

# **Facility Services Maintenance and Operations Procedures Manual**



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# **Facility Services Maintenance Operations Procedures Manual**

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# **Facility Services Maintenance Operations Procedures Manual**

## **Mission Statement**

The Facility Services Department is committed to providing quality service to students, faculty, staff, and visitors of the Pine Tree Independent School District (PTISD). Maintenance is responsible for maintaining each school district facility and each campus in a manner that contributes to the attractiveness and function of the educational environment. Maintaining the physical facilities is essential to enhancing the overall educational environment along with ensuring safe and secure campuses.

Facility Services provides services and support for the community of Longview, Pine Tree and Gregg County through cooperative efforts with Longview Police and Fire Departments. Support is also provided to the many non-school organizations that use the facilities throughout the year.

Facility Services employees are committed to support the goals and vision of the School District. Employees are dedicated to the concept of improving productivity and effectiveness through more efficient use of time and materials, implementation of new technology and equipment, and improving skills through training and seminars. It is recognized that the major strengths of Facility Services are the employees and available resources used in the performance of its work. The support and commitment of the administration and board of trustees to providing well-maintained developed campuses strengthen this. By this commitment, we are able to provide support to the academic excellence and educational programs of the School District.

The Facility Services Department's management team is committed to treating employees with dignity and respect; fostering positive attitudes and acceptable behavior; recognizing satisfactory employee performance; administering policies fairly; and, communicating the plans and directions of the department to all employees.

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## **General Information Facility Services Operations**

Facility Services Operations is a service organization responsible for the planning, construction, renovation, repair, and maintenance of all School District buildings and facilities. The department also provides and administers utilities, and grounds care, custodial services and shipping and receiving. Our goal is to provide these services in a manner consistent with the PTISD mission.

Services provided by Facility Services include but are not limited to the following:

1. General maintenance and custodial work in all academic buildings, and recreational facilities including the services of carpenters, electricians, plumbers, and HVAC mechanics to ensure a safe and adequate educational environment for academic and administrative functions.
2. Maintenance of classrooms and public spaces including furnishings.
3. Maintenance of walks, grounds, and maintenance of athletic facilities.
4. Operation and maintenance of utilities in cooperation with AEP/SWEPCO, City of Longview, Atmos Energy and Centerpoint Energy.

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5. Custodial services.
6. Preventive maintenance for building systems.
7. Energy conservation through education and including installation of equipment to conserve energy.
8. Moving and set-up responsibilities for campus functions.
9. Management of building and renovation projects.
10. General Contractor consultation for small-scale projects.

Any questions concerning the operation and services provided should be directed to the department at 903 295-5100.

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## Organization

Facility Services employs a force of professional, skilled, and semi-skilled, employees. Department employees include: General Maintenance, Electricians, HVAC, Preventative Maintenance, Plumbers, Locksmith, Painter, Carpenter, Welder, Custodians, Athletic/Groundskeepers, Shipping and Receiving, Mail Services, and Administrative Staff. Our employees can respond to urgent and specialized needs and provide continuity of basic maintenance and repair programs. Also, they can offer timely and efficient response on minor renovation projects.

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## Project Scope of Work

At times Facility Services is called upon to render services for many alteration and renovation projects by various departments. While Facility Services is a repair and maintenance organization, at times it is cost effective to take on renovation projects of a limited scope. The general rule is not to take on projects that would take any longer than 7 workdays to complete. Also, projects that require specialized equipment or are scientific or technological in scope are usually contracted out to local contractors based on the experience of the firm. Facility Services administers all contracts and provides planning and consultation services for these projects. The Administration and Facility Services determine the best means to complete each project.

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## Maintenance Requests

Maintenance Requests should be submitted using our Computerized Maintenance Management System (CMMS) SchoolDude. The individuals that we have determined need access to this system are Campus Principals, Assistant Principals, Campus Administrative Staff, Head Custodians, Department Heads and their Administrative Assistants.

If you are not one of these individuals submit your maintenance request to one of the above individuals.

### New Service Request

- A. Click on *Campus/Facility*. Select a Campus/Facility.
- B. *Location/Room Number*. Type in the *Location or Room* where the work is required.

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**C.** Requestor's Name. Type the Requestor's Name.

**D.** Click on *Select Problem Type*. Select a Problem Type category.

**E.** Click on *Select Priority*. Select a Priority category.

**F.** *Problem Description*. The requestor must fully describe the services desired and should identify any constraints such as time periods or special conditions on the service requested. All requests should be addressed to Facility Services Department.

**G.** Provide Schedule Information such as *Date work is needed by*. (Should correspond with priority). Facility Services reserves the right to change the date the work is needed if there is a scheduling conflict, does not cause a hardship, parts or materials are needed, or cause an event to be canceled.

Maintenance Requests are required, for all routine, major and minor repair work and set-ups for special events.

For emergency priority service work call 903-295-5100 and a technician will be dispatched.

Work orders should be submitted at least two weeks prior to the work request date. Event work orders should be submitted at least 10 working days before an event. Work orders are received by the Maintenance Supervisor and reviewed prior to assignment to the appropriate technician. Questionable work orders are reviewed by Assistant Superintendent of Facilities and Planning prior to approval.

Work is assigned to the appropriate technician and orders are placed for materials if they are not in stock. The work will generally be performed or evaluated by the due date. The technicians and the Maintenance Supervisor as well as Maintenance Control are responsible for conveying information to the requestor regarding scheduling delays.

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## Priority of Work

Generally, requests for basic services take priority over other requests, except emergencies. When the time factor is critical, Maintenance may use outside contractors to complete all or part of the work. The Maintenance Supervisor prioritizes each request for services received. Priorities have been developed to ensure that Maintenance responds appropriately to a request. Therefore; the assistance of a department in detailing the nature or seriousness of the problem is important. Some conditions may override others in case of emergency or disaster.

The priority system is as follows:

### **Emergency/Safety**

1. Emergency conditions that affect the safety or health of persons or property, for example, broken glass, ruptured pipes, inoperable exterior locks, interior locks on sensitive space, blocked or malfunctioning toilets if no others are available.
2. Conditions that immediately affect the continued performance of academic or administrative services, the same-day non-resolution of which would

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impact use or performance in the space, for example, blown circuit breakers, an outlet without power (where only one is available), inoperable doors, or hot or cold offices or classrooms.

3. Conditions that if not immediately attended to could damage facilities or further damage the item in question, for example, ceiling drips, leaking toilets, unfastened windows.
4. Work that should be completed within eight (8) hours.
5. Conditions that must be attended to during the day (or night) they are reported.
6. Work that requires overtime or night shift, if not completed during normal work hours.

## High

1. Conditions which represent a potential safety or health hazard - danger, damage, or breakage that is not an immediate hazard but could become one with more use or stress. For example, a loose handrail, loose doorknob, damaged stair tread, or cracked door glass.
2. Nuisance conditions that do not require extensive work, but which, if not remedied, failure of which to remedy would reflect poorly on the School District, for example, paint, offensive graffiti, follow-up of one trade's work by another trade.
3. Valid, dated requests by customers, which must be completed by a certain date.
4. Debris or garbage accumulations.
5. Work that should be completed within three (3) work days or less.
6. Work that can be worked into existing schedules.
7. Maintenance Requests/Work Orders for damage caused by students.

## Medium

1. Work that should be completed within five (5) to ten (10) workdays.
2. Work that may be scheduled in advance.
3. Work that represents most routine maintenance.
4. Resolution of "temporary fixes."
5. Work identified by building surveys, tours, or area coordinators, other than long-range or major improvements.

## Low

1. Work that should be completed within one (1) month.
2. Work that can be scheduled in advance.
3. Work that represents improvements or additions to facilities such as building shelves or installing air-conditioning units work covered by most service requests.
4. Work that requires outside vendors, contractors, or procurement of materials (not off-shelf items).
5. Work that requires a coordinated and planned schedule between a requestor and a technician.

## Scheduled

1. Work that can be programmed for the next season.



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2. Work that can be scheduled for periods between school breaks.
3. Work that has been identified in advance but cannot be done at the time of identification because facilities are in use.
4. Jobs requiring several technicians and long-range planning.

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## Department Chargeback For Services

At times Facility Services receives requests for services rendered to departments and School District activities for which Facility Services does not receive a budget allocation. When this occurs, the requesting department must provide a budget source for funding. Facility Services charges (materials) to the Department include actual cost charges only. No profit or overhead charges are billed to departments.

### Examples of Department Charged Services include:

1. Alterations to buildings or structures requested by and assigned to departments and activities.
2. Requests for materials.
3. Painting of offices and departmental spaces, or of public spaces to change colors, or painting not warranted by the condition (fading or flaking) of existing paint.
4. Repair work on special equipment in laboratories in research areas.
5. Alteration, repair, or refinishing of office, library, laboratory, lounge, and kitchen furniture and equipment.
6. Building of wooden cabinets and computer workstations.
7. Requests to re-upholster furniture, except in public spaces.
8. Removal of unauthorized construction or materials (i.e. rooms in corridors) by a department that violates TX building codes.
9. Repair of table lamps, fans, coffee pots, toasters, washing machines, dryers, supply cords, or other equipment purchased by the department.
10. Removal of wiring or equipment installed by a department that violates building codes or safety regulations.
11. Maintenance of specialized laboratory equipment.
12. Removal of plumbing or equipment installed by a department that violates building codes or safety regulations.
13. Special events that cannot be covered by assigned custodians or maintenance personnel during normal working hours (7:00 am - 4:00 pm) Monday-Friday for non-school related events.
14. Requests for manpower beyond normal working hours for non-school related events.

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## Technician Billing Rates

	<u>School District</u>	<u>Auxiliary</u>
Grounds Worker	\$0.00/hr.	\$25.00/hr.
Custodian	\$0.00/hr.	\$25.00/hr.
Maintenance Technician	\$0.00/hr.	\$35.00/hr.
Audio-Visual Technician	\$0.00/hr.	\$35.00/hr.
The auxiliary rate applies to non-school district activities and externally sponsored events.		

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## Limitations of Services

Labor, materials, and/or equipment cannot be used for private or personal benefit either on or off campus.

Materials and equipment cannot be loaned to School district departments, employees, students for on campus use without a written request and written approval from Facility Services.

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## Moving and Setups

Grounds, custodial and building personnel are responsible for limited moving of furniture and offices. Due to the scope of responsibilities of the Grounds staff, moving of furnishings outside the capabilities of each campus' custodial and building occupants is scheduled for **Fridays only**.

Requestors are responsible for packing all belongings. Campus custodians and other Facility Services employees are not responsible for packing belongings. It is imperative that the requestor or a representative be present while the moving of belongings is taking place to insure that materials are delivered to the correct place. A limited supply of boxes can be obtained from Shipping and Receiving; however, if additional boxes are needed they can be purchased from a moving contractor.

Requestors are responsible for emptying all desks, horizontal or lateral filing cabinets (vertical file cabinets need not be emptied), and bookcases prior to the commencement of the moving operation.

Facility Services processes all set-up requests for special events outside the scope of the campus custodians. The party requesting the setup is responsible for all costs (rental of tables, chairs, and decorations). Set-up requests must be submitted to Facility Services at least five (5) working days prior to the event.

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## **Storage**

The Facility Services Department storage facility is very limited. Storage of materials and furnishings is the responsibility of each campus/department.

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## **Funding**

Facility Services Department allocates a certain amount of funding to make corrective repairs to facilities. In some cases the requesting department may be asked to provide funding if requests do not follow the criteria for normal repairs and maintenance. Please contact the Assistant Superintendent of Facilities and Planning to verify funding.

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## **Routine Failures**

Defective or burned-out light bulbs or fluorescent tubes, broken window panes, broken classroom furniture, heating or air conditioning malfunctions, and leaking or non-working plumbing should be regarded as routine failures and reported promptly to Facility Services utilizing SchoolDude.

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## **Facilities Improvement Program (FIP)**

Major capital projects and department requests for alterations and renovations are handled through the Facilities Improvement Program (FIP). FIP requests are reviewed and referred to the Board of Trustees for approval and funding. Requests for FIP and FMP work for the next fiscal year are distributed to the School District campuses the 1<sup>st</sup> week of January and due back to the Assistant Superintendent of Facilities and Planning by the 1<sup>st</sup> week of February. Facility Services personnel are available to provide limited estimating services for all departments for inclusion on FIP requests.

[Pine Tree ISD Facility Improvement Request Form](#)

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## **Facilities Master Plan**

The School District's Facilities Master Plan has planned improvements in three phases. Phase I include major renovations and repairs to existing campus facilities. Phase I will improve the conditions of facilities and classrooms and enhance the aesthetic qualities of each campus. Phase II will include additional renovations and repairs to grounds and existing structures and Phase III will be the beginning of new buildings and facilities.

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## **Facilities Deferred Facility Services Program (FDMP)**

Funding for repairs and maintenance to all facilities is provided through the annual Facilities Deferred Maintenance Plan (FDMP). The FDMP covers costs incurred for the repairs required from normal "wear" and "tear" on the facilities such as HVAC replacement, painting, lighting, and building code upgrades.

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## **Preventive Maintenance**

Preventive Maintenance is the scheduled attention to the physical needs of a system that results in the reduction of the possibility of breakdown and the lengthening of the life of a system. Maintenance schedules routine preventive maintenance checks on building, HVAC, electrical, plumbing, and mechanical systems. Floor drains and building areaways, and roofs are periodically cleaned and inspected.

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## **Furnishings**

Facility Services does not purchase desks, chairs, shelving, bookcases, special equipment, and other office furnishings. Each individual department is responsible for purchasing room furnishings. Facility Services has been designated as the primary point of contact to assist you when purchasing furnishings. Please contact Facility Services prior to making any furnishing purchases. This is done to ensure quality and consistency throughout the district. Some used office and classroom furnishings are available in the Facility Services storage area. Facility Services budgets funds for the repair and maintenance of classroom and common area furnishings only.

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## **Bulletin Boards and Sign Holders**

Bulletin boards, whiteboards, tack boards, and hanging strips for offices are the responsibility of the requesting department. These items will be installed when requested. Please contact Facility Services prior to making any purchases.

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## **Special Equipment and Instrumentation**

Individual departments are responsible for procuring and maintaining special equipment such as computers, printers, and all diagnostic and other equipment used for teaching and research purposes. Departments are required to contact Facility Services prior to purchasing special equipment.

Facility Services will determine the space needs, availability and capability of correct electrical service or HVAC equipment. Any alterations, electrical power needs, or HVAC modifications that may be required may be the responsibility of the requesting department. Facility Services will make all arrangements to perform the work. Campuses/Departments will be charged for actual incurred costs or will be responsible for procuring adequate funding for requested work.

Building Maintenance personnel must be consulted and prior approval obtained from them for the source of power, equipment phasing, voltage, and amperage of special equipment.

When purchasing office or laboratory equipment, the following principles of electrical characteristics should be observed.

1. All must be 60 Hz and have the Underwriter's Lab (UL) seal of

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- acceptance.
2. No equipment or group of equipment rated at 120 volts requiring 10 amps (1250 watts) or more of power should be purchased without prior approval of Facility Services.
  3. No equipment requiring, by the manufacturer, a special or dedicated circuit should be purchased without prior approval of Building Maintenance.
  4. Prior approval must be obtained for any equipment rated 208, 240, or 480 volts single or three phase.
  5. Use and purchase of EPA certified energy star equipment is strongly recommended by Building Maintenance.

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## Contractors

Facility Services Department maintains an active list of contractors that show an interest in performing work for the School District. This list is reviewed periodically and always when a project requiring services is anticipated, planned, or approved to proceed. Contractors must be pre-qualified and evaluated for each project before they are invited to bid or provide proposals for projects.

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## Grounds

The School District takes a great deal of pride in the appearance of its building and grounds. Facility Services employs a grounds crew that is responsible for care of shrubs, plantings, trees, and turf maintenance; road and walk cleaning and maintenance; and snow and ice control. Hundreds of students utilize the campuses daily. It takes conscious efforts on everyone's part to help keep the campus grounds and buildings as free of litter, graffiti, and abuse as possible. Please help keep your campus clean.

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## Refuse Removal

Republic Services (private contractor) provides refuse removal and disposal on a scheduled basis throughout the school year. Questions regarding pick-up should be directed to your Campus Head Custodian or Maintenance Operations.

As a basic operational service, Maintenance Operations provides pickup of normal refuse on campus. Special pickups and disposal of extraordinary amounts of trash or building items may be arranged by submitting a work request in SchoolDude.

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## Refuse Disposal (Hazardous, Infectious and Special Waste)

The disposition of hazardous waste is coordinated by Maintenance Operations. Any hazardous waste will not be placed in receptacles provided for normal, day to day refuse.

A regulated hazardous waste includes:

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- Flammable Liquids (flash point less than 140 deg. F)
- Corrosives (pH less than 2.0 or above 12.5)
- Reactive (Unstable compounds)
- EP Toxic (certain heavy metals and pesticides)
- Off Specification Chemical Products (acute or toxic hazardous waste)
- Hazardous Waste from Nonspecific Sources (primarily toxic solvents)

A special waste may include a non-hazardous solid waste from a nonresidential source. Examples of special waste include waste oil, waste paint, non-hazardous chemical products, incinerator ash and asbestos. Contact Maintenance Operations at 903 295-5100 to arrange for proper disposal.

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## **Shredding Confidential Documents**

The School district maintains a paper shredder for use by departments for shredding confidential documents and tests. Due to the confidentiality requirements, the shredding of documents is the responsibility of the requesting department. Custodians and other Facility Services personnel are not responsible for shredding documents.

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## **Asbestos Containing Materials**

From the turn of the century until the 1970s, asbestos was widely used in various building materials. It is commonly present in insulation materials found on pipes, ducts, and boilers, in acoustical insulation, and in fireproofing materials. Vandalism and abuse, as well as routine maintenance, repairs, or replacements of items that contain asbestos, may release airborne asbestos fibers that are health risks. Those areas that pose a health risk or have been evaluated, when necessary, are cleaned up. In conjunction with this cleanup, a comprehensive survey of asbestos material locations is made, along with the condition of the installations. Removal is scheduled and undertaken when necessary. Meanwhile, the Assistant Superintendent of Facilities and Planning carefully monitors known and suspected sites and works with Facility Services personnel for the removal or repair of materials as needed and required.

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## **Custodial Services**

Facility Services provides custodial services to each campus and administrative office on a daily basis. Classrooms, offices, hallways, and stairways are cleaned on a scheduled basis. Restrooms are cleaned and serviced daily. Windows, carpets, and floors are maintained periodically depending on academic schedule. The custodial staff controls snow and ice on entranceways and walks leading into buildings. Requests or questions concerning custodial services can be directed to each Campus Head Custodian or Facility Services at 903 295-5100.

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## **Pets on Campus**

Because of extensive use of campus buildings and sanitation issues, bringing pets into buildings is prohibited with the exception of Service Animals.

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## **Signage**

Production and installation of room and office signage is the responsibility of Maintenance. Requests for signage can be submitted using a Maintenance Service request. The standard format for all office signage includes the room number and name of the office. Due to limitations and our effort to standardize room signs throughout the School District, signs will meet certain size requirements.

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## **Inspections**

Maintenance routinely inspects facilities for wear and tear and makes corrections based on these inspections utilizing a Facilities Condition Report. However, we depend on the various users to notify Maintenance Operations of problems when they are identified.

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## **Heating, Ventilation, and Air Conditioning**

Living in an area where it can be 50 degrees in March and be 85 degrees in November, it is always a challenge to determine when the weather will change. However, due to our unpredictability of the weather, Maintenance monitors conditions and will adjust systems to suit the predicted conditions. However, it is advisable to dress appropriately and carry a sweater in the event that we experience cool mornings and warmer afternoons during winter months.

Thermostats are calibrated on a routine basis by our Maintenance staff. During the air conditioning season, thermostats are set at 72 degrees F. with a fluctuation expected at 3 degrees F. In the event of extremely hot weather, most systems will provide a 15-degree F. differential inside. During the heating season, thermostats are set at 70 degrees F. with an expected variation of 3 degrees F.

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## **Welding**

As part as the operation of maintaining district wide buildings and equipment, maintenance must repair fencing, guardrails, gates as well as other metal components. This requires the use of welding, brazing, and soldering. These tasks are required to follow an extensive safety protocol under the Hot Work Safety Program. This program establishes written procedures to prevent fires resulting from temporary operations involving an open flame or that produces heat, sparks, or hot slag. This includes (but is not limited to) brazing, cutting, grinding, soldering, thawing of pipes, torch-applied roofing, and welding. This written program will require the issuance of a Hot Work Permit before beginning hot work. For more information, see the following:

[Hot Work \(Welding\) Safety Program](#)

[Hot Work Permit](#)

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## **Building Codes**

Texas and the City of Longview fire and building codes are adhered to in all work performed by Maintenance. If there are specific questions about code requirements, contact the Assistant Superintendent of Facilities and Planning at 903 295-5100.

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## Consultation

Members of our Maintenance staff are available and welcome the opportunity for discussion and consultation with faculty and staff members. Call 903 295-5100 or e-mail Assistant Superintendent of Facilities and Planning for an appointment or referral to the appropriate person for a particular problem or question.

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## Keys and Locks

This procedure will apply to all School district keys, including door keys, desk keys, file cabinet keys and storage keys:

1. The principal/department head or his/her designee will submit a key request in Schooldude listing all keys needed.
2. Maintenance will deliver the keys to the Campus Principal/Department Head. Each campus or department must maintain an inventory of all keys for their facility.
3. A key control log should be maintained by listing all key holders and the keys they have been issued on the log.
4. The employee will sign the *Key Control Log* and pick up keys from the Campus Principal's Office/Department Head.
5. All master keys and building keys require approval from the appropriate Principal/Department Head.
6. All keys must be returned to the Campus Principal/Department Head upon termination of a position, change or designation, or any movement, which requires different keys, or no keys.
7. Keys turned in by employees to Campus Principal's will be returned to the campus key inventory.
8. Keys are issued to authorized employees and **should not** be duplicated by users.
9. Maintenance; upon request by the principal/department head can provide duplicate keys.
10. Maintenance is the only department allowed to cut and issue keys for School district buildings. Duplication of keys by an outside locksmith is strictly prohibited.
11. Maintenance requests for a lock and key changes or repair should be directed to Maintenance Operations. Maintenance Operations will determine if any associated costs will be charged to the department/office making the request.
12. Requests for master keys to a building must be submitted to and approved by the Senior Administrator of the requesting department before processing by Maintenance.
13. Loss of keys must be reported immediately to Maintenance. In the event rekeying is necessary, the requesting campus or employee will be charged for all new keys and locks.



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14. Expenses incurred for lost keys \$25.00 or failure to have keys returned by departing employees is the responsibility of the principal/department and handled through Human Resources and Maintenance. Core changes are \$100 per lock and are performed by the Locksmith/Key Control Manager. The number of doors that have to be changed will determine the expense incurred for the loss of a Master key. Payment must be made to the Central Office Cashier and a copy of the receipt turned into Maintenance Operations before a duplicate key is made or issued.

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## Equipment Lockout Procedures

### Purpose

This procedure establishes the minimum requirements for lockout of energy sources that could cause injury to personnel. All employees shall comply with the procedure.

### Responsibility

The responsibility for ensuring that this procedure is followed is required by all employees. The Maintenance Supervisor shall instruct all employees in the safety significance of the lockout procedure. Each new or transferred affected employee will be instructed by the Maintenance Supervisor in the purpose and use of the lockout procedure.

### Preparation for Lockout

Employees authorized to perform lockout shall be certain as to which switch, valve, or other energy isolating devices applies to the equipment being locked out. More than one energy source (electrical, mechanical, or others) may be involved. The employees shall clear any questionable identification of sources with their supervisor.

### Sequence of Lockout Procedure

- a. Notify all affected site personnel that a lockout is required and the reason therefore.
- b. If the equipment is operating; shut it down by the normal stopping procedure (such as: depress stop button, open toggle switch).
- c. Operate the switch, valve, or other energy isolating devices so that the energy source(s) (electrical, mechanical, hydraulic, etc.) is disconnected or isolated from the equipment.
- d. Stored energy, such as that in capacitors, springs, elevated machine members, rotating flywheels, hydraulic systems, and air, gas, steam or water pressure, must also be dissipated or restrained by methods such as grounding, repositioning, blocking, bleeding down.
- e. Lockout energy isolating devices with an assigned individual lock.
- f. After ensuring that no personnel are exposed and as a check on having disconnected the energy sources, operate the push button or other normal operating controls to make certain the equipment will not operate. CAUTION: Return operating controls to neutral position after the test.
- g. The equipment is now locked out.

### Restoring Equipment to Service

- a. When the job is complete and equipment is ready for testing or normal service, check

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the equipment area to see that no one is exposed.

- b. When equipment is clear, remove all locks. The energy isolating devices may be operated to restore energy to equipment.

## **Procedure Involving More Than One Person**

In the preceding steps, if more than one individual is required to lock out equipment, each shall place his/her own personal lock on the energy isolating device(s). One designated individual of a work crew or a supervisor, with the knowledge of the crew, may lock out equipment for the whole crew. In such cases, it may be the responsibility of the individual to carry out all steps of the lockout procedure and inform the crew when it is safe to work on the equipment. Additionally, the designated individual shall not remove a crew lock until it has been verified that all individuals are clear.

## **Rules for Using Lockout Procedure**

All equipment shall be locked out to protect against accidental or inadvertent operation when such operation could cause injury to personnel. Do not attempt to operate any switch, valve, or other energy-isolating device bearing a lock.

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## **Roofs**

No one is permitted on the roof of any building without prior authorization from Facility Services. This is necessary because of bonds or guarantees present with many of our roofs, the potential damage to the building and its contents from roof damage leaks, and because of the great initial expense of roofing and repairs that might be necessary if uncontrolled roof traffic is permitted.

Motion Picture cameras, television cameras, television antennas, or other equipment supported by tripods or stands may not be placed on any roof without prior coordination with Facility Services.

Alterations and/or additions to roofs are not permitted without prior approval of Maintenance.

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## **Building Plans and Maps**

Facility Services maintains a file for all building plans. The objective is to convert these plans and maps to a Computer Aided Design (CAD) system in the future.

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## **Restrictions for Use of Property (Land)**

No one is permitted to use or gain access to Pine Tree ISD district property without proper authorization.

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## **Facility Use/Room Reservations**

Facility Use Requests should be submitted using our Computerized Facility Scheduling System (FS Direct) SchoolDude. The individuals that we have determined need access to this system are Campus Principals, Assistant Principals, Campus Administrative Staff,

# Facility Services Maintenance Operations Procedures Manual

Department Heads and their Administrative Assistants.

If you are not one of these individuals submit your request to one of the above individuals using the Facility Request Form.

- [Facility Request Form](#)  
(also to be used when unable to access FS Direct)

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## Tobacco

Tobacco use and e-cigarettes use is prohibited in all School district buildings, vehicles, and grounds.

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## Storage of Materials

No equipment or materials of any sort may be stored in stairways or public corridors or placed so as to block fire exits. These conditions constitute Fire Department and Occupational Safety and Health Administration (OSHA) violations. Equipment and materials stored or placed in violation of Fire Department and OSHA regulations will be removed and discarded and the owning department charged for all removal costs.

Equipment and materials may not be stored in mechanical equipment rooms or electrical closets.

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## Telephone Installation

Facility Services provides installation of telephones and other phone services.

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## Architectural/Engineering Service

Facility Services is responsible for all architectural and engineering functions at the School district, including engineering services, plant development, and mechanical and electrical systems overview.

Facility Services provides consultation to various School district departments on the maintenance and operations aspects of proposed capital improvement projects. It represents the School district during the design and construction phases for capital improvement projects, which are implemented by outside architects and engineers. Facility Services also prepares plans and specifications for capital improvement projects when the development of the design for such a project is the responsibility of Maintenance.

In addition, Facility Services is responsible for feasibility studies that determine the direction campus planning systems should go. It is also responsible for general surveillance of the School district's energy conservation program, developing new programs and plans for conservation, keeping Facility Services advised on program areas, costs, and the like, and advising other School district departments in the field of energy conservation.

# **Facility Services Maintenance Operations Procedures Manual**

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## **Emergencies**

In the event of an emergency between the hours of 7:00 AM and 4:30 PM, all calls for service should be made to 903 295-5100.

In the event of an emergency between the hours of 4:30 PM and 7:00 AM, all calls for services should be made to the Campus Principal. The Campus Principal will contact the appropriate Facility Services personnel.

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## **Summary of Trades and Custodial Services**

### **Maintenance Control**

Maintenance Control functions as the communications center for reporting problems and requests for repairs, special services, and emergencies related to Maintenance. It receives all requests and coordinates responses and services with the appropriate units within Maintenance. The Center may be reached Monday through Friday, from 7:00 am to 4:30 pm., 903 295-5100. Emergencies occurring during times other than these should be directed to the appropriate school principal.

### **Carpentry Shop**

Carpenters perform all aspects of carpentry work, furniture repair, and as well as furniture research and acquisition.

### **Custodial Services**

Custodial Services is responsible for routine cleaning, paper waste removal, and pre-scheduled work such as window washing, floor care, and rug shampooing, and pest control. (Outsourced to Orkin).

### **HVAC/Electrical Shop/Appliance Repair**

The hvac/electrical shop provides for service and repair of electrical and lighting systems and components of heating, ventilating, and air conditioning systems throughout the district. The electricians also install new fixtures, provide new wiring for equipment, and maintain all control systems, excluding fire alarms and security alarms (outsourced to Sonitrol.) and lamp replacements not able to be performed by building custodians. This shop also maintains food service equipment as well as appliances.

### **General Maintenance/ Welding**

The General Maintenance/Welding Shop performs general maintenance repairs and provides assistance with the repair of building structures and their mechanical, electrical, and sanitary systems throughout the district. Including repairing woodwork; replacing electrical switches, fixtures, and motors; painting, repairing, and replacing plumbing fixtures and drainage systems, flooring ceiling grid; and replacing broken glass. This shop also inspects and repairs the building exterior and interior, playground equipment, and grounds (fencing and gates).

# Facility Services Maintenance Operations Procedures Manual

## Preventative Maintenance

The preventative maintenance staff provides maintenance that is regularly performed on a scheduled basis on an equipment to lessen the likelihood of it failing. Examples are changing HVAC filters on a scheduled basis, lubricating equipment, changing equipment belts as well as cleaning downspouts and roof gutters. Performing scheduled preventative maintenance helps extend the life of mechanical and building systems.

## Grounds Maintenance

This unit is responsible for the care and maintenance of campus grounds, including mowing, seeding, fertilizing, and watering lawns, maintaining established shrubbery and trees on the campus, snow removal, and maintenance of athletic facilities.

## Plumbing Shop

The plumbing shop services and maintains all gas lines, plumbing fixtures, and domestic water lines throughout the entire district.

## Paint Shop

The paint shop provides services related to painting needs, glass installation, and sheetrock repair throughout the entire district.

## Shipping and Receiving/ Mail Room

The Shipping and Receiving Staff provide the following services: Central Shipping & Receiving for the entire district, distribution and delivery services, inventory control and processing, and minor repairs and service to custodial equipment.

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## Mail Room Procedures

### Time Of Operation

- a. Mailroom hours are 7:15 AM - 3:45 PM.
- b. Mail van leaves on morning route between 7:30 AM – 8:00 AM and ends between 10:30 AM – 11:00 AM.
- c. Mail van leaves on afternoon route between 12:30 PM – 1:00 PM and ends between 2:00 PM – 2:45 PM
- d. U.S. Postal Mail is picked up at the McCann Post Office at 9:00 AM.
- e. Mail distribution will be made daily, however times may vary due to unforeseen schedule changes. Feel free to call or email [mail@ptisd.org](mailto:mail@ptisd.org) if you have questions about delivery times.

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### Campus Mail Service

- a. U.S. Mail and Interdepartmental Envelopes are sorted in the mailroom and not on the route.
- b. Mail picked up will be delivered the next day. (Exceptions will be made

# Facility Services Maintenance Operations Procedures Manual

for priorities).

c. There can be special runs mixed in throughout the day for priorities. If you need a special run contact the mailroom as soon as possible so arrangements can be made. There may be some rescheduling needed in order to meet your needs.

d. Not all schools/departments are on the afternoon route. If an afternoon pick up is needed, please email the mailroom [mail@ptisd.org](mailto:mail@ptisd.org) before 12:30 PM.

e. To help prevent delays please see **Interdepartmental Mail Procedures**.

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## Mail Route Times

### Am Route (Times are estimated)

Estimate time	AM Route
7:15 AM	Leave Facility Services
	CO Mail Room
	PACE
	Special Ed
7:45 AM	JR. High School
	High School 9 <sup>th</sup> grade office (pick up only)
	High School
	Athletics
	Discipline Center (pick up only)
	ExCEL
8:10 AM	Middle 5/6
	Parkway
8:30 AM	Birch
	Primary
8:45 AM	STOP School Route to pick up US MAIL
9:00 AM	McCann Postal Office
9:45 AM	Transportation
10:00 AM	Facility Services

*Note: Route is stopped at 8:45 AM for post office pick up at 9:00. Route will pick back up where it was left off.*

### Pm Route Monday - Thursday

Estimate time	PM Route
12:30 AM	Leave Facility Services
	CO Mail Room
1:00 PM	JR. High School (pick up and box delivery only)
	High School (pick up and box delivery only)
	Other campuses/locations who have emailed for a pick up
1:45 PM	PACE
	Special Ed
	Transportation
2:00 PM	Facility Services

### Pm Route Friday and Day before Holiday

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Estimate time	Friday Route
12:30 PM	Leave Facility Services
	CO Mail Room
1:00 PM	JR. High School
	High School
	ExCEL
1:30 PM	Middle 5/6
	Parkway
2:00 PM	Birch
	Primary
	PACE
	Special Ed
	CO-Mail Room
2:30 PM	Facility Services

## Interdepartmental Mail Procedures

- Interdepartmental mail envelopes/packages need to have the date, recipient's name, the campus/department, and your name. Please do not rubber band your interdepartmental mail.
- Please do not put books and heavy objects in the Interdepartmental envelopes. Group together and place a sticky note with all the information on it and attach to books and heavy objects.
- Please initiate a work request in *SchoolDude* for bulky items and heavy boxes.
- Arrangements need to be made if pickup is not in the designated mail pickup area.
- Please complete the form on the Interdepartmental mail envelope in its entirety. Do not skip lines.

## Example For Completing Interdepartmental Envelope

A: Date	B: Deliver To	C: Department/Campus	D: Sent By	E: Department/Campus
10/Nov	Jane Doe @ ABU	High School	John Doe	Birch Elementary
14/Nov	Bill Jones/ Art Room 100	Birch Elementary	Sam Smith - Arts and Crafts	Parkway Elementary
15/Dec	Tim Brown	Tax Office	Jane Doe ABU	High School

- Date:** Day /Month
- Name of person who will receive mail:** *You can make it more clear by adding the Office such as: ABU or FS after their name to help the person putting the mail up on the campus or office.*
- Mail Drop Location-(Delivering to):** Address mail with one of the following locations identified below.
- Sender's Name:** Your Name
- Mail Drop Location-(Sent From):** Address mail with one of the following locations identified below.

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**Interdepartmental Envelope must be labeled with one of the following mail drop locations:**

CO-Superintendent	Human Resources	Business Office	Curriculum
Tax Office	PEIMS/Student Records	Child Nutrition	Special Ed
Community Relations	Education Foundation	Jr. High School	PTA
Technology	Transportation	Facility Services	Primary School
ExCEL	Athletic Office	High School	Payroll
Middle School	Parkway Elementary School	Birch Elementary School	PACE

*Note: If not addressed to one of the above mail drop locations, the mail will be delivered to CO-Superintendent's Office for opening and distribution. If you should ever have an abundance of Interdepartmental envelopes please give to courier for distribution to other campuses.*

## Outgoing U.S. Postal Mail

- a. Postage embossed and stamped mail must be sealed. The mail room does check to see if they are sealed, but they can be missed.
- b. To prevent the postage machine from jamming, please separate sealed and unsealed mail. Rubber bands or paper clips may be used on letter mail.
- c. Unsealed mail must be stacked with the flap down.
- d. All over stuffed and expanded envelopes must be taped closed. Tape must not lap over the front of the envelope.
- e. Mail in mailbox (example: High School mailbox or Athletic mailbox) is charged under that budget. If mail is not from the box you are using, please make sure it is properly marked so that the appropriate budget is charged postage.
- f. All mail must have **PO BOX 5878 LONGVIEW TEXAS 75608-5878** as the return address.
- g. Mail, not included in the regular mail pick-up, must be delivered to the Facility Services building no later than 2:45 PM to be processed the same-day. Any mail delivered to the Facility Services building after 2:45 PM will be processed the next business day.
- h. U.S. Mail leaves Facility Services for delivery to the drop box at 2:55 PM.
- i. If you regularly receive mail that is addressed incorrectly please notify the vendor/company/sender of the correct address.
- j. Certified U.S. Mail is delivered to Post Office in the morning. Please email as soon as you know you are going to have a certified letter. If it must go out the same day, special arrangements must be made.
- k. The outgoing mail must be stamped by 2:45 PM to make the 3:00 PM drop.
- l. The school address cannot be used for personal mail, however if you have a stamped letter, you may put it in the outgoing mail.

## Important Reminders For All U.S. Outgoing Mail

- a. Avoid using paper clips or thick clips inside the envelopes.
- b. No fold over or tri-fold pieces of mail. Fold over mail cannot be put through the postage machine.
- c. Make sure all envelopes are stuffed correctly, nothing sticking out.
- d. Glossy postcards will not go through the postage machine.



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- e. If using self-adhesive envelopes, they must be sealed.
- f. No cash or coins should be in envelopes.
- g. When sealing envelopes, campuses should ensure that the top right hand corner has no tape or other obstructions that will prevent the permanent printing of the postal fee in that area.
- h. Whenever possible, try and use USPS Flat Rate shipping products for larger items (i.e. flat rate envelopes/boxes). If you need flat rate envelopes/boxes contact the mailroom at [mail@ptisd.org](mailto:mail@ptisd.org).
- i. Minimum size for Postcards and Letters: 5" long x 3-1/2" high
- j. Maximum size for Postcards: 6" long x 4-1/4" high.

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## Bulk Mail

Bulk Mail is considered a large volume mail out. As soon as you know your campus/department will have a large volume mail out (200 or more pieces), please notify.

### a. Presort Standard (200 pieces to qualify)

Presort Mail is a discount mailing service. In order to receive this discount, strict guidelines have to be met. Some preparation for this mailing is done by the mailer (campus). Additionally, bulk mail may be delayed by the USPS no more than 3 days. The requirements are as follows:

- Addresses must be computer generated or hand written clearly.
- Address must be visible in window (after tapping on the bottom and left side of window envelopes).
- No International Mail allowed under this category
- No Glossy finished mail.
- White or light color mail only.
- No Manila or Craft Colored Envelopes.
- Letter Size: #9, #10, 6x9, #11. [Standard USPS® Letter Sizes] less than 1/4" thick
- All letters must be of identical sized and content **with no personal individual information in the content of letters.**
- Each card must be the exact same size and weight (the measure cannot deviate by 1 mm) otherwise it will be returned for correction.
- To ensure consistency in card sizes, it is recommended to use cardstock that is perforated. (Product available at OfficeDepot.com, item #'s 518037 and 518046)
- Group all zip codes (**example:** 75604's, 75601's) together and the mailroom will sort the rest.

### b. Presort First Class (500 pieces to qualify)

- Addresses must be computer generated or hand written clearly.
- Address must be visible in window (after tapping on the bottom and left side of window envelopes).
- No International Mail in this category
- No Glossy finished mail
- White or light color mail only

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- No Manila or Craft Colored Envelopes
- Letter Size: #9, #10, 6x9, #11. [Standard USPS® Letter Sizes] less than 1/4" thick
- Letters **do not** have to be identical and they **can** have personal individual information (like report card, medical information, etc).
- Group all zip codes (**example**: 75604's, 75601's) together and the mailroom will sort the rest.

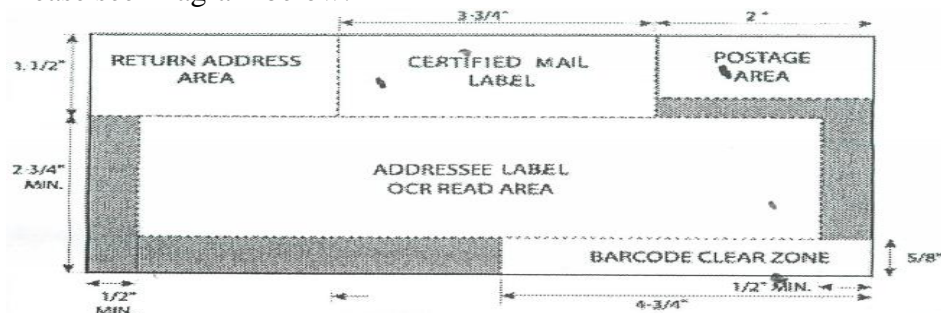
## Preparing U.S. Mail

Proper addressing insures timely delivery. To assist us in processing your mail efficiently, please use the following information on address formats and placement when addressing your mail.

You will get the best possible service if you:

- Capitalize everything in the address
- Use two-letter state abbreviations
- Eliminate all punctuation
- Use common abbreviations
- Use ZIP + Codes

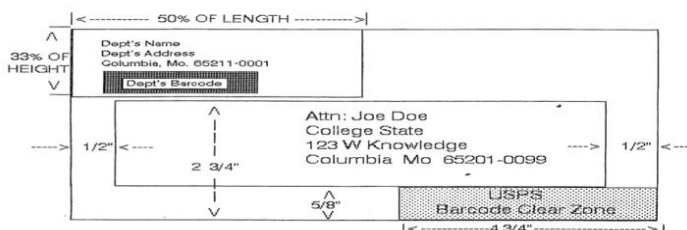
Make sure the place where you want the mail delivered appears on the line immediately above the city, state and zip code line; i.e. 123 MAIN ST STE 400. If both the street address and the PO Box on the same line, the mail piece will be delivered to the PO Box. Please see Diagram below:



## Envelope Format - USPS

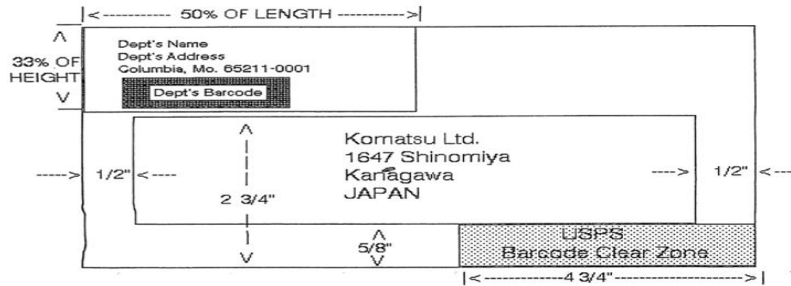
All mail requires a deliver address and a return address. The following information is recommended in the sequence and position indicated for addressing:

### Domestic Address Format



# Facility Services Maintenance Operations Procedures Manual

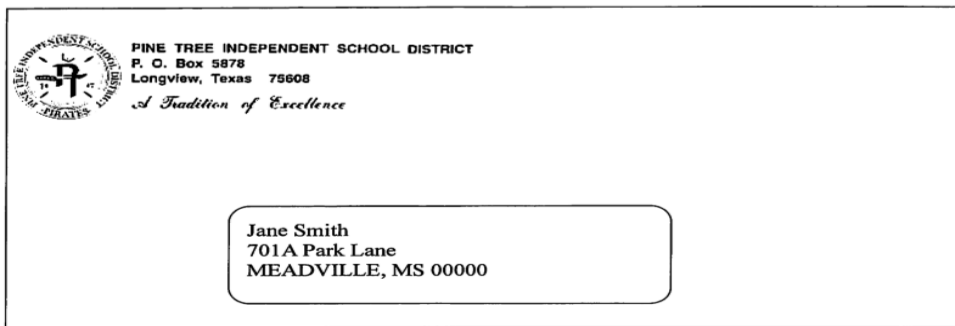
## International Address Format



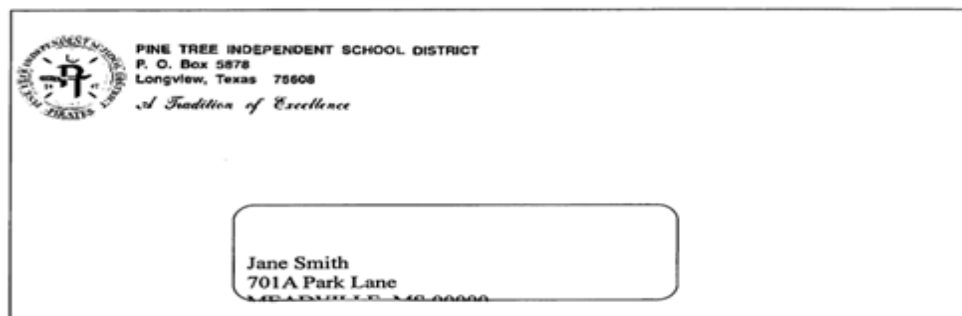
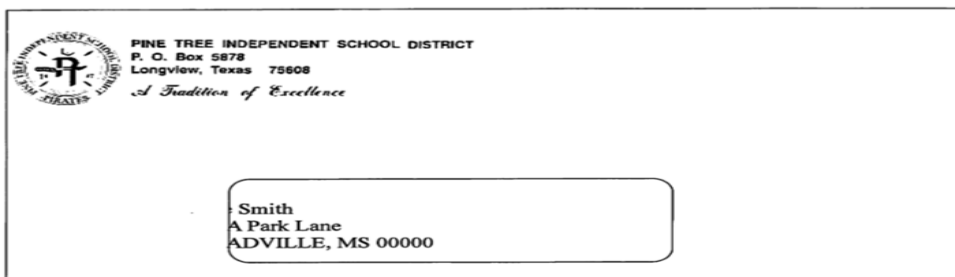
## Examples

### Window Letters Do's And Don'ts

#### Correct:



#### Incorrect:





### Back Of Envelope

[illegible]

# Facility Services Maintenance Operations Procedures Manual

## Facility Services Directory

903-295-5100

### Administrative Staff

[Tony Hollins](#) ext.129  
Asst. Superintendent of  
Facilities and Planning

[Melinda Haught](#) ext 150  
Maintenance Control/  
Administrative Assistant

[Tammy Williams](#) ext 128  
Custodial Supervisor/  
Administrative Support

### Maintenance Staff

[Frank Haught](#) ext 140  
Maintenance Supervisor

[Kenny Wager](#)  
Carpentry  
ext 133

[Barry Bennett](#)  
HVAC/Electrical/  
Appliance Repair  
ext 149

[Wayland Creecy](#)  
HVAC/Electrical/  
Appliance Repair  
ext 151

[Sean Smith](#)  
HVAC/Electrical/  
Appliance Repair  
ext 149

[Wesley Whitton](#)  
HVAC/Electrical/  
Appliance Repair  
ext 151  
[Curtis Smith](#)  
General MT  
ext 135

[Larry Childress](#)  
Locksmith  
ext 138

[Cory Fatherree](#)  
Painting  
ext 137

[Johnny Pepper](#)  
Plumbing  
ext 145

[Shane Jackson](#)  
Plumbing  
ext 146

[Pedro Martinez](#)  
Preventive Maintenance  
ext 147

### Grounds Maintenance

[Tim Collins](#) ext 148  
Grounds Supervisor

[Curtis Cook](#)

[Sammie Lockhart](#)

[Eric McCowan](#) - Pirate  
Stadium Attendant

[Fred O'Hair](#)

[Darrien Robinson](#)

[Fred Strickland](#)

[Alfredo Virgen](#)

[Trennis Willis](#)

### Shipping And Receiving/ Mail

[David Peurifoy](#)  
Shipping and Receiving  
Supervisor  
903-295-5177

[Lucinda Bunt](#)  
Mail Clerk  
903-295-5100 ext 134

[Paul Woodruff](#)  
Shipping and Receiving  
903-295-5177

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## Custodial Staff

[Tammy Robertson](#) ext 128  
**Custodial Supervisor/  
Administrative Support**

### **PACE/Central Admin**

[Cathey Taylor](#)

#### **Head Custodian**

Willie Ratcliff

### **Primary**

[Marquesia West](#)

#### **Head Custodian**

Sharmikie Benton

Elenita Gallegos

Ozella Tunstle

### **Birch Elementary**

[Tanya Haynes](#)

#### **Head Custodian**

Frank Cook

Teresa Delgado

Wayne Jones

Aretha Washington Cobb

### **Parkway Elementary**

[Gerald Coleman](#)

#### **Head Custodian**

Zenorina Baker

Doris Black

Paul Cain

Tyrin Mack

### **Middle School**

[Robert Crockett](#)

#### **Head Custodian**

Jennifer Hernandez

Nicole Hill

Genoveva Ponce

Pamela Russell

Vielka Washington

### **Junior High**

[Joyce Sibley](#)

#### **Head Custodian**

Billy Coby

Velba Dixon

Otis Greer

Charlotte Hightower

LaCreshia Jones

Mary Sexton

### **High School**

[Yolanda Miller](#)

#### **Head Custodian**

Vickie Childers

Nancy Coleman

Karl Hall

Bertha Ledesma

Shawnta Loyd

Elva Ponce

Dolen Smith

Rochell Wallace