



Alum Rock Union Elementary School District

MOT Work Orders Report

September 14, 2017



Work Order System Background

- ▶ In 2015-16, our IT department implemented the current work order system, which was acquired by the previous IT Director. After implementation, IT and MOT gradually started experiencing the system challenges and limitations
 - ▶ Field technicians cannot easily work on tickets using their phone due to unavailability of apps
 - ▶ Technicians have to print the work order and get wet signature from requestor and submit the paper back to MOT office.
 - ▶ Reports are not user friendly and are limited in functionality
- ▶ IT and MOT staff formed a committee to analyze the challenges and wish-list for a fully functional optimal performing system.
- ▶ The committee tested various systems and now is about to finalize and recommend a system
- ▶ The implementation, migration and training requirements are currently accessed and IT is hoping to launch it by middle of September 2017



Order of Priorities

- ▶ Emergencies
- ▶ Safety Call-Ins
- ▶ Safety Mandatory Monthly Inspections
 - ▶ Generated into work orders which take priority
- ▶ School Accountability Report Card (SARC State Mandated)
 - ▶ Uses FIT report (Facility Inspection Tool)
 - ▶ Generates list of priority repairs:
 - ☐ Plumbing = 51
 - ☐ Electrical = 84
 - ☐ Ceiling Tile = 28
 - ☐ Paint/Floor = 59
 - ☐ Window/Door = 33
 - ☐ Carpentry = 5
 - ☐ Total = 260



Additional Work Performed Outside of Work Orders

- ▶ **Summer 2016 Projects**
 - ▶ Re-flooring of classrooms/offices at Fischer(12), Mathson (7), Ocala(5), Linda Vista (4) and Lyndale (2)
 - ▶ Curb appeals at Adelante, Cureton, LUCHA, Ryan, Lyndale, Aptitud, George











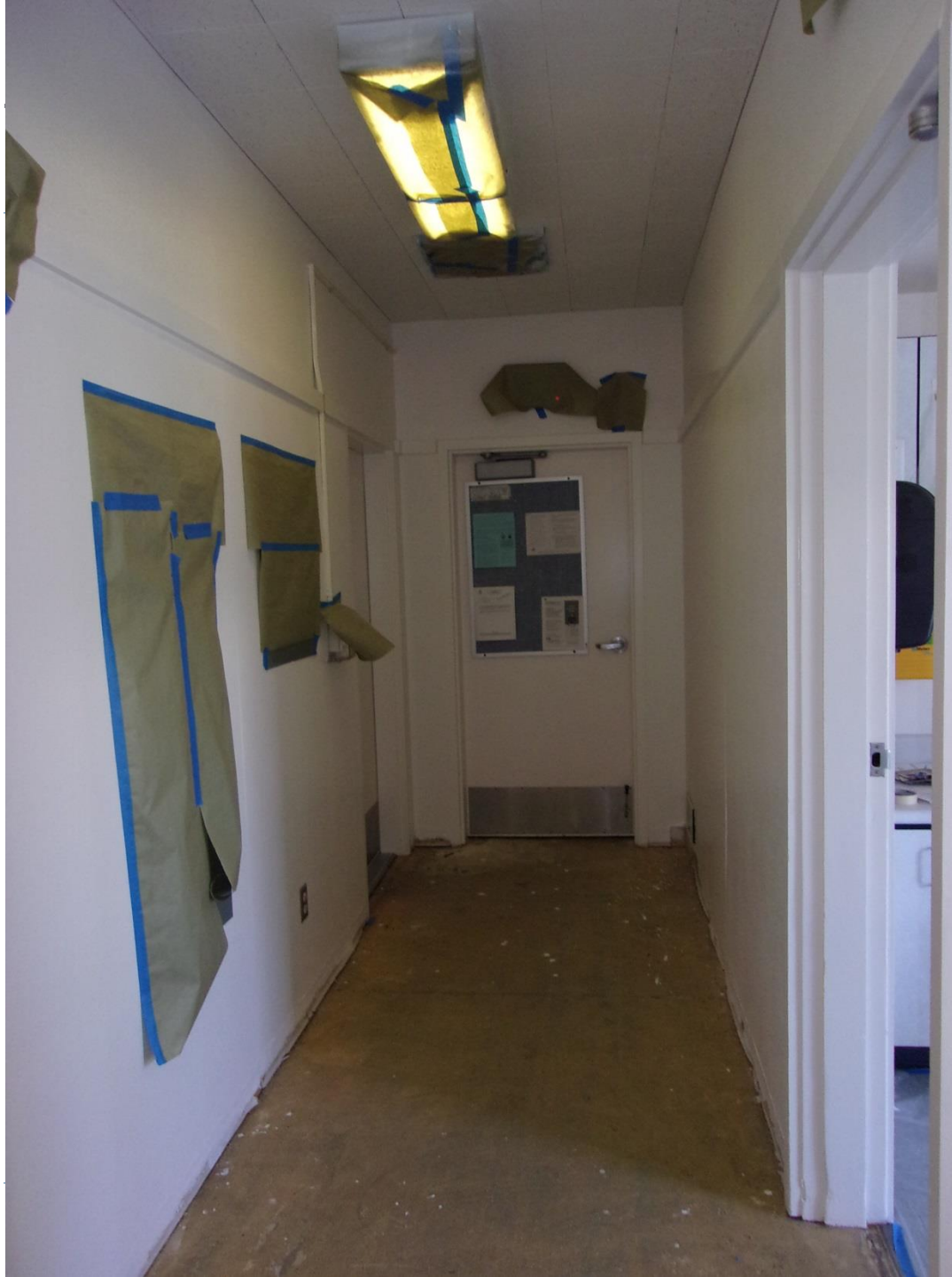


Additional Work Performed Outside of Work Orders





Work













BAY
BAY
BAY







Work



It A Seed
ch it Grow



WARNING TO
CHILDREN & YOUTH
NO ENTRY

Home Depot
GARDEN CENTER



Plant a Seed
Watch it Grow





Additional Work Performed Outside of Work Orders

- ▶ **State Compliance of D.O. and District Wide (Hazardous compliance)**
 - ▶ California Environmental Reporting System
 - ▶ Water Board
 - ▶ Storm Drains/Water Run-off
 - ▶ School Site Fire safety
 - ▶ School Electrical/Custodial/HVAC/Storage clean up and compliance



Additional Work Performed Outside of Work Orders

► Other Projects

- Coordination of Mathson fire
- Partial remodel and planning of SELPA building at Ocala
- Abatement/water-loss (Meyer, Arbuckle, Ocala, Aptitud, Cureton, Hubbard, D.O.)
- Facelift of Hubbard cafeteria
- District office quad
- Transportation department relocation
- Creation of Bonds office and relocation
- Transportation/maintenance break area
- Meyer speech room
- Family Resource Center (FRC) at Chavez
- Transition of former MACSA building (includes graffiti, board up, weeds control as needed)



Additional Work Performed Outside of Work Orders

▶ Other Projects

- ▶ Demo of deteriorating work shops
- ▶ Removal/replacement of deteriorating metal containers
- ▶ Creation of Adelante bone-yard as secondary staging and storage
- ▶ Creation of temporary work shops until funds are available for permanent
- ▶ Demo of unsafe buildings in maintenance yard and decking of existing roofs, ready for reroof
- ▶ End-of-year event set ups and logistics
- ▶ Extended year summer programs assistance and coordination
- ▶ Involuntary/voluntary teacher movements
 - ▶ Intra-school and Inter-school
- ▶ Partner/shareholder planning and assistance (Kidango, Headstart, Charters, San Juan Bautista, Parks & Recreations)
- ▶ Safety Meeting/Evacuation/Earthquake/Disaster planning
- ▶ Use of Facilities (Request, Coordination and Staffing)



Maintenance Staff and Budget

► Employees by Trade

- 1 Maintenance Lead
 - 1 Day Custodial Lead/Special Projects Support
 - 3 Grounds/Landscapers
 - 1 Irrigation
 - 1 Pest Control
 - 1 Turf Mower
 - 1 Day Electrical
 - 1 Night Electrical
 - 1 Low Voltage
 - 2 HVAC
 - 1 Plumbing
 - 1 Carpentry
 - 2 Painting
 - 1 Locksmith
 - Various general maintenance subs through out the year as needed
 - Total = 18 permanent staff
- Budget of approximately \$3.8M per year as required by the State



Work Orders

- ▶ Work orders cover approximately 20% of work preformed by maintenance staff
- ▶ How many work orders closed?
 - ▶ 1,551 issues resolved and closed to date
- ▶ How many work orders pending closure (still open)?
 - ▶ 2,246 remain open
 - ▶ Number is skewed due to various factors, such as:
 - ▶ Reports are limited in functionality and not user friendly
 - ▶ Duplications of requests, i.e., FIT repairs already completed include here and multiple entries of same request
 - ▶ Undoable requests, i.e., need additional parking spaces, paint entire school, etc...
- ▶ Dates of when work orders were received and still open?
 - ▶ Unable to verify due to system's limitation
- ▶ What is the process of how work orders are prioritized?
 - ▶ By default, tickets are created with medium priority
 - ▶ MOT, then evaluate and change its priority based on various factors
- ▶ What are the timelines to close work orders?
 - ▶ 1 day to two weeks, depending on issue and time of year
- ▶ How are work order statuses communicated to requesters?
 - ▶ System does not notify requestors; however, requestors can log into the system and check the current status of open work orders



Summer 2017 Projects

- ▶ Summer 2017 Projects
 - ▶ Curb appeals at Mathson, Russo and Chavez, Dorsa
 - ▶ Offices at Mathson, Russo, Aptitud and Chavez
 - ▶ Restrooms and exterior painting at Chavez
 - ▶ Annex Room at George
 - ▶ Academic Services Office



Thank you and Questions

