
Routine and Emergency Work Orders, Facilities/Maintenance
MOP-P013
Sacramento City Unified School District

1.0 SCOPE:

- 1.1 This procedure discusses the method that is used to process Facilities Maintenance routine and emergency work orders for Sacramento City Unified School District.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Office Technician II

3.0 APPROVAL AUTHORITY:

Signature

Date

Signature on file

- 3.1 Director, Facilities and Maintenance

4.0 DEFINITIONS:

- 4.1 **Category I Work Orders:** Work Orders generated for all repairs that immediately pose health, safety and security hazards. Vandalism is a Category I work order.
- 4.2 **Category II Work Orders:** Work Orders generated for all repairs that might become critical if not repaired within the time limits set. Items that directly affect teaching and require support from other crafts.
- 4.3 **Category III Work Orders:** Work Orders generated to perform routine maintenance that do not pose any immediate or imminent health, safety or security problems to site. Category III work orders include, but are not limited to; Preventive Maintenance, Capital Improvements, Parent Participation Projects, Deferred Maintenance, a site walk through and assistance to: Architects, Engineers and Project Managers.
- 4.4 **Routine Maintenance:** Miscellaneous required maintenance that directly affect teaching and require support from other crafts.
- 4.5 **Emergency Routine Maintenance:** Broken windows, unsecured locks and other security and/or safety concerns. Category I maintenance.

5.0 PROCEDURE:

5.1 Routine and Emergency Maintenance:

- 5.1.1 Receive and record requests for maintenance that come in to the office by telephone, email, fax, interoffice mail or the Act 1000 online work order system. Review and print work order forms for work to be completed and recorded.
- 5.1.2 If request is determined it is a Capital Improvement or Chargeable Cost, work order is rejected, work order is attached to the Work Order Requested Slip, and forward to school site for option to resubmit.

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- 5.1.3 Enter page-out emergency repairs to appropriate Supervisor's or assigned trade technician as appropriate. Put in appropriate trade box for recording.
- 5.1.4 Update "Action Box" in ACT 1000 Work Order Maintenance showing status, which includes dates. Close out completed work order with time, labor and materials.
- 5.1.5 Return all closed out work orders forms to the Trade Supervisor.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Work Order/Estimate Request Form #MOP-F010
- 6.2 Detailed Work Order Request form from Act 1000 Work Order Maintenance System
- 6.3 Work Order Job Estimate form #MOP-F005

6.3 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Work Orders	Act 1000	1999 to present	Discard as desired	Public Document

7.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
4/02/08	A	Initial release