

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

Site	Manager	Supervisor		Office Number
Maintenance Central	Kelvin Mack 813-635-1162	Ryan Plate 813-635-1153	Thoua Nealey 813-635-1159	813-635-1150
Maintenance East	813-757-9399	Hector Santiago 813-757-9399	Henry Lagunes 813-757-9399	813-757-9399
Maintenance West	James Dieringer 813-872-5268	Bobby Wright 813-872-5268	Roberto Martinez (813)872-5268	813-872-5268

General Maintenance Repairs:

- Carpentry
- Blinds
- Ceiling Tiles
- Flooring
- Glazing (broken glass)
- Locksmith doors & frames
- Plumbing /Water Coolers Bottle Fillers
- Fuel delivery for blowers & pressure washers
- Gas Fixtures & pipes inside facilities
Except boilers & gas water heaters (see HVAC)
- Painting
- Mason
- Electrical
- Elevators
- Generators

Property Damage and Loss Report (PDLR-100)

This form is used whenever there is property damage or vandalism at your site.

Its location is found in New Ideas:

District Icon -> District Forms Icon -> Property Loss & Damage Report Folder -> click on Always Update Your Settings File, then open PDLR-100.

* Begin a New Report

Once this report is completed a number will be assigned, which you will provide in your work order. A copy of the report should be maintained at your site.

If the area has been damaged or vandalized to the point that it will cause a danger to the staff or students, please close or secure the area, until repairs can be made or removed.

MOC/ Facilities Maintenance

Department	Supervisor		
MOC Department	Ben Moore- Manager 813-635-1105	Todd Cooper 813-638-1237	Stefany Aceves 813-635-1168
	Jasmine Tramel- Asst. Manager 813-635-1169	Jay Houghton 813-635-1132	Daniel Stermer 813-635-1125
MOC/ Roofing		Stephen Ellis 813-635-1111	Todd Lopez 813-635-1227

General Maintenance Repairs:

- 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 system
- 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

Sites and Utilities Department (S&U):

Manager	Supervisor	
Janssen Gingras- Manager 813-635-1187	Danny Hill- Irrigation, Fencing, Fields 813-635-1179	James Sturgeon-Trees 813-635-1293
Carlos Cintron- Asst. Manager 813-635-1171	Doug Mill- Playground/ pest control 813-635-1178	Ryan Hoover- Waste Water 813-635-1175
Derek Maple- Asst. Manager 813-635-1181	Doug Maytum- Mowing 813-635-3331	

General Maintenance Repairs:

- Small pavement and erosion repairs
- Contracted mowing program
 - Lift stations
- 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
- Potholes 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):

Manager		Specialist	
Issac Walker- Manager 813-635-1216	Justin Miller- Specialist 813-635-1179	Francisco Arriaga- Specialist 813-635-1221	
Shannon Hodge- Asst. Manager 813-635-1210	Joseph Lopez- Specialist 813-635-1197		

General Maintenance Repairs:

- 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:

Manager	Specialist	
Kenny Otero- Manager 813-635-1257	David Gay- Specialist 813-426-6534	John Frese -Specialist 813-486-3720
Victor Flecher- Asst. Manager 813-635-1258	Chris McLaughlin- Specialist 813-357-3303	

General Maintenance Repairs:

- Heating & cooling issues
- Indoor air quality
- HVAC controls & scheduling
- Energy conservation program
- Exhaust fans
- Ice Machines
- Boilers

Custodial Operations (CO):

Manager	Supervisor	
Harlan Ware- Manager 813-635-1117	Immaculee D'Haiti - Area 1 & 2 813-898-8193	Johnny Williams- Area 1 & 2 813-898-8193
	Shirley Williams- Area 3-8 813-635-1142	Gilbert Perez- Area 3-8 813-635-1142
	Jorge Vasquez- Area 3-8 813-635-1142	

General Maintenance Repairs:

- Big cleanups
- Custodial equipment repair
- Substitute custodians
- Custodial equipment supplies & chemicals.
- Bids
- Custodial training

Logistics Operations (LO)/Furniture Refinishing:

Manager	Supervisor	
Brandon Courtney- Manager 813-744-8260 ext. 236	Tammy Curls 813-744-8260 ext. 226	Dereck Graham 813-635-1117

General Maintenance Repairs:

Logistics Operations (LO):

- Central warehouse management
- Instructional materials
- Disposal of furniture
- Mail Service
- Disposal of student & employee records
- Site to site move of furniture.

Furniture Refinishing:

- *Furniture refinishing
- *Upholstery
- *Cabinet repair & new cabinets
- *Set up special events.

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.)

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 to the Chief Facilities Officer (CFO) for consideration and written approval. The CFO will consider cost, need and other factors before approving.
- Capital Outlay (CO) can be generated by TMA.
- **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.

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.

How to get maintenance service (continued):

Emergencies

- Call your area maintenance department and follow up with a TMA Maintenance Request. If it is after hours, weekends or holidays, contact School Security on 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 request
- Location New Ideas -> District -> District Forms
- Capital Outlay – WebTMA System (on the right-side list)
- Follow directions to generate a Capital Outlay which will be submitted to the Chief Facilities Officer.

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 ensure satisfaction

- 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 cleaning and 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 lunchrooms, 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 Staff Hub 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 number 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 are 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

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

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
You may also contact TECO EMERGENCY at 813-314-4200 (Commercial Accounts)
- After electrical services have been restored, contact 813-635-1276 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
- Boil Water Notice: contact Sites and Utilities if water is needed due to a boil water notice.

Special Issues and Consideration

- Lights – LED lighting 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

