POL-5700.15 SNOW REMOVAL & CLEAN-UP PLAN

Applies to a heavy snow fall response by Campus personnel in order to accommodate normal weekday operation of the campus. A light snow or ice event would call for a more tailored response, using this policy only as a general guideline. Evenings and weekend responses are to be addressed per the Limited Response Procedures on a case by case basis. This policy also addresses snow and ice event cleanup for compliance with storm water management requirements.

1. 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.

2. Management & Coordination by Campus Staff

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 are involved and will coordinate with their appropriate chain-of-command and the Outdoor Maintenance Supervisor for overall assignment directions:

- Vice President Business & Financial Affairs
- Facilities Management – Director
- Facilities Development - Director
- Communications & University Relations – Director
- Environmental Health & Safety - Director
- Facilities Management Outdoor Maintenance
- Facilities Management Academic Custodial Services – Manager of Custodial Operations
- University Police Department (UPD) – Chief / Assistant Chief
- University Residences – Associate Director University Residence
POLICY

- Facilities Management – Fleet Maintenance
- Facilities Management – Shop Supervisors
- Viking Union – Operation Manager
- Wade King Recreational Center – Assistant Director for Facilities Management

Attachments:
- Equipment Routes – Snow Removal Map updated 11-03-2016
- Parking Lot Snow Removal Priorities updated 11-03-2016
- Limited Response Plans updated 11-03-2016
Note:
Remaining lots to be cleared as needed
PRO-5700.15.01 SNOW REMOVAL & CLEAN-UP: WEEKDAY DAYTIME

Action by: Outdoor Maintenance Supervisor

1. Provides and delivers a reasonable quantity of de-icer to the following personnel for their department’s use:
   - Academic Custodial Services
   - University Residences Custodial Services
   - Facilities Management Shop Supervisors
   - Viking Union Operations Manager
   - Wade King Recreational Center Assistant Director for Facilities Management
   - Parking Service Utility Worker

2. Upon request, makes MSDS sheets available to users.

3. Determines need during normal business hours for a pre-application of de-icer based on the forecast of potential snow or freezing rain for pre-treatment of walkways only. If effective, other areas will be considered. If needed, a call out can take place for pre-application, but typically this is done during normal business hours.

4. Notifies FM Director of the start time of pre-application.

5. Notifies the FM Manager of Custodial Operations and University Residences Custodial Services Manager of the start time of pre-application to allow them to address slip hazards within their facilities due to the slippery reaction between the ice melt and hard surface floor finishes.

Outdoor Maintenance Staff

6. Performs pre-application of ice melt.

University Police Department (UPD)

7. Notifies the Steam Plant when snow removal or additional ice melt applications are needed.

Steam Plant

8. Notifies the Outdoor Maintenance Supervisor when snow removal or additional ice melt applications are needed.

Outdoor Maintenance Supervisor

9. Verifies the need for snow removal or additional ice melt applications with UPD and to get a sense of current roadway conditions.

10. Contacts FM Director to discuss whether snow removal efforts are needed and to determine if the FM Director is needed on campus

FM Director

11. Recommends personnel call-out procedures for personnel to commence, adjusted as needed by weather conditions.

12. Assists the Vice President of Business & Financial Affairs
PRO-5700.15.01 SNOW REMOVAL & CLEAN-UP: WEEKDAY DAYTIME

PROCEDURE

**Action by:** (VP, BFA) on determining implementation of Suspended Operations:

- **Comes** to campus, (typical occurrence on the day of before classes between 4:00 and 5:00 a.m.).
- **Drives** campus roads and **walks** central campus pathways with the Outdoor Maintenance Supervisor.
- **Assesses** the work effort possible prior to general campus use of campus roads, parking lots, and walkways.
- **Determines** conditions via phone and/or computer to access weather information, Whatcom Transportation Authority (WTA) operations, Bellingham Schools’ closures, and University Police information.
- **Advises** the VP, BFA of recommendation to implement Suspended Operations for campus or not (typical occurrence on the day of, before classes about 5:30 a.m.).

**VP, BFA**

13. **Consults** with President as appropriate to determine course of action based on condition of campus, WTA operations, and continuing weather forecast:

- **Closes** Campus and **cancels** classes (Suspension Operations)
  - Or
- **Delays** classes

14. **Advises** FM Director of decision.

**FM Director**

15. **Contacts** the Director of Communications & University Relations with the positive Suspended Operations decision.

16. **Advises** the Facilities Development Director of the Implementation of Suspended Operations.

17. **Contacts** Assistant VP for Human Resources if there is a need for suspended operations.

**Director, Communications & University Relations**

18. **Publishes** an appropriate message on the Storm Line (650-6500).

19. **Uses** the Western Alert system to notify students, faculty and staff. The Western Alert system includes email, text messages and messages on the University’s web homepage.

20. **Contacts** various media as required such as KGMI Radio (AM 790). Typical occurrence on a day before classes should have Storm Line updated no later than 6:00 a.m. with notification via email, web homepage and media at
**PROCEDURE**

**Action by:** Outdoor Maintenance Supervisor

**Action:**

- about the same time. (Earlier if possible, so our call is by 5:45 a.m.)
- **Informs** UPD Dispatch that snow removal call-out procedure is being implemented.
- **Calls** out Utility Workers to perform TSK-5700.15A thru TSK-5700.15H.
- **Calls** Grounds and Nursery Spec. 4 to commence Grounds and Nursery Services Spec. 2 call outs to perform TSK-5700.15I.
- **Calls** 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.
- **Advises** the FM Manager of Custodial Operations of commencement of snow removal operations and if exterior assistance is required. Custodial Manager will redirect the custodians per the Custodian guidelines listed in TSK-5700.15J.
- **Advises** the Associate Director University Residences of the commencement of snow removal operations and if exterior assistance is required, such that University Residences Custodians can be redirected to perform snow removal duties when they report to work.
- **Calls** the Academic Maintenance Supervisor and the Auxiliary Maintenance Supervisor when assistance is needed for clear walking paths to buildings. Indicates the number of personnel needed.
- **Advises** the Viking Union Operations Manager of the commencement of snow removal operations and if exterior assistance is required, such that University Residences Custodians can be redirected to perform snow removal duties when they report to work.
- **Advises** the Wade King Student Recreation Center Assistant Director for Facilities Management of the commencement of snow removal operations and if exterior assistance is required, such that University Residences Custodians can be redirected to perform snow removal duties when they report to work.

**UPD**

- **Follows** their Inclement Weather Checklist including notifying Parking Services to begin clearing of parking lots with their plow per the priorities on the attached Parking Lot Snow Removal Priority Map updated 11-03-2016.

**Utility Workers**

- **Report** to the Outdoor Maintenance Shop at the designated
<table>
<thead>
<tr>
<th>Action by:</th>
<th>Action:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grounds &amp; Nursery Services Specialist 4</td>
<td>32. <strong>Contacts</strong> Grounds &amp; Nursery Services Specialist 2 staff to report to the OM Shop at the appropriate time deemed to perform TSK-5700.15i.</td>
</tr>
<tr>
<td>Fleet Maintenance Supervisor</td>
<td>33. <strong>Contacts</strong> Fleet Maintenance staff to report to the Maintenance shop at the appropriate time. The Fleet Maintenance Supervisor will contact the Auxiliary Maintenance Supervisor if additional assistance is required, indicating how many personnel are needed.</td>
</tr>
<tr>
<td>Parking Service Utility Worker</td>
<td>34. <strong>Contacts</strong> the Outdoor Maintenance Supervisor if additional assistance is required to clear the parking lots to perform TSK-5700.15A through 15H.</td>
</tr>
<tr>
<td>Auxiliary Maintenance Supervisor</td>
<td>35. <strong>Contacts</strong> personnel with outdoor weather Personal Protective Equipment to report as requested to perform TSK-5700.15M.</td>
</tr>
<tr>
<td>FM Manager of Custodial Services</td>
<td>36. <strong>Contacts</strong> custodial staff when requested to perform TSK-5700.15J.</td>
</tr>
<tr>
<td>Associate Director University Residences</td>
<td>37. <strong>Contacts</strong> custodial staff when requested to perform TSK-5700.15K.</td>
</tr>
<tr>
<td>VU Operations Manager</td>
<td>38. <strong>Contacts</strong> Aramark for dining services related impacts.</td>
</tr>
<tr>
<td>Wade King SRC Assistant Director Safety (EHS)</td>
<td>39. <strong>Contacts</strong> custodial staff when requested to assist in snow removal efforts.</td>
</tr>
<tr>
<td>Outdoor Maintenance Supervisor</td>
<td>40. <strong>Contacts</strong> custodial staff when requested to assist with snow removal efforts.</td>
</tr>
<tr>
<td>Utility Workers</td>
<td>41. <strong>Monitors</strong> conditions on University grounds during snow removal operations and <strong>reports</strong> areas of particular concern to the Outdoor Maint. Supervisor (radio #70, cell # 303-7926), or Utility Worker Lead (radio #71, cell # 739-5818).</td>
</tr>
<tr>
<td>Grounds &amp; Nursery Services</td>
<td>42. <strong>Determines</strong> when to commence clean-up in order to prevent sand applied to streets and walkways from entering the storm drainage system.</td>
</tr>
<tr>
<td></td>
<td>43. <strong>Provide</strong> clean-up via Green Machine Sweeper to all sanded areas reachable by the machine to include:</td>
</tr>
<tr>
<td></td>
<td>• Fairhaven access road</td>
</tr>
<tr>
<td></td>
<td>• South College Way</td>
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<tr>
<td></td>
<td>• East College Way</td>
</tr>
<tr>
<td></td>
<td>• Access road behind the Wade King Recreation Center</td>
</tr>
<tr>
<td></td>
<td>• Intertie between Miller Hall and College Hall</td>
</tr>
<tr>
<td></td>
<td>44. <strong>Provide</strong> clean-up of sand on all walkways where applicable.</td>
</tr>
</tbody>
</table>
ACTION by:  Specialists  
Custodial Staff  

ACTION:  
45. Provide clean-up of sand on building entries where applicable.

Clean-up Reference:  WWU's Best Management Practices (BMP)

Clean-up Attachment:  Limited Response Plans updated 11-03-2016
PRO-5700.15.02  SNOW REMOVAL & CLEAN-UP: LIMITED RESPONSE FOR EVENING & WEEKEND OPERATIONS

Action by:  Action:

Outdoor Maint. Supervisor  1. As needed, contacts individuals listed in PRO-5700.15.01, #19-27.

Utility Workers and Grounds & Nursery Services Specialists  2. Remove snow and/or apply ice melt on the paths shown on the Limited Response Plans updated 11-03-2016. This may require a combination of hand work and path clearing equipment. Coordinate with the various custodial assignments.

University Residence Custodial Staff  3. Provides hand work to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans updated 11-03-2016 within 10 feet of the building entrances for University Residence buildings.

Viking Union Custodial Staff  4. Provides hand work to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans updated 11-03-2016 within 10 feet of the building entrances for the Viking Union.

Wade King Recreation Center  5. Provide hand work to remove snow and/or apply ice melt on the paths shown on the Limited Response Plans updated 11-03-2016 within 10 feet of the building entrances for the Wade King Recreation Center.

Outdoor Maint. Supervisor  6. Provides notification to the following that limited response procedures are in effect:
   • Fred Ramage, Manager of CFPA Operations: 650-7711
   • Performing Arts Box Office: 650-6114
   • Library Circulation / Information Desk: 650-3084
   • University Residence Custodial Dave Ruble: 650-3475

7. Determines when to commence clean-up in order to prevent sand applied to streets and walkways from entering the storm drainage system.
**PROCEDURE**

**Action by:**

**Action:**

Utility Workers 8. **Provide** clean-up via Green Machine Sweeper to all sanded areas reachable by the machine to include:
- Fairhaven access road
- South College Way
- East College Way
- Access road behind the Wade King Recreation center
- Inter-tie between Miller Hall and College Hall.

Grounds & Nursery Services Specialists 9. **Provide** clean-up of sand on all walkways where applicable.

Custodial Staff 10. **Provide** clean-up of sand at building entries where applicable.

**Reference:** [WWU's Best Management Practices (BMP)]

**Attachment:** Limited Response Plans updated 11-03-2016
TSK-5700.15A  LEAD UTILITY WORKER

When the Utility Workers are called out to work, the Lead Utility Worker:

1. **Is** main contact person for the Utility Workers.
2. **Proceeds** immediately to the Outdoor Maintenance Shop.
3. **Assists** with the attachment of the snow blades as needed.
4. **Backs-up** all Utility Worker assignments.
5. **Relays** emergency messages to Utility Workers operating sanders, tractors, graders, and shovels and spreaders.
6. **Monitors** de-icer supplies and sand pile and **keeps** them appropriately stocked based on estimated storm duration.
7. **Stays** in close contact with Outdoor Maintenance Supervisors to provide quick response as needed.
TSK-5700.15B UTILITY WORKER – SANDING TRUCK WITH SNOW BLADE OPERATOR

The operator:

1. **Proceeds** with attaching the plows to trucks in preparation for snow plowing.

2. Clears the following route (only clear City streets as needed for the route). Refer to Equipment Route Map dated 11-03-2016:
   
   - Physical Plant Yard
   - Birnam Woods entries
   - Lincoln Creek Transportation Center (LCTC) entry (Note: WTA plows the bus lanes)
   - Administration Services Building entries and parking areas as needed
   - Fairhaven Access Road
   - South College Drive, West College Way and the service road behind the Recreation Center to the Biology Building
   - Road north of track to the end of Wade King service road
   - All accessible roads in the Ridgeway complex including Highland Hall

3. **Proceeds** with the remaining roads and parking lots accordingly, thereafter.

4. If the amount of snow does not warrant a plow (1½" or less), **assists** with general snow removal as directed by the Outdoor Maintenance Supervisor.

5. May apply de-icer via truck spreader for large distribution areas and/or broadcast spreader for larger walkways
TSK-5700.15C  UTILITY WORKER – FLATBED TRUCK WITH SNOW BLADE OPERATOR

The operator:

1. **Proceeds** with attaching the plows to trucks in preparation for snow plowing.

2. **Clears** the following route (only clear City streets as needed for the route).
   Refer to Equipment Route Map dated 11-03-2016:
   - East College Way to Old Main (rear parking lot, 8G),
   - Inter-tie road (between Miller Hall and Fine Arts) to High Street,
   - High Street,
   - VU service road,
   - Access road to 4R parking lot,
   - Oak Street, Billy Frank Jr. Street,
   - Alley between Lot 3R and 7G,
   - Edens North Service road,

3. **Proceeds** with the remaining roads and parking lots accordingly, thereafter.

4. If the amount of snow does not warrant a plow (1½” or less), **assists** with general snow removal as directed by the Outdoor Maintenance Supervisor.

5. **May apply** de-icer via truck spreader for large distribution areas and/or broadcast spreader for larger walkways
TSK-5700.15D  UTILITY WORKER – CHAIN UP & EQUIPMENT SUPPORT

The operator:

1. **Chains** up vehicles in following priority (with prior notification to Fleet Maintenance personnel ahead of time):
   - Sander truck with snow blade
   - Flatbed truck with snow blade
   - Other vehicles as required

2. **Performs** usual shop duties relating to snow removal, such as equipment installation and loading sand and/or De-icer for the Sanders.

3. **May apply** de-icer via truck spreader for large distribution areas and/or broadcast spreader for larger walkways
TSK-5700.15E  UTILITY WORKER – SMALL SAND TRUCK OPERATOR

The operator:

1. **Operates** small sander applying sand and/or ice melt to all main walkways thru campus.

2. **Proceeds** behind the tractors clearing the small pathways around campus.

3. May **apply** de-icer via broadcast spreader for smaller walkways.
TSK-5700.15F  UTILITY WORKER – NEW HOLLAND TRACTOR OPERATOR

The operator:

1. **Operates** the New Holland tractor at the central core of campus. Refer to Equipment Route Map dated 11-03-2016.

2. **Removes** snow from the following priority areas:
   - 17G Parking Lot to Fine Arts (ADA priority)
   - South to Haskell Plaza, Haskell Plaza
   - 19G parking lot to Carver Gym
   - Red Square, Red Square to Rose Garden

3. **Assists** Gardeners with steps and entries after the walkways are cleared, as needed.

4. May **apply** de-icer via truck spreader for large distribution areas and/or broadcast spreader for larger walkways.
TSK-5700.15G  UTILITY WORKER – SMALL PICKUP with PLOW OPERATOR

The operator:

1. **Operates** the small pickup with plow at the North end of campus including High street sidewalks. Refer to Equipment Route Map dated 11-03-2016.

2. **Removes** snow from the following priority areas:
   - Sidewalks along Highland Drive, down High Street to Oak Street, including Vendor’s Row.
   - Pathways around Old Main Quad including the Carriage walk
   - Walkway to Eden’s Hall. (ADA priority)
   - Area between Wilson Library and Haggard Hall
   - Move to Wade King Recreation Center plowing the main walkways and heading south to plow walkways along Bill MacDonald.

3. **Assists** Gardeners with steps and entries after the walkways are cleared, as needed.

4. **May apply** de-icer via truck spreader for large distribution areas and/or broadcast spreader for larger walkways.
TSK-5700.15H  UTILITY WORKER – JOHN DEERE GATOR OPERATOR

The operator:

1. **Operates** the John Deere Gator. Refer to Equipment Route Map dated 11-03-2016.

2. **Removes** snow from the following priority areas:
   - Pathways beginning at Buchanan Towers, north along South College to the Fairhaven Complex.
   - Path north toward the AIC Buildings
   - Main walkways around both east and west AIC buildings.

3. **Assists** Gardeners with steps and entries after the walkways are cleared, as needed.

4. May **apply** de-icer via truck spreader for large distribution areas and/or broadcast spreader for larger walkways.
TSK-5700.15I  GROUNDS & NURSERY SERVICES SPECIALISTS

The Grounds & Nursery Services Specialists’ purpose is to provide snow and ice removal tasks that do not require riding equipment:

1. **Clears** one walking path to each building, starting with eateries.

2. **Prioritizes** 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).

3. **Clears** paths and **spreads** de-icer and/or sand over steps and slippery walkways in their areas at the beginning of the snow removal operation and thereafter, as needed.

4. **Targets** the disabled parking areas behind Old Main to the Rose Garden, Edens Hall south towards the core of campus, the disabled parking space in 10G to Humanities Hall, the disabled parking spaces at 17G parking to Haskell plaza, and the disabled parking space at Fairhaven College with accompanying path to the Fairhaven Academic building by 9:00am.

5. **Barricades** very dangerous walks, stairs and paths until the dangerous situation can be eliminated (inform the Outdoor Maintenance Supervisor).

6. **Shovels** and **sweeps clean** all walks and steps where and when appropriate before de-icer is applied.

7. As needed, **hand broadcasts** de-icer to melt ice and snow in small areas.
TSK-5700.15J  ACADEMIC CUSTODIAL SERVICES CUSTODIANS

Coordination of the custodial effort will be routed through Custodial Services Manager to the Outdoor Maintenance Supervisor.

1. **Clears** the major exterior academic building entrances immediately adjacent to the exterior doors when exterior assistance is required by the Outdoor Maintenance Supervisor.

2. **Cleans** according to standard procedure with more attention to indoor public areas, entries, hallways, and stairs.

3. **Autoscrubs** to neutralize and remove ice/snow melt; where auto scrubbing is not an option (i.e., 1st floor), **wet mops** with micro fiber mops and acidic neutralizer.

4. **Prioritizes** floor care work to all hard floor surfaces near entries.

5. **Barricades** very dangerous walks, stairs and paths until the dangerous situation can be eliminated (inform the Outdoor Maintenance Supervisor).

6. **Shovels** and **sweeps** clean all entrances where and when appropriate before de-icer is applied.
TSK-5700.15K UNIVERSITY RESIDENCES CUSTODIANS

Coordination of the custodial effort will be routed through Custodial Services Manager to the Outdoor Maintenance Supervisor. Unless otherwise directed, University Residence Custodians will report to work at their typical 7:30 am start time and be prepared to perform snow removal work by 7:45 am.

1. **Clears** all walkways within 50 feet of all University Residence building entrances with an emphasis on steep areas such as Ridgeway.

2. As needed, **hand broadcasts** de-icer to melt ice and snow in small areas.
TSK-5700.15L FACILITIES MANAGEMENT SHOP SUPERVISORS

1. **Assign** staff with ready access to outdoor weather Personal Protective Equipment (PPE) to assist Fleet Maintenance and Outdoor Maintenance as directed.

Crews with full outdoor weather PPE are:

- Roofers
- Window Washers

Crews with limited outdoor weather PPE are as follows. These crews should limit their outdoor exposure within the limits of their PPE:

- Carpenters
- Electricians
- Plumbers
- Maintenance Mechanics
- Painters
TSK-5700.15M  FACILITIES MANAGEMENT SHOP MECHANICS

1. All FM Shop personnel with proper outdoor weather PPE, when required by the Outdoor Maintenance Supervisor, clear walkways around academic buildings.