Caltech Facilities Service Information
Facilities 2026/27 Special Release Days Notice
December 25, 2026, through January 3, 2027

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 Service Center. The Facilities Service Center will close at 1:30 p.m. on Thursday, December 24, and reopen Monday, 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 Facilities Service Request portal through 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 service to occupied areas on Monday, December 28, and Wednesday, December 30.
  - General Campus buildings: Custodial Services will provide service to restrooms and occupied spaces on Monday, December 28, and Wednesday, December 30, or per pre-arranged schedule.
  - Security, Athletics, 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 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 Monday, December 28, and Wednesday, December 30.

Chauffeur Services. The Transportation office will close for the winter holidays at 2pm on Thursday, December 24, and reopen on Monday, January 4. If you intend to travel during the break, chauffeur service must be reserved through the Facilities Service Request portal (in Caltech Access) prior to 4:00pm Wednesday, December 23.

Liquid Nitrogen. The Central Warehouse will close at 2:00 p.m. on Thursday, December 24, and will reopen Monday, January 4. Please arrange to have your holiday liquid nitrogen Dewar orders placed

by end of day Wednesday, December 23, to ensure delivery on December 24. If you cannot stock sufficient supplies for the holidays, a mid-holiday delivery can be scheduled for the morning of Wednesday, December 30. For mid-holiday Dewar service, please complete the Transportation liquid nitrogen request online through the Facilities Service Request portal (in Caltech Access) prior to end of day Tuesday, December 29, and specify delivery on December 30.

Laboratory Gas Cylinders, Shipping & Receiving and Transportation. Shipping and Receiving will close at 2:00 p.m. on Thursday, December 24, and reopen on Monday, 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 laboratory gas cylinders ordered through TechMart, fulfilled, and delivered by 4pm Wednesday, December 23. Cylinder delivery will resume on Monday, January 4.

Post Office and FedEx Services. Mail Services will close at 2:00 p.m. on Thursday, December 24, and reopen on Monday, January 4, for regular campus mail deliveries. The Caltech Post office and FedEx services will have special holiday hours from 10:00 a.m. to 2:00 p.m. on Tuesday, Wednesday, and Thursday, December 29, 30, and 31, for postal and FedEx needs. If mid-holiday campus mail service is required, please contact Mail Services at 626-395-6371 no later than noon December 24 to make arrangements for deliveries or pickups.

Faculty Housing Office. The Faculty Housing office will not be performing routine or non-emergency maintenance during the special release days. Guests scheduled to arrive in the new year will be contacted individually to arrange a time for a team member to meet them and provide them with access to their unit.

In the event of maintenance emergencies that need attention within 24 hours (e.g., loss of power, plumbing clogs, or leaks), call the Service Center at 626-395-4717 and press 9 to be connected to an on-duty facilities operator. Central Plant will have service personnel available for emergency dispatch.

For lock-outs, contact Caltech Security at (626) 395-4701.

For immediate, life-threatening emergencies, call campus Security at 626-395-5000.

For any **ROUTINE** maintenance needs that can wait until the Faculty Housing office reopens on January 4, please email Faculty Housing at facultyhousing@caltech.edu.

Environmental Health & Safety (EH&S). Please contact the Caltech Security emergency number at 626-395-5000 for all emergencies. Security will contact the appropriate Safety Engineers who are on-call 24/7 to respond to the emergency. For all other EH&S related services please refer to the EH&S Winter Break Modified Services memo.

Security and Parking Services. Security will be staffed 24/7 and can be reached at 626-395-4701 for non-emergencies. The Parking Office will be closed for routine business matters during this time. **For any security or parking related emergencies, please call 626-395-5000**. Please refer to our homepage for more information: https://security.caltech.edu/.