

# Duncanville ISD Maintenance Procedures Manual

## IMPORTANCE OF THE MAINTENANCE

Research shows a positive relationship exists between school conditions and student achievement and behavior. Well-designed, well-kept facilities send a powerful message to kids about the importance a community places on education. Students and staff thrive in an orderly, clean, and safe environment. Classrooms that are well ventilated, suitably lighted, and properly maintained actually facilitate learning.

Remember that how well a job is performed can affect not only the health and safety of the children, but the morale and atmosphere of the entire school and community. Effective school maintenance protects capital investment, ensures the health and safety of our children, and supports educational performance. The conditions and operations of Duncanville's school facilities are in your care. The old expression "you never get a second chance to make first impression" is in play with our facilities every day. Every day, new parents and visitors come to the District. Maintenance personnel must ensure that our facilities are well maintained and inviting. The community, teachers, and pupils take pride in a well-kept attractive school and will help you keep it that way.

## PUBLIC RELATIONS

The campus administrator needs the assistance of a professional maintenance crew. The District realizes the importance of maintenance and appreciates the fact that well-kept facilities assists with the favorable reputation of the District. You can gain good will for the District through professionalism, efficiency and a friendly attitude toward students, staff and visitors. The public expects all district employees to be dependable, courteous and cheerful. Public relations include the time spent checking in at the front office to communicate what you are there to do. It includes checking out with the front office to communicate what was done, or what will need to be ordered, etc. This will decreased the number of duplicated work tickets due to frustration caused by lack of communication.

## Quality Control

Quality control is principally the responsibility of the maintenance worker which, at a minimum, should reflect high expectations for workmanship at all DISD facilities. Like any other building asset in constant use, educational facilities depreciate and deteriorate over time. However, good maintenance practices will significantly decrease the number of problems, add value, and shorten the rate at which a structure shows signs of functional obsolescence. Take pride in doing a great job!

### **Work Order Timelines and Exceptions**

The proper control of information, documentation of requests, and the subsequent response by the department is critical to resolving customer needs and facility requirements. An effective work authorization system (Eduphoria) will help ensure that all service orders, work orders, and standing operating orders are handled in an efficient and professional manner. The DISD Maintenance Departments relies heavily on work orders generated by staff to define the bulk of their regular workload. In these instances, it is imperative that the work authorization system and guidelines for generating individual work orders are clearly understood and adhered to by all staff members and customers. In the event that you are asked to perform a task through conversation or e-mail, fill out an “After the Fact” work order to document the work. The “After the Fact” work order will be added into Eduphoria once the work is completed.

*A goal of the maintenance department is to insure timely response to campus needs. Leads should periodically review work ticket assignments and review for additional assistance, rationale for delay, etc.*

### **Clean up after work is completed**

After completing a task, take the time necessary to insure that tools and trash are picked up from the job site. It is imperative that safety hazards are not left unattended. Never create a safety hazard for students or staff while you work.

If you have any questions or concerns about safety, contact the Director of Maintenance immediately.

### **Tool Upkeep**

The Maintenance Department is committed to purchasing tools and safety equipment required to perform assigned work orders. Maintenance personnel shall strive to keep tools and equipment in inventory and in proper working condition.

### **Safety**

The District expects a safe working environment for all employees, including maintenance. We expect maintenance staff to follow all safety procedures / best practice with tools, chemicals and equipment. If you need additional staff to safely complete a task, wait until that support is available. If a task is questionable due to safety concerns, do not start until you have consulted with the Director of Maintenance. District vehicles should have First Aid kits available in case of an accident. The supplies in those kits should be checked monthly as part of the vehicle inspection. If new supplies are needed, list the requests on the vehicle inspection form.

### **Cross Training**

The District encourages cross-training within the Maintenance Department to insure we have the personnel available to deal with whatever may arise. If you have questions about acquiring new skills, please inform the Director of Maintenance.

### **TEXAS 811**

- **Prior to digging holes or trenching, you must notify Dig Test and wait for permission to proceed.**

## **District Vehicles**

The following are guidelines regarding use and operation of District vehicles:

- District vehicles are not to be taken home without prior approval from the Director.
- District employees in the maintenance department, transportation department and food service department will be allowed to operate a District vehicle based on assignment by the Director.
- Any District employee operating a District-owned vehicle must operate the vehicle in a safe manner.
- District employees operating a District vehicle must submit to a Department of Motor Vehicles drivers' license check annually and must maintain insurability. Any employee whose job requires that he/she operate a District vehicle and who does not maintain insurability (10 points or more) is subject to termination.
- Any employee whose job requires that he/she operates a District vehicle must submit to random drug testing as required by the District. Refusal to submit to a drug test or failure of a drug test may result in termination.
- Any employee who is issued a citation while operating a District vehicle which jeopardizes the safety of students or property is subject to immediate termination of employment. The employee will be financially accountable for the citation.

## **Ordering or Requesting to Purchase Repair Parts, Tools, Supplies or Repairs**

### **Things everyone needs to know:**

1. Compliance with purchasing laws and guidelines is the responsibility of every District employee that authorizes the expenditure of District funds to purchase supplies or services.
2. A requisition is not a purchase order and should not be used for the purchase of goods or services. A requisition is a request for a purchase order.
3. The PO Cycle: 1) Requisition 2) PO sent to the vendor 3) PO to Receiving 4) PO to accounts payable.
4. Emergency purchase usually is defined by local policy to provide for the acquisition of goods or services to meet an immediate need such as purchases to repair damage to a facility which may imperil students or the security of the facility. For example, if windows are broken at a school by vandals, an immediate need exists to not only secure the building, but also to protect the contents from damage by the elements. This type of emergency purchase is normally utilized after regular business hours or on weekends and holidays. After purchases of this type are made, a purchase order should be issued after the fact on the next business day. Care should be taken that emergency purchases do not result from improper planning rather than from a true emergency. It is important that the district attempts to eliminate emergency purchases for non-emergency situations as much as possible and requires that all emergency purchases be fully justified.

**Purchase Order Process (in more detail):**

Orders cannot be placed ahead of time, item serviced, repaired, or purchased without a Purchase Order number. (PO, EPO or REQ #)

**Section # 1: *Get a written Quote from the Vendor***

- Provide the vendor with a work order number and have vendor reference this number on the quote.
- Include location of job, campus and project information on the quote.
- Please make sure the vendor includes shipping fees if they apply. Taxes are not to be included.
- If the quote is for a repair, ask the vendor to list and separate the cost of parts and labor.
- Ask vendor to email or fax quote to the requester or the Maintenance Director. Fax number is (972) 708-2269.
- Once the quote is received it will be reviewed, then approved or denied by the Maintenance Director and forwarded to the Administrative Assistant for processing.

**Section # 2: *Purchase Order process & procedures***

1. Solicit quotes or estimates from approved vendors. It is helpful when the vendor can include specific details on the quotes such as: work ticket number, project name, school name, etc.
2. Submit quotes or estimates to the Director for approval. It can take a day or two before the process is complete so don't wait until the last minute to submit the request. Project preparation is recommended.
3. After approval, the submitted documentation is given to a Secretary for processing.
4. Once the requisition has been approved for funding and printed, the Secretary will send the purchase order (PO) to the vendor or hand to PO to the assigned technician.
5. Please deliver all packing tickets and invoices to a Secretary for payment submittal as soon as possible.
6. If warranty registration cards come with the tools or equipment purchased, please fill them out (as best you can) and turn them in to a Secretary.

### **Section # 3:    *Emergency Purchase Order procedures***

- An emergency is defined as a sudden, unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential District services. (Plumbing, Electrical or HVAC). We have open purchase orders to handle the majority of these types of emergencies.
- Lack of job preparation does not constitute the use of an emergency purchase order.
- Contact the Director of Maintenance and communicate the emergency condition and the plan to remedy the condition. Once verbally approved, contact the vendor to proceed.
- Notify the administrative assistant as soon as possible to make them aware that we are proceeding because of an emergency situation. The work will be done prior to having a purchase order.
- Deliver packing ticket and invoice to a Secretary for processing and payment.
- The Secretary will include “Emergency Purchase” on the purchase order to document the reason for this type of requisition.

### **Section # 4:    **Open Purchase Order procedures:****

- Open purchase orders are to be used for after hour and weekend emergency purchasing needs.
- For purchases needed during your regular scheduled work hours you must follow the process listed in **Section # 2 for Purchase Order process & procedures.**
- Open purchase orders have to go through the approval process just like all purchase orders do and ***must be used only for immediate emergency purchasing needs after hours or on the weekends for plumbing, electrical and HVAC issues.***

- Please make sure that the vendor references the work order number on packing ticket and invoice.
- Deliver packing ticket and invoice to the Secretary or processing and payment.

**Note:** Copy of the quote, requisition form, purchase order, packing ticket, invoice, email and fax confirmation along with all other supporting documentation is sent to the District's Business Office when payment is submitted.

#### Process for entering work orders into the Eduphoria Work Order System

1. Work Orders can be entered into Eduphoria by assigned access requestors, school secretaries and administrators.
2. To enter a work order request go to the Eduphoria website and log in with your log in ID and password.
3. Follow directions and enter the work order request.
4. Once the work order has been generated it will be reviewed then assigned for duty by the Maintenance Lead or the Director of Maintenance.
5. Work order status should now reflect "open", unless the work order has been denied or put on hold.
6. If the job cannot be started until parts or materials are ordered or purchased, then please follow the process and or procedures guidelines necessary to make that purchase.
7. If parts need to be ordered from a vendor, request a quote and turn the quote into your supervisor so they can submit the quote to the administrative assistant for the department paying for the purchase.
8. The administrative assistant will follow the procedures for approval and processing of the requested parts with a purchase order.
9. When your order has been delivered by the vendor you will be contacted to pick up these parts then complete the open work ticket.

10. Fill out the information needed on the work order document, such as the time spent working on the job and any other details that describe the work done. Include names of anyone that assisted, parts gotten from stock and purchase order numbers.
  
11. Sign and date the form and turn it into your supervisor for review then it will be entered into the system for future referencing so it is very important to make sure none of the information is left incomplete.