated 10-16-2009 within 50 feet of the building entrances for the Viking Union.

- **Wade King Recreational Center** - Provide hand work to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans attached dated 10-16-2009 within 50 feet of the building entrances for the Wade King Recreational Center.


NOTIFICATIONS THAT LIMITED RESPONSE PROCEDURES ARE IN AFFECT:

- **Fred Ramage – Manager of CFPA Operations:** 650-7711
- **Performing Arts Box Office:** 650-6146
- **Library Circulation / Information Desk:** 650-3084

Attachments

- Equipment Routes - Snow Removal Map dated 10-16-2009
- Parking Lot Snow Removal Priorities dated 10-21-2009
- Limited Response Plans dated 10-16-2009

APPROVED:



Tim Wynn, Director, Facilities Management

DATE: 2 November 2009