

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 6.01	PAGES: 1 of 3
	RELATED ORDERS: ACA 4-ALDF-1C-13, 1C-14	
	ISSUED DATE: July 1, 1989	
	REVIEW DATE: October 20, 2015	
	REVISION DATE: September 1, 2011	
CHAPTER: Physical Plant	SUBJECT: Repair and Minor Construction Report	

- I. **PURPOSE:** To establish procedure for timely, efficient repairs and minor work order construction.
- II. **POLICY:** Facility repair requests, Observation Reports (PD-209), Inter Departmental Service Orders (110-37), and Special Project Requests will be expedited and completed in a timely manner to ensure the efficient operation of the facility. The plan for facility maintenance will be reviewed annually, and updated if needed.
- ..III. **PROCEDURE:** The Projects Sergeant, or his/her designee, will be the liaison between Alameda County Sheriff's Office (ACSO) and General Services Administration (GSA) in all matters concerning Observation Reports (PD-209) and IDSO (110-37) requests. Building Maintenance Department (BMD) will be notified immediately concerning emergency repairs.
 - A. All requests for normal maintenance and repairs shall be submitted through the Electronic Observation Reporting System (PD-209). The request is automatically forwarded to a designated Projects deputy.
 1. The Projects deputy will review the observation reports daily. He or she will forward the work order to the Facility Manager's office daily.
 2. The Facility Manager will distribute the observation reports to the GSA/BMD employee responsible for completing the work. The GSA employee effecting repairs will be given a copy of the work order.
 3. Upon completion of repair work, the GSA employee shall have his/her copy of the work order signed by a sergeant, deputy or sheriff's technician.
 4. The GSA employee will submit the completed work order form to his/her immediate supervisor.
 5. The GSA supervisor will file the work order and indicate all work completed on a Report Sheet. This will be submitted to the Projects Sergeant each Monday.
 - B. All requests for normal maintenance and repairs at Glenn E. Dyer Detention Facility (GEDDF) will be submitted by the staff member who discovered the problem via the tie line, 53450 (BMD Help Desk). A follow-up call or e-mail will be made to the Facility

Sergeant or Facility Deputy to ensure the issue is resolved.

- C. SPECIAL PROJECT REQUESTS: All requests for extensive repairs or new construction work shall be submitted on an Inter Departmental Service Order (IDSO) form 110-37. The completed form is to be accompanied by a memorandum justifying the request.
1. All IDSOs shall be forwarded to the Projects Sergeant. The request will consist of the original IDSO and the accompanying memorandum.
 2. The Projects Sergeant shall be the final approving authority, and will prioritize, then forward the requests to the GSA supervisor.
 3. The GSA supervisor receiving the IDSO will indicate on the Weekly Work Completed Form, the following:
 - a. When received
 - b. When completed
 - c. Time required to complete the request
 - d. Reasons, if any, for delays in completing the work request
- D. TELEPHONE REPAIR: The procedures listed below are required to repair the following types of telephones:
1. Inmate and coin operated telephones
 - a. Reports of telephone problems for these phones will be reported to the Inmate Services Administrative Deputy Monday through Friday during regular business hours. After regular business hours, CP-1 at SRJ and Central Control at GEDDF will receive the trouble reports for Inmate Services Deputy.
 - b. The Inmate Services Administrative Deputy will provide CP-1 (SRJ) and Central Control (GEDDF) with a memorandum explaining the procedures for handling the problem reports for the Inmate Service phones.
 2. Staff telephones.
 - a. All requests for telephone repairs at SRJ are to be documented in the Electronic Observation Report Form (PD-209) describing how the damage or problem occurred. All requests for telephone repairs at GEDDF are to be called in to the County Operator by dialing "0" on any staff phone.
 - b. At SRJ, the PD-209 is to be routed to the Projects Office.
 - c. The Special Projects Office is responsible for requesting telephone repairs by either calling the PBX operator (dial "0" from 0830 to 1700), or sending a memo describing the location, telephone number, and nature of the needed repair (SRJ only).

- E. EMERGENCY REPAIR: The Watch Commander or his/her designee will coordinate with the on-duty BMD/GSA staff to ensure all emergency repairs are immediately addressed.