

FACILITIES MAINTENANCE

WORK ORDER SYSTEM PROTOCOL:

- To provide an orderly means of communication between CISD Maintenance and the educational staff for reporting and tracking needed maintenance work.
- CISD Maintenance uses the School Dude® Work Order system to assign work to various crafts, track progress, and keep record of labor, material cost and insure facilities are well maintained.
- The purpose of the Maintenance Department is to provide material and labor to maintain all CISD buildings, and grounds.

ESSENTIALS:

Fill out and submit a work order for maintenance problems that need the attention of the Maintenance Department through the School Dude® Work Order system.

Please include the following information with your request:

- Name of Requestor
- Phone number of requestor
- E-mail address of requestor (if applicable)
- Building where work is needed
- Room number where work is needed
- Detailed description of request or needed work
- Be as specific as possible as to the location and nature of the problem.
- List any special conditions such as desired or preferred time to perform the work
- Work orders will automatically be assigned a numerical number for tracking purposes.

WORK ORDER PRIORITIES:

Each Work Order should be assigned a valid priority listing of “Low”, “Medium”, “High”, or “Emergency”. Our Goal is to complete 80% of Work Orders within 7 working days or sooner. These 80% of the Work orders will be marked as a Medium priority issue.

1. Low Priority 30 days or less
2. Medium Priority 7 working days or less
3. High Priority 1-5 days response
4. Emergency 1 day response - Emergency Work order are defined as an issue that may be life threatening cause injury or bodily harm, or likely to cause damage to school buildings or facilities. Emergency work order Monday thru Friday between 7: am and 4: pm will be addressed immediately and should be followed up with a phone call to the Director of Maintenance 817-202-1182 or 817-913-7018 Cell.

AFTER HOURS EMERGENCIES:

Emergencies (which include fire and burglar alarms) that occur after business hours - before 7:am and after 4:pm including weekends should be reported to the after-hours number **682-228-1820**. Please leave a message and your call should be returned with-in 5 minutes.

PURPOSE OF WORK ORDERS:

Work Orders are used to record and track any work performed to resolve maintenance issues. It provides a work order number that can be tracked by the requestor to obtain further information as needed. Also if closed it allows the requester to reopen the work order to have additional work performed.

ROUTINE VALID REQUEST TYPES:

- Electrical Maintenance
- Plumbing Maintenance
- Heating and Cooling, except for personal air conditioners or fans heaters.
- Grounds Maintenance Issues (sidewalks, trees, grass, etc.)
- Issues with locks in buildings, classrooms and sports facilities.
- Structural or Roofing Maintenance
- Pest control
- Furniture relocation
- General maintenance

TYPES OF EMERGENCY:

ELECTRICAL

- Anyone trapped in an elevator or any elevator not working.
- Any campus building reporting no electricity.
- Lights not working in classroom or office.
- Campus wide power outage.
- Receptacles not working in classroom that is needed for teaching purposes.
- Non-functioning lights and bulb replacement janitorial staff cannot perform.
- Non-functioning electrical switches and outlets.
- Exterior lighting such as parking lot lights, pathway lights, building security lights, etc.
- Fire alarm sounding in any building

PLUMBING

- Any toilet or urinal that is running continuously.
- Any time the smell of gas is present in any building.
- Any time the smell of sewer gas is present in any building.
- Any time there is no water to a building.
- When the sewer system, or drains are stopped up.
- When water is running on any electrical devices.
- When water is leaking through a wall, or floor.
- When water is coming out of the ground.
- When cover plates for water meters, sewer manholes are missing
- When irrigation valve box lids are missing or not on properly.
- When any faucet is running continuously.

AIR CONDITIONING AND REFRIGERATION

- Air conditioning not working in entire building.
- When there is no heat in the entire building or section of the building.
- Loud noise coming from a unit or mechanical room.
- Cooler or freezer not working
- Air conditioning not working
- Loud noise coming from air conditioning equipment located on outside of building.

LANDSCAPING MAINTENANCE

- Irrigation system on during the day with no Maintenance employee present.
- Debris on a campus street, sidewalk, or steps.
- Broken limbs or trees.
- Sink holes or any holes in the ground.
- Snow and/or ice removal at main front doors or on steps.
- Icy spots on main sidewalks

TRADES MAINTENANCE

- Door glass is broken.
- Window glass that is broken out.
- Windows that will not secure which are on ground level.
- Entrance doors that will not unlock or lock.
- Roof leak that is dripping on valuable equipment.
- Roof leak where a potential safety issue is present.
- Any floor safety issue, such as tripping or opening in floor.
- Any issue that presents a safety concern for students, staff, the public or the building

NOTES REGARDING WORK ORDERS:

- You can check the status of a work order with the work order number and looking it up on School Dude.
- If you call to check on the status of a particular work order, make reference to the work order number, the building and the nature of the work order.
- If you are not satisfied with the results or if the problem persists, you should email or call the Director of Maintenance (Kurt Benson) kbenson@c-isd.com or 817-202-1182
- Problems with the lack of maintenance or quality of maintenance should be addressed with the Director of Maintenance (Kurt Benson) kbenson@c-isd.com or 817-202-1182

ALTERATIONS OR BUILDING MODIFICATIONS:

If a work request is considered a minor alteration or renovation and not a maintenance issue, a Facility Improvement Request Form must be filled out and returned to the Director of Maintenance. Minor alterations include moving or adding walls, doors and changing or adding electrical circuits or receptacles, etc. Once the form is returned to Maintenance the form will be sent for approval, funding and prioritization. Modification of structures is not considered maintenance. All alterations or building modifications must be reviewed by the Superintendents Cabinet and approved by the Superintendent. A copy of the form is attached or can be downloaded from the CISD Maintenance Department webpage under the facilities improvement tab.

Cleburne Independent School District Request for Facility Improvement

Date _____ Submitted by _____

Campus or Facility _____

Description of the Project:

Justification:

Impact if Request is Denied:

Project Cost Estimate \$ _____ If needed Maintenance will provide cost estimate

Cost Detail (Attach copies of bids/estimates):

Can this Request wait until the following Budget Year: Y N

Does this request involve Technology: Y N

Is this Request an Emergency: Y N

Primary Funding Source:

Alternative/Additional Funding Sources: _____

Date Reviewed by Cabinet: _____

Approved Denied _____
 Superintendent Signature

Comments: _____

Please return a copy to Maintenance Department

Note: Fill out all areas

Any change, addition or modification of any facility requires the Superintendent approval