



Maintenance, Operations, Transportation, and Government Relations

**Division Resource Handbook
July 2026**



MOT & Government Relations

Table of Contents	Page
<i>Introduction.....</i>	<i>3</i>
<i>Maintenance Services.....</i>	<i>4-6</i>
<i>Use of Facilities.....</i>	<i>7-8</i>
<i>Student Transportation.....</i>	<i>9</i>
<i>Energy Management.....</i>	<i>10-12</i>
<i>Government Relations.....</i>	<i>13</i>
<i>Contact Information.....</i>	<i>14</i>

Introduction

The Maintenance and Operations (M&O) Department maintains and services over 3.4 million square feet of District facilities along with nearly 750 acres of landscaped property. M&O comprises more than 200 team members that provide support in the following areas: Building Trades, Mechanical Trades, Communications, Energy Management, Grounds, and Custodial.

The department's primary goal is to serve all District students and staff equitably while providing outstanding customer service. Understanding their mission to maintain a clean, functional, and safe learning environment, they do so by efficiently completing nearly 30,000 annual work orders and numerous routine maintenance routes.

The Transportation Department oversees all student transportation services provided by our transportation contractor, First Student. First Student provides over 250 regular education and special education bus routes for almost 6,000 RUSD students, as well as providing almost 5,000 field trips annually.

The Government Relations Department ensures effective communication and collaboration between the District and various government agencies through a variety of proactive and strategic methods.

The following sections include information as a reference to assist you and provide support to your site or department.

Maintenance Services

Maintenance and Operations staff perform all maintenance and repairs to District facilities. To learn more and request services at your site, click [here](#) or the [District Website](#) click on “Departments,” then “Maintenance, Operations, Transportation & Government Relations.” You will find information about each department and the skilled services provided.



To submit a **repair request**, click on “Enter a Work Order [Here](#)” on the left-hand side, and this will direct you to our work order system, WebTMA. You can bookmark this for quick access. Work orders submitted online take time to process, prioritize and schedule. When a situation exists in which MOT services are required, please remember the following:

- Emergency calls such as natural gas leaks, floods, arcing or shorted wires, roof leaks, or offensive graffiti need to be called into the work control center at extension 84400 immediately.
- Urgent situations that do not threaten life or property, for example: HVAC hot or cold calls, plumbing leaks, lighting, and small power losses are prioritized and scheduled in this order: elementary, middle schools, high schools, and lastly, non-instructional spaces like offices, gyms, and libraries.
- Do not *call-in* non-emergency situations or routine repairs whenever possible, as this ties up dispatch and slows down urgent responses. Instead, follow the work order online submission steps described above.

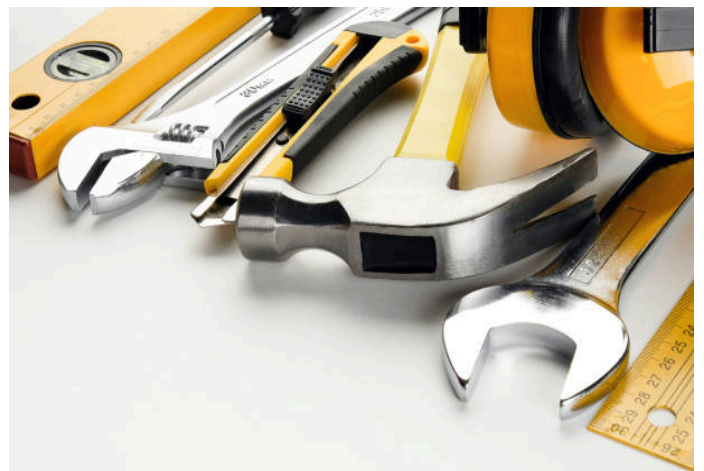
- All non-emergency service requests are processed in the order they are received.
- Requesters receive standard email notifications on status changes to their work orders throughout the life of that work order.
- For specific questions regarding the status of a work order, contact work control at extension 84400, or the department supervisor which can be found online.

To request a “**Cost Estimate**” for “**New Work**”, which is a category of work a site is required to pay for, such as the physical alteration to the facility or the installation of a new piece of equipment, follow the online repair request process and notate the desire to receive a “Cost Estimate” in the description field.

New work performed by MOT is generally smaller jobs (less than \$25,000 project cost) that do not significantly modify a space in the facility nor require approval by the Division of the State Architect (DSA).

Examples of typical new work order requests are:

- add a power outlet
- paint an area that is not scheduled for maintenance
- change flooring
- move a thermostat or air vent
- add a light fixture
- paint numbers on playground surfaces



The Director of MOT reviews each new work request. If the request does not fit within the parameters of a new work order project to be performed by MOT, the requestor will be directed to complete a Capital Outlay Request as described [here](#).

- The request for a cost estimate must be approved by the Director of Maintenance, after which, a nonrefundable fee of \$150.00 is applied to the request.
- The fee is processed through an ITPR number or “Internal Transfer Purchase Requisition”. The ITPR number is required in the description field of the estimated request.
- Following Director approval and transfer of the cost estimate fee, the cost estimate is scheduled, performed, and fully communicated via email to the requestor.
- If the requestor accepts the cost estimate, the \$150.00 fee is applied to the estimated total for the work to be performed and deducted from the estimated total by the requestor.
- A cost estimate is valid for 30 working days. After 30 working days, should the requestor not accept the estimated cost to schedule the work, a new estimate request must be submitted.



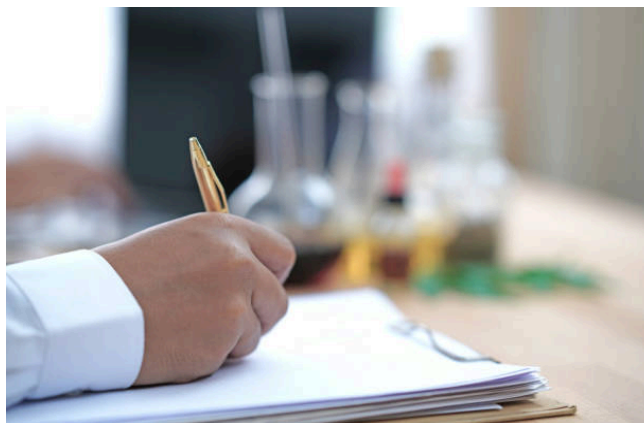
Use of Facilities

School facilities and grounds are vital community resources that should foster community involvement and development. Therefore, District school facilities are available to the public for purposes specified in the Civic Center Act, to the extent that such use does not interfere with school activities or other school-related services.

Riverside Unified School District utilizes Facilitron.com, an online use of facilities system.

- Permit applications for the use of facilities are only available online. Applicants must first register for an account before they can submit an application.
- The site can be accessed [here](#) or through the District's website homepage by clicking on the [website](#).
- Each principal, assistant principal, secretary, and plant supervisor must register on the RUSD [Facilitron](#) page. Once registered and when an application is submitted, email notifications will be sent out to the applicant as changes occur throughout the permit process.
- Plant supervisors/head custodians or site secretaries must enter 1) the name of the custodian, 2) a phone number to contact them, 3) and the number of hours needed to cover the event in the "comments/history" field in Facilitron.
- All requests for additional custodial support require a 2-week advance notice and must be clearly detailed within the "comments/history" field of Facilitron. Additionally, an email notification must be sent to [Armando Mendez](#) and [Sandikay Barber](#) to finalize the request.

- There are three (3) types of fee/rate schedules: Internal, Direct Cost, and Fair Rental Value, per Board Policy 1330.
 - Internal Rate fees include staff expenses required to support events, such as custodial, theater technicians and/or audio technicians. This includes salaries and benefits.
 - Direct Cost fees includes the rates from the board approved comprehensive schedule of fees, which includes cost of supplies, utilities, custodial services, and other support staff including salaries and benefits.
 - Fair Rental Value fees includes the Direct Cost fees as well as the prorated portion of maintenance, repair, restoration, and refurbishment of school facilities or grounds.
- In an effort to reduce the liability exposure to the school district, proper insurance certificates by the requestor are required to be submitted via the Facilitron system, in advance of the event/use.
- Only Internal events (directly related to school business and/or student curriculum) are permitted to be held without an insurance certificate. All other events or activities shall submit a valid certificate of insurance (COI), applicable to the actual event use, and must include Riverside Unified School District, 3380 14th Street, Riverside CA 92501, as the “Additional Insured” party. All groups will be required to provide an endorsement determined by the Use of Facilities Department.



Student Transportation

Student transportation services are provided by our transportation contractor, First Student. First Student provides over 250 regular education and special education bus routes for RUSD students. In addition, First Student provides extracurricular transportation and charter services.



Contact information for the Transportation Department:

Transportation Lead	Shawn Owen sowen@riversideunified.org
Transportation Assistant	Norene Bishop nbishop@riversideunified.org
First Student Dispatch	(951) 715-4674 X 1

Links to important informational documents:

[Bus Rules - English](#)

[Bus Rules - Spanish](#)

[TK-K Self Release Form](#)

[2026-27 School Bus Conduct](#)

[First View Parent Letter](#)

[2026-27 Field Trip Rates](#)

[Field Trip Protocols](#)

Energy Management



The following standards have been approved by the Board of Education [Board Policy 3511](#). This policy outlines the standardized operational guidelines and practices related to the application of our energy resources, such as the “dark campus” and standardized HVAC set points. It also details important site staff behaviors such as shutting off lights as they leave the room and not placing personal appliances in a space. It is important to become familiar with this Board Policy, as site administrators are responsible for managing staff compliance. Below are some key points regarding the energy program and Board Policy 3511.

- Each school runs a “dark campus,” or lights are on only when staff members are scheduled to be present.
- Interior lights are to be turned off when not in use.
- Lighting levels should be decreased whenever possible, and natural light should be used wherever present.
- All computers and electronic equipment should be shut off when not in use.
- **Personal appliances** such as: space heaters, refrigerators, microwaves, hot plates, etc., in personal work areas **are prohibited**. Refer to Board Policy 3511.
- HVAC equipment is scheduled; “on” 30 minutes prior to the first bell and “off” at the final bell. Each thermostat is equipped with an override that will operate the unit for 1 hour each time it is activated.

- In instances where spaces will be utilized for *regular* after school programs, it is vital that the spaces chosen are carefully planned and are clearly communicated in advance to the District's Energy Manager for accurate scheduling.
- Standard HVAC set points are 68 degrees (heating) and 76 degrees (cooling). These set points are consistent with Federal standards.
- Cross ventilation (open doors and windows) is encouraged whenever the outside air is conducive and wherever a space can accommodate portables, fixed wing classrooms with functional windows.
- When not cross ventilating, doors **must** be closed for **cooling** to function.
- Thermostats are **never** to be artificially influenced by lamps, ice packs, or the like. This can cause irreparable damage to the thermostat.
- HVAC registers should be clear of obstructions to maximize ventilation.
- Water should never be left running.
- Report any condition that may cause wasteful consumption to the Maintenance, Operations & Transportation work control center.

Should unique heating and cooling set points be required for ADA accommodations, contact Eric Jacklin, Director of Risk Management.

Should extended occupancy be required for after-hours events such as back-to-school night/open house etc., submit a request via the online work order request system. See "Maintenance & Repair" section for instructions on how to submit a request.

According to the Department of Education, aside from salary expenses, **utilities** are the largest cost to most districts, more than textbooks and computers combined. Effective energy management truly does take a village. The cooperation of our students and staff is critical in maximizing program effectiveness and energy savings potential. We appreciate your continued commitment and ongoing diligent efforts as you support our district-wide energy management program.



Government Relations

Government Relations plays a crucial role in fostering effective communication and collaboration between the school District and various government entities. Its primary purpose is to advocate for policies and resources that support the district's mission to provide high-quality education to all students. By engaging with local, state, and federal government officials, the department ensures that RUSD's needs and priorities are well-represented and that the District remains compliant with legislative and regulatory requirements. Some examples of advocacy methods are:



- Regular monitor and attend legislative sessions to ensure that the District is updated on any legislative activity in real-time.
- Direct Communication with Legislators by attending meetings with local, state, and federal legislators and their staff.
- Engage and maintain membership with professional organizations such as the California Boards Association (CSBA), Coalition for Adequate School Housing (CASH), Association of California School Administrators (ACSA, California Association of School Business Officials (CASBO), and other advocacy groups.

By employing these methods, the Government Relations Department ensures it remains well-informed about legislative changes and is able to effectively advocate for the interests of the school district.

Resources: [Event Protocol & Guidelines](#) pg. 8-10 for VIP/Elected Officials Protocols.

Contact Information

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Karyn Dowden

Executive Assistant II, Extension 80414

Kdowden@riversideunified.org



Reggie Royster, Director, Extension 84009

Administrative Secretary

[Tina Greenstreet](#): Extension 84002

Use of School Facilities

[SandiKay Barber](#): Extension 84062

Work Order Process

[Geoffrey Scott](#): Extension 84056

Student Transportation

[Shawn Owen](#): Extension 83019

For more information, please visit:

[Maintenance, Operations, Transportation & Government Relations](#)