

STANDARD PROCEDURE

Aviation Authority

Number: S1100.01

Effective: 07/01/80

Revised: 11/30/22

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SUBJECT: MAINTENANCE WORK CONTROL
PROGRAM

PURPOSE: To establish procedures for reporting and documenting facilities deficiencies and/or performing work that does not require or involve tenant work permits.

GENERAL: The Maintenance Work Control Program is established to provide for timely reporting, coordination and tracking of facilities deficiency repair, preventive maintenance, and work requests for all areas under Authority responsibility.

PROCEDURE:

A. Routine or Emergency Work and Repairs:

1. Routine work and repair requests are submitted via the Authority's online Maintenance Work Order, e-mailed to WorkControl@TampaAirport.com, or phoned to Work Control at (813) 870-8740.
2. Emergency work and repair requests during normal business hours of 7:00 a.m. to 4:00 p.m. should be immediately reported by phone to Work Control at (813) 870-8740. For phone calls to Work Control for emergency work and repair requests after normal business hours, press one (1) while the voicemail is playing and caller will automatically get forwarded to the Airport Operations Center.
3. Information to be provided by the Requestor:
 - a. Requestor name, contact phone number and organization;
 - b. Complete description of requested work or repair, including operational impact;
 - c. Exact location of the requested work or repair;
 - d. Drawings, photos or sketches, if appropriate, which would help explain requested work or repair.

B. Requests for Work Other Than Repairs:

1. All requests for small furniture moves, room set-ups, or moving miscellaneous items should be initiated a minimum of three working days in advance.

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2. All requests for painting and minor remodeling should be initiated at least 30 days in advance.
3. Tenant projects that require an Authority Tenant Work Permit (TWP) are coordinated directly with the Maintenance TWP Coordinator and are not part of the Maintenance Work Control Program.

C. Maintenance Work Control Action:

1. Review the work or repair request, as applicable.
2. Record the work or repair request in the Authority's online work order request system or direct it to the appropriate agency.
3. Confirm to requestor, via e-mail, the issued work order number.
4. Work order will be generated and provided to the appropriate Maintenance section for completion.
5. Confirm to requestor, via e-mail, when the work order has been completed along with resolution.

D. Airport Operations Center action for after-hours response:

1. Document all requests.
2. Contact and direct work to appropriate staff.
3. Provide information to Maintenance Work Control for recording and tracking purposes as needed.
4. Direct non-emergency calls to Maintenance Work Control.

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E. Special Needs/Complaint Resolution:

1. Special needs/complaint resolution will be directed immediately to Maintenance Work Control.
2. The Maintenance supervisor or manager who is responsible for the function will be notified and is responsible for ensuring that special needs and/or complaints are given prompt attention.

APPROVED: Michael Stephens

DATE: 11/30/22