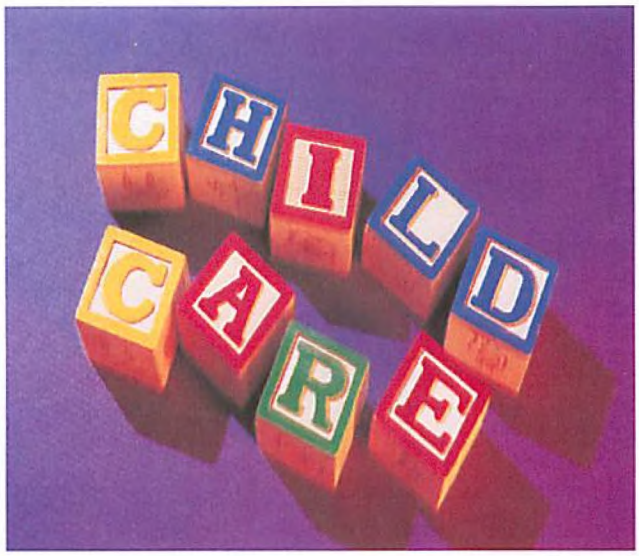
TEMPE SCHOOL DISTRICT NO. 3

FACILITIES MANAGEMENT FOR LEARNERS



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HOW TO ACCESS
TEMPE SCHOOL DISTRICT NO. 3
FACILITIES MANAGEMENT FOR LEARNERS
FMFL OFFICE (480) 350-9006 X 7600
FAX (480) 784-1278

Our Primary Contact -

TENANT DESIGNEE

Tenant designee reports emergencies and has access to our on-line work request system to initiate work requests for routine maintenance and check status of requested work.

Please note:
Staff members should communicate with Tenant designee if they have facility concerns. The Tenant designee is responsible for submitting a work request.

Your Primary Contact -

Tempe School District No. 3 Facilities Management for Learners office.

The FMFL office acts as the primary customer service representative and customer single point of contact for all facilities-related services. The FMFL office tasks include:

- Acts as liaison between the Tenant designee and appropriate FMFL personnel for all maintenance and repair services
- Trains and assists Tenant designee in utilizing the on-line computerized work request system

Please Note: Utilizing the appropriate processes established by Facilities Management for Learners to address your service needs will result in clearer direction, faster response, and the ability for FMFL to track your needs and the allocation of resources to respond to those needs.

DEFINITIONS OF REPAIRS AND IMPROVEMENTS

The word "repair" is confined to the renewal or replacement of subsidiary parts of the building; "improvement" is adding things to the property that do not already exist.

General maintenance and repairs are the responsibility of Tempe School District No. 3. Please refer to page 10 for instructions regarding "improvements".

WORK REQUESTS

When FMFL receives a work request, an e-mail notification of the status of the work request will be sent to the requestor. The priority assignments are defined on the following page. Technicians and managers respond to these work requests according to priority assignment, type of request, and work load. An e-mail notification will be sent when the work order has been completed. (Please note: e-mail addresses must be entered correctly when the work request is generated or the e-mail notifications will not execute properly.

Types of Work Requests

Emergency Service Calls

Emergencies are defined as issues that affect life, health, safety or any issue that requires immediate attention due to the nature of the problem. Emergency work requests should be identified via a telephone call to the FMFL office from the tenant designee, rather than by entering an on-line work request. As a result, a facilities work request will be initiated by the FMFL office, assigned to the appropriate priority rating, and immediately dispatched via radio to the proper work unit for execution. If the customer calls in a work request that is not an emergency call, they will be asked to submit an on-line work request.

Routine and Scheduled Maintenance/Repairs

The electronic work request, available via the Intranet on the TD#3 website must be completed for all work other than emergency service calls. Once a request is processed and approved, a work order is issued to the proper work unit to complete in priority order as further defined herein.

WORK ORDER PRIORITIES

Work orders are prioritized are follows:

EMERGENCY
These requests take precedence over all other requests and FMFL will respond within 1 hour of emergency notification. This work is required to provide or restore adequate service to the facility, to eliminate hazard to life, health, or safety or to protect valuable property from imminent damage. Examples are a failure in the electrical power, a break in the water line, overflowing and plugged toilets, a failure in the heating/air-conditioning system, broken windows, or graffiti.

A—WORK TO BE COMPLETED WITHIN 3 WEEKS
This is work that is required to continue the successful operation or prevent further degradation of the facility or infrastructure. Work of this classification will be completed within 3 weeks. Examples are door hardware repair or replacement; checking, servicing, or adjusting various system components; repair or replacement of obsolete, worn, broken, failed, or inoperative systems or components that do not immediately threaten the accomplishment of the tenant's operations.

B—WORK TO BE COMPLETED WITHIN 90 DAYS
This is work that is required to continue the successful operation or prevent further degradation of the facility or infrastructure. Work of this classification will be completed within 90 days as it is identified and manpower is made available from higher priority work. This is routine work that can have backlogs of several weeks to several months depending on the technical trade involved. Examples are patching and repainting, system upgrades, random tile replacement, and fertilizing grounds areas that do not immediately threaten the accomplishment of the tenant's operations.

C—WORK TO BE COMPLETED DURING SCHEDULED BREAKS (i.e.; SUMMER BREAK)
This is work that will require additional time or access to the facility that cannot be accomplished while buildings are occupied. Work of this classification will be completed during tenant's scheduled breaks. Examples are flooring upgrades, lighting upgrades, HVAC upgrades, and parking lot paving.

(EXAMPLE)

THE ONLINE MAINTENANCE AND REPAIR WORK REQUEST FORM

TMA iServiceDesk - Tempe School District #3 - Microsoft Internet Explorer provided by Tempe Schools

File Edit View Favorites Tools Help

Tempe Elementary Schools

small schools • neighborhood schools • safe schools

Thursday, May 31, 2007

Site Menu
Home

Work Request
Maintenance Request
Warehouse Request
Key Request

Query Options
Query Request
Query a Work Order

Other Options
Please select from list GO

Search by Number
Work Order
>>

DO NOT USE THIS SITE TO SUBMIT EMERGENCY REQUESTS.
FOR EMERGENCIES DIAL: Daytime: 350-9006 Ext 7600 -
Nights & Weekends: 480-861-1112

To Open Work Request:

- Select Submit a Request from the Menu on the left
- Select the School then press this button >>
- Select the Building the press this button >>
- Fill out the form completely. **Insure all fields marked with an * are completed or you will not be able to submit the request.**
- When the form is filled out push the submit button.
- You will see a request number. Print or copy this number down for reference.

To find out the status of your request:

- On the left side of the screen under Search by Number choose request.
- Type in the request number in the field provided.
- Push >> to search.
- You will then see the current status of your request. If the request has been accepted a work order number is provided.
- Click the work order number to view work order detail and the current status.

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The electronic work request form, as shown above, can be found through the Intranet on the District's website. Passwords and access to this on-line system can be obtained by contacting the FMFL office. For software and security purposes, as well as for efficiency and effectiveness of the system, users are requested to participate in a short training session prior to using the request system. Training can be scheduled by contacting the FMFL office.

FACILITIES MANAGEMENT FOR LEARNERS EMERGENCY CONTACT INFORMATION

The following is a list of contact numbers for Facilities Management for Learners personnel in the event of an emergency during FMFL off hours.

The Lead Custodian should be the initial contact. In case he/she is not available, please contact the other site custodian. If neither one is available, then please contact "Management Staff" according to the order listed. If you are unable to reach any of the above staff, please contact the appropriate trade manager.

CUSTODIAL STAFF			
NAME	**POSITION**	**HOME#**	**CELL PHONE#**
Eduardo Munoz	Lead Custodian	(480) 983-1158	
Tomas Bustillos	Custodian		(480) 766-0759
MANAGEMENT STAFF			
Galen Waterson	Supervisor of Custodial Operations	(602) 571-7224	(480) 226-5167
Steve Pomroy	Director	(480) 924-0205	(480) 861-1112
John Dermer	Facilities Management Supervisor	(480) 926-5727	(480) 861-1120
TRADE MANAGERS			
Frank Valenzuela	Grounds/Plumbing Manager	(480) 839-8896	(480) 861-1116
Dave Farmer	Electrical/PM Manager	(602) 870-4515	(480) 861-1113
Kevin Haight	HVAC Manager	(480) 731-4851	(480) 861-1117
Jeff Homstad	Environmental Services Supervisor	(480) 964-5264	(480) 861-1118
Joe Sanchez	Carpentry/Paint Manager	(480) 838-1054	(480) 861-1119

INSTRUCTIONS FOR COMPLETING TENANT RENOVATION REQUEST

Facilities Management's core responsibilities are to maintain and repair buildings and facilities. A Facility Renovation Request is used to identify any building modifications or upgrades that are **not** a repair or maintenance activity. Any changes desired by the Tenant must be submitted on a Tenant Renovation Request form and approved by the District and would be at the expense of the Tenant.

Step 1
The top portion of the Facility Renovation Request form is to be completed by Tenant Designee and is self-explanatory.

Step 2
Completed form should be forwarded to the Facilities Management for Learners Department to begin the review and cost estimate process. FMFL will develop job cost estimates.

Please Note: Signatures are conceptual approval only and the project will not be scheduled by FMFL until tenant confirms funding source.

Tenant Renovation Request

Facility Name:	Date:
Contact Person:	Phone:
Building #:	Area:

Description of Renovation:

Technology Hardware Change:

Reason for Change:

Request Completion by: (date)

Funding Source:

PLEASE FORWARD TO FACILITIES MANAGEMENT FOR LEARNERS

COMMENTS: