

Administrative Procedures for Maintenance (Attachment for Policy No. 704)

Purpose

The purpose of these administrative procedures is to set forth guidelines for the implementation of the requirements in Policy 704 - Maintenance in order to ensure the proper maintenance of the School District of Philadelphia (“District”) building systems and equipment.

Procedures

Building Cleanliness and Operation

General building cleanliness and daily operation is the responsibility of building staff, including the Building Engineer (“BE”), Custodial Assistants (“CA”), General Cleaners (“GC”), and their supervisory Facility Area Coordinator (“FAC”). All District facilities are cleaned in accordance with the Facilities Management and Services Cleaning Guidelines, which is available on the District’s [Facilities Management and Services webpage](#).¹ Additional cleaning guidelines specific to COVID-19 are available on the District’s [Advancing Education Safely webpage](#).²

BEs supervise the school-based facilities staff and are responsible for the observation of building maintenance and minor repairs, and operating all building systems. Concerns related to the cleanliness, temperature, or operation of the facility should be reported directly to the BE. In addition, environmental concerns, including lead, mold, and asbestos related items, should be reported and handled in accordance with [Policy 708](#) - Environmental Management. Building conditions and concerns are also the subject of the monthly inspections conducted by the Principal, or their building designee, and the BE. Appropriate actions should be taken by the BE after the monthly inspection, including creating work orders when necessary and contacting their FAC regarding environmental concerns who will coordinate with OEMS directly as necessary. The status of the work orders will be addressed on a weekly basis during standing meetings between individual Principals and Facilities staff. BEs are also encouraged to report concerns related to a capital project to the project-specific staff.

The Department of Maintenance is responsible for the certification compliance for all regulated building systems and equipment including inspection, corrective action, certification, and maintaining the documentation for the certifications.

Work Orders

Work orders are submitted through the District’s Work Order Management Database (“MOJO”) through the following process:

1. Building staff identifies a problem.

¹ The Facilities Management and Services Cleaning Guidelines are available at <https://www.philasd.org/facilities/>

² The cleaning guidelines specific to COVID-19 are available at <https://www.philasd.org/coronavirus/schoolstart2020/#health>

2. The BE investigates the problem and either resolves it or creates, approves, and routes the work order to Maintenance.
3. A Maintenance work order coordinator reviews the work order and routes it to the appropriate trade scheduler.
4. The trade scheduler reviews their work orders and assigns them to mechanics.
5. A mechanic receives the work order and completes it.
6. The maintenance technician records the hours worked to complete the order and marks it as complete.

Work orders can be submitted for the following trades: Heating/Ventilation/Air- Conditioning, Automatic Temperature Control, Water and Fuel, Electrical, Electronics, Phone and Time Clock, Pest Control, Iron Work, Plumbing, Fire Alarm, Carpentry, Locksmithing, Flooring, Steamfitting, Machinist, Roofing, Masonry, Painting, Plastering, Glazing, and Environmental. For environmental work orders related to asbestos, BEs are encouraged to review the school's Management Plan before creating a work order and should contact their FAC who will coordinate with OEMS directly, in accordance with [Policy 708](#) and any associated administrative procedures.

Considerations for work order prioritization include, but are not limited to, health/life-safety, potential for collateral damage, protection of the asset, disruptions to the educational program, and work planned to be encompassed in an upcoming capital project.

Maintenance has a team of MOJO system administrators who manage the work order database. Their duties include routing work orders, validating and prioritizing requests, communicating between requesters and maintenance schedulers, and analyzing data and trends as requested to inform the administering of maintenance services.

The Department of Maintenance will audit their work orders quarterly to check for the distribution of maintenance resources. This quarterly audit will result in a report showing the number of work orders opened and completed for each trade at each school. The audit will be shared with the Equity Coalition. The Equity Coalition may share feedback with or ask questions of the Department of Maintenance concerning whether maintenance resources were directed in an equitable manner, accounting for general preventative maintenance and circumstantial maintenance needs.

Maintenance Schedule

These administrative procedures will be reviewed upon policy renewal, or in the case of a triggering event.

Related Information:

[Policy 705](#) - Workplace and Construction Project Safety

[Policy 708](#) - Environmental Management

[Facilities Management and Services Cleaning Guidelines](#)

[COVID-19 Cleaning Guidelines](#)

[Policy 300](#) - Employee Code of Ethics

[Administrative Procedures for Policy 300](#) - Employee Code of Ethics