

PALM SPRINGS UNIFIED SCHOOL DISTRICT
MAINTENANCE DIRECT - WORK ORDER PRIORITY GUIDELINES

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. Emergencies are to be handled immediately via radio call-out to the responsible tradesman.

Examples:

- Major leaks/flooding, weather emergencies, natural disasters, roof failure,
- Power outage
- Loss of water, broken water main
- Overflowing plumbing fixtures (stoppages that cannot be contained)
- Emergency janitorial services (i.e. water extraction, chemical spills, bloodborne pathogens)
- Fire, smoke, gas leaks or smell of smoke/gas, explosion
- Exposed live electrical wires, faulty electrical fixtures or devices
- Total HVAC system failure on a whole building/wing/floor/classroom
- Loss of power or A/C in data (server) rooms
- Compromised security of buildings - broken windows, doors, gates, locks
- Elevator malfunction "stuck" that is occupied
- Fire safety/security device malfunctions (to render a situation safe or secure)
- Vandalism (to render a situation safe or secure)
- Graffiti

High Priority Work Orders – Manageable conditions which require action to safeguard life, health, or District property. Work which is important, but does not qualify as emergent.

Examples:

- Minor roof/water leaks
- Toilets or urinals constantly flushing/stoppages that can be contained
- Repair of a drinking fountain
- Fire extinguisher (malfunctioning)
- Door/lock repair where security is not an issue
- Electrical circuit failure (i.e. no lights or power to receptacles in classroom)
- Large number of lights out – affecting learning environment; sole source of light
- Parking lot/walkway lights out (safety)
- Elevator malfunction “stuck” that is unoccupied
- Temperature/comfort issues
- Foul Odors/Poor air quality in rooms
- Custodial services (i.e. lice, hand, foot, and mouth outbreaks)
- Pest control issues (i.e. bees, fire ants, rodents in areas occupied by students/staff)
- Significant landscape issues (i.e. broken irrigation line, downed tree/broken limb)
- Significant trip hazards

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Medium Priority Work Orders – Default priority for routine maintenance work to be performed: Requests that can be worked into existing schedules.

Examples:

- Pest Control issues (areas not occupied by students/staff)
- Landscape clean up
- Signage
- White board (installation)
- Non-critical lock and key requests
- Door closures and other non-critical door malfunctions
- Repair a faucet
- New/replace keys
- Lights out – minimal amount, not affecting learning environment
- Trip hazards, loose railing, cracked glass
- Furniture or carpet cleaning (significant stains in contact areas)

Low Priority Work Orders – Generally items that are non-safety related and have a minor impact on the function of the buildings/grounds: Work that can be scheduled based on availability of manpower and does not require a special trip be made but can be resolved the next time the tradesman is at the school.

Examples:

- Damaged walls
- Seismic bracing
- Hang pictures
- Non-critical furniture repairs
- Damage and cosmetic repair to non-critical equipment
- Custodial requests (non-emergency)

Safety - Get to this as soon as possible behind Emergency & High: Includes potential safety issues such as trip hazards, sink holes, sharp edges, unable to lock, etc.

Scheduled - Work that needs to be planned in advance: Work that needs to be completed based upon the preventative maintenance schedule or work that needs to be scheduled during a time students/staff are out of the building. Projects that require extra manpower or funding.

- Painting
- Carpet cleaning/Floor refinishing
- Pest control
- Flooring replacement
- Roof repairs
- Fire & Life safety inspections