

**REAL ESTATE AND FACILITIES MANAGEMENT AND
VANCOUVER BOARD OF PARKS AND RECREATION
PARTNERSHIP AGREEMENT**

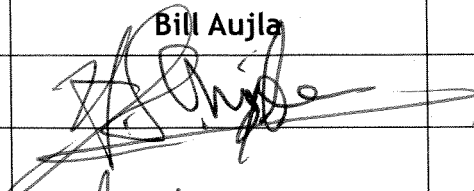
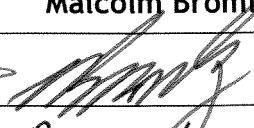
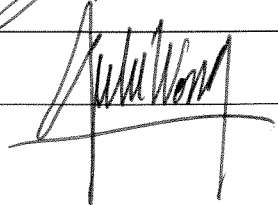
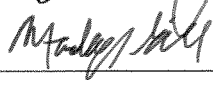
Table of Contents

- 1.0 - Partnership Agreement - Signatures
- 2.0 - Key Contacts
- 3.0 - Real Estate and Facilities Management Functions
- 4.0 - Vancouver Board of Parks and Recreation Org Chart
- 5.0 - Scope of REFM Activities
- 6.0 - Statement of Scope and Coverage
- 7.0 - Services Provided by Real Estate and Facility Management to the Vancouver Board of Parks and Recreation
- 8.0 - Special Considerations
- 9.0 - Financial - Routine REFM Functions
Financial - Routine Maintenance
- 10.0 - Financial - Discretionary Services
- 11.0- Facilities Covered Under This Agreement
- 12.0- Work Request Process
- 13.0- Key Performance Indicators
- 14.0- Issue Escalation Process and Conflict Resolution
- Appendix A - Outstanding Items - For Future Discussion and Resolution
- Appendix B - Work Request Process

1.0 - Partnership Agreement

Between REFM and the Vancouver Board of Parks and Recreation

Dated from October 2014

	GM REFM	GM Park Board
	Bill Aujla	Malcolm Bromley
Signatory		
Date		Dec. 17/2014
Witness		

2.0 - Key Contacts

The following table identifies the primary contacts within Real Estate and Facilities Management (REFM) and the Vancouver Board of Parks and Recreation responsible for the negotiation and ownership of this Partnership Agreement.

Real Estate and Facilities Management:

Director of Real Estate Services - Jerry Evans

Director of Facilities Planning and Development - Danica Djurkovic

Director of Facilities Operations - Marvin Rogers

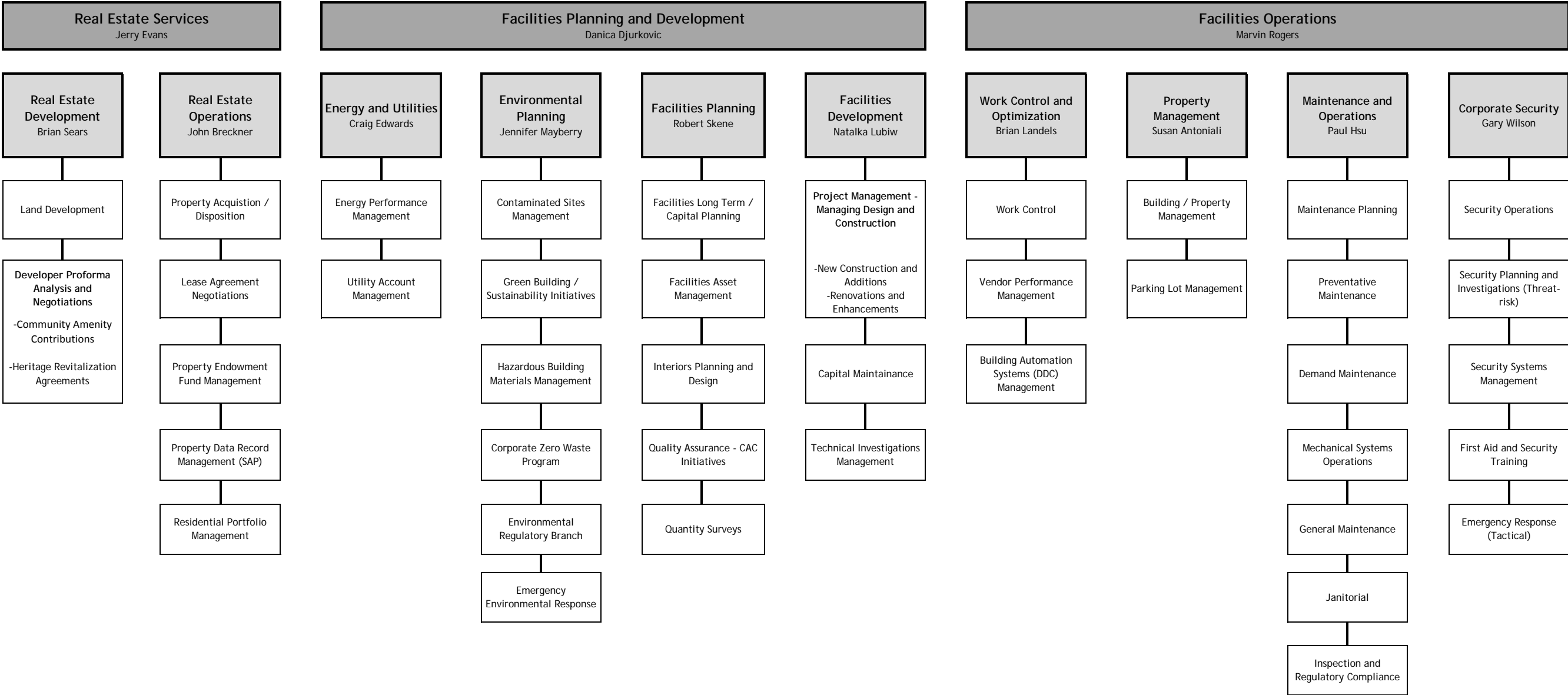
Vancouver Board of Parks and Recreation:

Deputy General Manager - Huub Langeveld

Director of Parks - Bill Harding

Director of Recreation - Thomas Soulliere

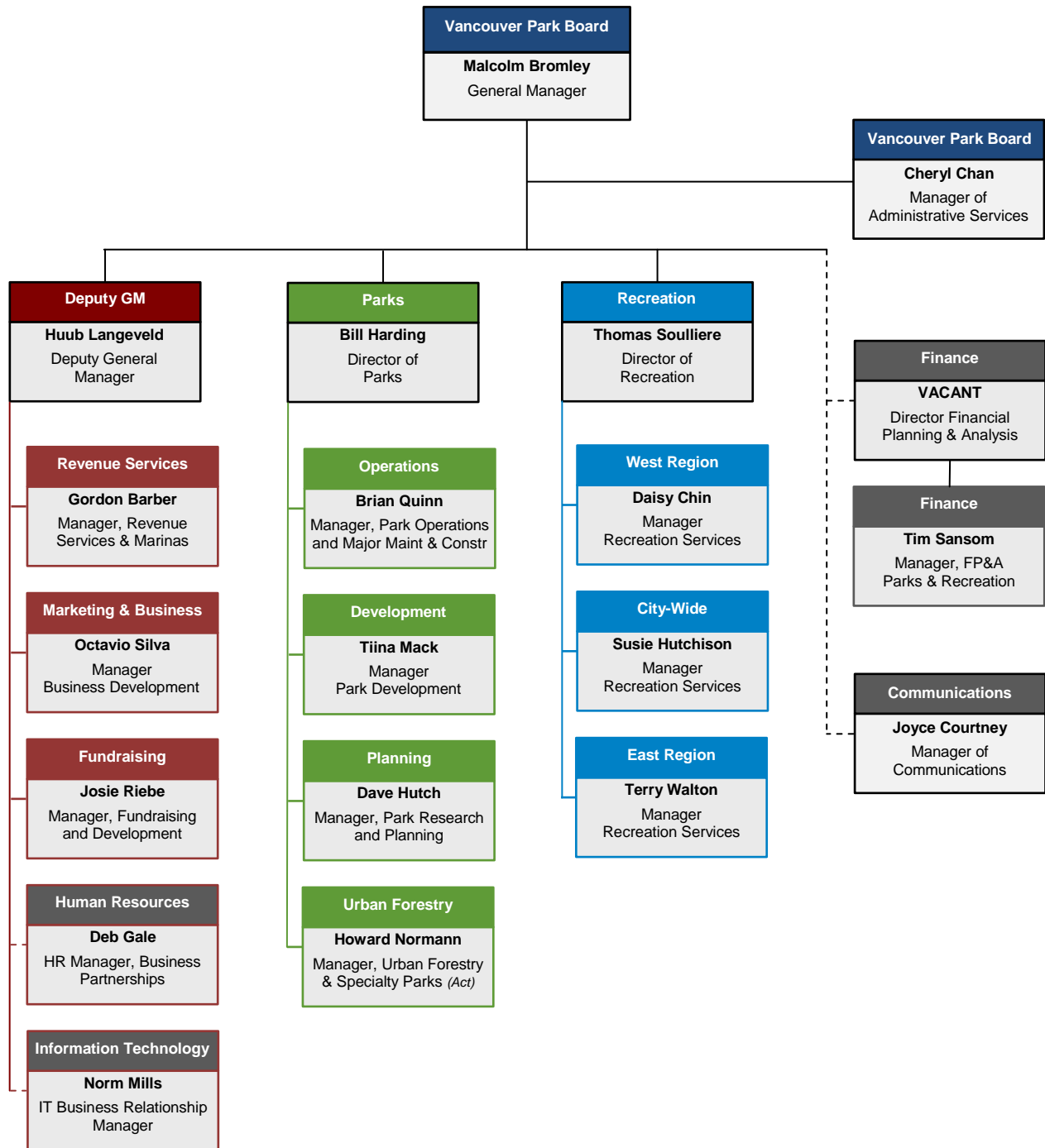
3.0 Real Estate and Facilities Management Functions



4.0 - Vancouver Board of Parks and Recreation



Organization Chart Management Team



5.0 - Scope of REFM Facility Activities

Real Estate Services

Real Estate Development

- Land Development
 - Strategic land assembly and development for PEF and civic departments.
- Community Amenity Contributions
 - Proforma analysis and negotiation of CAC's and amenity bonuses
- Heritage Revitalization Agreements
 - Proforma analysis and negotiation of heritage compensation for HRA's

Real Estate Operations

- Property Acquisition / Disposition
- Lease Agreement Negotiations
 - Negotiate Real Property Agreements
 - Commercial Leases and Licences of PEF and Capital assets (with the exception of Park Board facilities)
 - Negotiation of leases for civic departments for non-City owned properties
- Property Endowment Fund Management
 - Strategically manage the PEF assets (with the exception of Park Board facilities) in order to maximize real rates of return while commensurately meeting City objectives
- Property Data Record Management (SAP)
 - Create and maintain SAP property data records for all City-owned properties, leases, licenses and other interests in real property
- Residential Portfolio Management
 - Administer the rental of all single family and multi-family residential properties within the PEF, held for future civic use

Facilities Planning and Development

Energy and Utilities

- Energy Performance Management
 - Major energy retrofit projects to improve energy efficiency and reduce Greenhouse Gas (GHG) emissions
 - Minor building modifications to improve energy efficiency and reduce GHG emissions
 - Corporate GHG and energy reduction program support
 - Continuous re-commissioning of buildings to improve energy efficiency
- Utility Account Management
 - Assist departments in setting up Annual Utility Budgets

Environmental Planning

- Contaminated Sites management
 - Contaminated site assessments, remediation, inventory, and management (all City departments, including impacted streets (Engineering))
 - Strategic and regulatory advice regarding contaminated sites/contamination management to other groups/departments
 - Site-specific advice for property acquisition, disposal, development, etc.
 - Training and education on contaminated sites/contamination management to other groups/departments.
- Green Building and Sustainability Initiatives
 - Green Building Design Guidelines for new construction and renovations/retrofits
 - Water conservation
 - Green operations to improve the sustainability of city-owned facilities to achieve Greenest City targets
- Hazardous Building Materials management
 - Hazardous Building Materials Inventory (all City-owned buildings and infrastructure)
 - Hazardous Building Materials Management Program (all City departments)
 - Hazardous Building Materials Assessment and Abatement
 - Indoor Air Quality Assessments
 - Strategic and regulatory advice regarding hazardous building materials to other groups/departments.
 - Training and education on hazardous building materials to other groups/departments.

- Corporate Zero Waste Program
 - Waste diversion and reduction for all departments. Options for the existing waste program are provided and this may include an opportunity for reduction in operating costs.
 - Containers will be provided and set-up of the initial program. Support may be provided for the management of the program, if requested.
- Environmental Regulatory Branch
 - External Environmental Regulatory Branch (Environmental Contamination Team)
- Emergency Environmental Response (in cooperation with VFRS)
 - Response to emergency and non-emergency calls regarding hazardous materials releases, incidents, discoveries.
 - Provide scientific and regulatory advice to VFRS for hazardous materials identification, mitigation, management, remediation, and disposal.
 - Notify appropriate internal and external authorities, as required.

Facilities Planning

- Facilities Long-term Planning
 - Programming studies
 - Feasibility studies
 - Conceptual design
 - Long-term facilities capital planning, in collaboration with service departments
- Facilities Asset Management
 - Building condition assessments
 - Seismic assessments
 - Capital maintenance planning of CoV assets
 - Drawing record management
- Interiors Planning and Design
 - Space Planning
 - Interior design
 - Needs assessments
 - Move management
 - Space Reconfigurations
 - Staff Moves
 - Furniture inventory management
 - Project management tenant improvements

- Ergonomic upgrades/return to work accommodations
- Office standards and guidelines
- Interior finishes and product specifications
- Quality Assurance - CAC Initiatives, SLA's and Metrics
 - Assess viability of City-owned facilities as Community Amenity Contributions
 - Review concept designs
 - Ensure that project is delivered as negotiated, and to the standards that Facilities requires, in collaboration with the sponsoring department and the operator
 - Service Level Agreements (SLA) with Tenants
 - Partnership Agreements between REFM and other CoV Departments
- Quantity Surveys
 - Construction project estimates
 - Provide guidance on project costs

Facilities Development

- Project Management
 - Project planning and scoping
 - Procurement of consulting and construction services for project delivery (working with purchasing group)
 - Managing Design and Construction of New Facilities or Assets
 - Managing Design and Construction of Additions to Existing Facilities
 - Managing Design and Construction of Renovations and Enhancements
- Capital Maintenance
 - Routine Capital Maintenance
 - Life cycle replacement of equipment or systems at, or near, the end of effective life including:
 - Heating, Ventilation and Air Conditioning systems
 - Electrical systems
 - Mechanical systems
 - Structural elements
 - Building envelope
 - Major maintenance requiring considerable resources - these items will be evaluated based on the risk and complexity of the project by the Facilities Management group. This category includes:
 - Major repairs in excess of \$20,000

- Major overhauls that occur on a frequency of greater than 2 years
 - Major rehabilitation of buildings, systems or assets including major restoration or rebuild of assets in excess of \$20,000, these items will be evaluated based on the risk and complexity of the project by the Facilities Management group.
- Building Performance Upgrades
 - Modifications recommended to improve building efficiency
 - Introduction of new or improved technology
- Mandatory Upgrades
 - Modifications required for regulatory compliance
 - Modifications required to mitigate a significant health and safety risk
- Managing Technical Investigations
 - Structural Analysis
 - Geotechnical Survey

Facilities Operations

Work Flow and Optimization

- Work Control Centre
 - Receives and assigns all work requests to the appropriate department for all of REFM and Park Board Operations
 - Prioritises urgent, complex, billable and production requests (this includes work that requires production or is outside of standard, routine maintenance and operations).
 - On a weekly basis, the Work Control Centre Log is reviewed for Billable/ Production/Urgent requests and outstanding requests are identified for follow-up
- Vendor Performance Management
 - The management of contractors for the maintenance services of city assets
 - Such as; Elevators, Fire Alarm and Sprinkler systems, Boiler Inspections, Overhead Doors
- Building Automation Systems
 - Programming and maintenance of Direct Digital Controls (DDC)

Property Management

- Building / Property Management
 - Leased Property Management (Non-Profit and PEF Portfolios)
 - Inspection
 - Building Management
 - Building Operations
 - Manage maintenance costs
 - Liasing relationship with Leasor - (in Facilities where City is Leasee)
- Parking Lot Management
 - City Hall
 - Vanier Park
 - 1 Kingsway

Maintenance and Operations

- Maintenance Planning
- Preventative Maintenance
 - Reoccurring, scheduled inspection and minor maintenance of building systems and equipment
 - Structural
 - Mechanical
 - Electrical / Lighting
 - Plumbing
 - Building Envelope
 - Building Interiors
 - Scheduled maintenance work that is issued a minimum of once per year (Annually, Semi-annually, Quarterly or Monthly)
 - Scheduled overhauls and inspections that recur within a two year period and do not exceed \$20,000
- Demand Maintenance
 - Routine repairs to return equipment or building systems to full operations
 - Structural
 - Mechanical
 - Electrical / Lighting
 - Plumbing
 - Building envelope
 - Building interiors

- Repair or replacement of minor components of a larger system in order to return the system to full operation
- Demand maintenance work that requires greater than 48 hours labour or exceeds \$20,000, will also be evaluated based on the risk and complexity of the project.
- Any immediate Emergency work required
- Mechanical Systems Operations
 - Systems / Plant Operations
 - Such as; Rinks and Pools
 - Optimisation / Continuous re-commissioning of buildings
- General Maintenance
 - Non-licensed maintenance
- Janitorial
 - Base building
 - Events and Program Support (Cost plus recovery basis)
- Inspection and Regulatory Compliance
 - BCSA Risk Assessments
 - Electrical Safety Authority
 - Vancouver Coastal Health
 - FSR (Field Safety Rep) for Electrical
 - Chief Engineering oversight

Corporate Security Services and Systems

- Security Operations
 - Alarm monitoring
 - Patrols
 - Alarm and incident response
 - Event support (Billable)
- Security Planning & Investigations (threat risk)
 - Threat risk assessment
 - Threat risk Planning
 - Risk mitigation
 - Event Planning
 - Investigations
 - Reporting
 - Assessment
 - Mitigation Strategy

- Security Systems Management
 - Systems maintenance (Access Control (AC), Intrusion Alarms (IA), CCTV)
 - New security systems installations (AC, IA, CCTV)
 - Life cycle replacement of security systems (AC, IA, CCTV)

- First Aid and Security Training
 - Corporate Security provides First Aid presence at the City Hall Campus and Vanier Park
 - *Security Training and Education is part of the Corporate Security mandate and is targeted for implementation effective mid-2015*

- Emergency Response (Tactical)
 - Set-up Emergency Notification Plans and Communication Plans
 - Immediate Site Management
 - Initiates information escalation plan

6.0 - Statement of Scope and Coverage

REFM Shall:

REFM has provided service descriptions and service levels in this Partnership Service Level Agreement, which are measurable by the performance metrics jointly agreed upon and discussed. REFM acknowledges that Park Board Facilities are public-facing buildings that are highly utilized by the public and as such will be prioritised and maintained accordingly.

Vancouver Park Board Shall:

Vancouver Park Board agrees on the service descriptions and service levels provided in the Partnership Service Level Agreement.

7.0 - Services Provided by REFM to the Vancouver Board of Parks and Recreation

Real Estate Services

Land/Property Acquisition and Disposition - The Parks and Recreation Planner will lead the initiative and will maintain and communicate to REFM Real Estate Development and REFM Real Estate Operations teams an accurate record of desired and strategic properties. Real Estate will lead the actual Land and Property Acquisition/Disposition process.

Lease Agreement Negotiations - All categories of agreement such as; Non-profit (Nominal) Leases (i.e. Community Gardens, Artist Studio Field Houses); Commercial Leases; Lease-in's (i.e. Jericho Hill); License and Permits (Special Events) are currently handled by Park Board, SLA templates should be attached to future lease agreements to help standardize and clarify roles and responsibilities. Real Estate Services will consult on commercial leases, on request and all categories of leases will be provided to REFM Real Estate Services for centralized data record management.

Property Data Record Management (SAP) - Future Model -The Property Data Record Management Plan is under development with a target implementation date of 2015.

Facilities Planning and Development

Energy and Utilities

Energy Performance Management is an indirect service that is led by REFM but directed through a corporate city-wide initiative and is funded through the Capital Plan. Energy and Utilities retrofits can be requested by the Park Board.

Utility Account Management is a service where Operating Budgets are set up-for gas, electricity, etc, upon the request of the facility.

Environmental Planning

Contaminated Sites Management services are provided when initiated by the Park Board through a work request. Indirectly, REFM provides this service as a part of pre-purchase due diligence; contamination management during construction; and as a part of the planning and design process. Training and Contamination Awareness (Health and Safety, and Regulatory) are also provided by REFM to the Shops.

Green Building and Sustainability Initiatives are provided by the Park Board's own group and are facility focused. However, the REFM Environmental Planning Group is available for technical review and advice as required. (Such efforts could include; rainwater harvesting, indoor air quality, waste management, end-of-trip facilities)

Hazardous Building Materials Management services are provided by REFM to the Park Board. These services are initiated by the Park Board through a work request.

Services include; performing assessments (pre-reno/pre-demo), maintenance of a hazmat database, abatement, regulatory compliance check, and indoor air quality monitoring. Training is also completed annually.

The Corporate Zero Waste Program is led by REFM, who, in collaboration with the building managers, coordinates delivery of the program. The Park Board manages the stations at each site and pays the associated costs of the removal bin contents. This includes; zero waste stations - at Community Centres, Concession Stands, Pools and Recreation Centres, Parkland and Parks (including the PNE) - and building deconstruction.

REFM leads and issues environmental releases on permits through the Environmental Regulatory Branch. This is a requirement of the City of Vancouver Development Services process. REFM also provides Emergency Environmental Response services, as required.

Facilities Planning

Facilities Long Term Planning and Capital Planning is co-led by both REFM and the Park Board. Long term planning of projects are discussed and negotiated as part of the Capital Planning process.

Facilities Asset Management is led by the REFM Facilities Planning team, who utilizes an asset management database to maintain and prioritize capital maintenance, renovation and facility renewal activity.

Interiors planning and design, and quantity surveying are services that are provided when initiated by the Park Board through a work request. These services are also provided within the delivery of specific projects.

Quality assurance and project oversight of Community Amenity Contribution (CAC) projects is a service that is delivered by REFM, as required.

Facilities Development

New Construction and Additions; Renovations and Enhancements are mainly introduced through the Capital Planning Process. The standard work control request is not the usual initiating tool as high level consent (in advance) is required. Due to the Public/Political aspects of Park Board Facilities, in implementing these services, sensitivity is required in the communications with multiple stakeholders. The Recreation Representative must lead any communications process with the user groups and the public (i.e. Associations). Recreation also must be actively involved at the Feasibility Design stage and advise on operational needs and requirements based on anticipated programming.

Capital Maintenance of CoV assets can be initiated by the Park Board through the standard work request process and will then be prioritised and validated by REFM, or initiated by REFM through the Capital Planning Process.

Technical Investigations Management, such as for Seismic Studies, Structural Analysis and Geotechnical Surveys, can be initiated by the Park Board through a work request, or can be initiated directly by REFM, as part of a specific project study, as required.

Facilities Operations

Work Flow and Optimisation

The Work Control Centre will receive and assign all REFM work requests to the appropriate group. This service is delivered department-wide on behalf of all REFM. The Work Control Centre will also receive and assign all work requests for Park Board Operations group.

Vendor Performance Management is a service that oversees contractors for the maintenance services of City assets, such as; Elevators, Fire Alarm and Sprinkler systems, Boiler Inspections, Overhead Doors.

Building Automation Systems (DDC) are programmed and maintained by REFM and this service is undertaken as required by the system. Any problems with building automation systems can be reported through the work request process.

Maintenance and Operations

Unless otherwise stated, the responsibilities of REFM Maintenance and Operations are limited to the provision of services pertaining to the management and operation of the base building and site upon on which it is located.

The Park Board Assets Ownership Model (pg 29), will be used to describe the responsibility for maintenance activities and is based on the location of the asset. This 'ownership' determines the responsibility for the assets within each space, including the validation of work required and initiation of planned maintenance activities - including both routine and preventative maintenance. As such, the allocation of the maintenance budget for the assets is also based on the Park Board Assets Ownership Model.

The party who then undertakes the work will be determined based on the appropriate Shops, outlined in the following tables - 'Facilities Operations Shops' and 'Park Operations Shops'. These tables detail the general responsibilities for each shop, and this scope is determined by activity/nature of work required, and asset type. Maintenance, repairs and replacement work will be performed by the shops as appropriate and these activities will be charged back as required, based on the Asset Ownership. Any work which impacts operation will take priority and will be completed on a timely basis.

Facilities Operations Shops

Carpentry	Electrical	Plumbing and Irrigation	Mechanical
<ul style="list-style-type: none"> • Building Components <ul style="list-style-type: none"> ○ Repairs of wooden floors/wooden ramps ○ Walls ○ Ceilings ○ Doors ○ Windows ○ Roofs ○ Door/Window Hardware ○ Millwork ○ Handrails/guardrails • Mirrors • Wooden Fences/Gates • Benches and Picnic Tables • Wooden Structure/Enclosures • Wooden Play and Playground Equipment • Outdoor Pool/Beach Equipment • Boats/Buoys • Information/Direction Signs • Equipment Repairs • Marinas and Wharfs 	<ul style="list-style-type: none"> • Power Distribution Systems • Lighting <ul style="list-style-type: none"> ○ Building Lights ○ Pathway Lights including stair lights and lighting on bollards ○ Parking Lots ○ Emergency Lighting ○ Accent lights on park structures • Building Sound and Communication Systems • Water Supply Systems Pumps • High voltage and overhead wiring • Sewage units/pumping stations • Fire Alarm Systems 	<ul style="list-style-type: none"> • Domestic Hot/Cold Water Distribution Systems • Boilers • Hot water heaters • Gas pipes • Fire lines and Hydrants • Fire Sprinkler Systems • Sewer Services <ul style="list-style-type: none"> ○ Lift Pump Systems • Sinks • Toilets • Showers • Non-potable water systems • Indoor/outdoor drinking fountains • Decorative fountains • Water spray parks • Backflow preventers • Irrigation Systems (including the automation system) • Sanitary vacuum systems • 	<ul style="list-style-type: none"> • Mechanical Equipment <ul style="list-style-type: none"> ○ Boilers ○ HVAC • Overhead Doors • Elevators (Contracted) • Indoor Pool Filtration Systems and Pumps • DDC / Building Automation Systems

Park Board Operations Shops

Welding and Fabrication	Asphalt and Drainage	Construction	Painting and Signage	Structures
<ul style="list-style-type: none"> • Metal Program Equipment • Hardware fabrication • Metal Ramps • Specialty Manufacturing / Repair • Plastic Welding and Repairs 	<ul style="list-style-type: none"> • Underground Services Access • Pathways • Parking Lots • Landscape Drainage • Culverts • Catch Basins 	<ul style="list-style-type: none"> • Tiles • Concrete • Masonry and Stone • Caulking • Roof Gutters • Equipment and Furniture Transport • Outdoor Pool Structures <ul style="list-style-type: none"> ○ Spray pools ○ Wading pools • Statue and Structure Bases • Fountain Bases • Bench/Table Plaques Installation 	<ul style="list-style-type: none"> • Re-finish/ Re-surface Gym/Sport Floors • Inside/Outside Facilities • Outdoor Pools • Informational and Directional Signage • Life Boats and Water Buoys • Structures, 'Unauthentic' Totem Poles, Statues • Park Benches /Picnic Tables - Coatings only • Murals 	<ul style="list-style-type: none"> • Recreation and Program Equipment (hockey nets, slides, etc) • Bracket and Frame Structures and Supports • Chain link fence • Metal Products • Metal Handrails • Playground and Play Equipment • Bleachers • Transport Services <ul style="list-style-type: none"> ○ Powered Equipment ○ Unpowered Equipment

Corporate Security Services and Systems

Park Security is managed by the Park Rangers, however REFM Corporate Security Services for special events planning and/or special events can be initiated through a work request. Any/all emergencies are to be reported by calling REFM Corporate Security directly.

Security Planning and Investigations (Threat-risk) and Security Systems management services are provided by REFM Corporate Security through the initiation of a work request.

First Aid services within Park Board facilities are a Park Board responsibility and not provided by REFM.

Security Training (not currently provided) may be provided in the future, initiated through work request.

Emergency Response (Tactical) is an indirect service provided by REFM, as required.

8.0 Special Considerations

The following points identify specific commitments required by the Park Board and REFM that are important enough to warrant specific mention:

Real Estate Services

- Land and Property Acquisition and Disposition - An accurate record of desired and strategic properties by the Park Board, are to be communicated to Real Estate Services.

Energy and Utilities

- Energy Performance Management - Further work with the finance department is required to determine the strategy for loan repayments.

Maintenance and Operations

- REFM acknowledges that Park Board Facilities are public-facing buildings that are highly utilized by the public and as such will be prioritised and maintained accordingly.
- Special events - Set-up, clean up, security etc will be the responsibility of the Park Board, but can be performed by REFM on a cost plus recovery basis and will be undertaken only upon request.
- Programming related work items associated with the facilities are the responsibility of the Park Board
- Janitorial services for recreation facilities are self-managed by the Recreation Supervisor at major facilities.
- Janitorial services for Field houses are managed by Park Operations.
- Non-maintenance, new installations, new construction, renovations, program equipment and production (discretionary) services will be reviewed for priority and capacity and the source of the budget will be determined.
- Some general maintenance is undertaken by Recreation Staff and Building Workers.
- Security Systems Management - To implement or expand a CCTV Monitoring System on City premises, the applicant must:
 - Complete a CCTV Monitoring System Application in the form set by the Freedom of Information Head;

- Obtain preliminary approval of the Threat Risk Assessment component from the Manager, Corporate Security;
- Obtain preliminary approval of the Privacy Impact Assessment component from the Director, Access to Information;
- Submit the Application with the preliminary approvals to the General Manager responsible for the premises (usually, the General Manager, Real Estate and Facilities Management); and
- If approved, forward the Application to the Freedom of Information Head for final approval.
- Until the Head gives final approval, the applicant must not take steps to purchase or implement the system or system expansion.

9.0 - Financial - Routine REFM Functions

Responsibility Matrix (Buildings) *

*for the Routine Maintenance of all other Park Assets, please refer to the following page for the Park Board Assets Ownership Model

Facility Mgt Functions	Business Case/ Service Needs/Programming	Responsibilities					
		Project Development	Project Concept Approval	Project Funding	Project Funding Source	Project Design Approval	Project Implementation
New Construction & Additions	Requesting Department (in consultation with Facilities Planning)	REFM FP+D (in consultation with Requesting Service Department)	REFM FP+D (in consultation with Requesting Service Department)	REFM FP+D (in consultation with Requesting Service Department)	Capital Budget	REFM FP+D (in consultation with Requesting Service Department)	REFM FP+D
Renovations & Enhancements	Requesting Department (in consultation with Facilities Planning)	REFM FP+D (in consultation with Requesting Service Department)	REFM FP+D (in consultation with Requesting Service Department)	REFM FP+D (in consultation with Requesting Service Department)	Capital Budget	REFM FP+D (in consultation with Requesting Service Department)	REFM FP+D
Building Performance Upgrades	REFM FP+D	REFM FP+D	REFM FP+D	REFM FP+D	Capital Budget	REFM FP+D	REFM FP+D
Capital Maintenance	REFM FP+D (in consultation with Service Department)	REFM FP+D	REFM FP+D	REFM FP+D	Capital Budget	REFM FP+D	REFM FP+D
Preventive Maintenance	REFM Fac Ops	REFM Fac Ops	REFM Fac Ops	REFM Fac Ops	Operating Budget	REFM Fac Ops	REFM Fac Ops
Demand Maintenance	Requesting Department	REFM Fac Ops	REFM Fac Ops	REFM Fac Ops	Operating Budget	REFM Fac Ops	REFM Fac Ops
Mandatory Upgrades	REFM	REFM	REFM	REFM	Capital or Operating	REFM	REFM
Building Operations Base Building	REFM Fac Ops	REFM Fac Ops	REFM Fac Ops	REFM Fac Ops	Operating Budget	n/a	REFM Fac Ops
Building Operations Events	Requesting Department	Requesting Department	Requesting Department	Requesting Department	Operating Budget	n/a	REFM Fac Ops
Security Services and Systems	Requesting Department	REFM Except Billable	REFM	REFM Except Billable	Capital or Operating	REFM	REFM
Environmental Services	REFM FP+D	REFM FP+D	REFM FP+D	REFM FP+D	Capital or Operating	REFM FP+D	REFM FP+D
Energy Management	REFM	REFM	REFM	REFM Fac Ops	Capital or Operating	REFM	REFM Fac Ops
Production Items	Requesting Department	Requesting Department	Requesting Department	Requesting Department	Capital or Operating	REFM	REFM
FF + E	Requesting Department	REFM FP+D	Requesting Department	Requesting Department	Capital or Operating	REFM	REFM

Financial - Routine Maintenance

The allocation of the maintenance budget for the assets is based on the Park Board Assets Ownership Model.

The Park Board Assets Ownership Model (pg 29) will be used to describe the responsibility for maintenance activities and is based on the location of the asset. This 'ownership' determines the responsibility for the assets within each space, including the validation of work required and initiation of planned maintenance activities - including both routine and preventative maintenance.

Maintenance, repairs and replacement work will be performed by the shops as appropriate (either Facilities Operations Shops or Park Board Operations Shops), and these activities will be charged back as required, based on the Asset Ownership.

Thus, maintenance, repair and replacement work for Park Board Assets - based on the Ownership model outlined on the following page - involving the Facilities Operations shops (outlined on page 22 of this agreement) will be performed by REFM and will be charged back to the Park Board accordingly. Maintenance, repair and replacement work for REFM assets and involving the Park Board Operations Shops (outlined on page 23 of this agreement) will be performed by the Park Board and work will be charged back to REFM accordingly.

The Park Board agrees that areas outside the scope of work which have been described within this document will be defined as production items and includes the repair or the replacement of items/assets that are owned by other parties and outside of the City's inventory, or are not building-related assets. Production items also include the all items related to facility programming and works related to Special Events and are outside of the Operating Budget. These will be Contracted Services and can be negotiated directly with REFM on a case-by-case basis.

Budget and staffing levels have been reviewed by both the REFM and Park Board Operations Directors to ensure reporting needs are being met. Non-maintenance, new installations and production services are vetted for priority and capacity at a joint bi-weekly working group and the source of the budget will also be determined then.

Park Board Assets Ownership Model (for routine maintenance activities)

Park Board

- Parks
- Playgrounds
- Park fencing and Backstops
- Park furniture
 - Benches
 - Bleachers
 - Picnic Tables and Shelters
- Open Spaces
- Field Lighting and Pathway Lighting (including lighting on bollards)
- Accent lighting on Park Structures
- Pathways
- Pedestrian Footbridges and Overpasses
- Piers and Docks
- Pergolas, Canopies, Arbours,
- Bandshells/Band Stands
- Fountains
 - Drinking
 - Decorative
- Asphalt Maintenance
- Wading Pools and Splash Pads
- Irrigation
- EOS (Fleet Vehicles)
- Recreation Programming Equipment

REFM

- Buildings*
 - Community Centres
 - Arenas
 - Pools
 - Field Houses
 - Washrooms
 - Concessions
 - Golf Course Buildings
 - Service Yards
- Marinas - Burrard and Heather (including docks)
- Utilities

*REFM Operations and Maintenance will be responsible for all Base Building equipment and systems. Building interiors and furniture *within city inventory* will also fall within the scope of work.

10.0- Financial: Discretionary Services

Discretionary services undertaken by REFM at the direction of the Park Board will be based upon cost plus recovery determined on a project by project basis. Likewise, discretionary services undertaken by the Park Board under the direction of REFM will also be based upon cost plus recovery determined on a project by project basis.

An example would be for special events, program-specific requests (i.e. custom millwork, etc) or specialized cleaning. The cost plus model is based on the REFM estimates of the overall effort required to ensure the service is provided efficiently and effectively. For example, the cost model may be \$ xx/hour plus xx% material mark-up.

Production Items - Cost-Recovery Basis

Design and production of non-maintenance related items such as:

- Custom millwork
- Benches, tables, furniture
- Picture frames, boxes, signs, tools, equipment
- Signs for events or revenue activities (non-maintenance or non-building related)
- Note: Repair or replacement of the above items that are taken into City inventory would be addressed in the categories above

11.0- Facilities Covered Under This Agreement

The following identifies the facilities occupied by the Park Board that are to be managed by REFM on behalf of the Park Board. The extent of responsibilities will vary by facility according to the terms of the lease and this list will be updated on an on-going basis.

Kitsilano Showboat
Dunbar (Memorial West) Lawn Bowling Club
Kerrisdale (Elm Park) Lawn Bowling Club
Vancouver South (Grey's Park) Lawn Bowling Club
West Point Grey Lawn Bowling Club
Andy Livingstone Park - Fieldhouse
Brock House - Main Building & Service Building
Cemetery
Cemetery Office
Coal Harbour Community Centre
Columbia Park - Fieldhouse
Crab Park at Portside - Fieldhouse
Creekside Park - Dragon Boaters Facility
Gordon Park - Fieldhouse
Grandview Park - Fieldhouse
Kingcrest Park - Washroom
Langara Golf Course - Clubhouse
Langara Golf Course Service Yard
McCleery Golf Course - Clubhouse
McCleery Golf Course - Driving Range
McCleery Golf Course Service Yard
Mountain View Cemetery - Celebration Hall
Nat Bailey Stadium
Oppenheimer Park - Fieldhouse
3350 W 4th Av McBride Park - Fieldhouse
3941 Point Grey Road Jericho Park - Beach Concession
4445 NW Marine Dr Locarno Beach Concession
4397 W 2nd Av West Point Grey Community Centre - Aberthau Mansion
4397 W 2nd Av West Point Grey Community Centre - Gym
4397 W 2nd Av West Point Grey Community Centre - Pottery Building
4801 NW Marine Dr Spanish Banks Beach East Concession
4801 NW Marine Dr Spanish Banks Beach West Concession
3001 Fir St Granville Park - Fieldhouse
3025 Fir St Terminal City Lawn Bowling - Main Building
3025 Fir St Terminal City Lawn Bowling - Storage
3025 Fir St Terminal City Lawn Bowling - Viewing Area
2610 W 23rd Av Trafalgar Park - Fieldhouse
895 W 27th Av Braemar Park - Fieldhouse
4600 Cambie St Queen Elizabeth Park - Fieldhouse

4600 Cambie St Queen Elizabeth Park - Pitch & Putt Building
 4600 Cambie St Queen Elizabeth Park - Plaza Washrooms
 4600 Cambie St Queen Elizabeth Park - Service Yard
 4600 Cambie St Queen Elizabeth Park - Washrooms
 4600 Cambie St Vancouver Lawn Bowling Club - Main Building
 4600 Cambie St Vancouver Lawn Bowling Club - Storage
 5251 Oak St VanDusen Garden - Administration & Floral Hall
 5251 Oak St VanDusen Garden - Education Centre
 5251 Oak St VanDusen Garden - Greenhouse
 5251 Oak St VanDusen Garden - Shaughnessy Restaurant
 5251 Oak St VanDusen Garden - Visitor Centre
 5251 Oak St VanDusen Garden Service Yard - Maintenance Building
 900 W 59th Av Oak Park - Fieldhouse
 1040 W 43rd Av Montgomery Park - Fieldhouse
 95 E 32nd St Riley Park - Fieldhouse
 5350 Commercial St Jones Park - Fieldhouse
 4850 St. Catherines St Grays Park - Washrooms
 5955 Ross St Memorial South Park - Fieldhouse
 5955 Ross St Memorial South Park - Softball Building
 2325 Franklin St Pandora Park - Fieldhouse
 5275 McKinnon St Collingwood Park - Fieldhouse
 5050 Wales St Norquay Park - Fieldhouse
 2995 W 19th Av Carnarvon Park - Fieldhouse
 710 Keefer St Maclean Park - Fieldhouse
 705 Woodland Dr Woodland Park - Fieldhouse
 2845 W 3rd Av Tatlow Park - Fieldhouse
 110 W 7th Av Jonathan Rogers Park - Fieldhouse
 1851 Garden Dr Garden Park - Fieldhouse
 599 Kingsway Robson Park - Fieldhouse
 3773 Prince Edward St Prince Edward Park - Fieldhouse
 7575 Columbia St Winona Park - Fieldhouse
 4175 Victoria Dr Brewers Park - Fieldhouse
 7646 Prince Albert St Moberley Arts & Cultural Centre
 5800 Elm St Elm Park - Fieldhouse
 1905 Ogden Av Hadden Park - Fieldhouse
 2305 Cornwall St Kitsilano Outdoor Pool - Fieldhouse & Concession
 2690 Grant St Clinton Park - Fieldhouse
 2510 Hoylake Av Bobolink Park - Fieldhouse
 2929 E 22nd Av Renfrew Community Park - Fieldhouse
 7800 Vivian Dr Fraserview Golf Course - Clubhouse
 7800 Vivian Dr Fraserview Golf Course - Driving Range
 7800 Vivian Dr Fraserview Golf Course - Proshop, Washrooms, Office
 7800 Vivian Dr Fraserview Golf Course - Washrooms, Pumphouse
 7800 Vivian Dr Fraserview Golf Course Service Yard - Flammable Liquid Storage
 7800 Vivian Dr Fraserview Golf Course Service Yard - Mobile Equipment Storage
 7800 Vivian Dr Fraserview Golf Course Service Yard - Office, Garage
 7800 Vivian Dr Fraserview Golf Course Service Yard - Storage Bunker

3215 Slocan St Beaconsfield Park - Fieldhouse
 8705 Angus Drive Fraser River Park - Washrooms
 4175 Wallace St Chaldecott Park - Fieldhouse
 2390 E 46th Av Nanaimo Park - Fieldhouse
 2099 Beach Av Stanley Park - Pitch & Putt Building
 2099 Beach Av Stanley Park - Pitch & Putt Service Yard Building
 3301 Stanley Park Drive Stanley Park - Lumberman's Arch Concession
 3301 Stanley Park Drive Stanley Park - Lumberman's Arch Washrooms
 5601 Stanley Park Drive Stanley Park - Prospect Point Washrooms
 6200 Stanley Park Drive Stanley Park - Prospect Point Picnic Building
 715 Stanley Park Dr Stanley Park - Info Booth
 7501 Stanley Park Drive Stanley Park - Generator Building
 8701 Stanley Park Dr Stanley Park - Ceperley Park Outdoor Kitchen
 8701 Stanley Park Dr Stanley Park - Ceperley Park Park Rangers Office and Public
 8701 Stanley Park Dr Stanley Park - Ceperley Park Picnic Shelter
 Beach & Lagoon Stanley Park - Lawn bowling
 Stanley Park - Brockton Oval Caretaker's Suite
 Stanley Park - Brockton Oval Cricket Pavilion
 Stanley Park - Brockton Oval Grandstand
 Stanley Park - Brockton Point Totem Pole Washrooms
 Stanley Park - Lost Lagoon Public Washroom
 Stanley Park - Miniature Railway "A" frame office building
 Stanley Park - Miniature Railway Picnic shelter #1
 Stanley Park - Miniature Railway Picnic shelter #2
 Stanley Park - Miniature Train Ticket Booth
 Stanley Park - Nature House
 Stanley Park - Panabode Garage & Service Building
 Stanley park - Washrooms near Railway
 Stanley Park Service Yard Concession Warehouse
 Stanley Park Service Yard Fence Shop, Wildlife Management Storage
 Stanley Park Service Yard Gardeners' Lunch Room & Storage
 Stanley Park Service Yard Horse Barn old Police Stables
 Stanley Park Service Yard New Horse Stables (Covered Horse Barn)
 Stanley Park Service Yard Office
 Stanley Park Service Yard South Storage Shed
 Stanley Park Service Yard Stables, Horse & Carriage
 Stanley Park Service Yard Storage & Welding Shop
 Stanley Park Service Yard Storage, Workshop Building
 Stanley Park Service Yard West Storage Shed
 Stanley Park Service Yard Wildlife Facility
 Stanley Park Service Yard Workshop (Saw Shop)
 Stanley Park Old Rose Cottage
 Stanley Park - Second Beach Concession
 Stanley Park - Third Beach Concession
 3096 E Hastings St Hastings Community Park - Fieldhouse
 3096 E Hastings St Hastings Community Park - Parking Lot Building
 1655 Whyte Av Burrard Civic Marina Main Building

1025 Boundary Road Adanac Park - Fieldhouse
 650 N Pentiction St Burrard View Park - Fieldhouse
 2901 Hastings St PNE - Administration Building/Hastings Room
 2901 Hastings St PNE - Agrodome (Rink/Arena)
 2901 Hastings St PNE - Tech Services Building
 2901 Hastings St PNE - Tech Services Storage Building
 100 N Renfrew St PNE - Pacific Coliseum
 2901 Hastings St PNE - Rollerland
 2901 Hastings St PNE - Livestock Building
 2901 Hastings St PNE - Forum
 4594 Balaclava St Balaclava Park - Fieldhouse
 1050 Beach Av Sunset Beach Park - Concession, Fieldhouse, Lifeguard, Washrooms
 600 Stamps Landing Heather Civic Marina - Main Building
 2901 Hastings St PNE - Empire Fields - Fieldhouse
 Quilchena Park - Fieldhouse 1
 Quilchena Park - Fieldhouse 2
 2690 Larch St Kitsilano Community Centre Rink
 2690 Larch St Kitsilano Community Centre
 4575 Clancy Loranger Way Hillcrest Community Centre
 990 W 59 Av Marpole-Oakridge Community Centre
 5175 Dumfries St Kensington Community Centre
 390 E 51st Av Sunset Rink
 6810 Main St Sunset Community Centre
 3032 Wall St New Brighton Pool and Concession
 3360 Victoria Dr Trout Lake Community Centre (Incl. Rink)
 700 Templeton Dr Templeton Pool
 6875 Yew St Maple Grove Outdoor Pool - Fieldhouse
 6875 Yew St Maple Grove Outdoor Pool - Maintenance & Mechanical Building
 6875 Yew St Maple Grove Outdoor Pool - Outdoor Pool
 801 W 22nd Av Douglas Park Community Centre
 2305 Cornwall St Kitsilano Outdoor Pool - Change Rooms & Offices
 2305 Cornwall St Kitsilano Outdoor Pool - Maintenance & Mechanical Building
 2305 Cornwall St Kitsilano Outdoor Pool - Outdoor Pool
 4747 Dunbar St Dunbar Community Centre
 1950 Windermere St Sunrise Park Community Hall
 5670 East Boulevard - Kerrisdale Arena
 5851 West Boulevard Kerrisdale Community Centre
 6260 Killarney St Killarney Community Centre (Incl. Pool & Rink)
 2929 E 22nd Av Renfrew Community Centre (Incl. Pool)
 3434 Falaise Av Falaise Park Community Hall, Childcare & Fieldhouse
 3350 Maquinna Dr Champlain Heights Community Centre
 3096 E Hastings St Hastings Community Centre
 1318 Cartwright St False Creek Community Centre
 870 Denman St West End Community Centre
 181 Roundhouse Mews Roundhouse Community Centre
 1 Kingsway Mount Pleasant Community Centre
 1 Athletes Way Creekside Community Centre (Incl. Daycare)

1050 Beach Av Vancouver Aquatic Centre
Riverfront Park - Washrooms
Ross Park - Fieldhouse
Rupert Park - Pitch & Putt Building
Rupert Park - Washrooms, Change Rooms
Rupert Park Service Yard - Caretaker
Slocan Park - Fieldhouse
Stanley Park - Cob House
Stanley Park - 'Hatchery' Soil Storage Shed
Stanley Park - Pavilion (Non-restaurant Function)
Stanley Park - Putting Green Cashier Booth
Strathcona Community Garden I
Strathcona Community Garden II
Strathcona Park - Fieldhouse
The Boathouse Restaurant
Victoria Park - Fieldhouse
West Point Grey Jericho Hill Centre - Buildings 1 & 2

12.0- Work Request Process



Routine Work Requests

Routine requests for service by REFM will be submitted via the Work Flow and Optimization Team.

All non-urgent work requests should be submitted through the internal, online form. This helps track requests and ensure consistent service delivery. City employees without easy access to the intranet at work should call 3-1-1 and a representative will fill out the form on their behalf

Emergency Work Requests

Emergencies or urgent work requests are managed centrally by calling the WCC during regular business hours (Monday to Friday, 7 am to 4:30 pm). Urgent requests outside of regular business hours (4:30 pm to 7 am, Monday to Friday, weekends and holidays), will be handled by Corporate Security.

The criteria used to determine an emergency/urgent request are:

1. Life safety
2. Operational functionality
 - e.g. boiler breaks down
3. Unplanned blackout
4. Impact on revenue operations (business interruption)
5. Mitigation of additional damage to assets/ensure security of assets (stop-loss)
 - e.g. pipe bursts

If one or more of the above criteria applies, the request will be processed immediately. You can follow up with the Work Control Centre at 604-665-3456 with your notification number for questions or updates.

13.0- Key Performance Indicators

Real Estate Services / Facilities Planning and Development Work Control Centre
Enquiries will be responded to with an email notification receipt within one business day and the work will be assigned to the designated area within 72 hours.

Time for work completion will be on a case-by-case basis and is subject to project funding, and product lead times.

Work Control Requests will be tracked by the number of work orders received and the number of requests responded to/completed.

Energy and Utilities

The Energy and Utilities Database is trackable by Facility. Reports based on consumption (kW/sq m/year) can be generated on a quarterly basis.

Environmental Planning

Contaminated Site Management - Response time to regulatory issues, and number of 'Certificates of Compliance' issued.

Hazardous Building Material Management - Response time, Number of work orders created and the number of work orders completed. That annual training is completed on an annual basis.

Corporate Zero Waste Program - The reports on diversion are generated on a monthly basis and distributed to all stakeholders. A 70% diversion rate is targeted for 2020.

Facility Development

New Construction and Additions/ Renovations and Enhancements - Designated check-ins will be scheduled with the Project Manager at key steps in the Construction process (including close-out reporting, and warranty walk-throughs). Projects will be delivered on budget and on time. Meetings will be organized prior to quarterly reporting to Council.

Capital Maintenance - Based on the number of Capital Maintenance projects completed. Projects will be completed on budget and on time. Project close-out reporting and warranty reporting will be completed and reported.

Facility Planning

Enquires will be responded to within 7 business days.

Facilities Operations and Maintenance

- Emergency issues phoned into 604-665-3456 during business hours will be attended to immediately. After hours emergency issues should be phoned into Corporate Security.
- Routine work items submitted through the work request form to the Work Control Centre will generally be processed the next business day. After submitting the completed form, the requestor will receive a confirmation email with a reference number. The Work Control Centre will follow up if additional details are needed. If there are questions or there has been no response within 72 hours, please contact the Work Control Centre at 604-665-3456 with the reference/notification number.
- Monthly reports will be generated to show the volume of work orders created and volume of work orders completed

Maintenance Planning - A Maintenance Plan will be in place for each Facility.
Preventative Maintenance Plan - A Preventative Maintenance Plan will be implemented for each facility. An annual summary will detail the works completed under the plan.

14.0-Issue Escalation Process and Conflict Resolution

Define:

- Issue escalation process

.....



- Key Contacts

(Refer to Section 3.0 for REFM Functions Chart for comprehensive detail of function and group)

Director Real Estate Services -Jerry Evans

Associate Director - Real Estate Development - Brian Sears

Associate Director - Real Estate Operations - John Breckner

Director Facilities Planning and Development - Danica Djurkovic

Manager - Energy and Utilities - Craig Edwards

Manager - Environmental Planning - Jennifer Mayberry

Manager - Facilities Planning - Robert Skene

Manager - Facilities Development - Nataalka Lubiw

Director Facilities Operations - Marvin Rogers

Manager - Work Flow and Optimization - Brian Landels

Manager - Property Management - Susan Antoniali

Associate Director - Maintenance and Operations - Paul Hsu

Manager - Corporate Security and Systems - Gary Wilson

General Manager REFM - Bill Aujla

- Grounds for issue escalation
 - Service quality issues
 - Failure to provide services
 - Failure to meet "Key Performance Indicators"
- The work control centre team also has a mechanism in place to follow-up on urgent, billable and production work requests. Outlined as follows;
 - **30 days outstanding** - Follow up with the appropriate Evans Yard shop supervisor and manager in REFM or Parks:
 - Manager, Building Maintenance, REFM

- Manager, Portfolio Operations, REFM
 - Manager, Corporate Security, REFM
 - Manager, Property Management, REFM
 - Manager, Energy and Utilities, REFM
 - Manager, Environmental Planning, REFM
 - Manager, Facilities Planning, REFM
 - Manager, Capital Maintenance, REFM
 - Supervisor, Parks Major Maintenance and Construction, Park Board
- **90 days outstanding** - Refer the request to the appropriate manager in REFM or Parks:
 - Associate Director, Facilities Operations, REFM
 - Associate Director, Facilities Development, REFM
 - Director, Facilities Planning and Development, REFM
 - Manager, Park Operations, Park Board
 - **120 days outstanding** - Refer the request to the appropriate director:
 - Director, Facilities Operations, REFM
 - Director, Facilities Planning and Development, REFM
 - Director, Parks, Park Board

Appendix A - Outstanding items for Future Discussion and Resolution

- **Property Record Data Management** - The Property Data Record Management Plan is under development with a target implementation date of 2015. Properties managed via Park Board Operations will be included in the centralized database of records.
- **Marine Structures** - Piers, boardwalks, wharfs, floats, and docks (other than Burrard and Heather) are being analysed as part of the VSR Project and ownership and responsibilities are yet to be determined.
- **Major structures in Parks** - Bandshells/Band Stands, Large picnic shelters (e.g. Cepherly Meadows, John Hendry Park, Tai Chi pavilion at QE Plaza, Cathedral Square Canopy, etc.
- **Public Art** - Ownership and responsibilities for Public Art TBD separate from this Partnership Agreement
- **Building Services Workers and Mechanical Technicians** will be transferred over to REFM effective 2015. A new service model for Janitorial and Mechanical services will be implemented at that time.



Appendix B - Work Request Process

Work Request Process

Training and Reference Guide

JULY 2014

DRAFT

Table of Contents

Introduction.....	5
Description	5
Prerequisites	5
Audience	5
Chapter 1.....	6
Description	7
Learning outcomes	7
Audience	7
Lesson 1: Understanding the work request process	8
Description	8
Learning outcome	8
Understand the entire work request process	9
Lesson 2: Understanding SAP Plant Maintenance Module.....	10
Description	10
Learning outcomes	10
Accessing list of notifications in SAP	11
Understand the components of a notification	13
Update incoming notification in SAP	14
Create work order from notification	17
Create notifications	20
Update existing notifications with work in progress or completed.....	24
Complete (close) a notification	30
Technically complete (TECO) a work order	31
Lesson 3: Sorting work requests	32
Description	32
Learning outcomes	32
Sort and assign requests	33
Lesson 4: Completing a work request form	35

Description	35
Learning outcomes	35
Describe where to find the online form.....	36
Complete the work request form	39
Chapter 2.....	44
Description	45
Learning Outcomes.....	45
Prerequisites	45
Audience	45
Lesson 1: Sort, assign and track complex and urgent work requests	46
Description	46
Learning outcomes	46
Sort, assign complex and urgent requests, and track billable or production requests ..	47
Sort and assign after-hours requests	50
Lesson 2: Follow up on urgent, billable and production work requests	53
Description	53
Learning outcome	53
Follow up on urgent and complex requests	54
Appendix	56
Appendix 1: Work request process maps	57
Appendix 2: Work reference table	67
Appendix 3: Work request form	75
Appendix 4: Work request process fact sheet	76
<i>Step-by-step: Completing the work request form</i>	77
Appendix 5: 3-1-1 work request form script	79
Appendix 6: Automatically generated emails	82

Introduction

Description

This reference guide is designed to provide an overview of the City's work request process for facilities-related services. It holds all the information needed to request work at a City facility or park, administer that request through the Work Control Centre, manage the assignment of that request, and ensure completion of the work request. The sections are divided into chapters that can be used separately or together as and when needed.

Additionally, this reference guide covers the training manual for the following:

- Work Control Centre team
- Assistant Manager, Work Control and Optimization

Also found in this guide are the scripts that 3-1-1 operators use when gathering information needed to complete the online form on behalf of City employees who don't have access to the intranet, tenants of City-owned buildings, or the public.

Information on how work orders are processed by each work group is also included.

Background information attached as appendices includes:

- Work request form
- Work request process fact sheet
- Work request process maps
- 3-1-1 work request form script
- Email notifications

Prerequisites

The learner will need access to SAP, Microsoft Outlook, and the City's intranet.

Audience

- Work Control Centre team, REFM
- Assistant Manager, Work Control and Optimization, REFM

DRAFT

Chapter 1

Chapter 1

Description

The training lessons in this chapter focus on the work request process, how requests are received, sorted, assigned and closed by the Work Control Centre team. It also provides an overview of the online work request form.

Learning outcomes

At the end of this chapter the learner will be able to:

- Understand the work request process
- Handle all types of incoming work requests
- Assess, sort and process requests as required
- Close a work order
- Fill out the work request form

Audience

- Work Control Centre team, REFM
- Assistant Manager, Work Control and Optimization, REFM

Lesson 1: Understanding the work request process

Description

This lesson is an introduction to the City's work request process for facilities-related services and provides a simplified overview of the whole process from the initial request through to the close-out.

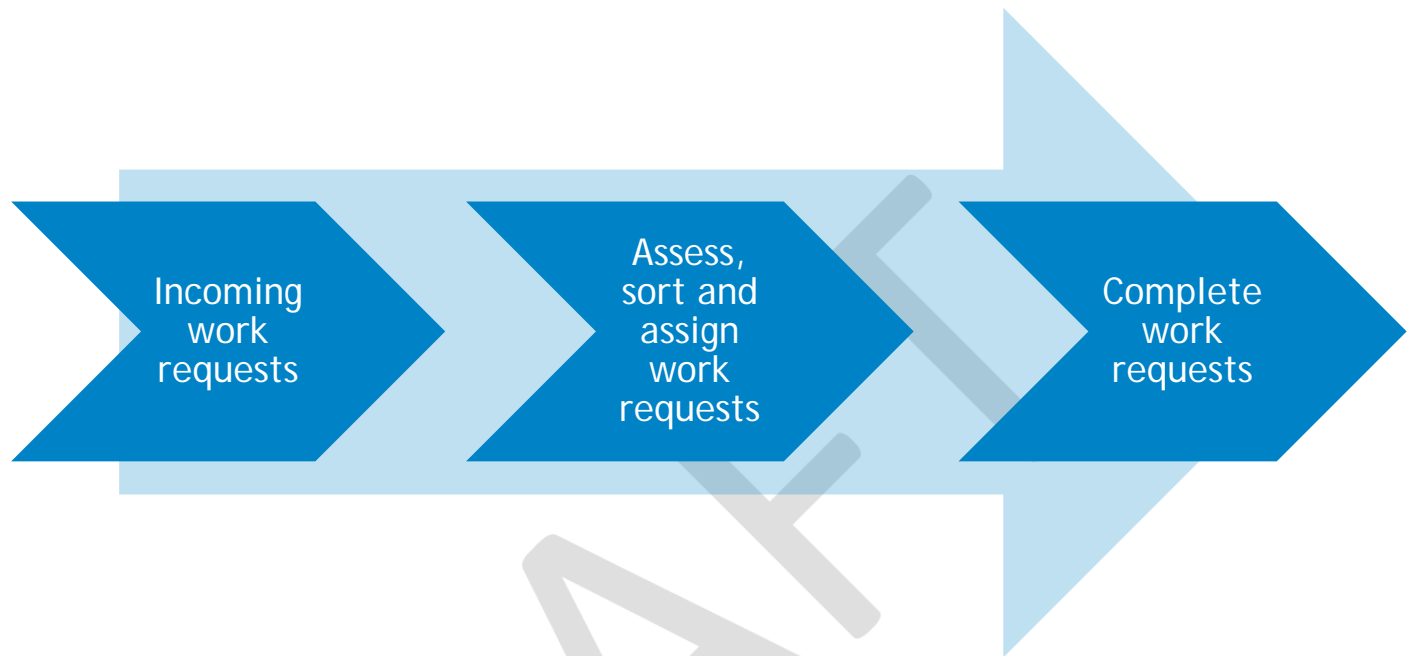
Learning outcome

At the end of this lesson, the learner will be able to:

- Understand the entire work request process

DRAFT

Understand the entire work request process



This work request process is intended to provide guidance to the Work Control Centre (WCC) team and management as they assess, sort and assign work requests on behalf of Real Estate and Facilities Management (REFM) and the Vancouver Board of Parks and Recreation.

Work requests can originate from any City department, including 3-1-1 (on behalf of City employees, tenants of City-owned buildings or the public). The majority of work requests will be received in the form of web request notifications in SAP. These are generated from the online work request form.

Emergencies or urgent work requests are managed centrally by calling the WCC during regular business hours (Monday to Friday, 7 am to 4:30 pm). Urgent requests outside of regular business hours (4:30 pm to 7 am, Monday to Friday, weekends and holidays), will be handled by Corporate Security.

Once requests are sorted by the WCC and assigned to various divisions in REFM or Park Board, work is completed according to each group's work process (see [Appendix 1](#)).

Lesson 2: Understanding SAP Plant Maintenance Module

Description

This lesson walks through the SAP plant maintenance module, reviewing how to access, update, create and close notifications or work orders which are all important steps in the work request process.

For more information on SAP plant maintenance, visit the SAP support website: citywire/sap/howdoi/pm_tips/pm_tips.htm

Learning outcomes

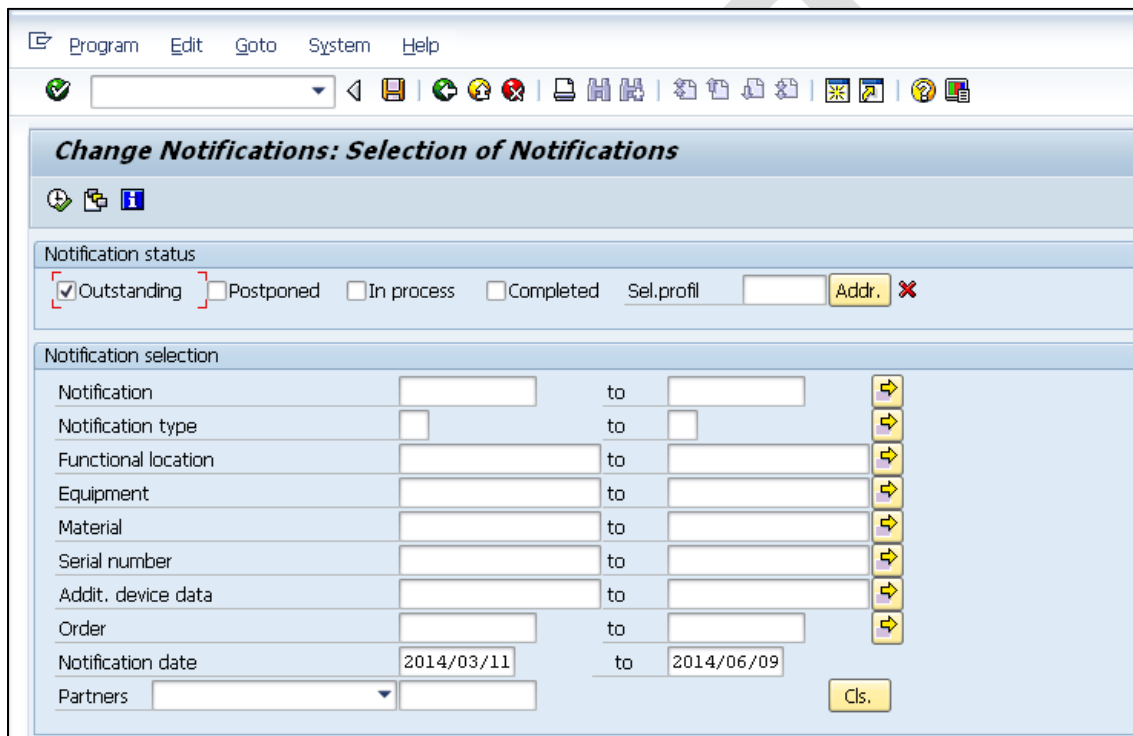
At the end of this lesson, the learner will be able to:

- Access list of notifications in SAP
- Understand the components of a notification
- Update incoming notification in SAP
- Create work order from notification
- Create notification
- Update existing notifications with work in progress or completed
- Complete (close) a notification
- Technically complete (TECO) a work order

Accessing list of notifications in SAP


Step 1: To access the Notifications List (IW28) in SAP, use the following menu path from the SAP Easy Access screen: Select Logistics > Plant Maintenance > Maintenance Processing > Notification List editing.

Step 2: Select “Outstanding” notifications in the “Notifications status” area.




The screenshot shows the SAP 'Change Notifications: Selection of Notifications' dialog box. The 'Notification status' section has 'Outstanding' selected. The 'Notification selection' section includes fields for Notification, Notification type, Functional location, Equipment, Material, Serial number, Addit. device data, Order, Notification date (2014/03/11 to 2014/06/09), and Partners. A 'Cls.' button is at the bottom right.


Step 3: Enter a “Notification date”.

Step 4: Click .

[List](#) [Edit](#) [Goto](#) [Notification](#) [Environment](#) [Settings](#) [System](#) [Help](#)




Change Notifications: List of Notifications



S	Notification	Notif.date	Description	Functional location
	10198680	2013/03/07		
	10198681	2013/05/08	Test for Characters	P
	10198682	2013/05/14	Florescence lights are out, aprox 3 tube	
	10198685	2013/05/14	Trouble-shoooot 110v receptacle	
	10198686	2013/05/14	Security Coverage, all at Kent Yard	
	10198687	2013/05/14	Replace dimmer switch	
	10198688	2013/05/14	repair light fixture	
	10198689	2013/05/14	supply ladder for crack monitoring	
	10198691	2013/05/28	Plumbing needs fixing at Mar/Oak CC	P-MAR-OAKP-01500-BA-030
	10198692	2013/05/29	Templeton - DDC Calibration of sensors	P-GRW-TEMP-02900-BB-010
	10198693	2013/09/11	TEST NOTIF S11	C-STR-C230-00000-BB
	10198694	2013/09/11	TEST NOTIF S111	P-HST-CLNT-05000-SF
	10198700	2013/10/15	Test for MAT 370	E-YDS-A872-00000-EA-030
	10198710	2013/10/22	Test for 2013 support packs	C-LBS-G271-AA990
	10198712	2013/10/22	repair leak	P-KEN-JOHY
	10198713	2013/10/23	SP TEST PM NOTI ORDER 1	P-STP-STBD-01020-BB-010
	10198714	2013/10/28	Test for PM04 2013 Support Packs	C-LBS-G271-AA990-BX
	10198715	2013/10/28	TEST Notification and Order 2013	P-ARB-QUIL-05300-TA-025
	10198716	2013/10/28	rim time start (timer) revised	
	10198717	2013/10/28	Security light shortcircuiting	
	10198718	2013/10/28	bird heat light repair	P-ARB-ARVI-05000-SA-015

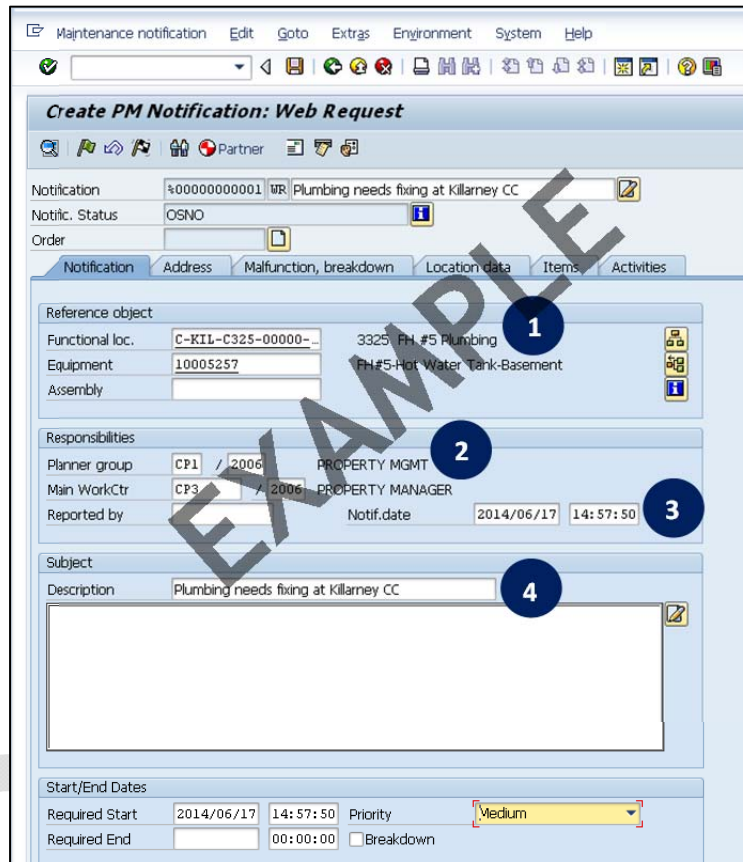
Step 5: Select the "Notif. date" column.

Step 6: Click  to sort the list in ascending order.

Step 7: Double-click on the notification with the oldest date.

Understand the components of a notification

Step 1: Review the notification details and ensure that the appropriate fields are complete with sufficient details to assign to a planner group.



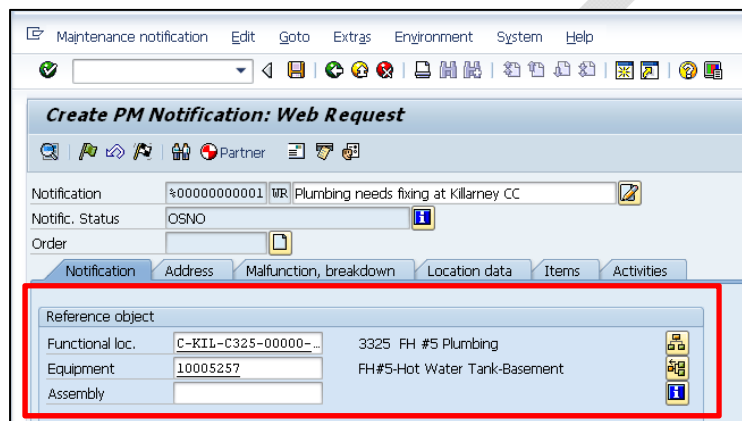
The screenshot shows a web application interface for creating a maintenance notification. The title is "Create PM Notification: Web Request". The notification ID is "0000000001" and the description is "Plumbing needs fixing at Killarney CC". The status is "OSNO". The notification is assigned to the "CP1 / 2006" planner group, which is "PROPERTY MGMT". The main work center is "CP3 / 2006" and the manager is "PROPERTY MANAGER". The notification was reported on "2014/06/17" at "14:57:50". The subject is "Plumbing needs fixing at Killarney CC". The required start date is "2014/06/17" at "14:57:50" with a "Medium" priority. The required end date is currently blank. The form includes tabs for "Notification", "Address", "Malfunction, breakdown", "Location data", "Items", and "Activities".

1	Functional loc.	Functional location
2	Responsibilities - Planner group	Defaults from the Functional location, includes Planner group, Plant, Main WorkCtr, and Shop
3	Notif. date	Date notification was created
4	Description	Enter a description of the job and any contact information

Update incoming notification in SAP

Step 1: Enter a functional location.

- a. Select the "Functional loc." field (in the "Reference object" area).
- b. Enter "C" for City, "P" for Parks or "E" for Engineering. For example, "C-KIL".
 - o Refer to SAP support website for a list of functional locations as needed: [citywire/sap/howdoi/pm_tips/pmsapt001.htm](http://citywire.sap/howdoi/pm_tips/pmsapt001.htm)



Maintenance notification Edit Goto Extras Environment System Help

Create PM Notification: Web Request

Notification %000000000001 WR Plumbing needs fixing at Killarney CC

Notific. Status OSNO

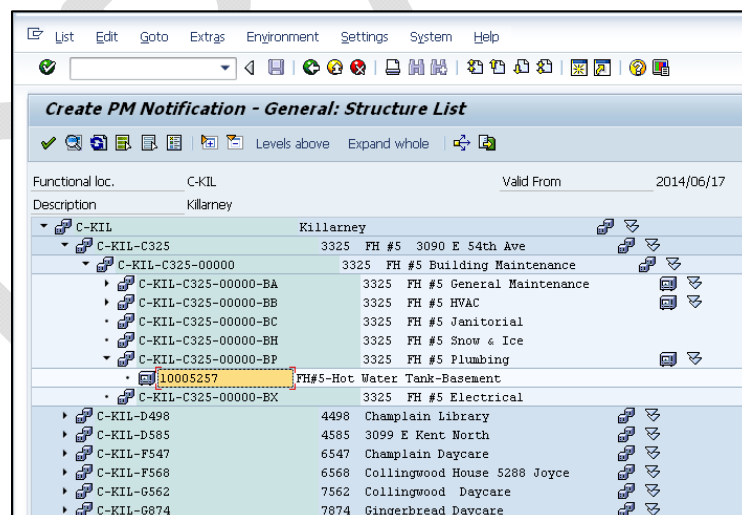
Order

Notification Address Malfunction, breakdown Location data Items Activities

Reference object

Functional loc.	C-KIL-C325-00000-...	3325 FH #5 Plumbing
Equipment	10005257	FH#5-Hot Water Tank-Baseament
Assembly		

- c. Click  to display the structure list.




List Edit Goto Extras Environment Settings System Help

Create PM Notification - General: Structure List




Functional loc. C-KIL Valid From 2014/06/17

Description Killarney

- ▼ C-KIL Killarney
 - ▼ C-KIL-C325 3325 FH #5 3090 E 54th Ave
 - ▼ C-KIL-C325-00000 3325 FH #5 Building Maintenance
 - ▶ C-KIL-C325-00000-BA 3325 FH #5 General Maintenance
 - ▶ C-KIL-C325-00000-BB 3325 FH #5 HVAC
 - ▶ C-KIL-C325-00000-BC 3325 FH #5 Janitorial
 - ▶ C-KIL-C325-00000-BH 3325 FH #5 Snow & Ice
 - ▼ C-KIL-C325-00000-BP 3325 FH #5 Plumbing
 - 10005257 FH#5-Hot Water Tank-Baseament
 - ▶ C-KIL-C325-00000-BX 3325 FH #5 Electrical
 - ▶ C-KIL-D498 4498 Champlain Library
 - ▶ C-KIL-D585 4585 3099 E Kent North
 - ▶ C-KIL-F547 6547 Champlain Daycare
 - ▶ C-KIL-F568 6568 Collingwood House 5288 Joyce
 - ▶ C-KIL-G562 7562 Collingwood Daycare
 - ▶ C-KIL-G874 7874 Gingerbread Daycare

- d. Click  to expand each level required.
- e. Double-click the appropriate functional location.

Step 2: Update the information in the notification.

- a. Enter a detailed description in the "Description" box (in the "Subject" area); for example, address and contact information.
- b. Click  to update the fields.
 - o Note: The date, time and userid information is now displayed in the "Description" box.
- c. If applicable, select "Priority" (in the "Start/End Dates" area). For example, "Medium".
 - o Click or depending on whether or not you need to change the "Priority" dates already assigned.
- d. Click  to update the fields.
- e. Verify that the "Planner group" and "Main WorkCtr" are correct.
 - o Refer to SAP support website for a list of planner groups as needed: citywire.sap/howdoi/pm_tips/pmsapt003.htm
- f. Click  to save the notification.

Maintenance notification Edit **f** Extras Environment System Help

b/d

Create PM Notification: Web Request

Notification: 100000000001 WR Plumbing needs fixing at Killarney CC

Notific. Status: OSNO **f**

Order:

Notification | Address | Malfunction, breakdown | Location data | Items | Activities

Reference object

Functional loc.	C-KIL-C325-00000-...	3325 FH #5 Plumbing
Equipment	10005257	FH#5-Hot Water Tank-Basement
Assembly	<input type="text"/>	

Responsibilities

Planner group	CP1 / 2006	PROPERTY MGMT
Main WorkCtr	CP3 / 2006	PROPERTY MANAGER
Reported by	<input type="text"/>	Notif.date: 2014/06/17 14:57:50

Subject

Description: Plumbing needs fixing at Killarney CC

a


Start/End Dates

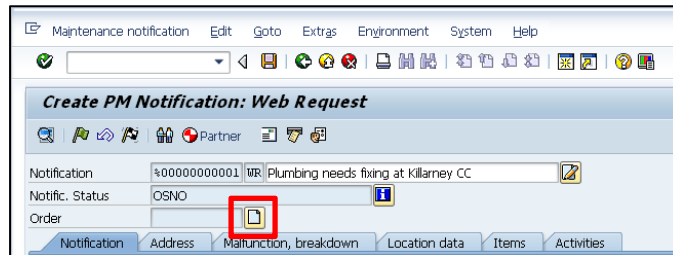
Required Start	2014/06/17 14:57:50	Priority	Medium
Required End	<input type="text"/> 00:00:00	<input type="checkbox"/> Breakdown	

c

DRAFT

Create work order from notification

Step 1: Click  to create a work order from the notification.

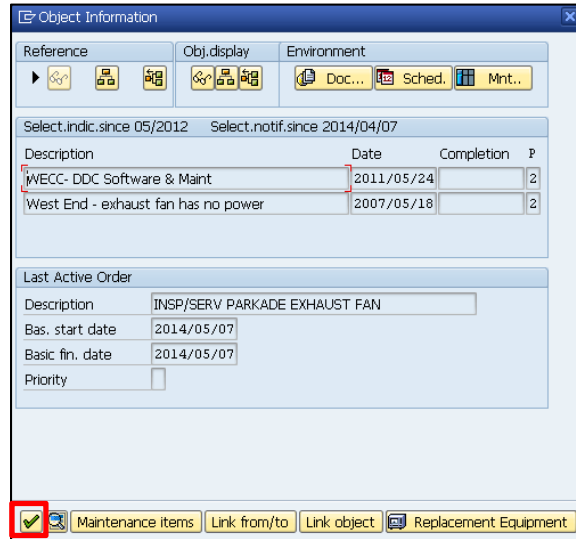


Step 2: If required, change the "Order Type". Note: This is the only field in which you can change the type of order you want to create (for example, preventive, standing or billing).

Type	Name
PM01	Corrective Maintenance Order
PM02	Preventive Maintenance Order
PM03	Capital Order
PM04	Standing Order
PM05	Billable Order
PM06	NNR Order



Step 3: Click .



Description	Date	Completion	P
WECC- DDC Software & Maint	2011/05/24		2
West End - exhaust fan has no power	2007/05/18		2

Last Active Order


Description: INSP/SERV PARKADE EXHAUST FAN


Bas. start date: 2014/05/07

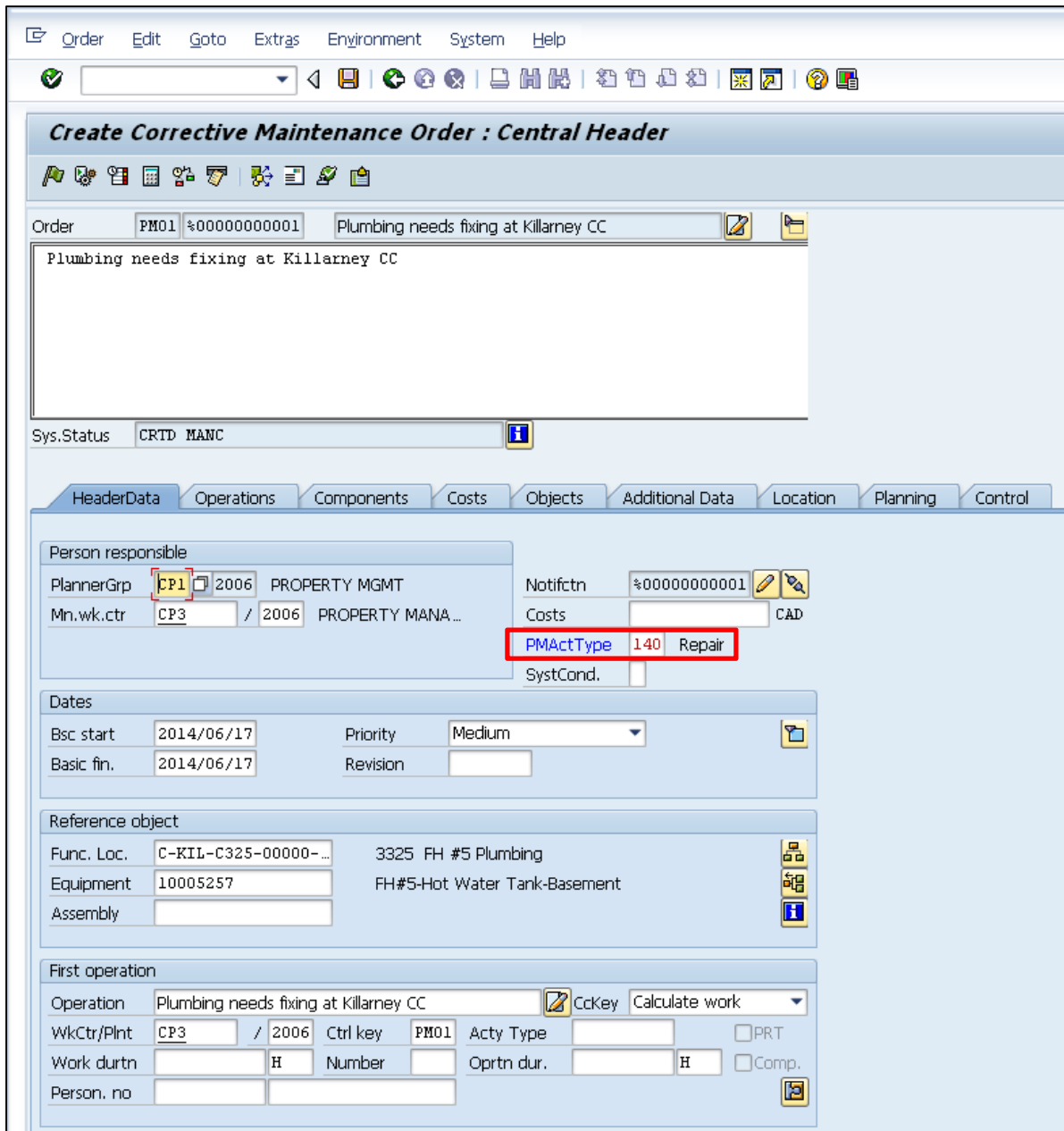
Basic fin. date: 2014/05/07

Priority:

Maintenance Items | Link from/to | Link object | Replacement Equipment

Step 4: Click .

Step 5: If required, click  to display the long text box.



Step 6: Enter a "PMAct Type" (for example, "140" - Repair).

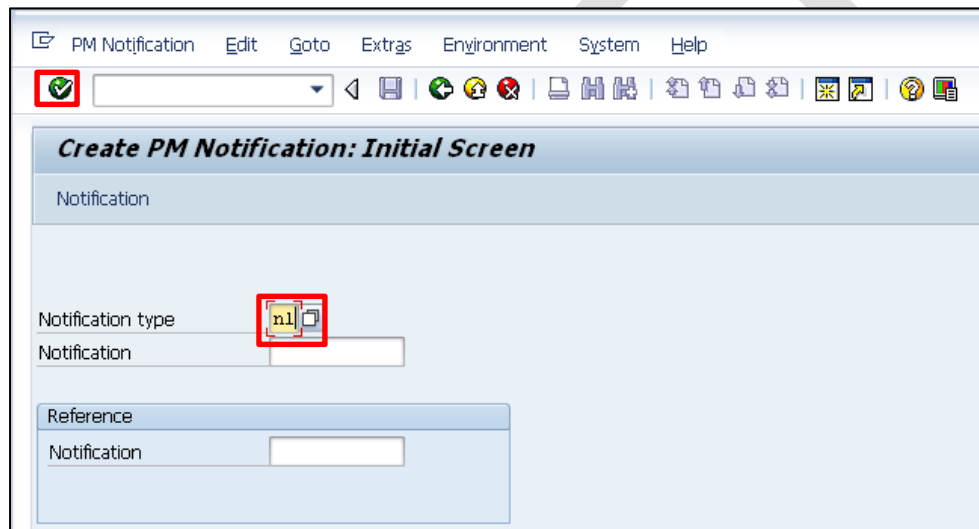
Create notifications

Step 1: When receiving a call or email, for example for an urgent request, create a new Notification (IW21) by following the menu path below from the SAP Easy Access screen:

Select Logistics > Plant Maintenance > Maintenance Processing > Notification > Create (General)

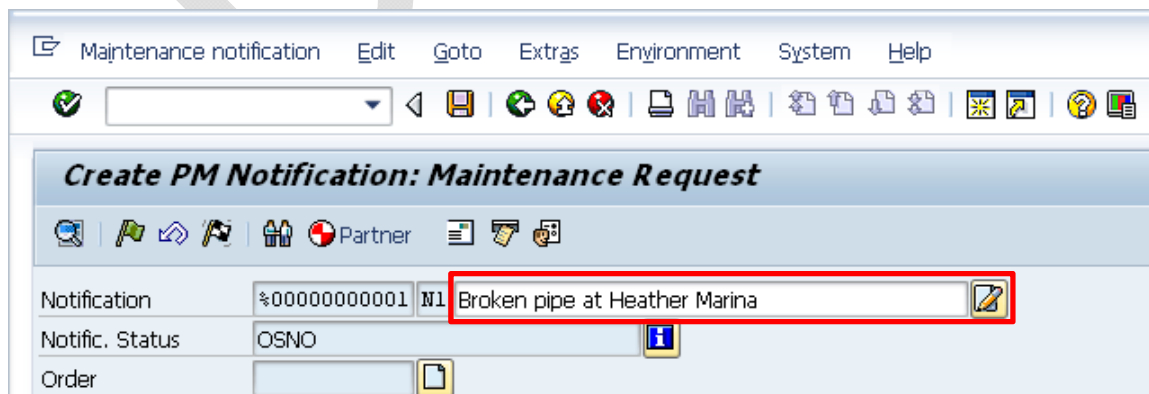
Step 2: Enter a "Notification type" (for example, "N1").

Step 3: Click .



The screenshot shows the SAP 'Create PM Notification: Initial Screen' window. The title bar includes 'PM Notification', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. A toolbar at the top contains various icons, with a green checkmark icon highlighted by a red box. Below the toolbar, the 'Notification' section has a 'Notification type' field containing 'N1', also highlighted by a red box. There is also a 'Reference' section with a 'Notification' field.

Step 4: Enter a short description of the work requested in the third field of the "Notification" line.




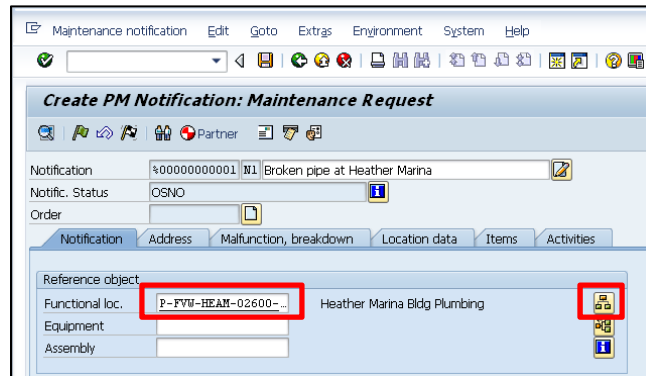
The screenshot shows the SAP 'Create PM Notification: Maintenance Request' window. The title bar includes 'Maintenance notification', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. A toolbar at the top contains various icons, with a green checkmark icon highlighted by a red box. Below the toolbar, the 'Notification' line is visible with the following data:

Notification	%000000000001	N1	Broken pipe at Heather Marina
Notific. Status	OSNO		
Order			

The 'Broken pipe at Heather Marina' text in the third field of the 'Notification' line is highlighted with a red box.

Select the "Notification" tab. Then select the "Functional loc." field (in the "Reference object" area), and enter "C" for City, "P" for Parks or "E" for Engineering.

Click  to display the "Structure list".



Maintenance notification Edit Goto Extras Environment System Help

Create PM Notification: Maintenance Request

Notification: 000000000001 N1 Broken pipe at Heather Marina

Notific. Status: OSNO

Order:

Notification Address Malfunction, breakdown Location data Items Activities

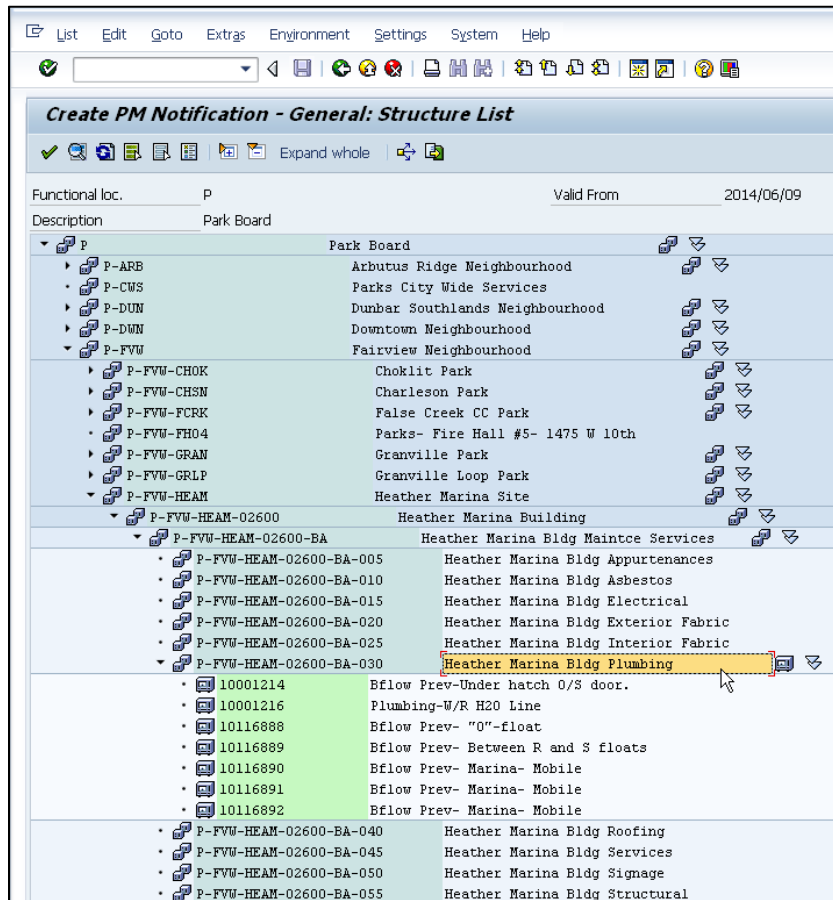
Reference object:

Functional loc.: P-FYU-BEAM-02600-... Heather Marina Bldg Plumbing



Equipment:


Assembly:

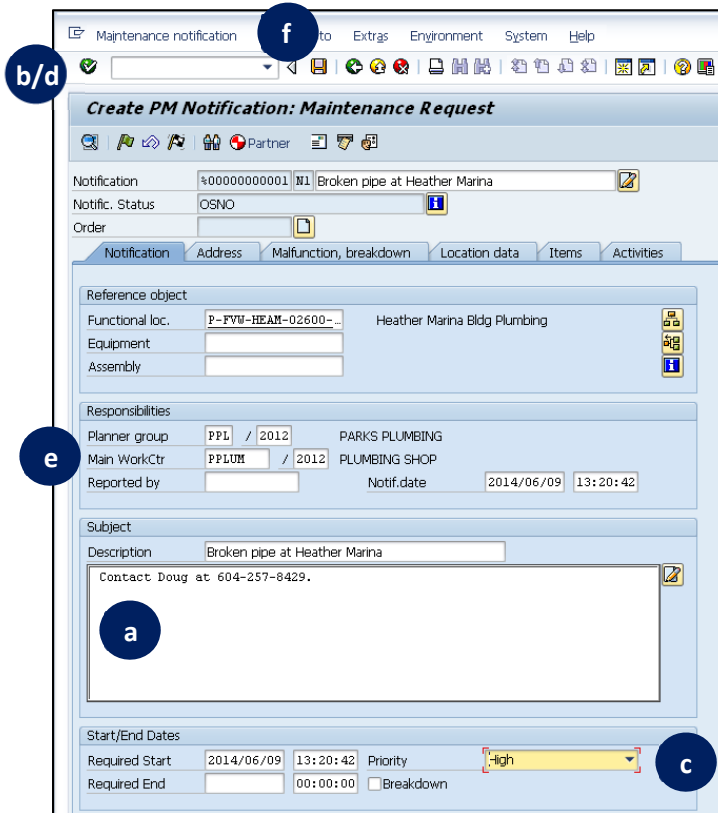
Click  to expand each level required. Double-click the appropriate "Functional Location".



Step 5: Fill in the information for the notification.

- Enter a detailed description in the "Description" box (in the "Subject" area). For example, address and contact information.
- Click  to update the fields.
 - Note: The date, time and userid information is now displayed in the "Description" box.
- If applicable, select "Priority" (in the "Start/End Dates" area), for example "High" for urgent or emergency work.
 - Click or depending on whether or not you need to change the "Priority" dates already assigned.
- Click  to update the fields.

- e. Verify that the "Planner group" and "Main WorkCtr" are correct.
- f. Click  to save the notification.



The screenshot shows a web application window titled "Maintenance notification" with a menu bar (File, Edit, Extras, Environment, System, Help) and a toolbar. The main content area is titled "Create PM Notification: Maintenance Request".

Callouts on the form:

- a**: Points to the "Description" text area containing "Broken pipe at Heather Marina" and "Contact Doug at 604-257-8429."
- b/d**: Points to the top toolbar.
- c**: Points to the "Priority" dropdown menu, which is currently set to "High".
- e**: Points to the "Responsibilities" section, specifically the "Planner group" (PPL / 2012) and "Main WorkCtr" (PPLUM / 2012) fields.
- f**: Points to the "Save" icon in the top toolbar.

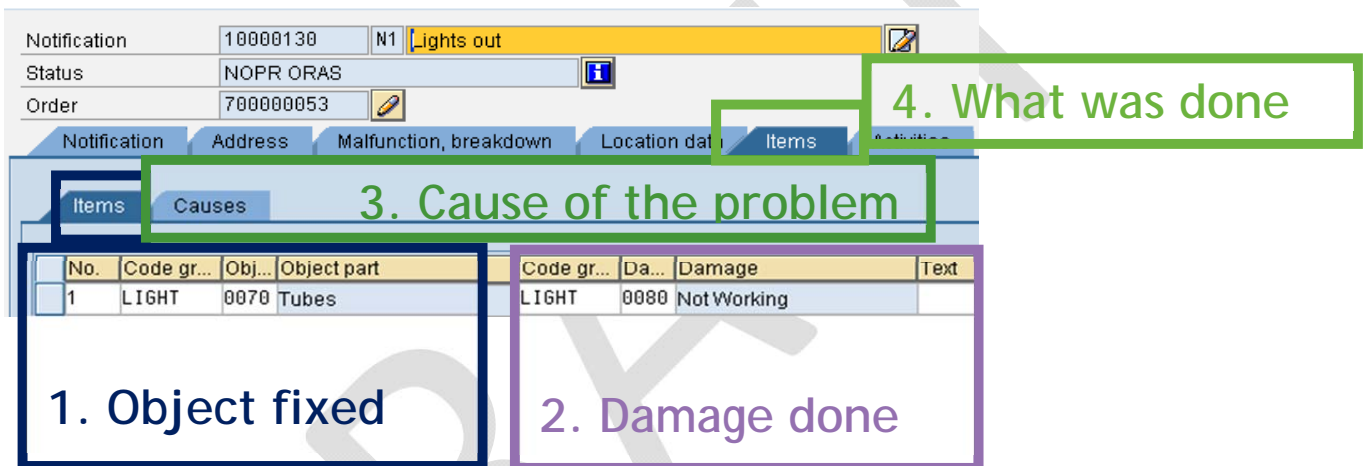
Form fields and values:

- Notification: %0000000001 [W1] Broken pipe at Heather Marina
- Notific. Status: OSNO
- Order: [Empty]
- Reference object:
 - Functional loc.: P-FVM-HEAM-02600-... Heather Marina Bldg Plumbing
 - Equipment: [Empty]
 - Assembly: [Empty]
- Responsibilities:
 - Planner group: PPL / 2012 PARKS PLUMBING
 - Main WorkCtr: PPLUM / 2012 PLUMBING SHOP
 - Reported by: [Empty]
 - Notif.date: 2014/06/09 13:20:42
- Subject:
 - Description: Broken pipe at Heather Marina
- Start/End Dates:
 - Required Start: 2014/06/09 13:20:42
 - Required End: [Empty] 00:00:00
 - Priority: High
 - Breakdown:

Update existing notifications with work in progress or completed


After the work is completed, update the notification by identifying:

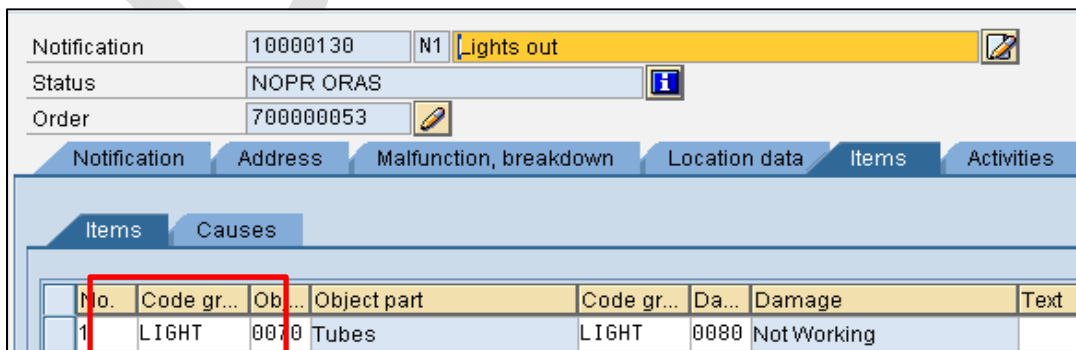
1. What needed fixing (i.e. object)
2. What was wrong (i.e. damage)
3. What caused the problem (i.e. cause)
4. What was done (i.e. activities)




The screenshot shows the 'Change PM Notification' screen for notification 10000130, titled 'Lights out'. The status is 'NOPR ORAS' and the order is '700000053'. The 'Items' tab is selected, showing a table with one row: No. 1, Code gr... LIGHT, Obj... 0070, Object part Tubes, Code gr... LIGHT, Da... 0080, Damage Not Working, and Text. Callouts identify: 1. Object fixed (No. 1), 2. Damage done (Damage Not Working), 3. Cause of the problem (Causes tab), and 4. What was done (Activities tab).

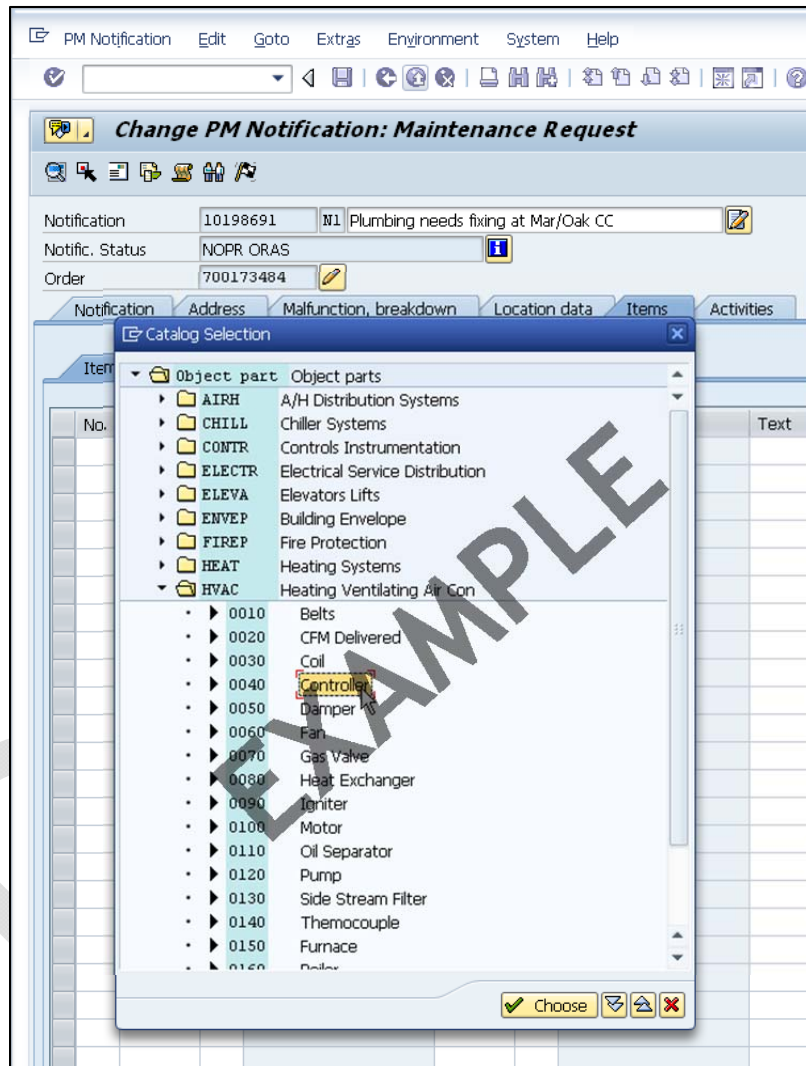
Step 1: From the "Change PM Notification" screen:

- Select the "Items" tab and then code group #1 for "Object" (in the "Items" tab)
- Click 



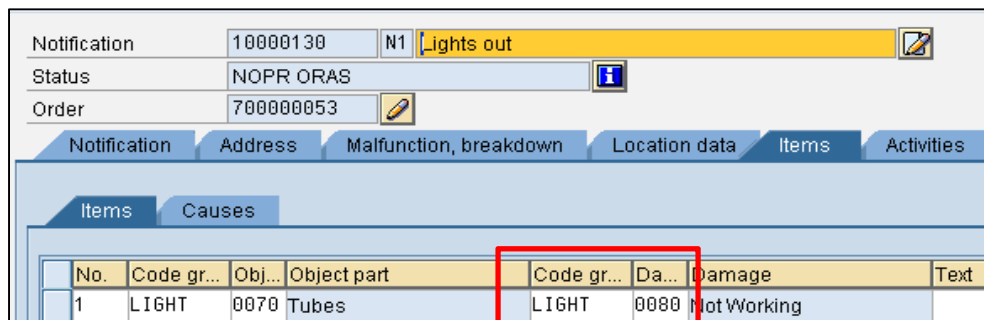
The screenshot shows the 'Change PM Notification' screen with the 'Items' tab selected. A red box highlights the first row of the table: No. 1, Code gr... LIGHT, Obj... 0070, Object part Tubes, Code gr... LIGHT, Da... 0080, Damage Not Working, and Text.

- Click  to expand the appropriate “Object part” (for example, “HVAC - Heating Ventilating Air Con”)
- Double click on the selection in the drill down (for example, “0040 - Controller”)




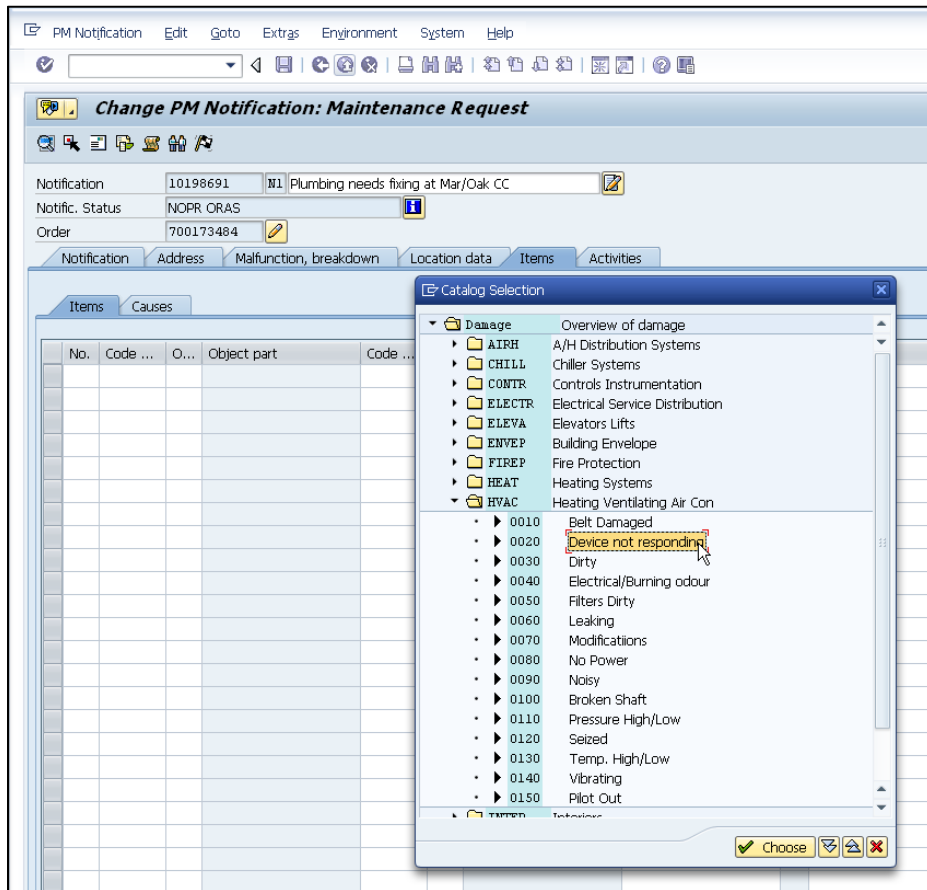
Step 2: Code group #2 for "Damage" (in the "Items" tab):

- Click 



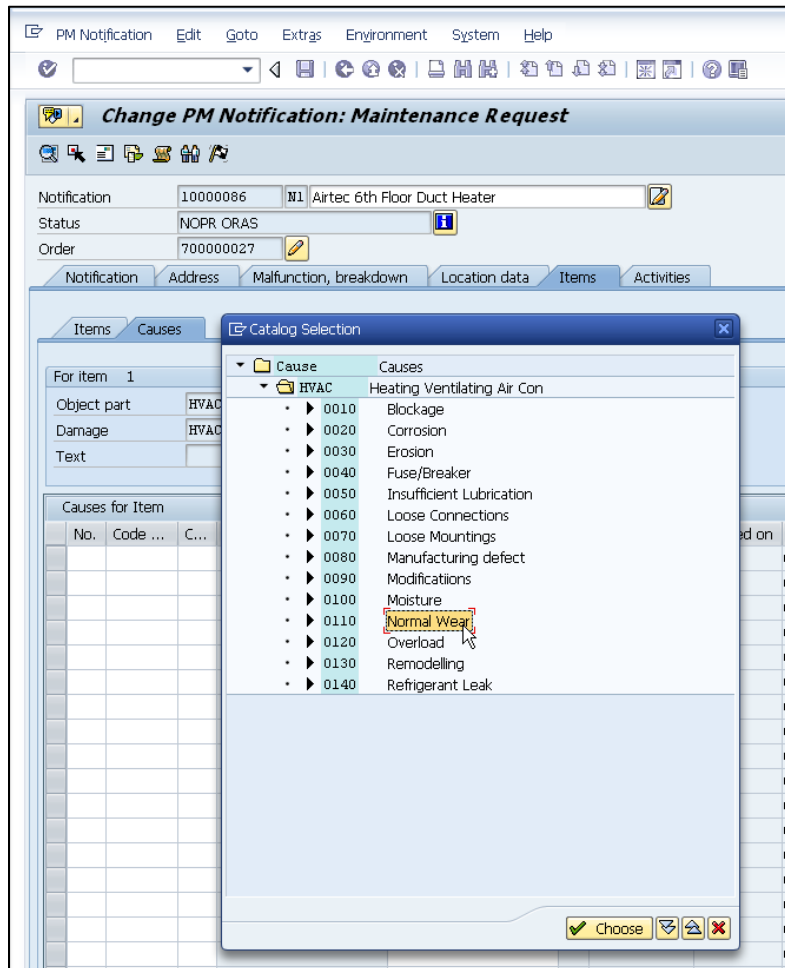
No.	Code gr...	Obj...	Object part	Code gr...	Da...	Damage	Text
1	LIGHT	0070	Tubes	LIGHT	0080	NotWorking	



- Click  to expand "Damage" and again to expand as appropriate (for example, "HVAC - Heating Ventilating Air Con")
- Double click on appropriate option (for example, "0020 - Device not responding")



Step 3: Code group for cause:

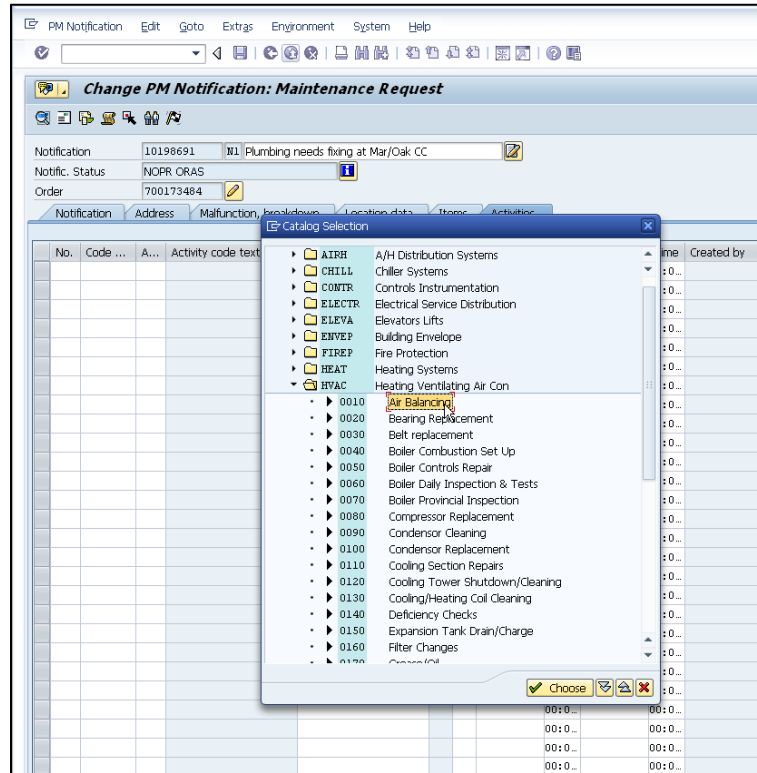
- Select the "Causes" tab





- Click 
- Click  to expand "Cause" and again to expand as appropriate (for example, "HVAC - Heating Ventilating Air Con")
- Double click on appropriate option (for example, "0110 - Normal Wear")

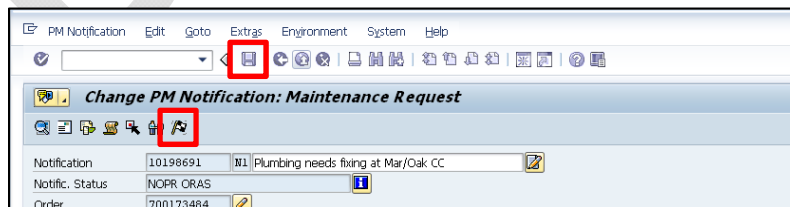
Step 4: Code group for activity



- Select the "Activities" tab



- Click 
- Click  to expand "Activity" and again to expand as appropriate (for example, "HVAC - Heating Ventilating Air Con")
- Double click the appropriate option (for example, "0010 - Air Balancing")

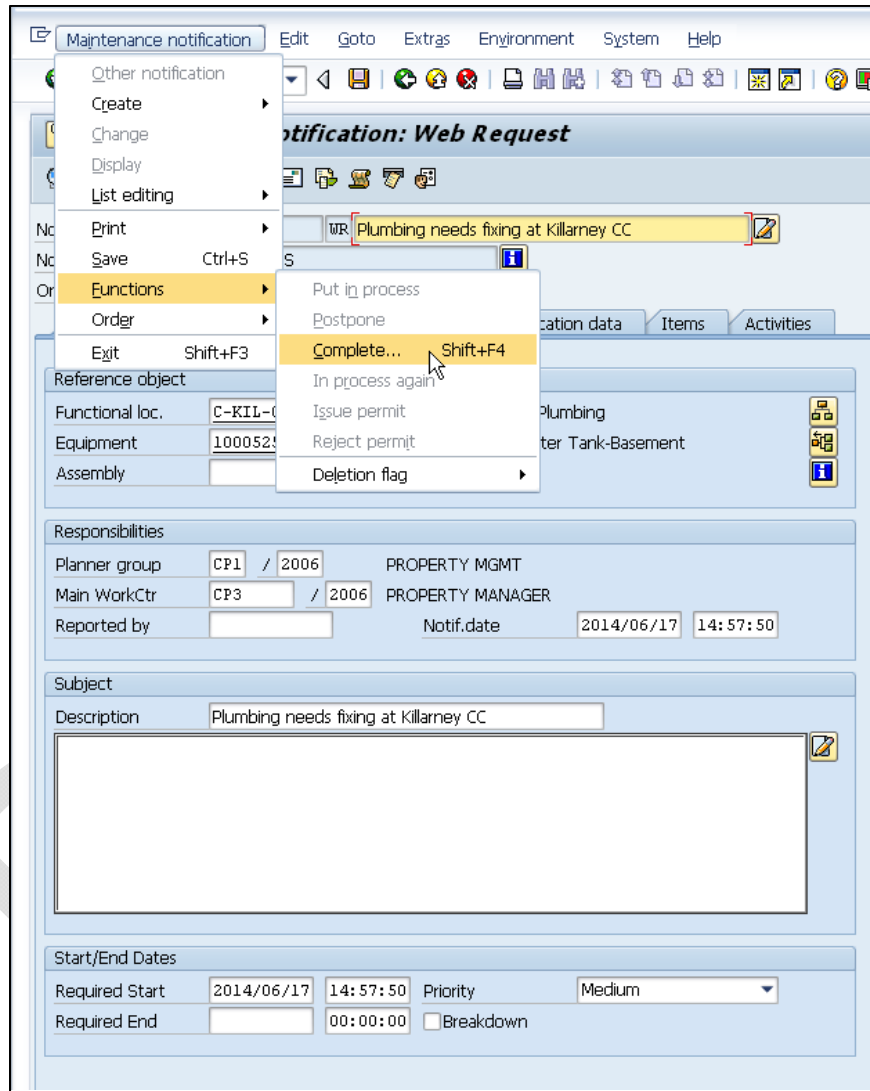
Step 5: Complete and save



- Click  to complete the notification, and then click 

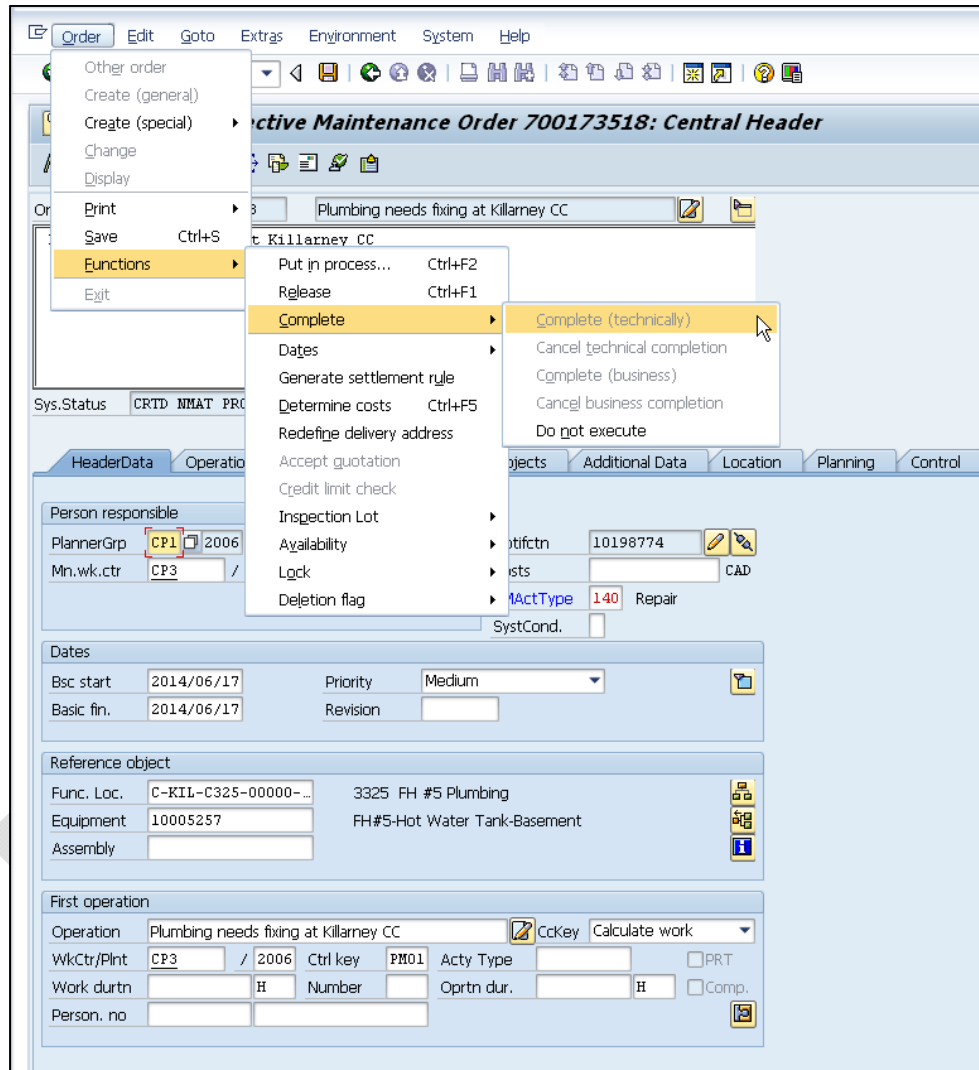
Complete (close) a notification

To complete a notification after the work is complete, select PM Notification > Functions > Complete...



Technically complete (TECO) a work order

To technically complete a work order, select Order > Functions > Complete > Complete (technically).



Lesson 3: Sorting work requests

Description

This lesson outlines how to determine the category of incoming work requests, assign it to the appropriate department or group and ensure urgent requests are properly tracked for future reference and follow up.

Learning outcomes

At the end of this lesson, the learner will be able to:

- Sort and assign requests
- Track urgent requests

DRAFT

Sort and assign requests

Step 1

- Access the notifications list in SAP and select the next outstanding notification.

Step 2

- Determine if the request is for a City-owned facility or space that is maintained or operated by Real Estate and Facilities Management (REFM) or the Park Board.
- If it is, then proceed to step 3. If it is not, update and close the notification in SAP.

Step 3

- Determine if enough details have been provided in the work request.
- If yes, proceed to step 4. If not, contact the requester and obtain the required information before proceeding to the next step.

Step 4

- Apply the emergency criteria below to establish whether this is an emergency/urgent request:
 1. Life safety
 2. Operational functionality
 - e.g. boiler breaks down
 3. Unplanned blackout
 4. Impact on revenue operations (business interruption)
 5. Mitigation of additional damage to assets/ensure security of assets (stop-loss)
 - e.g. pipe bursts

- If one or more of the above criteria applies, record the details of the request in the “Work Control Centre Log” under the “Emergencies” tab.

	A	B	C	D	E	F	G	H
	Date	Name	Department	Location	Cost Centre	Work Order #	Details	Status
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								

Emergencies Billable or Production

- Refer to the work reference table (see [Appendix 1](#)) to assign the emergency work request to the appropriate department.
- Update the notification with details of the action to be taken, and proceed to step 6.
- If none of these apply, proceed to step 5.

Step 5

- Determine if this is a routine or straightforward request.
- If yes, refer to the work reference table (see [Appendix 2](#)) to assign the work request to the appropriate department.
- Update the notification with details of the action to be taken and proceed to step 6.
- If not, then refer the work request to the Assistant Manager, Work Control and Optimization.

Step 6

- Create a work order or email and assign the notification to the appropriate department.

Lesson 4: Completing a work request form

Description

The work request form (see [Appendix 3](#)) is for requesting services for City-owned facilities or spaces that are maintained or operated by Real Estate and Facilities Management (REFM) or the Park Board.

If you receive a call from City staff (with access to the intranet) looking to request work, it's important to explain that all non-urgent work requests should be submitted through the internal, online form. This helps track requests and ensure consistent service delivery (see [Appendix 4](#)).

City employees without easy access to the intranet at work should call 3-1-1 and a representative will fill out the form on their behalf (see [Appendix 5](#)).

Learning outcomes

At the end of this lesson, the learner will be able to:

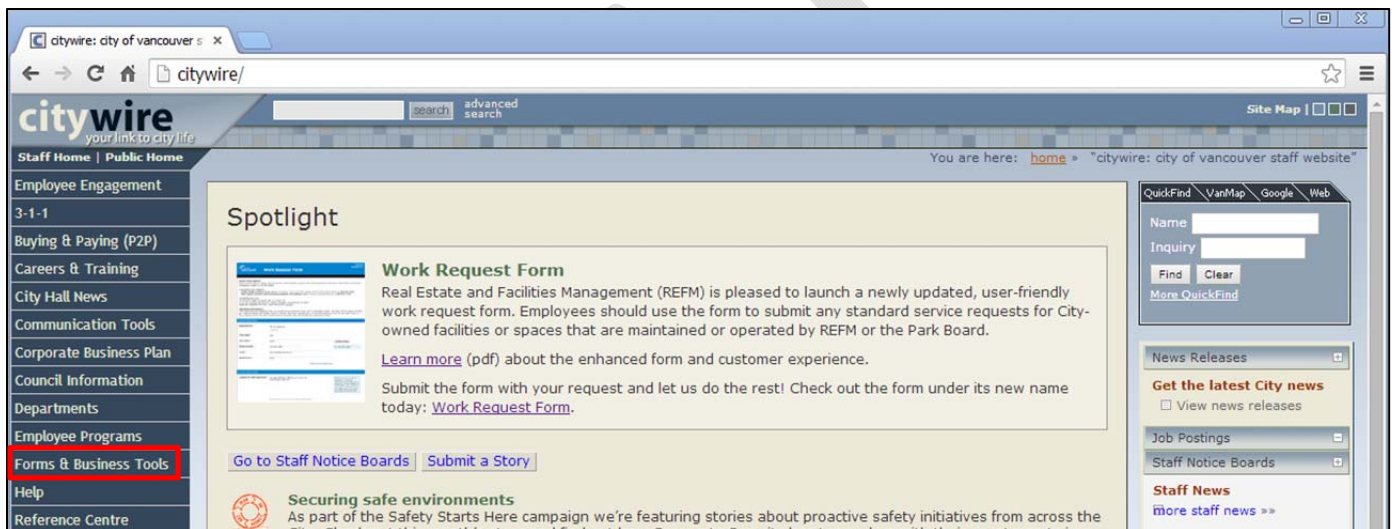
- Describe where to find the online form
- Complete the work request form
- Explain how to complete the work request form to a requester

Describe where to find the online form

There are several ways to navigate to the work request form: citywire/sappmwrkq_net/

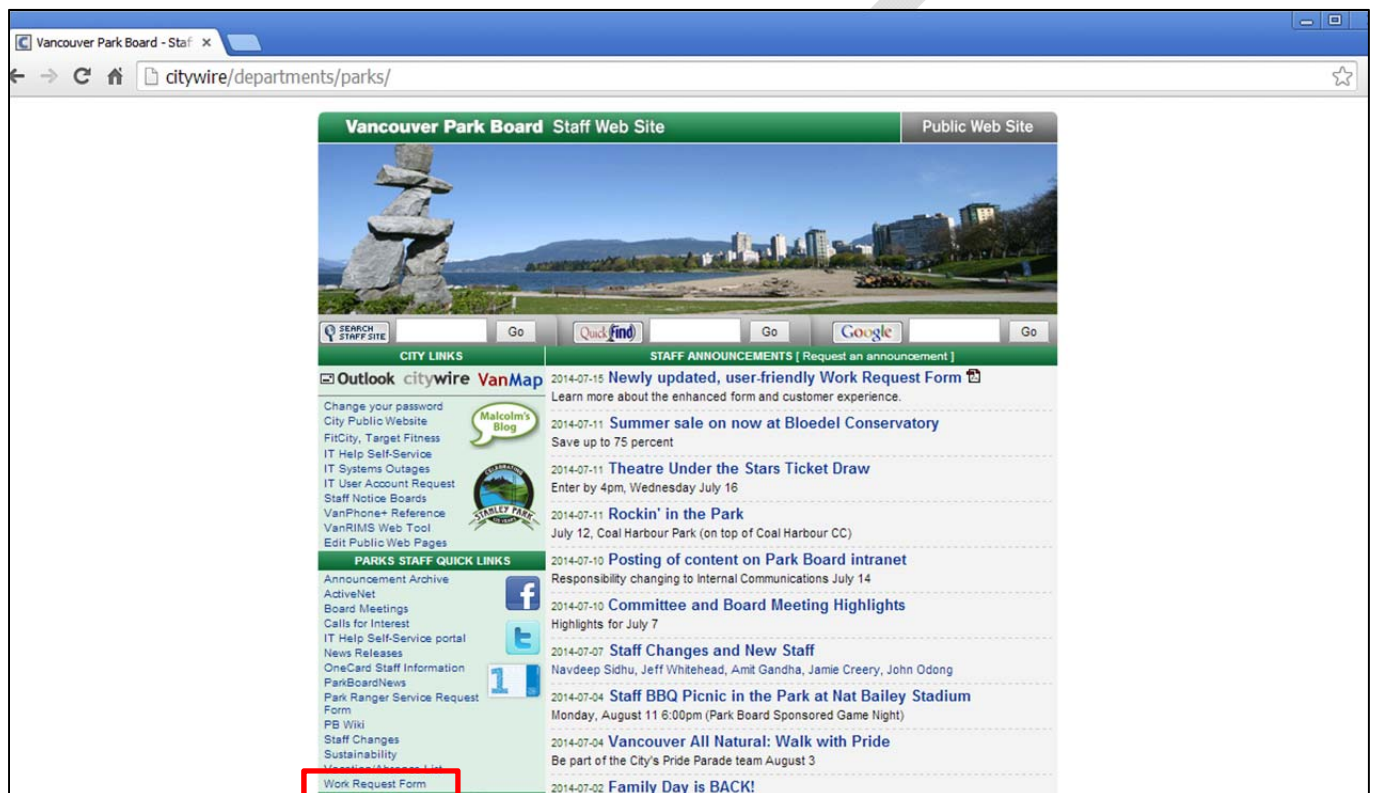
Citywire

- Open a tab or window in Chrome or Internet Explorer and type "citywire/" into the address bar (your computer needs to be connected to the City's network).
- Select "Forms & Business Tools" from the left-hand menu on the Citywire homepage and then "Work Request Form".
 - The "Work Request Form" is also available under "Help" in the left-hand menu.
 - **Note:** the form was previously titled "Facilities Requests" so staff may search for it under its former name and not be able to find it.



Vancouver Park Board Staff Website

- Open a tab or window in Chrome or Internet Explorer and type "citywire/departments/parks/" into the address bar (your computer needs to be connected to the City's network).
- Click on "Work Request Form" under "Parks Staff Quick Links" in the left-hand navigation menu.



Vancouver Police Department Intranet - The Blue Zone

- From the homepage of the VPD staff intranet (only accessible to employees in the VPD), click on “Work Request Form” in the top navigation menu.



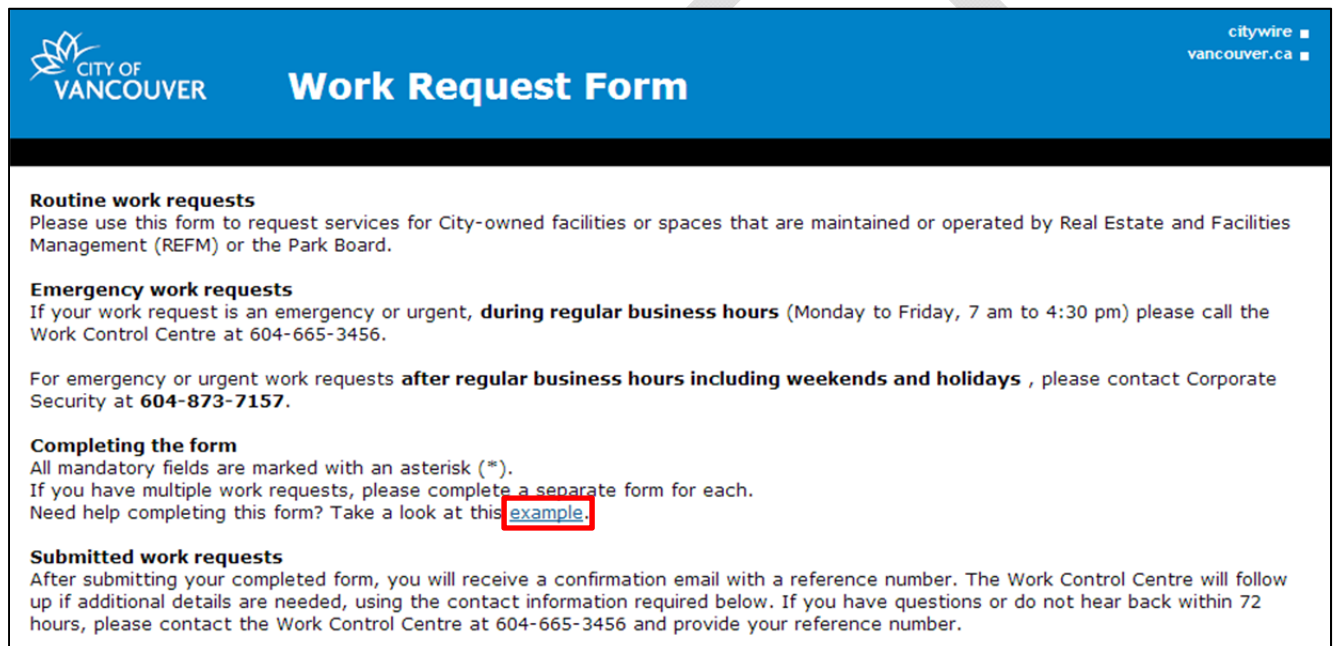
DRAFT

Complete the work request form

To complete this form you'll need the following information:

- Who is requesting the work
- Contact information for follow up
- The location of the required work
- What work is required

A completed example of the form is available on this page for reference.



The screenshot shows the top portion of a web form. The header is blue with the City of Vancouver logo on the left and 'citywire vancouver.ca' on the right. The main title 'Work Request Form' is centered in white. Below the header, the text is as follows:

Routine work requests
Please use this form to request services for City-owned facilities or spaces that are maintained or operated by Real Estate and Facilities Management (REFM) or the Park Board.

Emergency work requests
If your work request is an emergency or urgent, **during regular business hours** (Monday to Friday, 7 am to 4:30 pm) please call the Work Control Centre at 604-665-3456.

For emergency or urgent work requests **after regular business hours including weekends and holidays**, please contact Corporate Security at **604-873-7157**.

Completing the form
All mandatory fields are marked with an asterisk (*).
If you have multiple work requests, please complete a separate form for each.
Need help completing this form? Take a look at this [example](#).

Submitted work requests
After submitting your completed form, you will receive a confirmation email with a reference number. The Work Control Centre will follow up if additional details are needed, using the contact information required below. If you have questions or do not hear back within 72 hours, please contact the Work Control Centre at 604-665-3456 and provide your reference number.

Step 1

Contact information

- To get started, select “City Employee” and fill in your contact details including your name, phone number, email address and department.
- Or simply click the “Contact Lookup” button, type your name in the box that pops up and select yourself from the list. Then add your department.
- This information is required so we can follow up with you about the request.

Contact information

Requested by: * City Employee
 3-1-1

First name: *

Last name: *

Phone number: *

Email: *

Department: *

[Clear contact information](#)

- **Note:** automatically generated emails when the work request is received and processed will be sent to the email address provided. However, these will only be sent to internal email addresses (@vancouver.ca; @vpl.ca; @vpd.ca).
- Citizens or tenants of City-owned buildings who are requesting work through 3-1-1 (the 3-1-1 representative will fill out the form on their behalf) will not receive automatically generated emails. However, their contact information is helpful if we need more information about the request.

Step 2

Location information

- In the location information section, let us know where the work is required. Please provide an address, landmark or general description.
- Include additional details, such as the floor #, room # or location (North, South, East or West), whether it is an office, gym, parking lot or park. If it is a large area, for example Stanley Park, be sure to include the park name, feature and try to describe the specific area.

Location information

Location of work requested: *

Maximum allowed: 150 characters. Currently used: 66 characters.

Step 3

Description

- In the description section, provide a short subject line to describe the request.
- In the next box, tell us about the work that needs to be done, if something requires repair or so on. The more information you can provide the easier it will be for us to determine the department or team to assign your request.
- Once you've completed the form, click the "Submit Request" button and you're done!

Description

Subject line: *
Maximum allowed: 40 characters. Currently used: 39 characters.

Description of request: *
Maximum allowed: 400 characters. Currently used: 109 characters.

Step 4

Confirmation

- After you have submitted your request you will be redirected to a confirmation page. Here you can choose to email or print a summary of your request if you would like to keep a copy for your records.
- You will receive an automatically generated email when the request is received by the Work Control Centre. This will include a notification number.
- Again, these emails will only be sent to internal email addresses (@vancouver.ca; @vpl.ca; vpd.ca).
- You can follow up with the Work Control Centre at 604-665-3456 with your notification number for questions or updates.
- City employees may receive additional emails when the work request is assigned and closed. See [Appendix 6](#) to review the various messages.

DRAFT

Chapter 2

Chapter 2

Description

The training lessons in this chapter focus on sorting and assigning complex and urgent work requests and processing after-hour requests. This chapter also provides lessons about tracking and following up on outstanding work requests.

Learning Outcomes

At the end of this chapter the learner will be able to:

- Sort and assign complex and urgent work requests
- Process after-hour requests
- Track and follow up applicable work requests

Prerequisites

The learner will need to have completed the training lessons in chapter 1, and have access to SAP, Microsoft Outlook and the City's intranet.

Audience

- Assistant Manager, Work Control and Optimization, REFM

Lesson 1: Sort, assign and track complex and urgent work requests

Description

This lesson reviews how to sort and assign urgent and complex, including billable and production, work requests. It also covers tracking the billable or production requests, and what to do with requests that are received and assigned by Corporate Security outside of the Work Control Centre's regular business hours.

Learning outcomes

At the end of this lesson, the learner will be able to:

- Sort, assign complex and urgent requests, and track billable or production requests
- Sort and assign after-hour requests

DRAFT

Sort, assign complex and urgent requests, and track billable or production requests

Step 1

- Determine if the request is for a City-owned facility or space that is maintained or operated by Real Estate and Facilities Management (REFM) or the Park Board.
- If it is, then proceed to the next step. If it is not, update and close the notification in SAP.

Step 2

- Determine if enough details have been provided in the work request.
- If yes, proceed to step 3. If not, contact requester and obtain the required information before proceeding to the next step.

Step 3

- Apply the emergency criteria below to establish whether this is an emergency/urgent request:
 1. Life safety
 2. Operational functionality
 - e.g. boiler breaks down
 3. Unplanned blackout
 4. Impact on revenue operations (business interruption)
 5. Mitigation of additional damage to assets/ensure security of assets (stop-loss)
 - e.g. pipe bursts
- If one or more of the above applies, refer to the work reference table (see [Appendix 2](#)) to assign the emergency work request to the appropriate department.
- Forward the request to the Work Control Centre team with instructions to:
 1. Record the details of the request on the “Work Control Centre Log” under the “Emergencies” tab
 2. Update the notification and/or create a work order

- If none of these apply, proceed to the next step.

Step 4

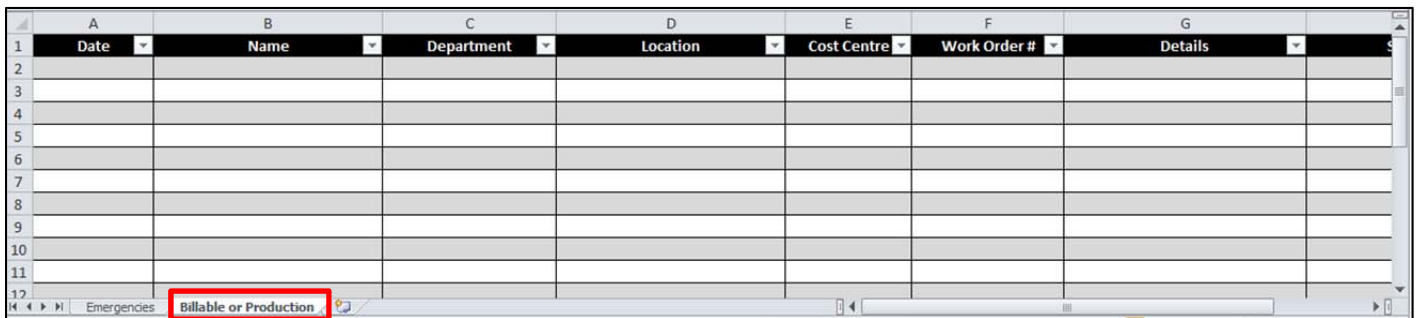
- Determine if this is a routine or straightforward request.
- If yes, refer to the work reference table (see [Appendix 2](#)) to assign the work request to the appropriate department.
- Refer the request to the Work Control Centre with the appropriate instructions to update the notification and/or create a work order.
- If none of these apply then proceed to step 5.

Step 5

- Determine whether this is a billable or production item.
- Contact the requester in order to obtain the cost centre information and any additional information about the request (for example, the reason for request, repair versus replace, make versus buy, etc.).
- **Exception: If this request is for a Park Board Recreation asset (community centres, pools, beaches, etc.), refer the request to Recreation contacts for approval prior to proceeding.**
- Refer to the work reference table (see [Appendix 2](#)) to identify the appropriate department.
- Consult with the manager of the designated department on whether the request can be completed.
- If the work request can be processed, then proceed to step 6.
- If not, advise the requester that the request will be closed.

Step 6

Track billable or production requests on the “Work Control Centre Log” under the “Billable or Production” tab.



	A	B	C	D	E	F	G
	Date	Name	Department	Location	Cost Centre	Work Order #	Details
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

Forward the request to the Work Control Centre team with instructions to:

- Update the notification and/or create a work order

Sort and assign after-hours requests

After-hours requests received by Corporate Security will be summarized on an incident log daily and sent to the Assistant Manager, Work Control and Optimization.

Step 1

- From the incident log, the Assistant Manager, Work Control and Optimization, should determine if this request is for a City-owned facility or space that is maintained or operated by REFM or the Park Board.
- If it is, proceed to step 2. If not, advise the Work Control Centre to update and close the notification.

Step 2

- Determine if enough details have been provided in the work request.
- If yes, proceed to step 3. If not, contact requester and obtain the required information before proceeding to step 3.

Step 3

- Apply the emergency criteria below to establish whether this is an emergency or urgent request:
 1. Life safety
 2. Operational functionality
 - e.g. boiler breaks down
 3. Unplanned blackout
 4. Impact on revenue operations (business interruption)
 5. Mitigation of additional damage to assets/ensure security of assets (stop-loss)
 - e.g. pipe bursts
- If one or more of the above applies, determine if the urgent work request has already been assigned by Corporate Security to a City planner group or a contractor.
- Refer to the work reference table (see [Appendix 2](#)) to assign the work request to the appropriate department.

- Forward the request to the Work Control Centre team with the appropriate instructions to:
 - Record the details of the request on the “Work Control Centre Log” under the “Urgent” tab
 - Create the notification and if necessary create a work order
 - If the work was dispatched by Corporate Security and has already started, provide the work order number to the group completing the work
- If none of these apply, proceed to step 4.

Step 4

- Determine if this is a routine or straightforward request.
- If yes, refer to the work reference table (see [Appendix 2](#)) to assign the work request to the appropriate department.
- Refer the request to the Work Control Centre with the appropriate instructions to update the notification and/or create a work order.
- If none of these apply then proceed to step 5.

Step 5

- Determine whether this is a billable or production item.
- Contact the requester in order to obtain the cost centre information and any additional information about the request (for example, the reason for request, repair versus replace, make versus buy, etc.).
- **Exception:** If this request is for a Park Board Recreation asset (community centres, pools, beaches, etc.), refer the request to Recreation contacts for approval prior to proceeding.
- Refer to the work reference table (see [Appendix 2](#)) to identify the appropriate department.
- Consult with the manager of the designated department on whether the request can be completed.
- If the work request can be processed, then proceed to step 6.

- If not, advise the requester that the request will be closed.

Step 6

- Track billable or production requests on the “Work Control Centre Log” under the “Billable or Production” tab.
- Forward the request to the Work Control Centre team with instructions to:
 - Update the notification and/or create a work order

DRAFT

Lesson 2: Follow up on urgent, billable and production work requests

Description

This lesson focuses on ensuring urgent and complex requests, which include work that requires production or is outside of standard, routine maintenance and operations, are completed in a timely manner.

Learning outcome

At the end of this lesson, the learner will be able to:

- Follow up on urgent and complex requests

DRAFT

Follow up on urgent and complex requests

- On a weekly basis, review the “Billable or Production” and “Urgent” tabs in “Work Control Centre Log”.

	A	B	C	D	E	F	G	H
1	Date	Name	Department	Location	Cost Centre	Work Order #	Details	Status
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								

- Identify outstanding requests and follow up with the applicable contact:
 - 30 days outstanding** - Follow up with the appropriate Evans Yard shop supervisor and manager in REFM or Parks:
 - Manager, Building Maintenance, REFM
 - Manager, Portfolio Operations, REFM
 - Manager, Corporate Security, REFM
 - Manager, Property Management, REFM
 - Manager, Energy and Utilities, REFM
 - Manager, Environmental Planning, REFM
 - Manager, Facilities Planning, REFM
 - Manager, Capital Maintenance, REFM
 - Supervisor, Parks Major Maintenance and Construction, Park Board
 - 90 days outstanding** - Refer the request to the appropriate manager in REFM or Parks:
 - Associate Director, Facilities Operations, REFM
 - Associate Director, Facilities Development, REFM
 - Director, Facilities Planning and Development, REFM
 - Manager, Park Operations, Park Board

- 120 days outstanding - Refer the request to the appropriate director:
 - Director, Facilities Operations, REFM
 - Director, Facilities Planning and Development, REFM
 - Director, Parks, Park Board

DRAFT