



SOP No	1.999
Effective Date	10.01.2013
Revision Date	
Approval Date	08.2013

SOP SECTION FEEDBACK & RESPONSES

1 PURPOSE

1.01 The purpose of this document is to record official responses to feedback provided from Maintenance & Operations staff concerning the SOP's in Section 1. You will also find any department memorandums that either clarify or even nullify the SOP's in this section.

Series	Feedback & Response
1.002	<p>FEEDBACK: Our shop does not appear to utilize the Service Desk for taking requests, but performs work for people who walk-in or contact us directly. Does this go along with the SOP?</p> <p>RESPONSE: First and foremost the Service Desk is to be each shops method for getting work requests. This ensures a work order is made, scheduled, and quality of the work order as a record is controlled. Equally important is the schedule for each shop needs to be completed. But keep in mind; emergencies do arise, Appropriate Administrators may override schedules, and ultimately the Appropriate Administrator is authorized to make or approve deviations from the schedule which may occur.</p>
1.019	<p>FEEDBACK: We have not seen cost estimates on for parts and materials on non-chargeable work orders in the past. How can we tell what we are authorized to spend on each Work Order.</p> <p>RESPONSE: First, the thought behind this specific series was to give each Technician a specific amount of pre-authorization to empower them to get their assigned work completed efficiently. This is new and will take time to ensure an estimate is appropriately assigned to each Work Order. In cases where there is not estimate a Work Order will automatically receive an estimate of 75 dollars (\$75). For Work Orders that require more than that the current process of requesting parts and materials through the Supervisor/Lead is to be followed.</p>
1.015	<p>FEEDBACK: As Carts are used by others at night how can I be responsible to ensure it is charged and secured?</p> <p>RESPONSE: If a Cart is assigned to you, you as the Assignee are responsible to secure and charge the cart at the end of your Shift. If the cart is used by another, it will be there responsibility to do the same when they are completed using the cart.</p>
1.016	<p>FEEDBACK: Since most Carts have lawn tires on them, are there times it is appropriate to drive on the lawns?</p> <p>RESPONSE: Generally the answer is no. Even for heavy pedestrian traffic. The exceptions would relate to an emergency that had to do with Life Safety or Immanent System Failure.</p>
1.006	<p>FEEDBACK: This series states that time off requests require 30 days' notice. This does not coincide with the language in the SETC Bargaining Agreement and appears unreasonable.</p> <p>RESPONSE: This section states: "Requests for scheduling vacation shall be submitted in writing at least 30 days in advance and approved by an employee's direct Administrator." Our review of the SETC-CSU 2012-2015 Bargaining Agreement, Article 16.2(f) states: "Requests for scheduling vacation shall be submitted in writing at least thirty (30) days in advance."</p>



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	Therefore this SOP does not conflict with the Bargaining Agreement. To clarify the intent, it is understood that there are extenuating circumstances that require immediate attention. That is why the SOP also mirrors the Union Contract in regards to the following statement: “if an employee submits a vacation request for three (3) days or less with less than 30 days’ notice, such requests must be submitted to the immediate Supervisor/Lead and approved by the Department Administrator subject to operational needs.” This statement suggests there are exceptions to the 30 day requirement which may be approved as determined by the Appropriate Administrator.
1.006	<p>FEEDBACK: Do I need to call into both my Supervisor and Administrator when I am Sick?</p> <p>RESPONSE: Your Administrator is the only one by contract you have to contact in such situations. To clarify the directive we recommend you contact your Supervisor as well as a courtesy in case your Administrator is unavailable.</p>