



Maintenance/Operations/Facilities Review

Report: December 29, 2021

FCMAT Recommendation Progress Monitoring

January 19, 2022

Using This Document

As a result of the Maintenance/Operations/Facilities Review (MOF) conducted by FCMAT in Summer/Fall 2021 and the report presented to the Board of Education at the January 12, 2022 Governing Board Meeting, the Chief Business Officer and the Directors of Maintenance & Operations and Facilities & Bonds will regularly communicate progress on the FCMAT recommendations on the Business Services and MOF page of the District website, family communication platforms, Ask the CBO video updates, Measure C and J CBOC meetings, and presentations to the Board of Education. For this initial presentation, many of the tasks are assigned to the Director of Maintenance & Operations and will be more delineated to other department leaders by the February presentation.

The sections here coincide with the evaluation areas noted in the January 12, 2022 report. The areas noted here are MDUSD progress monitoring and responses to the recommendations in each section of the review. This document serves as a “dashboard” to outline the efforts to date. Items are color-coded as follows:

Fully Implemented	Implementation in Progress	Planning in Progress	Not Started
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Organizational Structure

1. Reconfigure the management structure within maintenance and operations by redistributing line staff oversight duties and reducing vertical layers of management.	CBO Director of M&O Consultant
MDUSD 1/19/2022 update: this is a work in progress and should be ready for the Board by the Feb 9, 2022 board meeting	

Secretarial Support Staffing

1. Review the tasks being performed by clerical staff and evaluate the distribution of duties among staff, with the goal of alleviating any redundancy in tasks being performed by multiple staff and ensuring time is focused on tasks with the highest priority.	Director of M&O
MDUSD 1/19/2022 update: not started	
2. Assess staffing needs based on workload and distribution of assigned duties.	Director of M&O
MDUSD 1/19/2022 update: not started	
3. Cross train secretarial staff to ensure there is coverage during employee absences to ensure the continuity of workflow.	Director of M&O
MDUSD 1/19/2022 update: not started	

Maintenance Staff & Operations

1. Develop a method for differentiating between contracted routine maintenance and contracted major maintenance.	CBO Director of F&B Director of M&O
MDUSD 1/19/2022 update: not started	

<p>2. Develop a plan for incrementally increasing staffing to enable it to move from Level 4 (Reactive Maintenance) toward Level 2 (Comprehensive Stewardship).</p>	<p>Chief - HR Superintendent CBO Director of M&O</p>
<p>MDUSD 1/19/2022 update: This will be an ongoing conversation with the Governing Board to identify the level of support the Board wants in place, and then prioritized funding to get to that place.</p>	
<p>3. Review and change job descriptions to include other duties so urgent building health and safety issues are not neglected.</p>	<p>Chief - HR Directors - HR Director of M&O</p>
<p>MDUSD 1/19/2022 update: not started</p>	
<p>4. Evaluate its current prerequisites for skilled trade positions to make adjustments to attract a wider range of qualified candidates to fill vacant positions.</p>	<p>Chief - HR Directors - HR Director of M&O</p>
<p>MDUSD 1/19/2022 update: not started</p>	

Custodial Staffing & Operations

<p>1. Consider placing custodians under the direct supervision of school principals, and making principals responsible for the evaluation and discipline of custodians.</p>	<p>Chief - HR Director of M&O</p>
<p>MDUSD 1/19/2022 update: in process of discussing with principals for training needed, most seamless timing for transition</p>	
<p>2. Have school principals collaborate with the facilities area administrator on the expectations for custodians at each school to ensure custodians are not required to perform tasks outside their job descriptions, such as traffic control, yard duty or other miscellaneous duties.</p>	<p>Director of M&O Area Fac. Mgrs</p>
<p>MDUSD 1/19/2022 update: not started</p>	

<p>3. Use the CASBO custodial formula or alternative formula to redistribute the number of custodians among schools equitably based on objective criteria, such as the number of students, number of teachers, and/or building square footage at each school.</p>	<p>Chief - HR CBO Director M&O Consultant</p>
<p>MDUSD 1/19/2022 update: Meetings have started with CBO, consultant, Chief - HR, and Director of M&O. Director of M&O has been working with her staff to look at current staffing and crew cleaning options.</p>	
<p>4. Negotiate language that acknowledges custodial experience outside the district when considering applicants for entry level custodial positions.</p>	<p>Chief - HR Directors - HR</p>
<p>MDUSD 1/19/2022 update: not started</p>	
<p>5. Work diligently to fill vacant custodial positions.</p>	<p>Directors - HR</p>
<p>MDUSD 1/19/2022 update: work in progress</p>	

Custodial Processes & Procedures

<p>1. Use outside vendors when possible to supplement its own efforts to repair tools.</p>	<p>Director of M&O</p>
<p>MDUSD 1/19/2022 update: not started</p>	
<p>2. Use objective standards to determine when a tool should be replaced rather than repaired.</p>	<p>Director of M&O</p>
<p>MDUSD 1/19/2022 update: not started</p>	
<p>3. Update the custodial manual to accurately show lines of supervision, current cleaning standards, and the most up-to-date job descriptions for custodial positions.</p>	<p>Director of M&O Directors - HR</p>
<p>MDUSD 1/19/2022 update: the custodial manual/standards was started in November 2021 and is in the process of being finalized. Updates to job descriptions that will take longer and include the support of the HR Department.</p>	
<p>4. Update custodial job descriptions to include the essential functions of the job. Ensure the job descriptions in the custodial manual and on the district's website are current and up to date.</p>	<p>Directors - HR</p>

MDUSD 1/19/2022 update: not started	
5. Implement an annual custodian tool inventory to identify missing tools at each school, and plan to fund their replacement.	Director of M&O
MDUSD 1/19/2022 update: not started	
6. Implement regular safety training for maintenance, operations and grounds staff using a matrix substantially similar to one in Appendix C of this report. Contract for this safety training if necessary.	Director of M&O
MDUSD 1/19/2022 update: safety training does take place, but a regularly scheduled matrix of needs will be created and shared - work in progress	
7. Hold monthly safety meetings for maintenance and operations staff.	Director of M&O
MDUSD 1/19/2022 update: Weekly meetings have been established with MOF leadership, and safety is a topic. This process needs to be more formalized.	

Grounds Staffing & Operations

1. Continue gathering and compiling detailed data on school site grounds composition to aid in evaluating staffing needs and assignments based on the composition of each school in order to maintain at least safe and healthy school grounds.	Director of M&O
MDUSD 1/19/2022 update: this work began in November/December 2021	
2. Use task-based or needs-based scheduling for grounds staffing based on accurate, detailed data for each school site, and allocate adequate staffing to support those identified needs	Director of M&O
MDUSD 1/19/2022 update: not started	
3. Evaluate the cost and benefit of contracting with external vendors for pest control services versus an in-house staffing equivalent.	Director of M&O CBO
MDUSD 1/19/2022 update: this work started in the Fall and will continue. The decision was made at one site to replace all vendors and invest in the design to mitigate years of gopher issues.	

4. Ensure the department director attends Healthy Schools Act training, and ensure all direct reports to the director have a sufficient understanding of compliance requirements.	Director of M&O
MDUSD 1/19/2022 update: not started	
5. Have department leaders train staff in the proper use of weed control products.	Director of M&O
MDUSD 1/19/2022 update: not started	
6. Solicit the development of a turf care plan that addresses all of the key elements for proper maintenance for each type of turf area maintained, and that is accompanied by site maps that identify all turf areas subject to the plan.	Director of M&O
MDUSD 1/19/2022 update: not started	
7. Consider investing in a centralized irrigation controller system that uses cellular data transmission.	Director of M&O CBO
MDUSD 1/19/2022 update: not started	
8. Solicit the development of a tree care plan by a certified arborist.	Director of M&O Consultant
MDUSD 1/19/2022 update: not started	

Ongoing and Preventive Maintenance

1. Implement practices to ensure that maintenance staff are using the work order system properly and that department leaders are involved in using the work order system as an accountability tool.	Director of M&O CBO Consultant
MDUSD 1/19/2022 update: this process has started but needs to be built out	
2. Establish a system for the maintenance manager and the director of maintenance and operations to present to the CBO monthly a six-week work order report that includes a plan for how to resolve each outstanding issue 3. Establish a plan for communicating with and updating those who requested the work on the progress of outstanding work orders.	CBO Director of M&O

MDUSD 1/19/2022 update: not started - will emerge after an effective Step 1 has been created	
3. Establish a plan for communicating with and updating those who requested the work on the progress of outstanding work orders.	Director of M&O Director of F&B
MDUSD 1/19/2022 update: This process has improved over the last 9 months and principals/directors of departments have acknowledged the improvements. However, this needs to be more structured and consistent.	

Preventive Maintenance Planning

1. Create, or commission the creation of, a comprehensive preventive maintenance plan that includes all facilities for each site. Ensure the plan describes all building components and systems, the maintenance requirements and timing for each, and whether district staff or a vendor will perform each task.	Director of M&O Director of F&B
MDUSD 1/19/2022 update: This process started in the Fall with an inventory of maintenance needs, and is a work in progress.	
2. Use the work order system to manage preventive maintenance work assignments.	Director of M&O Director of F&B
MDUSD 1/19/2022 update: This is a work in progress.	
3. Develop a proactive preventive maintenance strategy.	Director of M&O Director of F&B
MDUSD 1/19/2022 update: This is a work in progress.	

Deferred and Major Maintenance Plan

1. Develop a comprehensive five-year deferred maintenance plan and allocate funds in its annual budget to address its most significant deferred maintenance needs.	CBO Director of Tech Director of F&B
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MDUSD 1/19/2022 update: A five year plan is close to completion and is tentatively scheduled to be brought to the board in February 2022.	
2. Identify funding sources, including RRMA funding and other sources, to address ongoing maintenance needs.	CBO Director of M&O Director of F&B
MDUSD 1/19/2022 update: Funding sources have been reviewed, including ESSER II and ESSER III, and are available for use. Additional Measure J bonds can be sold when more projects are in process of moving forward.	

Routine Restricted Maintenance Account

1. Review and carefully evaluate the use of proceeds transferred into the RRMA, and prioritize this funding for this purpose.	CBO Director of F&B Director of M&O
MDUSD 1/19/2022 update: This is a work in progress to create a better system to address with the support of a consultant.	
2. Determine whether the RRMA can support the cost of hiring additional maintenance personnel.	CBO
MDUSD 1/19/2022 update: In Spring 2021, shortly after FCMAT began its study, RRMA was tightened up with use of funds for allowable percentages of district positions. The same will take place with additional positions as they are approved.	
3. Require school administrators to ensure that the custodians at their school perform the minor maintenance tasks in their job descriptions.	CBO Director of M&O
MDUSD 1/19/2022 update: This can begin with a more structured handoff of site custodians to principals, which is a work in progress.	
4. Ensure that the RRMA is monitored during the fiscal year and that all funds are expended, unless funds are being accumulated for deferred (major) maintenance projects.	CBO Director of M&O
MDUSD 1/19/2022 update: This is a work in progress and will be more effectively followed once a proactive plan to address maintenance needs is in place.	

Bonds & Capital Improvement Division

1. Consider both the quality and quantity of work when evaluating the effectiveness of using internal construction managers.	CBO Chief - HR Director of F&B
MDUSD 1/19/2022 update: Not started	
2. Revise the department's organizational chart to reflect the role the planner position plays in the maintenance department.	CBO Chief - HR Director of F&B
MDUSD 1/19/2022 update: Not started	
3. Conduct a task audit of the AutoCAD drafter position to gain a better understanding of the daily duties performed in comparison to the district's job description.	CBO Chief - HR Director of F&B
MDUSD 1/19/2022 update: Not started	

Coordination of Facilities Projects & Available Funding

1. Submit applications for school site modernization to OPSC in case funding becomes available in the future.	CBO Director of F&B
MDUSD 1/19/2022 update: MDUSD eligibility was completed for remodernization in Spring 2021 by School Facility Consultants. With this information, we can now apply for qualifying projects as they emerge.	
2. Cultivate an in-house expert (e.g., the director of facilities and bonds) who has general working knowledge of OPSC, DSA, CDE and other state agency guidelines.	CBO Director of F&B
MDUSD 1/19/2022 update: This is a work in progress as the Director of Facilities & Bonds is learning this role with support of a consultant.	

Capital Facilities (Developer Fee) Fund

<p>1. Have the director of facilities and bonds coordinate all capital facilities funding sources, including developer fees.</p>	<p>CBO Director of F&B</p>
<p>MDUSD 1/19/2022 update: This is a work in progress</p>	
<p>2. Identify how developer fees will be spent at each of the school sites listed in the Annual Accounting of Development Fees for the Capital Facilities Fund (Fund 25), and amend the report accordingly.</p>	<p>CBO Director of F&B Director - Fiscal</p>
<p>MDUSD 1/19/2022 update: Developer fees have been on hold to address the need to build new school sites in Pittsburg, based on developments and growth, but will begin to be used for other qualifying projects in the district where the funds were generated. The annual and five year developer fee reports were completed in Nov/Dec 2021 and a developer fee update is scheduled for Jan/Feb 2022.</p>	
<p>3. Capture the allowable 3% of collected developer fees for administering the fees.</p>	<p>CBO Director - Fiscal</p>
<p>MDUSD 1/19/2022 update: This practice will be updated with qualifying projects.</p>	

Training & Cross Training

<p>1. Implement cross training for each administrative support position in the MOF office to ensure essential tasks and functions can be completed without interruption when an employee is absent, a position is vacant, or additional support is needed to complete tasks on time.</p>	<p>Director of M&O Director of F&B</p>
<p>MDUSD 1/19/2022 update: not started</p>	
<p>2. Hold employees accountable using the evaluation process once personnel are appropriately cross trained.</p>	<p>CBO Director - HR Director of M&O Director of F&B</p>

<p>MDUSD 1/19/2022 update: The CBO worked with HR staff in December to identify all outstanding evaluations in the MOF departments. The HR Director then conducted a management training on evaluations on Dec 13, 2021 and a second one specifically for all M&O staff again on January 21, 2022. The first step in the use of the evaluation process needed to start with training for leadership. After addressing other issues with the current span of control, staff can be trained on how they will be evaluated so the process is clear to all employees.</p>	
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Organizational Culture & Communication

<p>1. Continue efforts to establish clear expectations for and communicate these to the Maintenance and Operations, and Facilities departments' personnel.</p>	<p>CBO Director of M&O Director of F&B</p>
<p>MDUSD 1/19/2022 update: this is a work in progress, and the FCMAT report will assist the departments in the establishment of systems, structures, and internal processes that will address expectations.</p>	
<p>2. Ensure department leaders communicate effectively to department staff any changes in policy, procedures, or organizational structure. Ensure communications are timely, based on the matter at hand, and move through the appropriate channels, especially when any changes being communicated will have an immediate and significant effect on employees.</p>	<p>Executive Cabinet CBO</p>
<p>MDUSD 1/19/2022 update: this is a work in progress, and the FCMAT report will assist the departments in the establishment of systems, structures, and internal processes that will address expectations.</p>	
<p>3. Hold personnel accountable for deviation from established policies, procedures or supervisory directives.</p>	<p>CBO Director of M&O Director of F&B</p>
<p>MDUSD 1/19/2022 update: this is a work in progress, and the FCMAT report will assist the departments in the establishment of systems, structures, and internal processes that will address expectations.</p>	