



Department of Facilities Management  
Division of Maintenance

# The Division of Maintenance: Supporting Student Success





## **PURPOSE OF SLIDESHOW**

- **Provide an overview of the Division of Maintenance – Its Mission and Functions**
- **Describe how the division is organized to support MCPS schools and facilities**
- **Outline procedures to obtain the best possible maintenance support and to report customer problems, concerns, and complaints**
- **Provide a list of key points of contact and summarize emergency procedures during and after school hours**



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# MISSION & FUNCTIONS



**Department of Facilities Management  
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## **MISSION STATEMENT**

**The Division of Maintenance contributes to student success by working as a team to provide high quality facilities support, including:**

- Maintenance and Repair**
- Environmental Services**
- Capital Asset Replacement**
- Automated Energy Management**



# **STRATEGIC FUNCTIONS**

- **Maintenance and repair**
  - Keeping buildings and component systems operating properly
- **Environmental services**
  - Meeting essential environmental needs for facilities
- **Capital asset replacement**
  - Replacing failed or failing building systems and components
- **Automated Energy Management**
  - Automated controls for heating and cooling systems



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## **Maintenance and Repair**

### **- - Examples of Activities - -**

- **Maintenance and repair of roofs and drains; walls, floors, and ceilings; electrical and lighting systems; electronics; plumbing and waste systems; heating, ventilation, and air conditioning (HVAC) systems; and more**
- **Grounds maintenance of large fields and playgrounds**
- **Snow plowing and sanding of access roads and parking lots**
- **Removal of graffiti from building surfaces**



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## **Environmental Services - - Examples of Activities - -**

- **Environmental safety**
- **Hazardous waste removal and disposal, including asbestos abatement**
- **Indoor Air Quality**
- **Integrated pest management**
- **Recycling program management**
- **Trash and refuse removal and disposal**
- **Water quality management for heating and cooling systems**



## **Capital Asset Replacement - - Examples of Activities - -**

- **Planned Lifecycle Asset Replacement (“PLAR”)**  
staff provides program management and contract administration for facility projects
- **Replacement of capital assets and systems  
(Done primarily by contract due to project size)**
  - **Examples: Asphalt & concrete surfaces; bleachers; student lockers; heating, ventilation, and cooling (HVAC) systems; boilers; lighting systems; floor coverings; sod for ballfields; roof replacements**



## **Automated Energy Management - - Examples of Activities - -**

- **Monitor and control automated heating and cooling systems in schools and facilities**
- **Schedule building heating and cooling to support school and community activities**
- **Provide system diagnostics for school plant operations and maintenance staffs**
- **Provide lighting retrofits and other upgrades to increase energy efficiencies**
- **Perform commissioning of controls for newly installed heating and cooling systems**



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# ORGANIZATION & STAFFING



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# ORGANIZATION

BOARD OF EDUCATION

SUPERINTENDENT OF SCHOOLS

OFFICE OF THE CHIEF OPERATING OFFICER

***DEPARTMENT OF FACILITIES MANAGEMENT***

(DIVISIONS)

(TEAMS)

Div Of  
Long  
Range  
Planng

Div Of  
Const

***Div of  
Maint***

Div Of  
School  
Plant  
Opns

Energy &  
Utilities  
Resource  
Team

Real  
Estate  
Mgmt  
Team

School  
Safety  
Team



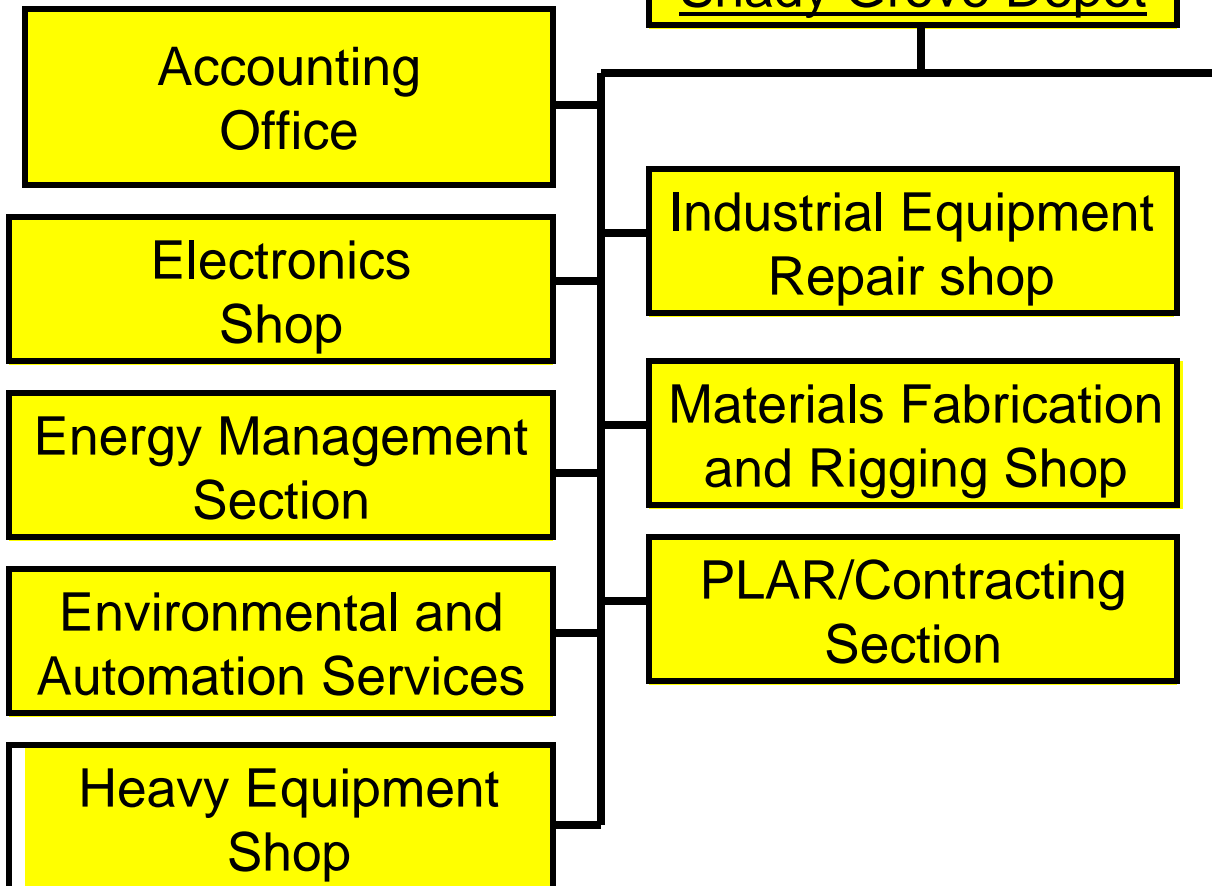
# **DIVISION OF MAINTENANCE**

- **Division Office (Located at Shady Grove Depot)**
  - Director & Assistant Director; Accounting; Environmental Safety; Indoor Air Quality; Maintenance Automation; PLAR/Contracting; and Recycling
- **Shady Grove Depot**
  - Specialized services and centralized types of support
  - Asbestos Abatement / Integrated Pest Management; Automated Energy Management; Electronics; Heavy Equipment; Industrial Equipment Repair; Materials Fabrication & Rigging
- **Bethesda, Clarksburg, & Randolph Depots**
  - Direct support aligned with school communities & clusters
  - Maintenance and repair services and trash removal

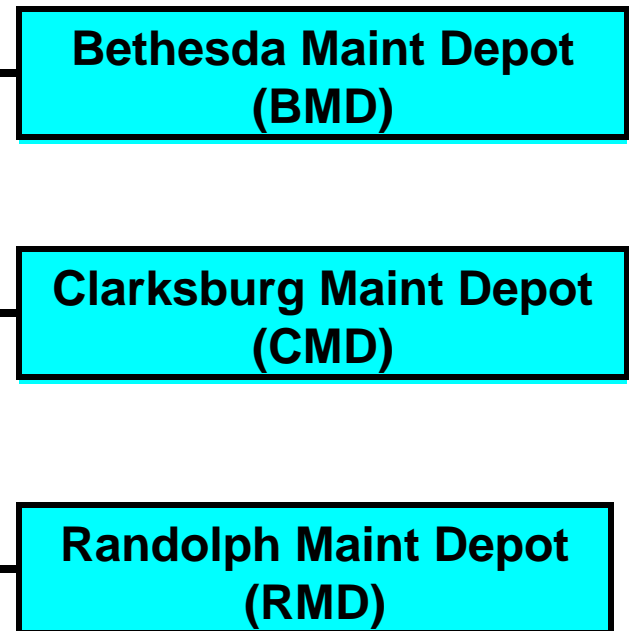
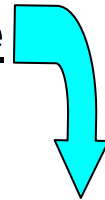


# DIVISION OF MAINTENANCE

Shady Grove  
Offices & Shops:



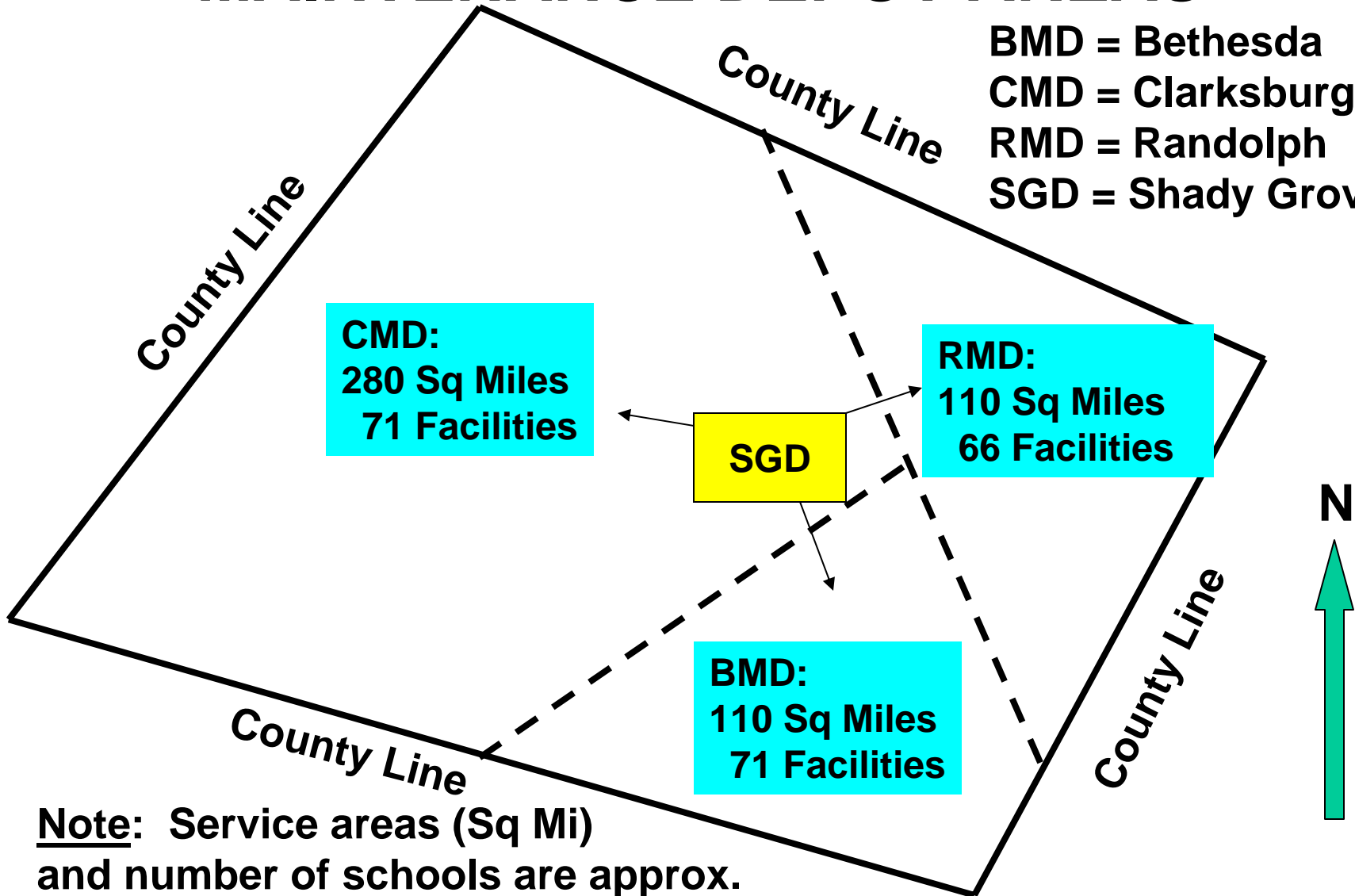
Maintenance  
Depots:





# MAINTENANCE DEPOT AREAS

BMD = Bethesda  
CMD = Clarksburg  
RMD = Randolph  
SGD = Shady Grove



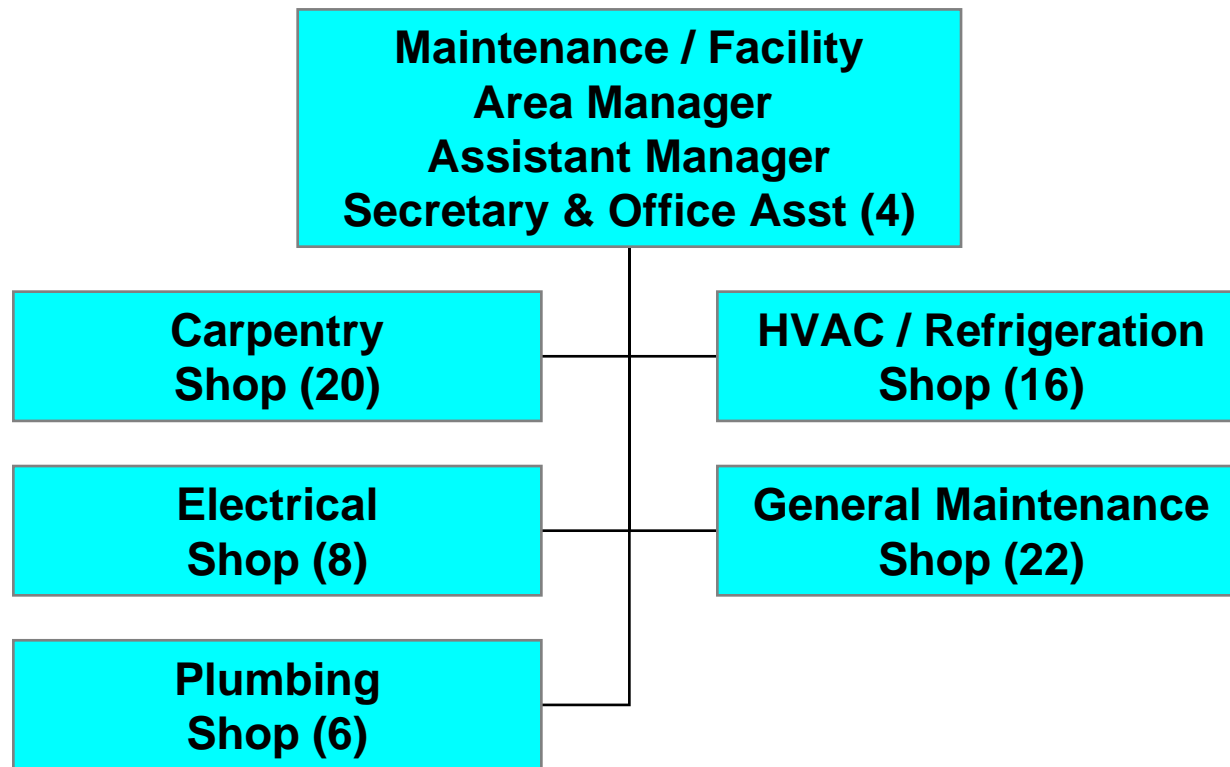
Note: Service areas (Sq Mi) and number of schools are approx.



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# MAINTENANCE DEPOT (Bethesda; Clarksburg; Randolph)

(Approximately 76 Positions in Each Depot)





# SHOPS AT SUPPORTING DEPOTS

- **Carpentry Shop**
  - Doors, windows, glass, flooring, locks and keys, painting, roofing, handrails, ramps, special-cut ceiling tiles, lockers
- **Electrical Shop**
  - Breakers, panels, switches, outlets, electric cook stoves, emergency lights, generators, parking lot lights
- **General Maintenance Shop**
  - Asphalt and concrete, playgrounds, field mowing, trash removal, snow plowing, tree trimming, special hauling
- **HVAC/Refrigeration Shop**
  - Boilers, chillers, cooling towers, circulation pumps, heat pumps, window air conditioners, refrigeration/ice makers
- **Plumbing Shop**
  - Drains, drinking fountains, gas-fired stoves, toilets, showers



# SHOPS AT SHADY GROVE

- **Electronics Shop**
  - Fire alarms; public address systems; A/V equipment; bells; security systems; two-way radios
- **Heavy Equipment Shop**
  - Lawn tractors; mowers; trimmers; snow blowers; welding services
- **Industrial Equipment Repair Shop**
  - Kilns; electric motors; elevator repairs; printing presses; trash compactors
- **Materials Fabrication & Rigging Shop**
  - Cabinet repairs and replacements; masonry & ceramic tile repairs; painting; projection screens; reupholstering; sign making; stage curtains; window treatments



## OFFICES AT SHADY GROVE

- **Accounting Office**
  - Requisitions; purchase orders; invoice processing
- **Automated Energy Management Office**
  - Automated controls for heating and cooling systems
- **Environmental & Automation Services**
  - Asbestos abatement; hazardous materials; integrated pest management; recycling; water testing & treatment
  - Automated work order and maintenance management system
- **PLAR/Contracting Office**
  - Capital improvement projects; project and contract management

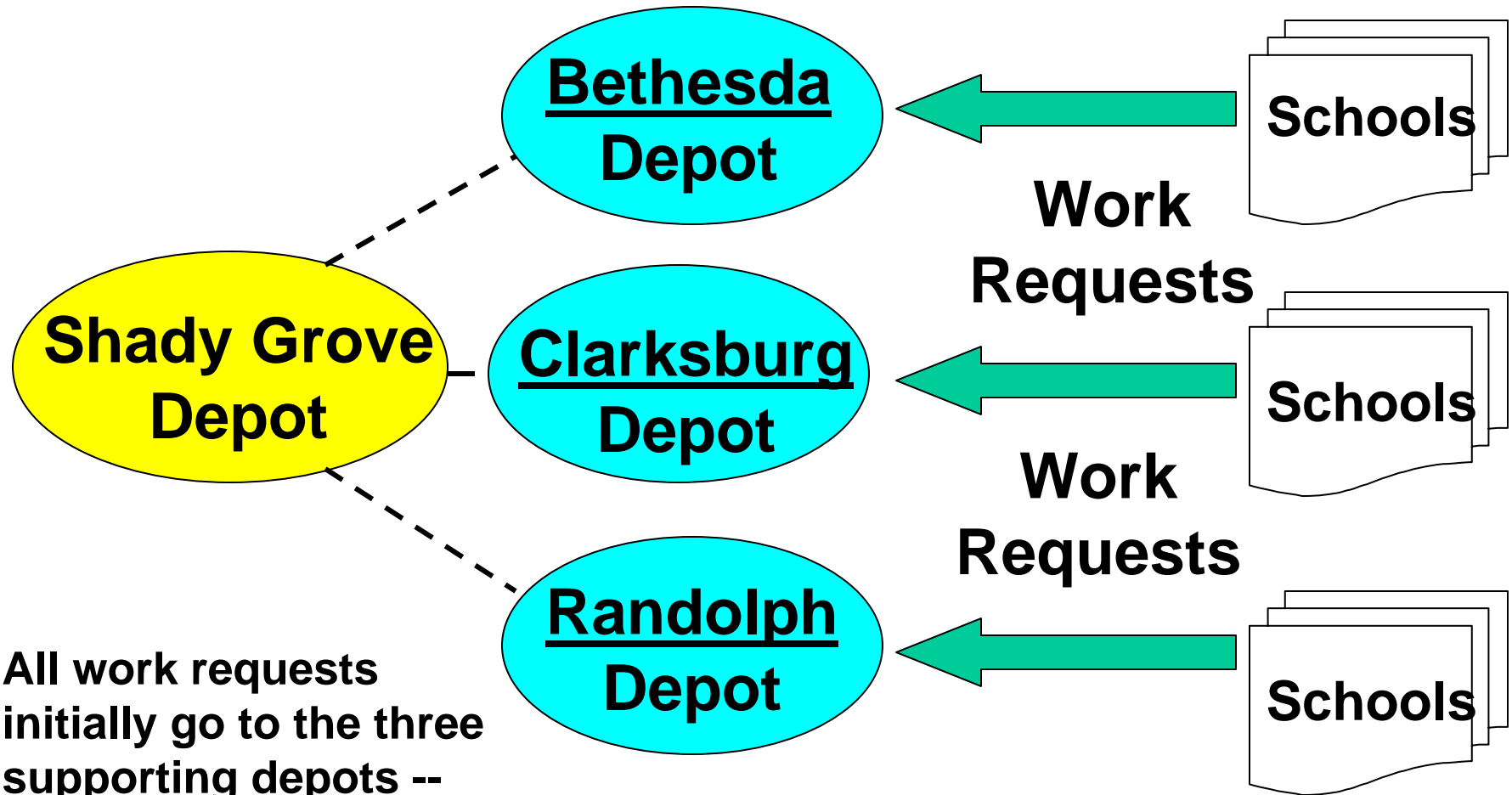


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# **MAINTENANCE SUPPORT PROCEDURES**



# REQUESTING SUPPORT



All work requests initially go to the three supporting depots -- BMD, CMD, or RMD

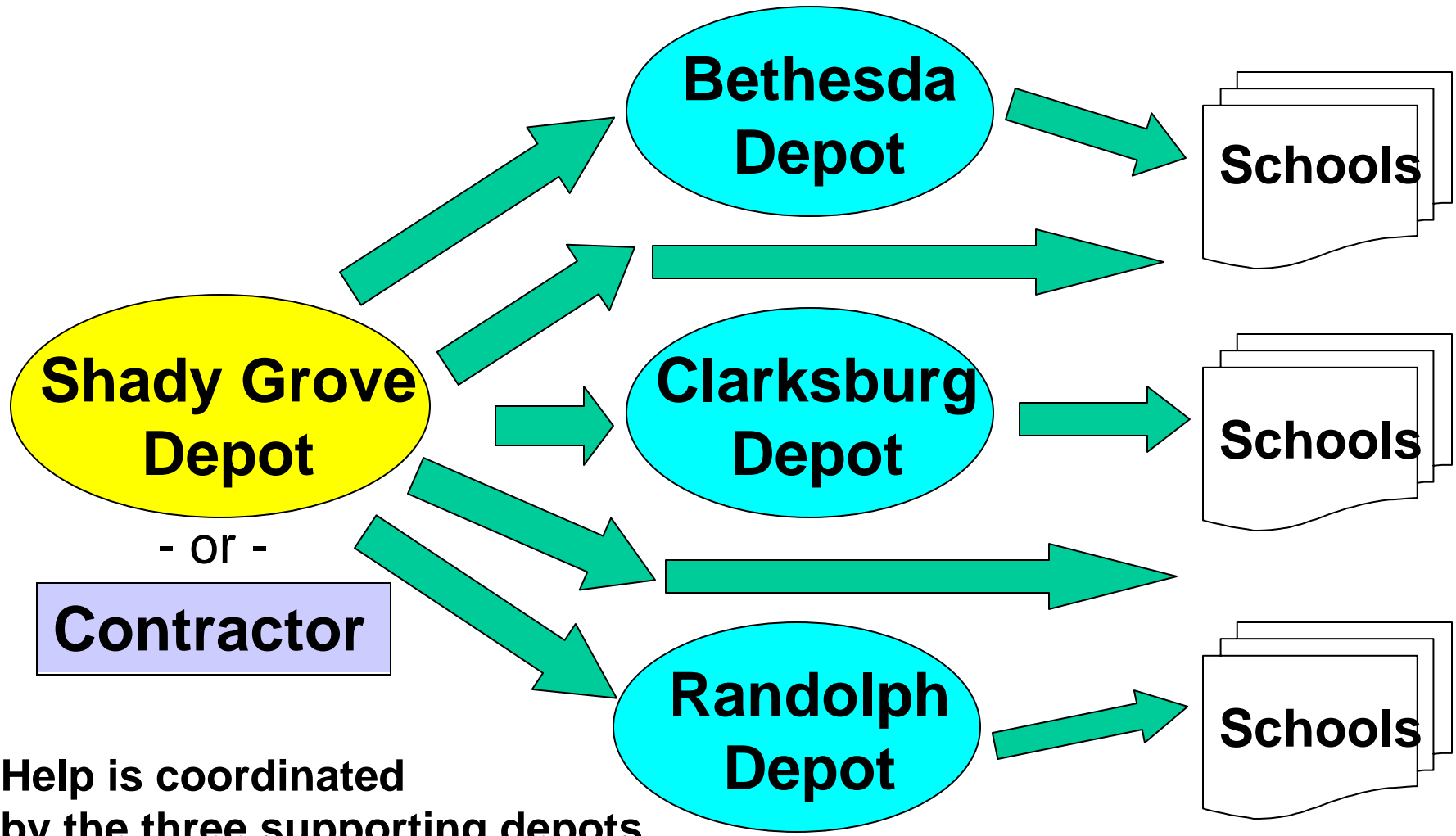


## **AUTOMATED WORK ORDERS**

- **All schools have access to the Maximo work order system to submit requests and check work order (WO) status**
- **A work order documents a request and the labor and materials used to complete the job**
- **When submitting work requests, provide as much information as possible**
- **For audio-visual equipment, submit a work order for each item; include brand name, model number, serial number, and a detailed description of the problem**



# PROVIDING SUPPORT



Help is coordinated by the three supporting depots, even if the work is done by someone else.



## WORK ORDER PRIORITIES

- **Priorities imply an initial response time, not actual completion of the work**
  - **Emergency / Urgent** -- Implied initial response within (1) day or less
  - **Priority** -- Implied initial response within (2) days
  - **Routine** -- implied initial response within (15) days
- **Depots set priorities based on the nature and level of urgency of the problem**
- **Backlogs of existing work requests will often delay action on routine work orders beyond (15) days**



## TYPES OF FUNDS

- **Capital Funds**: Pay for labor, materials, supplies, and services associated with new construction, expansion, modernization programs, and major replacement projects
  - Planned Life Cycle Asset Replacement (PLAR)
- **Operating Funds**: Pay for labor, materials, supplies and services associated with operating a business and carrying out the organizational mission and functions
  - Typical maintenance and repair activities



## TYPES OF PROJECTS – WHAT TO DO

- **Emergency or Urgent Maintenance or Repair**
  - Call your supporting depot; report the problem
  - Submit a work order if instructed to do so
- **Routine Maintenance or Repair**
  - Submit a work request
  - Check work order status online
  - Call your supporting depot to get more information and/or schedule for completion
- **Note: Small-scale maintenance and repair jobs are funded from operating accounts**



## TYPES OF PROJECTS – WHAT TO DO

- **Intermediate Size Projects** (e.g., large painting jobs, flooring replacements, major ceiling tile replacements, roof replacement, boiler replacements) may have long lead times for execution (1 to 6 years)
  - Discuss the requested scope of work with your supporting maintenance depot
  - Submit a work order to confirm your request
  - Check with the depot periodically to ensure that the project has been added to a capital project list
- **These projects are normally funded from capital accounts**



## TYPES OF PROJECTS – WHAT TO DO

- **Large-Scale Projects** (e.g., major building renovations or modernizations; parking lot expansions)
  - Large-scale, capital-funded projects must be approved and programmed for performance in a multi-year construction budget
  - Discuss proposed needs with your supporting maintenance depot manager or assistant manager
  - The depot will refer you to the Division of Construction or Division of Long Range Planning as appropriate



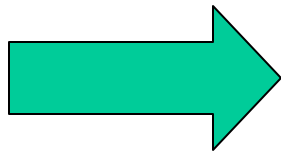
## TYPES OF PROJECTS – WHAT TO DO

- **Small-Scale Projects** (minor space alterations; sometimes called new work; e.g., adding or removing partitions; creating new rooms)
  - The Division of Maintenance is no longer organized or funded to perform such projects;
  - However, discuss proposed needs with your supporting maintenance depot anyway
  - The maintenance depot will most likely refer you to the Department of Facilities Management for consideration of your request



## HOW TO GET THE BEST POSSIBLE SUPPORT

- **Call and talk to your supporting maintenance depot (BMD, CMD, RMD) about needs**
- **Submit clear and concise work orders (Depots can advise and assist as required)**
- **Maintain regular contact with your supporting maintenance depot (status & updates)**





## **THINGS TO DISCUSS WITH YOUR SUPPORTING DEPOT**

- **Status of existing work orders**
- **Requirements for maintenance and repair**
- **Requirements for short term and long term capital improvement projects**
- **Questions about how work gets done**
- **Whom to contact for help with special issues or extraordinary facility needs**
- **Customer concerns or complaints**



## **CUSTOMER SUPPORT**

- **The Division of Maintenance wants to provide the best possible customer service within our capabilities**
- **Resource constraints and existing priorities may limit how quickly new requirements can get addressed**
- **When you have a question, concern, or complaint:**
  1. **Contact your supporting depot; discuss the matter with the assistant manager or manager; give the depot an opportunity to respond**
  2. **If the issue is not resolved in a timely manner, send an email to the assistant director or director, Division of Maintenance**
  3. **Please limit phone calls to the Division Office to only the most serious or time-sensitive issues**



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# POINTS OF CONTACT FOR CUSTOMER SUPPORT



## **DAYTIME POINTS OF CONTACT**

- **Bethesda Maintenance Depot (BMD)**
  - **Manager: Jim Auth; Asst Mgr: Brian Buckman**
  - **Phone: 301-469-1133 (6:00 AM – 2:30 PM)**
- **Clarksburg Maintenance Depot (CMD)**
  - **Manager: Ronald Ehlman; Asst Mgr: Stan Jones**
  - **Phone: 301-353-0940 (6:00 AM – 2:30 PM)**
- **Randolph Maintenance Depot (RMD)**
  - **Manager: Kenny Hoyle; Asst Mgr: Brenda Wilhelm**
  - **Phone: 301-929-2250 (6:00 AM – 2:30 PM)**



## **DAYTIME POINTS OF CONTACT**

- **Division of Maintenance (Shady Grove Depot)**
  - Director: Roy Higgins; Asst Dir: Michael Allnutt
  - 301-840-8107 (7:00 AM - 3:30 PM)
- **General Assistance (Shady Grove Depot)**
  - Phone 301-840-8100 (7:00 AM – 3:30 PM)
- **Other Shops, Offices, and Personnel**
  - Consult the MCPS telephone directory or the Division of Maintenance web site



## **AFTER-HOURS SUPPORT**

- **Call the School Security Office, 301-279-3232**
- **Report the location and nature of the problem**
- **Provide a point-of-contact's name and phone number at the school or facility for follow-up actions**
- **The School Security Office will contact maintenance depot personnel at home**
  - **The security staff has phone numbers and backup support information**
  - **Do not attempt to call depot personnel on your own**



## FACILITY EMERGENCIES

- 1. Call fire, police, and/or medical emergency authorities first (if they are needed)
  - Shut off any affected utilities (if qualified to do so)
- 2. Daytime: Call your supporting maintenance depot and report the problem  
After Hours: Call School Security (301-279-3232)
- 3. Call any other school administrators or key personnel that you are required to notify



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## **VISIT OUR INTERNET WEBSITE (Linked to the MCPS Website)**

- **Division of Maintenance**
  - [www.montgomeryschoolsmd.org/departments/maintenance/](http://www.montgomeryschoolsmd.org/departments/maintenance/)
  - Information on organization, operations, emergencies, and points of contact in all depots
- **Indoor Air Quality Program**
  - [www.montgomeryschoolsmd.org/departments/IAQ/](http://www.montgomeryschoolsmd.org/departments/IAQ/)
  - Information on indoor air quality; building maintenance plans; IAQ complaint forms
- **Recycling Program**
  - [www.montgomeryschoolsmd.org/departments/recycling/](http://www.montgomeryschoolsmd.org/departments/recycling/)
  - Information on recycling programs; recycling plan blank forms; ordering information for recycling supplies



## **SUMMARY**

- **The Division of Maintenance is committed to supporting student success by keeping school facilities in the best possible condition**
- **To ensure the best quality of support, please maintain a close relationship and regular contact with your supporting maintenance depot (either BMD, CMD, or RMD)**
- **When you have a facility emergency, please report it to your supporting depot immediately!  
We will respond!**