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| | <input type="checkbox"/> Guideline | <input type="checkbox"/> Standard |
| DOCUMENT ID/VERSION | EUS - 003(1) | EFFECTIVE DATE: 10/08/2024 |
| APPLIES TO | Facilities Development & Operations | |
| SUBJECT | Security and Panic Alarms Procedure | |
| RESPONSIBLE ADMINISTRATOR | Sr. Director, Energy, Utilities & Sustainability | |

Purpose

SJSU has several hundred panic button alarm systems and approximately 75 intrusion alarm systems. The installation, maintenance, and removal of these systems require FD&O, UPD, and IT to incur costs to maintain these systems.

This operating procedure establishes a systematic approach to the evaluation of the need for installation, maintenance, and eventual removal of security and panic alarms.

Panic button alarm systems and intrusion alarm systems are a premium service that is recharged to the requesting departments. Installation, maintenance, and testing of these systems will be recharged to the requesting department.

Procedure

FD&O & UPD will test panic and intrusion alarms periodically. Customer requests for testing will include a reassessment of the need for the system.

Any SJSU employee who receives a request for installation of a panic or intrusion alarm must re-route that request to FD&O Work Control to follow this procedure.

FD&O Work Control will provide the customers a panic or intrusion alarm request form. The customer must complete the request form and return it to FD&O Work Control to proceed.

FD&O work control will forward this request to the appropriate Captain in UPD for the evaluation of the need for the requested device(s). FD&O and IT will support the captain with evaluations and customer meetings. UPD will return the form to FD&O Work Control as approved or disapproved based on the criteria in the request form and their informed professional public safety judgment.

In the event, the request is disapproved FD&O Work Control will use script #2 to communicate to the customer and close the request without creating a work order.

In the event the request is approved, FD&O work control will create a work order, attach the completed UPD form to the work order, and assign the work order to the Utilities shop.

Once the work order is assigned, Script #3 will be emailed to the customer, guiding them through the remainder of the process and informing them on how to receive updates on this work order.

FD&O Utilities will open an IT service ticket for telecommunications upgrades associated with the installation of the panic or intrusion alarm system. FD&O Utilities will attach this service ticket number to the work order.

The Utilities shop will visit the location and scope the work. This will include the determination of the need for a building permit and whether the work can be self-performed.

Utilities will order the materials and install the panic or intrusion alarm, load the information into the monitoring software, and test the system for functionality. Utilities will record their hourly labor and parts against this work order and technician(s) change the status to complete.

The Utilities Shop Supervisor will close the work order after all costs have been recorded. Script #4 will be sent to the customer, with operational instructions and responsibilities to avoid false alarms and to inform FD&O when an employee exits employment or moves their work location.

Operation & Maintenance:

FD&O and UPD will collaborate to conduct periodic testing of security devices.

If the system has not had any valid alarms in 12 months, the necessity shall be re-evaluated. If no longer necessary, FD&O will remove the devices after consultation with UPD.

Each test costs the University approximately \$1,100 dollars in staff time and fixed cost recovery. This amount includes 4 hours of FD&O technician time and 18% fixed costs. This amount includes UPD's costs of one public safety dispatcher and a cadet with 18% fixed costs.

FD&O and UPD strongly encourage the substitute of the Spartan Safe app on a user's phone. This app provides superior information and context to UPD in the event of an emergency response.

<https://www.sjsu.edu/police/emergency-preparedness/spartan-safe.php>

Removal:

Security systems will be reviewed against the installation criteria and incidents associated with that alarm system periodically by FD&O and UPD and upon any changes in the use of the space. If the system is no longer justified, the system will be removed by FD&O.

| ASSOCIATED FORMS |
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| <i>Name of Form</i> |
| #1-Security and Panic Alarm Request Form |

| Scripts |
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| <i>Name of Scripts</i> |
| #1-Script for FD&O Work control acknowledges receipt of requests and informs about the process & timeframes |
| #2 -Script for FD&O Work control disapproval messages |
| #3 -Script for FD&O Work control approval |
| #4 -Script for FD&O Work control project completion and user instructions |
| #5 -Script for FD&O Work control Removal notification |
| #6 -Script for FD&O Work control Request Update: Device needs Repair |
| #7 -Script for FD&O Work control Request Update: Successful Intrusion Alarm Test and User Instructions |
| Talking points for UPD staff |

| REFERENCE DOCUMENTS |
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| <i>Document Title</i> |
| UPD Policy 425 - Security Alarm Response |
| Executive Order 847 - Statement on Facilities Management |

| VERSION HISTORY | | |
|-----------------|---|----------------------|
| <i>Version</i> | <i>Approved By</i> | <i>Revision Date</i> |
| (1) Original | Traci Ferdolage - Senior AVP FD&O Michael Carroll - Chief Police | N/A |

FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback, in addition to conducting periodic reviews.

<https://app.smartsheet.com/b/form/2b6a143125f149718758d29bbd546c65>

