The Office of Facilities (Facilities) recently implemented a “zonal maintenance” program and re-organized their Operations and Maintenance Department (M&O) to better serve the UTSA community. Within M&O, there are now six (6) areas of operation including: Material Resource Management; Work Management; Fleet Management; Preventive Maintenance; Corrective Maintenance; and Utility and Systems Operations.

The zonal concept, known within facility management as “zonal maintenance” consists of stand-alone corrective maintenance shops that include multi-skilled teams working simultaneously together to provide higher levels of customer service in less time. All corrective maintenance work is now being performed by multi-trade teams assigned to one of three primary operations; Research, Auxiliary Services and Educational and General Stakeholders.

The three primary operations or “zones” were based on a three-year workload analysis of each building by trade including electricians, plumbers, mechanical equipment technicians, carpenters, painters and other general maintenance workers. Zone supervisors assigned to each of the three maintenance zones are responsible for all maintenance work and activities within their zone.

Excited about the new zonal maintenance program, Facilities expects that the changes will enhance efficiency as well as customer satisfaction.

Work request procedures remain the same and should continue to be submitted through the iService Desk, UTSA’s web-based work request system.