TASK FORCE FINDINGS, FINAL REPORT:
Campus Facilities Maintenance and Plant Operations
Fall 2009

HILLSBOROUGH COMMUNITY COLLEGE,
HILLSBOROUGH COUNTY, FLORIDA

TASK FORCE MEMBERS
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Julie Redcay, Institutional Effectiveness Analyst, HCC
Jim Waechter, Director of Facilities Services, St. Petersburg College
Ralph Waithe, Facilities Manager, Ybor City Campus
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INTRODUCTION

Hillsborough Community College engages in a review of academic, academic support, and administrative areas for the following purposes:

1. To complement the institution’s strategic planning process requiring the internal development of unit plans with an external perspective in the review of those plans and the quality of programs and services.

2. To respond to intrinsic motivations for continuous improvement with a focus on the enhancement of institutional effectiveness and efficiency; student learning outcomes; and client satisfaction.

3. To respond to state mandates and accreditation requirements of the Southern Association of Colleges and Schools calling for a systematic review of all programs and services.

The review is conducted by a Task Force composed primarily of individual outside the unit under review. The chair is a full time employee of the unit under review.

The charge to the Task Force is to identify strengths and weaknesses of the unit as guided by empirical evidence. From the list of strengths and weaknesses, the Task Force is to develop recommendations for improvement to capitalize on strengths and redress weaknesses. The work of the Task Force is to be completed within a fall or spring semester culminating in a final report.

For academic areas, a judgment should also be rendered regarding the continued viability of the program in context of service area demand, enrollment, and critical workforce needs.

Central to the review is an examination of data, including measures of stakeholder satisfaction, to support empirically derived lists of programmatic strengths and weaknesses. These lists form the basis upon which recommendations for improvement are developed.

Subsequently, two brief follow-up reports are to be drafted. The first follow-up report is due in the following semester. The second is due one year later at the conclusion of the semester in which the original review was conducted. Each consists of a listing of the final recommendations with a few statements indicating the status of their achievement.

Recommendations not achieved may become unit planning objectives to ensure a continued focus on their attainment. Objectives that stem from review recommendations should be indicated as such in the Strategic Planning System of the College.
DESCRIPTION OF UNIT

Mission Statement

The mission of the Facilities Departments is to serve the College community by providing a safe environment in which teaching and learning may be properly conducted, and to maintain the buildings and grounds of the College to insure that the facilities will support the College's mission throughout their designed useful life.

Campus Facilities

The College’s Facilities are maintained by six units that are Campus specific. Each Operational unit has similar, but varying scopes of duties. All maintenance activities at all Campuses should follow the Cabinet approved Facilities Operation and Maintenance Manual. This document has guidelines that direct how the various Maintenance Units at each Campus should operate so that SREF (State Requirement for Educational Facilities) and the Florida Building Code requirements are recognized and met, with regards to new construction, remodeling/renovation, preventative maintenance, planned maintenance, reactive maintenance, strategic facilities planning, and tactical facilities planning.

Each Campus has a Maintenance unit that may include, but is not limited to; Maintenance Workers (Tradesworkers, HVAC Plant Operators, etc.), Maintenance Supervisor, Staff Assistant, and Facilities Manager. Typically, the budget attached to each unit has the Facilities Manager identified as the Budget Officer. As a function of both budget and staff, the Maintenance unit reports to the Campus President.

Maintenance activities are addressed with a combination of in-house staff, specialty service contractors, and other vendors.

All Facilities Maintenance and Operations activities are done with the best interest of the students, faculty, and staff in mind, as well as the Institution, the governing Board, and the general public. The responsibilities and obligations in our planning and response also include the fiscal responsibilities to the taxpayers and the College’s commitment to sustainability issues.
STRENGTHS OF THE UNIT

1. District-wide operations Manual has been created and Cabinet approved.  
   Source: Facilities Operation and Maintenance Manual – August 2005

2. Technology exists for a college-wide work order tracking system.  
   Source: St. Petersburg College Facilities Maintenance personnel observation  
   Source: Observation of the Task Force

3. Provides in-house pro-active Maintenance with limited/reduced resources.  
   Source: HR files

WEAKNESSES OF THE UNIT

1. Inconsistent organizational structure college-wide and inconsistent application 
   of Facilities Operation and Maintenance manual

   There are no unit plans for Facilities Maintenance.  
   Sources: Tactical Planning System: http://hcctps.extensysinc.com/;  
   2009 Faculty Staff Survey comments;  
   Facilities Operation and Maintenance Manual – August 2005

1. Currently, there is no college-wide work-order tracking system in place, as 
   Source: Facilities Operation and Maintenance Manual, p. 6, August 2005

2. There are only 26 facilities employees college-wide and the Association of 
   Physical Plant Administrators (APPA) recommends 41 facilities staff to simply 
   maintain a “managed care” level 3 for 1.6 million square feet.  
   Source: APPA Maintenance Staffing Guidelines for Educational Facilities

3. Ongoing training is not required, however, the Facilities Operation and 
   Maintenance Manual states training opportunities should be provided.  
   Source: Facilities Operation and Maintenance Manual, p. 6, August 2005

4. The Facilities management team currently meets only once per year.  
   Source: Observation of the Task Force

5. For new hires, pay is not commensurate with experience.  Workers with years of 
   technical experience are hired at the minimum pay grade.  
   Source: HCC Full-time Classified, Professional/ Managerial Salary/Wage table.
RECOMMENDATIONS FOR IMPROVEMENT

1. (a) Implement the Cabinet approved Facilities Operation and Maintenance Manual college-wide. Facilities Managers will be held accountable to the Campus President for the consistent implementation of the Facilities Operation and Maintenance manual.

   (b) Implement a biennial tactical unit plan for Facilities Maintenance college-wide.

2. Purchase and implement turn-key, tested software dedicated specifically for a facilities work request system for multi-campus higher education institution to track all work-orders college-wide.

3. Hire a minimum of 18 additional Facilities workforce to transition from a “reactive management” level to “managed care” as set by APPA Maintenance Staffing Guidelines for Educational Facilities

4. Require and provide ongoing training for Maintenance staff and the associated Management/Supervisory team. The training should include specific, applicable technical training, as well as, ADA training, safety training, and training in environmental/sustainability issues related to Facilities.

5. Create a monthly meeting schedule required for all Facilities Management personnel to attend. To begin to establish continuity across the campus, to account for implementation of the Facilities Maintenance and Operations Manual.

6. Evaluate current personnel and increase flexibility in hiring scale to reflect the current industry standards.
DISTRIBUTION LIST OF THE FINAL REPORT

The final report and all follow-ups will be distributed by the office of Strategic Planning to the President’s Cabinet, appropriate Deans and/or Directors, Unit Heads, Unit Members, Task Force Members, and all campus libraries. It will be posted to the Public Folders and disseminated electronically to the HCC Community.
<table>
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<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
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<td>APPA Maintenance Staffing Guidelines for Educational Facilities</td>
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<td>B</td>
<td>APPA Maintenance Level Matrix</td>
<td>10</td>
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<td>C</td>
<td>HCC Maintenance Personnel and Square Footage</td>
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<td>D</td>
<td>HCC Facilities Data and APPA Recommendations</td>
<td>14</td>
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<td>E</td>
<td>HCC College-Wide Maintenance Budget</td>
<td>16</td>
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<td>F</td>
<td>2009 Faculty Staff Satisfaction Survey, Numerical Data</td>
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<td>H</td>
<td>Source: HCC Facilities Operation and Maintenance Manual</td>
<td>25</td>
</tr>
<tr>
<td>I</td>
<td>Periodic Maintenance Schedule and Checklist</td>
<td>55</td>
</tr>
<tr>
<td>J</td>
<td>Physical Facilities Department Work Request Form</td>
<td>60</td>
</tr>
</tbody>
</table>
APPENDIX A

Source: APPA Maintenance Staffing Guidelines for Educational Facilities
Finally, the numbers assume a reasonable supervisory and organizational structure to lead and support the staff. The supervisory and support (administrative/clerical) staff are not included in the numbers that were actually derived from maintenance work hour reports. Thus, you should add those employees and positions necessary to keep the entire organization functioning; do not assume that a campus of 1 million square feet can be maintained by an entire facilities organization as enumerated below.

To use Table 1, you must know the total square feet for each of the four general space types, as well as the desired level of maintenance. There are several ways to obtain the square footage on campus under

<table>
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<tr>
<th>Maintenance Level</th>
<th>Staffing FTEs</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Classroom</td>
</tr>
<tr>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
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<tr>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Chapter 7: Aggregate FTE Determination 93
APPENDIX B

Source: APPA Maintenance Level Matrix
## Figure 7. Maintenance Level Matrix

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service and Response Time</td>
<td>Able to respond to virtually any type of service, immediate response.</td>
<td></td>
<td></td>
<td>Services available only by reducing maintenance, with response times of one month or less.</td>
<td>Services available only by reducing maintenance, with response times of one year or less.</td>
<td>Services not available unless directed from top administration, none provided except emergencies.</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Proud of facilities, have a high level of trust for the facilities organization.</td>
<td></td>
<td>Satisfied with facilities related services, usually complimentary of facilities staff.</td>
<td>Accustomed to basic level of facilities care. Generally able to perform mission duties. Lack of pride in physical environment.</td>
<td>Generally critical of cost, responsiveness, and quality of facilities services.</td>
<td>Consistent customer ridicule, mistrust of facilities services.</td>
</tr>
<tr>
<td>Preventive Maintenance vs. Corrective Maintenance</td>
<td>100%</td>
<td>75-100%</td>
<td>50-75%</td>
<td>35-56%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Maintenance Mix</td>
<td>All recommended preventive maintenance (PM) is scheduled and performed on time. Reactive maintenance (e.g., spot relamping and adjusting door closers) is minimized to the unavailability or economical. Emergencies (e.g., storms or power outages) are very infrequent and handled efficiently.</td>
<td>A well-developed PM program: most require PM is done at a frequency slightly less than per-defined schedule. Appropriate preventive maintenance required due to systems wearing out prematurely, and high number of systems burning out. Occasional emergencies caused by pump failures, cooling system failures, etc.</td>
<td>Reactive maintenance predominates due to systems failing to perform, especially during harsh seasonal peaks. An effort is still made at PM: priority to schedule as time and staff permit. The high number of emergencies (e.g., pump failures, heating and cooling system failures) causes reports to upper administration.</td>
<td>Worn-out systems require staff to be scheduled to react to systems that are performing poorly or not at all. Significant time spent procuring parts and services due to the high number of emergency situations with weekly reporting. PM work possible consists of simple tasks and is done inconsistently (e.g., filter changing, greasing and fan belt replacement).</td>
<td>No PM performed due to more pressing problems. Reactive maintenance is a necessity due to worn-out systems (e.g., doors won't lock, fans lock up, heating, ventilation and air conditioning systems fail). Good emergency response because of skills gained in reacting to frequent system failures. No status reporting, upper administration is tired of reading the reports.</td>
<td></td>
</tr>
<tr>
<td>Aesthetics, Exterior</td>
<td>Windows, doors, trim, exterior walls are like new.</td>
<td>Watertight, good appearance of exterior finishes.</td>
<td></td>
<td>Minor leaks and blisters, average exterior appearance.</td>
<td>Somewhat drafty and leaky, rough-looking exterior, extra painting necessary.</td>
<td>Inoperable windows, leaky windows, unpainted, cracked pane, significant hairline and water penetration, poor appearance overall.</td>
</tr>
<tr>
<td>Aesthetics, Lighting</td>
<td>Bright and clean, attractive lighting.</td>
<td>Bright and clean, attractive lighting.</td>
<td></td>
<td>Small percentage of lights out, generally well lit and clean.</td>
<td>Numerous lights out, some missing, device necessary.</td>
<td>Dark, lots of shadows, bulbs and diffusers missing, care-like, damaged, hardwired missing.</td>
</tr>
<tr>
<td>Service Efficiency</td>
<td>Maintenance activities appear highly organized and focused. Typically, equipment and building components are fully functional and in excellent operating condition.</td>
<td>Maintenance activities appear organized with direction. Equipment and building components are usually functional and in operating condition.</td>
<td>Maintenance activities appear organized with direction. Equipment and building components are usually functional and in operating condition.</td>
<td>Maintenance activities appear somewhat chaotic and without direction. Equipment and building components are frequently broken and inoperative. Service and maintenance calls are typically not responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present use needs.</td>
<td>Maintenance activities appear chaotic and without direction. Equipment and building components are routinely broken and inoperative. Service and maintenance calls are never responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present use needs.</td>
<td></td>
</tr>
<tr>
<td>Building Systems' Reliability</td>
<td>Breakdown maintenance is rare and limited to vandalism and abuse repairs.</td>
<td>Breakdown maintenance is limited to systems about mean time between failures (MTBF).</td>
<td>Building and systems components periodically or often fail.</td>
<td>Many systems unreliable. Constant need for repair. Backing of repair needs exceeds resources.</td>
<td>Many systems non-functional. Repair instituted only for life safety issues.</td>
<td></td>
</tr>
<tr>
<td>Facility Maintenance Operating Budget as % of GAV</td>
<td>&gt; 4.5</td>
<td>3.5-4.0</td>
<td>3.0-3.5</td>
<td>2.5-3.0</td>
<td>&lt; 2.5</td>
<td></td>
</tr>
<tr>
<td>Campus Average FCI</td>
<td>&lt; 0.65</td>
<td>0.65-0.15</td>
<td>0.15-0.25</td>
<td>0.30-0.45</td>
<td>&gt; 0.50</td>
<td></td>
</tr>
</tbody>
</table>

48 Maintenance Staffing Guidelines | Chapter 5: Levels of Maintenance | 49 |
APPENDIX C

Source: HCC Maintenance Personnel and Square Footage
<table>
<thead>
<tr>
<th></th>
<th>DM</th>
<th>YB</th>
<th>BR</th>
<th>PC</th>
<th>SS</th>
<th>GK</th>
<th>College-wide</th>
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</thead>
<tbody>
<tr>
<td>Managers</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Supervisors</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
<td>1</td>
<td>4</td>
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<tr>
<td>Staff Asst.</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
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<tr>
<td>Workers</td>
<td>8</td>
<td>5</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>24</td>
</tr>
<tr>
<td>SQ FT per Worker</td>
<td>70,619</td>
<td>86,734</td>
<td>42,380</td>
<td>95,836</td>
<td>54,282</td>
<td>38,922</td>
<td></td>
</tr>
<tr>
<td>Square Footage</td>
<td>564,957</td>
<td>433,674**</td>
<td>254,282</td>
<td>191,672*</td>
<td>54,282</td>
<td>77,844</td>
<td>1,577,317</td>
</tr>
<tr>
<td>Campus $ per sq ft</td>
<td>$1.43</td>
<td>$1.65</td>
<td>$2.28</td>
<td>$1.36</td>
<td>$2.89</td>
<td>$3.27</td>
<td>AVG. $2.14</td>
</tr>
</tbody>
</table>

** Includes Columbus Dr Facility
* Includes Cockroach Bay and English Creek

Aggregate College-wide Dollars per sq ft for Maintenance: $1.76/sq ft
APPENDIX D

Source: HCC Facilities Data and APPA Recommendations
### Hillsborough Community College

#### Facilities Information

<table>
<thead>
<tr>
<th></th>
<th>DM</th>
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<th>PC</th>
<th>SS</th>
<th>GK</th>
<th>College-wide</th>
</tr>
</thead>
<tbody>
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<td>1</td>
<td>2</td>
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</tr>
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<td>42,380</td>
<td>95,836</td>
<td>54,282</td>
<td>38,922</td>
<td></td>
</tr>
<tr>
<td>Sq. Ft percent</td>
<td>35.8</td>
<td>27.5</td>
<td>16.1</td>
<td>12.2</td>
<td>3.4</td>
<td>4.9</td>
<td></td>
</tr>
</tbody>
</table>

APPRA recommended workers per sq ft

- **20**
- **15**
- **8**
- **6**
- **3**
- **2.7**
- **54.7**

APPRA (Association of Physical Plant Administrators) recommends 35 workers per million for LEVEL 3 Managed Care attention in facilities like HCC in their Maintenance Staffing Guidelines.

This extrapolates to **28,571 sq ft per worker**

The APPRA Staffing guidelines indicate a need of **<55 workers**

College-wide
APPENDIX E

Source: HCC College-Wide Maintenance Budget
# HCC College-Wide Maintenance Budget

<table>
<thead>
<tr>
<th></th>
<th>Dale Mabry</th>
<th>Ybor</th>
<th>Brandon</th>
<th>Plant City</th>
<th>South Shore</th>
<th>Gordon Keller</th>
<th>College-Wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Dollars *</td>
<td>$507,157</td>
<td>$431,022</td>
<td>$403,362</td>
<td>$131,281</td>
<td>$67,445</td>
<td>$173,645</td>
<td>$1,713,912</td>
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<tr>
<td>Budgeted Maint. Dollars</td>
<td>$150,800</td>
<td>$140,845</td>
<td>$63,443</td>
<td>$51,700</td>
<td>$77,237</td>
<td>$63,140</td>
<td>$547,165</td>
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<tr>
<td>Sub Total Budgeted Dollars</td>
<td>$657,957</td>
<td>$571,867</td>
<td>$466,805</td>
<td>$182,981</td>
<td>$144,682</td>
<td>$236,785</td>
<td>$2,261,077</td>
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<tr>
<td>Sum of the Digits Dollars **</td>
<td>$148,965</td>
<td>$145,036</td>
<td>$112,671</td>
<td>$77,619</td>
<td>$12,011</td>
<td>$17,507</td>
<td>$513,809</td>
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<tr>
<td>Total by Campus</td>
<td>$806,922</td>
<td>$716,903</td>
<td>$579,476</td>
<td>$260,600</td>
<td>$156,693</td>
<td>$254,292</td>
<td>$2,774,886</td>
</tr>
<tr>
<td>Percent by Campus</td>
<td>29</td>
<td>25.8</td>
<td>20.8</td>
<td>9.4</td>
<td>5.6</td>
<td>9.1</td>
<td></td>
</tr>
</tbody>
</table>

**Grand Total Dollars** $2,774,886

*Includes Personnel Taxes/Benefits

**Repair fund based on Square footage/age

NOTE: Personnel dollars only include Managers, Staff Assistants, Supervisors, and Workers that deal with Maintenance.

The Budgeted Maintenance and Personnel Figures were taken from HAWKNET. The amounts are as of July 1st, 2009, FY 09/10.

The Sum-of-the-Digits figures were supplied by the Facilities Planning and New Construction Dept. July 1st, 2009, FY 09/10.
APPENDIX F

Source: 2009 Faculty Staff Satisfaction Survey, Numerical Data
Facilities and Maintenance

The overall satisfaction with facilities and maintenance remained quite low when compared to 2007: the percentage of respondents who expressed satisfaction was 73.3% in 2007 and increased only to 74.0% this year. Very few survey respondents ($n = 25$) did not express an opinion regarding this service. With the exception of the SouthShore campus, the ratings at the other campuses were low and ranged from 65.0% at Plant City and 66.0% at Dale Mabry to 70.5% at Ybor City and 74.5% at the Brandon campus.

Table 29

<table>
<thead>
<tr>
<th>Q9</th>
<th>Number of Respondents</th>
<th>% of Respondents Who Expressed an Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>h. Facilities/maintenance</td>
<td>VS  28</td>
<td>197</td>
</tr>
<tr>
<td></td>
<td>S</td>
<td>3</td>
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<tr>
<td></td>
<td>D</td>
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<tr>
<td>Brandon</td>
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</tbody>
</table>

Chart 27

Satisfaction with Facilities and Maintenance
Satisfied + Very Satisfied by Location - 2009
APPENDIX G

Source: 2009 Faculty Staff Satisfaction Survey Comments
Q9. CAMPUS SERVICE
h). FACILITIES AND MAINTENANCE

BRANDON CAMPUS
Weaknesses

26: H- facilities are in poor repair; building smells like an old gym, with poor ventilation. standard of cleaning is non-existent.
32: Brandon facilities seems to have a motto of "We can't do that" since every time a request is made that phrase is automatically uttered. In my opinion, the facilities management needs to re-evaluate the purpose of the College. Every position throughout HCC (including administrative positions) that is not actively educating our students should be working to support those instructors that are. Everyone from the president to the janitors should do all they can to support the efforts of the front line instructors, ensuring that our reputation as an institution of higher learning is preserved.
156: Once again classroom space is a problem. We are told there are no classrooms open and yet we walk by empty rooms. What's wrong with this picture??
268: The restrooms frequently are dirty and without soap or paper towels
313: Facilities on this campus has not been managed well at this campus, again, compared to the other campuses.

Recommendations

25: 1. Put in facilities request for table to be set up for visiting Universities but 75% of the time I still have to call them the day of the event to set up the table. 2. Food services is to expensive for our students
156: Provide more full time people. Find some other way to schedule classroom space.
185: Admissions: More staff, less reliance on student workers. They are overwhelmed. Facilities staff for most part is great. Some of the management is less service oriented.
251: The tiles are falling off and there is too liberal use of cones and "crime scene tape".

DALE MABRY CAMPUS
Weaknesses

53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.
85: H - Facilities:Our facilities are in need of repair, painting, and proactive maintenance. I - Fin. Aid: This area desperately needs to addressed. The processes are outdated and there are too few staff to meet student needs.
88: h. General house keeping is not consistent, floors are not done on a regular schedule. Some areas a kept in better condition than others. General building maintenance and repair is poor including A.C. systems, plumbing, doors, walls, etc.. I believe is due to inadequated staffing.
90: h. the buildings are falling apart, broken fixtures are not being replaced
104: The plumbing in the Science Building DM is not well maintained. For three weeks the "emergency" patio lights in the same building have shut off while it is still dark. (They were not reset when the "time" changed.)
200: Need more advising counselors - students often told conflicting solutions. Financial aid - previously stated Classroom equipment - better but still needs improvement to 21st century classroom. Often classrooms are cold and bathroom facilities are lacking (sinks don't work, soap doesn't work)
The Social Science Building HVAC system is a joke. On a single day, my office will be 65 degrees, my downstairs classroom will be 85, and my upstairs classroom will be 65 (or 85). Nothing is ever properly regulated. And if you contact Facilities they roll their eyes at you and act like you are making it up. The college could save millions of dollars by renovating the HVAC system on our campus so that when you set the thermostat, that temperature is actually maintained. Go figure. Seriously, it is ridiculous how inefficient it is, and also how completely awful the maintenance staff are at fixing problems when they arise (which is daily).

Recommendations

158: the DM campus is unkept, rather littered with trash/debris, and should be cleaned up. this is one area of collegiate standards that is VERY easy and inexpensive to control.
85: Facilities: Evaluate the current organizational structure, processes, and response times to requests. Identify the weaknesses and systematically address them. Contract out services like painting, plumbing, and HVAC maintenance. Financial Aid needs more staff, and electronic resources.
90: follow up on all requests. create a ticket like the helpdesk does for maintenance requests. periodically, all outstanding tickets should be reviewed
117: 1. Have counselors/advisors communicate more with faculty 2. Make it clear to counselors/advisors that they are NOT to override prerequisites or class size restrictions without consulting with the proper dean. 3. Get a new service for maintenance and a new level of response to needed repairs. Some areas in our buildings are an embarressment.
138: I hear many student complaints about admissions and student services in general, especially at DM campus. The bookstore at DM has students working who are more interested in talking to their friends than working and can't even figure out change for a dollar without a calculator! Facilities and maintenance staff are good for the most part but requests for service to be completed take forever and we constantly have to check on the requests. Communication not there either as if we, the 'users' d, are on a need to know basis and everyone else decides that basis reagrdless of us requesting work done!
141: Get rid of all DESKS and tippy tables in the classrooms. Make ALL classes fit the standard time slots so as to increase the utilization of classroom space. Some classes end 10 minutes into a new session time precluding the classroom's use.
196: building room temperature control is never correct. It is always too cold. Too much $ is wasted on too much a/c
285: Facilities maintenance especially the bathrooms are unsatisfactory
309: It would be nice if [a staff member] in the facilities office didn't roll her eyes at me every time I come in to tell her the temperature is all screwed up in our building. She acts like I'm making it up. I'm not. There is a thermometer in one of my classrooms. It was reading 80 for 4 straight weeks (which is unbearably hot for classroom instruction), then all of a sudden it dropped to 65 degrees and we all needed parkas. I couldn't make this stuff up if I wanted to. It is just THAT messed up. Rolling your eyes at me is not fixing the problem!

PLANT CITY CAMPUS

Weaknesses

112: H. The facilities manager isn't always helpful when a concern is expressed and it takes repeated complaints before something is checked out. The cleaning of work areas is only done when a person complains. They do not seem to be on a regular schedule. The restrooms are cleaned daily however, doors (you can see dirt where everyone opens & closes the bathroom stalls) and corners are not cleaned and it has a grungy appearance. J. There is no type of food service on campus- only vending machines.
146: H. We are facing continual maintenance problems in the PEPC building, particularly with the temperature and with the state of rooms such as Room 143, which has hanging wires, partially painted walls, and filthy cheap plastic chairs. I replaced some these chairs (on my own) with some extra chairs from storage for the students using this room, however the rest need to be
replaced. I also have many facilities/maintenance issues with our Environmental Studies Centers at English Creek and Cockroach Bay, but the maintenance department refuses to follow up with our requests. We provide field trips to schools from all over Hillsborough County at these centers, and unfortunately the students must see the poor state of these facilities due to lack of maintenance (leaking roofs, stained/mildewed ceiling and carpeting, animal and insect waste/damage/nest, etc). This reflects the quality of HCC to these young students, and possibly deters them choosing HCC for college due to the state of these facilities.

**YBOR CITY CAMPUS**

**Strengths**

131: e. Classroom equipment -- the 21st century classrooms are WONDERFUL to work with. Easy to deal with, and expands teaching opportunities immensely.  g. Course scheduling has always been good. h. I have always noted how clean and orderly HCC Ybor campus is. It's beautiful and I'm proud to work there.

**Weaknesses**

96: Facilities and maintenance does a marginal job at best. Their personnel are capable, but those in-charge are not always apt to step-up and do what is necessary to get the job done right the first time. Consequently, it becomes a costly task for the college.

242: h. serious problems with facilities group in Ybor. Office temperature around 63 degrees for six months until they finally found a broken air duct. poor support resulted in the data center being down for a week while changing out an AC unit.

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

257: The visual arts building is very poorly maintained. The floors, classrooms, studios, darkrooms and bathrooms are often very filthy (not just dirty)

**Recommendations**

175: h. There appear to be inconsistencies in the way buildings are cleaned and maintained. The one I am in could use better and more frequent cleaning and maintenance.

257: Have someone cleaning the building daily and actually doing a good job. Hire students to clean - they could be paid and do a better job. They might care about the facility more than the people who are supposed to be cleaning it.

**DISTRICT OFFICES/OTHER/ MACDILL CENTER**

**Strengths**

165: A) I have had nothing but positive experiences with this department. Even if I have had to wait, when I did make it to the head of the line I was greeted with someone willing to help. D) Great job! E) wonderful! H) Keep up the good work!

**Weaknesses**

57: Facilities and planning is really great. Maintenance cleaning of restroom Not good at all. The 1st floor restroom is just not it should be. They should check it more often. this is the main restroom visitor use.

94: (D) Cashier at certain Bursar's office could not be more rude or condescending to both students and staff, continuing a long-time tradition. (H) Facilities and maintenance staff need olfactory testing because the public restrooms need attention. They smell. Perhaps if they were cleaned regularly with disinfectant or bleach products, HCC wouldn't be rampant with viral infections on campus. (I) Students should not have to wait 4 months in to the semester to find out
what their Financial Aid amount is - or if it's even been awarded. Students should also not have to resubmit the same requisite paperwork repeatedly just because the Financial Aid Dept can't find it and claims that they never received it.

**Recommendations**

57: The first floor restroom should be checked Often! This is the restrooms used more by VISITORS.
95: Facilities require upgrading - install state of the art systems, update furniture, freshen paint, add art work.
98: HVAC adjustable in classrooms. More food service options at District (Coffee, Pastry, Sandwiches, pizza, etc.)
94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

**SOUTHSHORE CAMPUS**

**Recommendations**

120: Some nights on campus there are limited resources. Perhaps scheduling could fix this. For example, on Monday night the library and study centre are both open; on wednesday night they are not. Perhaps classes that need these services should be scheduled on the same nights?
APPENDIX H

Source: HCC Facilities Operation and Maintenance Manual
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FACILITIES OPERATION AND MAINTENANCE MANUAL

INTRODUCTION

The purpose of the procedures outlined in this manual is to provide an update of acceptable and effective maintenance and operations management “best” practices and current standards for HCC facilities. The procedures are modeled from the Maintenance and Operations Administrative Guidelines for School Districts and Community Colleges (Florida Department of Education) and a Texas community college system maintenance program and adapted to Hillsborough Community College. It is also intended to provide a comprehensive framework for delivering beneficial and cost-effective services at each Campus and Center. The procedures will provide HCC Facilities Maintenance Staff with a set of clearly defined, yet flexible guidelines that are intended to complement sound facilities management practices already in use and offer new ones where necessary. The procedures will be used in coordination with the future Computerized Maintenance Management System – CMMS. The Facilities Operations and Maintenance Procedures were reviewed and approved by the members of the Facilities Process Team in August, 2005.

GOALS AND OBJECTIVES

1. Provide guidelines, recommendations and standards for maintenance and operations managers responsible for each Campus or Center.

2. Provide a definitive, yet flexible organizational and administrative structure for maintenance and operations of educational facilities.

3. Provide organizational structures with the ability to deal effectively with multi-faceted and diverse problems that pertain to the maintenance and operations of educational facilities.

4. Provide maintenance and operations structures capable of dealing with challenges and problems of new technologies in building construction, materials, and equipment.

5. Provide maintenance and operation structures capable of formulating strategies to effectively and efficiently deal with changing State and Federal environmental regulations.

6. Provide administrative structures capable of handling day-to-day maintenance and operations tasks common to all maintenance and operations directors,
7. Provide insights into the legal, technical, and environmental requirements that affect the funding and service required for maintenance and operations at educational facilities.

**DIVISION I – ADMINISTRATION**

A. **Training**: Provide employee training opportunities for each group in the disciplines of health and safety, operation, emergency conditions and system upgrades.

B. **Coordination of Work**: Coordination of work between seasonal timing, employees work load, college functions and outside contractors to operate in a cohesive manner.

C. **Verification of Contractors Work**: Verify the quality and quantity of work accomplished by outside contractors during the time they are on campus.

D. **Scheduling of Renovation Projects**: Coordinate between renovation and maintenance to schedule re-occupying spaces by faculty and staff once complete and tested.

E. **Deferred Maintenance Project**: Verify that equipment and/or materials are of high quality and that work that is done meets requirements.

F. **Assistance to Facilities Management**: Identify and justify long-term deferred maintenance projects required to prevent major equipment failure.

Provide assistance to Facilities Planner to maintain accurate and up to date Auto-CAD drawings for all buildings.

Provide assistances to Director of Facilities to prepare budget proposals for Capital Improvement Projects.

G. **Uniform Requirement**

To provide a professional team image and to assist in staff identification for campus safety, all campus facility personnel will be required to wear a standard college facilities uniform shirt.

I. Monthly report to the Safety Committee.
DIVISION II – GROUNDS – CONTRACTUAL GROUNDS

A., B., C. ROADWAYS, PARKING LOTS, SIDEWALKS

Daily:
1. Pick up trash and debris, perform normal grounds maintenance tasks.
2. Survey entire site for recent unsafe conditions.

Weekly:
1. Repair or replace outside signs as needed.
2. Clean on site roadways and parking lots.
3. Check placement of wheel stops; realign and secure.
4. Clean and inspect sidewalks and exterior steps.

Monthly:
1. Inspect paving for cracks or potholes.
   a. Repair major defects immediately or barricade as appropriate.
   b. Schedule repair of remaining defects.

Anually:
1. Repair and fill asphalt cracks.
2. Stripe parking lots, paint directional signs, fire lanes, and crosswalks.
3. Complete landscaping projects to enhance overall appearance of campus.

D. IRRIGATION SYSTEMS & WELLS

1. Systems Main Jockey Pumps
   a. Monthly inspect units for unusual noise, vibration or leakage. With pump running, the package gland should be adjusted to allow 5 to 6 drops per minute leakage. If the packing gland cannot be adjusted, then all of the old packing must be removed and the pump repacked. Pumps with mechanical seals require no adjustment and should not be leaking.
   b. Monthly check oil level and add oil if necessary.
   c. Quarterly check oil for contamination and change if necessary.
   d. Semi-annually change oil.
   e. Annually inspect pump inlet and suction line. Remove any debris.

2. Test all automated systems monthly. Make repairs and/or adjustments as necessary.

3. Test all quick connect areas as needed. Make repairs and/or adjustments as required.

4. Repair all breaks in lines, fittings, and spray heads as they occur.

5. Upgrade systems as time and funds permit.

6. Wells Comply with Southwest Florida Water Management District requirements outline below:
   a. Provide assistance to Southwest Florida Water Management District authorized staff for inspection of each well. Correct defects to comply with
Florida Statutes, Administrative Codes and The Florida Building Code.

b. Repair or replace leaking or inoperative well casings, valves or controls to make the system fully operational. If below grade, the work must be done by Florida Licensed Water Well Contractor.

c. Check if the District issued Identification Tags on all wells.

d. Check if there is a backflow prevention device on all wells.

e. Check if there is a rain sensor over-ride on all wells.

E. LANDSCAPING AND ATHLETIC AREAS - CONTRACTUAL

1. Trim trees and shrubs as needed.
2. Cut grass and edge as needed.
3. Apply fertilizers in Spring and Fall.
5. Aerate high maintenance turf areas semi-annually.
6. Inspect all areas for undesirable insects weekly and treat with approved methods by a certified applicator.
7. Stripe baseball and softball fields annually prior to beginning of the season or and/or as needed prior to games and practice activities.
8. Add trees and shrubs as funds allow.
9. Remove dead or diseased trees, shrubs or plans as needed.
10. Schedule and complete two plantings of annuals each year.
11. Upgrade planted areas as funds and time allow.
12. Maintain strict inventory control of all chemicals in accordance with governing regulations.
13. Convert lawn areas to xeriscape where practical to minimize need for irrigation.

F. STORM DRAINS (including open and closed)

1. Observe drainage during major rain event. Correct any problems.
2. Keep open ditches clear of weeds and brush growth by using approved weed and brush control methods. Verify that outsourced pond maintenance contractor is adequately effective.
3. Repair erosion problems as they occur.

G. EQUIPMENT

Daily: 1. At the end of the shift, each operator of power equipment is responsible for cleaning, servicing and inspecting the equipment to which he is assigned. He/She will follow the checklist prepared for that piece of equipment from the manufacturer’s operations handbook. Some of the more obvious items appearing on the checklist should include the following:

a. Check all fluid levels adding proper amount of fluids as required.
b. Add grease as required to all lubricated points.
c. Check all blades for sharpness, nicks, cracks and attachments.
d. Check all belts for tension wear and cracks.
e. Check all attachment points for lubrication, excessive wear and proper locking pin or device.

2. The operator will certify his completion of the checklist by signing off on a sheet provided for that purpose.

3. Major repairs or adjustments will be referred to the mechanic for action.

H. VEHICLES (General Maintenance, as per specific maintenance with Manufacturer’s recommendations.)

1. Servicing (Contract service)

   a. Check fluid levels.
   b. Check belts for wear and cracks; replace as needed.
   c. Check bearings for lubrication and excessive wear. Replace as required.
   d. Service vehicles every 4,000 miles
      a) Change oil, filters and grease.
      b) Check all fluid levels.
      c) Check tires for wear and change as needed.
      d) Inspect brakes and repair as required.
      e) Inspect belts and hoses for wear and cracks. Replace as required.

2. As Needed Inspections (Operator)

   a. Check all fluid levels. Add as necessary.
   b. Check all lights and turn signals.
   c. Check tires for proper inflation and wear.
   d. Check wipers
   e. Check exhaust systems
   f. Check brakes
   g. Check horn

3. Tune-up as per manufacturer’s recommended schedule of check-ups.

DIVISION III – CONCRETE STRUCTURES (Annual Inspections)

A. INTERIOR SLABS AND FOUNDATIONS - Visually inspect all slabs and foundations for cracks, movement, spalling and other obvious defects. Make necessary repairs. Record locations and magnitude of all major defects and monitor status monthly.

B. BASEMENTS – BELOW GRADE EQUIPMENT ROOM – Visually inspect floors and walls for cracks, movement, spalling, water infiltration and other obvious defects. Make necessary repairs. Record location and magnitude of all major defects and monitor status monthly.
C. STAIRS AND STEPS (EXTERIOR AND INTERIOR) – Visually inspect stairs and steps for cracks, chips, loose nosing, standing water and other obvious defects. Make necessary repairs.

DIVISION IV – MASONRY (Annual Inspections)

A. B. EXTERIOR WALLS/INTERIOR WALLS

1. Visually inspect exterior walls for cracks, loose brick or masonry units, major displacement vertically or horizontally and other obvious defects. Make necessary repairs. Be sure to obtain matching masonry materials such as campus approved brick, approved sealant and Type S mortar in the approved color. Contact HCC Facilities Management for assistance and/or to verify need for structural assessment. Record location and magnitude of all major defects and monitor status monthly.

Visually inspect interior walls for cracks, and loose masonry units, major displacement vertically or horizontally and other obvious defects. Make necessary repairs. Record location and magnitude of all major defects and monitor status monthly. Contact HCC Facilities Management for assistance and/or verify need for structural assessment.

2. Low pressure wash walls to remove mold, mildew and accumulated dirt. Use appropriate chemicals to ensure good results without damaging exterior finish.

DIVISION V – METALS

A. STRUCTURAL STEEL

1. Where exposed to exterior and/or moist locations, inspect annually for rust and corrosion. Clean, prime and paint as required. Contact Facilities Planning and Construction to verify need for structural assessment if corrosion is beyond surface penetration.

2. If evidence of deterioration of structural members is displayed in some form in other components of the building such as roof, floor, exterior and interior walls. Contact Facilities Planning and Construction to verify need for structural assessment.

B. HANDRAILS AND METAL STAIRS

Visually inspect handrails annually for loose attachment to walls, rough, splintered and marred surfaces, worn and chipped paint, varnish or other finishes. Make necessary repairs. Visually inspect metal stairs annually for loose tread, cracked welds, loose and cracked concrete in pan type tread, chipped paint or other finishes. Make necessary repairs.
B. BLEACHERS

College Safety Officer to inspect annually document findings in report.

DIVISION VI – WOOD AND PLASTIC

A. BENCHES AND TABLES – (Semi-Annually) Inspect for loose boards or loose metal tops and repair if needed. Check legs and seating area to ensure safety.

B. FLOORING – (Semi-Annually) Visual inspection of slabs or tile for hairline cracks. Check for loose tile and repair. Check carpet for any stretching or separating at carpet joints.

C. CABINETRY – (Semi-Annually) Visually and physically inspect to ensure all drawers are securely in proper working order. Check doors to ensure all hinges are secure. Tighten any loose screws or replace any screws that are missing.

DIVISION VII – THERMAL AND MOISTURE PROTECTION

A. ROOFING AND FIXTURES

Visually inspect the roof every two months. Remove all organic materials and other debris as needed to maintain a clean roof. Visually inspect the roof surface for cuts (remove any screws or other metal objects that could puncture the roof membrane), abrasions, bubbles, open seams, absence of aggregate on built-up roofs, soft, spongy feel or substrate material, loose or missing traffic pads.

B. WATERPROOFING AT WALLS – BELOW GRADE

Visually inspect walls below grade for moisture as evidence of breakdown of waterproofing. Take appropriate corrective action.

C. FLASHING, DOWNSPOUTS, SCUPPERS AND GUTTERS

Visually inspect flashing, downspouts, scuppers and gutters for evidence of leaking and that they are properly secured. Take appropriate action. Make sure downspouts, scuppers and gutters are clean and free flowing at all times.

D. JOINT SEALANT – CAULKING – (Semi-Annually)

Visually inspect joint sealant and caulkling at walls, floors, flashings, penetrations, windows, and door frames for shrinking, cracking and other signs of deterioration. Remove all loose
caulk and replace with proper type for the application. Determining the expected life of all caulking and replace as needed with an ongoing maintenance program in accordance with manufacturer’s recommendations. Inspect annually for drooping, shrinkage or failure of exterior sealant products in wall expansion and control joints, floor or slab expansion and control joints, and previous crack repairs and penetration repairs. Remove all sealants which are in failure, to old or appear suspect, with hand tools such as scrapers, picks and putty knives. Remove all debris and scrape opening out to largest natural void space possible. Contact the HCC Facilities Management Department for assistance in selection of Campus Standard sealant products for reapplication.

E.  GENERAL

Correlate all interior leaks, and water damage with exterior source. Repair as required to eliminate water infiltration.

DIVISION VIII – DOORS AND HARDWARE (Semi-Annual Inspection)

A.  STEEL FRAMES EXTERIOR – Inspect for movement, separation and corrosion.

B.  EXTERIOR DOORS AND HARDWARE – Inspect for proper operation, loose hinges, screws, weather-proofing, locksets, closures and vision panels.

C.  HANDICAPPED AUTOMATIC OPENERS – Check for proper operation, alignment and closure.

D.  OVERHEAD ROLLING DOORS – Inspect for proper operation, wear, alignment and locking mechanism.

E.  ALUMINUM FRAMES AND JOINTS – Inspect for loose joints and separation of frames.

F.  GLAZING – Check for cracks, proper sealant and clean as appropriate.

G.  INTERIOR DOOR SYSTEMS – inspect for proper operation, loose hinges, screws and weather-proofing, locksets, closures and vision panels.

H.  KEYS AND LOCKS – Check for proper operation. Clean and lubricate annually.

I.  DOOR HARDWARE – Inspect all door hardware for proper operation. Clean and lubricate all moving parts with recommended solvent and lubricate. Replace broken, missing, and excessively worn parts and adjust for smooth operation. Door hardware includes hinges, locksets, panic devices, closures, push bars, handles, wall bumpers, floor stops, and LD open devices.

J.  WINDOWS - Inspect for proper operation, loose hinges, handles, screws, weather-proofing, and condition of applied tinting. Replace where necessary. Also inspect sealant at intersection of window frame and exterior finish. Verify that entire window system is functioning properly to prevent the infiltration of water and/or outside air.
DIVISION IX – FINISHES (Annual Inspection)

A. EXTERIOR STUCCO, BRICK, AND CONCRETE – Check for cracks, water damage, and condition of paint finish. Repair damaged areas and repaint as required. At external stucco ceilings inspect for sagging, loose hangers, rust around edges and structural frame damage.

B. DRYWALL – Check for cracks, water damage, excessive damage due to chairs and tables rubbing the wall and graffiti; repair/replace as required.

C. PAINTING -

1. Inspect all painted surfaces for condition and repaint as required.
2. Determine condition and remaining life of exterior painted surfaces and perform repainting at appropriate time to prevent water and moisture infiltration and to maintain a good aesthetic condition.

D. ACOUSTICAL CEILINGS – Semi-annually or as needed, inspect lay in ceiling tiles for water stain, excessive dirt, and physical damage. Replace tiles as needed. Locate non-standard dimension ceiling systems and schedule replacement with standard 2 x 2 lay in tile and grid system.

E. EXTERNAL INSULATION FINISH SYSTEM (EIFS)

1. Semi-annually inspect all EIFS areas for defective and/or aged finish and sealant systems. Initiate corrective measures immediately to eliminate potential water infiltration.
2. General Cleaning – Annually or as needed clean all EIFS surface with a solution of warm water, household bleach and trisodium phosphate per manufacture recommendations.
3. Refinishing – When needed, recoat finish in accordance with manufacture recommendations. Refinishing may be required after 6 to 10 years of services.

DIVISION X – SPECIAL USE

A. GREENHOUSE – Semi-annually check operations of all systems and make necessary repair or adjustments. The systems to be checked include: watering, misting, humidity control, light and airflow. Check framing for excessive corrosion and check glass or plastic for cracks and breakage. Check floor deck for water tie-hinges if located above grade.

DIVISION XI – CONVEYING SYSTEMS (Passenger & Freight)

A. Hydraulic and Traction Passenger & Freight Elevator– Maintain in compliance with Code ASME A17.1; CHAPTER 399, FS; CHAPTER 30, FLORIDA BUILDING CODE, AS ADOPTED BY RULE 9B-3.047, FAC; NEC; ADA. For service contact Otis Elevator @ 1-800-233-6847. Have systems inspected annually; Contact Mike Calderon @ 813-253-7177.
Elevators are intended to have full and complete maintenance, adjustment and repair covering all vertical transportation, at all located premises.

The performance of elevators shall be in full compliance with all related laws and regulations. All required maintenance and up-grades are intended to keep equipment operating safely and trouble-free in accordance with ASME- 17.1.2000, Safety Code for Elevators, associated addenda and related codes.

DIVISION XII – MECHANICAL SYSTEM

A. AIR HANDLING UNITS (verify specific procedures with equipment manufacturers’ recommendations)

Daily: Inspect unit for unusual vibration, leakage and/or presence of moss or mildew.

Weekly: Inspect condensate pan. Ensure that the pan drain is not plugged and that the pan is not in danger of overflowing.

Monthly: Read Magnehelic gauge and inspect filters, change if pressure drop exceeds recommended reading.

Quarterly: Inspect and clean Mechanical Rooms. Remove all non-essential equipment, parts and tools. Keep floor free of oil, water, and dust. Paint or seal floor as required to maintain a neat and orderly appearance.

Bearings with grease line extensions should be re-lubricated with the unit in operation. If the unit does not have grease line extensions, lubricate the bearing while slowly rotating the fan by hand. Add grease until a slight bead appears at the seal. Check bearing races to be sure that they are tight. If motor bearings are not sealed, lubricate motor bearings.

Semi-Annually: Inspect the unit coil and clean the fins if necessary by hosing with water or an air jet.

Annually: Inspect entire unit and accessories for paint chipping or corrosion. If damage is found, clean and repaint with good grade of rust-resistant paint. Clean the fan wheels and fan shaft. If rust is found on the fan shaft, remove with emery cloth and re-coat the shaft. Inspect the drain pan for sludge or other foreign material. Clean all debris from the pan. Insert algae tablet or drain pan treatment to inhibit future build-up.

B. EXHAUST FANS – (Verify specific procedures with manufacturer’s recommendations)

Daily Inspect unit for unusual noise or vibration.

Monthly: Open cover and inspect belt tension, pulley alignment, and bearing play.
Semi Annually: Lubricate fan and motor bearings if bearings are not sealed. Check inlets for C.

C. CHILERS – (Verify specific procedures with manufacturer’s recommendations.) If procedures are outsourced to a sub-contractor, verify completion of items below:

1. Chiller – General and Air Cooled

   Daily: Inspect unit for unusual noise, vibration, or leakage. Inspect condensing unit for obstructions (papers, plastic bags, etc.). Check compressor sight glass for proper oil level. With unit operating, check refrigerant sight glass for bubbles. Chemically test the chilled water and treat as required.

   Monthly: Inspect interior of electrical cabinet for loose and/or overheated wiring and damaged contacts.

   Semi Annually: 1. Inspect and clean Mechanical Rooms. Remove all non-essential equipment, parts and tools. Keep floor free of oil, water and dust. Paint or seal floor as required to maintain a neat and orderly appearance.

   2. Check condensers for excessive dirt and clean if necessary. Check amperage draw of compressors. Check for proper superheat and subcooling. Start unit if weather conditions permit and observe and record all operational readings. Record ambient conditions at the time of operation. Check that all condenser fans operate and cycle as required. If unit is multicompressor, load the system to insure that the compressors cycle on and off as required. Check for proper oil levels and pressure differential. Check high pressure, low pressure, water flow, freeze stat and low oil pressure safeties for proper operation. Check entire system for refrigerant leaks. Lubricate all fans and motors.

   Annually: Inspect all electrical connections for overheating and tightness. Clean condenser with coil cleaner. Meg all compressor motors and record results. Test refrigerant oil for acid content. Change filter dryer cores if applicable.

2. Chiller - Centrifugal

   Daily: 1. Check the unit operating condition against those given in manufacturer’s requirement.

   2. Check oil pump level by sight glasses. The oil level should be in the manufacturer’s required range.

   Weekly: Check the purge drum sight glass for evidence of condensate.
Quarterly: 1. Check the purge compressor drive belt tension and adjust as necessary following the manufacturer’s recommendation.

2. Lubricate the purge compressor drive motor bearings.

3. Check the purge compressor crankcase oil level through the crankcase sight glass.

4. Clean all water strainers.

Semi-Annually: 1. Lubricate the vane control linkage bearings, ball joints, pivot points, the actuator motor bearings and the vane operator shaft by following the manufacturer’s recommendations.

2. Inspect and clean the inside of the purge drum.

**WARNING** To prevent injury due to frostbite, do not allow refrigerant to contact skin. To prevent injury or death due to electrical shock, open and lock out and tag out all electrical disconnects.

OTHER PERIODIC MAINTENANCE

Perform Eddy Current Test every five years. Replace/repair if necessary.

D. CHILLED WATER PUMPS – (Verify specific procedures with manufacturer’s recommendations)

Daily: Inspect unit for unusual noise, vibration, or leakage. With pump running, the packing gland should be adjusted 5 to 6 drops per minute leakage. If the packing gland cannot be adjusted, then all of the old packing must be removed and the pump repacked. Pumps with mechanical seals require no adjustment and should not be leaking.

Quarterly: Lubricate pump. To lubricate re-greaseable bearings, remove grease drain plug (if any) and filter plug. Add new lubricant until grease appears at drain hole or along shaft. *Do not over grease!* If bearing are sealed, lubrication is not required.

Annually: All electrical connections from the motor disconnect or starter should be checked for tightness and indications of overheating. If the motor is large enough, Megger readings should be taken and recorded.

E. COOLING TOWERS (Verify specific procedures with manufacturer’s recommendation)

*Before entering a cooling tower, all personnel must wear protective “Tyvek” suit, respirator, rubber gloves and boots, as well as all necessary safety materials to protect themselves.*
Daily: Inspect unit for unusual noise, vibration or leakage. Perform chemical analysis and treat as necessary.

Monthly: Inspect fan belts, adjust or replace as needed.

Quarterly: Check fan belts, adjust or replace as needed.

Annually: Drain water from cooling tower. Open all inspection hatches. Inspect interior and exterior of cooling tower for deterioration of protective coatings. Remove all spray branches and clean out. Replace any broken or missing spray nozzles. Flush main spray headers and entire tower. Replace any worn spray branch seals. Replace the spray branches making sure they are aligned properly. Adjust water fill float lever so that the tower does not run dry or overflow. Replace all inspection covers and operate tower and check for proper operation and that there are not leaks.

F. CONDENSER WATER PUMPS

Daily: Inspect unit for unusual noise, vibration or leakage. With pump running, the packing gland should be adjusted to allow 5 to 6 drops per minute leakage. If the packing gland cannot be adjusted, then all of the old packing must be removed and the pump repacked. Pumps with mechanical seals require no adjustment and should not be leaking.

Quarterly: Lubricate pump. To lubricate re-greaseable bearings, remove grease drain plug (if any) and filler plug. Add new lubricant until grease appears at drain hold or along shaft. Do not over grease! If bearings are sealed, lubrication is not required.

Annually: All electrical connections from the motor disconnect or starter should be checked for tightness and indications of overheating. If the motor is large enough, Megger reading should be taken and recorded.

G. HOT WATER BOILERS

1. BOILERS

Daily: Inspect unit for unusual noise, vibration or leakage. Observe the water temperature and pressure under normal operating conditions. Chemically test water and treat as needed.

Weekly: Inspect the boiler for gasket and piping leaks. Check particularly for handhold leaks. Neglected handhold leaks can cause severe corrosion and costly damage to the boiler shell. They should be promptly eliminated. Manually test the low water cut off safety for proper operation.
MONTHLY:

Blow down boiler. Boiler blow-down valve should be opened wide until the water runs clear, then promptly close. Check the pressure relief valve manually. Manually open the relief valve momentarily to make certain that it is in working order. Make certain that the valve closes tightly after being opened.

SEMI-ANNUALLY:

Check all controls. Carefully check all operating controls for proper operation, raise or lower the settings where necessary to make certain the control is in working order. Restore the settings on each control to the original position after checking for operation.

ANNUALLY:

Check the Low water Cut-Off Control Electrode Assembly. Remove the electrode assembly from the boiler. Clean and inspect porcelain insulator and electrode rod. Check condensation drain at rear of boiler. Remove accumulated sediment. Wire brush and repaint exhaust chamber with corrosion resistant paint.

Examine exhaust gas duct and chimney. Make certain the gas passage is open and free from leakage. Inspect Main Burner Assembly. Expose firing end of boiler by swinging out hinged burner assembly. Clean runner pilot burner ports and spring wire or #53-twist drill. Check condition and location of spark electrode and flame rod.

Lubricate blower motor if grease fittings are provided. Inspect the boiler tubes. Check the tubes for cleanliness. If any dirt or sediment is present, clean the tubes with a free fitting round wire flue brush.

TESTING AND CERTIFICATION:

Maintain to compliance with Chapter 4A-51 BOILER SAFETY, 554.103 FS. Correct all deficiencies on the Boiler Inspection Checklist. Hartford Steam Boiler to certify annually. Contact Roy H. Williams at phone number 800-333-4677. Certificate to be posted on boilers.

2. Heating Water Pumps

DAILY:

Inspect unit for unusual noise, vibration or leakage. With pump running, the packing gland should be adjusted to allow 5 to 6 drops per minute leakage. If the packing gland cannot be adjusted, then all of the old packing must be removed and the pump repacked. Pumps with mechanical seals require no adjustment and should not be leaking.

QUARTERLY:

Lubricate pump. To lubricate re-greaseable bearings, remove grease drain plug (if any) and filler plug. Add new lubricant until grease appears at drain hole or along shaft. Do not over grease! If bearings are sealed, lubrication is not required.
Annually: All Electrical connections from the motor disconnect or starter should be checked for tightness and indications of over heating. If the motor is large enough, Megger should be taken and recorded.

3. Condensate Return Systems

Daily: Check indicating lamps on generator controls and replace as necessary. Check all fittings for leaks. Check all condensate tanks for leaking in weep hole. Check all electrolytic corrosion inhibitors as necessary.

Monthly: Test high and low level alarms. Check operation of solenoid for proper operation. Check strainer in pump suction line. Clean or replace as necessary.

Annually: Check all electrical connectors for corrosion and tightness. Calibrate pressure gauges. Clean sight glasses. Replace if necessary.

4. Gas Fired Furnace

Daily: Inspect unit for unusual noise, vibration or leakage.

Monthly: Inspect filter for unusual noise, vibration or leakage.

Annually: Remove blower unit, clean and inspect for damage. Lubricate motor and/or fan bearings if required. Vacuum return air grille and plenum. Remove burner unit, clean and inspect for damage. Brush and vacuum fireside of heat exchanger. Inspect heat exchanger and/or holes and cracks. Inspect flue and chimney for obstructions and/or leakage.

Re-install all components and perform an operational check as follows:

Check gas pressure at the burner manifold with a water manometer. Natural gas should not exceed three and one half (3.5) inches Water Column (WC). Liquefied Petroleum should not exceed eleven (11) inches WC. A properly trained technician may adjust the manifold pressure on a Natural Gas fired furnace. He must not attempt to adjust the manifold pressure on a LP fired furnace. If the pressure on a LP fired furnace exceeds 11” WC shut the furnace down and notify the LP supplier. The supplier is the only one authorized to adjust this pressure.

Check high temperature limit for proper operation. Check fan switch for proper operation. Inspect flame to insure proper combustion and that no impingement is occurring. Also check that the blower starts to insure that there is no blowing flame, indicating a cracked heat exchanger that was not found during the visual inspection. Check the operation of the electronic ignition if so equipped. After the stack is heated properly, check the draft hood over its entire length for proper draw.
5. Electric Heaters

Daily: Inspect unit for unusual noise, vibration.

Quarterly: Lubricate fan motor if bearings are not sealed.

Annually: Prior to the heating season, perform ampere check on all heater legs to insure that all heaters are performing as designed. Check all thermostatic controls for proper operation. Check fan or sail switch for proper operation.

6. Domestic Hot Water Heater

Daily: Inspect unit for unusual noise, vibration or leakage. Chemically test boiler water and treat as needed.

Weekly: Blow down. Open blow down valve full open and let heater drain until water runs clear.

Semi Annually: Check all controls. Raise or lower as required, settings on temperature controls, high limit switch, safety gas valves, air switches, etc., to be sure they work. Return each control after check to its original setting. Check and clean low water probe.

Annually: Clean the water heater thoroughly. Remove the handhold plates and flush out the interior with a stream of water to remove any accumulated sludge and loose scale. If a scale buildup of over 1/16 inch is found, remove by mechanical or chemical means. Inspect magnesium anodes, if installed. Replace deteriorated anodes when necessary.

Check and clean blower.

Check condensate drain at rear of heater for stoppage. Remove debris. Wire brush and repaint rear chamber with aluminum paint. Examine flue and chimney to determine that there is not stoppage or leakage. Open burner manifold to check and/or clean pilot holes for stoppage. Lubricate motor if oil cups or grease fittings are present.

7. Testing and Certification

Maintain to compliance with Chapter 4A-51 BOILER SAFETY, 554.103 FS. Correct all deficiencies on the Inspection Checklist.
H. CONTROLS

1. Building Air Compressor

Daily: Inspect unit for unusual noise, vibration or leakage. Check oil level. Drain condensate manually.


Monthly: Check belt tension and adjust if necessary. Inspect oil for contamination and change if necessary. Inspect belt for wear and tension. Adjust/replace as needed. Operate safety valve on receiver manually. Tighten or check all bolts. Inspect systems for air leaks.

Quarterly: Check operation of low level or pressure switch if so equipped. Lubricate motor bearings if so equipped.

I. PLUMBING

1. Restroom Equipment – Daily visual check of all urinals, closet and lavatories for leaks, drips, slow drainage, chips and cracks and loose mounting. Check operation of all flush valves and faucets. Adjust or repair as necessary.

2. Water Coolers – Semi monthly check operation of all coolers for water pressure, cooling, drainage and exterior damage to cabinet.

3. Kitchen Equipment – Semi-monthly check operation of ovens, ranges, grills, fryers, warmers, conveyors, dishwashers, freezers, and coolers. Exhaust hoods are inspected for operation and certified by an independent contractor. Sanitation of hoods is performed by an independent contractor.

4. Piping – Semi-annually inspect all piping for leakage and correct as needed. Manually check all valves for proper operation.

5. Laboratory Connections – Monthly, check all faucets and drain connections for leaks. Check hoods for proper exhaust operations.

6. Sump Pump - Weekly, inspect sumps to assure level is being maintained by the pump. Monthly, manually start pump and check for proper operation including checking valves and piping.

J. FIRE EXTINGUISHERS AND ALARM SYSTEMS

1. Sprinkler System – Annual inspection and certification by independent contractor in compliance with local, county, and state fire codes.
2. **Stand Pipes and Hoses** – Visually inspect stand pipes monthly. Hoses are inspected and certified semi-annually by independent contractor. Stand pipes and fire plugs are blown off annually and checked for flow and operation.

3. **Portable Extinguishers** – Monthly, check all extinguishers for proper pressure, retaining bands on actuating handles, physical condition of enclosure and proper identification. Semi-annually inspection and certification to be performed by independent contractor in compliance with fire codes.

4. **Alarm and Smoke Detection** – Visually check control panels and individual sensing units on a monthly basis. Semi-annually, when classes are dismissed, simulate fire or smoke conditions to test alarm system reliability.

5. **Special Systems (Halon/Kitchens)** – Kitchen Halon systems inspected and certified semi-annually by an independent contractor.

**TESTING AND COORDINATION:**
Maintain compliance with local Fire Extinguisher Code as Determined by local Fire Marshall. Provide assistances to fire alarm test contractor. All fire alarm tests and inspection shall be performed in accordance with NFPA 72 and local codes for each type of detection/suppression system.

**DIVISION XIII – ELECTRICAL SYSTEMS**

A. **High Voltage System** - Conduct biannual inspections of the transformers, switch gear and clean any debris from the vault.

B. **Electrical Distribution**

1. Panels – Annually inspect, test, clean and tighten all panels. Check for proper breaker installation. Ensure switches are in place and install blanks if required.

2. Wiring and Disconnections – Annually, visually inspect wiring and entering and leaving panels, junction boxes and circuit disconnects for discoloration, nicks and abrasions.

3. Switches, Plugs and Receptacles – Annually inspect and check operations of all switches, plugs and receptacles, looking for faulty contacts, loose connections, and open grounds. Check operation of all ground fault interrupter devices.

C. **Lighting**

1. Fluorescent and Incandescent – Continually monitor all buildings for burned out tubes and bulbs replacing as necessary.

2. Outdoor Lighting – Weekly, check control circuits introducing photocells, timers, and manual by-pass switches for proper operations. Repair or replace any malfunctioning components. Continually replace all burned out bulbs as needed. Contact TECO when appropriate.
3. Special (Theatre and Athletic) – Semi-annually check operation of theatre stage and house control systems. Replace burned out house lights. Check operation of gym and pool lights and tennis court lights. Replace or repair any malfunctioning components.

D. Emergency Generator Power

There is no back up or emergency power system for operation of all or any part of the campus in the event of a total power failure. Generators are available for emergency use providing power for operation of elevators, sump pumps, and to make repairs if possible. The generators are serviced and ready for operation on demand. They are started and operated under load quarterly. UPS systems will also be inspected quarterly. Exercise emergency generator monthly.

E. Fire Alarm Systems

Provide assistances to fire alarm contractor. All fire alarm tests and inspection shall be performed in accordance with NFPA 72 and local codes for each type of detection/suppression system.

DIVISION XIV - HOUSEKEEPING

A. Seating – Theatre, Meeting Rooms, Cafeteria, Gym

1. Depending on frequency of use, weekly vacuum and check seats in the theatre and meeting rooms. Repair damaged or malfunctioning chairs.

2. Daily clean and check chairs in the Cafeteria. Repair damaged chairs as required.

3. Depending on the frequency of use, daily clean and dust bleacher seating in gymnasium and outdoor spectator areas. Pull out telescoping bleachers and clean behind them. At the beginning of each semester, pull out telescoping bleachers and inspect for damage. Repair defect as required. Contact vendor to repair.

B. Corridors, Classrooms, Offices and Entrances

1. Clean and buff vinyl floors daily or as needed.
2. Strip and wash all vinyl floors annually or as needed.
3. Spot clean walls daily.
4. Clean all walls weekly or as needed.
5. Inspect and repair broken and loose floor tiles.
6. Vacuum carpets daily or as needed.
7. Spot clean carpets as needed.
8. Shampoo carpet in all public areas each semester or as needed.
9. Inspect for and repair torn, frayed and badly worn carpeted areas.
10. Dust, wet mop and buff all terrazzo surfaces annually or as needed.
11. Strip and wash all terrazzo surfaces annually or as needed.
12. Clean all windows and entrance glass daily or as needed.
13. Empty all wastebaskets, damp wipe clean and replace plastic liner daily.
14. Clean and wash all furniture as needed.
15. Clean all chalkboards, marker boards and erasers daily or as needed.

C. Restrooms and Locker Rooms

1. Clean and disinfect all fixtures and showers daily or as needed.
2. Wet mop and buff floors daily or as needed.
3. Wash down all ceramic tile walls and ceilings and treat with mildew retardant solution daily or as needed.
4. Clean and flush all floor drains and treat with drain cleaner daily or as needed.
5. Dust all ledges, picture molding, picture frames, Venetian blinds, walls, ceiling vents and air diffuses as needed.
6. Clean and reorganize all custodial closets at the beginning of each semester or as needed.

D. Cleaning Machines and Equipment

1. Floor cleaning machines are to be cleaned as needed. The power cord, brush attachments and brush plate are to be checked for wear and damage. All machines with excessive wear and/or unsafe conditions are to be repaired.

2. Shampoo machines are to be drained and flushed; making certain the drain plug is replaced and securely tightened. Clean and inspect power cord for damage. Store machine in proper position. All malfunctions to be corrected as required.

3. After each use, all vacuum cleaners are to be emptied. The belts, brush rollers and fan chambers are to be checked and cleaned of all debris.

E. Gymnasiums/Fitness Centers

1. Wooden gym floors are to be dust mopped and spot cleaned using a waterless cleaner as needed.
2. Check finish for wear areas annually.
3. Refinish wood floors to prevent excessive wear that exposes wood to view.

F. Hazardous Materials

1. Check that hazardous materials are stored in appropriate storage container/facility monthly.
2. Provide appropriate ventilation for all stored hazardous materials.

G. Pest Control

1. Check monthly for appropriate pest control bait is properly applied or located
RECOMMENDATION FORM

As you use these procedures during the year you may encounter situations, procedures, activities, etc., which should be included in this booklet or which should be modified. In the space provided below please provide a description of the change you are recommending/suggesting along with an explanation of the reason for the change. This document should then be forwarded to your supervisor who will insure it flows through channels to be considered when the plan is subject to its annual evaluation. Thank you.

DIVISION/SECTION:

PAGE NUMBER: __________________________________________________________

Description of the change you are recommending/suggesting:

Reason change is needed:

Name and Title: __________________________________________________________

Supervisor:
EMERGENCY ELEVATOR EVACUATION

Emergency evacuation of passengers from stalled elevators should only be attempted by trained personnel and only under extenuating circumstances by those recognized as possessing the appropriate training:

LEVEL I

Sequence of Events in Actual Emergency Situation:

' Calls from trapped Elevator Passengers are received by Security.
' Security Personnel contacts Maintenance Personnel and Elevator Maintenance Co. during normal working hours
' Security Personnel to contact Elevator Maintenance Co. during off hours (Elevator maintenance to respond within 30 to 60 minutes)
' HCC Personnel to maintain communications with trapped passenger(s) at all times.

LEVEL II (Discretionary Steps)

While awaiting the arrival of Elevator Personnel College Personnel who have received the College’s Elevator Training may perform the following:

1. Attempt to operate the elevator with the hall call button.
2. Have the elevator passengers push the door open button.
3. Attempt to recall the elevator using the keyed Fireman’s Service switch.
4. Turn the mainline disconnect in the elevator machine room to the OFF Position and then back to the ON position, then again attempt #1 and #2 above.

HCC Maintenance/Security Personnel are to assist Elevator Maintenance Personnel upon arrival.

LEVEL III (Emergency Evacuation Required)

HCC Personnel are not to attempt Emergency Evacuation unless:

' The elevator firm cannot respond in a timely fashion, and/or:
' Person(s) in the stalled elevator have a emergency medical condition
' The building is under an emergency evacuation (fire, bomb threat, etc.)
' Power outage is expected to exceed two hours

If emergency evacuation is required as determined by The Campus President, District Vice President or his or her Designee to make such decisions:

* Contact Fire Rescue
FOLLOW ASME A17.4 – GUIDE FOR EMERGENCY PERSONNEL

The following is a summary to use as an abbreviated reference guide:

1. **TURN MAIN DISCONNECT IN ELEVATOR MACHINE ROOM TO THE OFF POSITION** – Lock out/tag out or station a person to monitor the disconnect to ensure that it remains in the open (off) position.

2. **MANUAL LOWERING – ONLY TO BE USED IN DIRE EMERGENCIES!!!!**
   a) Ensure power is locked out/tagged out or monitored OFF.
   b) Ensure that all elevator doors (inside and out) are fully closed.
   c) Open manual lowering valve, listen as the elevator lowers. When the sound of lowering stops, re-close the valve.
   d) Open the lowest landing hall door, open the car door, and assist the passengers out. Use caution as the elevator will be 3-12 inches below floor level.

After evacuation, leave all outer doors closed, and leave the elevator disconnect switch in the OFF position.

**NOTE:** The emergency evacuation of elevator passengers is a potentially hazardous operation that should be performed by trained personnel authorized by the College to perform such operations.
APPENDIX I

Source: Periodic Maintenance Schedule and Checklist
PERIODIC MAINTENANCE SCHEDULE/CHECKLIST:

ROOM/BUILDING:  DATE:

CAMPUS/CENTER:

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- Q – QUARTERLY
- S – SEMI-ANNUALLY
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|---------------|----------|---|---|---|---|---|---|----------------|------------------|---------------|------------|----------|----------|
| Roofing & Fix |          |   |   |   |   |   |   |                |                  |               |            |          |
| Waterproofing |          |   |   |   |   |   |   |                |                  |               |            |          |
| At Wall       |          |   |   |   |   |   |   |                |                  |               |            |          |
| Flashing &    |          |   |   |   |   |   |   |                |                  |               |            |          |
| Gutter        |          |   |   |   |   |   |   |                |                  |               |            |          |
| Joint Sealant |          |   |   |   |   |   |   |                |                  |               |            |          |
| Caulking      |          |   |   |   |   |   |   |                |                  |               |            |          |
| Door          |          |   |   |   |   |   |   |                |                  |               |            |          |
| Window        |          |   |   |   |   |   |   |                |                  |               |            |          |
| Stucco        |          |   |   |   |   |   |   |                |                  |               |            |          |
| Drywall       |          |   |   |   |   |   |   |                |                  |               |            |          |
| Painting      |          |   |   |   |   |   |   |                |                  |               |            |          |
| Ceiling       |          |   |   |   |   |   |   |                |                  |               |            |          |
| Greenhouse    |          |   |   |   |   |   |   |                |                  |               |            |          |
| Swim. Pool    |          |   |   |   |   |   |   |                |                  |               |            |          |
| Air Handler   |          |   |   |   |   |   |   |                |                  |               |            |          |
| Exhaust Fan   |          |   |   |   |   |   |   |                |                  |               |            |          |
| Chiller       |          |   |   |   |   |   |   |                |                  |               |            |          |
| CHW Pump      |          |   |   |   |   |   |   |                |                  |               |            |          |
| Cooling Tower |          |   |   |   |   |   |   |                |                  |               |            |          |
| Condenser     |          |   |   |   |   |   |   |                |                  |               |            |          |
| Water Pump    |          |   |   |   |   |   |   |                |                  |               |            |          |
| HV Boiler     |          |   |   |   |   |   |   |                |                  |               |            |          |
| HW Pump       |          |   |   |   |   |   |   |                |                  |               |            |          |
| Con. Return   |          |   |   |   |   |   |   |                |                  |               |            |          |
| System        |          |   |   |   |   |   |   |                |                  |               |            |          |
| Gas Furnace   |          |   |   |   |   |   |   |                |                  |               |            |          |
| Elec. Heater  |          |   |   |   |   |   |   |                |                  |               |            |          |

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PAGE 4 OF 4
APPENDIX J

Source: Physical Facilities Department Work Request Form
Physical Facilities Department Work Request Form

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<th>Work Order Number</th>
<th>Building</th>
<th>Room/Space</th>
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Briefly describe work to be completed. Attach a drawing if necessary. 
Note: Only one item per Work Request.

__________________________________________________________________________________________
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Originator (Please Print)  Extension  Date

Unit Administrator Approval  Extension  Date

Vice President Approval  Extension  Date

Vice President: Submit work request to the District Physical Facilities Office for review and disposition.

Physical Plant Use Only

Assigned To:

Department: ___________________  Equipment Tag #: ___________________

Trade: ________________________

Closing Status: U( )  F( )  C( )

Completed By: __________________

Employee #/Initials  Labor Hours  Date

View By: __________________

Employee #/ Initials  Labor Hours  Date