

## **Standard Operating Procedures**

### **DISPATCH PROCESS**

#### **1. Purpose and Direction**

- a. This procedure defines the steps required to process incoming maintenance requests as well as all emergencies in all zones that tasks are completed as closely to the same as possible.

#### **2. Responsibility**

- a. Dispatchers in Northeast, Northwest, Southeast, and Southwest zones.
  - Charged with the task of ensuring all information is transmitted according to established procedures and are followed in a manner that is consistent with the Maintenance Department Policies.
  - To respond to, monitor and record calls from various Clark County School District facilities, school sites and department offices as well as the general public to determine appropriate action.
  - To collect correct information with ability to recall details, to dispatch responsible trade personnel and vehicles accurately.
  - It is the responsibility of the Dispatcher to correctly monitor notifications and recognize emergencies to ensure municipalities have been contacted.

#### **3. Accountability**

- a. First Shift standard work hours: 6:00 am to 2:30 pm
- b. Second Shift standard work hours: 7:00 am to 3:30 pm
- c. If two dispatch operators are off in the same zone, Supervisors will notify all dispatchers in area to cover work orders and calls.
  - Northern dispatchers will cover for each other in the North.
  - Southern dispatchers will cover for each other in the South.
- d. Southeast dispatch will take calls from 6:00 am to 3:30 pm from CCSD Police Services regarding fire alarms and generate work orders for all zones.

#### **4. Expectations**

a. Dispatch operators shall follow the same process at beginning of shift:

➤ **Priority 1 and 2 work orders**

- Check phone, texts and emails to update information on work orders from night before for Grounds, EMS and Operations Managers;
- Process all work orders on start screen;
- Enter concise notes in long description;
- Follow through on work orders and complete as needed;
- Dispatch receives all calls or texts from technicians;
- Dispatch to enter work orders on a timely basis, to include brief detailed notes, and materials that will be needed.

➤ **Fire Alarm work orders**

- Create fire alarm work orders from the overnight list provided to dispatch by CCSD police.

➤ **Head End Room**

- Dispatch to create requested Network Services work order when head end room is too hot.

➤ **MMV End Packet**

- Enter all work orders for MMV end packets provided to dispatch by MMV Supervisor;
- Packets are to be submitted completed to dispatch;
- Incomplete MMV work orders are sent back to zone and email list of recrafted work orders to Zone Supervisors;
- Each dispatcher is assigned one MMV end packet.

➤ **HVAC and Boilers**

- All HVAC or Boiler concerns require an email sent to:
  - HVAC Administrators
  - Energy Management Supervisor
  - HVAC Maintenance Leader
  - Preventive Maintenance Manager
  - Energy Management Tech
  - Zone Operations Managers
- Initiate and track change overs on two pipe systems;

- Create follow-up work order to EMS and Core shops and any other work order when needed by the technician or supervisor;
- If a maintenance technician is certain that an EMS component is faulty and needs to be bypassed, those notes shall be added to the work order and sent to EMS, along with notification from Dispatch (phone call or email) that the work order is in EMS queue.

## 5. Emergencies

- a. Dispatch is responsible to make notifications for emergencies and for contacting municipalities to gain information regarding emergency.
  - Dispatch is responsible to complete work order from beginning to end and include any updates;
  - Check first to see if the site has submitted a new work order and change the priority if this has been done;
  - During emergencies dispatch follows and completes the Emergency Dispatch checklist. (See attachment)
- b. When making email notifications for emergencies dispatch will list:
  - Site name
  - Work order number
  - Priority
  - Short description of emergency
  - Group text Zone OM's, Supervisors, and Leads on both AM and PM shift to notify of Priority 1 work orders. All dispatchers shall also be included in text message.  
(See attachment)

## 6. Portable Classrooms

- a. Email the authorized out-of-district contractor and ask for response times. Update notes as needed in work order and on the spreadsheet. Supervisor will complete the work order and is responsible for invoices as needed.

## **7. Cancellations**

- a. The Zone Supervisors shall be emailed whenever a work order is canceled so the work order can be pulled from the technician.

## **8. Reporting**

- a. Update priority log daily with clear, legible and concise information.
- b. Proper completion of log by end of shift each Friday.
- c. A monthly report for work orders (1-4) shall be provided to Zone Supervisors to include information on duplicates as well as work orders six months or older.