



To: All Maintenance Direct School Dude Users

MD-0003 Priority- Emergency REVISED

*When submitting a request, users ARE NOT to select the emergency box on the request page, only Dispatch or Administration are to select the emergency box and change priority to “emergency” when deemed appropriate. **If there is an actual emergency, the Building Supervisor is to call Building Services immediately** for appropriate action, 301-952-6500. Dispatch will route emergency work orders.*

If you are unsure if the issue is an emergency, call building services.

Steps:

- 1. The Building Supervisor identifies the emergency, creates a work order and immediately calls building services: 301-952-6500**
- 2. Dispatch will confirm that it is an emergency.**
- 3. Technician is dispatched to emergency location.**

When there is a confirmed emergency, and the dispatcher has updated the work order details, the priority must remain unchanged after the emergency has been dispatched.

Once the emergency has been mitigated, the technician or supervisor will uncheck the emergency box but the priority will remain unchanged.

The purpose code of the work order should be marked as the most appropriate description of the work to be done (Emergency, Contractor, Preventative Maintenance, etc)

Examples:

If it is an emergency to be completed in-house, the purpose **and** priority will be emergency.

If it is a contractor related emergency, the purpose will be contractor and priority emergency.