

DOCUMENT TYPE	<input type="checkbox"/> Administrative Directive <input type="checkbox"/> Guideline	<input checked="" type="checkbox"/> Operating Procedure <input type="checkbox"/> Standard
DOCUMENT ID/VERSION	EUS-009 (1)	EFFECTIVE DATE: 01/30/2025
APPLIES TO	All campuses, all buildings on state land maintained by the university and/or insured by CSURMA	
SUBJECT	<i>FD&O Response to Fire Alarms</i>	
RESPONSIBLE ADMINISTRATOR	Aaron Klemm	

Purpose

This operating procedure standardizes FD&O’s procedures for all buildings on state land insured by CSURMA SJSU facilities. This standard operating procedure describes FD&O’s supporting role in campus Responses to Fire System Alarms as documented in UPD Policy 411. In the event of any conflict between UPD Policy 411 and this operating procedure, UPD Policy 411 shall govern.

SJFD, UPD, and FD&O employees are the only employees authorized to access fire alarm control panels. Each fire alarm panel is equipped with a passcode limiting access to SJFD, UPD, and FD&O employees. FD&O staff in the Utilities sub-department are the trained, qualified staff to operate, maintain, repair, and reset fire alarm systems on campus.

Alarms from fire alarm systems consist of four (4) types.

Fire Alarm is the highest priority in a fire alarm system indicating that a smoke detector, heat detector, manual pull station, or water flow switch has been activated. The alarm system will be in full activation including audible, visual, and emergency notifications. The monitoring station or company will receive the alarm and immediately notify SJFD and UPD. The panel will not be acknowledged, silenced, or reset until an all clear is given by SJFD or UPD.

Supervisory Alarm is the second highest priority in a fire alarm system indicating that one or more critical fire protection devices is indicating a problem with the input circuit. A local panel alarm will sound and the fire alarm control panel will send a supervisory signal to the monitoring station in UPD dispatch and monitoring company (if applicable).

Trouble Alarms are the lowest priority in a fire alarm system and indicate an electrical or device malfunction such as a wiring fault, phone line problem, or device problem. A local panel alarm will sound and the monitoring station(s) will receive a Trouble Signal.

Local Alarms can be found in some older buildings that do not send signals to the monitoring stations or UPD. The local alarm will sound within the space or building. Building occupants or evacuation teams should contact UPD at 408-924-2222.

Procedure

During Normal Business hours (Monday through Friday 8 am to 5 pm):

Customers reporting a concern about fire alarm systems should call FD&O Customer Service at 408-924-1990. Each week, an individual is assigned by the appropriate administrator or supervisor, and this person is the designated runner for all types of alarms from the fire systems. Customer Service can reach that individual on FD&O's radio system on the UTIL-Fire Alarm channel.

Fire Alarm

When a Fire Alarm is triggered the building's fire alarm system will sound audible and visual alarms that can consist of horns, strobes, announcements, or bells.

Building Occupants and Building Evacuation Teams:

The building occupants must exit the building and follow the Building Evacuation Procedures. The Building Emergency/Evacuation teams will perform their role in the evacuation in accordance with NFPA 1, Chapter 10.5.1 as established by the Emergency Manager in UPD.

UPD:

UPD will receive a signal, or phone call indicating a fire alarm on their monitoring computer and will follow UPD policy 411 and secure the scene.

FD&O Customer Service:

When Customer Service is made aware of a fire alarm, they will create a DIN work order and inform the DIN tech via radio of the fire alarm.

FD&O Utilities:

When the DIN tech is made aware of a fire alarm, they will immediately notify the responsible administrative to travel to the location of the fire alarm and will assist SJFD and UPD as requested.

Valid Fire Alarm

Once SJFD or UPD has inspected the building and determined that there was or is a fire UPD will secure the scene, set up incident command, and notify the Office of State Fire Marshal to investigate as appropriate. The campus Building Official will be notified as part of incident command and perform their duties in assessing the damage to the facility and the plan to safely re-occupy the building.

The DIN tech will work with an incident to respond to fire and when appropriate command to complete the required series of tasks to silence and reset the fire alarm system and restore fire protection services to the premises. The Campus Building Official (CBO) or designee will make the determination to allow full or complete re-occupation of the building. UPD Incident Command will then release the scene and allow orderly re-occupation of the building, the Building Emergency/Evacuation teams will follow their re-population procedure.

False Fire Alarm

After SJFD or UPD has inspected the building and determined that there was no fire but the fire alarm was triggered by some other activity (i.e. vaping, smoking, food prep, dust-generating activities, or construction) SJFD or UPD have the authority to release the scene after the fire alarms have been silenced and reset. The Building Emergency/Evacuation teams will follow their re-population procedure.

The DIN tech will complete the required series of tasks to silence and reset the fire alarm system and restore fire protection services to the premises. In this scenario, the DIN tech is serving as a designee of the campus building official.

In all cases of a fire alarm, the DIN tech will complete the After the False Fire Alarm report. ([Link](#))

Supervisory Alarm

Building Occupants and Building Evacuation Teams:

Building Occupants are NOT required to evacuate when a supervisory alarm is triggered. Depending on the building and fire alarm control panel a local or annunciator alarm beep may sound until the alarm is investigated, resolved, and silenced.

UPD:

UPD will receive a signal on the monitoring computer indicating a supervisory alarm and will follow UPD policy 411. - Call back procedure - normal business hours.

FD&O Customer Service:

When Customer Service is made aware of a supervisory alarm, they will create a DIN work order and inform the DIN tech via radio of the supervisory alarm.

FD&O Utilities:

When the DIN tech is made aware of a supervisory alarm they will travel to the location of the fire alarm control panel and silence/troubleshoot the supervisory alarm determining what parts may be required, adjustments to be made, and the time frame for repairs. The DIN tech will provide this information to the Shop Supervisor who will update/convert a work order to track this repair.

If the repairs required will take longer than four (4) hours, the technician will consult with their supervisor to determine the interim life safety measures appropriate and implement them. The interim life safety measures implemented will be communicated to their appropriate administrator. The appropriate administrator communicates with the customer.

The DIN tech will then implement the selected interim life safety measures until repairs can be completed.

Trouble Alarm

Building Occupants and Building Evacuation Teams:

Building Occupants are NOT required to evacuate when a supervisory alarm is triggered. Depending on the building and fire alarm control panel a local or annunciator alarm beep may sound until the alarm is investigated, resolved, and silenced.

UPD:

UPD will receive a signal on the monitoring computer indicating a supervisory alarm and will follow UPD policy 411. - Call back procedure - normal business hours.

FD&O Customer Service:

When Customer Service is made aware of a supervisory alarm, they will create a DIN work order and inform the DIN tech via radio of the supervisory alarm.

FD&O Utilities:

When the DIN tech is made aware of a supervisory alarm they will travel to the location of the fire alarm control panel and silence troubleshoot the supervisory alarm determining what parts may be required, adjustments to be made, and the time frame for repairs. The DIN tech will provide this information to the Shop Supervisor who will update/convert a work order to track this repair.

If the repairs required will take longer than four (4) hours, the technician will consult with their supervisor to determine the interim life safety measures appropriate and implement them. The interim life safety measures implemented will be communicated to their appropriate administrator. The appropriate administrator communicates with the customer.

The DIN tech will then implement the selected interim life safety measures until repairs can be completed.

During After Hours Holiday and campus closures (Friday 5:01 pm through Monday 7:59 am and Monday through Friday 5:01 pm to 7:59 am):

Fire Alarm

When a Fire Alarm is triggered the building's fire alarm system will sound audible and visual alarms that can consist of horns, strobes, announcements, or bells.

Building Occupants and Building Evacuation Teams:

The building occupants must exit the building and follow the Building Evacuation Procedures. The Building Emergency/Evacuation teams will perform their role in the evacuation in accordance with NFPA 1, Chapter 10.5.1.

UPD:

UPD will receive a signal, radio, or phone call indicating a fire alarm on their monitoring computer and will secure the scene and follow UPD policy 411.

FD&O On-call manager:

UPD Dispatch will contact the FD&O "On-Call" Manager to notify them of the alarm and the relevant details. The FD&O's On-Call manager will follow established callback procedures to call back a tech(s) to reset the fire alarm system(s).

FD&O Utilities:

The callback tech will complete the required series of tasks to assess the integrity of the fire alarm system and reset the system to restore fire protection services to the premises. If SJFD and UPD are still on scene when the callback tech arrives, they will communicate with SJFD and UPD to determine all-clear or interim life safety measures required prior to re-occupancy of the building.

The following business day the callback tech will inform the shop supervisor of the details of the fire alarm and complete the Work Order.

Valid Fire Alarm

Once SJFD or UPD has inspected the building and determined that there was or is a fire UPD will secure the scene, set up incident command, and notify the Office of State Fire Marshal to investigate as appropriate. The campus Building Official will be notified as part of the incident command and perform their duties in assessing the damage to the facility and the plan to safely re-occupy the building.

The DIN tech will work with an incident to respond to fire and when appropriate command to complete the required series of tasks to silence and reset the fire alarm system and restore fire protection services to the premises. The Campus Building Official (CBO) or designee will make the determination to allow full or complete re-occupation of the building. UPD Incident Command will

then release the scene and allow orderly re-occupation of the building, the Building Emergency/Evacuation teams will follow their re-population procedure.

False Fire Alarm

After SJFD or UPD has inspected the building and determined that there was no fire but the fire alarm was triggered by some other activity (i.e. vaping, smoking, food prep, dust-generating activities, or construction) SJFD or UPD have the authority to release the scene after the fire alarms have been silenced and reset. The Building Emergency/Evacuation teams will follow their re-population procedure.

The DIN tech will complete the required series of tasks to silence and reset the fire alarm system and restore fire protection services to the premises. In this scenario, the DIN tech is serving as a designee of the campus building official.

In all cases of a fire alarm, the DIN tech will complete the After Fire Alarm report. ([Link](#))

Supervisory Alarm

Building Occupants are not required to evacuate when a supervisory alarm is triggered.

Depending on the building and fire alarm control panel a local or annunciator alarm beep may sound until the alarm is silenced or acknowledged. SJFD, UPD, and FD&O employees are the only employees authorized to silence or acknowledge alarms.

UPD Dispatch will contact the FD&O "On-Call" Manager to notify them of the alarm and the relevant details. The On-Call manager for FD&O will follow established callback procedures to call back a tech(s) to address the supervisory alarm.

The callback tech will troubleshoot the supervisory alarm and restore fire protection services to the premises. The following business day the callback tech will inform the shop supervisor of the details of the fire alarm and complete the Work Order.

If the repairs required will take longer than four (4) hours, the technician will consult with the On-call Manager to determine appropriate interim life safety measures to ensure fire safety.

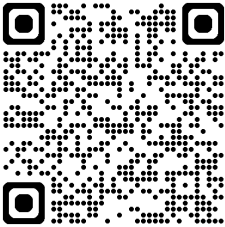
The DIN tech will then silence, and acknowledge the supervisory alarm.

Trouble Alarm

Building Occupants are not required to evacuate when a trouble alarm is triggered.

UPD Dispatch will contact the FD&O "On-Call" Manager to notify them of the alarm and the relevant details. The On-Call manager for FD&O will follow established callback procedures to determine if callback is necessary or the trouble alarm can be addressed the following business day.

If called back the callback tech will troubleshoot the alarm and adjust or replace parts with stock on hand which will resolve the trouble alarm. SJFD, UPD, and FD&O employees are the only employees authorized to silence or acknowledge alarms of any type.

ASSOCIATED FORMS	
<i>Name of Form</i>	
	
After the Fire Alarm report	

REFERENCE DOCUMENTS	
<i>Document Title</i>	
UPD Policy Manual	
Interim Life Safety Measures (ILSM) Matrix	
Fire Watch Guideline & resources	
Emergency Management - Emergency Management University Police (sjsu.edu)	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original	Aaron Klemm	01/30/2025

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>

