Office of Facilities

Communication Procedure
For Facilities Related Non-Emergency Events and Activities

I. Purpose

This policy establishes the procedure for notifying the University community about Facilities related non-emergency events and activities. The procedure applies whenever there is a need to notify the University of events and activities that may impact daily operations including road closures and utility outages.

Some events or activities including renovation and construction projects contained within the requesting department may not require campus-wide communication and/or formal publication if the events and activities do not affect anyone outside the construction area.

Events and activities that generate loud or disruptive noise, detours, roadway and parking closures and utility outages may require formal communication.

II. Non-Emergency Notification Procedures

Notification Request Form for Facilities-Related Events and Activities

Facilities staff will complete a Non-Emergency Notification Request Form for Facilities-Related Events and Activities (Notification Request Form) located at: http://facilities.utsa.edu/employee-resources/ and submit electronically to the Facilities Communication and Customer Relations Representative (FCCRR) for processing at:

Office: 210/458-4261 Email: victoria.oconnor@utsa.edu

The email submission should include a copy to the Assistant Director for Facilities Customer Services and to the Facilities Service Center at:

Asst. Director for Facilities Customer Services Email: scott.reuter@utsa.edu

Facilities Service Center Email: FacilitiesServiceCenter@utsa.edu

A. Non-Capital Projects

Complete a Notification Request Form and submit to FCCRR no later than nine (9) calendar days prior to event or activity.

B. Capital Projects

Complete a Notification Request Form and submit to FCCRR no later than seven (7) calendar days prior to event or activity.

Facilities staff is responsible for project signage including parking lots, buildings and renovations. Facilities project signage should include the Facilities Service Center as the point of contact. Below is an example of text to be included on signage:

EXIT ONLY
In compliance with Safety Codes this door will be converted to "exit only." To enter the building, please use the main entrances. For additional information please contact the Facilities Service Center at: 210/458-4262

The nine (9) calendar-days requirement includes processing the information for review by the Associate Vice President for Facilities (AVPF), receipt of AVPF approval, uploading information to the Facilities website (as necessary) and seven (7) calendar-days advance notice as required by the UTSA Office of University Communications and Marketing (Publications) for publishing in the UTSA Today and UTSA News.

Sending campus-wide email messages is prohibited unless sent by Publications and/or OIT.

Processing the Notification Request

Upon receipt of a Notification Request Form, FCCRR will process the request and forward to AVPF (or designee) for review and approval.

FCCRR will process the Notification Request Form and attachments in publication format as shown below:

Example of Notification (publication format)

"Steam to MS, Science, Arts, Engineering and the Bio-Science buildings will be shutdown on January 1, 2013 for 4 hours beginning at 5:00 a.m. until approximately 9:00 a.m. for necessary emergency repairs.

Heating, domestic hot water, and steam generating equipment will not be available during this time. For additional information please contact the Facilities Service Center at 458-4262. Please, share this information with others in your area that may be affected by this event."

FCCRR may request additional information as necessary or if requested by AVPF.

A. Once approved, FCCRR will email the notification internally to designated project coordinators, managers, supervisors, Service Center and Operations.

B. If the event and/or activity affect only a single building or college, the FCCRR will email the notification to the appropriate deans, directors and assistants within 48 hours of AVPF approval.

C. If the notification requires submission to Campus Alerts, UTSA News and/or UTSA Today, FCCRR will email the notification to the Facilities ITA for

uploading to the Facilities website at: http://facilities.utsa.edu/current-announcements/.

D. The ITA will send email confirmation to the FCCRR within 48 hours of receipt once the notification has been uploaded to the Facilities website.

E. Upon receipt of confirmation from the ITA, FCCRR will email the Facilities webpage link to the Office of University Communications and Marketing (Publications) at http://www.utsa.edu/today/ for publication consideration. The publication will be published in the *Announcements* section of the UTSA Today and will include a short statement and a link to the Facilities website at: http://facilities.utsa.edu/current-announcements/.

The Office of Public Affairs requires that UTSA E-mail news items be submitted at least seven (7) days before an event and activity. Item may be edited for clarity and format.

F. To follow-up on a publication contact Victoria O'Connor, FCCRR at:

Office: 210/458-4261 Email: victoria.oconnor@utsa.edu

III. Amendments and Cancellations

Amendments

Amendments to an approved request, including dates, times and schedules, require submission of a Facilities Amended Non-Emergency Notification Request Form (Amended Notification Request Form).

Facilities staff will complete the Amended Notification Request Form located at: http://facilities.utsa.edu/employee-resources/ and submit to the Facilities Communication and Customer Relations Representative (FCCRR) for processing at:

Office: 210/458-4261 Email: victoria.oconnor@utsa.edu

The amended request will be processed according to the above policies and procedures for non-emergency facilities related events and activities.

Cancellations

Unspecified (temporary and indefinite) cancellations require an email submission to the FCCRR at:

Email: victoria.oconnor@utsa.edu

The email should include a copy of the original approved request and/or dates, times and scope of work being cancelled.

IV. Emergency Notifications

Emergency notifications will be handled on a case-by-case basis. For information on emergency communication procedures reference Communication Procedures for Emergency Related Events and Activities *at:* http://facilities.utsa.edu/employee-resources/.