

South Orangetown Central School District

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3033 Express Drive North
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Islandia, NY 11749

Attn: Marianne E. Van Duyne, CPA

Dear Mrs. Van Duyne:

We have reviewed your audit of the South Orangetown Central School District's Facilities Maintenance processes for the period ending April 30, 2024. Below please find the District's corrective action plan regarding the issues raised during the year-end audit.

Preventative Maintenance

5 Year Plan

Observation: Policy #7100, Facilities Planning, states the District will develop a comprehensive five-year capital facilities plan. Per policy, the District is required to update the plan annually. Currently, the District utilizes building surveys to determine the needs of its facilities and the survey is performed every five years.

Corrective Action: *By 12/31/2024, the District will develop a five-year capital plan. The plan will include a yearly breakdown of the estimated expenses for construction, additions, alterations, major repairs, system replacement and repairs and maintenance and energy consumption as per District policy.*

Responsible Party: *Assistant Superintendent for Business and Operations, Director of Facilities, SOCS D Facilities Committee*

Preventative Maintenance Procedures

Observation: The preventative maintenance tasks listed in the work order system are developed internally by the facilities department. At times, the preventative maintenance procedures listed can be ambiguous and do not currently include guidance/regulations relating to the particular task or a history of documented issues relating to the task at hand that might aid the responsible individual in properly performing the preventative maintenance task.

Corrective Action: Preventative maintenance procedures will be reviewed for ambiguity and where necessary/possible updated to include in-depth guidance/regulation and history. The District will review and revise all existing preventative maintenance tasks to ensure clear definitions and inclusion of relevant guidance and historical data. Protocols will be established for utilizing available manuals, industry standards, and historical data to compile preventative maintenance tasks, incorporating best practices for enhanced effectiveness. Step-by-step procedures will be set for each Preventative Maintenance task and each staff member should be able to see the procedures while completing the work. The District will investigate utilizing I pads or Chromebooks to assist staff in completing the work orders. The District will gather all asset information and install in ML work orders so that staff can see maintenance records on assets and be able to track any work being completed on the asset. This work will be completed by 3/1/2025.

Responsible Party: Director of Facilities

Assets and Inventory Module

Observation: The District's new work order system contains a module for the District's capital assets and inventory. At the time of testing, this module has not been updated.

Corrective Action: The District currently uses a separate capital assets and inventory system. While moving to the Master Library module might offer some efficiencies it would not prove to be cost effective during the initial implementation process.

Responsible Party: N/A

Observation: Assets that are subject to annual inspections and certifications are not marked as high priority items in the system.

Corrective Action: Assets subject to annual inspections and certifications will be marked as high priority items during the initial implementation of the system and will be in the system as such by September 1, 2024.

Responsible Party: Director of Facilities, Director of Safety and Security

Work Orders

System Access and Authorization

Observation: At the time of testing, work orders can only be generated by authorized individuals and not all employees within the facilities department or employees outside of the facilities department. The work order within the system can only be updated by these authorized individuals. There is currently no mechanism within the system by which employees outside of the facilities department can make requests or create a work order for tasks.

Corrective Action: By September 1, 2024, all Facilities Department employees will be given access to the system via user accounts. System access will also be expanded to other District staff. Each staff member will be given training on the ML work order system and the Facilities Department will develop a plan for

implementation so that staff understand each function of the system. The District will investigate the use of ML work order system to implement a "ticket" system through this program which could possibly be completed based on approval paths of system. Access will be rolled out to each building according to the following schedule:

SOMS: 11/30/2024

TZHS: 1/31/2025

WOS & CLE: 3/31/2025

Responsible Party: Director of Facilities

Documentation for Completed Work Orders

Observation: Documentation surrounding completed work orders is not maintained in the system such that oversight and approval can be provided by and clearly documented by the respective supervisors in the facilities department and reviewed by individuals outside of the facilities department.

Corrective Action: As part of the initial system implementation, the District will develop policies and procedures to upload pertinent documentation for each work order upon completion. Details to be captured may include costs incurred, time elapsed between creation and completion, other comments. The District will develop a plan by 12/31/2024 to establish priority levels and accountability so that work orders can be tracked by supervisors within and outside of the Facilities Department with transparency and feedback to requesting staff members and their direct supervisors.

Responsible Party: Director of Facilities.

Prioritization of Tasks

Observation: While the new work order system does allow for the prioritization of tasks (urgent, high, medium, and low), we noted the District does not have procedures in place to document status updates/reasons for delays on work orders that have been outstanding for an extended period.

Corrective Action: The ML system allows for entry of a reason when entering a status update. By 10/1/2024, criteria will be defined to classify what time frames constitute a delay which would require documentation, based on priority. All staff will be trained in criteria and how to update status based on the criteria for the various types of work orders.

Responsible Party: Director of Facilities, Assistant Superintendent for Business and Operations, Director of Safety and Security

Safety Inspections and Compliance

Documentation Retention

Observation: The District does not retain documentation evidencing for the following:

- a. Regular scheduling and completion of internal safety inspections.
- b. Identification and documentation of safety hazards.

c. Documentation surrounding resolution of the identified hazards.

Corrective Action: Commencing 7/1/2024, the District will collect and retain documentation regarding all internal safety inspections, safety hazards and their corresponding resolution. The ML system will be used to facilitate this process. By 12/31/2024 annual safety inspections will be added the preventative maintenance tasks with step-by-step guides for each. Certifications for each asset will also be uploaded to the system.

Responsible Party: Director of Safety and Security

Training and Skills Development

Training Program

Observation: We noted the District does not have a comprehensive training program in place for employees within the buildings and grounds department. We noted the District does not provide onboarding training for new hires, does not provide formal training on how to use the work order system, and does not have a clear employee development process in order to ensure the continued training of its facilities employees.

Corrective Action: A professional development plan for the Facilities Department staff will be developed by 10/31/2024. This training program will include onboarding training to familiarize new hires with District specific policies and procedures and the ML system. Technical training options will also be made available for all staff. A Work Safety Plan will also be developed which will include monthly toolbox talks. Additional safety and hazard training options to supplement GCN will be explored. The District will also investigate vendor staff training, staff enrichment days, and possible training courses through multiple avenues. These options should include offerings which provide overviews of federal and state safety regulations. The District will also retain records of completion of training.

Responsible Party: Director of Facilities, Director of Safety and Security, Assistant Superintendent for Business and Operations, Assistant Superintendent for Human Resources.

If you have any questions, please do not hesitate to call.

Sincerely,



Steven Finn