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## **Summary**

Route maintenance improves maintenance efficiency and public perception. Buildings are divided into sections with scheduled visits for minor repairs and preventive tasks. A well-equipped, skilled route person ensures prompt service, records issues, and enhances satisfaction. Proper cart organization reduces costs and increases productivity, benefiting the maintenance team and occupants.

## **Route Maintenance in Buildings**

Route maintenance is one of the best ideas to improve the public perception of the maintenance department and reduce costs. On a maintenance route, the building is divided into regions or sections. A route box (which looks like a suggestion box) is installed in each section, and short write-up forms or service request forms are provided. A section leader or contact person is also designated.

Each section is assigned a time and day of the month (or week) for its route visit. For example, the reception area might be assigned the second and the fourth Thursday of the month at 9 AM. That time and day should be repeatedly publicized.

The dispatcher should remind any requestor of minor calls about the scheduled time, day, or route. Be sure you can service the route at least 95% of the time. On the second and fourth Thursday mornings, the route person rolls into the section, picks up the route box requests, and checks in with the section leader. All minor work and local PM tasks are completed. Larger jobs are written up by the route person and turned in to the maintenance control point.

A successful route person should be personable with a friendly and professional manner, multi-skilled, able to work without close supervision, and able to work with customers so they feel positive and satisfied.

The route person should fill out maintenance log sheets. Log sheets will help you sharpen your overall maintenance effort. Reviewing the log sheets will show you things your route person needs to carry!

The better equipped they are, the more likely they will repair efficiently. Maintenance personnel and management should intensively study the route person's cart.

Consider the Phone Company or Gas Company service vehicle. Tremendous thought goes into how to outfit the truck. Next time you have an opportunity, ask the telephone installer or gas repair person how their vehicle is set up and why.

Apply the lessons to the route cart, van, rolling toolbox. The more often they have the needed part, the more money you save. When they can use items from stock, they take the best price rather than the local neighborhood hardware store price (or waste time with P.O.'s and supply companies).

The route maintenance person for a typical building might be equipped with the (if you operate a factory, use the same concept but adapt the cart to suit your conditions. This is an incomplete list):

**Hand tools** include: (a screwdriver set, pliers set, claw hammer, cutters, Allen wrenches, vice grips, keyhole saw, hack saw, tape measure, utility knife, pipe wrenches, set of files, rasps, good flashlight, batteries, etc.),

**Step ladder** to reach the ceiling,

**Electric tools (battery-powered) include electric drills and bits, drop lights, and skill saws.** Battery power is great; carry extra batteries; otherwise, have a 100' extension cord and three-prong adapter.

**Test gear:** multimeter, outlet tester, neon tester,

**Cleaning tools and materials:** (Straw broom, whisk broom, dust pan, trash bags, mop, wringer, bucket, pick-up stick with nail end, rags, shovel, sponges, 5-gallon pail, spray bottles, razor blade scraper, steel wool) cleaning supplies (furniture polish, all-purpose cleaner with TSP, spray deodorizer, spray tile cleaner, wax, wax applicator, wax stripper, toilet bowl cleaner, oven cleaner, metal polish, non-abrasive cleanser), rags, paper towels

**Lubricants:** Silicone spray lube, WD40, spray grease, grease gun with cartridges

**Paint, wall repair:** spray paints, spray zinc, standard off-white latex paints (or standard colors) with brushes and rollers, spackle, knife, and spackle tape. Include floor and ceiling tiles, threshold, and entrance strips.

**Common Chemicals:** Contact cement, contact cleaner, degreaser, stripper, mineral spirits, specialized solvents, latex and silicon caulk and gun, liquid plumber (if you use it), small amounts of extermination chemical including rat/mouse poison, bug bombs, insecticide spray, can hornet/wasp killer, roach/ant traps

**Variety packs of fasteners,** variety of nails, small hardware items, duct tape Elect: lamps (ones you use),

**Bulbs and lamps used in your facility:** including LED, florescent replacement tubes, specialty lamps

**Small electrical items:** switches, outlets, switch, outlet & blank covers, electrical tape, fuses, fittings, transformers, bell wire, smoke detectors, batteries, tags for writing dates of installation and testing

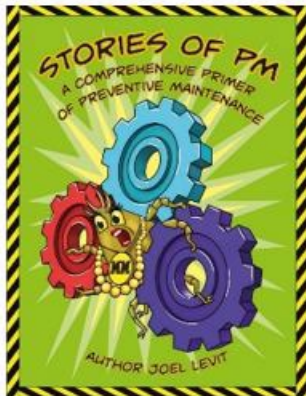
**Door and window:** Door and window hardware: door hardware, locksets, doorbells, Window hardware,

**Plumbing:** faucet washers and seats (seat tool), kitchen and bathroom faucets with flex lines toilet parts, closet seals, toilet seat parts, closet snake

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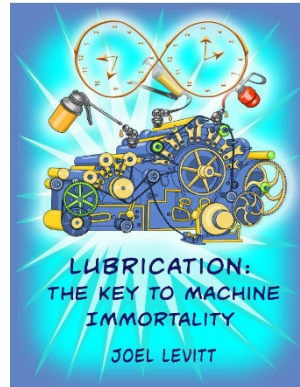
Reliability and fundamentals



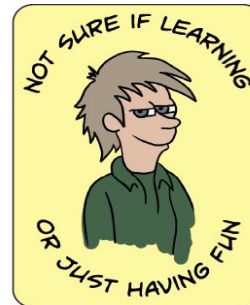
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