

# MAINTENANCE DEPARTMENT –DISPATCH WORK GUIDELINES

**WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED**

MTC-PMP002  
5 December 2012

## 1.0 PURPOSE:

1.1 This process defines actions required of Maintenance Dispatch on a daily, weekly or monthly basis. Maintenance Dispatchers are to communicate with fellow Dispatchers to arrange processing for priority work orders and Building Engineer work orders during their absences. These arrangements are to be communicated to their Coordinator prior to any planned absence. Dispatchers are also to communicate the need for coverage to their Coordinator when unplanned absence occurs. When coverage cannot be achieved through the assigned Dispatch center due to multiple absences, the Coordinator will be responsible to contact other Dispatch centers to request the needed coverage which they are able to provide.

## 2.0 RESPONSIBILITY:

- 2.1 Maintenance Dispatch
- 2.2 MMV Supervisor
- 2.3 Roof Supervisor
- 2.4 Maintenance Supervisors
- 2.5 Maintenance Coordinators

## 3.0 PROCESS INPUTS:

- 3.1 The process initiates on a daily basis, followed through weekly and monthly

## 4.0 DEFINITIONS:

- 4.1 Maximo: Web-based Enterprise Work Order system used by CCSD to input work requests.
- 4.2 FSR: Facility Service Representative
- 4.3 FSRR: Facility Service Region Representative
- 4.4 MMV: Mobile Maintenance Van
- 4.5 EMS: Energy Management System
- 4.6 **PRIORITY 1 (P1) – LIFE AND SAFETY ISSUE FOR STUDENTS AND STAFF (URGENT)**  
*FSR should always be notified (BY SITE)* - Life, health and safety issues such as entire site with no A/C, Fire, Flood, No A/C to a Special Needs or EC Classroom, profane graffiti on front of building, or immediate danger to students or staff.
- 4.7 **PRIORITY 2 (P2) – WILL CAUSE A SERIOUS CONDITION TO BUILDING OR STUDENTS WITHIN 24 HOURS** *FSR should always be notified (BY SITE)* - Will cause a serious condition to building or students within 24 hours such as ten (10) rooms with no A/C, kindergarten/daycare room with no A/C, multi-purpose room with no heating or cooling, kitchen with no A/C, water dripping from a ceiling, toilet backups, or profane graffiti on back or sides of school.
- 4.8 **PRIORITY 3 (P3) – CORRECTIVE WORK NEEDED (REPAIR)**  
Includes corrective work on existing facility assets such as one room or office with no A/C nine (9) or less rooms, copy machine repair, broken door handles, hall lights, etc. or gang signs anywhere on a building, lewd/vulgar or offensive language, art, racial words inside a stairwell, quad area, trash cans, electrical boxes, etc.
- 4.9 **PRIORITY 4 (P4) – PREVENTATIVE MAINTENANCE/ROUTINE**  
Preventive work or annual repair on existing assets to maintain a level of good working order such as repair of musical instruments, water treatment to chiller units, filter changes, etc.
- 4.10 Core: Group of technicians that work on one specific craft.

**WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED**

### 5.0 PROCESS DESCRIPTION:

1. Check the No Supervisor Query in Maximo daily, all other Dispatch queries can be checked weekly.
2. Put in all Building Engineer Emergency Time Cards for your region. Ensure technician name, status is changed, hours, vandalism box is checked (if necessary) and multi-craft work orders and long descriptions if needed. Time Card Sheets to be received by 5:30 A.M. Daily from Building Engineering.
3. Technicians are to call Dispatch with all additional crafts needed for all multi-craft work orders no matter the priority. The craft will be added and the word MULTI- will be added to the short description. Dispatch is responsible for completion of P1 and P2 work orders only including multi-craft work orders. When one craft reports to Dispatch it is complete, Dispatch will call the next craft listed until all work is completed. Notes will be made in the long description. P3 and P4 work orders will be checked daily by the appropriate FSRR and FSR to completion. They are to add notes and call next craft out on work order until completion.
4. Priority 1 work orders require a note in the long description every 2 hours to the status of that work order. Dispatch will follow up with technician assigned. If after failed attempts, Dispatch will call craft supervisor and if after failed attempts, Dispatch will call appropriate responsible Coordinator.
5. Priority 2 work orders require a note in the long description once in the a.m. and once in the p.m. dependent on time work order was reported.
6. Check for Priority 1 and 2 work orders that have time and material but are not in COMPLETE status. Goal is to have all P1 & P2 to be completed within 30 days.
7. Have vans set up for your region and posted on InterAct District Link calendar.
  - a. 1.5 weeks prior to MMV visit, Dispatch should email work order list to core shop Supervisors notifying them of work orders they no longer need to assign.
  - b. Once MMV Supervisor provides five (5) day notice and site map to Dispatch, Dispatch creates packet of work orders for MMV visit by re-crafting, re-prioritizing.
  - c. Email full packet with work order list and copy of all work orders to MMV Supervisor, FSRR, FSR and all Dispatch.
  - d. An additional work order is created for Roof Supervisor for site placement of trailer.
  - e. Send trailer placement work order and site map via email to Roof Shop Supervisor 3 days prior to MMV visit.
  - f. Enter labor and materials on all completed van work orders and possibly re-assign some work orders back to core if needed.
  - g. If additional work is to be done by a core shop, a follow up work order is to be made (not a MULTI-CRAFT work order due to the packet needs to be completed as soon as possible).
8. Enter labor & trip charges for technicians on all Priority 1 and 2 work orders.
9. Enter technician's name in "Tech Dispatch" field for Priority 1 and 2's as needed and ensure the White Board has a technician assigned or ask Supervisor who they are assigning.

## MAINTENANCE DEPARTMENT –DISPATCH WORK GUIDELINES

**WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED**

10. Point of contact for Facility Service Representative (FSR) and Facility Service Regional Representative (FSRR) regarding work orders.
11. Find and cancel duplicate work orders in Maximo as required.
12. Supervisor notifies Dispatch when a HVAC contractor is needed for all priorities. Dispatches faxes/emails contractor with needed information and work order number. When contractor completes work order, contractor faxes/emails Dispatch. Dispatch then completes work order and enters all notes from the contractor in the long description.
13. Attend Daily Meetings with Coordinator and regional team as assigned.
14. Monitor Region Priority 1 and 2 work orders for work not completed and left in progress or waiting materials for long periods of time and discuss with Core/Zone Supervisors along with FSR and FSRR.
15. Document outages in Emergency Log Book and notify key individuals as indicated.

## MAINTENANCE DEPARTMENT –DISPATCH WORK GUIDELINES

**WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED**



### Clark County School District Facility Division, Maintenance Department Emergency Dispatch Checklist

#### Instructions:

For emergency calls such as: Multiple school power outages, gas leaks, flooding, smoke/fire, school evacuations, etc., use the following checklist. Do not declare an emergency to the utility companies, just check on outages and inform them of leaks when asked to do so by responding crews.

Dispatcher Name: \_\_\_\_\_ Date of Incident: \_\_\_\_\_

Problem: \_\_\_\_\_ Work Order #: \_\_\_\_\_

Steps to take	Action	Done
E-Mail: Maintenance Directors, Coordinators, Supervisor, FSRR,	Notified:	
*Utility Company Check in <small>See numbers below</small>	Called Company	
Call Associate Super. Office / 799-8710 ext 5229	Called	
Call Associate Super. Operational Services Division / 799-0026	Called	
Call FSRR & FSR:	Called	
Call Building Engineer Supervisor:	Called	
Call Craft Supervisor and/or Equipment Repair Dispatch for Fire Alarm Reset (as needed)	Called	

#### Utility Company and Primary Contact Phone Numbers:

Contacts:	Phone Numbers
Nevada Energy (Electrical)	402-6686
Southwest Gas (All of Clark County)	365-1111
Water District (Las Vegas)	870-4194
City of North Las Vegas (Water)	593-3629
City of Henderson (Water)	267-5900
Call Before You Dig	1-800-642-2444
Grounds (Water Truck)	271-8941
Equipment Repair Dispatch	855-6680

**Retain completed copy for the Emergency Notebook kept in Dispatch.**

## MAINTENANCE DEPARTMENT –DISPATCH WORK GUIDELINES

**WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED**

### 6.0 SUPPORTING DOCUMENT REFERENCES:

6.1 N/A

### 7.0 RECORD RETENTION HISTORY:

Identification	Storage	Retention	Disposition	Protection
MTC-PMP002, Dispatch Work Guidelines, Rev. B	Electronic on Maintenance website and CCSD website  Paper copies in Maintenance	Indefinitely	Delete after Update	Electronic Backup

### 8.0 DOCUMENT REVISION HISTORY:

Date	Rev.	Description of Revision
10/07/11	A	Initial release
12/5/12	B	Updates for Change Management and Administration

### 9.0 PROCESS OUTPUT:

9.1 This process will be used to evaluate and monitor consistency among dispatch work assigned.

### 10.0 THIS DOCUMENT APPROVED BY:

Director III of Maintenance