

910.3 SUBJECT: MAINTENANCE & CONSTRUCTION

:1 OBJECTIVE:

Provide a uniform procedure to govern service calls, maintenance requests and construction and renovation projects on all City buildings.

:2 AUTHORITY:

This procedure amended by City Council April 19, 2004, Item A1.

:3 DIRECTION:

Facilities Management Division Manager serves at the pleasure of the Mayor, and receives direction through the General Administration Department Director.

:4 METHOD OF OPERATION:

A. *Facilities Service Requests:* maintain, repair or replace building equipment, fixtures or systems. Service requests are handled through the Division's Work Management Center (Service Writer). Requests are entered into the Facilities Management computerized maintenance management software (CMMS) and a work request is issued. Service calls will be prioritized by urgency and work requests of the highest priority will be dispatched to respective service crews for immediate response. Completed service requests will be returned to Work Management Center for processing.

B. *Departmental Requests:* Requests for services that require departmental, division or bureau approval for planned services or repairs to facilities. Departmental requests are received in writing. A description of intended services and program account are required. Departmental requests will be provided with a written estimate. Upon approval from department, division or bureau of the estimate, work will be scheduled. No work will begin without prior authority from requesting Division. Completed work request will be returned to Division fiscal office for processing.

C. *Planning & Engineering Services:* provides facility engineering, alteration and improvement needs to City buildings. Services include minor renovations, the renewal/replacement program of facility equipment and systems, facility strategic master planning and energy saving programs. Facilities Management Division will maintain and keep all building drawings, operational documents and warranties.

:5 FORMS:

Facility Work Request

:6 COMMITTEE RESPONSIBILITIES:

None.

:7 REFERENCE:

Procedure adopted by City Council August 26, 1985, Item 9 (A-13); amended April 19, 1993; amended September 11, 2000, Item 7X; amended April 19, 2004, Item A1.

:8 EFFECTIVE DATE:

This procedure effective April 19, 2004.

