



**Facilities Development
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**Standing Operating Procedures
Utilities Maintenance & Operations
FD&O – San José State University**

It is our pleasure to introduce the Standing Operating Procedures for the Utilities Maintenance & Operations Department to our staff and colleague's. We hope this SOP serves as guidelines to ensure the Custodians, Grounds, and Maintenance staff understand not only what is expected of them, but how they can contribute to San José State University.

We appreciate all of the feedback we have received from staff concerning previous iterations of this SOP and hope that feedback will continue to be brought forward in a productive manner to ensure we continue to meet the needs of campus and the University community as a whole.

Our hope is that the guidelines and procedures found in the documents that follow will help every individual know how they contribute to our ultimate goal of providing a safe and functional, learning and living environment for the Students who attend SJSU. They are the reason we are here. The buildings and grounds have a direct effect on how they learn and shape their character for the future decisions they will make. Decisions that can have lasting consequences on them, their loved ones, and the communities in which they choose to reside.

So we hope you will accept our challenge to join with us by reviewing the SOP frequently in order to better and understand how we work together to accomplish this goal.

Thank you for all you do, this mammoth effort requires a dedicated team such as you.

Sincerely,

Maintenance & Operations Management

**The California State
University:**

Chancellor's Office,
Bakersfield, Channel Islands,
Chico, Dominguez Hills, Fresno,
Fullerton, Hayward, Humboldt,
Long Beach, Los Angeles,
Maritime Academy, Monterey
Bay, Northridge, Pomona,
Sacramento, San Bernardino,
San Diego, San Francisco, San
Jose, San Luis Obispo, San
Marcos, Sonoma, Stanislaus