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**I’M A PRINCIPAL WITH A MAINTENANCE ISSUE ...... WHAT DO I DO??**

1. **Identify**
   - Lead custodian, office manager or designated administrator submits a work order with as much detail as possible, including a description of the issue and the exact location of the problem. Submitting a photo of the problem is recommended.

2. **Plan**
   - When work order is received, the originator will receive email notification of the submission.

3. **Execute**
   - The work order is automatically assigned to a quad coordinator to determine the group and/or appropriate craft technician.

4. **Assess**
   - The coordinator will review the submitted work order to assign the status, priority, description, craft, quadrant/location and purpose.

5. **Accountability**
   - Once the work order review is complete, the coordinator will assign the work order to the appropriate craft and supervisor.

6. **Opportunities**
   - The supervisor will determine the priority (high or low) and the purpose: Routine maintenance; 14 day ETA Cyclic schedule; low priority = Issues that can wait for team to visit the school Projects = Major issues that Maintenance will address in summer, spring or winter when school is not in session

7. **Accountability**
   - The supervisor will assign work order to a technician based on availability and/or technician’s assigned school location.

8. **Opportunities**
   - The technician will report to the job location, check in with the front office and assess the problem and make the repair.

9. **Accountability**
   - Once the job has been completed, the technician will take photos and have the work order originator or lead custodian sign off on the work order.

10. **Opportunities**
    - Once the work order is documented with the required signatures, the supervisor will close the work order.

11. **Opportunities**
    - Once the work order is closed, an email notification will be sent to the originator.

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**WORK ORDER SUBMISSION**

**IDENTIFY**
- Categories:
  - Emergency
  - Routine
  - Deferred
  - Scheduled
  - Warranty
  - Construction

**PLAN**
- PLCs to identify categories and confirm details/needs
- Identification of managers, coordinators, superintendents, and technicians
- Distribution leadership:
  - Implementations with direction and manager support
  - Training for all levels
  - Best practice meetings
  - Professional Learning Communities
  - School-based meetings or create professional maintenance plans
  - Craft-based communications
  - Opportunities for leaders to practice skills
  - Real response to major situations

**EXECUTE**
- Time frames and goals met

**ASSESS**
- Review of data:
  - Review of work order status
  - Certificate improvement and analysis
- Better support for leaders:
  - Department services:
    - 25,928,454
    - 3,456
    - 200
- Teaching of leadership and craft

**ACCOUNTABILITY**
- Real-time data:
  - Identification of resources, through new work order tracking system
  - Issues and resource tracking and production assistance
  - Analysis by district/county to provide equitable distribution of resources

**OPPORTUNITIES**
- Growing our own pipeline of skilled leaders
- Recruitment with Dallas ISDrabies department to recruit parents and community members to join our teams
- Job fairs targeting middle school parents
- One job fair per district speech
- Opportunities for academic parents to be employed
- Building relationships with student, parents, and staff

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**BLENDING LEADERSHIP MODELS TO BECOME PREDICTIVE AND PREVENTIVE**

**David Bates**
Assistant Superintendent of Maintenance and Facility Services

Eboni Spigner
Administrative Assistant to Assistant Superintendent

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**DALLAS INDEPENDENT SCHOOL DISTRICT**
Maintenance and Facility Services
OPERATIONS

Operations supports business operations and systems development for the Maintenance department to ensure a high level of performance.

SERVICE CENTER

The Service Center provides logistical support to schools and departments with delivery, pick up, warehousing, fueling, operations, textbooks and central receiving of capital items.

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EHS (ENVIRONMENTAL HEALTH & SAFETY)

The Environmental Health and Safety team is responsible for monitoring indoor air quality, pest management, and ensuring the overall health and safety compliance of district facilities.

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MAINTENANCE - NE

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ELEMENTARY SCHOOLS

Bayles
Blanton, A.W
Callajo, A.B.
Casa View
Connor, S.S.
Dunbar, F.L.
Geneva Heights
Gill, C.A.
Guzick, F.
Haxter, V.H.
Highland Meadows
Hotchkiss, L.L.
Kiest, E.J.
Lakeview
Lipscomb, W.
Low, J.
Mata, E.
McShan, L.A.
Mockingbird
Mount Auburn Steam Academy
Reilly, M.T.
Reinhart
Richardson, T.
Roberts, O.M.
Rogers, D.D.
Rowe, E.
Sanger, A. Preparatory and MS (SS)
San Jacinto
School for the Talented and Gifted in Pleasant Grove
Silverstein, A.
Smith, J.G.
Stone, J. at V. Meadow
Tatum, C.A.
Tchmile, E.
Truett, G.W.
Urban Park

ADMINISTRATION BUILDINGS
Alamo Pool
Cobb Stadium
Forester Stadium
Harris, P.C.
H.B. Bell
Lawview Bus Barn
Leonard, Turney W.
NE Bus Barn
NE Grounds and Maintenance Reinhart
White Rock Pool
Wright, Linus D., 9400 NCEX

YOUTH AND FAMILY CENTERS

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Conrad, Emmett
Wilson/Long

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HIGH SCHOOLS

Hillcrest
Jefferson, T.
North Dallas
North Lake Early College
Pinkston
Washington, B.T.
White, W.T.

MIDDLE SCHOOLS

Dallas Environmental Science Academy
(Student Records)
Edison, T.A. Learning Center
Franklin, B.
Ignite Middle School
Longfellow, H.W. Career Exploration Academy
Marsh, T.C. Preparatory Academy
Medrano, F.P.
Prestonwood Montessori at E.D.
Walker
Rusk, T.J.
Spence, A.W. Talented and Gifted
(TAG)

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ELEMENTARY SCHOOLS
Adams, N.
Allen, G.P.
Arcadia Park
Arlington Park Early Childhood Ctr.
Bayles
Burnett, D.G.
Bush, G.W.
Chapel Hill Preparatory
Caillet, F.P.
Carr, C.F.
Chavez, C.
Cigarroa, L.G.
Dealey, G.B.
DeGolyer, E.L.
DeZavala, L.
Earhart, A.
Foster, S.C.
Frank, A.
Gooch, T.C.
Jesus Moroles Expressive Arts
Vanguard
Junkins, J.R.
Knight, O.
Kramer, A.
Maple Lawn
Marcus, H.
Martinez, E.R.
May, J.
Medrano, E.H.
Milam, B.

Montessori Academy at O. Hernandez
Multiple Careers
Penning, J.J.
Personalized Learning Preparatory at S.
Houston
Pole, K.B. Center for Academically
Talented and Gifted
Proston Hollow
Saldivar, J.T.
Solar Preparatory School for Boys at J.F.
Kennedy
Solar Preparatory Steam School for Girls at J.B.
Bonham
Travis, W.V. Vanguard for Talented and
Gifted
Walnut Hill
Williams, S.L. Talented and Gifted
Withers, H.C.
Zaragoza, I.

ADMINISTRATION BUILDINGS
Dallas Hybrid Preparatory at Stephen
Hybrid Preparatory
Edison, Thomas
Franklin Stadium
Loos Complex
Loos Pool
North Dallas Bus Barn
NW Maintenance
Records Management
Student Transportation - North Dallas

YOUTH AND FAMILY CENTERS
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HIGH SCHOOLS
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Lassiter, Jr. Early College at El Centro
City Lab Lincoln Madison, J.
New Tech High School at B.F. Darrell
Obama, B. Male Leadership Academy at A.M. Smith
Roosevelt, F.D.
Seagoville
Spruce, H.G.
Wilmer Hutchins

MIDDLE SCHOOLS
Comstock, E.B.
Dade, B.E.
Seagoville
Young Women's Steam at Balch Springs
Zumwalt, S.

ELEMENTARY SCHOOLS
Adams, J.Q.
Anderson, W.M.
Blair, W.A.
Bushman, W.W.
Cedar Crest Central Cuellar, G.
Dorsey, J.
Douglass, F.
Ervin, J.N.
Gonzalez, H.B.
Halliday, E.
Hawthorne, N.
King, M.L.
Kleberg
Lagow, R.
Macon, B.H.
Miller, W.B.
Moseley, N.
Pease, E.M.
Pleasant Grove Rhoads, J.J.
Rice, C.
Runyon, J.W.
Seagoville
Seagoville North Sylvia Mendez (CREW) Leadership Academy
Stone, H.
Wilmer Early Childhood Annex
Wilmer Hutchins
Young, W.M.

ADMINISTRATION BUILDINGS
Daddy, Billy Earl
Fleet Maintenance
Haskell Building
Heavy Equipment Kiest Warehouse
Kleberg Bus Barn Leonard, Turney W.
Lisbon Pool
Maria Luna Food Service
McDuff, William
Pegasus Building
Pleasant Grove Stadium
Risk Management
ROTC
Seagoville Alternative
Seagoville Environmental
Seagoville Stadium
Service Center 1
Shock Building/DISD Police
William Cotton Building
Wilmer-Hutchins Stadium

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Seagoville
Spruce
Wilmer Hutchins

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Kimball, J.F.
Molina, M.E.
South Oak Cliff
Sunset
Townview

MIDDLE SCHOOLS
Atwell, W.H. Academy
Browne, T.W.
Garza, H.P.
Greiner, W.E.
Holmes, J.
Holmes, O.W. Humanities/Comm. Academy
Kennedy-Curry
Quintanilla, R.
Stockard, L.V.
Storey, B.

ELEMENTARY SCHOOLS
Alexander, R.
Bethune, M.
Bishop Arts Steam Academy
Botello, F.G.
Bowie, J.
Brashern, J.T.
Bryan, J.N.
Budd, H.
Burlison, R.C.
Carpenter, J.W.
Cochran, N.J.
Cowart, L.P.
Donald, L.O.
Hall, L.K.
Harlise, N.W. Early Childhood Center
Henderson, M.B.
Hogg, J.S.
Holland, H. at Lisbon
Hooe, L.
Jones, A.
Jordan, B.
Kahn, L.W.
Lee, U.
Marais, T.L.
McNair, R.E.
Moreno, M.
Oliver, C.
Peabody, G.
Peeler, J.F.
Preparatory MS
Rosemont Lower
Rosemont Upper
Russell, C.P.
Salazar, A.
School Community Guidance Center (DAEP)
Soto, C.M.
Steam at Hulcy, D.A.
Stammons, L.A.
Stevens-Park
Terry, T.G.
Thompton, R.L.
Tobert, T.
Trinity Heights
Turner, A.
Twain, M. (TAG)
Village Fair
Webster, D.
Weiss, M.
Winnietka

ADMINISTRATION BUILDINGS
Adamson 9th Grade Wing
Jesse Owen/Kincaid
Nolan Estes Plaza-North End
Southwest Gounds
Sprague Pool
Sprague Stadium
Sunset Annex 1
Sunset Field House

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Gilliam, K.J.
Kimball, J.F.
Molina, M.E.
South Oak Cliff
Sunset
Townview

MIDDLE SCHOOLS
Atwell, W.H. Academy
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Cochran, N.J.
Cowart, L.P.
Donald, L.O.
Hall, L.K.
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Henderson, M.B.
Hogg, J.S.
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Hooe, L.
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Village Fair
Webster, D.
Weiss, M.
Winnietka

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Sprague Pool
Sprague Stadium
Sunset Annex 1
Sunset Field House

YOUTH AND FAMILY CENTERS
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MAINTENANCE - CENTRAL

The Mechanical, Electrical and Plumbing department maintains heating, cooling, electrical and plumbing systems of district facilities to provide a comfortable environment for students and staff.

Cesar Villarreal
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(972) 946-0704 (C)
The Custodial Services department provides a safe, clean, distraction-free learning environment for students, staff and community members.

**CUSTODIAL SERVICES - NE**

**TY HAYNES**  
Assistant Director  
thaynes@dallasisd.org  
(972) 925-4921 (O)  
(214) 532-2815 (C)

Christine Martinez  
Administrative Assistant to Assistant Director  
cmclain@dallasisd.org  
(972) 502-7618 (O)

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<td>Sylvia Bell</td>
<td><a href="mailto:sylbell@dallasisd.org">sylbell@dallasisd.org</a></td>
<td>(214) 213-7418</td>
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<tr>
<td>City Lab</td>
<td>Michael Dean</td>
<td><a href="mailto:mdean@dallasisd.org">mdean@dallasisd.org</a></td>
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**CUSTODIAL SERVICES - SE**

**TY HAYNES**  
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thaynes@dallasisd.org  
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**Sylvia Mendez (CREW) Leadership Academy**

**DWAYNE L. BICKHAM**  
Supervisor  
dbickham@dallasisd.org  
(214) 908-9154 (C)

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**ADRIAN CABALLERO**  
Supervisor  
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**ROBERT LEWIS**  
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roblewisdallasisd.org  
(214) 454-5327 (C)

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**ADRIAN CABALLERO**  
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<th>Custodial Services Site</th>
<th>Supervisor Name</th>
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The Custodial Services department provides a safe, clean, distraction-free learning environment for students, staff and community members.

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Nolan Estes Plaza/SCGC
Ronald McNair
South Oak Cliff
T.G. Terry
T.W. Brown
Thomas Tolbert
Umphrey Lee
W.H. Atwell

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