

Work Order Requests

Critical/Emergency Situations should be communicated to the M&O Department at 714-730-7515 during normal business hours (6:30am - 3:30pm Monday - Friday) or Campus Safety for after hours and weekend calls at 714-412-4833 (day) or 714-981-3962 (night).

The M&O Department supports the District's mission through the provision of safe, clean, efficient, effective, and well-maintained facilities and grounds. We are dedicated to excellence and making a positive difference in the lives of our students, teachers and staff throughout the District.

To facilitate the prompt processing of work orders, please use the information below to create your work order.

When creating a work order the requestor needs to complete six (6) required fields denoted by red asterisk (*) to correctly submit a work order. Otherwise, request(s) will not go into the active workflow queue allowing for proper processing. The required fields are **Work Order Status, Work Requested, Work Source, Work Category, Assignee & Cost Center.**

- **Work Status** – This field contains a drop-down menu and from the menu the requestor must select the **“In Progress”** option to ensure the work order once completed goes into the active workflow queue. If work order is submitted as a **“New Request”** it is not an active work order and not in the active workflow queue.
- **Work Requested** – Provide a brief but detailed description of the requested work.
- **Work Source** – Click the **“Add Location”** button and from there select the appropriate school, building & room where the repair is to be made.
- **Work Category** – Depending on the type of repair select the best option from the choices provided. For example, if it is a freezer or refrigerator repair, then select **“Refrigeration”** from the list.
- **Assignee** – Select the appropriate M&O supervisor for the necessary repair by clicking the **“Add User”** box. Scroll to find supervisor name or type in supervisor first **OR** last name, click the box next to their name then click **“Select”**. These steps ensure work order goes to appropriate supervisor. Please review the attached copy of the M&O organizational chart for help finding the correct supervisor.
- **Cost Center** - Selections include **Custodial, Grounds, Maintenance or Office Staff**. Again, referring to the M&O organizational chart any work orders assigned to John Parra the cost center is **“Maintenance”**. Likewise, work orders assigned to Mike Denney the cost center is **“Grounds”**. If Operations Supervisors Alfredo Morelia or Tino Arcos are selected the cost center is **“Custodial”**.

Work Order Priorities

Critical: Critical work orders take priority over all other work and require immediate action to address situations that present immediate danger to life, health, safety, security, or significant damage to buildings, equipment or other property. A critical situation will be handled immediately to within 24 hours.

Critical items include, but are not limited to:

- Conditions that immediately affect the continued performance of academic, student, or administrative functions.
- Conditions that affect the safety or health of members of the campus community or surrounding area.
- Conditions that immediately affect the continued performance of academic, student, or administrative functions – For example:
 - Broken water main
 - Unsecured buildings
 - Elevator malfunctions
 - Fire alarms/Smoke
 - Sewer stoppage(s)
 - Gas leak(s)
- Immediate security issues - Examples include:
 - Broken windows or doors that cannot be secured for a "sensitive area" such as student records area
 - Fire or emergency systems in state of alarm or limited function that must be returned to normal to ensure safety of occupants

High: High priority work is work that is needed to prevent a breakdown of essential operation or housekeeping functions or improving the operational performance of a necessary system. High priority work covers situations that severely impair but do not hinder operations. These situations will be investigated and assessed within 72 hours.

High priority work orders include, but are not limited to:

- Air-conditioning/Heating
 - Major loss of building air/heat
- Door failure
 - Depending on situation, if the door is an inner door, and the area can be secured through locking an outer door
- Plumbing repair
 - Drains that can be secured by turning off water
 - Leaks that only result from use of system and other facilities are available
 - Toilet Stoppage(s)
- Electrical repair
 - Loss of power to all circuits in area (if one outlet of many is affected this should be classified as a lower priority)
 - Part of a light fixture is inoperable in a mission critical area, over desks or student areas

Medium: Medium maintenance items are items that can be scheduled and completed within a two-week period and will be placed into the schedule upon completion of any Critical or High work orders. These items are routine in nature or minor events that should be planned (in advance).

Medium work orders include, but are not limited to:

- General Maintenance Issues
 - Lighting (Bulbs or fixture outages that do not affect the operation of the area at the present time)
 - Electrical (General electrical issues that do not pose a safety risk)
 - Plumbing (Plumbing repairs to maintain regular operations, i.e., replacement of toilet seats (discolored toilet seats, paper dispensers, etc.)
 - Grounds keeping /Irrigation issues
 - Interior/exterior painting
 - New/replacement keys

Low: Low work orders address service or project requests that do not pose a threat to life and property or disrupt school/department operations. These requests are put in the job queue and are processed in the order they are received. These work orders will be assessed and handled within two-to-four weeks (approximately).

**Major events should be scheduled further in advance to ensure availability of resources and materials.

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Chargeable Work

Chargeable work will require a **Site Modification Request Form**, signed by the Director of Facilities & Planning, Department/Site Administrator and Chief Financial Officer with the appropriate department account number filled in. The request form can be found using the following link:

<https://www.tustin.k12.ca.us/departments/business-services/maintenance-operations-facilities/site-modifications>

Once completed the site modification request form should be sent to the Maintenance, Operations & Facilities Department by District mail or via email sitemodification@tustin.k12.ca.us

The following services are normally charged to the requesting unit:

- Departmental requests for buildings or structural alterations
- Repair/service/replacement of departmental equipment or property, including non-standard coverings and surfaces
- Installation and repair of window treatments other than originally installed
- Non-routine and decorative paintings and wall covering repairs (i.e., murals, decorative tile(s) on wall)
- Carpeting or floor tile maintenance/replacement – other than normal schedule
- Installation of shelving & cabinetry
- Installation of bleachers
- Marquee/monument sign installation
- Storage containers
- Repairs necessitated by non-authorized appliances (i.e., heaters, microwave oven, etc.)

Renovations

For renovation-type work, please contact the Maintenance, Operations & Facilities Department before submitting a site modification request form, so M&O can discuss the scope of your project.