All work orders will be processed through the assigned work order technician located at the Support Services office. The work order desk is staffed 7:00 am to 3:30 pm Monday thru Friday, except on Holidays.

**ALL WORK ORDER REQUESTS NEED TO GO THROUGH THE WORK ORDER DESK.** This is important not only for tracking what is and has been done at the District’s buildings, but it also enables Facilities to prioritize, plan, & schedule work in an efficient manner. This will assist in timely completion of work activities and enhance communication to building personnel on the status of their requests.

To submit a Work Order Request, contact your building manager and let him or her know what the problem is. They will enter a work order into our electronic work order system, SchoolDude, if it is work they cannot perform.

*The only exception to this is emergencies (as defined on the following page). Emergencies need to be called into the Work Order Desk, 382-1325, immediately.*

For **AFTER HOURS EMERGENCIES** please adhere to the following guidelines:

**Any Fire that Causes Facility Damage**
Call 911 & report fire
Next call District Support Services at 382-1325
Support Services will call the appropriate Facilities personnel per the After Hours Notification & Re-call Listing.

**Severe Damage to Facility (including grounds)**
Call District Support Services at 382-1325
Support Services will call the appropriate Facilities personnel per the After Hours Notification & Re-call Listing.

**Any Imminent Safety Hazard**
Call District Support Services at 382-1325
Support Services will call the appropriate Facilities personnel per the After Hours Notification & Re-call Listing.
WORK ORDER REQUESTS and PRIORITIES
For any work that is required at a building, a Work Order must be initiated. This is important for a variety of reasons to include not only tracking what is and has been done at the District’s buildings but to enable Facilities to prioritize, plan, & schedule work in an efficient manner. This will assist in the timely completion of work activities and enhance communication to building personnel on the status of their requests. **The only exception to this is emergencies. Emergencies need to be called into the Work Order Desk at Support Services, 382-1325 immediately.**

Only Building Managers can submit Work Order Requests electronically. Principals or their Administrative Assistants can call in work orders if their Building Managers are not in.

Work Order Requests will be entered into the Facilities software system which will assign a work order number to each request. Facilities will review the request and assign a priority to each work order.

Work Order requests will be prioritized as outlined below:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Work Type</th>
<th>Description</th>
<th>Response Time</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Emergency</td>
<td>Damage to Property Immediate High Risk of Personal property damage</td>
<td>Immediately</td>
<td>Fire Gas Leak Water Main Leak/Break Sewage entering building Major Roof Leak Building Flooding No Heat in Entire Building No Electricity in Entire Building</td>
</tr>
<tr>
<td>High</td>
<td>Urgent</td>
<td>Moderate risk of Minor Personal Injury. Moderate risk of Minor Property damage. Enable business or Program support.</td>
<td>As soon as practical</td>
<td>No heat in areas of building No electricity in areas of building Minor roof leak Site erosion Potential safety issue (outside/inside)</td>
</tr>
<tr>
<td>Medium</td>
<td>Regular Maintenance</td>
<td>Preventive Maintenance Corrective Maintenance (repairs) Monthly Planned Tasks Non-Emergency Items Non-Urgent Items</td>
<td>Schedule a week in Advance</td>
<td>Routine Maintenance Scheduled Repairs Grounds Maintenance</td>
</tr>
<tr>
<td>Low</td>
<td>Discretionary Projects, Modifications, or Improvements</td>
<td>Non-Maintenance Projects Discretionary work</td>
<td>To-be Determined</td>
<td>Renovations &amp; Remodeling New Cabinets &amp; Bookcases Cosmetic repairs New or additional items not already in Building</td>
</tr>
</tbody>
</table>
WORK ORDER STATUS

The following provides a description of all the different statuses that work orders may be in:

**New request:** This is the status of a new work order that has yet to be processed.

**Forward:** This is the status once we process the work order. The status is changed to Forward and assigned to the appropriate shop foreman.

**Declined:** This status is used to indicate that Facilities either does not do this work or the work is not reasonable (such as violates a building code).

**Duplicate Request:** This status is used to indicate there is another work order in the system for the same thing. Occasionally, we get a call and we enter the work order, then the building manager enters another work order.

**Deferred:** This status is used to indicate the work will be scheduled at a later date.

**On Hold:** This status is used to indicate that the work order is on hold until additional information is received and the work will not be done until Facilities is sure the work needs to be done.

**Open Extended:** This status is used if a work order needs to be kept open to an extended period of time.

**Parts on Order:** This status is used to indicate that some parts had to be ordered and we are awaiting the delivery of those parts.

**Pending:** This is the status used when a work order is initially assigned to a craft person to do the work.

**Void:** This status is used when we need to void the work order from the accounting information in our work order system.

**Waiting Funding:** This status is used when we are waiting on funding to accomplish the work. We use this mostly when schools or departments are requesting modifications and we have sent the school or department a “Reimbursable Work Agreement” (estimate) and we are waiting for the funding arrangements to be made.

**Waiting More Information:** This status is used when we have inquired about some additional information and we are waiting on that information.

**Work in Progress:** This status is used when we are working on the work order.

**Complete:** This status is used when the actual work has been completed.

**Closed Work Orders:** This status is used when the work has completed and all the cost information has been entered on the work order.

The Building Manager can check the status anytime by logging onto SchoolDude, our work order system, and checking the information on work orders at their assigned locations. The Building Manager can run reports on a variety of things contained in the work order system.