

**KATY INDEPENDENT SCHOOL DISTRICT
Maintenance & Operations Department**

Kathy McDonald, Executive Director of Maintenance and Operations
(vacant), Director of Operations

Ron Chandler, Assistant Director of Maintenance

Peggy Caruso, Assistant Director of Maintenance (Environmental)

Chris Cardiff, Assistant Director of Maintenance (Grounds)

Mike Matej, Utility Conservation Manager

“Whatever it Takes”

The Maintenance and Operations Department’s goal for Katy ISD is to provide exceptional support to students, staff and community. Our motto of “*Whatever it Takes*” exemplifies our attitude and commitment to all participants involved with Katy ISD. The Maintenance and Operations administrative staff work as a single unit to provide the finest educational leadership support team assembled. Kathy McDonald, Executive Director of Maintenance & Operations is a member and has held various offices in such professional organizations as TASBO, CEFPI, and Gulf Coast M&O, as have her assistant directors. In addition, they all actively participate in presenting training sessions at conferences and symposiums throughout the year. The Katy ISD M&O Department’s Directors are recognized by our state and nationally as leaders in their professional organizations.

Katy ISD maintains approximately 10,122,000 square feet of education and administrative facilities and roughly 2,138 acres of manicured athletic fields, school grounds and land purchased for our growing district. We currently own, occupy and maintain 220 portable buildings until new schools may be built. Summer 2008 plans include redistributing 25 portables to new locations. The opening of MRHS 9th Grade Center, two junior highs and 2 elementary schools will be a challenge this fall, as there is much to be done once construction “turns over” a new building to the District. In addition, we are greatly involved in the building additions and renovations at Sundown, Winborn, Mayde Creek Elementary, Miller Career & Technology Center, and Opportunity Awareness Centers this summer.

The M & O Department serves as Katy ISD’s largest support service organization in terms of personnel and budget. The Maintenance and Operations department consists of 554 full-time employees with a total operating budget of \$36,719,021 for the 2007-2008 school year.

Staffing & Locations

Number of Employees: 554

Maintenance – 139

Operations – 400

Administrative - 15

Central M&O, West Maintenance, East Maintenance, South Maintenance

How Our M&O Department Operates

Under the direction of our Executive Director of Maintenance and Operations, the Department is divided into Operations (Custodial), which has it’s own Director, and Maintenance, which has four assistant directors. All staffing and work priority decisions for the Operations department are made by the Director and her Supervisors, not by individual school Principals. This keeps uniformity and fairness in all facilities. The Operations Director has four Assistant Supervisors. One manages all Custodial training for the district, and assists in personnel issues. The other three Assistant Supervisors are responsible for the schools in one third of the district divided by

area. They are accessible to the Head Custodians through Nextel radios as they make their rounds to the 15 – 16 buildings they are each responsible for. During their shift they do building inspections, handle emergencies, address various personnel issues and check to be sure cleaning procedures are being followed. They work the late shift, as that is when the majority of the custodial staff is at work. Additionally, we employ one Equipment Repairman and 4 Carpet Cleaning Technicians.

The Maintenance Department is broken down into four specific areas, 1) Grounds, 2) Environmental 3) HVAC/Utility and 4) General Support.

The Assistant Director (Grounds) supervises all athletic grounds, school grounds, landscapers, and equipment repair.

The Assistant Director (Environmental) supervises all environmental, pool & sewer, water wells, exterminating, and roofing personnel and projects, and manages the parts department.

The Utility Conservation Manager supervises all HVAC & kitchen repair, manages preventive maintenance on all related equipment, as well as managing all utility related functions i.e. adding utility service, selecting our utility providers, tracking utility billing and managing the entire utility budget.

The Assistant Director manages the specialty technicians, (electronic technicians, locksmiths, and cabinet maker), and four Area Supervisors who are housed in strategic locations throughout the district. Each Area Supervisor has a plumber, electrician, and general maintenance technicians. In addition, we recently created a new position (Building Engineer) in three of our oldest high schools. This technician is housed at that facility and does all repairs on site. This has proven to be very successful, as it has saved in vehicle and travel associated costs. The Assistant Director also supervises the Night Crew, which handles all emergency calls after hours, and is comprised mostly of minor construction and painting technicians.

In addition, our directors actively participate in writing RFP's for future purchases, writing requests for School Board agenda items, participate in all long-range planning processes in their areas of expertise, and manage large bond projects (i.e. roofing, mechanical).

Dispersing Work / Work Order Management

Our current computerized maintenance management system is called Maintenance Direct from School Dude, which is a web-based system. Designed exclusively for the needs of schools, it is very user friendly. We currently use three other School Dude modules which interact and share information. They include Inventory Direct (manages our parts inventory), PM Direct (creates recurring maintenance schedules), and Utility Direct (tracks/monitors bills for electric, fuel oil, propane, water, natural gas, trash/waste, sewer, telephone).

The majority of work requests begin at the campus level. The requests are funneled to a "Site Administrator", who inputs all work requests for each facility. The site administrator has the ability to choose the room number, the specific start and stop date the work that needs to be performed (if necessary), supplies a site contact name and phone number, and has plenty of room to describe the problem or request. Upon hitting the send button, she is given a work order number and it is assigned the status of "New Request". At any time she is able to go into the system and look at all work orders for her facility. From here the customized routing system funnels work orders to the appropriate supervisor and/or technician. Once or twice a day, all supervisors log in and approve, assign, possibly prioritize, and change these requests to "Work in Progress" status and print the form. They can type reminder notes into a field for their technicians to see. If the work request was improperly routed, they just forward it to the appropriate supervisor or technician. Once the technician performs the work, he records his time and materials and adds any notes regarding the work that may be necessary. He turns it in to his supervisor for review before turning it in to the data entry clerks to be closed and filed. Emergency work requests are handled in the same way through School Dude, however, additionally the site administrator makes a phone call to the maintenance dispatcher to insure all

emergencies are handled immediately. The home page for every single Maintenance Direct user is (in real time) a listing of all work orders by "status" for their facility or craft. As such, they can see all work orders that pertain to them whether they are "new requests" or "closed". The M&O department has completed 31,466 work orders in the last thirteen months.

Preventive maintenance work orders are generated automatically on a scheduled basis; i.e. monthly, semiannually, quarterly, and yearly. The types of equipment on preventive maintenance vary, (i.e. chillers, air handlers, pumps, generators, grounds equipment) but consist mainly of equipment that would be expensive to replace or repair. Task lists for each type of equipment were created collaboratively by a technician who specializes in the particular craft, his supervisor, and office staff. The frequency timing is chosen based on industry standards and the estimated hours and available manpower necessary to perform the work. Preventive maintenance work orders prevent costly repairs and breakdowns, saving the district money.

Training & Safety

All new employees are trained during the first few weeks of their employment. They are trained in Asbestos Awareness, Right-to-Know, Sexual Harassment, District and departmental policies, proper usage of our chemicals, cleaning procedures, and equipment usage and care. We are fortunate to have an Operations training room that is unequaled by few districts in the State. The room contains multiple flooring surfaces found in our District as well as restroom fixtures and a classroom/office atmosphere. Once the employee has completed the two day (16 hour) training, they have already performed many of the actual tasks they will be doing in the schools. Annual re-training in mandated subject matters is conducted for all M&O employees.

It is the Maintenance Department's responsibility to remain compliant with Federal, State and Local safety laws by inspecting playgrounds, buildings, sewers, water wells, indoor air quality (IAQ), and testing for asbestos. Fire extinguishers, kitchen suppression systems, fire sprinkler systems, and fire alarms are inspected semi-annually or annually. Any maintenance or repair is done as it is needed throughout the year.

Recognition

Facilities Masters Award, Association of School Business Officials, 2007
Environmental Protection Agency, Model of Sustained Excellence Award, 2007