

CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT DEPARTMENTAL POLICY/PROCEDURE		Pages 4
Subject FACILITY DAMAGE-INCIDENT REPORT PROCEDURE		Effective 10/31/2014
Policy/Procedure Owner Deputy Public Transit Director/FAO	Initiating Division FAO Division	Revision Date 6/19/17
Policy/Procedure User(s) PTD, TEU, Contractors, and Vendors		Revision Number 3

PURPOSE

The purpose of this procedure is to provide guidance to Public Transit staff, Police Transit Enforcement Unit, all contractors, and vendors on how to report and document damage that occurs at the operating facilities, transit centers, park and rides and headquarters building.

GENERAL INFORMATION

The Public Transit Department (PTD) Facilities and Oversight (FAO) Division is responsible for the management and maintenance of PTD facilities. All incidents resulting in damage to City assets must be documented and reported as outlined in this document. All repairs associated with such incidents shall be coordinated by the City.

PROCEDURE

- This procedure applies to all City of Phoenix Public Transit Department facilities.
- All incident report repair requests should be inputted into MPulse or called into the Work Order system at 602-495-7011.
- PTD FAO has point of contacts assigned to manage the incident reporting process.
- PTD sites are assigned to FAO Division staff and that individual should be contacted during after hour/weekend emergencies at the following numbers:

PTD Facility	Staff Contact	Number
Transit Department Headquarters	Sharyn Zlotnick	602-689-4960
Transit Centers	Herb Muñoz	602-370-1448
Park-and-Rides	Herb Muñoz	602-370-1448
Bus Stops	Bernard Venegas	480-435-2431
Operating Facilities (North, RAR, South, West)	Danny Medina	TBD

- An emergency is considered life safety or building and equipment failure that hinders operations or may cause further damage. Life threatening or wide spread property damage should be considered a 911 emergency. Facility occupants should refer to their contract in reference to emergency responsibilities.
- When City of Phoenix property is damaged an incident report should be filled out by the Tenant, Contractor, City staff, Police Transit Enforcement Unit (TEU) or any personnel that caused or discovered the damage.

Operating Standards: Work Order System as it Relates to Facility Damage Repairs

The following guidelines can be found in the Work Order Business Practice Guide, 10/26/2016

- The normal business hours are from 7:00 AM- 5:00 PM, Monday – Friday, excluding City holidays.

- After hours and immediate response emergency work orders (as defined) shall be called into the staff person assigned to site stated above. FAO staff will assign the work through authorized work teams/contractors to respond to the emergency. Affected contract managers for transit operating contractor should be notified ASAP when the emergency could impact operations.
- Work order tracking, assignment and database are managed by Facilities staff.
- Work order review is performed weekly by FAO staff assigned to the site(s). Response and status reports are delivered to the work order administration team to update work order tracking information.
- Receipt of work order request by caller is provided weekly to Public Transit FAO Division, Police Transit Enforcement Unit and site primary manager.

Operating Standards: Incident Report

The following guidelines are used for Incident Reports:

- All Public Transit facility damage shall be recorded with an incident form.
- All incident forms must be complete with all requested information and all required signatures. Any incomplete forms will be returned to the originating party.
- Person finding and reporting the damage shall notify their supervisor and on site security of the incident and where it occurred either in person or by phone, if applicable. The City Contract Manager of the reporting party, if applicable, must also be notified of the damage and current status.
- All property damaged shall be reviewed and repaired by the Facilities Maintenance staff assigned to the site, unless otherwise approved or directed by Public Transit Department management staff.
- Incident reports shall be provided to the City Contract Manager as soon as possible. It is the responsibility of the City Contract Manager to forward information to the identified responsible party.
- Copy of quotes/estimates for damages will be forwarded to the City Contract Manager for review.

Operating Standards: Damage Recovery Cost

The following guidelines are used to recover cost due to misuse, abuse or neglect to City Assets:

- Operating Facilities: Contractors responsible for operation and/or maintenance of equipment as part of their contract scope will do so according to the Original Equipment Manufacture (OEM) specifications. All contractors assigned to the North, South, and West Transit facilities should refer to their contract for City provided equipment replacement responsibilities. The contractor will also be financially responsible for any damage repairs throughout the facility caused by misuse or abuse (accidents, improper operation, theft, etc.) by their employees, subcontractors or visitors. The aforementioned repairs shall be performed, as directed by the City, by the Facilities Maintenance Contractor (FMC), other City departments or City contracted vendor and charged to the responsible contractor.
- Park-and-Rides & Transit Centers: Same as above. Repairs shall be performed, as directed by the City, by the Facilities Maintenance Contractor (FMC), Facilities Cleaning Contractor, other City departments or City contracted vendor and charged to the responsible contractor.
- Initial communication of damages and recovery cost is conducted with the City Contract Manager overseeing the responsible party. All disputes should be submitted, in writing, via email, regular mail service or hand delivery within 5 business days of the Incident Report delivery to the City Contract Manager.
- All disputes will be reviewed and researched by the FAO Division. A written response to the City Contract Manager will be provided within 5 business days of receipt by the FAO Division.
- Invoicing to the responsible contractor for recovery costs is managed through the Management Services Division. Invoices are issued after payment is processed by the City for the repairs completed.
- City staff and/or FMC reviews the damage and reports any issues and the current status, based on knowledge and expertise, to the City staff responsible for the site. Any repairs authorized by the City must follow City purchasing guidelines to restore the equipment or property to the level prior to damage.

RESPONSIBILITY

All Public Transit Department staff, Police Transit Enforcement Unit, Contractors, and Vendors are responsible for following this reporting procedure.

EXHIBITS/ATTACHEMENTS

Public Transit Department Incident/Repair Service Request Form

Approved by:

Approved by:

Maria Hyatt, Director
Public Transit Department

Joseph Bowar, Deputy Director
Public Transit Department



Public Transit Department

INCIDENT / REPAIR SERVICE REQUEST FORM

North Transit Facility	<input type="checkbox"/>	South Transit Facility	<input type="checkbox"/>	West Transit Facility	<input type="checkbox"/>	
Other Facility	<input type="checkbox"/>					
INCIDENT DATE:	EQUIPMENT OR VEHICLE #:					
TIME OF REPORT:	PERSON REPORTING INCIDENT / REQUEST: _____					
		CONTACT NUMBER _____				
WAS SITE SECURITY NOTIFIED?		Yes <input type="checkbox"/> No <input type="checkbox"/>				
BUILDING			LOCATION:			
DAMAGED	<input type="checkbox"/>			REPAIR/SERVICE	<input type="checkbox"/>	
GIVE A COMPLETE DESCRIPTION OF WHAT WAS DAMAGED OR NEEDING REPAIR/SERVICE						
Damage to City property must be reported ASAP. Photos shall be taken of all damage and submitted as an attachment.						
All City Property repairs shall be conducted by City staff or their contractors, unless otherwise agreed to by Management.						
THIS SECTION IS FOR CITY USE ONLY						
Assigned to:					DATE:	
COMMENTS						
OUT SOURCED:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Service Contractor:			