



# State Transportation Building Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures, services, and policies, and provide an orientation to the building and community.

## **Building Occupants:**

- Mass Department of Transportation
- Mass Bay Transportation Authority
- Mass Office of Tourism and Travel
- Central Transportation Planning Staff
- Executive Office of Public Safety
- MASS RIDES
- Office of Consumer Affairs
- Transportation Child Care Center



The Division of Capitol Asset Management and Maintenance (DCAMM) oversees the State Transportation Building's facility services including, including:

- Cleaning
- Mechanical maintenance
- Grounds
- Security
- Emergency response and life safety systems

If you have any questions, please contact DCAMM Building Operations at (617) 973-7200 located in the DCAMM Management Office, Suite 2600.

NOTE: Normal business hours of operation for the State Transportation Building are 8:30 am - 5:00pm Monday through Friday.

As policies and procedures change or are revised, the Occupant Handbook will be updated to reflect these change.

## STATE TRANSPORTATION BUILDING

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STATE TRANSPORTATION BUILDING

## Building Operations and Contacts

The DCAMM Management Office, Suite 2600 of the State Transportation Building is open during regular business hours to respond to grounds, maintenance, mechanical, cleaning, and life safety systems. The DCAMM Management Office may be contacted 8:30am-5pm at 617-973-7200. After hours inquires can be made to the Security Office at 617-973-7120 and the McCormack Building Control Center 24/7 line at 617-727-1000.

CONTACT	LOCATION	PHONE/FAX	E-MAIL
DCAMM Management Office	Suite 2600	(617) 973-7200	
Richard Goulet, Director of Operations and Maintenance	Room 1500 McCormack Building Boston, MA	phone: (617) 727-4050 x 31293 fax: (617) 727-8092	<a href="mailto:richard.goulet@state.ma.us">richard.goulet@state.ma.us</a>
Michelle Hayes, Facility Manager	Suite 2600	(617) 973-8222	<a href="mailto:Michelle.Hayes@MassMail.State.MA.US">Michelle.Hayes@MassMail.State.MA.US</a>
Ed Kennedy, Director of Life Safety and Security	Room 107 McCormack Building Boston, MA	phone: (617) 727-4100 x 31237 fax: (617) 727-2576	<a href="mailto:ed.kennedy@state.ma.us">ed.kennedy@state.ma.us</a>
Diana Cierpka, ISA Security Office	2 <sup>nd</sup> Floor	(617) 973-7120	<a href="mailto:dcierpka@isa.us.com">dcierpka@isa.us.com</a>
Reginald Alexander, CAMIS Coordinator	Suite 2600	(617) 973-7200	<a href="mailto:Reginald.Alexandre@MassMail.State.MA.US">Reginald.Alexandre@MassMail.State.MA.US</a>
Control Center 24/7	Room 109 McCormack Building Boston, MA	(617) 727-1000	<a href="mailto:ControlCenter@MassMail@state.ma.us">ControlCenter@MassMail@state.ma.us</a>



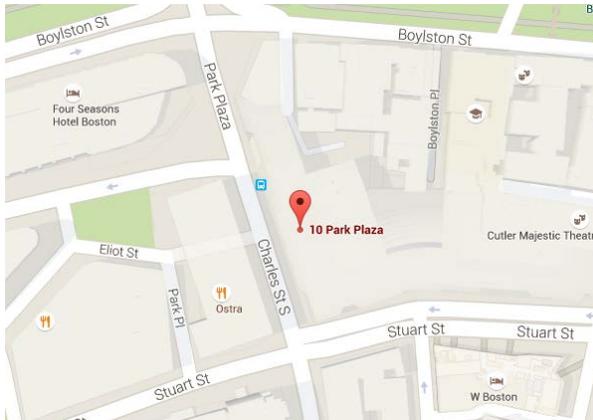
## Building Information

## Directions to the State Transportation Building

### State Transportation Building

10 Park Plaza

Boston, MA 02116



### From the North:

- Take 93 South to the Leverett Connector (immediately before the Lower Deck).
- Follow all the way into Leverett Circle, and get onto Storrow Drive West.
- Pass the government center exit on the left, and take the 2nd exit (Copley Square), which will also be on the left side.
- Get in the left lane, and at the lights, take a left onto Beacon Street.
- Take an immediate right onto Arlington Street.
- Follow Arlington past the Public Garden and crossing Boylston and St. James Streets.
- After passing the Boston Park Plaza Hotel on the left, take a left onto Stuart Street.
- The Motor Mart garage will be on the left and the Radisson garage will be on the right.
- The State Transportation Building is located at the intersection of Stuart and Charles Streets.

### From the South:

- Take 93 North to the South Station exit (20).
- Bear left and follow the frontage road towards South Station.
- The frontage road ends at Kneeland Street, and a prominent sign says to go left to Chinatown. Turn left and follow Kneeland Street (which becomes Stuart Street after a few blocks)
- Within a mile of South Station, the State Transportation Building will be on your right.

## STATE TRANSPORTATION BUILDING

- After a mandatory right turn, the entrance to the garage is the first driveway on the right.

### **From the West:**

- Take the Mass Pike (90) East to the Prudential Center/Copley Square exit (#22); follow tunnel signs (right lane) to Copley Square.
- Continue straight through six lights down Stuart Street.
- At this point you will be in front of the State Transportation Building.
- After turning left onto Charles Street South the entrance to the garage is immediately on the right.

### **By Public Transit:**

**GREEN LINE:** Get off at Boylston Station. Walk south on Tremont Street one block toward the Wang Center. Turn right on Stuart Street. Walk half a block. The Transportation Building is on the right.

**BLUE LINE:** Get off at Government Center Station. From there take the Green Line inbound. Follow the Green Line directions above.

**RED LINE:** Get off at Park Street Station. From there take the Green Line to Boylston Station. Follow the Green Line directions above.

**ORANGE LINE & SILVER LINES:** Get off at Chinatown Station. Walk towards Tremont Street. Turn left on Tremont Street. Walk one block toward Wang Center. Turn right on Stuart Street. Walk half a block. The Transportation Building is on the right.

MBTA Bus 43 stops at the Charles Street entrance to the Transportation Building.

MBTA Bus 55 stops at the Stuart Street entrance to the Transportation Building.



## State Transportation Building Conference Room Request Form

Please find the current conference room schedule and use the web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/state-transportation-building/state-transportation-building-conference-rooms.html>

## Control Center

Located in Suite 2600, the DCAMM Management Office is available during regular business hours to respond to questions regarding the following concerns:

Air Circulation	Graffiti	Pests
Air Conditioning	Hampers	Plumbing
Air Quality	Heating	Recycling
Blinds	Keys	Restrooms
Cafeteria	Leaks	Safety
Ceiling Tiles	Lighting Codes	Signs
Conference Rooms	Lights	Smoking Complaints
Electrical	Lock Outs	Spills
Elevators	Locksmith Office	Temperature
Engineering	Cleaning Office	Trash
Falls	Moves	Vacuuming
Fans	PA Systems	
Fumes		

### Contact Information for Customer Service:

Business Hours: Monday-Friday 8:30 am – 5:00 pm (617) 973-7200

After Hours: 5:00 pm- 8:00 am weekly at McCormack Building Control Center  
(617) 727-1000



## State Transportation Building Contractor Work Permit

The Contractor Work Permit must be signed by the Facility Manager before an agency may have materials delivered or work begun by an outside contractor.

Agencies must have a permit from DCAMM to make any changes to their work spaces. Contractors are not allowed into DCAMM buildings without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations. Original and copies (as well as related drawings, floor plans, and charts) must be received by DCAMM two weeks prior to beginning the project.

See next page for Contractor Work Permit:

STATE TRANSPORTATION BUILDING

State Transportation Building  
Contractor Work Permit

Agencies must have a work permit from DCAMM to make any changes to their work spaces. Contractors are not allowed in the Transportation Building without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations.

Agency:  
Contract:  
Phone:  
E-mail Address:  
Location of Work:  
Anticipated Work Date:  
Arrival Time:

Area Construction:  
Type of Change:  
If relocation, please give Rm #:  
Contractor #1 Name:  
Trade:  
Foreman:  
Telephone #:  
Contractor #2 Name:  
Trade:  
Foreman:  
Telephone #:  
Description of Work:

Will there be interruption to the building's utilities: Yes \_\_\_ No \_\_\_ (if yes response, please fill out 2nd page)

Agency's Authorized Signature: \_\_\_\_\_  
DCAMM's Authorized Signature: \_\_\_\_\_  
DCAMM Work Permit Number Assigned: \_\_\_\_\_

Contractor's work requires shutdown or interruption of any of the following building systems:

None

- \_\_\_\_\_ Fire Alarm
- \_\_\_\_\_ Sprinklers
- \_\_\_\_\_ HVAC System: Air Handlers, Exhaust Fans, Hot Water Steam, Chilled Water
- \_\_\_\_\_ Plumbing: City Water, Hot Water, Drains
- \_\_\_\_\_ Electrical Distribution Panels
- \_\_\_\_\_ Security Systems: Camera or Door Control
- \_\_\_\_\_ Elevators
- \_\_\_\_\_ Escalators

Will access to the STB Loading Dock be required?

\_\_\_\_\_

Additional notes or comments:

\_\_\_\_\_



## State Transportation Building Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in, or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Security and Life Safety Department holds evacuation team meetings and training sessions throughout the year.

EMERGENCY CONTACTS	PHONE #
Emergency	911
DCAMM Management Office	617 -973-7200
DCAMM Control Center (24 hour)	617-727-1000
Massachusetts State Police	617-727-2917
State Transportation Building Security	617-973-7120
DCAMM Deputy Director of Security and Life Safety	617-991-6865
EMERGENCY SITUATIONS	
Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather Toxic Hazards	



# Emergency Procedure Plan

## STATE TRANSPORTATION BUILDING EMERGENCY PROCEDURES PLAN

### Reporting a FIRE – Options:

1. Locate the nearest Fire Pull Station and pull the lever down completely.

*This is the fastest and most direct method to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency, Pull Stations are located at key points throughout the building. Take the time to become familiar with their locations.*

OR

2. Call Security at 617 973-7120. Give Security the following information: Address, Floor, Tenant and Location of fire or smoke if known.

OR

- 3 a. Call 911. Give the Operator the following information: Address, Floor, Tenant and Location of fire or smoke if known.

AND

- 3 b. Immediately call Security and inform them a 911 call has been placed giving them the same information supplied to 911Operator.

### REPORTING OTHER TYPES OF EMERGENCIES:

In the event of any other type of Emergency (i.e. medical, bomb threat, etc.) alert the proper authority and await further instruction:

Boston EMS	911
Boston Fire Department	911
Boston Police Department	911
Massachusetts State Police	617 727-2917
STB Security	617 973-7120
DCAMM Management Office	617 973-7200
Ashburton Control Center	617 727-1000



## State Transportation Building Fire and Alarm System Information

At the State Transportation Building the DCAMM Management Team and DCAMM Life Safety Division have worked closely with all Agencies located in the building to build an effective Fire and Emergency Response Plan. Within each Agency are Emergency Team Leaders who serve in this capacity. These Emergency Team Leaders are trained tenant agency personnel familiar with the Occupant Emergency Plan. They appoint agency personnel to various Evacuation Team positions, assist DCAMM with fire safety issues on their floors, advise and direct tenants during fire drills and actual emergencies and keep current records of personnel who may need assistance during an evacuation.

All tenants of a work area are required to obey the direction of their Emergency Team Leaders during an emergency situation and adhere to the Occupant Emergency Plan. Emergency Team Leaders are responsible for the entire floor, not just the agency/area in which they work. If for any reason an Emergency Team Leader leaves his or her position in state government or transfers to another location, it is the Agency's responsibility to inform DCAMM of his or her departure. DCAMM Building Management and Life Safety personnel meet routinely with Emergency Team Leaders and hold a full evacuation fire drill not less than once a year.

Upon employment your Emergency Team Leader will review with you all pertinent information and responsibilities associated with the plan as it relates to your individual Agency, floor and to the overall building.

While full or partial evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of the building to evacuate are highly dependent upon the nature of the emergency.

The State Transportation Building, comprised of eight stories, is considered a "high rise" Building. Therefore, the activation of the Fire Alarm System at the STB will almost always require the evacuation of the fire floor as well as the floor above and the floor below the fire floor. Most other emergencies **will not** require an immediate evacuation.

In the event of an emergency the alarm system warning sequence is as follows:

- The entire building will get an "alert" signal of four "bong type" tones followed by a message there is an emergency in the building. This message will be repeated a minimum of three times while the specific nature of the emergency is determined. **This is *not* a notice to evacuate your area. Its purpose is to alert you to the possibility of further warnings or announcements.**
- **If the emergency involves your floor** the system will sound a second alarm. This is the evacuation signal. ***It will be repeated over and over again and you will see both visual***



## STATE TRANSPORTATION BUILDING

*(strobe lights) and audio (horn) activated on your floor. This second alarm is a notice to evacuate your floor. Follow the directions given by your Emergency Team Leaders and Building Security and Staff in the common areas. This alarm will continue to sound until deactivated by the Boston Fire Department and the building deemed safe to reenter.*

# Incident Report Form



*The Commonwealth of Massachusetts*  
 Division of Capital Asset Management & Maintenance  
 Office of Facilities Management & Maintenance  
 1 Ashburton Place  
 Boston, Massachusetts 02108  
 617 727-1000

Please fill in applicable space on Page 1 and provide narrative information on Page 2. Completed reports should be promptly submitted to the Director of Security, Division of Capital Asset Management and Maintenance

<b>Date of Incident:</b>	<b>Time of Incident:</b>	<b>Day of Week:</b>
<b>Date of Report:</b>	<b>Report by:</b>	
<b>Location (Specific):</b>		

<b>Type of Incident:</b>	Injury	<input type="checkbox"/>	Security Issue	<input type="checkbox"/>	Threat	<input type="checkbox"/>
<i>Check all that apply</i>	Fire	<input type="checkbox"/>	MV Accident	<input type="checkbox"/>	Assault	<input type="checkbox"/>
	Theft	<input type="checkbox"/>	Vandalism	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>

<b>Involved Party:</b>	<b>Telephone #:</b>	<b>Ext.#</b>
Agency?:	Visitor:	Witness:
Witness 1:	Telephone #:	Ext.#
Witness 2:	Telephone #:	Ext.#

<b>Injuries? (Y/N)</b>	<b>Description of Injuries (specific):</b>
------------------------	--

<b>Police/Fire/EMS Notified?</b>	<b>Person Notified:</b>
<b>BSB Staff Notified?</b>	<b>Person Notified:</b>

<b>Complaint against (if applicable):</b>		<b>Agency/Visitor:</b>	
<b>Sex:</b>	Male <input type="checkbox"/>	<b>Race:</b>	Age: _____
	Female <input type="checkbox"/>	<b>Height:</b>	<b>Eye Color:</b> _____
<b>Other Identifiers:</b>			

<b>Date Received:</b>	<b>Referred to:</b>	<i>Dcamm only</i>
<b>Comments:</b>		
<b>Completed by:</b>		<b>Date:</b>

*See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).*

INCIDENT # \_\_\_\_\_  
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STATE TRANSPORTATION BUILDING



*The Commonwealth of Massachusetts*  
*Division of Capital Asset Management & Maintenance*  
*Office of Facilities Management & Maintenance*  
*1 Ashburton Place*  
*Boston, Massachusetts 02108*  
*617 727-1000*

**INCIDENT REPORT FORM**  
**NARRATIVE OF EVENTS/INCIDENT**

**Narrative submitted by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).*

INCIDENT # \_\_\_\_\_  
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STATE TRANSPORTATION BUILDING



*The Commonwealth of Massachusetts*  
*Division of Capital Asset Management & Maintenance*  
*Office of Facilities Management & Maintenance*  
*1 Ashburton Place*  
*Boston, Massachusetts 02108*  
*617 727-1000*

**INCIDENT REPORT FORM**  
**AFTER ACTION REPORT**

*This page is to be completed by Division of Capital Asset Management and Maintenance personnel.*



EVENT

RESPONSE

COMMENTS

RECOMMENDATIONS/ACTION

Submitted by:	Date:
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INCIDENT # \_\_\_\_\_  
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## State Transportation Building Photo Identification and Access Cards

The DCAMM Life Safety Officer or designee shall issue security access badges when authorized in writing by an agency representative to all employees working at the facility except for DOT and MBTA employees. These employees are issued badges from within their individual Agency only.

## State Transportation Building Key Management

All State Transportation Building tenant agencies are requested to supply DCAMM with a key for access to their office areas to ensure quick response to fire, leaking water, or personal safety of any agency employee.

### **Lockouts:**

DCAMM will assist a tenant who is locked out of his/her office if the following conditions are met:

There is staff on duty in the building of the request. DCAMM will not pay staff overtime or request an employee to return to work to unlock an agency door.

The employee presents an employee photo identification card to the DCAMM staff member providing access. DCAMM will not unlock a door, until it is determined that the person is approved access in that area.

The employee acknowledges in writing that authorization was given to open the agency's door.

## Law Enforcement Access

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/law-enforcement-officer-access.html>

## State Transportation Building Lost and Found

To report **lost property**, contact the Security Office at (617) 973-7120.

Please bring **found items** to the Security Office at (617) 973-7120.

## Modification of Office Space

Any agency wishing to modify or renovate office space must notify DCAMM in advance and receive written approval from DCAMM on the [Contractor Work Permit Form](#) prior to beginning any such project. The notification shall include scope of work, the hours during which work will be performed, and the names of the contractors performing the work. Outside contractors hired by agencies to perform services must show written proof of DCAMM approval and workers must have CORI's performed prior to the project commencing. For major renovations the tenant must obtain a building permit from the Department of Public Safety at (617) 727-3200 and an electrical permit. DCAMM is not responsible for providing materials or labor for any modification or renovation of office space.

Terms and Conditions for Renovating or Modifying Office Space by outside vendors:

- All approved construction shall be performed in a professional manner with only first class materials.
- Quality control is the responsibility of the applicant and subject to review and inspection by DCAMM.
- The applicant shall redo or replace at its own expense any work not approved by DCAMM due to material or workmanship.
- All work is to be performed in a manner causing a minimum of inconvenience to the facility's employees and the public.
- The applicant shall not allow the accumulation of debris in or about the work site.

Site clean-up and restoration is the responsibility of the Contractor and is subject to final review for approval by DCAMM.

## State Transportation Building Mother's Lactation Room

The Mother's Lactation Room is located on the second floor of the STB. Please visit the Building Management Office, Suite 2600, for information regarding use.

## State Transportation Building Parking Garage

There is a two level Parking Garage at the State Transportation Building. The Garage is managed by Pilgrim Parking. Garage passes are issued by individual Agencies. Public parking is available at \$20.00 per day.

Bicycle parking is available on the upper level of the garage.

## State Transportation Building Posting Notices or Posters

No posted material shall be affixed to walls, doors, or elevators at the STB without the DCAMM Management Office review and approval. No political campaign materials shall be displayed or posted in the State Transportation Building.

## Prohibited and Dangerous Items

### Prohibited Items

The following items are not permitted inside the Building:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters\*

\* Should an exception to this policy be requested, a [Portable Space Heater Request and Approval Form](#) must be submitted to DCAMM. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

### Dangerous Items

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons.
- Other dangerous items, as determined by security officials or facility staff (see below)

### Other Dangerous Items:

Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a



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security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.



## State Transportation Building Property Removal

The State Transportation Building uses Property Removal Passes for removal of equipment from the building. Any occupant removing equipment (furniture, computers, etc.) from floors 2-8 must present a signed property removal pass to security. Property removal passes must have an authorized agency signature to be valid. Property removal passes are required 24 hours per day and need to be signed prior to any equipment leaving the building. Failure to show a signed Property Removal Pass can result in the equipment not being allowed to leave the building.

Please use the property removal pass on the next page:



# The State Transportation Building

## Property Removal Pass

**(Please print legibly)**

Person Authorized To Remove Property: \_\_\_\_\_

Property To Be Removed: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date and Time of Removal: \_\_\_\_\_

Authorized By: \_\_\_\_\_ Agency: \_\_\_\_\_

Signature of Security Officer/Dock Master: \_\_\_\_\_

Source of Positive Identification: \_\_\_\_\_

## State Transportation Building Services

- ATM Machines (First and Second Floor)
- Charlie Card Machine (First Floor)
- Coffee Shops, Restaurants and Food Court (First Floor)
- Banking Services (First Floor)
- Convenience Store (First Floor)
- Sightseeing Tour Information (First Floor)
- Art Displays (Second Floor Atrium)
- Lunch Areas (Second Floor Atrium)
- Conference Rooms (Second Floor Atrium)
- On Site Child Care Facility

## Smoking Policy

No smoking is allowed in the building. Effective August 25, 1997, the Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages in accordance with M.G.L Chapter 270, section 22. This law supersedes Administrative Bulletin 87-1 promulgated by the Executive Office of Administration and Finance

Below is a link to M.G.L., Chapter 270, and section 22

<https://malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter270/Section22>

## Work Order Request

Work Order Requests from this site are for DCAMM managed facilities.

Please use the **CAMIS FAMIS SELF-SERVICE**

[http://ias02.accruentondemand.com:8090/fss\\_dcamprd\\_dcam110fss/selfservice.login](http://ias02.accruentondemand.com:8090/fss_dcamprd_dcam110fss/selfservice.login) work order system to request all services for all DCAMM managed facilities **except** for those listed below.

Please use the **NEW CAMIS Tririga Request Central**

<https://camis.dcp.state.ma.us/index.html> work order system for the following facilities as of October 28, 2014: **John W. McCormack, Charles F. Hurley and Erich Lindemann, Springfield Data Center, Springfield Dwight Street, Springfield Liberty Street, The Big E and Pittsfield Office Building.**

If you have not received a username and password yet, please contact [CamisHelpdesk.dcam@massmail.state.ma.us](mailto:CamisHelpdesk.dcam@massmail.state.ma.us)