



SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



440.01 FACILITY MAINTENANCE 05-15-2025

PURPOSE

The purpose of this order is to establish procedures for the maintenance and repair of city-owned facilities, buildings, or premises that are operated by or under the control of the Sacramento Police Department.

POLICY

To expeditiously report the need for repair of any city-owned facilities, buildings, or premises.

PROCEDURE

A. GENERAL

1. Each command shall designate an employee to facilitate maintenance and repairs to facilities, buildings, or premises with appropriate city departments or contractors.
2. All non-emergency requests for repairs should be made during normal business hours by the designated employee.
 - a. Normal work hours are from 0800-1530, Monday through Friday, excluding holidays.
 - b. Only designated employees, at each command, shall submit non-emergency facilities-related work orders.
3. When maintenance or repair is required of a building, such requests shall be reported to the City of Sacramento 311 Customer Service Help Center (311).
 - a. Work orders are processed by the 311-service center and assigned to appropriate city departments.
4. For emergencies and major repairs requiring immediate action after normal work hours, a supervisor may contact the 311-service center directly to report the need to initiate repairs.
 - a. Supervisors can contact the 311-service center directly using the internal employee only telephone number [REDACTED].
 - b. Only those repairs deemed critical to continued operation or hazardous to health or safety shall be deemed emergencies.