



Guide for Charter Schools in Oakland Unified School District Facilities

Important Contact Information:

- OUSD Buildings & Grounds: 955 High Street Oakland, CA 94601
Phone: (510) 879-8397 Fax: (510) 879-8393
- OUSD Office of Charter Schools: 4551 Steele Street, Main Building, Rm. 11, Oakland, CA 94619
Phone: (510) 336-7500 ext. 1 Fax: TBD

Buildings & Grounds Work Order Protocol

Please note: work orders are to be placed by designated Site Staff only. Please designate a minimum number of staff responsible for placing work orders so as to minimize confusion and the opportunity for miscommunication.

1. Contact work control center at (510) 879-8400 with the following information:
 - a. Site Name (Site Number if applicable)
 - b. Contact Name and Phone Number
 - c. Exact nature of request (i.e. 2 light fixtures broken/missing in room 2 Main Building vs. replace light fixtures) – Please specify if EMERGENCY
 - d. Specific location (Building/Room Number/Area)
 - e. Obtain your Work Order number; this is critical for tracking your order

Work Control Hours are Monday through Friday, 7:30am – 4:00pm

1. If there is an emergency and there is no answer, contact the Main Office: (510) 879-8397.
2. If it is after hours (for emergency only), contact On-Call Manager: (510) 277-7284.

The Work Control Center has the responsibility of evaluating and assigning a priority level to all work requests. General Priority Levels and Time Lines are as follows¹:

1. Emergency Requests: same day response whenever possible or next business day, depending on nature of problem and time received.
 - Emergencies consist of repairs/replacements that need to be addressed immediately in order to protect the health and safety of a student, employee or other person at the site and/or prevent damage to the integrity of the site.
2. Non-emergency requests that require immediate attention, but do not require same day service completed within 1-7 business days.
 - Requests of a general nature that do not pose an immediate threat to the safety of the facility or its occupants to be completed within 10-30 business days.
 - If you have placed a work order and the request has not been addressed within the allotted timeframe, please follow up with the Work Control Center at (510) 879-8400. Have your work order number and date of request.



For pest management and custodial requests contact Custodial Services at (510) 879-8352.

For environmental concerns contact Risk Management at (510) 879-8588.

¹ See Buildings & Ground Prioritization List for more detail.



Buildings & Grounds Prioritization of Work Orders

The Work Control Center has the responsibility of evaluating and assigning a priority level to all work requests received². The Priority Levels and Time Lines are as follows:

Priority Level 1 - Emergency Requests – Repairs that pose a health and safety concern and require immediate attention. Same day response whenever possible or next business day, depending on nature of problem and time received.

- Gas & Water Leaks (non-roofing)
- Power Shortage
- Hazards
- Sewer backups
- Graphic graffiti
- Floods
- Gain entries
- Elevator malfunction; trapped in shaft
- No Heat (entire bldg)/ No Ventilation – Priority Order: 1) CDC, 2) Elementary, 3) Middle, 4) High, 5) Admin/Adult Ed
- Missing storm drain cover
- Playground equipment
- Communication/Clocks/Bells
- Fallen Trees/Branches
- Personnel locked-in building
- Vandalized Toilet Fixtures

Priority Level 2 - Non-emergency requests – Repairs that require immediate attention, but do not require same day service. Requests to be completed within 1-7 business days.

- General graffiti
- Ramp repair
- Drinking fountain
- Urinal/toilet backup
- Potholes
- Roof leaks
- Broken windows/doors/hardware/restroom accessories
- Fence repair
- Re-keying/replacement of keys
- Intrusion/fire alarm repair
- Light bulbs (5 or more)
- No Heat (specific rooms) –Priority Order: 1)CDC 2)Elementary 3)Middle 4)High 5)Admin/Adult Ed
- Thermostat Adjustment

² Please note that the prioritization list governs work orders for both district and charter schools. In some cases, the items listed may be the responsibility of the charter school. Refer to the Responsibility Matrix and your Facility Use Agreement for more information.



OFFICE OF CHARTER SCHOOLS

Priority Level 3 - Requests of a general nature that do not pose an immediate threat to the safety of the facility or its occupants. Requests to be completed within 10-30 business days.

- Light bulbs (5 or less)
- Missing tiles (ceiling/floor)
- Signage
- Broken windows (2nd floor)
- Furniture/fixture repair
- Security lights (3 or more)

Priority Level 4 - Deferred Maintenance/Improvement Services. Improvement requests take precedence over existing Facility small projects, additions, modifications and all work requests not associated with a repair of the facility. All work requests assigned a Level 4 Priority will be reviewed on a case-by-case basis and discussed with the appropriate parties for items such as funding, feasibility and timeline for completion.

- Chalkboards
- Pin boards
- Partition walls
- Cabinetry
- Landscaping
- Enhancement painting
- Fencing additions
- Electrical additions (i.e. computer lab)

Facility Task Responsibility Matrix

Below is a comprehensive list of facilities tasks that may arise at your site. The responsibility for each task, whether District or charter school, has been established by the facilities department as a baseline. Each charter school’s specific Facility Use Agreement dictates the ultimate responsible party, and if the Agreement is not in alignment with the below matrix, the Agreement shall trump the matrix.

Task	Charter School	OUSD
1. Broken lock replacement/repair	repair ³	replacement
2. Broken window replacement	X	
3. Broken toilet replacement/repair	repair	replacement
4. Broken sink replacement/repair	repair	replacement
5. Painting exterior/interior of the campus	X	
6. Replacement/repair of broken skylights	repair	replacement
7. Replacement/repairs of broken kitchen equipment (capital equipment such as stoves, ovens, refrigerators)	X	
8. Repair of heaters		X
9. Repair/replacement of window blinds	X	
10. Repair/replacement/upgrade of phone system	X	
11. Repair/replacement/upgrade of security system		X
12. Replacement of broken floor tiles		X
13. Replacement of broken ceiling tiles		X
14. Repair of broken electrical outlets	X	
15. Repair of broken white boards/chalk boards	X	
16. Asphalt repair	routine ⁴	non-routine
17. Fence repair	X	
18. Sidewalk repair in front of and around school exterior		X
19. Replacement of light fixtures (not ballasts or bulbs)		X
20. Replacement of baseboards	X	
21. Repair of water damage		X
22. Repair/replacement of roofs		X
23. Pest management	X	
24. Repair/replacement of doors (interior and exterior)	repair	replacement
25. Repair/replacement of door push bars	repair	replacement
26. Repair of internet cabling/jacks/conduits	cabling, jacks	conduits
27. Repair of gates	repair	replacement
28. Repair/replacement of towel and soap fixtures in bathrooms	X	
29. Replacement of broken mirrors	X	
30. Repair of water fountains	X	
31. Repair of broken wooden cabinets and shelves	X	

³ Where “repair” and “replacement” are cited, this notes a distinction in responsibility. For many tasks, a repair is the responsibility of the charter school, while replacement is the responsibility of the district.

⁴ A distinction of whether a repair is routine or non-routine may be easily made. When it is not, consultation with District facilities staff may be necessary.