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# FACILITIES OPERATIONS – WINTER WEATHER PLAN

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# FACILITIES OPERATIONS - WINTER WEATHER PLAN

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*Facilities Operations Managers will review the current version of the "Winter Weather Plan" with their respective staff members in November of each year.*

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## BACKGROUND

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All Facilities Operations personnel are considered essential employees, and as such, are expected to report to work at their regularly scheduled times in the event of adverse winter weather. Essential employees may also be asked to report early, stay late, or work on weekends depending on the nature of the weather emergency. Exceptions must be requested in advance and approved by the employee's supervisor and manager. Every employee will have a role to play in support of Facilities Operation's efforts to help keep the university community safe and restore the campus to normal operation as soon as possible after the winter weather event.

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## ORGANIZATIONAL STRUCTURE FOR WINTER WEATHER RESPONSE

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The Grounds Manager is the Head Coordinator of the Winter Weather Plan and serves as the main liaison with Campus Police during winter weather events.

Grounds and Facilities Services (Housekeeping) are the primary Facilities Operations units responsible for snow and ice removal with support from the Facilities Operations trade shops and the Housing and Residence Life maintenance and housekeeping staffs. Responsibilities are generally divided as follows:

- Grounds maintains and operates all motorized equipment used for the removal of snow from campus roads, drives and sidewalks, and is responsible for the preparation and application of brine pre-treatment solutions. Grounds also administers contracted snow removal services, supplemental equipment rentals and purchase of sand and ice melt products.
- Facilities Services is responsible for removal of snow and ice from building entrance landings, steps and walks outward of 25 feet from those entrances.
- Personnel from the remaining Facilities Operations trades shops will supplement and enhance the work of Grounds and Facilities Services and have been assigned areas of responsibility under the existing shop supervisory structure.
- Residence Life maintenance personnel are responsible for the removal of snow and ice from the entrances and steps to all campus residence halls.

A map has been developed to guide the deployment of departmental resources across campus in

the event of adverse winter weather. The map identifies the highest priority pedestrian travel routes and the primary and secondary priorities for clearing building entrances.

This map also divides the campus into smaller geographical areas or “blocks.” Each trade shop has been assigned a specific block and will be responsible for clearing any sidewalks, steps, or entrances that fall outside of the responsibilities of Grounds and Facilities Services. Trade shop personnel will also assist with the application of sand and ice melt products as directed. Block Supervisors will coordinate their efforts with the Grounds equipment operator and the Facilities Services Supervisors in their block. It is important to note that it is the joint responsibility of each Manager and Block Supervisor to balance snow removal responsibilities with each shop’s core maintenance function and to staff for those tasks accordingly.

The blocks have been assigned as follows:

- Block 1 - Lock Shop
- Block 2 - Carpentry/Paint Shop
- Block 3 - Plumbing Shop
- Block 4 - PAC Zone/Sports Turf Zone
- Block 5 - Electrical Shop
- Block 6 - Zone Shop
- Block 7 - HVAC Shop
- Block 8 - Grounds Shovel Team
- Block 9 - Housing and Residence Life Shop

The Office of Waste Reduction and Recycling is responsible for clearing the areas around dumpsters to help facilitate the pick up of trash and recycled materials.

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## ADVANCED PREPARATIONS

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On or before the 1<sup>st</sup> of November, each Facilities Operations Manager is responsible for the following:

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### GROUND

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- The Grounds Manager will meet with the City of Greensboro to finalize strategies for snow removal on Spring Garden Street and other city streets on campus
- Inventory stocks of salt, ice melt and sand and order as necessary
- Inventory and prepare brine solution
- Operationally test all snow removal equipment:
  - Truck-mounted Snow Plows
  - Gravely Walk-Behind Plows

- Ventrac Plows
- Skid Steer Loaders
- Sand Spreaders
- Brine Equipment
- Back Hoe
- Order any necessary replacement equipment or repair parts
- Contact snow removal contractors and negotiate fees for parking lot snow removal.
- Contact equipment rental company(s) to negotiate terms and conditions for reserving and supplying supplemental equipment:
  - 2 skid steer loaders
  - 1 four wheel drive backhoe
- Review and update staff contact information
- Review and issue PPE to staff

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#### FACILITIES SERVICES - Housekeeping

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- Inventory snow-shovels and order any necessary replacement equipment
- Coordinate stocking ice melt in building staging areas as required
- Operationally test snow blowers for proper operations
- Review and update the contractual requirements for housekeeping service providers in conjunction with this plan
- Review and update staff contact information
- Review and issue PPE to staff

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#### UTILITIES – Electrical Shop, Plumbing Shop, HVAC Shop

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- Test operation of ramp heaters at Walker Deck.
- Inventory snow-shovels and order replacement equipment
- Test portable generators
- Block Supervisors review specific areas of concern in their assigned blocks and “lessons learned” with staff
- Review and update staff contact information
- Review and issue PPE to staff

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#### BUILDINGS – Lock Shop, Carpentry/Paint Shop, Pac Zone Shop, Zone Shop

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- Inventory snow-shovels and order replacement equipment
- Block Supervisors review specific areas of concern in their assigned blocks and “lessons learned” with staff
- Review and update staff contact information
- Review and Issue PPE to staff

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## OFFICE OF EMERGENCY MANAGEMENT AND WEBEOC

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The Office of Emergency Management will monitor winter weather advisories from the National Weather Service. Approximately 1 week in advance of the onset of adverse winter weather, the Director of Emergency Management will create a winter weather “event” on WebEOC and contact all EPART members via email that the WebEOC event has been posted. EPART (Emergency Preparedness and Response Team) members have been instructed to enter information on campus functions that are scheduled to take place within the time frame of the projected winter storm. Posting this information will allow Facilities Operations to properly plan and staff for these functions. EPART members have been further directed to continue to update event information as the actual adverse weather approaches and /or the status of the event changes. Facilities Operations has trained several members of its administrative staff to use the WebEOC System. In addition to being able to monitor the status of significant campus events, Facilities Operations will receive information about specific areas of concern through WebEOC.

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### PRE-EVENT MEETING

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Approximately 3 days before a forecasted snow or ice event, the Grounds Superintendent will schedule a pre-event meeting of the Facilities Operations Management Team in the Campus Supply Building Training Room. Attendees to this meeting will include:

- Facilities Operations Managers
- Block Supervisors
- Grounds Supervisors
- Facilities Services Supervisors
- Residence Life representatives
- Work Information staff member(s)

This purpose of the pre-event meeting is to discuss the specifics of the imminent weather event. The agenda for this meeting will include:

- A review of the weather forecast
- Staffing level contingencies and any modifications to staff work schedules, shift reporting times or job assignments
- Application of brine pre-treatment
- Application of sand and/or ice melt products
- A review of the status of scheduled campus events and facilities effected
- Communications

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### 72 HOURS BEFORE SNOW OR ICE IS FORECASTED TO BEGIN:

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- Facilities Services will verify building inventories of ice melt and shovels
- Block Supervisors will verify inventories of hand tools and ice melt

- Grounds will verify the operation of equipment
- Grounds will make the initial decision regarding application of brine pre-treatment based on the current conditions and the projected forecast

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#### 48 HOURS BEFORE SNOW OR ICE IS FORECASTED TO BEGIN:

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- Grounds will mount snow plows on trucks and the walk-behind equipment
- Grounds Manager will contact POCAM (Parking Operations & Campus Access Management) to verify requirements for clearing parking lots
- Grounds Manager will contact the snow removal contractor to verify the availability of snow removal equipment for the parking lots.
- Grounds Manager will make the call regarding the need for supplemental equipment
- Grounds will continue brine application if necessary and effective

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#### 24 HOURS BEFORE SNOW OR ICE IS FORECASTED TO BEGIN:

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- Grounds and Facilities Services staffing levels and work schedules will be finalized
- When a snowfall of 2 inches or more is forecasted, Grounds will arrange to have the snow removal contractor preposition equipment for parking lot snow removal unless otherwise directed
- Grounds will continue brine application if necessary and effective
- Grounds will accept delivery of supplemental equipment

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### DURING THE WEATHER EVENT

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#### PLAN IMPLEMENTATION PROCEDURE AND NOTIFICATION

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1. The Grounds Manager will make the decision to implement the plan and mobilize the appropriate level of staffing previously discussed during the pre-event meeting
2. The Grounds Manager will contact the Grounds Supervisors, the Facilities Services, Utilities, and Buildings Managers and Housing and Residence Life.
3. Each Managers will contact their Supervisors
4. Supervisors will contact their staff members
5. Staff members will report to their Supervisor for assignment

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#### INITIAL SNOW REMOVAL PRIORITIES

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1. As conditions warrant, Grounds equipment operators will begin snow removal from walks, roads, and drives based on the pre-approved, prioritized map. This map has been developed

in conjunction with the campus community, including; Disabled Student Services, Housing and Residence Life, Campus Police and Environmental Health and Safety. In general the snow/ice removal priorities are:

- a. Walking routes from the residence halls to Gove Student Health Center
- b. Walking routes from the residence halls to the Dining Hall
- c. Primary walking and driving routes to the academic and administrative and support buildings
- d. Surface Parking Lots
- e. Geographically remote administrative buildings [711 Sunset, 1100 W Market, Beecher-Weaver, 2900 Oakland, Police Station (Lee Street) and 1605 Spring Garden Street.]

Within each of these prioritized categories the designated ADA entrances and/or paths of travel will be cleared first and then the main building entrances (if these are not the same). Not all entrances to a building are required to be cleared initially. After the primary pedestrian paths and building entrances have been cleared, snow and ice removal efforts will continue until all building entrances, emergency exits, steps and walks have been cleared.

2. Facilities Services will clear the designated primary building entrances and exits and monitor them throughout the event
3. Block Supervisors will direct employees to predetermined areas within the block and dispatch them to address specific areas of concern as they become known

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## COMMUNICATION

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### OFFICE OF EMERGENCY MANAGEMENT/WEBEOC

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The Office of Emergency Management has publicized a centralized phone number and an email address for the campus community to use when reporting winter weather related hazards or concerns. Information provided to the Office of Emergency Management will be passed along to Facilities Operations via the WebEOC system. Facilities Operations staff will monitor the WebEOC system for areas of concern and to check the status of significant campus events posted by other WebEOC users. Facilities Operations will also use WebEOC to share information about the completion of snow removal milestones and to provide feedback on the progress of tasks assigned through WebEOC.

### FACILITIES OPERATIONS INTRA-DEPARTMENTAL COMMUNICATIONS

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Facilities Operations recognizes that it will also receive information about potential weather related hazards and concerns from a number of different sources across campus. Facilities Operations Work Information personnel will use the attached flow chart (Appendix A) to help process requests and direct resources.

The primary means of communication during a winter weather event should be the Facilities Operations radio band. This will simultaneously broadcast information to the largest number of employees to help Facilities Operations apply the most appropriate resources to the problem in the shortest amount of time.

## APPENDIX A – FACILITIES OPERATIONS COMMUNICATIONS FLOW CHART

