

Maintenance Services/ Work Schedule

Utility Service Section

Weekdays M – F

Services

Services are provided in Electrical, HVAC and Plumbing and Irrigation on 8 hour work days M-F, 7:00 until 3:30PM. Afterhours work request are made through on-call supervisor and they will decide if work is an emergency or can wait until the next working day.

Work Schedule

Work requests are made through the TMA service request from all other maintenance divisions and recreation staff, emergencies can be called to the maintenance supervisor but a TMA work request must be made also. Normal work requests are scheduled on a priority basis however will be accomplished as soon as possible

Weekend (Sat. - Sun.)

Services

Afterhours calls are made to Water Distribution at 918-596-9488 where they have an afterhours on-call list provider by the Parks Department. Their staff will contact the on-call supervisor and tell him of the need. The supervisor will determine by the following guideline on how to handle the need.

Please use your judgment and ask is this creating a hazard?

Is it doing property damage?

Can the water department shut off the water?

Can it wait until tomorrow or the next work day?

Work schedule

Staff responds to emergency work requests as determined be need through the established stand-by system.

License Requirements

Tradesmen working in the fields of Plumbing, Electrical and Mechanical are required to be in possession of valid State of Oklahoma Journeyman level license in their respective field of work. Pool Staff shall have a Tulsa City-County Health Department Pool Operators Certification.

Procedure

It shall be the responsibility of each Tradesman/ Pool Staff to apply for the license/certification renewal. This can be accomplished by filling out a renewal form and turning it into his supervisor who turns it into City Finance to be renewed or the employee can send in the renewal themselves and be reimbursed after he receives the new license. Pool Staff shall inform supervisor to make arrangements to be enrolled in certification class.

A copy of the new license/certification shall be turned into his supervisor for records.

Performance Standards

Utility Services Section

Heating, Ventilation and Air Conditioning

Standard

Twice per year preventive and routine maintenance performed on all heating and air conditioning systems.

Work requests from user groups completed within 7 working days with emergency and priority work requests secured the same day and completed within 48 hours.

Train customers on utility systems.

Performance Measures

Preventive maintenance performed in spring and fall of the year annually.

Routine work requests completed within 7 working days.

Emergency and priority work requests secured the same day and completed within 48 hours.

Customers trained on utility system operations and emergency procedures and updated annually on changes.

Electrical/lighting

Standard

Twice per year preventive and routine maintenance performed on all sports fields, sports courts and skate parks electrical and lighting systems.

Work requests from user groups completed within 7 working days with emergency and priority work requests secured the same day and completed within 48 hours.

Train customers on utility systems.

Performance Measures

Preventive maintenance performed in spring and fall of the year annually.

Routine work requests completed within 7 working days.

Emergency and priority work requests secured the same day and completed within 48 hours.

Customers trained on utility system operations and emergency procedures and updated annually on changes.

Plumbing

Standard

Twice per year preventive and routine maintenance performed in spring and fall to the plumbing in Recreation Centers, outdoor restrooms and sports facilities.

Work requests from user groups completed within 7 working days with emergency and priority work requests secured the same day and completed within 48 hours.

Train customers on utility systems.

Performance Measures

Preventive maintenance performed in spring and fall of the year annually.

Routine work requests completed within 7 working days.

Emergency and priority work requests secured the same day and completed within 48 hours.

Customers trained on utility system operations and emergency procedures annually.

Irrigation / Swimming pools / Water playgrounds / Splash Pads

Standard

Twice per year preventive and routine maintenance performed on all Irrigation.

Bathhouses inspected preseason annually, including condition of paint, floors and ceilings.

Pool systems (plumbing, electrical filtration) inspected annually prior to start-up.

Pools painted every 3 years or as needed.

Pools filled and balanced within 3 working days prior to opening.

Water playgrounds and splash pads drains cleaned, all fasteners checked for looseness and all features are to be working prior to start-up.

After season all pools, water playgrounds and splash pads are to be for damaged, broken parts repairs made and winterized .

Work requests from user groups completed within 7 working days with emergency and priority work requests secured the same day and completed within 48 hours.

Train customers on utility systems.

Performance Measures

Routine work requests completed within 7 working days.

Emergency and priority work requests secured the same day and completed within 48 hours.

Pool staff will be trained on utility system operations and emergency procedures annually.