



Department of Facilities Management  
Division of Maintenance

# The Division of Maintenance: Supporting Student Success



August 2020



## **PURPOSE**

- **Provide an overview of the Division of Maintenance, including:**
  - **Mission and Functions**
  - **Organization and Staffing**
- **Outline the various types of maintenance and projects and how they get done**
- **Describe how schools can receive the best possible facilities support**
- **Outline procedures for obtaining support during and after hours**
- **Provide points of contact to assist you**



# MISSION & FUNCTIONS



# MISSION

**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

- **Maintenance and repair:**
  - **Roofs and drains; walls, floors, and ceilings; electrical and lighting systems; window shades and stage curtains; electronics; plumbing and waste systems; heating, ventilation, and air conditioning (HVAC) systems; and more**
- **Grounds maintenance, fields & playgrounds**
- **Snow & ice removal, parking lots & driveways**
- **Removal of graffiti from building surfaces**



## **Environmental Services**

- **Trash and refuse removal and disposal**
- **Indoor Air Quality (IAQ)**
- **Hazardous waste removal and disposal**
- **Integrated pest management**
- **Asbestos abatement**
- **Servicing of grease traps**
- **Water quality management for heating and cooling systems**



# Capital Asset Replacement

- **Contracting/Planned Lifecycle Asset Replacement (PLAR) Section manages capital maintenance and improvement projects**
  - **Examples: Asphalt and concrete surfaces; bleachers; student lockers; partial and full roof replacements; lighting systems; ceiling tile replacements; floor covering replacements; sod for ballfields; restroom renovations; PA system replacements**
  - **NOTE: HVAC system/component replacement projects are managed by the Division of Construction**



# **Automated Energy Management**

- **Monitor and control automated heating and cooling systems in schools**
- **Schedule building heating and cooling to support after-hours school and community activities**
- **Provide system diagnostics for school plant operations and maintenance staffs**
- **Inspect and calibrate thermostats**
- **Upgrade energy management controls to increase energy efficiencies**
- **Assist in commissioning of controls for newly installed heating and cooling systems**





# **ORGANIZATION & STAFFING**



# ORGANIZATION

## BOARD OF EDUCATION

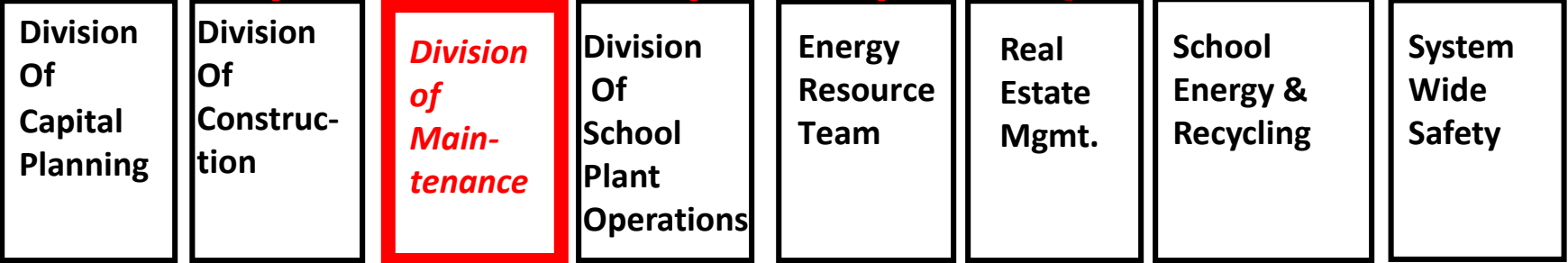
## SUPERINTENDENT OF SCHOOLS

## OFFICE OF THE CHIEF OPERATING OFFICER

# DEPARTMENT OF FACILITIES MANAGEMENT

### (DIVISIONS)

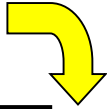
### (TEAMS)





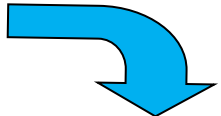
# DIVISION OF MAINTENANCE

Facilities Maint Depot  
Offices & Shops:



Director  
Assistant Director  
Facilities Maint Depot

Maintenance  
Depots:



Accounting  
Section

Energy Management  
Section

Environmental and  
Automation Services

PLAR/Contracting  
Section

Electronics  
Shop

Heavy Equipment  
Shop

Industrial Equipment  
Repair shop

Materials Fabrication  
and Rigging Shop

Bethesda Maint Depot  
(BMD)

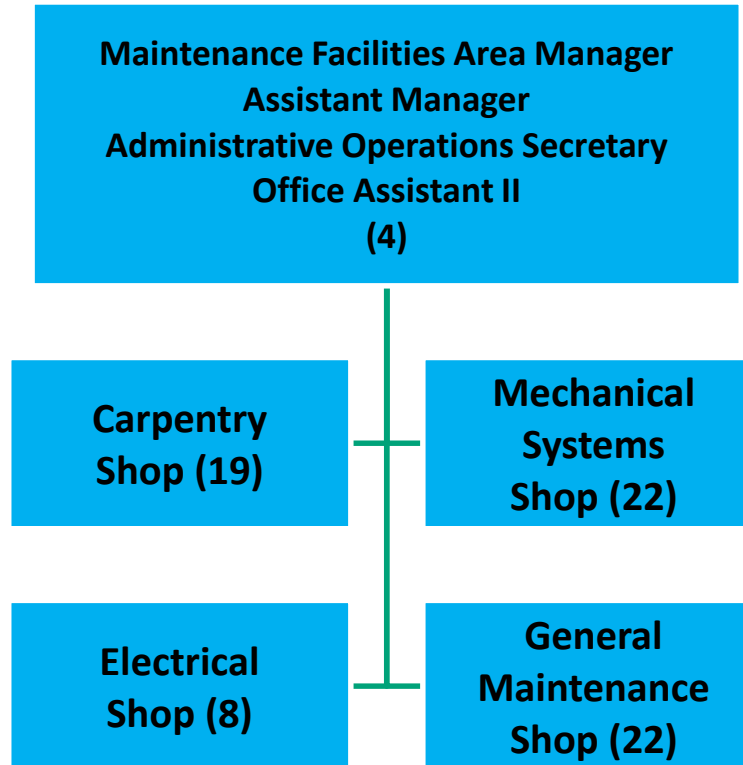
Clarksburg Maint Depot  
(CMD)

Randolph Maint Depot  
(RMD)



# SUPPORTING MAINTENANCE DEPOT (Bethesda; Clarksburg; Randolph)

(Approximately 76 Positions in Each Depot)



**NOTE: Every MCPS school and facility is aligned with one of these three supporting maintenance depots**



## **SHOPS AT SUPPORTING DEPOTS**

- **Carpentry Shop**
  - Doors, windows, glass, floor tile, 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, excavation, hauling
- **Mechanical Systems Shop**
  - Boilers, chillers, cooling towers, circulation pumps, heat pumps, window air conditioners, refrigerators, ice makers, drains, drinking fountains, gas-fired stoves, toilets, showers

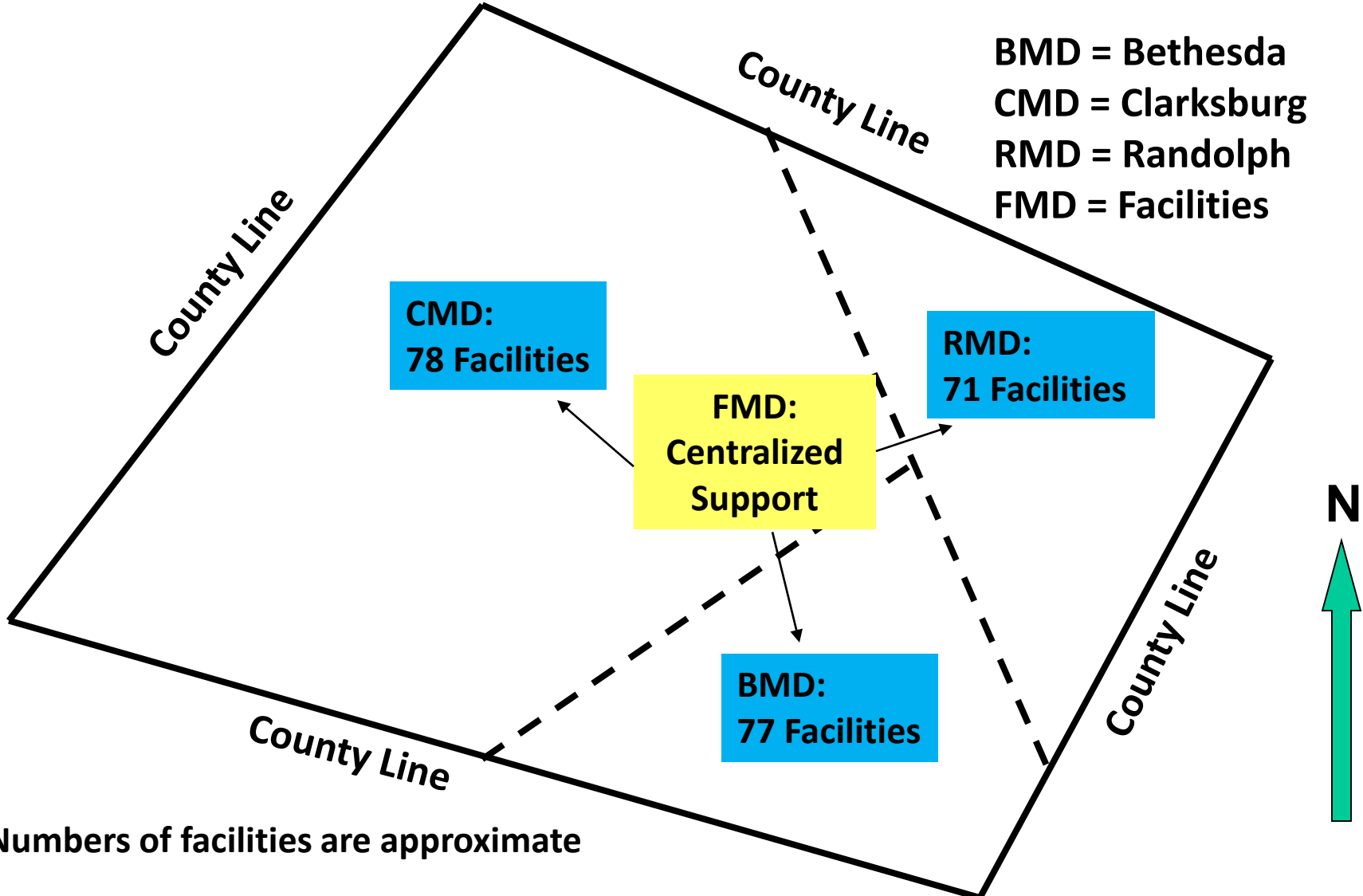


## SHOPS AT FACILITIES MAINTENANCE DEPOT

- **Electronics Shop**
  - Fire alarms, security alarms, public address systems, audio/visual equipment, bells, two-way radios
- **Heavy Equipment Shop**
  - Lawn tractors, mowers, trimmers, snow blowers, welding services, maintenance vehicle fleet repairs; hillside mowing
- **Industrial Equipment Repair Shop**
  - Kilns, motor rebuilds, printing presses, trash compactors, elevators; cabinet repairs and in-kind replacements, line painting in parking lots
- **Materials Fabrication & Rigging Shop**
  - Projection screens, stage curtains, window blinds, upholstery; ceramic tile and masonry repairs



# MAINTENANCE DEPOTS



Numbers of facilities are approximate



# DISTRIBUTION OF FACILITIES

<u>TYPE FACILITY</u>	<u>BMD</u>	<u>CMD</u>	<u>RMD</u>	<u>TOTAL</u>
Elem Schools	44	46	43	133
Middle Schools	12	15	13	40
High Schools	8	9	8	25
<u>SUBTOTAL:</u>	<u>64</u>	<u>70</u>	<u>64</u>	<u>198</u>
Centers	10	5	5	20
Admin Facilities	3	3	2	8
<u>TOTAL</u>	<u>77</u>	<u>78</u>	<u>71</u>	<u>226</u>

Numbers of facilities are approximate





# **TYPES OF PROJECTS AND HOW THEY GET DONE**



## **MAINTENANCE & REPAIR SERVICES (Automated Work Order System)**

- **All schools use the Maximo computerized maintenance management system (CMMS) to submit work requests for maintenance and repair work**
- **The supporting depot converts the work request into a work order and uses it to track labor and material costs**
- **Schools can check the status of work orders online**



## TYPES OF WORK & PROJECTS

- **Major Facility Emergency**

- Examples: fire; sudden structural damage or roof collapse; tornado or severe wind damage; electrical wires down; gas line rupture
- 1. **Call 911** to request fire, police, or emergency rescue support as needed
- 2. **Call the supporting maintenance depot** and report the problem so someone can respond quickly; after hours, call Systemwide Safety and Emergency Management at 240-740-3066
- 3. **Follow up with a work request** (Unless the maintenance depot has already prepared one)



## TYPES OF WORK & PROJECTS

- **Emergency / Urgent Maintenance or Repair**
  - Examples: Broken water line; clogged sewer main; HVAC system breakdown; electric power failure; major roof leak; graffiti on exterior of building
  - 1. **Call the supporting maintenance depot** and report the problem so someone can respond quickly (After hours, call Systemwide Safety & Emergency Mngmt at 240-740-3306)
  - 2. **Follow up with a work request** (unless the maintenance depot has already prepared it)



# TYPES OF WORK & PROJECTS

- **Routine Maintenance or Repair Work**
  - Examples: Broken window shade; electrical outlet not working; door closer needing adjustment; cracked window pane
  - 1. Submit a work request
  - 2. Check work order status online
  - 3. If a response is not timely and no status is shown on Maximo, call the supporting depot to discuss when the work will be scheduled
  - NOTE: Trade shops typically have backlogs of “in-progress” work orders; delays are common for routine, non-emergency work orders



## TYPES OF WORK & PROJECTS

- **Minor Renovation or Alteration (New Work)**

- Examples: Construct/remove a wall; construct and/or install facility items or equipment that were not previously there; perform a landscaping project
- Discuss the project with your supporting maintenance depot—they may be able to advise or assist in estimating requirements
- **Submit MCPS Form 230-27, *Facilities Project Request Form*, to the Department of Facilities Management (DFM)**
- Call 240-314-1000 to obtain a form, visit the DFM website, or ask your supporting depot



## TYPES OF WORK & PROJECTS

- **Intermediate Size (Capital Maintenance) Projects**
  - **Examples: Large-scale painting jobs, flooring replacement, ceiling tile replacement, roof replacement; re-paving; HVAC: Division of Construction**
  - **Capital-funded projects normally have long lead times for execution (1–6 years) due to large backlogs and limited annual funding**
  - **1. Discuss and confirm requirements with the supporting maintenance depot; the depot will submit your project to the PLAR/Contracting Section**
  - **2. Check with the depot at least annually to ensure that the project is on a capital project list**



## Special Notes – Capital Maintenance

- **“1 to n” List is developed as projects are identified**
- **Order of projects is based on:**
  - General priority of need
  - Estimated funding by fiscal year
- **Project lists are subject to:**
  - Changes/substitutions required to match available funding
  - BOE/Superintendent-directed changes or additions
  - Unforeseen changes or additions (emergencies)

### TYPICAL “1 - n” LIST

- FY X -- Funded Year List
- Project 1
- Project 2
- Project 3
- FY X+1 -- Projected List
- Project 4
- Project 5
- Project 6
- FY X+2 -- Projected List
- Project 7
- Project 8
- Project 9
- FY X+3 -- Projected List
- Project 10
- Project ...
- Project n
- Project n+1





# TYPES OF WORK & PROJECTS

- **Large-Scale Projects**

- Examples: New buildings, building expansions and/or modernizations, parking lot expansions
- Large-scale, capital-funded projects must be approved and programmed for performance in a multi-year design and construction budget
- **1. Develop and submit proposed long-term needs as part of the capital budget planning process**
- **2. Contact the Division of Capital Planning @ 240-314-4700, for guidance and assistance**



# **FUNDING STREAMS**

- **Operating Funds**
  - **Most minor maintenance, repairs, and services performed by the Division of Maintenance**
  
- **Capital Funds**
  - **All large-scale construction and modernization projects**
  - **Most intermediate-sized facility projects (capital maintenance/PLAR)**
  - **Asbestos abatement projects (performed as required by regulations)**



## **PRIORITIES, BACKLOGS, & LEAD TIMES**

- **Priorities of maintenance work orders**
  - Emergency/Urgent (Goal: Immediate response within one day)
  - Priority (Goal: 2-day initial response)
  - Routine (Goal: 15-day initial response)
- **Factors affecting initial response times**
  - Backlogs of work for the trade shop involved
  - Available staff (present for duty, vacancies)
- **Factors affecting actual completion**
  - Lead time to order and receive repair parts
  - Lead time to obtain bids and issue contracts



## **UNFUNDED & FUNDED PROJECTS**

- **Normal maintenance and repair projects are done using work orders and operating funds**
- **Maintenance depots meet at least annually with the division's PLAR/Contracting Section to update lists of un-resourced (unfunded) projects for all schools**
- **DFM annually updates lists of programmed capital projects by fiscal year**
- **Emergency requirements, changes in program funding, and directed projects can affect the order of execution of projects on these multi-year lists**

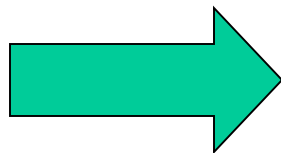


# GETTING THE BEST POSSIBLE SUPPORT



## HOW SCHOOLS CAN GET THE BEST POSSIBLE SUPPORT

- Call and talk to your supporting maintenance depot (BMD, CMD, RMD) about problems and needs
- Submit clear and understandable work orders
- Ask depot leaders to periodically visit your school to review all aspects of your support
- Maintain regular contact with your supporting depot (follow-up, questions, inquiries, etc.)
- Call your supporting depot and report serious problems immediately (loss of power, heat, air conditioning, etc.)





## **SCHOOLS SHOULD DISCUSS WITH THEIR SUPPORTING DEPOT:**

- **Status of existing work orders**
- **Requirements for maintenance and repair**
- **Requirements for capital improvement projects of all sizes**
- **Questions about how work gets done**
- **Whom to call for help with special issues or problems**
- **Customer concerns or complaints**



## CUSTOMER SUPPORT & COMPLAINTS

- The Division of Maintenance wants to provide the best service possible within our capabilities
- Staffing constraints, backlogs, and changing priorities limit how quickly work can get done
- **If you have a problem, question, or concern:**
  - Contact your supporting depot first; discuss the issue with the shop supervisor, assistant manager, or depot manager; give them time to respond
  - If concerns are not answered, send an email to the assistant director or director, Division of Maintenance
  - Please limit phone calls to the Division Office to the most serious or time-sensitive issues





## **SUMMARY**

- **The Division of Maintenance receives and processes more than 65,000 maintenance work orders (WOs) per fiscal year – average of 80-100 new WO's per depot per workday**
- **Lead times for maintenance work are subject to staffing, work in progress, competing priorities, and unforeseen emergencies**
- **Lead times for capital projects are affected by backlogs, scope of work, funding limitations, and unforeseen emergency requirements**



## SUMMARY (continued)

- What can schools do ?
  - Submit clear and understandable work orders
  - Notify their depot immediately of emergencies
  - Maintain regular contact with their depots
  - Meet at least annually with their depot to review work backlogs and school maintenance needs
- What can school PTA organizations do?
  - Monitor schools' appearance and condition
  - Encourage school staff to maintain close contact with their supporting maintenance depot
  - Participate in annual capital project planning
  - Support the Superintendent's recommendations for operating and capital budgets



# **POINTS OF CONTACT AND EMERGENCY INFO**



## DAYTIME POINTS OF CONTACT

- **Bethesda Maintenance Depot (BMD)**
  - Manager: Dan Butt; Assistant Manager: Doug Jones
  - Phone: 240-740-6560 (6:00 a.m. – 2:30 p.m.)
- **Clarksburg Maintenance Depot (CMD)**
  - Manager: Kenneth Hagins; Assistant Manager: Danny Sipple
  - Phone: 240-740-4700 (6:00 a.m. – 2:30 p.m.)
- **Randolph Maintenance Depot (RMD)**
  - Manager: Charles Hill; Assistant Manager: Wayne Gregg
  - Phone: 240-740-2620 (6:00 a.m. – 2:30 p.m.)
- **Facilities Maintenance Depot (FMD)**
  - Manager: Vacant; Assistant Manager: Vacant
  - Phone: 240-740-2500 (6:00 a.m. – 2:30 p.m.)



## DAYTIME POINTS OF CONTACT

- **Division of Maintenance (Facilities Maintenance Depot)**
  - Director: Lynne Zárate; Assistant Director: Vacant
  - 240-740-2507 (7:00 a.m. – 3:30 p.m.)
- **General Assistance, (Facilities Maintenance Depot)**
  - Phone 240-740-2500 (7:00 a.m. – 3:30 p.m.)
- **Other Shops, Offices, and Personnel**
  - Consult the MCPS Division of Maintenance website or the MCPS staff directory



## **AFTER-HOURS SUPPORT**

- **Call Department of Systemwide Safety and Emergency Management (SSEM) at 240-740-3066**
- **Report the location and nature of the problem**
- **Provide a point-of-contact's name, school, and telephone number for follow-up actions**
- **SSEM will contact maintenance personnel at home**
  - **They have after hours and backup support information**
  - **Do not attempt to call depot personnel on your own**



## **FACILITY EMERGENCIES**

- **Call 911 for fire, police, and/or medical emergency support first (if applicable)**
- **Shut off affected utilities – water, gas, etc. (only if you are qualified to do so)**
- **Call your supporting maintenance depot immediately and report the problem**
  - **After hours, call Systemwide Safety and Emergency Management at 240-740-3066 and ask them to notify depot personnel**
- **Call any other personnel or offices that you are required to notify**





## FOR MORE INFORMATION

- **Visit the Division of Maintenance Website**

<http://www.montgomeryschoolsmd.org/departments/maintenance/>

- **Contents:**

- **Determine which maintenance depot supports your location (Use [Find Maintenance Depot by School](#) link)**
- **Customer Information** [More about how we help schools and offices](#) 
- **Customer Quick Reference** [Customer Service Quick Reference](#) 
- **Emergency Information** [Emergency Procedures](#)
- **Information on other services provided by the Division of Maintenance**