



# Buxton Fire-Rescue

## Administrative Policy

Subject: Reports (4)

Section/Number: Work Order Entry (2)

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### Purpose:

To ensure building, apparatus or equipment defects are documented, repaired and/or maintained to a satisfactory state of readiness.

### Policy:

Buxton Fire-Rescue utilizes Emergency Reporting (ER) as its primary records management program, including to track building, apparatus and equipment defects. All department employees have been issued a username and password to access ER, and must use these credentials in order to properly document maintenance defects/needs.

The following steps shall be taken when a station, piece of apparatus, or piece of equipment is in need of service, is damaged, or not working as designed. Examples include: when a truck needs an inspection, tires are in need of replacement, warning lights are inoperable, or truck is out to service due to defect.

1. Notify the company officer (with any means necessary) that the station, apparatus or piece of equipment is either in need of service or is out of service (OOS).
  - a. If the company officer (either Captain or Lieutenant) are not available, and the defect needs immediate attention the Duty Chief shall be notified (by any means).
2. Once the company officer has been notified, or in cases that the Duty Chief has been notified, the employee making the notification shall enter a maintenance request (work order) in ER. Use the following steps to log a work order:
  - a. Login to ER with your personal login credentials.
  - b. On the left side of the screen click the MAINTENANCE button.
  - c. On the top of the next screen click the REQ MAINT button.
  - d. On the next screen select either APPARATUS or EQUIPMENT.
  - e. On the next screen select what station, apparatus or equipment needs attention.
  - f. On the next screen fill in the form as completely as possible and click NEXT.
  - g. If you will be uploading pictures or documents you may attach them in this screen, if not, click COMPLETE MAINTENANCE REQUEST.

Once you have clicked Complete Maintenance Request it will show up in the pending maintenance request list, and the employees part of the process is complete.

The pending list is where the Deputy Chief responsible for maintenance can edit the status of work orders and assign the work to Public Works or an outside vendor.

Once maintenance/repairs have been completed, the work order will be closed out by the Deputy Chief, and the company officer(s) will be notified, and the building, apparatus or equipment will be returned to normal status.

\*If a work order is not entered into ER, repairs or maintenance will not be completed\*