MAINTENANCE & PLANT OPERATIONS

GUIDELINES FOR SUBMITTING WORK ORDER REQUESTS[1]

[1] Revised 8/1/2005

ROLES

The Maintenance & Plant Operations Department is responsible for the specified maintenance of all district facilities throughout the county in support of the education of our children. To best accomplish our roles and to achieve the District's goals, we have aligned our Department into eight critical service areas: These include the: (1) Building Services Section (Custodial & Painting), (2) Central Services Section (Fire Alarm, Electronics, Roofers, Sheet Metal & Generators), (3) Grounds Section, (4) Logistics Section (Material Inventory), (5) Mechanical Section (HVAC), (6) Portable Projects Section, (7) Quality Assurance Section, and (8) Zone Team Section. All of these areas are supported through our Central Scheduling Section located at our Summit Boulevard Headquarters. It is with this alignment and on going communications with the schools that we hope to provide the best learning environment for the students of Palm Beach County.

NORMAL WORKING HOURS

The normal working hours for M&PO is 7:00 A.M. to 3:30 P.M. Monday thru Friday. For emergency maintenance work after hours, please call the School Police on 434-8700 (PX 48700) and a qualified maintenance technician will be dispatched.

FREQUENTLY ASKED QUESTIONS

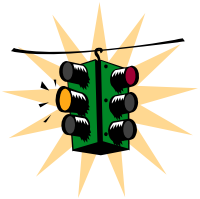
WHO DO I CALL FOR MAINTENANCE WORK REQUESTS?

The Maintenance & Plant Operation's Call Center is the place to contact for all maintenance work orders. The Center provides two basic ways for schools to submit a work order. If the request is of a **routine nature**, please **FAX** us your work order using the Maintenance Request for Schools Form (Omni Form PBSD 1881) to **688-7533 (PX 27533)**. No cover sheet is required. If the request is of an **urgent nature** please **call** in your work order to 688-7500 (PX 27500). If your request is an emergency and it is after our normal work hours of 7A.M. to 3:30 P.M. M-F, please call School Police on 434-8700 (PX 48700) for emergency dispatch.

It is helpful to have one point of contact at the school center that will follow-up on all requests. Cafeteria Managers will still continue as the point of contact for the kitchen/cafeteria work order requests. When requesting the status of a work order already submitted, **please provide the work order number**. This will cut down on the number of duplicate/triplicate requests and expedite existing work orders.

Whenever possible, please submit your routine requests by E-mail and call in emergency requests. This will free up the phone lines for the emergency calls and help **expedite dispatching** technicians in a timely manner.

Please be as specific as possible when submitting your requests. It is important to include **location, building and room numbers** and a brief description of the problem. This will help us direct the request to the proper trades (carpenter, locksmith, plumber, irrigation, etc.).



WHAT ITEMS ARE NOT COVERED BY A MAINTENANCE WORK ORDER?

- Air conditioning causing health concerns – school calls the Environmental Control Office on PX 45154 to conduct an Indoor Air Quality Inspection. E.C.O. will notify M&PO of any repairs that are needed
- Carpet/furniture cleaning, dusting A/C vents, floor care, adjusting student desks/table legs, and gymnasium floor refinishing – these are the school's custodial responsibilities
- Computers/business machines – call the I.T. HELP DESK on PX 48940
- Computer software problems – call the I.T. HELP DESK on PX 48940
- Copiers, paper cutters & paper shredders–available on the Purchasing website
- Dumpster pick-up – if your trash hauler has not emptied the dumpster contact the Utilities Section on PX 27018
- Excess furniture – re-usable furniture can be picked up – email Eric Meyer
- Fluorescent Tube disposal-school calls Onyx Special Services 1-866-877-8299
- Golf carts – available on the Purchasing website
- Kilns/pottery wheels/shop & medical equipment – available on the Purchasing website
- Laminators – school contacts GBC (vendor) 1-800-477-3444
- Lamps/bulbs – schools are responsible for purchasing & installing fluorescent and regular bulbs (which they can purchase through the warehouse catalog). M&PO will replace bulbs in high locations, mercury vapor, security lights, parking lot lights & certain specialty bulbs.
- Security alarms – school contacts School Police on PX 48700
- Shelves & bookcases – school purchases and submits M&PO work order to install after they have received the equipment
- Signs – request will be reviewed to determine if sign will be provided by M&PO or if the school should purchase
- Stage curtains (new and repair), stage rigging and <u>specialty</u> stage lighting – available on the Purchasing website
- Telephone & telephone lines/cables – call the I.T. HELP DESK on PX 48940
- TVs & TV cables – school contacts TEN on PX 22747
- Walkie/Talkies & black box – school contacts Radio Shop on PX 23263
- White boards/bulletin boards – school purchases white & bulletin boards (unless blackboard is unusable) and submits work order to M&PO to hang board(s) after they are received. **<u>For any other questions, please do not hesitate to call us on PX 27500.</u>**

WHO DO I CALL WITH AN ELEVATOR PROBLEM?

Call the Maintenance & Plant Operations Call Center on 688-7500. Do not call the elevator company. The Call Center representative will place the call for you after reviewing the following information:

- **IS ANYONE TRAPPED IN THE ELEVATOR? If the answer is "yes" they will call the service vendor immediately…If "no" they will continue:**

- Do you have power to the school, building, or elevator unit?
- Has a fire alarm gone off in the past 24 hours?
- Are the stop switches and operational features (e.g. independent service) in normal position?
- Are the doors, sills, electric eyes or electronic edges obstructed?
- Is the mainline disconnect in the "ON" position?
- Do the mainline fuses appear to be blown or breakers tripped?
- If after hours, can service wait until the next business day?
- Is this a newly installed elevator? (warranty)

If a call to the vendor is required based on the answers given above, they will ask the person calling in for the following information to ensure a prompt response to their request:

- What is the school name?
- Who is the contact person and what is their phone number?
- What are the building number and the location of the elevator?
- Type of elevator; freight, passenger, dumb waiter, or wheel chair?
- Description of the problem (be specific)
- Is the equipment still operational?

Once they are certain a call is needed to the vendor, they will use the current information for our contracted vendor and place the call for you. They will also ask for a reference number and attach it to the work order for future reference.

RESPONSIBILITIES

BUILDING SERVICES SECTION

- Provides recommendations to Principals regarding custodial functions at District facilities, to include: development of cleaning plans for schools, and facilities, and standardization of cleaning products for the District
- Provides temporary custodial relief, as available, through roving custodians and supervisory guidance with dedicated Custodial Coordinators
- Responds to requests for painting services

CENTRAL SERVICES SECTION

- Responds to requests for all electrical issues of primary power requirements that supply audiovisual, fire alarm, intercom, roofing, sheet metal, welding, generators and boilers.

GROUNDS SECTION

- Manages grounds maintenance contracts
- Maintains athletic fields, tracks and tennis courts
- Tree trimming and removal
- Picks up trash and old furniture for transport to the dump
- Provides landscape support, to include: mulching, fertilizing, plant and tree replacement, and irrigation
- Playground repair
- Pest control service

LOGISTICS SECTION

- Manages all material needed for M&PO work orders

MECHANICAL SECTION

- Responds to requests for routine and emergency facility maintenance problems pertaining to A/C, plumbing, and appliance services

PORTABLE PROJECTS SECTION

- Executes the relocation and placement of new and existing portables throughout the District, based on data supplied by the Planning and Budget Departments

QUALITY ASSURANCE SECTION

- Assist schools with corrections of code violations
- Assist schools with school-funded projects to ensure projects meet state requirements for educational facilities
- Conducts school site visits for safety, traffic and ADA concerns
- Conducts school warranty site visits and follows up with vendors on warranty issues
- Works with schools to evaluate needs and concerns and oversees accomplishment of minor capital projects
- Inspects capital projects executed by Program Management to ensure quality and maintainability

ZONE TEAM SECTION

- Provides dedicated work teams rotating throughout schools on a scheduled basis
- Responds to requests for lock and window, plastering, and carpenter support