

**FAQs**  
**Campus Special Release Days**  
**December 29, 30 and 31, 2020**

**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 2020 Special Release Days Notices**

**Facilities Service Center.** The Facilities Service Center will close at 3:30 p.m. on December 23 and reopen January 4. 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 4, please submit your service request online through the [AiM customer Portal in Caltech Access](#).

**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 Housing: Custodial services will provide services to Isolation/Quarantine designated areas per COVID 19 protocols, as necessary. Also, will provide service to occupied areas December 26, 29 and January 1.
  - General Campus buildings: Custodial Services will provide service to restrooms and occupied spaces on December 26, 29 and January 1; or per per-arranged schedule.
  - Security, Central Plant and Satellite Plant will be serviced on a schedule pre-arranged with a supervisor of those sections.
  - For any urgent needs; such as COVID 19 response, spills, water leaks 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.**
  - Grounds: Will provide exterior trash service on December 26, 29 and January 1.

**Chauffeur Services.** The Chauffeur service is currently closed due to COVID-19 related travel restrictions.

**Liquid Nitrogen.** The Central Warehouse will close at 4:00 p.m. on December 23 and will reopen January 4. Please arrange to have your holiday liquid nitrogen dewar orders placed by 3:00 p.m., December 22 to ensure delivery on December 23. If you cannot stock sufficient supplies for the holidays, a mid-holiday delivery will be scheduled on the morning of Tuesday December 29 by special appointment. For mid-holiday dewar service, please complete the Transportation liquid nitrogen request online through the [AiM Customer Portal in Caltech Access](#) prior to 3:00 p.m. on December 23 and specify delivery on December 29.

**Laboratory Gas Cylinders, Shipping & Receiving and Transportation.** Shipping and Receiving will close at 4:00 p.m. on December 23 and reopen on January 4. 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 23. Cylinder delivery will resume on January 4.

**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 December 29 - 31 for postal and FedEx needs. Mail Services and regular campus mail deliveries will close at 4:00 p.m. on December 23 and reopen on January 4. If mid-holiday campus mail service is required, please contact, Mail Services at **626-395-6371** no later than 3:00 p.m. on December 23 to make arrangements for deliveries or pick-ups.

**Faculty Housing Office.** The Faculty Housing office will be off during the special release days. All guest arrivals must be scheduled in advance so that we may arrange for a member of our team to greet you as part of our new, one-stop concierge service.

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 4, please submit your service request through the AiM Customer Portal or by emailing [facultyhousing@caltech.edu](mailto: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 [EHS Winter Break Modified Services memo](#).

**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**. Please refer to our homepage: <https://security.caltech.edu/>.