



Discover a World of Opportunity™

Principal's Handbook

A GUIDE TO SERVICES, PROCEDURES,
AND PROCESSES FOR
FACILITY MANAGEMENT



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Facility Management Overview

Facility Management is comprised of several divisions (Maintenance, Custodial Operations, Sustainability, Community Use, Professional Development, Safety, Real Estate and System Administration) with various functionalities that support the district's academic mission. Employing over 900 experts in their field, this team manages over 15.5 million square feet of enclosed building space in 230 schools located in 175 DPS owned and nine DPS leased facilities as well as 11 administrative buildings. Responsibilities include maintaining facility assets, ensure safe clean environments, sustainable operations, community use of facilities as well as hiring and developing quality staff to perform these functions.

Facility Management Mission:

To provide a safe, clean and quality educational environment for all DPS students and staff; quality customer service both internally and externally, and to promote operations that are environmentally and economically efficient, effective and sustainable.

The purpose of this manual is to:

Provide an overview of the Facility Management Department (who we are)

Provide guidance and important information to request Facility Management support

Understand facility policies/procedures related to building systems/modifications

Provide a quick reference guide when information is needed around any particular function within facilities.

First Call Center (FCC):

The First Call Center provides a central location or point of contact that customers outside and inside DPS can utilize for any questions, concerns or requests.

How can First Call help you?

First Call helps with all communications within DPS including but not limited to maintenance or custodial concerns, volunteer projects, and school based or self-help projects. First Call also can assist with communicating to outside entities such as the Denver Health Department and the Denver Fire Department.

Whenever there is an urgent or emergency situation, First Call is here to help! First Call will help coordinate communications between responding shops, outside entities such as D.F.D. and all invested parties, so everyone is aware of the current situation and its status. First Call can also provide emergency mitigation companies to help restore the building to its previous condition .



How to Contact:

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Fax: 720-423-4021

Email: FirstCall@dpsk12.org

[**Visit us on The Commons!**](#)

First Call Team:

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Building Operational Information and Critical Guidance

Work Order Processing

All work orders are submitted by Facility Manager and other Operation's staff located at your building. Work orders are submitted, assigned and tracked through the Denver Public School's computerized maintenance management system, Tririga. Any building concerns should first be brought to your Facility Manager or Operations staff. A work order report can be found in the Principal Portal under Operations- Reporting.

Principal School Score Card

A School Scorecard for every school building can be found in the Principal Portal under Operations-Reporting. This scorecard contains information relating to maintenance work order completion, Operations allocations and inspection score, utility use, community use and Facility customer service ratings.

School Closure Direction

Please view the following process when school closure is possible:

[Principal Weekly- October 2017](#)

Water Outages and No Hot Water

All water outages need to be reported to the First Call Center. The First Call Center will work with the Plumbing department to determine a timeline for water restoration.

If the water outage is determined to last less than two hours, water bottles and sanitizer may be provided. State regulations recommend that school be closed when an outage will last longer than two (2) hours, unless dismissal of the pupils will be detrimental to their physical well-being.

If there is no HOT water service to the building, the First Call Center will need to be notified. First Call will work with the Plumbing Department to determine a timeframe of restoring Hot water to the building. If the hot water will not be restored within two (2 hours) Food Service protocols should be observed.

Please view the full memo on no water, or no hot water [here](#).

Quick Reference

- All water outages and no hot water service need to be reported to the First Call Center.
- Recommendations to close the building may be made if the water outage will last longer than two (2 hours) and approved alternatives cannot be provided. Closures must be coordinated through Facility Executive Director, School leadership and the IS.
- Hot water outages that are determined to last longer than two (2) hours will require other protocols to be observed.

Quick Reference

- All power outages need to be reported to the First Call Center.
- Operations Staff will be POC for all updates and progress reports.
- During a power outage, light kits are available for the Custodial Operations Staff to check out and return.
- In the event of an outage that cannot be repaired and will affect the school being able to stay open, the Executive Director or Director of Maintenance will assist in the appropriate course of action.

Power Outages

Power outages within the building can be caused by both internal systems as well as Xcel work taking place in the neighborhood. All power outages must be communicated to the First Call Center, however the buildings Custodial Operations Staff will be your point of contact for updates and progress reports.

During a power outage, the First Call Center does have light kits that can be checked out by the Custodial Operations team for use.

In the event of an outage that will affect the school's ability to stay open, First Call will notify the Emergency Notification Group and the Executive Director or Director of Maintenance and they will assist the Principal in the best course of action for the school.

Please view the full memo on power outages [here](#).

School Closures for Heat Related Concerns

During hot temperature months, Facility Maintenance will work closely with Custodial Operations to attempt to mitigate heat concerns within the buildings. In rare instances buildings may have a partial or full day closure due to heat in the building. Every effort will be made to keep the building open, and if at all possible a decision will be made the evening prior to provide enough notice. This decision to close will be based upon the determination if the environment is deemed safe based on the temperatures within the building and what steps have been taken to alleviate the excessive heat conditions.

The heat in the building will be closely monitored by Facility Management departments and the Instructional leadership will make a recommendation to their supervisor on whether classes should be canceled or the school schedule modified for the following day.

To view more information on school closures, and steps taken to increase comfortable temperatures in the classrooms, click [here](#).

Quick Reference

- The entire district will not close based on a heat day, but specific buildings may have a partial or full closure on a case by case basis.
- Instructional Leadership will make the recommendation for closure or modified schedules to their supervisor.
- Facility Management will continue to closely monitor the temperatures, and make every attempt to keep buildings open and comfortable.

Quick Reference

- Pest Management provides a variety of Pets mitigation Services to DPS Managed Facilities.
- Minimal pesticides and rodenticides are used for pest management within the building.
- Training is available for staff to identify and correct areas to minimize pests within the building.
- Removal of dogs, cats or other wild animals need go to Denver 311.

Pest Management

The Pest Management shop provides a variety of pest mitigation services to all DPS managed facilities. The Pest Management shop will address issues with mice, wasps, bees, roaches, and many other pests by using the most modern techniques available, minimizing the use of pesticides and rodenticides. The Pest Management shop will provide training to onsite staff on how to identify and correct areas to minimize pests coming into building(s).

Pest requests are prioritized based on the impact to student and staff's health and/or safety; these pests include stinging and biting insects, as well as rodents in food handling areas. The Pest Management shop can assist with removal of some dead animals found on the grounds, however, any requests for removal of dogs, cats or other pests to include live wild animals such as foxes, coyotes, etc., need to be directed to the City and County of Denver by calling Denver 311.

Used of soft furniture has the potential to harbor pests. Please view the guidelines [here](#).

Snow Removal Guidelines

During a city wide snow fall between the hours of 3:30 p.m. and 7:00 a.m., Security Dispatch will monitor snow fall and notify the Grounds Manager when the snow depth reaches 2 inches. Upon notification, Grounds staff will commence with removal protocols.

Operations is responsible for the clearing of snow and ice on all non-perimeter sidewalks and steps, as well as perimeter walks inaccessible by a plow truck. The Maintenance Department will plow all of DPS facilities for removal of snow and ice mitigation on parking lots, playgrounds and perimeters (walkways around the building but not leading to the building or fields/play areas) sidewalks.

Please view the full memo on Snow Removal Guidelines [here](#).

Quick Reference

- Snow removal protocols will begin when the snow depth reaches two inches.
- Snow plowing is performed in the following sequence: perimeter walks and parking lots (simultaneously), areas where ice is forming and all-weather play areas.
- Once all of the parking lots and walk ways are clear, maintenance will begin plowing the play areas.
- Snow plowing will continue until all areas are clear- this may take multiple days.

Quick Reference

- Top Three selection period will be open quarterly.
- Communication will be sent directly to the Facility Managers when the window is open.
- Only active tickets that have been open for a minimum of 60 days can be selected during this timeframe.
- Tickets that are not completed within the quarter, should remain identified as a top three selection the following quarter.

Top Three Process

The Top Three Process is a program implemented to assist Maintenance in understanding what the school's highest priority tickets are.

Every quarter, the First Call Center will send a notification out to the Facility Managers to confirm that the Top Three submission is open.

During this period, Facility Managers will identify their top three active (and over 60 day) work tasks in Tririga. Efforts are made, with consideration of restrictions, to have this work completed within the quarter. If work is not completed within the quarter, the work task should continue to be identified in the following quarter as a top three request.

Please view the full memo on the Top Three Process [here](#).

Alternative Funding (Formally School Will Pay)

Minor modifications to the building that fall outside the definition of standard maintenance may require alternate funding to be identified.

Some examples of non-maintenance requests would be: Changing the finish colors of a classroom, or adding additional outlets to a room.

Once funding has been identified for the requesting project, a ticket is entered into Tririga and the Building Modification form will need to be completed and submitted to the First Call Center. This form can be found on The Commons ([here](#))

The work will be quoted and executed by either a DPS approved contractor or a Facility Maintenance Shop- dependent on the scope of work.

To see the full memo and process for Alternate Funding please click [here](#).

Quick Reference

- Minor modifications that are not covered under Facility Maintenance's budget, or is not considered routine maintenance will need funding identified.
- A request must be entered via Tririga or through the First Call Center.
- The Building Modification form must be completed and submitted to the First Call Center.

Standard maintenance is defined as maintaining all existing interior and exterior surfaces as nearly and as long as possible in their original condition taking into consideration normal wear and tear.

Quick Reference

- All building modifications must get prior approval from Facility Maintenance.
- The alternative funded work process must be followed to have the work reviewed.
- Alternatives will be provided, if the requested scope does not meet DPS standards.

If facility work occurs without this review and coordination and is deemed unsafe or unsightly, Facility Management reserves the right to remove said work, make repairs or alterations necessary to remove and remedy the defective work at the customer's expense.

Facility Modification Approval

All facility modifications must get prior approval from the Facility Maintenance department before a modification can take place.

This requirement is in place to ensure that DPS standards for safety, building sustainability and appropriate federal laws, regulations and codes are met.

The above Alternative Funding work process **must** be followed for all work authorization and approval.

If the requested project does not meet DPS standards for safety, functionality or is not an approved modification- the requestor will be notified with possible alternatives.

Please view the entire memo [here](#).

Hanging artwork and Teaching Materials

To ensure the safety of all building occupants, all materials hanging on walls and in corridors must meet the Denver Fire Code. Buildings are inspected yearly by the Denver Fire Department, and their directive should be followed when reviewed.

These guidelines and regulations are in place to ensure that there is not a continuous combustable surface that will spread flame across the wall in case of a fire.

- In classrooms materials may not exceed 40% of the total wall area
- Exterior windows and windows to interior doors shall not be covered.
- Exit corridor walls may not exceed 20% of total wall area.
- Materials cannot be within three feet of the exit access.
- Wire or cords used to suspend materials shall not form a continuous combustable curtain.
- There shall be a minimum clearance of seven (7) feet from the floor to the lowest portion of the display.
- Materials shall not obstruct or compromise in any manner the fire sprinkler or fire detection systems.

Please review the entire direction for hanging materials [here](#).

Quick Reference

- Any materials hanging within a building must meet the Denver Fire Code guidelines and regulations.
- Buildings are inspected by the Denver Fire Prevention and their directives take precedence.
- Classroom materials cannot cover more than 40% of walls.
- Exit corridor materials cannot cover more than 20% of the wall area.
- Doors and windows shall not be covered.

Quick Reference

- All building modifications must get prior approval from Facility Maintenance.
- The alternative funded work process must be followed to have the work reviewed.
- Alternatives will be provided, if the requested scope does not meet DPS standards.

If facility work occurs without this review and coordination and is deemed unsafe or unsightly, Facility Management reserves the right to remove said work, make repairs or alterations necessary to remove and remedy the defective work at the customer's expense.

Kiln Installation and Removal

Purchase and installation of kilns must meet all current established and amended safety guidelines and standards. Guidelines must be followed to ensure the classroom continues to be a safe and functional location in the school.

It is the requestor and the schools responsibility to make sure that the correct process is followed, as well as to fund any costs associated with installation or removal and purchase of the kiln.

Prior to purchase, removal or installation the work order must be submitted to the First Call Center. Installation of a kiln will include assessment of the ventilation and electrical access as well as confirmation that the location will be in compliance with the Denver Fire Department and the Building Code standards.

Please view the entire memo [here](#).

Orders to Comply

An order to comply or OTC is a notification of violation(s) from a regulatory agency such as the Denver Fire Department or the Denver Health Department.

It is Denver Public Schools responsibility (as a whole) to correct any violations listed within a timely manner.

Denver Fire Prevention team will inspect each building typically at the beginning of the year and confirm that the building is meeting standards based on the Denver Fire Code. This encompasses hanging materials, logged inspections, and functionality of the building systems.

Other regulatory agencies will periodically inspect the building and premises to make sure that DPS is providing a safe, clean environment that meets established code. These inspection confirmations will be provided to the office staff or Facility Manager at the time of inspection.

For details on how Orders to Comply are processed, view the entire memo [here](#).

Quick Reference

- Regulatory agencies that inspect buildings and require items to be removed or repaired will provide an order to comply.
- Regulatory agencies include but are not limited to the Denver Health Department, Denver Fire Department, or the Denver Forestry Department.
- It is Denver Public School's responsibility as a whole to make sure that all items on the Order to Comply are resolved.

Quick Reference

- All school murals must be approved prior to the work taking place.
- All mural projects require a work task through Tririga and a completed Mural Request form.
- If work occurs without approval, Facility Management is authorized to remove the work at the school's expense.
- All murals should be painted on mountable boards. Further approval will be needed for the mural be painted directly on the building.
- All costs associated with a mural project are to be covered by the school.

School Mural Projects

All school mural projects must be evaluated and approved prior to the work taking place. All projects require a work task to be submitted from the buildings Facility Manager, as well as a Mural Request Form be completed and submitted to the First Call Center. The Mural Request Form can be found [here](#).

If work occurs without approval, and issues/concerns are found- Facility Management is authorized to remove work at the schools expense, and without school approval.

All murals should be painted on mountable boards, and not painted directly onto the building. Murals that are to be painted on the building directly will require further approval. Hanging of the boards and the materials for the mural's cost will be at the schools expense.

To view the entire memo, click [here](#).

Self Help Program

The Facility Maintenance Division has a Self Help program designed to enable schools to enhance their facility, even if they do not have the expertise or full funding required.

Limited funding may be available to augment school resources. A Self Help project is a “school managed” project with limited support from Facility Management and is typically used for minor enhancements or upgrades. Some examples of projects would be murals, small scale paint projects or site furnishings.

When requesting Self Help assistance, the requestor must be prepared to oversee the project completely with limited assistance from the Maintenance Shops. All work funded or not must be submitted through Tririga with ‘self-help’ identified in the description.

Please note, these projects differ from Alternative Funding projects and Volunteer Projects.

Quick Reference

- The Self Help program was created to assist schools with minor enhancements and beautification at their buildings.
- Requestors must be prepared to manage and oversee the project entirely.
- Limited funding is available, but can be provided to match school budgets to have work done at the school.
- All work must be submitted through Tririga with Self Help identified in the description.
- Self Help Projects differ from Alternative Funding or Volunteer Projects.

Quick Reference

- Volunteer projects must start with the First Call Center.
- All volunteer projects require the guidelines be reviewed and a completed volunteer request form submitted to the First Call Center.
- All project scopes must be approved prior to the day taking place.
- Volunteer projects include:
 - General Cleanup
 - Mulch Distribution
 - Painting learning landscapes

Volunteer Projects

Facility Maintenance supports and encourages volunteer projects through the district. Volunteer projects can be corporate, community, student, parent, or staff driven projects to improve aesthetics to the building and its grounds.

Ideal volunteer projects include deep cleaning, touching up the paint on outside learning landscape blacktops, mulching the grounds or even general cleanup of the grounds. In some instances volunteer projects will consist of small scale painting projects, such as an accent wall or planting of trees.

All volunteer projects must start with the First Call Center. A volunteer project request form must be completed and the scope will be reviewed by Facility Maintenance before the day can take place.

Please view the complete process [here](#) and the Volunteer Project Request Form [here](#).

Community Use Policy

Per board policy K- School- Community Relations- the “Denver Public Schools shall make its buildings and facilities available to the community for the use of responsible organizations or groups of citizens when school is not in session and when an authorized permit has been obtained from the district.”

The Community Use department coordinates and schedules both in district and out of district programs. It is important that all of the programs and events are reported and on record. Community Use is happy to assist so that all facilities are on board.

To view the board policy and get more information on building use or contact information, click [here](#).

Quick Reference

- Per the board policy, community will have access to the buildings when school is not in session.
- The Community Use Department coordinates and schedules both in district and out of district programs use of the buildings.

Custodial Operations Service Task Standards

The operations department utilizes “Service Task Standards” to identify needed resources in each building throughout the district. These standards were created to ensure equitable service delivery to all customers. The Service Task Standards are designed on industry principals and self-identified needs based on the unique characteristics of a K-12 educational environment; health and safety always take priority. All custodial tasks are identified with a maximum time it takes to accomplish each task and the frequency in which it’s completed. These standards help the operations department successfully prioritize its resources in order to meet customer and facility management needs.

In addition to these service standards, the operations department has implemented a comprehensive building inspection and quality assurance program to ensure services are delivered according to expectations. A key component of this program is the accountability that it provides at all levels of the work force. The communication and team environment created through this process helps the department meet customer needs.

Bargaining Agreements

Custodial employees of Denver Public Schools fall under 2 collective bargaining groups: Custodial Workers of America (CWA) and Facility Managers Association (FMA). Labor agreements can be found on the Human Resources web site; http://hr.dpsk12.org/bargaining_units

Although an innovative status provides the option for schools to hire outside of the collective bargaining contract, the current relationships between the district and these groups are very positive. Adverse systematic effects should be considered under all circumstances.

Changes in the contract language must be either negotiated or by MOU between the district and each bargaining group. Unless an agreement or waiver is made through the labor groups, custodial employees will be subject to the articles contained within this agreement.

Facility Management and Construction Services Divisions

Facility Maintenance Division

The Facility Maintenance division maintains all existing structures and building systems throughout the district as nearly and as long as possible in their original condition while compensating for normal wear and tear. Facility Maintenance is comprised of eight shops that collaborate to support the mission statement of DPS, “every child succeeds.”

Custodial Operations

The DPS Custodial Operations department is structured not only to provide daily cleaning and upkeep, but also minor maintenance and grounds services which enhance efficiencies throughout Facility Management. Its managers and custodians are much more than your typical janitorial staff. Employees are prepared to handle these enhanced responsibilities through an extensive training and professional development program consisting of emergency preparedness, management and leadership, electrical, plumbing HVAC, boilers, grounds, personal computing, and housekeeping.

Community Use

The Denver Public Schools Office of Community Use schedules any and all inner district programs as well as all of the use by external customers and district partners. This department consists of a manager, two full time schedulers and two part time schedulers. The reliability and success of this process is highly reliant upon the collaboration of the department and the staff of each facility.

Customer Communication Center (CCC)

The Customer Communication Center is the bridge between the First Call Center and the Planning Department. The CCC reviews and monitors Tririga and non-Tririga work requests and works closely with the First Call Center, Facility Support Services, and the Facility Review Board to coordinate proper and appropriate routing of projects.