

## **REACTIVE MAINTENANCE**

### **6.1 COMPREHENSIVE MAINTENANCE**

The City's comprehensive preventive maintenance program includes procedures to address unplanned events. The foundation of planning for the unexpected is knowing the capabilities and limitations of the City's staff and resources. The City has a good handle on the types of problems that can occur in the collection system. The problems that can be handled efficiently with City staff are completed in house. Those problems that cannot be handled with City staff are contracted out to qualified vendors and contractors. The City is continually reviewing their contingency plan for responding to problems that may occur in the sanitary sewer collection system.

The City's preventive maintenance program is based on a prioritization system, likewise their reactive maintenance system is also based on a prioritization process. Emergency response is always a top priority, however, other unplanned reactive maintenance may need to be scheduled prior to routine maintenance and repairs.

### **6.2 REACTIVE MAINTENANCE**

Reactive maintenance is usually identified while conducting routine maintenance, inspections and assessments, and once identified they are scheduled to be repaired. These repairs are scheduled based on a priority system. When placing a maintenance or repair item into the asset management program, City staff estimate the timing of the repair based on the potential of sanitary sewer overflow. Those needs with a lower risk of causing an SSO are placed on a lower priority than those with a higher potential of causing a SSO.

Reactive maintenance repairs include, but are not limited to:

- Cleaning to eliminate flow problems that are noted during inspections.
- Spot repair or replacement of a pipe that shows signs of deterioration.
- Replacing a rattling or failed manhole cover.
- Repairing or replacing a pump that is becoming clogged or has been damaged by debris .
- Responding to, investigating, and mitigating customer complaints.
- Repairing system parts subject to vandalism.