PALO ALTO COLLEGE
COLLEGE PROCEDURES

Procedure Number: F 9.0
Procedure Title: Facilities Work Control
Relevant Board Policy:
Originating Unit: PAC Facilities Office
Maintenance Unit: Vice President of College Services

I.   Purpose: This procedure establishes requirements for requesting timely emergency and non-emergency campus maintenance repairs.

II. Procedure Statement:

The Facilities Department performs emergency and non-emergency maintenance, and preventive maintenance and minor construction work. The following steps should be followed for requesting such work.

A. Requests for maintenance and repair services can be made online Alamo Colleges District website under the Facilities department subsection.
    Service request link   https://alamo.oncfi.com/woform/woform.jsp
    Requests that fall under emergencies can be called in on the facilities hotline 210-486-3888 or Department of Public Safety at 210-485-0099.

    1. **EMERGENCIES** (utility failures; safety hazards, alarm systems, heating/cooling issues) will be handled immediately.

    2. **URGENT** requests (fire, health or safety hazards not qualifying as emergencies) will be completed within five workdays.

    3. **ROUTINE** requests will normally be completed in 30 days if supplies are in stock.

B. After receipt of an online work order, Work Control Technicians will provide work order number and estimation of when work will be completed.

C. Major Preventive Maintenance projects are programmed in the annual budget. Preventive maintenance work is funded and scheduled by Facilities.

D. Requests for minor construction work may be made using the Alamo Colleges District online work order form (see A above). The College President will review and approve all work requests. Requirements will then be forwarded to Facilities for assignment. Material costs and labor will be the responsibility of the requesting department.

Issued: December 14, 2010   Approved Ana M. Guzman
                                                President

Revised May 10, 2016   Approved: (signed: Dr. Mike Flores)
                                                President