Facilities Management
Maintenance Service Levels and Work Order Priorities

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**Background and Introduction**

Facilities Management uses an Administrator to provide support functions to the campuses facilities operations and to act as the primary contact between the campus and external stakeholders, and Facilities Management. The Facilities Administrator is available during the college’s regular business hours of Monday to Friday 8:00-4:00.

Work generated for completion by Facilities Management is tracked using an online maintenance management tool called SchoolDude. Detailed work information, financial information and customer details appear throughout the SchoolDude interface. SchoolDude is used as a tracking and management tool for Facilities Management. To be effective, the prioritization of work using a scale of priority 1 to priority 5 is utilized. The prioritization of a job, based on the needs of the campus and the customer is a critical part in how Facilities Management plans and executes its’ work.

**Work flow and Process**

The Facilities Administrator receives service requests electronically through the SchoolDude interface on the Facilities web page, over the phone and by email. All work received through these channels are prioritized in SchoolDude.

The Facilities Administrator will review each service request. In doing so, they will:

- confirm desired dates and deadlines
- clarify the details and scope of the requested work
- establish the work priority based on the prescribed priority and response service levels
- issue the work order to the correct Facilities Management division (i.e. Maintenance, Custodial, Grounds, and Utilities)

The reviewed and completed request now becomes a work order that can be scheduled and completed within each division on each campus. Work at the highest level (Priority 1) receives immediate attention.

Each site has access to SchoolDude to track all orders that are under their supervision. The orders are assigned to an individual or group of individuals to perform job tasks. The individuals performing the work are also able to electronically track all jobs that have been assigned to them.

SchoolDude provides email status updates of the work order at key points within the work order life cycle. Electronic notification is sent to the originator of the work order at the entered stage, if and when the work has been started and upon completion. A notification will also be sent if the work order has not been approved with an explanation provided.
**Priority & Response Service Levels**

Work is scheduled based on the time it should take to complete the requested work. The matrix below details the five priority levels. These are based on the potential risk to building or occupants and the impact on the college to deliver its’ core mission.

Priority #1  Immediate /Same Day Response *(Emergency or Safety)*
- Direct health or safety impact and preventing the delivery of the core mission of Middlesex Community College.

Priority #2  48 Hour Response *(High)*
- If not attended to, possible direct health or safety impact or impact on the core mission of Middlesex Community College.

Priority #3  10 Working Day Response *(Medium)*
- No immediate health or safety impact but needs attention. Work needs to be complete but no immediate impact on the core mission of Middlesex Community College.

Priority #4  Date Sensitive Response *(Scheduled)*
- Customer requested completion date and work that is charged back to the campus. This work needs to be completed based on the date the customer is requesting in order to keep their operations functioning normally to achieve the core mission of Middlesex Community College.

Priority #5  90 Day Response *(Low)*
- Requests that have an impact on aesthetics or minor impact on the function of the building.
Priority #1 – Immediate Response (Emergency or Safety)

**Maintenance**
- Explosion or Fire
- Water Leaks (i.e. floods, roof leak, broken plumbing, toilets / urinal overflowing)
- Exposed faulty electrical fixtures or devices
- Power outage to entire wing or floor
- Mechanical system failure on a building wide level (i.e. building alarms not active)
- Faulty locking mechanism not allowing entrance or exit to an area
- Elevator entrapment
- Accessibility issues (i.e. lifts, toilets, and accessibility buttons)

*The following items may elicit immediate response to render a situation safe or secure:*
- Fire safety device malfunctions
- Broken glass – endanger of cutting individual
- Damaged doors that can’t be secured
- Items significant effect on classrooms or examinations
- Fixtures in danger of falling

**Utilities**
- Floods
- Smell of gas
- Server rooms overheating
- Building heating system – more than 5°C above the set point
- Room Temperatures – Winter < 15°C; Summer > 30°C
- Group Fume hood system in alarm

**Custodial (direct safety impact on campus)**
- Underground service breaks (i.e.: water main)
- Abnormal operating noises in fans / pipes – severe in nature
- Water leaks (i.e. floods, plumbing)
- Building leaks due to plumbing issue
- Broke glass
- Unlocking door or classrooms
- Removal of snow / ice conditions on stairs
- Emergency clean ups (i.e. blood, vomit)

**Grounds**
- Broken irrigation line
- Downed tree or broken limb
- Arts Quad stone issues
- Pest control
- Offensive graffiti
- Missing stop signs
- Hazardous clean ups (i.e. oil)
- Snow / ice conditions

**Others**
- Deliveries of perishable items associated with Research
- Material required for teaching & instruction courses
- Emergency deliveries (i.e.: ice melt to various buildings, material for emergency maintenance work)
- Office moves to support emergency clean ups
Priority #2 – 48 Hour Response (High)

**Maintenance**
- Fire safety device malfunctions (i.e. missing or malfunctioning)
- Tripping hazards – large sections of carpet ripped up, elevator not leveling
- Damaged doors – kicked in and can’t be secured, door falling off hinges
- Broken glass
- Faulty lock mechanism not allowing area to be secured
- Clearing of ice from roof / eaves
- Fixtures in danger of falling & causing person injury (i.e. lights, roof)
- Elevator malfunctions
- Items have minor effect on classroom or student common areas
- Manholes backed up
- Bike lock cut
- Bowing Ceiling tiles (i.e.: visibly damp)
- Water fountain filters that require changing
- Power outages (i.e. office blown breaker)
- Toilets or urinals constantly flushing

**Utilities**
- Room Temperatures – Winter = 15°C - 19°C; Summer = 26°C – 30°C
- Individual Fume hood malfunctions
- Abnormal operating noises in fans / pipes – moderate in nature
- Poor air quality in rooms
- Loss of water

**Custodial (direct impact on image of campus)**
- Washroom Conditions (i.e.: no soap, toilet paper)
- Increased public area waste collection & general cleaning
- Urgent set up requests
- Emergency light requests
Priority #3 – 10 Working Day Response (Medium)

Maintenance

Plugged or leaking washroom / bathroom fixtures

Missing or malfunctioning washroom fixtures (i.e. soap, paper dispensers, toilet seats)

Keys re-cut or broken keys

Door closers and other door malfunctions

Malfunctioning light fixtures (i.e.: light burnt out, fixture not working)

Mechanical failures on local level (i.e.: loose dampers or grill)

Ceiling tiles are moldy with growing black fuzz

Sump pumps unless otherwise notified (i.e.: not causing leak situation)

Custodial

Malfunctioning light fixtures (i.e.: light burnt out, fixture not working)
**Priority #4 – Date Sensitive / Charge-out Project (Scheduled)**

<table>
<thead>
<tr>
<th>Maintenance (require coordination)</th>
<th>Other (require coordination)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date specific requests (i.e. estimates, renovations, new installs)</td>
<td>Event / Set ups (i.e. delivery of tables, chairs)</td>
</tr>
<tr>
<td>Event / Set ups (i.e. electrical for event, hang banners)</td>
<td>Office moves</td>
</tr>
<tr>
<td><strong>Custodial (require coordination)</strong></td>
<td>Delivery / pick up of equipment and machinery</td>
</tr>
<tr>
<td>Event / Set ups (i.e. council hall, exams, hospitality)</td>
<td>Confidential waste pickups (i.e. exceeding 15 small boxes)</td>
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<tr>
<td>Renovation clean up and cleaning</td>
<td>Heavy waste removal</td>
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<tr>
<td>Confidential waste pick up</td>
<td>Cleaning supplies to all buildings</td>
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<tr>
<td>Furniture moves</td>
<td>Large deliveries from general receiving</td>
</tr>
<tr>
<td><strong>Grounds (require coordination)</strong></td>
<td>Off campus and out of town picks up / deliveries</td>
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<tr>
<td>Event / Set ups (i.e.: extra waste bins, exterior set ups)</td>
<td></td>
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<tr>
<td>Increased Litter collection</td>
<td><em>Utilities do not have any items in this priority.</em></td>
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<td>Center core drainage issues</td>
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<tr>
<td>Graffiti removal (non-offensive)</td>
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<tr>
<td>Increased Landscaping (i.e.: grass cutting, pruning)</td>
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<tr>
<td>All non-hazardous service requests</td>
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</tbody>
</table>
Priority #5 – 90 Day Response (Low)

Maintenance

Aesthetics related items that are non-safety related (i.e. damaged drywall, missing or stained ceiling tiles, stall doors do not lock)