PURPOSE
The purpose of this agreement is to provide a practical procedure on the expectations and communication between the Maintenance Department and its school district customers. It is designed to define the Levels of Service that can be expected from BVSD’s Maintenance Department that best serve the priorities of Boulder Valley School District. This agreement shall define the types of services provided, define the process to request and deliver those services, and those responsible within the service request/delivery process. It will also provide a vital communication link between the various parties.

MAINTENANCE CORE RESPONSIBILITIES
The primary responsibility of the Maintenance Department is to insure that all BVSD school and other building systems are operating as designed to provide a safe and healthy learning environment for students and staff.

MAINTENANCE SERVICES
The Maintenance Department provides the following types of services for District building and sites:

- Emergency Repair – Immediate response to potential building shut-down situations
- Corrective – Repair & replacement of building and site components
- Preventative – Routine tasks to keep building and grounds systems functioning properly
- Code Compliance – Testing, repair, & replacement to comply with regulations
- Bond Support – Provide consulting, troubleshooting, support, and repair for Bond projects.
- Minor Improvement – small building & site enhancement projects that are often charged to the end user.

MAINTENANCE SERVICE REQUESTS

Maintenance Service Desk
The Maintenance Service Desk is responsible for receiving work requests. Work requests are logged into a Maintenance Management System, (currently TMA) where work orders will be logged, assigned, tracked, and measured to completion.

The Maintenance Management System will automatically send an email response to the requestor notifying them that the request has been received, accepted or rejected, converted to a work order, and when the work order should be completed.

Hours of Operation
The Maintenance Service Desk is staffed from 7:00 am to 4:30 PM Monday thru Friday except holidays. After-hour emergency requests need to be called into the Security office at 720-561-5051. After-hour non-emergency requests can be submitted thru the iServiceDesk module of the Maintenance Management System.
MAINTENANCE SERVICE LEVEL AGREEMENT

MAINTENANCE SERVICE REQUESTS – cont’d

**Work Order Request Process**

**Important!** Emergencies should still be called in to the Security Office at 720-561-5051. Emergencies are defined as a situation that can close a school building or a serious safety hazard.

**Work Requestors**

To better serve all maintenance customers, all non-emergency work order requests must be submitted through the iServiceDesk internet module. This will allow anyone to view and track work requests for their building, provide automatic notifications back to the requestor, provide key information on their building, and allow maintenance performance to be better measured.

The following information will be required when entering a work request thru iServiceDesk:

- Name
- Phone Number
- Email address
- Room Number
- Detailed Description of problem

**Building Liaisons**

All District buildings will have one or more Building Liaisons assigned to receive work requests from any staff requestor in their building. The Building Liaisons will be set up in the Maintenance Management System such that any iServiceDesk request will be routed to them electronically for approval or rejection prior to being sent to the Maintenance Service Desk. The Building Liaison should clarify the problem and severity of the problem with each requestor prior to entering the request into the iServiceDesk. If the request is a Priority – I situation; in addition to approving the request, building liaison should call the Maintenance Service Desk to discuss the severity of the problem.

**Maintenance Service Desk**

The Maintenance Service Desk and Supervisors will review all work requests as they are received, assess the severity of the problem, assign a priority level, and then assign the work order to the appropriate maintenance technician. If further clarification is required the Maintenance Service Desk will contact the Building Liaison.

**Maintenance Staff**

All Maintenance staff will review the work orders as received. The priority level and severity of the problem will dictate the order in which each work request is resolved. When work is completed, the Maintenance technician will add the appropriate comments related to the resolution. The work order will be returned to the Maintenance Service Desk on the same day that it was completed for final close out and logging of the work order.
Service Level Agreement – Response/Resolution Priorities

- Emergency response situations will not be included in the Response Level Priorities or iServiceDesk work order system as these situations will receive immediate response until the issue is resolved. These situations involve an issue which will close a school building or creates a serious health or safety hazard.

Call Security Office at 720 561-5051 for in case of an Emergency.

Response/Resolution Priorities
Response Priorities will be assigned to each work order request by the Maintenance Service Desk. The priority may be adjusted up or down by the Zone Supervisor as conditions warrant. In some cases, a temporary solution may be implemented to time for a permanent resolution.

<table>
<thead>
<tr>
<th>Response Level</th>
<th>Scenario</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 – Critical</td>
<td>System failure or safety hazard that effects a portion of a building with a potential of shutting down an instructional setting</td>
<td>Immediate response, work until resolution complete</td>
</tr>
<tr>
<td>Priority 2 – Urgent</td>
<td>System failure that significantly effects the learning/working environment in a classroom or small portion of the building or a serious safety hazard</td>
<td>Same day response, resolution dependent upon conditions</td>
</tr>
<tr>
<td>Priority 3 – Normal</td>
<td>Failures that create minor issues for the building or learning/working environment</td>
<td>Response within 5 days</td>
</tr>
<tr>
<td>Priority 4 – Low</td>
<td>Miscellaneous building requests that enhance or upgrade existing buildings or spaces</td>
<td>Response and resolution variable based on available resources</td>
</tr>
</tbody>
</table>

Maintenance Run Process
Maintenance will establish schedules for each school and District building to conduct preventative and routine work for that building. There will be two runs per year per building starting in September and ending in May of each school year. Maintenance staff will be responsible for developing a list of tasks to be performed on the school run. This compiled list will be prioritized based on the highest need and potential impact to the learning environment. Work will be completed as time and resources allow starting with the highest priorities.
Key Performance Indicators
Performance measures will be established, measured and reviewed for continuous improvement of maintenance services. These performance indicators will focus on response, work order backlog, completed versus open work, and completed work orders by facility. The key performance indicators shall be mutually agreed upon between maintenance and its customers.

Review Intervals
Maintenance performance will be assessed and reviewed on an Annual basis by the Maintenance Director, Zone Supervisors, and leads. These measures will be reviewed with the Principal and Teacher advisory committees.