

FAQ's
Campus Special Release Days
December 27, 28 and 29, 2017

Campus and JPL services during the special release days:

Please refer to the specific area's website for information on services that will be available during the special release days.

Facilities 2017 Special Release Days Notices

Facilities Service Center. The Facilities Service Center will close at 4:00 p.m. on December 22 and reopen January 2. During the Caltech holidays and the special release days, you may request service as follows:

- For any building-related **EMERGENCY**, call Campus Security at 626-395-5000.
- For any **URGENT** requests that need attention within 24 hours, call the Service Center at 626-395-4717 and press 9 to be connected to an on-duty facilities operator.
- For any **ROUTINE** service requests that can wait until the Service Center reopens on January 2, please submit your service request online through the AiM customer Portal: <https://access.caltech.edu>

Central Utilities Plant. The Central Utilities Plant is staffed during the holidays and the special release days to maintain utility services and to dispatch personnel for facilities maintenance emergencies. **For any facilities emergency, call Campus Security at 626-395-5000.**

Custodial and Ground Services. Limited services will be provided during the holidays and special release days as follows:

- **Custodial Services.**
 - Student Undergraduate Housing: custodians will remove trash and service restrooms, showers and kitchens on December 26 and 28.
 - General Campus buildings: custodians will remove trash from break rooms and conference rooms; and will service restrooms on December 26 and 29.
 - Athletic Facilities, Security, Central Plant and Tournament Park will be serviced on a schedule pre-arranged with a supervisor of those sections.
 - For any urgent needs for custodial services due to a spill or similar event, call the Service Center at 626-395-4717 and press 9 to be connected to an on-duty facilities operator.
- **Grounds Services.**
 - Buildings and Grounds is providing service on December 26 and 29 to empty exterior waste receptacles.

Chauffeur Services. The dispatch office will close at 4:00 p.m. on December 22 and reopen January 2. If you need service during this time, please make reservations prior to 3:00 p.m. on December 22 by completing a Transportation Airport or Chauffeur request online through the AiM Customer Portal in Caltech Access.

Liquid Nitrogen. The Central Warehouse will close at 4:00 p.m. on December 22 and will reopen January 2. Please arrange to have your holiday Liquid Nitrogen needs fulfilled and delivered by December 22. If you cannot stock sufficient supplies for the holidays, a mid-holiday delivery will be scheduled on the morning of Wednesday, December 27 by special appointment. For mid-holiday service, please complete the Transportation Liquid Nitrogen request online through the AiM Customer Portal located in ACCESS prior to 3:00 p.m. On December 22.

Laboratory Gas Cylinders, Shipping & Receiving and Transportation. Shipping and Receiving will close at 4:00 p.m. on December 22 and reopen on January 2. All normal operations of shipping parcels, receiving parcels and freight, and intra-campus deliveries will be suspended during this period. If you are scheduling a special delivery, please notify your shipper of these dates. Please arrange to have sufficient quantities of your laboratory gas cylinders ordered through Techmart, fulfilled, and delivered by December 22. Cylinder delivery will resume on January 2.

Post Office and FedEx Services. The Caltech Post office and FedEx services will be staffed from 10:00 a.m. to 2:00 p.m. on the special release days for postal and FedEx needs. Mail Services will not be making any regular deliveries. Departments can contact Mail Services at **626-395-6371** from the hours of 8:00 a.m. to noon to make prior arrangements for deliveries or pick-ups. Bi-weekly paychecks will be available on regularly scheduled pay date, December 29, 2017. We strongly encourage employees to sign up for direct deposit. If you receive a paper check, you can pick it up at the campus post office counter on Friday, December 29 between 10 a.m. and 1 p.m. After 1 p.m., your check will be mailed to your mailing address. Please refer to our homepage for other services: https://www.graphicresources.caltech.edu/graphic_resources.

Faculty Housing Office. The Faculty Housing office will not be staffed during the special release days. Guests arriving between 4:00 p.m. on December 22 and January 2 will pick up packets containing keys, address information, and other pertinent paperwork at the Security Office on their scheduled arrival date. Identification will be required. The Security Dispatch Office is open 24 hours per day and is located in the parking garage at 370 S. Holliston Avenue. (Tenants have received advanced notice of this procedure.)

Routine and non-emergency maintenance service will not be available. Central Plant will be staffed to dispatch personnel for maintenance emergencies (e.g. loss of power, broken water pipe). For maintenance emergencies that need attention within 24 hours, call the Service Center at 626-395-4717 and press 9 to be connected to an on-duty facilities operator.

For any **ROUTINE** maintenance needs that can wait until the Faculty Housing office reopens on January 2, please submit your service request through the AiM Customer Portal or by emailing facultyhousing@caltech.edu. **For emergencies, call campus Security at 626-395-5000.**

Environment, Health & Safety (EH&S): Please contact the Caltech Security emergency number at 626-395-5000 for all emergencies. Security will contact the appropriate safety personnel to respond to the emergency. For all other EH&S related services please refer to the following link: [EHS -Modified Services During Winter Break](#).

Security and Parking Services. Security will be normally staffed 24/7 and can be reached at **626-395-4701 for non-emergencies** and **626-395-5000 for emergencies**. The Parking Office will be closed from December 23 through January 1. Please refer to our homepage: <https://security.caltech.edu/>.