



SAN DIEGO COMMUNITY COLLEGE DISTRICT

Administrative Procedure

AP 7005.1 FACILITIES AND EQUIPMENT – MAINTENANCE GENERAL

NEW PROCEDURE

This procedure implements the District's policy of commitment to providing routine and scheduled maintenance to all District assets, which includes buildings, landscape and equipment.

FUNCTION

The Facilities Services department acts as the coordinator for maintenance activities on the campuses. All routine maintenance items are initiated by Facilities Services.

Routine maintenance repairs (non-emergency repair not requiring capital outlay and relatively small in cost) are performed daily Districtwide by Facilities Services. Weekly staff meetings consisting of the Director of Facilities Services, Regional Facilities Officers and Facilities Services supervisors are held to discuss District-wide routine maintenance needs.

There are three types of maintenance:

1. Routine – Routine maintenance by site custodians. Many simple maintenance tasks may be performed by the site Utility Worker.
2. Ongoing/Preventative – Facilities Maintenance Supervisors visit each site regularly and contact the Regional Facilities Officers concerning routine maintenance needs for building, grounds, custodial, gardening, and equipment repair.
3. Periodic Maintenance Service – Periodic calls on a regular basis are made by District maintenance staff or by vendors contracted by District Facilities to repair and service items such as elevators, fire extinguishers, overhead cranes, offset presses, mailing machines, library book detection systems, etc.
 - a. Monthly – District elevators are serviced monthly. Emergency repairs will be handled as requested.
 - b. Periodic (quarterly, semi-annually, annually) – Fire extinguishers, overhead cranes, offset presses, mailing machines, library book detection systems, energy management system, etc.

FACILITIES SERVICES CALL CENTER

The Facilities Services Call Center (FSCC) is the communications hub of the Facilities Services Department and the customer front line of service. Work requests are initiated, dispatched, coordinated, and tracked through our Computerized Maintenance Management System (CMMS). A work order number will immediately be provided for future reference in tracking of the job.

The need for Facilities or equipment repairs can be called into the Facilities Services Call Center (619-388-6422) or entered directly into the Maintenance on-line work order system link through the SDCCD web site. The request must include a full description of the needed repair. The item of equipment should be identified by providing the District inventory number, the serial number and the type of equipment involved.

The FSCC accepts calls from 7 a.m. to 4 p.m. weekdays. Calls for facilities emergencies after hours should be directed to College Police Dispatch at 619-388-6405. The FSCC is able to communicate directly with Facilities supervisors to effect an immediate response to most emergency situations.

Address

San Diego Community College District
 District Service Center
 1544 Frazee Road
 San Diego, CA 92108

Work Orders

Work orders can be initiated:

- By calling: 619-388-6422
- Through the SDCCD employee resources “Maintenance Online Work Order System” web link. <http://dlweb.megamation.net/sdccd/htm>
- By fax to 619-388-6439

Facilities Services reviews all repair requests at campus/sites and prioritizes them using the Service Level Agreement (SLA) - (Attachment 1). The work request is dispatched for scheduling based upon the SLA priority.

INFORMATION TECHNOLOGY SUPPORT REQUESTS

Repair and support requests for District computers, monitors, printers, and telephones CAN be initiated by contacting the District IT Help Desk (619-388-7000).

PROCEDURE

The District Facilities Services Call Center receives all work requests. District Service Center administrative staff will determine work request priority according to the SLA. Facilities Services will triage the Priority 1, 2, and 3 work requests. The Call Center contacts the appropriate facilities supervisor to dispatch the proper tradesperson. Facilities Services will review priorities 4 and 5 to integrate the new work requests in the current on-going maintenance schedule.

Priority	Type	Description
1	Emergency	Immediate dispatch. Safety, security risk or damage to property.
2	Urgent	4-hour response. Equipment down that significantly impacts the ability to complete the District’s mission or health safety threat.
3	24-hour Response	Next business day response.
4	Routine	Schedule communicated within 3 business days and completion within 30 days time.
5	Project	Project planned for scheduling with schedule communicated to customer within 2 weeks.

SERVICE OR REPAIR OF MOVABLE FIXED EQUIPMENT

The Facilities Supervisor/Equipment Repair manages the repair/service of movable/fixed equipment and provides all support documentation (e.g. contracts, invoices, purchase orders, forms) to facilitate the implementation and assure the quality of equipment repair and or service of movable equipment. Facilities maintains a list of movable/fixed equipment, the corresponding contractors and equipment service dates and within its capacity, provides service repair for movable/fixed equipment. District equipment that needs to be picked up, delivered or shipped will be the responsibility of the equipment repair supervisor or designee.

The Regional Facilities Officers (or designees) implement and support the repair/servicing of District movable/fixed equipment at their locations by reporting damaged and broken equipment including vehicles and turf equipment through the Facilities Services Call Center. The primary equipment user or equipment assignee shall be responsible for activating the process of repairing/servicing of that movable/fixed equipment via the Facilities Services Call Center by phone, email or web maintenance work order system.

After the Call Center receives a work request for equipment repair, the equipment repair supervisor will route the work request to the appropriate personnel or outside vendor. The equipment repair staff or vendor will notify the campus facilities office when the repair process is started and completed.

WARRANTY REPAIR

Facilities Services coordinates warranty service work. Repair of equipment covered by a contract service agreement and new equipment still under warranty is initiated by the District maintenance supervisor confirming the warranty period.

Any questions regarding a contract service agreement can be resolved by contacting the District Service Center.

Facilities Services will notify the campus facilities office upon the start and completion of the equipment repair under warranty.

LIMITATIONS ON EQUIPMENT MAINTENANCE/REPAIR SERVICES

District Facilities is not responsible for repair or upkeep of equipment obtained from federal, state, or other surplus sales agencies, or for repair of equipment donated to the District unless at time of delivery to the District, the equipment was inspected and certified as fully serviceable, it will be considered "Beyond Economical Repair." Any costs associated with restoring an item in this category to a serviceable condition are the responsibility of the campus having custody of the item.

Attachment 1: Service Level Agreement

NEW PROCEDURE