

MAINTENANCE AND OPERATIONS

FREQUENTLY ASKED QUESTIONS

WHEN ARE ELECTRICAL PERMITS NEEDED:

APS guidelines used in determining the requirements for issuing state electrical permits are as follows:

1. When adding electrical components and/or circuitry to accommodate additional electrical load within existing circuitry, a permit is required. (i.e. new outlet, new circuit)
2. When maintaining existing electrical equipment and/or circuitry, or relocating identical load on an existing circuit a permit is not required.

When it is uncertain as to whether or not conditions 1 or 2 apply, please contact the District Master Electrician, Roger Jaeger – ext 28665

ELECTRONIC SIGN QUESTIONS:

Electronic Message Center

Code Requirements 2009 per City of Aurora

Sec. 146-1610. Special Restrictions on Signs Requiring Permits.

The following signs require a permit and are allowed subject to the described restrictions:

Animated sign. Any sign or part of a sign that changes physical position by any movement or rotation or which flashes, blinks, or fluctuates is prohibited. This prohibition does not apply to:

1. Temporary decorations and light strings associated with any national, local, or religious holiday displayed during such holidays provided such signs shall be displayed for a period of not more than 60 consecutive days nor more than 60 days in any one year. Such devices shall remain subject to the maintenance requirements of section 146-1605. Light strings shall not outline or highlight a sign; or
2. Time and temperature displays.
3. Reader boards, electronic, or otherwise, with messages that change less than once every 30 minutes.

WHAT ICE PRODUCTS SHOULD I USE IF IT SNOWS AND HOW DO I USE THEM:

Why doesn't my custodian use the "sand" ice melt product that Exterior Operations people use?

The product Exterior Operations uses is only for parking lots. The "sand" product is corrosive and misapplication will cause damage. If used on concrete surfaces it deteriorates the concrete, and can cause extensive damage. If the product is tracked into buildings it will cause damage to all flooring surfaces. In addition, the product can cause damage to plant life.

Which ice melt product should custodians use, when and where should it be used?

- 1) Use only the ice melt product Custodial Operations supplies you with.
- 2) Ice melt should only be used when icy conditions exist. It should be used sparingly and any excess should be swept up and disposed of.
- 3) Ice melt is primarily used on walkways but it can also be used on asphalt, play pads, ramps, and stairs.

Can my custodian put ice melt down ahead of a snowstorm as a precautionary measure?

Ice melt cannot be used as a preventative measure. The primary purpose of ice melt is to expedite the thawing and melting of ice once it's already formed on the sidewalks. Applying it to non-icy walks has

no affect. In addition, weather forecasts are not 100% accurate. In many cases forecasted snow storms do not materialize. Applying ice melt prior to a storm is a waste of district resources.

Is there a limit to how much ice melt a custodian can order?

Safety is the number one concern of the Maintenance and Operations department. Custodians are responsible for managing and maintaining proper inventory of all products, including ice melt. The custodian can contact Custodial Operations to request ice melt when inventory levels are low.

Who do I contact for snow and ice issues at my site?

Contact facilities dispatch during normal business hours at 303-367-3000 during normal business hours, and security after hours at 303-367-3060.

Why won't the District sand my play pad when it has ice on it?

Snow will be removed from play pads as soon as practical; usually 24 to 48 hours after a snowfall has stopped. Play pads are then allowed to melt off to remove the last bits of snow and ice. Ice slicer (sand) is not used because of cost, as well as the damage to the carpet and tile that would occur if the children track it into the building.

GENERAL QUESTIONS:

Can I hire a contractor to do building maintenance work or do the work myself?

No. All building maintenance work, interior and exterior must be coordinated through the Maintenance and Operations department. This is applicable to all funding sources. The department has strict standards for materials, installation methods, quality, building codes, regulations, environmental requirements, and safety.

Why does it take so long for windows to get repaired?

We currently have many different colors of glass in the District. Some of the glass colors are special order and they have to be shipped from the factory.

Why don't I have keys for my desk and cabinet?

The site is responsible for collecting keys at the end of the school year. Then when school starts, they have the keys needed to reissue to staff.

Why does it take so long for desk and cabinet keys to be made after they were requested?

When we receive requests for desk and cabinet keys, it is usually during the busiest time of the year (school starting). We concentrate our resources on door locks and keys for the operations of the school and security of the buildings. We issue desk and cabinet keys as time permits.

Who schedules/coordinates our building rental activities?

All building rentals go thru the Athletic & Activities Facility Rental at 303-326-1957 or at their website at: <http://www.aps.k12.co.us/athletics>

What are the operating hours for District Security and for Facilities Dispatch?

The security department is available 24 hours a day and 7 days a week to field calls. They can be reached at 303-367-3060. Facilities Dispatch hours are from 7:00 a.m. – 4:00 p.m. and they can be reached at 303-367-3000 ext. 28600.

I recently purchased equipment or furnishings that I need to get installed, put together, etc....who does it, who would pay for it, do I contract it out or is there a charge for your department to do the work?

Typically, when you purchase equipment or furnishings through Purchasing they should include someone putting them together for you and it should be included in the cost of the items purchased.

Otherwise, you can put in a work order for someone from our department to put your equipment or furnishings together and there will likely be a charge for this service.

I need to get rid of surplus equipment or furnishings, who do I call, and can I just toss it?

Certain things are considered fixed assets and you need to contact the Warehouse at 303-326-1987. They are also the same ones you would contact for the pickup of your discarded items.

PAINTING QUESTIONS:

Can I paint my office or classroom walls?

No, the District has very specific standards for paint quality, type, color, and application. We prefer that you leave painting to our professional team. Additionally, there are not funds allocated to change the custom color(s) when staff vacates the space.

Why are most of the walls in my building painted white?

Maintenance and Operations has four painters. They are responsible for maintaining over 4.6 million sq. ft. of interior space. Painting most interior walls the District's standard color, pearl white, is done for efficiency and durability. We can stock one color that matches most of the painted surfaces inside our buildings. This process allows our professional team to spend more time painting and less time matching and ordering paint. In addition, paint waste is significantly reduced to remain fiscally responsible.

How do I make my site less institutional and more interesting if we can't paint classrooms, hallways and offices with custom colors?

We are fortunate to work in K-12 education. We have the greatest students and their work is one of the best ways to add color, interest and excitement into our environments. Displaying student work is a great way to highlight students to our community. Additionally, students take pride in having their work displayed.

Can my site provide funding to have areas painted custom colors?

In most cases no. We appreciate the offer. However, maintenance doesn't receive funds to repaint when staff vacates classrooms, offices or when there are administrative changes.

If my room can't be painted a custom color, can I cover my wall with fabric or paper?

Generally no. The Aurora Fire Department has specific guidelines for combustible materials in schools. Please reference to the Maintenance and Operations webpage for additional information: <http://maintop.aurorak12.org/faqs/>

Can my site have a mural painted in our school?

Yes, sites can fund murals, logos, and mascots. Maintenance doesn't pay for, paint or touch up murals, logos, mascots, et cetera. Please contact your maintenance site coordinator prior to commissioning painted art work on any building finishes in your building. Interior murals are limited to main entrances, cafeterias, media centers or gyms. Mural designs are subject to Chief Operating Officer approval.

How often can I expect my classroom or office painted?

Maintenance doesn't have a specific schedule or rotation for repainting classrooms, offices or hallways. We prioritize requests based on space type, use, damage, need, other associated work occurring in the room, et cetera. Our focus is always placing student achievement first.

My building has an existing accent wall color. Will M and O match the color or paint the wall pearl white?

We will match existing accent colors. We will not repaint an existing accent wall another accent color. Or, if you prefer, we will paint the wall pearl white.

Will maintenance paint unpainted brick, block or wall tiles in my building?

No. Unpainted bricks, blocks and wall tiles were installed for durability and low maintenance. Painting these surfaces will increase short and long-term maintenance costs.

My building has an existing mural in the hallway. I want the hallways repainted, but do not want maintenance to paint over the mural. Will the painter paint over our mural?

No, the painter will paint around all murals, logos and mascots unless otherwise directed. Communicate with your maintenance site coordinator to ensure designated paint areas are conveyed to our team of painters.

WORK ORDER QUESTIONS:

How do I place a request for service (work order) for Maintenance and Operations?

Typically, these service requests should be directed to your head custodian or front office staff. They will take your information and submit a service request through SchoolDude or place a call to Maintenance and Operations Emergency Service Desk, depending on the urgency of the request. For an explanation and clarification of the services provided by Maintenance and Operations, please review these web site documents:

<http://maintop.aurorak12.org/files/2008/09/services-for-maintenance.pdf>.

<http://maintop.aurorak12.org/files/2011/07/Emergency-and-Routine-Services-july-20133.pdf>

Where do I go or look to find out who my point of contact is for (Exterior support, existing repair work orders status...etc)?

You can find everything you ever wanted to know about Maintenance and Operations at this website. To find out who to contact for your site go to <http://maintop.aurorak12.org/site-info-zones> and you should be able to locate your site, double click it and it will take you to the supervisor assigned to your site.

Who submits work orders for different projects...i.e. building repairs vs. new work, the custodian or site secretary?

Most work orders should be submitted by your custodian so that he can track all work at your site. Otherwise, your site administrator should make that decision.

Who should I call about (prairie dogs, rabbits, snakes, pigeons, bees) or other issues relating to pest control?

Contact facilities base at 303-367-3000, and they will dispatch the appropriate people to remediate the issue as soon as practical.

How long after submitting a work request can I expect the work to be done and if it isn't, why is that?

Typically, work order requests are completed with 25 days of receiving them but in some cases a project can be delayed due to materials or parts having to be ordered. If you have questions about a specific work order it's best to call your area coordinator.

I have a building inspection scheduled, should I wait until after the inspection to submit a work order?

Sending in a work request before an inspection, like e-light batteries being out, should be done as noted and not saved until inspection time, just submitting a work order doesn't guarantee immediate response.

Why are estimates for billable work only honored for 30 days? There are several factors why. Our economy is very dynamic. Building materials and supply costs can change weekly and even daily in some cases. Because of this dynamic market our vendors, supply houses, and contractors may not honor prices for an extended period. Thirty days is a reasonable timeframe for estimates to be reviewed and to make a decision whether to proceed with the work.

Will my site budget be charged for M & O services?

Depending on the work or service requested, your site budget may be charged. In general, Maintenance and Operations Department's responsibility is for the maintenance and repair of existing facilities. The cost of new items (discretionary items, expansion of service, remodels, classroom changes, etc.) typically should be borne by the site (or others such as Risk Management, Athletic programs, Capital Reserve funds, for example).

For additional information and an expanded list of examples of provided or billable services, please view <http://maintop.aurorak12.org/work-orders>

If the site budget is to be charged for the request, can I get a cost estimate before approving the work?

Yes. When you submit the work request, indicate your desire for a cost estimate in the long description (comments). The estimate will be prepared and sent to you via email. You will have the option to approve or decline the work. With your approval, you will be expected to provide the appropriate account for us to use for the Oracle journal entry to charge for the work/service request. You may also receive an estimate if the work requested is normally billable but you failed to ask for an estimate or provide a budget code. If you did provide a budget code as part of the request, we will treat that as your approval for us to proceed with the work and charge your budget code upon completion of the work.

Why are some electrical installations charged to the site and some aren't?

Technology upgrades, overloaded circuits, fire department violations, and full electrical panels are all instances that Maintenance and Operations might fund the cost to remedy the problem.

Is it okay to phone Maintenance and Operations for all my work order requests?

Only "emergency/urgent" work requests should be called in, all other requests should be entered from the site using the SchoolDude Work Request system. In general, emergency/urgent is defined as: Any situation/problem that jeopardizes the life, health, property or safety of building occupants, or situations where, if response is delayed for more than 24 hours, use of the facility could be discontinued. For additional information and reference, please go to <http://maintop.aurorak12.org/work-orders>

Why do I need separate work requests for the same issue in several locations at my site?

There are several reasons why it is important to create separate requests. First, with separate requests we are able to plan, schedule and assign the work. Second, if there is a need for follow-up on a request, it will allow you to add additional information. Separate requests allow us a more accurate history of what work has been performed at your site. Exceptions to this are; asphalt and concrete work which can be submitted on one work order.

I sent in a work order to have my parking lot swept last week. Why hasn't it's it been done yet?

Normally, parking lot sweeping is a once or twice yearly function, based on the condition of each parking lot as noted by the Exterior operations team. Thus, no work order is needed. For the foreseeable future, though, sweeping has been discontinued due to both a lack of equipment (No Sweeper) and also significant manpower reductions in the Exterior Operations branch. Service will be resumed as soon as resources once again become available.

How do I request a key?

Each site administrator has designated a person(s) to be in charge of key and lock requests. This is usually the same person that maintains the key inventory using a program called Key Trail. Prior to requesting a new key(s) from Maintenance and Operations, the inventory is checked to see if the site has a spare key available. If not, a request to cut the new key(s) is issued through the work order system, SchoolDude. The new key(s) are delivered to the designated person at the site. (Please note that only work order requests received from the site's designated person are accepted.) This is to insure that the integrity of the key tracking system is maintained. In addition, the site administrator is aware of who has access to the building, what level of access is being granted, and that building security, through the keying system, is not compromised.

HEATING, VENTILATION, & AIR CONDITIONING QUESTIONS:

Who should I call for indoor air quality problems?

To expedite matters, HVAC issues should be called in to our dispatch center at 303-367-3000, ext. 28600 as an emergency. Someone will usually respond within a few hours.

How often are the filters changed in our air handling/air conditioning systems?

Typically, all roof top mounted units and large air handling devices are done twice a year. There are specialty units at several sites that require filter changes four times a year. We also assess the filters each time we provide service and in certain situations, we'll increase our frequencies if needed.

What hours can I expect the HVAC system to be on?

HVAC systems are programmed to maintain ideal temperature ranges of 68 F - 74 F during occupied hours. Occupied hours are school days from 60 minutes prior to and 30 minutes following bell times.

How can I request ventilation for our needs before or after hours?

Unoccupied hours include those not covered under occupied periods including before and after hours on schools days as well as; weekends, holidays and breaks. Please go this site: <http://maintop.aurorak12.org/energy-conservation/heating-cooling> to download the process for making before and after hours HVAC scheduling requests along with other vital information about HVAC system scheduling and operation.

GROUNDS QUESTIONS:

Are synthetic turf fields safe to play on? I heard these types of fields contain lead.

Yes, synthetic fields are safe. The U.S. Consumer Product Safety Commission has evaluated various synthetic field types and concluded that young children are not at risk from lead exposure. Please see <http://search.cpsc.gov/query.html?col=recalls&qt=synthetic+turf+fields> for additional information.

I submitted a work order to have my parking lot painted or the play pad touched up before school starts, when will it be done?

The painter position in Exterior Operations, that handles parking lots and Athletic fields striping is currently vacant and not being filled at this time. In addition, significantly less money is available to

contract this type of work out, likely for the foreseeable future. Thus, any significant striping needs will be assessed by the Exterior Operations team on a site by site basis, and the limited resources that are available will be used to take care of safety issues and the most urgent needs district wide.

My trash barrels are consistently overflowing with trash and it is blowing all over my site. Who should I call to have it cleaned up?

The custodial staff at each site is responsible to keep their site trash cans, as well as the overall site clean and free of trash. In addition, the Exterior Operations site maintenance team assigned to each site is assigned to perform this service weekly from May thru October to supplement custodial efforts during the peak outside usage season. Any concerns with this issue should be addressed to the custodian.

ENERGY CONSERVATION QUESTIONS:

I'm interested in energy conservation and recycling, who should I contact?

APS adopted its first phase of energy and resource conservation standards in the spring of 2008. Craig Wright, APS Energy & Optimization Coordinator, is the primary contact for your ideas, questions or concerns regarding energy conservation and recycling. Craig can be reached at 303-367-3000 ext. 28644 or via email at cawright@aps.k12.co.us Additional information can be found at our Energy Conservation website at: <http://maintop.aurorak12.org/energy-conservation>

Where can I find some simple tips on how to save energy at my school?

Please visit <http://maintop.aurorak12.org/files/2008/02/2009-10-Energy-Tip.pdf> to download an energy tips poster. You can also contact Craig Wright at extension 28644 to request a larger quantity of professionally printed energy tips posters for your school.

How much energy does my school use and how does it compare to other schools in the district?

We publish a monthly and quarterly comprehensive energy usage report that can be downloaded at <http://maintop.aurorak12.org/energy-conservation/energy-usage> . It contains a site by site breakdown of monthly and quarterly energy data including key metrics for kilowatt hours of electricity, dekatherms of natural gas, KBTU"s of energy and cost data. It also normalizes data by site, based on calculations per square foot. This data will enable you to perform a calculation of your site's carbon footprint.

Does APS have a set of approved energy standards for lighting, heating and cooling and use of office and personal equipment?

Yes! Please visit <http://maintop.aurorak12.org/energy-conservation/energy-standards> where you can download a two-page memo that summarizes recently approved district energy conservation standards. Please contact Craig Wright at extension 28644 for details or clarification on these measures.

Where can I find information about recycling and waste disposal including pickup schedules, how to report missed pickups and what can and cannot be recycled?

Again, please refer to the Energy Conservation website at: <http://maintop.aurorak12.org/energy-conservation/recycling-waste> for answers to this and many other questions about recycling and waste disposal.

How can I request ventilation for our needs before or after hours?

Unoccupied hours include those not covered under occupied periods including before and after hours on schools days as well as; weekends, holidays and breaks. Please go this site: <http://maintop.aurorak12.org/files/2008/02/After-Hours-HVAC-needs.pdf> to download the process for making before and after hours HVAC scheduling requests along with other vital information about HVAC system scheduling and operation.