

# Maintenance Management Orientation

## Maintenance Mission Statement

*The Maintenance Department supports learning by consistently maintaining the physical environment to customer requirements for student achievement, as efficiently as possible, with minimal distractions*

### Department Overview

Major departments and responsibilities:

Maintenance East, Central and West – General Maintenance Repairs:

- Carpentry
- Plumbing
- Electrical
- Masonry
- Glazing (broken glass)
- Locksmith
- Gas Fixtures & pipes inside facilities except boilers & gas water heaters (see HVAC)
- Painting
- Flooring
- Blinds
- Ceilings
- Elevators
- Doors & frames
- Fuel delivery for blowers & pressure washers (if site is on Contracted Mowing Program)
- Generators

Facilities Maintenance Support (FMS):

- Roof leak repairs on built-up, shingle and metal roofs.
- Serves as support inspectors for re-roofing projects.
- Bid document development and contractor support.
- Develops district standards as it relates to the three maintenance areas.
- Performs engineering work as it relates to design, inspection, maintenance support and operation of electrical systems.
- Facilities assessment.
- Develops the district's Five-Year-Plan.
- Orchestrates contracted services with A&E firms as it pertains to facility maintenance.
- Performs preventative maintenance, yearly inspections including certification on all district elevators.
- Portable and shed moves, set-up, and special events like the fair and graduation.
- Assist the General Manager of Maintenance with unique projects

# Maintenance Management Orientation (cont.)

## Sites and Utilities Department S&U):

- Small pavement and erosion repairs
- Contracted mowing program
- Fencing
- Irrigation
- Play courts
- Athletic fields
- Recycling program
- Parking lot striping
- Fuel delivery (If not in the Contracted Mowing Program)
- Tree Trimming
- Trash & debris collection
- Pest Control
- Playground equipment
- Pot holes in pavement
- Playground mulch
- Backflow preventers

- Greater clarity can be found in **SITES & UTILITIES DEPARTMENT ITEMS PRINCIPALS NEED TO KNOW** handout

## Communications and Electronics, CMMS/IT (C&E):

- Telecommunication systems
- Intercom systems
- Fire alarm (Life Safety) systems
- Security systems
- Public address systems
- Computerized maintenance management system (TMA)
- Facilities technology support
- Stage lighting systems
- Scoreboard systems
- Video surveillance systems
- Access Control Systems
- Bells/master clock systems

## HVAC Department (AC)/Energy Management:

- Heating & cooling issues
- Indoor air quality
- HVAC controls & scheduling
- Energy conservation program
- Exhaust fans
- Water coolers
- Ice Machines
- Gas lines from gas source to facility and anything associated with boilers & gas heaters

## Custodial Operations (CO):

- Big cleanups
- IAQ cleanups
- Substitute custodians
- Custodial equipment supply & chemical bids
- Custodial training
- Custodial equipment repair
- Custodial executive committee

# Maintenance Management Orientation (cont.)

## Logistics Operations (LO):

- Central warehouse management
- Instructional materials
- Furniture refinishing
- Disposal of furniture (Requires SB126 form)
- Cabinet repair & new cabinets
- Site to site move of furniture for special needs students
- Store & transport items for auction
- Mail services
- Upholstery
- Maintenance warehouses – including A/C & Sites & Utility warehouses
- Disposal of student & employee records, properly executed **Record of Destruction**
- Set-up special events, i.e., (State Fair, graduation ceremonies etc.)

## What Maintenance doesn't do!

- Computer networks - Information Technology
- CCTV - Information Technology
- Fire Extinguishers - exchange through warehouse; District Safety manages program
- Landscaping – school responsibility (mulch, plants, fertilization)
- Sports equipment (anything not permanently installed) – school responsibility
- Portables - move in/out and set-up of portables

## School and Project Planning Overview

### FISH (Florida Inventory of School Houses)

- Official numbers of rooms and building

### Five year plan and process

- Plan developed annually
- Planning process for both new facilities and major repairs
- Major repairs driven by facility assessment and District's available budget
- Principal has opportunity for input in the spring via appropriate maintenance area, (Send written request)
- Plan includes list of identified needs, and projected cost (not everything in the plan is necessarily funded)

### Major renovations

- Stimulated by Five Year Plan (Availability of funds may alter this plan)
- Priority for repairs and renovations (Roof #1, Air conditioning (HVAC) #2, Health, Life and Safety #3 etc.)

# Maintenance Management Orientation (cont.)

## Funding

### Funding Considerations

- District provides facilities; maintains and repairs; and provides utility services at no cost to the school or Area Director
- Damages caused to facility or related property, unserviceable, or otherwise in need of repair is considered maintenance
- Capital Outlay (CO) represents **new item not a repair**. CO requires capital outlay funding.  
Funding for CO must be submitted via a Capital Outlay form to the Chief Facilities Officer (CFO) for consideration and written approval. The CFO will consider cost, need and other factors before approving, signified by signature on CO form
- Capital Outlay (CO) Form can be found from Ideas Desktop/District/District Forms/Capital Outlay/Capital Outlay Estimate.doc
- **Example - Requiring capital outlay:** additional fencing; additional parking; landscaping; classroom conversions; additional signs; new electrical service or outlets; assembly of park benches, picnic tables
- Matching fund program exists for major improvements (i.e. covered play court). See section in this document, MATCHING FUNDS PROCESS
- Cleaning supplies and landscaping materials (and services) are the responsibility of the school
- Schools can earn money through leasing facilities; a portion gets paid to HCPS for energy use
- Energy conservation incentive program provides opportunity to earn money as well

## How to get maintenance service:

Scheduled Services (no action required – report problems or one-time requirements via TMA Maintenance Request)

- Pest control
- Field striping
- Athletic/play field fertilization and pest control
- Trash collection
- Mowing

- For a guide to getting started in TMA and process flow please send an email to [TMASupport@sdhc.k12.fl.us](mailto:TMASupport@sdhc.k12.fl.us).

### TMA Maintenance Request System

- Avoid duplication; it will **not** get something done sooner.  
If repairs are not addressed in a timely manner send email to appropriate department manager and reference the request number along with some details about the concern. This process will alleviate multiple work orders and stimulate quicker response.
- Vandalism Requires a **PDR100** form.

# Maintenance Management Orientation (cont.)

## How to get maintenance service (continued):

### Emergencies

- Call your area maintenance department and follow up with a TMA Maintenance Request. If after hours, weekends or holidays, contact School Security at 623-3996. For true urgent concerns contact 911 first and then contact School Security **as needs dictate**.

### Priority of TMA Maintenance Request

- Emergency – Work till finished
- Urgent – Three day time frame to repair
- Routine – 30 day window
- Deferred – Set up scheduled date in future / waiting for funds
- Life Safety – From Safety Report

### Health, Life and Safety Inspections (HLS)

- District Safety and local fire marshal will inspect
- School must correct operational deficiencies (exits blocked improper use of extension cord, too much paper on walls, etc.)
- Maintenance items (existing items needing repair) will be addressed, without need of a TMA Maintenance Request
- Forward local fire department inspections to the District Safety Office, and appropriate maintenance area if broken items are identified
- Some capital outlay requests, due to complexity or cost, may be scheduled for future renovation projects, unless capital outlay is approved and funded by Chief Facilities Officer.
- Example of HLS: extension cord used for permanent wiring - must stop using extension cord, until capital outlay funding is approved for permanent outlet.

### Capital Outlay

- Use District Capital Outlay form to request
- Send form to the Chief Facilities Officer
- Maintenance Department will provide estimate
- Chief Facilities Officer rejects, or provides funding

## School Responsibilities

### TMA Maintenance Requests

- Send TMA maintenance request to appropriate department; we cannot repair or replace it if we don't know about it (no duplicates!)
- Assist workers and contractors with sign in and sign out process
- Direct repair people to the concern in a timely manner
- Give the repair person details about the problem
- Have someone check the work when completed, to insure satisfaction

# Maintenance Management Orientation (cont.)

## School Responsibilities (continued):

- Please have work order signed-off upon acceptable completion

### Cleaning and Landscape Maintenance

- School hires and supervises Custodians, Crew leaders and Head Custodians. Custodial Operations will assist and make recommendations
- Head Custodians are interviewed by school personnel. Top candidates for the position are screened by Custodial Operations. Head Custodians need to have completed the Preparing New Head Custodian Program or sign an agreement to earn
- Units determined by allocation formula; grounds maintenance is applicable where school-based custodians maintain grounds
- Custodial staff is responsible for all cleaning and minor maintenance duties
- District conducts training via scheduled courses and one-on-one counseling on request
- Schools are to purchase needed supplies for both cleaning and landscape maintenance through Lawson (for playground mulch contact Sites and Utilities)
- Custodial and lawn equipment replacements funded by Essential Furniture and Equipment List (EFE) quantity, when not abused, and not economically repairable

### Custodial Management

- Minimize overlap of custodians' duties while students are present
- Let custodians clean (and not move projectors, monitor lunch rooms, open rooms for substitutes, etc.)
- The more detailed and specific the schedule, the more productivity you will get from the employee
- Checklists available through Custodial Operations or accessible from the Custodial Icon on your First Class desktop – using them will help with efficiency
- Rule of thumb:
  - Average classroom: 15 minutes
  - Classroom w/restroom: 20 minutes
  - Community restroom: 20 – 30 minutes based on the amount of fixtures

### Floor Care Tips

- Dirt does the damage
- Have walk off mats at all entrances to collect dirt, vacuum daily
- Install furniture glides or tips where needed
- Dust mop daily (brooms are ineffective)
- Wet mop with a neutral cleaner (all-purpose cleaners remove wax)  
Classrooms mopped weekly, spot mopped daily  
Cafeterias and corridors mopped daily
- Strip and apply finish (4 coats) in the summer or scrub and recoat; apply finish (2 coats) burnish with high-speed buffer after 48 hours
- Routinely buff, particularly high-traffic areas; can be done during class time

# Maintenance Management Orientation (cont.)

## School Responsibilities (continued):

### Substitute Custodian

- School personnel completes substitute request form located on Custodial Icon and sends to Area Director
- Schools receiving approval for a substitute are responsible to place job in SEMS program

### Energy Conservation

#### **(Schools should measure and publicize energy consumption)**

- Opportunity to earn incentive funds for your school through good stewardship, or lose funds through wasteful operation
- Read the handbook
- Work closely with your energy mentor
- Take control of temperature settings and occupancy schedules
- Create an Energy Awareness Atmosphere at your site
- Establish a Conservation Chairperson and Committee
- Monitor and publicize school energy consumption (demonstration)
- Energy Management Services Supervisor is always available for consultation

### Energy Conservation Strategies

- Review HVAC start and stop times, and schedule for special days (weekends, summer, holidays), and take control. The energy mentor and Energy Management Department are available for assistance
- Don't open facilities during weekends
- Reduce areas being cooled to occupied settings on non-instructional days
- Turn lights off when not needed; ensure exterior lights are off during daylight hours
- Keep all doors and windows closed when HVAC is operating
- Maintain temperatures in the following ranges during occupied times:
  - Cooling season: **76°** and **60% RH**
  - Heating season: **68°**
- Turn off computers when not needed, set systems to sleep
- Don't open large spaces (auditorium, gym, etc.) for small groups
- Have custodians work as a group (per building, area, etc.)  
Schedule HVAC accordingly and turn off lights after each room is cleaned
- Replace **ALL** missing ceiling tiles
- Follow recycling protocol

# Maintenance Management Orientation (cont.)

## School Responsibilities (continued):

### Power Outages

- If you have an electrical outage (partial or full site)  
Contact your area's maintenance department and follow up with a maintenance request if possible
- After hours, weekends, or during holidays, contact School Security 623-3996  
Contact your Area Director  
Contact Bob Harwell; HCPS Electrical Engineer, P.E. at 727-423-0712  
You may also contact TECO EMERGENCY at 813-314-4200 (Commercial Accounts)
- After electrical services have been restored, contact Bill Robertson, Energy Management Services Supervisor at 813-635-1276 or 813-267-1375 who will notify the HVAC Department to validate heating and air conditioning equipment for start up

### Water Outages

- Contact your Area Maintenance Department
- For supply line breakage, notify Sites and Utilities and contact your energy mentor
- Boil Water Notice: contact Sites and Utilities if water is needed due to a boil water notice.

### Special Issues and Consideration

- Lights - schools purchase and replace accessible bulbs; ensure bulbs are changed before submitting a TMA Maintenance Request; contact Area Maintenance when access requires special equipment
- Ceiling Tile - request tile via a TMA Maintenance Request (MR); school responsibility to replace unless it's a tile that requires a special cut, then maintenance department will replace ; include number from back of tile on TMA Maintenance Request
- Mold - contact the Safety Office for an evaluation
- Courts - submit MR for court refinishing when needed
- HVAC operation - override of control systems must be reported via a TMA Maintenance Request
- Trash collection - ensure the dumpster is accessible to the trash truck
- Compactors for lunchroom – if you have one, use it; your trash capacity is likely reduced based on the existence of a compactor; it is a money saver
- Boxes must be broken down before disposal
- Contractors – do NOT delay them; do NOT request other work than what they were sent to do

### Customer Assessment

- Conducted annually, in April
- One response per school required



# Maintenance Management Orientation (cont.)

## MATCHING FUNDS PROCESS

1. Principal, PTA, and/or other partner organization determine that they wish to participate in a matching funds project.
2. Representative of the PTA and/or other partner organization discusses the potential project with the school principal.
3. If the principal agrees that the potential project meets a specific need at the school, the principal contacts their general area director. The general area director reviews the project based on the following criteria:
  - A. The project will construct, restore or replace items that are currently included in new or existing schools.
  - OR**
  - B. The project will meet a curriculum need, enhance the school facility, and advance the School District's vision, mission, priorities and goals.
4. If the general area director approves the potential project, then the principal or their designee seeks review and approval from the appropriate maintenance department and/or appropriate instructional division personnel.
5. If the potential project receives approval from maintenance and/or instructional division, then the principal contacts the Facilities Division at 272-4109 to determine the availability of matching funds (and date for submission of application and funds).
6. If matching funds are available, the potential project is to be reviewed for approval by the Chief Facilities Officer and the Assistant Superintendent for Administration.
7. **If matching funds are available, a vendor for the potential project should be secured through the Hillsborough County Public Schools Procurement Department procedures. Contact Mina in Purchasing at 272-4326 for assistance. If the school is interested in construction a covered court, the school's representative should contact the Planning and Construction Department at 272-4139 for detailed bidding information.**
8. Once the potential project is approved by the Chief Facilities Officer, the school's, PTA's, or other partner organization's funds will be submitted by check(s) made to **Hillsborough County Public Schools** and will be receipted into a matching funds account at the school's site, along with the District matching funds.
9. The potential project is then submitted to the Building Code Manager, Jim Johannessen at **272-4978** for code review **if the project involves some type of construction.**
10. Once the Matching Funds application form and the school's funds have been remitted to the Facilities Accounting office, the potential project will be submitted to the School Board for consideration of approval. Approval is always contingent upon building code compliance if construction is involved.
11. After the project has been approved by the School Board and a building permit issued (if required), the project can commence. The Building Code Manager will provide project coordination and inspection services, if needed. The school will submit all requisitions to the Purchasing Department.
12. If funds remain after the project is completed, fifty percent (50%) of any funds that remain from a project of \$100,000 or less will be returned to the contributing organization. One hundred percent (100%) of funds that remain from a project over \$100,000 will be returned to the contributing organization.

**NOTE:** The annual funds will be distributed by accepting applications twice a year (beginning on August 15 to award 50% of the available fund and again on January 15 for the balance of the fund). Matching awards will be distributed on a first-come, first-served basis. Individual schools can receive no more than \$50,000 within a five-year period. Schools may request a single \$50,000 match OR multiple smaller projects totaling \$50,000 over the 5-year period.