



STANDARD OPERATING PROCEDURE

STANDARD OPERATING PROCEDURE

DEPARTMENT:	Business & Admin. Services	TITLE:	Custodial Work Order Requests																					
PURPOSE:	<p>The following protocol for requesting custodial service is being provide to improve communication and increase efficiency. Three (3) days advance notice must be given when on-routine work is being requested. There is to be no oral work requests made directly to a custodian. This time in advance of work to be completed will facilitate the assignment of work responsibilities and communication between the Business Office and Custodial Services.</p>																							
PROCEDURE:	<p><u>Word Order Request:</u></p> <p>Request for non-routine custodial work are submitted via email or on a Facilities Use Request Form. If the request is related to use of facilities by an outside group or if the use is in connection with a special event then the Facilities Use Request Form is to be used. For-in-house work send an email to Kathy Tran at ttran@peralta.edu. The secondary contact is Kanika Parris at kparris@peralta.edu.</p> <p><u>Emergency Custodial Contacts:</u></p> <p>If you have an urgent need to contact the Custodial Department, the following personnel are designated to respond.</p> <table border="1"> <thead> <tr> <th>HOURS</th> <th>EMERGENCY CONTACT</th> <th>CONTACT</th> </tr> </thead> <tbody> <tr> <td rowspan="2">7:00 – 8:00am</td> <td>Carlos Wilborn</td> <td>PC (510) 228-5032</td> </tr> <tr> <td>Norma Vasquez</td> <td>Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)</td> </tr> <tr> <td rowspan="3">8:00 – 4:30pm</td> <td>Christine Williams</td> <td>PC (510) 381-9115</td> </tr> <tr> <td>Carlos Wilborn</td> <td>PC (510) 228-5032</td> </tr> <tr> <td>Kathy Tran</td> <td>(510) 464-3229 (landline ext. 3229)</td> </tr> <tr> <td>4:30 – 6:00pm</td> <td>Trent Taylor</td> <td>Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)</td> </tr> <tr> <td>6:00 – 11:00pm</td> <td>William Highsmith</td> <td>PC (510) 502-8971</td> </tr> </tbody> </table> <p>Please note: Contacted the individuals indicated above <u>ONLY for emergency purposes</u>. For non-emergency/non-routine work please follow the instructions for work orders.</p> <p>♦ PC – Private cellphone</p>			HOURS	EMERGENCY CONTACT	CONTACT	7:00 – 8:00am	Carlos Wilborn	PC (510) 228-5032	Norma Vasquez	Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)	8:00 – 4:30pm	Christine Williams	PC (510) 381-9115	Carlos Wilborn	PC (510) 228-5032	Kathy Tran	(510) 464-3229 (landline ext. 3229)	4:30 – 6:00pm	Trent Taylor	Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)	6:00 – 11:00pm	William Highsmith	PC (510) 502-8971
HOURS	EMERGENCY CONTACT	CONTACT																						
7:00 – 8:00am	Carlos Wilborn	PC (510) 228-5032																						
	Norma Vasquez	Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)																						
8:00 – 4:30pm	Christine Williams	PC (510) 381-9115																						
	Carlos Wilborn	PC (510) 228-5032																						
	Kathy Tran	(510) 464-3229 (landline ext. 3229)																						
4:30 – 6:00pm	Trent Taylor	Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)																						
6:00 – 11:00pm	William Highsmith	PC (510) 502-8971																						



DEPARTMENT: Business & Admin. Services **TITLE:** Custodial Work Order Requests

KEY WORDS

DEFINITIONS AND ABBREVIATIONS

RESOURCES
 Work Order Form
 Equipment Surplus Form
 Weekly Event Schedule
 Custodial Work Assignments

Last Edits:			
Responsible:		Approved by:	
Date for Review:		File Ref:	
Previous Titles:			