First Coast Technical College

FACILITIES

Operation, Maintenance, And Improvement Plan

2013/14
INTRODUCTION

The First Coast Technical College is required to maintain and operate its facilities in strict compliance with all applicable state and federal laws and statutes. The College is also required to provide the full range of maintenance, custodial, and grounds services in such a manner to protect the life, health, safety, and welfare of students, faculty, staff, and the general public.
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FACILITY STANDARDS

SAFETY
All facilities shall be maintained to create a safe learning environment that is free of environmental hazards and occupational risks for students, staff, administration, and the general public.

SANITATION
Buildings shall be cleaned on a daily basis to promote public health and ensure sanitary conditions, especially in classrooms, rest rooms, laboratories, cafeterias, kitchens, and other areas prone to germs, bacteria, and disease.

SECURITY
The facilities will be maintained in such a manner to protect occupants, property, and equipment from vandalism, theft, intrusion, and natural disasters.

FUNCTIONAL PERFORMANCE
Maintenance and operations activities shall ensure that buildings, grounds, and equipment facilitate the educational process and function in an economical and efficient manner.

PHYSICAL CONDITION
Maintenance and operations activities shall ensure that all buildings, components, and equipment are sound, in good serviceable condition, and in good working order.

APPEARANCE
The facilities will be maintained to achieve the desired level of appearance expected of an College.
MAINTENANCE AND OPERATIONS MANAGEMENT RESPONSIBILITIES

The management of First Coast Technical College's facilities involves three major areas of responsibility. These areas are critical in supporting both the process of learning and the educational delivery system.

BUILDING AND EQUIPMENT MAINTENANCE
This includes maintaining and operating the facilities' mechanical (i.e., HVAC, plumbing, etc.), electrical (i.e., main service, distribution, lighting, etc.), structural, technical, and life safety systems. In addition, this function also addresses individual building components, such as walls, roofs, windows, doors, ceilings, and floors.

CUSTODIAL OPERATIONS
This involves the cleaning and sanitizing of educational, ancillary, and auxiliary spaces. These areas include general classroom spaces, specialized instructional spaces, rest rooms, support spaces (e.g. offices, libraries, media centers, cafeterias), and other ancillary spaces and auxiliary facilities. Typical tasks associated with this function include cleaning and vacuuming, trash disposal, minor maintenance, light bulb replacement, replenishing supplies, and a variety of other general housekeeping duties that are required to keep educational facilities clean, sanitary, and comfortable.

GROUNDS MAINTENANCE
This involves maintaining the exterior environs of the facilities in a safe, orderly, clean, and visually appealing manner in support of various educational activities. Grounds maintenance focuses on such areas as parking lots, lawns, and water features.
GOALS AND OBJECTIVES OF MAINTENANCE PROGRAM

The Maintenance Department provides a comprehensive range of services that are essentially designed to keep the College's facilities in good working order - a condition that is critical for the success of the educational instructional process and extending the useful life of building and other facility assets. Maintenance of the College's facilities requires the coordinated management of a variety of individual trades and crafts, support-related functions, as well as contracted services necessary to fulfill a facility's intended purpose.

The scope of work for the Maintenance Department encompasses the building structures, fixed equipment, and other components of a facility's infrastructure.

Among other objectives, a comprehensive maintenance program is necessary to:

- Keep buildings, equipment, and fixtures close to original operating condition
- Provide overall service requirements (e.g., preventive/predictive maintenance; routine maintenance; minor, major, and emergency repairs; alterations and improvements; equipment testing; inspections and monitoring; etc.)
- Determine the manner in which the work will be implemented
- Provide necessary modifications to accommodate customer needs, upgrades, and new technologies
- Match appropriate staff, tools, and other resources to accomplish work tasks
- Ensure ongoing customer satisfaction and support of the education process.

RESPONSIBILITIES

Predictive/Preventive Maintenance: Identify maintenance-related issues early on and address them before they lead to costly repairs. Based on life cycle projections and intended to prevent equipment and systems breakdowns.

Routine Maintenance: Focuses on the day-to-day upkeep of facilities, systems, and equipment. It includes, among other tasks, minor repairs, servicing, and improvements.

Cyclical/Programmed Maintenance: In managing education facilities, certain maintenance functions have to be performed on a scheduled or cyclical basis. This addresses maintenance requirements that are part of a monthly, periodic, or annual cycle.

Breakdown/Emergency Maintenance: Focuses on maintenance activities that are required as a result of unforeseen equipment allure or emergencies.
Service work order requests: Used to prioritize and define a significant portion of The Maintenance Department's workload. It relies on work order requests that are generated by maintenance staff, as well as faculty and staff.
CUSTODIAL FUNCTIONS

1. Ensure that facilities are safe, clean, orderly, and attractive with regard to general building usage.

2. Perform general housekeeping and other support functions on a regular and as needed basis.

All facilities require a broad range of custodial and janitorial services. These services are organized into daily, periodic, and special task functions:

• Cleaning: classrooms/instruction areas; toilet areas; administrative, support, and common areas; lobbies, conference rooms

• General floor cleaning (sweeping, vacuuming, mopping, polishing; hallways, corridors, walkways, door mats

• Cleaning food service areas: kitchens, cafeterias, vending areas

• Vertical surface cleaning: walls, windows, mirrors, vents, blinds, partitions

• General dusting: horizontal surfaces, sills, counters, shelves

• Removal of rubbish

• Replacement of depleted supplies, inventory control of custodial supplies/equipment.

• Event preparation/cleanup

• Miscellaneous housekeeping duties
GROUND MAINTENANCE

The primary purpose of grounds maintenance operations is to provide a continuously safe and visually attractive outdoor setting for educational facilities. As a complement to buildings, the grounds or general atmosphere of the College will have a significant effect on impressions and attitudes of students, faculty and staff; parents, and the general public.

The College's grounds maintenance program will include:

• Landscaping: selecting, arranging, and installing plant materials.
• Gardening: maintaining plant beds.
• Plant maintenance: maintaining individual plant species.
• Turf management: planting, repairing, and maintaining sod areas.
• Irrigation system maintenance: maintenance of sprinkler systems and controls.
• Fertilizer and pesticide applications.
• Outdoor feature/furniture maintenance; maintaining walkways, and other paved surfaces.
• Equipment maintenance/management; maintenance of all grounds-related tools, equipment, and supplies.

Grounds maintenance will also be responsible for:

• Exterior open spaces
• Exterior accessible routes for the disabled
• Driveways
• Parking lots
• Lawns/plant beds
• Retention ponds and other water features
MAINTENANCE AND INVENTORY OF EQUIPMENT

BUILDING EQUIPMENT
In order that First Coast Technical College's building equipment operates commensurate with its quality and age, maintenance personnel are assigned to maintain and repair equipment. Preventive maintenance is practiced on a regular basis with items being checked daily, weekly, monthly, and yearly. The frequency of checks depends on variable factors, such as weather, time of year, cost of repair/replacement. Items are daily checked for proper operation. They are checked also for leakage, faulty electrical equipment, worn parts, worn drive belts, squeaks, rattles, loss of power, etc. Items are periodically refurbished by cleaning, draining, and replacing operating fluids and gasses; lubricating parts, such as bearings, spindles, and drive pulleys, and replacing worn parts.

When an item of equipment fails or otherwise goes out of service the Facilities Supervisor assesses the situation and devises a plan for repair or replacement. If the failure can be repaired internally, a purchase order should be obtained and the necessary repair or replacement parts bought and installed. If the failure cannot be remedied internally, contracts with necessary sources of expertise and equipment to affect the repair or replacement are solicited. When the cost of the repair or replacement has been determined, a quotation or bid is exacted from each supplier or contractor. The contractor/supplier with the lowest bid with commensurate quality is awarded the contract to make the repair or replacement. A short-term warranty is solicited in the event of immediate failure after the equipment is returned to service.

On-going maintenance and repair of the building and building equipment not noted during regular inspection are effected through maintenance requests by e-mail or phone. Emergency repairs are handled verbally and immediately.

DEPARTMENT/PROGRAM EQUIPMENT
Each faculty/staff member is responsible for the accountability, control, safekeeping, proper use, maintenance, and repair of equipment. For protection against possible action resulting from the loss or misuse of equipment, each employee is to follow these procedures:

1. Verify equipment inventory at the beginning or end of each fiscal year as directed by the President;

2. Notify the Inventory Specialist on equipment transfers from department's/program's custody so that inventory records can be changed.

3. Make daily checks to account for miscellaneous equipment and tools maintained in classrooms/shops/offices.
4. Know equipment. Do not operate any equipment or allow the operation of any equipment without proper instruction.

5. Report any malfunction or loss of equipment immediately to an administrator or the Facilities Supervisor.

6. Under no circumstances allow equipment to be removed from the premises by employees or students.

7. See that equipment is not abused or misused by employees or students. Damage to equipment by students in violation of the teacher's orders should result in disciplinary action.

8. Set up and follow a regular routine of maintenance. Keep maintenance records.

**EQUIPMENT REPAIR**

The following procedures will be used when equipment repair is needed:

1. The instructor, department administrator or Facilities Supervisor should determine whether equipment is covered under warranty or service contract. If equipment is covered by contract, notify the agency that has the service contract, and arrange for the repair work to be done.

2. For the repair of equipment not covered by warranty or service contract, obtain estimates on equipment that can be repaired locally. For equipment that must be shipped back, call the repair department or manufacturer for shipping instructions and request estimates prior to any work being done.

3. When estimates for repair are obtained, contact the Facilities Supervisor, the Chief Financial Officer (CFO) departments to determine whether repairs are economically feasible and whether funds are available. A purchase order will be processed through the Business Office.

**DISPOSITION OF PROPERTY**

Any property items that are no longer of use, obsolete, broken beyond repair, otherwise unnecessary for present or future use should be turned into the Purchasing Inventory Specialist. Items will be removed from the individual's inventory and temporarily stored in the warehouse.

A list of items recommended for disposal will be submitted to the FCTC Board of Directors for approval. Items will be offered for sale to the public through sealed bid or transferred to another school or to a non-profit agency.
PROPERTY (STOLEN OR MISSING)

Stolen Property: Notification of suspected stolen property should be reported to the FCTC Facilities Supervisor as soon as discovered. A copy of the Security/Police Report concerning the stolen property will be transmitted by the Facilities Supervisor to the President. A copy will also be sent to the present accountable custodian delegate of the item. Upon receipt of this form, the accountable custodian delegate will contact the Receiving Department for establishment of responsibility for the item.

Missing Property: After a thorough search has failed to locate property by the custodian delegate and Receiving personnel, a memo describing the attempts to locate the item(s) will be written by the accountable custodian delegate and copies sent to the Receiving Department and the Facilities Supervisor. These incidents will be investigated thoroughly and a decision made at an administrative level concerning possible personnel liability which may be appropriate as the circumstance of the loss or theft may indicate.
MAINTENANCE WORK ORDERS

The single point of contact for all maintenance work requests will be the Facilities Supervisor. Work requests may be submitted by phone or e-mail.

RESPONSIBILITIES OF THE FACILITIES SUPERVISOR

• Review and screen all work requests, approve or deny the request, and prioritize the request relative to specific circumstances and the availability of resources and personnel. Matters related to life safety and public health will be given top priority in all circumstances.

• Give rapid response to all requests indicating approval, denial, reasons for denial, anticipated time and date to commence requested work, cost, and date for completion.

• Schedule work, assign personnel, and obtain materials from inventory or outside purchases, outsourcing, and tracking the progress of the work.

• Control the department's funds and materials to verify proper use. Provide effective cost control, comparisons and analysis, detailed materials reporting, and items requiring restocking.

• Provide necessary documentation to close out a project, inform customers of completion, request their evaluation of service and personnel, update records, documents, and drawings to indicate all changes and relevant dates.

• Review all work order requests or other services orders to ensure compliance with the applicable regulations, codes, and statutes.

RENOVATIONS AND ADDITIONS

Renovations and additions are part of the First Coast Technical College's Long Range Facilities Plan. The Long Range Facilities Plan will create an efficient, attractive and safe environment for students, staff, and community, and produce a professional atmosphere for the College.

All campuses/centers and service areas were analyzed to develop and implement a plan to improve safety, appearance and efficiency to attract students and compliment the community. Input was utilized from Steering Committee members, board members, faculty, staff and students.
PERSONNEL
The staffing pattern for the College must take into account the high degree of utilization and complexity of operation of the facility: e.g., length of the school day and school year, number of full-time and part-time employees, number of campuses/centers, classrooms, shops and laboratories, responsibility for high cost specialized equipment; safety hazards; local, state and federal facilities maintenance requirements.

The unique organizational structure and staffing pattern of the Maintenance Department will be determined and recommended by the Facilities Supervisor to be approved by the President of the College under the authority of the Board of Directors.

An adequate number of maintenance and custodial staff will be employed to provide the necessary services.

CUSTODIANS
Current staff levels are compared to facility size or cleanable area, and used as the basis for determining the number of custodial employees. As custodial responsibilities and the total amount of cleanable space increases, an appropriate number of new staff positions will be added to properly maintain all College buildings. The Facilities Supervisor should identify a workforce necessary to provide an expected level of service. Workloads should be flexible and able to incorporate unique or special service requirements or other extenuating circumstances.

MAINTENANCE
A qualified and diverse staff is the cornerstone of the First Coast Technical College's Maintenance Department. The successful coordination of front-line employees, those who perform a variety of maintenance-related services and tasks, determines the success the department. Staffing a maintenance department requires the Facilities Supervisor to have an understanding of the nature of the facilities and equipment to be maintained, the overall maintenance requirements, and the types of skills and knowledge necessary to deliver a range of maintenance services in an efficient and professional manner. Staffing ultimately becomes the process of selecting the various trades, crafts, and support personnel required to carry out the department's goals and keep the College's facilities in good working order.

Staffing the Maintenance Department requires the need for electricians, carpenters, mechanics and grounds maintenance specialists among others. The Facilities Supervisor may seek some multi-skilled trades people to staff the Maintenance Department to provide a greater degree of flexibility in delivering a variety of maintenance services. Multi-skilled trades’ people provide a greater degree of flexibility in performing a variety of maintenance services. All maintenance staff should be proficient or certified in at least one of the areas where they perform regular tasks.
BUDGETS

Major budget categories for maintaining the Colleges facilities will include the following:

- Facilities management administration: costs necessary for managerial functions associated with a maintenance and operations of facilities. This budget category includes all operating costs such as payroll and personnel, supplies, equipment, miscellaneous expenses, etc.

- Maintenance: costs associated with all maintenance-related functions. These costs include payroll and personnel, tools, equipment, materials, and contracted services.

- Operations: this covers all custodial and janitorial services. It includes payroll, personnel, equipment, supplies, and contracted services.

- Major repairs: costs for major equipment repair and replacement. Includes capital projects, contracted services, materials, equipment; and labor.

- Renovation/Remodeling: costs for repairs and improvements to buildings or interior spaces. Costs include contracted services, materials, labor, and equipment.

- Other services: covers all other maintenance and operations functions not covered by one of the budget items above, such as emergencies.

The Facilities Supervisor will work with the CFO to prepare a budget for the maintenance of the college.
Purchasing policies ensure efficient and economical use of budgeted funds. All goods and services must be pre-authorized with a properly signed First Coast Technical College purchase order. Individual employees are fiscally responsible for any purchase that is obtained without following the approved purchase order procedure.

The purchase order process starts with a requisition which is input into an on-line purchasing program. A requisition is a formal request to expend the funds from the appropriate budget. The on-line purchasing program assigns a sequential requisition number that will allow the department to track the request.

When the requisition is approved and becomes a purchase order, the requester will receive a copy. This copy informs the department that the process has been completed to this point. This copy must not be mailed or faxed to the vendor since the Business Office has already completed the action.

All goods coming to the campus must be cleared through the Receiving Department.

EMERGENCY PURCHASES
Items needed in an emergency may be obtained by contacting the CFO for approval. The purchase order will be processed through the Business Office and may be faxed or hand carried to the vendor. For other emergencies, the key administrator may make purchases with a credit card. Receipts must be turned into the Business Office.

QUOTES
Quotes are required for goods or services above $2,000 threshold (per individual item), unless the item is on state contract. All quotes must be reviewed by the CFO.

BIDS
Bids are required for goods or services above the $15,000 threshold (per individual item), unless the item(s) are on state contract. Bids must be originated and completed by the Business Office. Employees must allow at least forty-five (45) days when requesting goods or services through the bid process.

SUPPLIES
Paper and standard forms are available from the Receiving Department by completing a Request for Supplies form.
SAFETY

The College has the obligation to assure an accident-free environment and to encourage safety practices. The development of good safety attitudes can take place only in a safe environment.

In order for a safety plan to be effective, all staff and students must be made aware of its importance and see safety measures put into practice on a regular basis.

1. Stress safe work habits
2. All accidents must be reported and investigated and safety problems corrected in a timely manner
3. Routine safety inspections will be conducted to reduce the potential for hazards
4. Safety violations will be corrected in a timely manner
5. Conduct fire drills on a regular basis

Safety training will be provided/obtained in the following areas on an as needed basis:

- Workplace safety
- Equipment and tool safety.
- Vehicle safety
- OSHA training
- Laboratory safety
- Indoor air quality

SECURITY

The gates to the First Coast Technical College campuses are opened Monday – Thursday from 6:30 a.m. – 10:30 p.m., Friday from 6:30 a.m. – 9:00 p.m. and Saturdays when classes are in session 6:30 a.m. – 5:30 p.m. (unless classes, activities or events have been scheduled). Anyone needing access to the facilities during these periods of time, must request approval from an administrator.

A School Resource Officer (SRO) is employed for the protection of faculty, staff and students and for the protection of buildings and equipment. The SRO is on duty at the St. Augustine Campus during the day. The SRO is a certified law enforcement officer and is responsible for the enforcement of all school policies, county ordinances and state laws. Citations will be issued for violations.
DISASTER PREPAREDNESS

The First Coast Technical College is a designated disaster evacuation site to be used during emergencies and natural disasters. The Facilities Supervisor works in conjunction with the St. Johns County Office of Emergency Management.

The following procedures will be used in preparing the facilities for a natural disaster:

• Check emergency and backup capabilities
• Arrange for the procurement of needed supplies and services prior to and after the disaster
• Prepare shelter facility and clarify logistical issues such as setup, access, operation, and reversion.
• Identify a location for central operations and information center.
• Define essential and non-essential personnel roles
• Secure vital information and resources.
• Define post disaster activities and procedures for damage assessment
• Have contingency plans and strategies

First Coast Technical College has a Critical Incident Plan which addresses the following natural disasters, crises and emergencies:

Airplane Crash  Lockdown
Air Pollution Alert  Medical Emergency/Injury
Angry Student/Parent/Employee  Nuclear Emergency
Armed Intruder in Building/Situation  Pandemic Influenza
Bomb Threat  Rape/Sexual Assault
Chemical Spill  Severe Weather/Hurricane
Explosion/Risk of Explosion  Student Fight
Fire  Suicide Attempt at College
Gas Leak  Suspicious Package/Letter
Hazardous Materials Release  Tornado Warning
Kidnapping/Missing Student  Trespasser

Utility Failure
REQUIREMENTS FOR EDUCATIONAL FACILITIES

All educational facilities in Florida are required to be maintained and operated in strict compliance with all applicable state and federal laws and statutes. The College is also required to provide the full range of maintenance, custodial, and grounds services in such a manner to protect the life, health, safety, and welfare of students, faculty, staff: and the general public.

All First Coast Technical College facilities must meet the following specific guidelines pertaining to maintenance and operations activities:

Florida Department of Education State Requirements for Education Facilities (SREF)

Florida Department of Education Maintenance and Operations Administrative Guidelines for School Districts

Florida Department of Education State Board of Education Administrative Rules: Chapter 6A.2 - Education Facilities

Florida Statutes: Chapter 1013 - Education Facilities

Florida Americans with Disabilities Accessibility Implementation Act

Occupational Safety and Health Administration, U.S. Department of Labor

The following codes must be complied with by the College as evidenced by certificates or other compliance documents:

1. Planning and zoning (State, FLDOE)
2. Building and structure (State, FLDOE)
3. Plumbing and sanitation (State, FLDOE)
4. Heating and gas (State, FLDOE)
5. Electricity and ventilation (State, FLDOE)
6. Environmental impact considerations (St. Johns River Water Management District)
7. Water supply (city water)
8. Sewage and waste disposal (city sewers, St. Johns River Water Management District)
9. Food preparation and service (St. Johns County Health Department Inspections)
10. Fire and safety (comprehensive safety inspection certificates)
MEASURING MAINTENANCE DEPARTMENT EFFECTIVENESS

Customer feedback is a way to measure effectiveness. A formal customer survey will allow direct input by facility customers and be a good gauge of customer perceptions and satisfaction.

Evaluation of the Maintenance Department's effectiveness will be done periodically with questionnaire to staff, students and the community. Sample survey questions:

1. Are the school's facilities well maintained (cleaned, painted, etc.)?
2. Does the school provide a clean and pleasant environment?
3. Does the school provide students, teachers, and staff with a safe and orderly environment?
4. Are the school's facilities adequate to support the programs and staff?