

## **Changes to the LBRE OPS CENTER**

There have been recent changes to the LBRE OPS CENTER. The Center is no longer a 'call center', it is now structured to be comprised of Planner/Schedulers that manage BGM work flow. They coordinate with the BGM Shops and District Work Center (DWC) Supervisors to weigh urgency of work order requests, check work load of technicians on duty and assign work to technicians. They track work orders that have been assigned and help with communication between the technician and the requestor.

Please continue to use the BGM Work Request page for all service requests. This helps BGM track work orders more closely and to be able to respond to campus needs that day. If you need help loading the web site on to your phone, please call your Zone Administrator. **REMINDER**, the 3-2281 number is to be used for urgent maintenance calls only. If you call the number during normal business hours and it is NOT urgent, please leave a voicemail.

Also, as construction increases in Bonair Siding, Operations will develop new protocol to reduce traffic in the area. Stay tuned.

