ANNEX E: WINTER STORM PLAN

Overview: The Winter Storm Plan represents the university’s coordinated and comprehensive guide for how the campus will work together to mitigate, prepare for, respond to, and recover from a significant snow incident. This is defined as a snowfall, series of storm fronts, or other hazardous weather conditions that could significantly affect the well-being of university community members, the university's image, or operations; pose a significant economic or legal liability; or result in significant environmental damage.

The university community is reminded that additional caution is advised when using university facilities during the winter season because of the potential for hazardous conditions caused by snow, ice, wind, and freezing temperatures. Individuals should dress with safety in mind, walk only in areas cleared of snow and ice, and vehicles should be properly equipped for winter driving. Motorists are encouraged to carry a shovel in the car as an added precaution during the winter months.

This plan is directive in nature and represents a coordinated and collaborative effort by all agencies and departments on campus to ensure the safety of everyone on campus. Incidents that do not meet the "significance" criteria stated above will not be managed with the incident management process, but will be handled in the routine course of business.

University Goals: The four primary university goals with regard to winter storm planning, response, and recovery include:

1. Protecting the human, physical, and financial assets of the university;
2. Conducting all operations in a safe manner;
3. Communicating openly, honestly, and proactively;
4. Executing this plan in a coordinated and collaborative manner.

Planning Assumptions: It is a planning assumption that the following probabilities could occur in a major winter storm event:

- succession of storm fronts with significant accumulation in each front;
- rain or wet snow into a standing snow pack creating excessive loads on roofs;
- snow and/or ice build-up creating dangerous driving conditions;
- downed trees or limbs resulting in blocked roads and pedways;
- flooding as a result of rapid snow melt;
- utility loss (electrical, plumbing, heat);
- building damage or closures;
- property damage (road loss, culvert blockage, hillside slides, etc.), all of which could cause campus closures.

Most snow incidents occurring at the university will take on a Class I or Class II classification or less and will be managed through the usual departmental snow removal plans, policies, procedures, and associated personnel. In the event of a Class III winter storm, or at the direction of the university president or his/her designee, this winter storm plan may be activated.
addition, activation of the campus Emergency Operations Center (EOC) to support winter storm operations will be at the discretion of the university president or his/her designee.

**Emergency Incident Classifications:**

- **Class I Incident:** A storm incident that impacts the campus and/or outside community or an incident with regional implications. Local university resources should not need to be supplemented with third-party resources to manage the incident. Public and media interest will be low and primarily at the local and regional level.
  
  Example: *Snow accumulations less than 12 inches received over the period of up to 24-hours. The winter storm does not occur on successive days. Snow removal can be accomplished through regular resources and personnel, class cancellations are unlikely. It is anticipated the campus will operate under normal hours.*

- **Class II Incident:** A storm incident with significant local and regional implications. Local university resources should not have to be supplemented with third-party resources to manage the incident. Public and media interest will be moderately high.
  
  Example: *Snow accumulations greater than 12 inches received over the period of up to 24-hours. The winter storm does not occur on successive days. Campus closures, class delay or cancellation may occur; closure of interstate highways and other services is possible.*

- **Class III Incident:** An emergency incident involving the entire campus and surrounding community, or a major incident with potential state and national implications. All available university and third-party resources may be used to control and correct the problem. Media interest may be intense.
  
  Example: *Major snow accumulation or winter conditions, possibly over several days, complicated by winter storm conditions that present a potentially hazardous situation for essential personnel involved in the snow management process. Class cancellation may extend over multiple days, Interstate and regional highways may be closed or severely limited, all but essential services (fire, police, emergency medical services, hospital) are closed.*

**The Emergency Management Cycle:** The task and goal of all colleges and departments, as well as individuals, is to identify ways to mitigate the effects of a snow incident, prepare for the likelihood of a snow incident, and then respond to, and recover from the snow incident.

**Prevention/Mitigation:** In advance of a potential snow incident, all agencies and departments will take action to identify all likely snow hazards and work to eliminate or reduce them.

**Preparedness:** Identify, within your areas of responsibility, and coordinate with Capital Assets and Services (CAS) if required, all university streets, parking lots, sidewalks, pedestrian crossings, disabled accessible areas, building entrances, and stairwells that must be kept cleared of snow and ice to provide safe access for pedestrians and vehicles during and after each snow incident. As the situation requires, colleges and departments must be prepared for any incident by developing and testing plans and procedures. Essential personnel will also be identified.

**Response:** In the event of a Class III snow incident or at the direction of the university president or his/her designee, the emergency manager and the Emergency Management Advisory Group (EMAG) may be called upon to support incident response in accordance with this plan. Which
EMAG members are notified and whether or not the Emergency Operations Center (EOC) is activated will depend on the situation.

Recovery: In the event of a Class III snow incident, or at the discretion of the university president or his/her designee, the EMAG may be called upon to support incident response to help coordinate, within the university as well as with outside agencies as required, to ensure complete recovery from the snow incident.

Concept of Operations:
Phases of Winter Storm Operations

Severe winter storm response operations will be carried out in three phases:
- Pre-storm warning and preparation
- Storm response operations
- Storm recovery operations

Pre-storm Warning and Preparation Phase: This phase begins when a winter storm or weather event is identified and predicted to impact the campus. Depending on the storm classification, select members of the EMAG may meet during this phase to assess the situation and review preparations for the storm. This phase also includes actions taken to prepare the campus and its population for the expected winter storm. These actions could include but are not limited to:
  - campus and departmental plan reviews,
  - providing safety information related to preparedness,
  - coordination with local and state governmental agencies,
  - reviewing essential personnel lists,
  - reviewing equipment and supply lists and capabilities,
  - potential stock piling of supplies and
  - requisition of additional snow removal equipment shortages,
  - warning notification to the Leadership and Policy Group and storm reaction personnel.

The EMAG may recommend to the university president or designated representative a storm incident classification level and action to be taken in the response phase. This phase ends when the storm arrives over the campus or the danger has passed.

Storm Response Phase: This phase begins when the winter storm or weather event impacts the campus. CAS is the lead department in the execution of this plan. However, depending on the situation, select members of the EMAG and CAS representative(s), may meet to coordinate the response and provide updates to the campus and the university president or designated representative. This relationship is in accordance with the national incident command structure where CAS is the Incident Commander (IC) for a winter storm and the EMAG provides support as required. The campus will then respond based on guidance provided below in Campus Response and Recovery Prioritization.

Storm Recovery Phase: Recovery actions consist primarily of two parts overlapping in time. Part One is the restoration and return to normal service and operations of facilities, services,
and utilities. Part Two is the implementation of a process to accurately collect and document after-action reports and potential damage impact assessments. This process is very important to future efforts to learn from past actions and to potentially recover costs associated with the emergency or disaster.

**Plan Activation:** Activation of the plan may be preceded by select members of the EMAG and CAS representatives coming together prior to or during a storm to assess the severity of the current or impending winter storm incident. Under predicted emergency or forecast of extreme winter weather conditions, the university EOC may be activated and this plan made operational prior to the actual weather event in order to manage and coordinate the planning, response, and recovery operations. Snow removal during all snow incidents will continue to be managed through usual departmental snow removal plans, policies, procedures, and associated personnel.

**Campus Response and Recovery Management:**

**Capital Assets and Services** is the lead department for snow removal operations in collaboration with designated departments (Residence Life, Unions and Student Activities, Campus Recreation Services) providing supplemental work forces. CAS is responsible for clearing and maintaining roadways, parking lots, sidewalks, and building entrances. The priorities are provided below and will be in coordination with the campus emergency manager, EMAG, and the EOC when activated. CAS retains total autonomy for its internal work force organization, training, and operations in support of this plan.

The **Athletic Department** is encouraged to coordinate with CAS and the EMAG, if the situation dictates, for snow incident preparation, response, and recovery. This will include the development and coordination of internal departmental plans and procedures for winter sporting events that may be adversely impacted by winter storms. The Athletic Department will ensure its personnel support this winter storm plan. The department will establish and maintain a current “essential personnel” list. In the case of university closure, only essential personnel (or personnel specially designated to provide an essential service) will be allowed on campus.

All other colleges and departments are encouraged to coordinate with CAS and the EMAG, if the situation dictates, for snow incident preparation, response, and recovery. All departments and colleges will ensure their personnel support this winter storm plan. In addition, departments and colleges will establish and maintain a current “essential personnel” list. In the case of university closure, only essential personnel (or personnel specially designated to provide an essential service) will be allowed on campus.

**Campus Response and Recovery Prioritization:** Given the extensive campus infrastructure, the university must properly prioritize its limited staff and resources during and after every snow incident. Snow clearing operations are divided into two phases, each focusing on collective public safety as the highest priority. The first phase, **during a snow incident**, focuses on clearing main roadways, parking lot entrances, and disabled access. The second phase, **after the snow incident** when major accumulations have ceased, includes clearing snow from secondary roadways, parking lots, sidewalks, and other areas.
DURING A SNOW INCIDENT: Clearing Priority

- University entrances
- All major roadways
- All interior roadways
- Disabled access areas
- Fire lanes
- University police department compound and parking area
- Capital Assets and Services parking area
- Building entrances
- Campus Health Services
- Bus stops/pullouts
- Employee and commuter parking lots
- Residence hall parking lots

AFTER A SNOW INCIDENT (major accumulations have ceased): Clearing Priority

- Disabled access areas
- Clean up and widening of residence hall parking lots
- Fire lanes
- Building entrances
- Employee and commuter parking lots
- Clean up of curbs, storm drains, and gutters
- Clean up of bus stops/pullouts

Campus Closure during Response and Recovery Operations  Under certain conditions, including weather-related conditions, it may become necessary to cancel classes or close the Flagstaff campus. See the Northern Arizona University Emergency Closure Policy and Procedures for details see nau.edu/hr. When the university president or designee declares a university wide closure, employees who are not identified as essential personnel shall not report to work or shall leave the university upon notice by a supervisor, dean, director, or department head that the university is closing. Only departments and employees who provide essential functions shall be open and perform duties. Employees shall not choose to work during a campus closure unless specifically directed to do so by their supervisor, dean, director, or department head. One of the reasons for closing campus is to aid in snow removal by minimizing the number of vehicles and people on campus.

Essential Personnel include some or all of the employees who work in the essential service units defined by the university's Emergency Closure Manual reference above. In order to sustain specific business activities, other units or personnel may be designated as essential for the purposes of a specific closure. The vice presidents and provost are responsible for determining which units are deemed essential at the time of closure. Supervisors and managers shall notify the employees in affected units as soon as possible if they are needed as essential personnel for a specific closure. Employees performing certain job functions in certain units may regularly be part of the essential workforce in the case of an emergency closure.

Parking for Essential Personnel: The following four parking lots will be cleared by CAS for use by essential personnel during periods of campus closure due to a severe snow incident:
• P16 for the University Union and north campus
• P60 for Babbitt Administrative Center and south campus
• P64 for south campus including CAS
• P96A (Knoles Garage) for central campus

Residence Life Parking  Please review Appendices 1 - 3 for specific guidance regarding parking in Residence Life parking lots during periods of campus closure and over the Thanksgiving, winter, and spring breaks.

General Campus Parking During Response and Recovery Operations

The following paragraph is taken directly from the University Parking Policy:

If the university is closed due to snow, only essential personnel are permitted to park in designated employee parking lots. In order to efficiently remove snow from employee and commuter lots, any vehicle parked in a closed lot may be towed at the owner’s expense. Residence hall lots may also be closed to remove snow. Any vehicle remaining in a closed lot may be towed at the owner’s expense.

Appendices:

1. Residence Hall Parking: Thanksgiving Break
2. Residence Hall Parking: Winter Break
3. Residence Hall Parking: Spring Break
Appendix 1 to the Winter Storm Plan

Residence Hall Parking: Thanksgiving Break
In preparation for the possibility of snow during the break, Parking and Shuttle Services, Grounds Department, NAUPD, and Residence Life have collaborated to implement a parking lot snow removal plan to allow the Grounds Department to safely and efficiently remove snow from as many parking lots as time will permit.

- **If you plan to leave campus for break and are taking your vehicle with you through Sunday after Thanksgiving at 5 p.m., no further action is necessary.**

- **If you plan to leave campus for the break but are leaving your vehicle on campus, you must park your vehicle in a consolidation lot as listed below.**

- **Once you are ready to leave campus, any time after Tuesday and ending Sunday after Thanksgiving, you will be required to park your registered vehicle in a consolidation lot. Parking and Shuttle Services will not be ticketing registered vehicles in these lots.**

- **If you plan to remain on campus for the break, you may park your car in any residence hall lot allowed by your permit until such time as weather necessitates the need to initiate lot consolidation. You will receive an e-mail notification to move your vehicle to a consolidation lot within 24 hours prior to clearing.**

The closed parking lots will re-open on Sunday after Thanksgiving at noon. Below is a list of parking lots which will be closed and a recommendation for each residence hall parking zone regarding the preferred consolidation lot. Vehicles left in closed lots may be relocated at the owner’s expense in the event of snow.

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<tr>
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Thank you for your cooperation in assisting us with our snow removal efforts. If you have any questions, please contact the Residence Life at 928-523-7616.

To view a map of all the campus parking lots, go to home.nau.edu/maps/parking_map_2010.pdf.
Appendix 2 to the Winter Storm Plan

Residence Hall Parking: Winter Break
In preparation for the possibility of snow during the break, Parking and Shuttle Services, Grounds Department, NAUPD, and Residence Life have collaborated to implement a parking lot snow removal plan to allow the Grounds Department to safely and efficiently remove snow from as many parking lots as time will permit.

• If you plan to leave campus for break and are taking your vehicle with you through the Saturday that residence halls reopen, no further action is necessary.

• If you plan to leave campus for the break but are leaving your vehicle on campus, you must park your vehicle in a consolidation lot as listed below.

• Once you are ready to leave campus, any time after the Sunday prior to finals week and ending Saturday that residence halls reopen, you will be required to park your vehicle in a consolidation lot. Parking and Shuttle Services will not be ticketing registered vehicles in these lots.

• If you plan to remain on campus for the break, you may park your car in any residence hall lot allowed by your permit until such time as weather necessitates the need to initiate lot consolidation. You will receive an e-mail notification to move your vehicle to a consolidation lot within 24 hours prior to clearing.

The closed parking lots will re-open on the Saturday at noon. Below is a list of parking lots which will be closed and a recommendation for each residence hall parking zone regarding the preferred consolidation lot. In addition to your designated consolidation lots, you may also utilize the second level of the parking garage (P96A), located on the corner of Knoles Dr. and Riordan Rd. Vehicles left in closed lots may be relocated at the owner’s expense in the event of snow.

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Appendix 3 to the Winter Storm Plan

Residence Hall Parking: Spring Break
In preparation for the possibility of snow during the break, Parking and Shuttle Services, Grounds Department, NAUPD, and Residence Life have collaborated to implement a parking lot snow removal plan to allow the Grounds Department to safely and efficiently remove snow from as many parking lots as time will permit.

- **If you plan to leave campus for break and are taking your vehicle with you through the Sunday after spring break, no further action is necessary.**

- **If you plan to leave campus for the break but are leaving your vehicle on campus, you must park your vehicle in a consolidation lot as listed below.**

- **Before you leave campus for spring break without your vehicle, you will be required to park in a consolidation lot. Parking and Shuttle Services will not be ticketing registered vehicles in these lots.**

- **If you plan to remain on campus any time during spring break, you may park your car in any residence hall lot allowed by your permit until such time as weather necessitates the need to initiate lot consolidation. You will receive an e-mail notification to move your vehicle to a consolidation lot within 24 hours prior to clearing.**

The closed parking lots will re-open on the Saturday at noon. Below is a list of parking lots which will be closed and a recommendation for each residence hall parking zone regarding the preferred consolidation lot. In addition to your designated consolidation lots, you may also utilize the second level of the parking garage (P96A), located on the corner of Knoles Dr. and Riordan Rd. Vehicles left in closed lots may be relocated at the owner’s expense in the event of snow.

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