

# CFS Resource Guide

## PRINCIPAL'S OVERVIEW



**This Resource Guide was developed to ensure that answers to questions and inquiries regarding facilities, maintenance and custodial support services can be found in one reference tool. The CFS – Facilities Services group provides the best possible support services to our customers & school-based administration, and offers this resource to assist HISD principals with our commitment. In an effort to provide management best practices district-wide and provide a facilities-to-standard focus within HISD, the Office of Business Services is committed to providing customer support in the maximum delivery of services: custodial, grounds, preventive maintenance, facility services, permits & compliance, and contractor/vendor follow-up initiatives.**

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## EXECUTIVE OVERVIEW

Facilities Services, a part of the Construction and Facilities Services organization, provides coordination, planning, scheduling, and completion of work requests for all district facilities. This guide is intended to assist with answering your questions regarding facility, maintenance, custodial support services, and to provide a “go to” resource for all facility issues.

We’re committed to providing the best support to you, our students, other school-based administration and employees, and trust that this tool will deliver the following:

- An overview of Construction and Facilities Services (CFS)
- An understanding of the ‘Facilities’ organization within CFS
- Information, that is readily accessible concerning
  - Key service groups and their responsibilities
  - Functional support groups and their responsibilities
- Vital contact information
- Knowledge of key terms used to request, communicate, and follow-up in all matters regarding facility support

Our purpose is to:

- Focus on your request
- Agree on a course of action
- Resolve the issue

At every intervention point, CFS remains responsible for focusing on the customer and honoring our mission to place children first, keep them safe, and contribute to student achievement by managing non-instructional aspects of the learning environment.

You are encouraged to visit the portal to view changes as they occur. We invite and appreciate your comments and recommendations.

Brian G. Busby, General Manager  
Facilities Services  
Construction and Facilities Services

## COMMITMENT AND PURPOSE

We are responsible for providing consistently responsive, timely, professional, reliable and specialized customer service. Our purpose is to focus on the request, agree on a course of responsive action, resolve the problem, and follow-up to ensure customer satisfaction.

CFS remains responsible for focusing on the customer and honoring our mission to place children first, secure our facilities, and contribute to student achievement by maintaining the learning environment. Our employees will provide services to our customer that ensure safe, comfortable, and operative facilities for students, employees, and community patrons.

Campus-based administration is assured best practices from CFS so that HISD principals are positioned to focus more on student achievement, knowing that facility, maintenance and custodial services are managed by CFS.

## Section One

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### PROCESSING YOUR REQUESTS FOR MAINTENANCE SERVICE

#### CFS Customer Care Center

Your initial point of contact for all schools, auxiliary facilities and other district operating offices, customer requests for maintenance services are processed by calling (713-556-9400). This service center is a 24/7 avenue for submitting requests for facility/maintenance repair or service.

The **CFS Customer Care Center** is a support service group that provides a range of specialized support services district-wide. Positioned to respond to customers according to request and area of specialty, this fully staffed monitoring center operates to accept school and auxiliary work order requests, processing of all emergencies, initiating routine service requests, and initializing preventive maintenance services.

This group specializes in expediting each request for maintenance service, categorizing the nature of the request, developing the work order notification that gets to the appropriate maintenance area for service dispatch.

In order to streamline the process and minimize the possibility of inaccurate routing, it is recommended that a single employee (i.e., Plant Operator, School Secretary, Office Clerk, etc.) generate all work order requests and serve as the contact person for follow-ups and inquiries.

#### The Process

#### Requesting Facility/Maintenance Service

##### Initiating the Work Order Request

Upon receipt of a verbal request for service, staff will make the determination regarding prioritizing each incoming request for facility/maintenance service. This process begins the “Work Order” service request. Work Orders are divided into four categories:

**Priority 1: Emergency** – work that requires immediate action to restore safe operations or services, or to remedy problems that could interrupt campus activities or instructional processes. Emergency responses occur within one hour. Emergency Work Orders address the following types of problems:

- Gas leaks
- Power failures
- Ruptured pipes or disruption of water service
- Heating or air conditioning failure (to a wing of a building or a larger-than-normal area occupied or activity area)

**Priority 2: Routine** – routine work orders are usually completed during a regularly scheduled service call or a routine site visit. These work requests are important but have lesser need than an emergency. Priority 2 requests may have a negative impact on the educational process or could pose a safety risk for building occupants. Routine Work Orders include the following types of problems:

- Replacement/repair of a single unit ventilator
- Replacement/repair of restroom plumbing fixtures

**Priority 3: Planned** – planned Work Orders are usually lower priority service needs that can be completed with minimal disruption to the learning environment. This category of work order is usually completed following Emergency or Routine Work Order requests. These are service requests that are remedied without interruption to campus or instructional processes. Planned Work Orders may include:

- Minor painting
- Installation of white boards
- Minor flooring installation/repair
- Wall and ceiling repairs

**Priority 4: Deferred Projects** – deferred maintenance projects are completed when affected areas, requiring maintenance, are unoccupied. Construction and capital improvements, as well as approved new work, may fall into this category. Deferred Work Orders include:

- Maintenance projects scheduled for completion during summer or winter break
- Parking lot overlays
- T-building renovations

### Sample Maintenance Requests

Routine Maintenance	Preventive Maintenance	New Maintenance	Specialty Items/Requests
Flooring repairs	HVAC filter repairs	Electrical – Computer Lab	Marquees
Plumbing repairs	Cooling Tower fluids	Welding shop	Aquariums
Intercom Systems		Office renovations	Water features
Roofing repairs		Cabinetry/Trophy Cases	Open House
Routine Custodial Needs			Town Hall Meetings

## CFS Facilities Maintenance

Heating and air conditioning (HVAC), electrical, plumbing, roofing, structural, alarms, locks, security, fire and burglar alarms, hazardous materials, permits and compliances, contract services, auxiliary support, T-buildings, SPARK Parks, CAD services, waste management, maintenance support, landscaping services, and custodial operations.

## Contractor/Vendor Services

Outside contractors/vendors provide many maintenance support, structural, and new maintenance services. In many situations, when structural and long-term projects extend beyond maintaining facilities, outside contractors and vendors may provide these services (for a fee). A Board-approved list of contractors/vendors is available upon request.

When it comes to outside contractors/vendors, the same high standard of performance and service is expected for all district properties. CFS will monitor and evaluate services provided by these outside groups.

## New Work

New work is any work requested that is **NOT** maintenance or repair (existing items). Example of new work (i.e.):

- New bookshelves
- Converting classrooms into computer labs
- Other structurally renovated areas
- Conversions in classrooms requiring new outlets
- Painting a room (changing colors)

If new work is requested (desired), it will be provided on overtime or by an outside contractor. The school will absorb the cost. To request “new work”, you must

- Contact the Customer Care Center (713-556-9400), or
- Contact your maintenance area office to request new work (contact information listed in Section Two)
- Meet with a maintenance Team Leader who will visit your location to assess the job, following receipt of the request
- Receive a quote from the Team Leader for the work requested
- Wait to hear from the Maintenance Team Leader who will contact the contractor to arrange for an on-site quote if it is determined that an outside contractor will provide the requested work

CFS will not assume responsibility for costs associated with requests for new work.

## Section Two

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### WE'RE ORGANIZED TO SERVE

#### CFS Service Configuration

CFS Facilities continues to re-define how we provide the best possible service to the district. In doing so, we have restructured our work units in a way that

- Provides a facilities-to-standard commitment within HISD,
- Increases management efficiency,
- Staffs each maintenance satellite location with trained, experienced and skilled employees who supervise and monitor maintenance services in every HISD school and auxiliary location (in the most efficient and effective manner possible)
- Ensures that our mission is highly valued with respect to customer service and satisfaction.

Included in this section are CFS organizational depictions: how to contact us for service.

1.	CFS Business Solutions	Eugene Salazar, Senior Manager
2.	Facilities Maintenance	Alfred Hoskins, Senior Manager
3.	Operations	Barry Taylor, Senior Manager
4.	Security Maintenance	Byron Thurmond, Senior Manager
5.	Energy and Sustainability	Kellie Williams, Senior Manager
6.	Special Projects and Contract Administration	Marcus Sheppard, Senior Manager
7.	CFS IT Business Solutions	Alishia Jolivet, IT Manager
8.	CFS Professional Development	April Smith, Manager

### **CFS Administration – Facilities Services**

Brian G. Busby, General Manager

The Office of CFS Facilities Services oversees and manages day-to-day operations that govern repair and maintenance of district facilities around the City of Houston. Under the supervision of the General Manager, CFS is committed to deliberate emphasis on service, guaranteed to ensure quality support is delivered to the children and employees of HISD. We are dedicated to ensuring safe, comfortable, and operational facilities for our students and staff. We are successful only when our customer is provided quality, professional, exceptional service.

<b><u>Brian G. Busby</u></b> , General Manager – Facilities Services	713-220-5018
Eugene Salazar, Senior Manager – Business Services	
Alfred Hoskins, Senior Manager – Facilities Maintenance	
Barry Taylor, Senior Manager – Operations	
Byron Thurmond, Senior Manager – Security Maintenance	
Kellie Williams, Senior Manager – Energy & Sustainability	
Marcus Sheppard, Senior Manager – Special Projects and Contract Administration	
Alishia Jolivet, IT Manager, CFS IT Business Solutions	
April Smith, Manager, CFS Professional Development	
Patrice Humphries, Administrative Assistant	713-220-5018

### **CFS Business Services**

Eugene Salazar, Senior Manager

Serving as the initial point of contact for schools and facilities, the Customer Care Center processes all maintenance and incoming work requests and routes for immediate service response. This group provides district-wide assistance in reporting and tracking scheduled maintenance services. Financial and budgetary functions are conducted within this group, which also facilitates contract administration, uniform distribution for custodial services, and code and compliance.

<b><u>Eugene Salazar</u></b> , Senior Manager – CFS Business Services	713-671-1731
Kimberly Urban, Manager – Accounting	
Patrice Baltimore, Manager – Customer Care Center	
Lucie Garcia, Manager – Compliance	
Claudia Medellin, Administrative Assistant	713-671-1731



**Facilities Maintenance**

Alfred Hoskins, Senior Manager

The CFS Facilities Maintenance group is committed to providing high-quality management and care to all district facilities in an efficient and effective manner. The department is strategically divided into two maintenance areas, two HVAC support areas, master electrical & master plumbing, and environmental management - all to better serve schools and facilities. These diverse and multi-functional groups ensure city, state, and federal mandates are met and that the Facilities organization remains in environmental compliance with designated agencies. Under the supervision of the Senior Manager, Facilities Maintenance these service groups are committed to quality service, delivered every day to our students and employees at a reasonable cost and on a timely basis.

<u>Alfred Hoskins</u> , Senior Manager – Facilities Maintenance	713-671-3200
Ricardo Hinojosa, Area Manager – Maintenance North	
Gerron Hall, Area Manager – Maintenance South	
William Cooper, Manager – Environmental Affairs	
Darcy Davis, Manager – HazMat	
Artis Franklin, Master Plumber	
Hector Bello, Master Electrician	
Carl Deason, Manager – Auxiliary Services	
Stanley Richardson, Manager - HVAC North	
Tim Pipkin, Manager - HVAC South	
Sherry Jones, Administrative Assistant	713-671-3200

**CFS Operations**

Barry Taylor, Senior Manager

The largest of all CFS service groups, these employees ensure clean, sanitary, and comfortable work environments for our employees and students. Buildings are maintained in compliance with industry standards, with employees committed to providing continuing custodial services that include inspections, monitoring, and staffing custodial personnel that respond to all custodial requests and needs of the campus or facility served.

<u>Barry Taylor</u> , Senior Manager – Operations	713-220-5018
Barbara Mora, Area Manager - Custodial Area 1	
Jorge Lopez, Area Manager – Custodial Area 2	
Pervy Francis, Area Manager – Custodial Area 3	
Larry Nabors, Area Manager – Grounds	
John Perry, Manager – IPM, Playgrounds	
Michelle Chevalier, Administrative Assistant	713-220-5018

**Security Maintenance**

Byron Thurmond, Senior Manager

Committed to providing a safe and secure learning environment, this service group maintains and operates emergency notification systems, reliable and cost effective emergency radio services, and repair services to all HISD fire alarm systems (to include burglar and fire alarms, access control, public address systems, CCTVs, bells/clocks, security locks, and fire extinguisher services); in a way that provides its customers with the best possible service.



<u>Byron Thurmond</u> , Senior Manager – Security Maintenance	713-671-1750
Rick Villanueva, Manager – Security Maintenance	
Brandi Enard, Administrative Assistant	713-671-1750

**Energy & Sustainability**

Kellie Williams, Senior Manager

The Energy & Sustainability department develops and implements smart energy procurement and energy efficiency projects for all campuses and administrative areas (Energy Resources and Training, Retro-Commissioning, Water Conservation, Electricity Savings Steps, Energy Performance Contracting, Single Steam Recycling Community Engagement and LEED Green Building Certifications). This group also oversees DDC controls which monitor automated building settings for HVAC systems and efficiency management of lighting.

<u>Kellie Williams</u> , Senior Manager – Energy & Sustainability	713-671-1735
TBD, Manager - Energy	
Stephanie Walker, Administrative Assistant	713-671-1735

**Special Projects and Contract Administration**

Marcus Sheppard, Senior Manager

Our Special Projects and Contract Administration group oversees renovations, repairs and new projects including temporary buildings and parking lots with a project minimum cost of \$25,000. While maintaining and resolving vendor and contractual issues, contract administration and providing construction management services, this department also oversees Capital, Life Safety, Emergency Occurrences and SPARK Park construction that provide a safe industry-standard installation of community-used playground equipment.

<u>Marcus Sheppard</u> , Senior Manager	713-671-3299
Greg Poitier, Manager	
Amanda San Miguel, Administrative Assistant	713-671-3299

**CFS IT Business Solutions**

Alishia Jolivet, Manager

Acting as a liaison between CFS and Information Technology (IT), this service group provides organizational support for technical related issues. CFS IT Business Solutions also oversees the creation, categorization and routing review process of incoming maintenance requests.

<u>Alishia Jolivet</u> , Manager	713-220-5015
Jayne Edwards, Project Manager	
Tamara Elijah, Senior Business Analyst	
Kimberly Mullins, Business Analyst	
DeShatra Tingle, Senior Customer Service Representative	713-220-5015

**CFS Professional Development**

April Smith, Manager

Purposed to support Service Excellence, this department provides leadership and management development, hands-on Plant Operator and Custodial Proficiency Skills courses and employee certifications/licenses for all crafts.

April Smith, Manager

713-676-9760

Armani Greer, Senior Maintenance Trainer

Helen Jackson, Senior Maintenance Trainer

Lucille Richard, Administrative Assistant

713-676-9760

## Section Three

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### PREPARED TO ACCOMMODATE SPECIAL REQUESTS

#### Specialized Services

Beyond the normal school day (evenings and weekends), parents and other community patrons request use of HISD facilities for specialized functions. We are committed to extending the same safe, sanitary, and secure measures to accommodate these after-hour requests, and work diligently to guarantee that our facilities are maintained in an exceptional manner.

#### Overtime Requests – Custodial and Maintenance Services

When requesting custodial services extending beyond the employees normal 8-hour shift, the designated Team Leader must be contacted at least 48 hours prior to the event to obtain overtime approval. All details including employee access, lock-up supplies, and other necessary concerns should be discussed and agreed upon prior to confirming overtime.

When a school-affiliated PTO sponsors or facilitates an event, that parent-teacher group will be responsible for any custodial overtime charges. In most routine situations, CFS will absorb custodial supply costs to ensure that facilities are maintained and restored to daily operational condition.

If requested overtime will be funded by the school, there must be communication with the Custodial Team Leader regarding the concerns listed above. If overtime is funded by Construction and Facilities Services, communication with the Custodial Team Leader will determine details that establishes responsibility.

If a request for maintenance repair services are the result of an emergency, contact must be made through the Customer Care Center (713-556-9400) in order to expedite a Work Order request. At no time or in any situation should **emergency** overtime work be delayed by the approval process, or by failing to complete the Overtime Approval Form.

#### FACILITY RENTAL/LEASE REQUESTS

Administrative procedures governing rental of District facilities is provided by the HISD Controller's Office. There are rules governing rental procedures for HISD-sponsored activities, and those for non-District groups. Forms are available in the Appendix.

If a school plans to host, or is currently hosting, after-hour and weekend community groups, it is the responsibility of the principal to contact the CFS Facilities Maintenance department (713-671-3200) to make arrangements for custodial services, maintenance support, supplies, and other facility-related necessities.

A Chart of Expenses is provided, below. This chart identifies average hourly pay designations for maintenance personnel and those rates established by HISD approved vendors. An hourly rate for CFS Operations (Custodial Services), and for CFS Landscaping services.

## CHART OF EXPENSES

CRAFTS	Average Hourly Pay	Contractors' Average Hourly Price	Charter Schools
<b>MAINTENANCE</b>			
1. Electricians	\$ 23.37	\$ 85.00	
2. HVAC	\$ 24.55	\$ 80.00	
3. Painters	\$ 19.42	\$ 0.37 per sq. ft.*	
4. Plumbers	\$ 21.55	\$ 80.00	
5. Maintenance Reps	\$ 19.47		
6. Helpers	\$ 12.62		
7. Team Leaders	\$ 27.42		
8. General Contractor		\$ 24.00	

<b>OPERATIONS</b>			
1. Cleaning <ul style="list-style-type: none"> <li>• Pre-event supplies</li> <li>• Post-event supplies</li> </ul>	\$392.24 \$100.00		
2. Overtime Cost (20 hours per employee) <ul style="list-style-type: none"> <li>• 1 Team Leader (\$ 540.00)</li> <li>• 1 Plant Operator (\$ 400.00)</li> <li>• 1 Custodian (\$ 300.00)</li> </ul>	\$27.00 \$20.00 \$15.00		
3. Landscaping	\$500-25K**		

\*Includes 1 prime coat and 2 color coats

\*\* Cost varies according to requested services.

## REQUESTS – GROUNDS AND LANDSCAPING SERVICES

Grounds services are available following receipt of a Work Order Request (713-556-9400), dispatched to the grounds group for requested services to be provided in accordance with best practice standards.

The scope of work is summarized below:

- Lawn mowing and trimming
- Paved area edging
- Fence line vegetation control
- Litter and debris removal
- Flower bed maintenance and weeding on flower beds which currently exist

Continuing standard practices for overtime services, all overtime requests must be pre-approved by the designated Grounds Team Leader (please refer to p. 10 for “Overtime Requests”).

Efforts have been made to adhere to testing dates and other designated times when we must minimize problems, issues, and dispense with scheduled services. The Landscape service group will work with each school to ensure our services align with school operations. Routine quality assurance inspections and routine checks are conducted to ensure quality service.

If there is a concern, please make the first contact with the CFS Customer Care Center. Follow up communication/resolution will be made with the facility representative based upon the type of issue being addressed.