

BASE ALAMEDA WORK ORDER INFORMATION

A Facilities Work Request is NOT for computer or telephone support. Please contact CG FIX IT for those types of issues

BUILDING COORDINATORS:

Each building on CGI has an assigned collateral duty building coordinator; the building coordinators serve as resident facilitators who are familiar with Base Alameda's engineering response capabilities and procedures. These building coordinators also act as a single point of contact for all engineering work requests within their assigned building. If you have any questions in regards to the work order process, or how to submit a work request, please start with your assigned building coordinator.

LARGER PROJECTS:

Work requests of larger scope that fall beyond the priorities mentioned above shall be considered "DEFERRED" work. This type of work includes projects that must be accomplished and should be recorded, but typically involves the coordination of CEU and generally exceeds the \$5K material and/or man-hour constraints. We also distinguish between major and minor work orders. A work order that exceeds 40 man-hours of \$1K is major. Work orders less than 40 man-hours but greater than 16 man-hours and less than \$1K are considered minor. The probability of executing minor work orders with FE personnel is likely. Major work orders are typically negotiated with the customer; however, such work can be executed by us or through contractors provided the customer is willing to provide the funds.

WORK ORDER PRIORTIES

There are four priority categories used throughout the Coast Guard for repair and replacement work, the priority categories are as follows:

PRIORITY 1 – EMERGENCY

Priority 1 work takes precedence over all other work and requires immediate action, including diverting personnel from other jobs, if necessary, to cover such emergencies. Typically, Priority 1 work is categorized as work necessary to protect the health and safety of personnel, to protect the security of sensitive Government property and information, to prevent damage to property, or to preclude the interruption of operations. Maintenance personnel shall perform all necessary work and other actions to alleviate existing emergency conditions. Once emergency conditions are alleviated, an electronic work request shall be submitted to complete any remaining work requirements. If you have a priority 1 (emergency) situation please do not take the time to do a work order request, instead call the following phone extensions, 3275, 5361, 5644 immediately so that the facilities maintenance staff can respond in a timely fashion to alleviate existing emergency conditions.

Examples of Priority 1 work include:

- Gas Leaks.
- Electrical problems that could lead to personal harm, damage to property, or result in a power failure affecting occupied buildings.
- Loss of heat during the cold weather season.
- Water leaks causing damage to property or interruption of service. Inoperable plumbing fixtures or drain lines where no alternate facilities are available in the building.

- A loss of air conditioning in major, high-occupancy buildings or significant portion thereof.
- Door and lock repairs where building/facility security is compromised or where the potential for entrapment exists.
- Broken windows and doors where personnel safety, security, or structural integrity of applicable facility is compromised.
- Conditions that arise from the flooding of occupied floors, basements, or roadways from stopped sanitary sewers, storm sewers, or drains, etc.
- Conditions that arise from natural disasters, such as flash floods and storms, road washouts, plugged drainage structures, fallen trees, landslides and other similar maladies.
- Electrical failure of alarm systems.

PRIORITY 2 – URGENT

Urgent work shall be accomplished by the first available qualified employee. This category includes all work required to correct a condition that could potentially become an emergency, work that could adversely affect morale, or work required by an activity to accomplish its mission.

Examples of Priority 2 work include:

- Emergency call work that has been temporarily alleviated, but still requires definitive corrective measures to ensure safe, acceptable and stable performance.
- Minor heating problems (equipment determined to be not operating at full capacity during heating season).
- Plugged toilet.

Priority 2 work consists of work that does not fall into the other priority categories but which is required by a specific date or time period. Priority 2 work can involve preparation for sponsored events and functions, or work that is necessary to ensure that an event or function can take place as scheduled. Maintenance personnel shall make verbal acknowledgement to customer Point of Contact (POC) for all Priority 2 work and schedule for completion within twenty (5) days of request.

PRIORITY 3 – HIGH

Work is classified as Priority 3 (High Priority) when the work does not qualify as Priority 1 or 2 and is considered to be a high priority work requirement for unscheduled maintenance, service, or repair. Maintenance personnel shall make verbal acknowledgement to customer Point of Contact (POC) for all Priority 3 work and schedule for completion within twenty (20) days of request.

Examples of priority 3 work include:

- Minor electrical conditions that will not lead to personal harm, damage to property, or result in a power failure affecting occupied buildings. This includes changing or repairing burned out or flickering lamps and bulbs that impair classroom or office activities.
- Minor water leaks where no damage to property is likely to occur.
- Minor refrigeration problems (door gaskets, thermostats, etc.) where spoilage of food is not imminent.

PRIORITY 4 – ROUTINE

Work that does not meet the criteria for Priorities 1-3 categories is assigned a routine priority. Work in this category generally shall be performed in the most economical manner, on a first come-first served basis. Priority 4 work involves work that, if not accomplished, would pose an inconvenience or an unsightly condition. The maintenance personnel shall make verbal acknowledgement to customer POC for all Priority 4 work and schedule for completion within forty-five (45) days of request.

Examples of Priority 4 work:

- Lubricating squeaking door hinges.
- Installing additional electrical outlets and switches.
- Engravings i.e. door, desk, locker placards, plaque etc...
- Replacing broken or stained ceiling tiles
- Wall and ceiling hangings to include; projectors, screens, white boards, pictures etc...