

**NEW YORK CITY DEPARTMENT OF EDUCATION
DIVISION OF SCHOOL FACILITIES
OFFICE OF BUILDING SERVICES**

October 23, 2003

OFFICE OF BUILDING SERVICES CIRCULAR NO. 3 - 2003/04

NOTE: All Circulars are to be kept in a permanent file

TO ALL CUSTODIAN ENGINEERS & BUILDING MANAGERS

WORK REQUEST PROCEDURES

The Division of School Facilities is currently in the process of enhancing the efficiency of Passport, our work order system, by establishing baselines and benchmarks from which all maintenance and repair work will be measured going forward. In the past, numerous exercises were conducted to identify and remove all previously completed work orders, as well as all duplicated work requests from our Passport backlog. Although successful in part, these efforts were not enough to completely filter out all duplicated and completed work. As a result, we will soon begin the process of canceling all PO18's in Passport that were entered prior to July 1, 2003, with the exception of emergencies, violations, work already in progress and funded programs, i.e. DMP.

This purging of our work order backlog will allow us the opportunity to create a clean slate for all future work that will be entered into the work order system. In order to insure that required work is not haphazardly removed from the system, copies of individual school reports identifying all cancelled work requests will be distributed to Custodian Engineers and Building Managers. These reports of cancelled PO18's are to be reviewed and, if necessary, resubmitted in the form of a new PO18, back to the Division of School Facilities.

As it is our intention to control the backlog and address priority needs, going forward, careful scrutiny of all submitted PO18's will be made by your Deputy Regional Managers. Strong emphasis will be placed on insuring that requested work does not fall under the responsibility of the Custodian Engineer/Building Manager, as identified in their applicable contracts. Furthermore, vague and general work descriptions on PO18's will not be accepted. In these instances PO18's will be returned to the Custodian Engineer/Building Manager for more detailed descriptions. As a general rule, PO18's must contain an adequate description of detail, such that a person reviewing the PO18 will be able to understand the scope of work and affix an estimated cost to the work requested. This process will be necessary, as we will look to minimize the number of work requests that are required to be surveyed prior to assigning. It is our intention to maximize our resources by limiting job surveys whenever possible. In addition, all PO18's must now be signed on the designated line by the Principal or person-in-charge of the facility. PO18's will not be processed into the system if they lack required signatures.

As part of our enhancement program, and in an effort to centralize the PO18 data entry process, effective November 3, 2003, Custodian Engineers and Building Managers will mail PO18's directly to the Division of School Facilities Central Processing Unit. This unit will be located within our new headquarters building at 44-36 Vernon Blvd, 5th floor, Long Island City, NY 11101. In addition, effective November 3, 2003 all emergency work requests will be called into the centralized emergency duty desk located within the Central Processing Unit. The telephone number for the city-wide centralized emergency duty desk will be (718) 610-0138.

In the very near future the Division of School Facilities will be promulgating and disseminating general instructions regarding the levels of specificity required for requesting work via the PO18 process. Additionally, in-service training will also be provided. As trained building maintenance and operating professionals, you should incur no problems with adapting to these procedural changes.

Deputy Regional Managers will keep you apprised of information as this new program continues to develop.

**James F. Lonergan
Senior Director
Office of Building Services**

**JO'C/SC:ns
Copy: Principals**