

# Maintenance & Operations Department

## Work Order Prioritization

Work order requests are prioritized as follows:

1. **Emergencies** – Situations generally characterized by a dangerous or hazardous condition where immediate attention is required to protect life, health, district property and safety of staff and students.
2. **High Priority** – Manageable conditions which require action to safeguard life, health, or District property.
3. **Medium Priority** – Routine maintenance requests that can be worked into existing department schedules.
4. **Preventive Maintenance** – Schedule via the computerized work order system.
5. **Scheduled** – Work that needs to be performed during a time students/staff are out of the buildings.

The Maintenance Department processes over 13,000 work orders annually. The following are a few examples of the criteria used to determine prioritization:

<b>EMERGENCY</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>PREVENTIVE</b>	<b>SCHEDULED</b>
Major leaks, flooding, fire, power outage, earthquake damage, broken water main, gas leaks, sewer stoppages, vandalism, stuck elevator that is occupied.	Heating/Air Conditioning, electrical circuit failure, graffiti, broken irrigation line, broken windows, pest control issues, minor roof/water leaks, foul odors, elevator stuck (unoccupied).	Landscape cleanup, signage, repair a faucet, new/replace keys, white board installation, lights out (low impact), trip hazards, non-critical door malfunctions.	HVAC inspections and filter changes, drinking fountains, exhaust fans, area drains, cooling towers, irrigation systems, playgrounds, district vehicles.	Interior painting, carpet cleaning, floor refinishing and replacement, roof repairs, fire and life safety inspections.

The procedure for reporting or submitting a work order request to Maintenance & Operations is as follows:

**Emergency and High Priority Work Requests** - Call the M&O emergency work order line at (760) 322-4115 x2 between the hours of 6 am to 2:30 pm and submit a work order online.

**Routine Request** – To be entered in the work order system by designated staff at the school site.