1.0 PURPOSE:
   1.1 This procedure defines the steps required to send an e-mail/text message to Maintenance Personnel requiring urgent communication.

2.0 RESPONSIBILITY:
   2.1 Coordinator III & IV of Maintenance
   2.2 Trades Dispatcher/Scheduler
   2.3 Supervisor/Leadman of Maintenance
   2.4 School Police
   2.5 CCSD Communication’s Office
   2.6 Office of the Superintendent
   2.7 Office of Division Head

3.0 PROCESS INPUT:
   3.1 Coordinator to inform Dispatch of urgent communication received from credible sources such as School Police, CCSD Communication’s Office, Division Head, or Office of the Superintendent.
   3.2 Coordinator to inform Dispatch when urgent communication has been cleared.

4.0 DEFINITIONS:
   4.1 CCSD Clark County School District
   4.2 Service Groups: Administration, Dispatch, FSR, FSRR, Leadman, Supervisor
   4.3 FSRR: Facility Service Regional Representative
   4.4 FSR: Facility Service Representative

5.0 PROCESS DESCRIPTION:
   5.1 Coordinator to inform Dispatcher of an urgent communication.
   5.2 The receiving Dispatcher must send an e-mail/text message from the interact account, assigned to them, to all FSC Administrators, FSRR, FSR, Supervisors, Leadmen and Dispatchers.
   5.3 Steps for e-mailing urgent communication:
      5.3.1 Time
      5.3.2 Site (must have complete name such as Kitty Ward ES)
      5.3.3 Problem (As of 10:30 a.m. the FSC South is in lock down due to police activity in the area, please stay clear)
   5.4 Coordinator will inform Dispatch when urgent communication has been received from credible sources such as School Police, CCSD Communication’s Office, Division Head, or Office of the Superintendent and has cleared the original urgent communication (As of 11:15 a.m. the FSC South is now all clear)
5.5 Receiving Dispatcher will send e-mail from the interact account assigned to them to all FSC Administrators, FSRR, FSR, Supervisors, Leadman and Dispatchers of an **all clear** using the same steps as above.

5.6 It will be up to the Supervisor and/or Leadman to reiterate the same communication to their technicians if they so choose.

6.0 SUPPORTING DOCUMENT REFERENCES:

6.1 N/A

7.0 RECORD RETENTION TABLE:

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<thead>
<tr>
<th>Identification</th>
<th>Storage</th>
<th>Retention</th>
<th>Disposition</th>
<th>Protection</th>
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<td>Delete after Update</td>
<td>Electronic Backup</td>
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<td>Communication</td>
<td>Paper copies in Maintenance</td>
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8.0 DOCUMENT REVISION HISTORY:

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<th>Date</th>
<th>Rev.</th>
<th>Description of Revision</th>
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<td>A</td>
<td>Initial Release of the document</td>
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9.0 PROCESS OUTPUT:

9.1 This process was designed to promote consistency with urgent communication throughout the Maintenance department in the event of an emergency within the Las Vegas metropolitan area.

10.0 THIS DOCUMENT APPROVED BY:

10.1 Director III of Maintenance Department