

MAINTENANCE – PUBLIC BUILDINGS

General Information

Department Head: James Chriscoe (Nov 2005 to present)
Bill McDaniel (1998-2005)

Location: 2212 S. Fayetteville St., Asheboro, NC 27205 (between the old County Rest Home and McDowell Center)

Phone Numbers: Main Number: 318-6905
James Chriscoe: 318-6906
Housekeeping: 318-6907
Fax Number: 318-6941

Mission

To provide safe and functional facilities for the employees and citizens of Randolph County and to provide the service for properly maintaining the named-road sign program for the 911 emergency system.

Summary

Public Buildings includes the total power, water, natural gas and telephone utility costs for all County facilities. Staff provides preventative maintenance when time permits and repair equipment as needed for the daily operation of all County-owned buildings and equipment. They provide staff and contract services to keep facilities clean and free of any hazardous situations. There are a total of 10 employees in this department.

Overview

The County's first true Maintenance Department was created in the 1960s. Luther Johnson was the first Maintenance Supervisor, followed by Marion Burke. Leonard Hancock, who came to work in 1971, became Maintenance Supervisor in 1973. He retired in 1983, and Mike Stalvey became the next Supervisor. Lee Groce was hired as Supervisor in 1989, when Mike Stalvey left the County's employ. Lee Groce retired in 1998, and Bill McDaniel, who had previously served as Chief Building Inspector for many years, became Supervisor and retired in November 2005. James Chriscoe was promoted to Maintenance Supervisor in November 2005.

The Maintenance Department operated out of the basement of the Courthouse until 1989, when the County purchased the vacated Courier-Tribune building (at 152 N. Fayetteville Street) behind the Courthouse, and the Maintenance Department moved there. In 1991, the County remodeled the upstairs of the Courier-Tribune building to house the new 911 system and Emergency Services personnel. Maintenance was relegated to the basement of that building. They used the old Henley building next door for equipment storage. (The Henley building was later torn down.)

For several years during the 1990s, housekeeping was transferred to the Public Works Department. It was returned to Maintenance in 1998.

When Bill McDaniel became Maintenance Supervisor in 1998, he was responsible for having a metal building constructed at 2212 S. Fayetteville Street, behind the old County Rest

Home, big enough to house the entire department and all their equipment and vehicles. This is where they are currently housed.

Through the years, the County has purchased several more buildings, but the Maintenance staff has actually decreased from 13 in 1990 to the present 10. Several factors account for this decrease in staff:

- Housekeeping for some of the County’s buildings is done by contracted cleaning services.
- Much of the older equipment that needed frequent repairs was replaced and preventive maintenance was initiated.
- The departmental operations have been streamlined for more efficiency.

Staff Certifications

Those employees who perform technical work must have state certifications/licenses to do certain kinds of work. These areas include electrical, CFC (air conditioning refrigerant), and sprinkler systems.

Department Vehicles

VEH NO.	MAKE	MODEL	TAG NUMBER	ASSIGNED TO	VEHICLE ID NUMBER
1	FORD	2006 F-250 DIESEL	73102-S	JAMES	1FTSW21016ED40185
2	FORD	1998 TRUCK	90231-R	WES, DWAYNE	1FTRF17LXWNB17138
3	FORD	2007 TRUCK		MITCH, RAY	1FTRF12W47NA27583
4	FORD	FREESTAR VAN 06	73304S	LINDALE	2FTZA5463BA37728
5	FGHT LINER	2001 FRHT LINER		BOX TRUCK	1FVABSAK01HJ37943
6	FORD	1999 F-150	93682-R	SPARE SIGN TRUCK	1FTRF17L3XNB14471
7	FORD	1998 TRUCK, EXT CB	91686R	JA, JOSH	1FTZX18W7WNB75083
8	FORD	2007 VAN E150		ROBERT	1FTNE14WX7DA79109
9	DODGE	1995 LIFT GATE	36999-S	SPARE	3B7KC23WXSM155781
11	FORD	1999 DUMP TRUCK	92927-R	DUMP	1FDWF36LOXEC15379
12	FORD	1985	71059S	BUCKET	1HTLDUXP4FHA13619
14	FORD TRACTOR	LONG		TRACTOR	NEED ID NO.S & INFO
15		BOBCAT			NEED ID. NO'S. & INFO
16	FORD	F-450 2008	99223-S	SIGN, KEITH	1FDXF47R78EC02160
	MOWERS	JOHN DEERE			
	REID	TRAILER		6 TON	11RF26207Y1014050
	KAUFMAN	TRAILER		6 TON	15XFP2021Y1003328
	CW	TRAILER		UTILITY/YARD	46CFB122XRM000046

Buildings Maintenance Maintains As of July 2009

The Maintenance Department maintains or does periodic work at the following facilities:

Academy St. Building

204 East Academy St.
Asheboro, NC Asheboro 27203

Animal Shelter

1370 County Land Rd.
Randleman, NC 27317

Archdale Bldg. (Magistrate, Inspections & Sheriff Satellite offices.)

402 Balfour Dr.
Archdale, NC 27263

Board of Education Bldg. (McDowell Center)

2222-C S. Fayetteville St.
Asheboro, NC 27205

Courthouse (New)

176 East Salisbury St.
Asheboro, NC 27203

Courthouse (Historic)

145 Worth St.
Asheboro, NC 27203
Piedmont Natural Gas has address as 139 N Cox St. #6001627178001

Co-Operative Extension (McD. Ctr)

2222-A S. Fayetteville St.
Asheboro, NC 27205

County Rest Home (Vacant-storage)

2210 & or 2218 S. Fayetteville St.
Asheboro, NC

Day Reporting Center (North)

1520 N. Fayetteville St.
Asheboro, NC 27203

Day Reporting Center (Ct Hs Complex)

145 Worth St.
Asheboro, NC 27203

Elections Building (New 2007 @ Mt. Shop)
2218 S. Fayetteville St.
Asheboro, NC 27205

Emergency Services (911 Ctr & Fire Marshal's Offices)
152 N. Fayetteville St.
Asheboro, NC 27203

Health Department (McD Ctr)
2222-B S. Fayetteville St.
Asheboro, NC 27205

Library (Asheboro)
201 Worth St.
Asheboro, NC 27203

Seagrove Public Library
530 Seagrove Plank Rd.
Seagrove, NC

List of all other Library's we sometimes do cable runs and carpentry work for:

1. Archdale
2. Franklinville
3. Liberty
4. Ramseur
5. Randleman

Lion's Club (Archdale)
213 Balfour Dr.
Archdale, NC

Probation Parole (Old 81 addition)
147 Worth St.
Asheboro, NC 27203

Public Buildings Maintenance
2212 S. Fayetteville St.
Asheboro, NC 27205

Randolph County Office Building (RCOB)
(Houses Administration, Computer Services, Bldg. Inspections, Tax, Public Works, Personnel,
Safety, Legal and Purchasing.)
725 McDowell Rd.
Asheboro, NC 27204

Shaw Building (Register of Deeds & Elections, Veterans)
158 Worth St.
Asheboro, NC 27203

Sheriff's Department
727 McDowell Rd.
Asheboro, NC 27204

Sheriff's Evidence Bldg.
757 New Century Dr.
Asheboro, NC 27204

Social Services (Several locations)
1512 N. Fayetteville St. – Main
1514 Annex
1516 – Mtg. Room 'B'
&
1518 N. Fayetteville St. (**Restaurant** in same lot)
Asheboro, NC 27203

Transfer Station Landfill - Includes Attendants bldg. & Scale House for (Public Works)
1324 County Land Rd. – Transfer Station
1254 County Land Rd. – Scale House
1287 County Land Rd. – Attendants Bldg.
1307 County Land Rd. – Bldg. Recycle area.
Randleman, NC 27317

Also for Public Works besides the Landfill are the convenience sites located @:

Coleridge
Hwy 42 @ Erect-Holly Springs Rd.

Farmer
Hwy 49 near Tom's Creek

Liberty Convenience Site

AMBULANCE BASES

Archdale (Base 1)
402 Balfour Dr.
Archdale, NC 27263

Asheboro (Base 4)
2222-E S. Fayetteville St.
Asheboro, NC 27203

Liberty (Base 2)
215 W. Swannanoa Ave.
Liberty, NC 27298¹

Ramseur (Base 3)
5989 US Hwy 64 E
Ramseur, NC 27316

Randleman (Base 5)
1-A Parrish Dr.
Randleman, NC 27317

Mental Health Center (Houses Co-Op Extention)
110 W. Walker Ave.
Asheboro, NC 27203

¹ Buildings Maintenance Maintains

Service Area: Janitorial

Mission

To provide safe and functional facilities for the employees and citizens of Randolph County and to provide the service for properly maintaining the cleanliness of all buildings to function more efficiently.

Summary

Keep all facilities clean and free of hazardous situations that might cause accidents, using the most cost-effective materials available. Some of the cleaning is done by in-house cleaners hired by the County, but current testing is being done to determine the cost effectiveness of contracting the cleaning service in some buildings. There are 2 allocated positions for this service area.

Operations

Prior to 2000, all housekeeping was performed by County employees who signed a contract to work a certain number of hours in a particular building. These employees were paid an hourly wage only; they had no benefits. Eventually the quality of work began to decline, and the County switched to contract cleaning services for most County-owned buildings. Only 2½ housekeeping employees remain. There is a full-time housekeeping supervisor, whose office is in the Courthouse. There is a full-time employee and a part-time employee who take care of the Courthouse, Shaw Building, and Emergency Services Building during the day. There are also four contract housekeepers assigned to the Courthouse. All other contracted cleaners work after 5 p.m. except for the Health Department housekeeper, who works 8-5. (See attached lists: cleaning service contracts, cleaning supplies/usage, and facilities/who cleans.)

Housekeeping does not supply cleaners (whether employees or contracted) for all buildings. They do, however, provide all the cleaning supplies. For example, the Animal Shelter staff cleans that facility; jail trustees clean the jail and the Sheriff's Department; and DRC staff and clients clean their two locations.

The Housekeeping Supervisor inspects buildings on a daily basis to provide quality control and to check inventories of cleaning supplies. (Cleaning supplies are provided for contract cleaners as well.) He delivers more cleaning products when inventories are running low. Supplies are purchased in bulk and are warehoused at the Maintenance building. He also picks up soiled towels on his rounds and washes them for re-use. This practice has saved the County a lot of money.

The Administrative Secretary maintains and updates a book of all Material Safety Data (MSD) sheets for Housekeeping and works with the County's Safety Officer to make sure that the appropriate sheets are placed in the right buildings.

Performance Measurements

Goal: To maintain cleanliness of all buildings

- **Number of buildings cleaned daily** – This number is determined from the inventory of buildings Maintenance is responsible for.
- **Total square footage of County buildings cleaned** – This number has decreased slightly because of facilities that do not require Housekeeping to provide cleaning services.
- **Number of complaints concerning daily cleaning of buildings** – This will be a new measure for 2005-06.

Goal: To maintain satisfaction of County employees and visitors with the quality of housekeeping services

- **Percent of department evaluations that rate services as satisfactory or higher** – These surveys are sent out once a year, usually in the spring, to all County departments and to other people (Clerk of Court, judges, County Schools personnel, etc.) who work in those buildings.

Service Area: Maintenance

Mission

To provide safe and functional facilities for the employees and citizens of Randolph County and to properly maintain the named-road sign program for the 911 emergency system.

Summary

Staff is responsible for the daily maintenance of all (approximately 34) County-owned buildings in Randolph County. This accounts for the complete function of the buildings, including all heating and air conditioning, plumbing and electrical maintenance, roof maintenance, and groundskeeping.

Randolph County's 911 named-road sign program is maintained by the Maintenance Department staff. Downed signs are identified for replacement or repair as quickly as possible. At times, a sign is replaced the same day or the day after. The road sign repair/replacement program works closely with the Emergency Services Department and County Addressing (service area in Computer Services). There are 8 positions allocated to the Maintenance Service Area.

Operations

Work Orders, Projects, Contracts

The Maintenance staff organizes their daily work through work orders, except for emergencies. Work order requests range from working on broken machines or plumbing to changing light bulbs to moving furniture. Work orders are prioritized and grouped together according to the building/location. (See spreadsheet of work orders for the month of July 2004.) Many times Maintenance employees work in pairs to complete work orders for safety and/or because of state regulations.

At any given time, Maintenance staff has many projects underway, at various stages of completion. (See spreadsheet for 2004-05.) Many projects are completed in-house, such as landscaping, building storage units, and moving County departments/units into new locations. Other projects are contracted out, such as mowing, carpeting, fire alarm system installation, and roof repair. Still other projects are completed jointly with a contractor, such as repair to drain lines, heating and air conditioning replacement, and window replacement.

The department also oversees lots of contracts, such as mowing, pest control, elevator and generator inspections, fire extinguisher and fire alarm inspections, and maintenance of cooling towers. (See spreadsheets for vendor contracts.)

The Administrative Secretary maintains detailed computerized spreadsheets on all work orders, projects, and contracts and keeps track of all work assigned, in progress, and completed. At the beginning of each workday, the Maintenance Supervisor assigns the work. But as other requests come in during the day that may require immediate attention, the Administrative Secretary coordinates revisions and additions to the day's work. Sometimes an additional task is added to an assignment because it is more efficient from a cost-wise and/or time-wise viewpoint

to do additional work at a particular location while employees are there rather than have them make a return trip.

The Administrative Secretary maintains and updates a book of all Material Safety Data (MSD) sheets for Maintenance and works with the County's Safety Officer to make sure that the appropriate sheets are placed in the right buildings.

Named-Road Sign Program

In 1989, County Commissioners adopted a road-naming ordinance so that emergency services (fire, police, ambulance) could locate rural addresses more quickly. In conjunction with the countywide road-naming project begun in 1989, the County Commissioners adopted an addressing ordinance in 1991 that provided a uniform system of road addresses to facilitate the provision of public safety/ emergency services and postal delivery. Oversight of these programs was given to the Planning Board and the Planning Director. (The Addressing Program later moved to the Computer Services Department.) When all the roads were named, the Maintenance Department was given responsibility for installing the road signs. Temporary employees were hired to help with this massive project.

The original signs, ordered in June 1989 from the NC Department of Corrections, were already lettered with the road names on them. The order was for approximately 4,000 signs (blades) and 2,000 poles, which allowed road name sign installation at intersections of all public roads in the county. The State required that signs be purchased through the NC Department of Corrections as one of the conditions for 70% N.C.D.O.T. grant participation in the \$168,000 project.

The Department of Corrections experienced several delays, and the signs were not delivered until September 1990. Sign installation began in the Level Cross area and proceeded clockwise around the county. The installation crew worked every day, weather permitting, until it was completed. The second round of this project consisted of road names and signs for private roads that had at least three houses on them. By that time the Maintenance Department had taken over the entire program.

With the initial sign order, there were over 500 blades that either had the wrong name on them or for which the road name had been changed. Maintenance realized the blades could be re-used. They took the lettering off and just ordered new letters. After this stock was depleted, they began ordering sign blades covered with green reflective tape and bought a die cut machine to make the letters themselves. This new procedure has saved a lot of money for the County and is much more efficient. When the lettering was ordered, it took an average of eight weeks to receive the product, make the sign and install it. Now the signs can be made and placed the same day or soon thereafter. Sometimes the location has to be called in to the utility companies so that power lines, water lines, or phone cables will not be cut; utility companies require 48 hours notice for marking line locations before Maintenance can begin digging. The average turn-around time to replace a sign today is within five working days. One employee works full-time on road signs with the help of a part-time employee.

From time to time residents on various roads petition to have their road name changed, and new signs are made for them. In addition, as new subdivisions are built, road signs are installed for them. Subdivision signs are erected as soon as the streets are platted and the utility companies have marked the ground to show where their lines are. The developer reimburses the County for the initial signs.

For each new road that is added in the county, Addressing (service area in Computer Services) will send an updated map and a tracking sheet to Maintenance so that the appropriate signs can be made and installed. When the work is completed, the tracking sheet is sent back to Addressing.

There are always downed, damaged, or missing signs that need replacing. Maintenance learns about these signs in several different ways. Most information comes from citizen calls. At times D.O.T. calls; at other times Maintenance crews will spot these signs when they are out working in the county. Other County employees who are working out in the county provide this information, as well. For instance, Tax Department appraisers are currently riding the county in preparation for the 2007 Revaluation, and they relay information on downed, damaged, or missing signs. [See attached lists of (1) signs made and repaired each year since 95-96, (2) purchases made since 95-96, and (3) materials by %.]

Within a year or two the department will be switching to a software program and plotter cutter machine for doing the signs on the computer. This equipment will be a capital outlay request in the 2006-07 budget.

The County has historically provided signs for the City of Trinity and Town of Seagrove. They do their own installations and reimburse the County for the cost of the signs, brackets, and posts. The County also provides water point signs for volunteer fire departments. (See attached list.) The County pays for the signs except for those that are located outside the boundaries of Randolph County. (Julian, Climax, and Guil-Rand Fire Departments have a portion of their districts located in Guilford County.)

This year the Maintenance Department is working on a new project with the Cooperative Extension Office on placing Voluntary Agricultural District signs around the county. Cooperative Extension purchases the materials, and Maintenance supplies the vehicle and the manpower to install and to work with the utility companies on avoiding utility lines. (See attached list of placement of signs.)

Performance Measurements

Goal: To provide quality workmanship to all facility needs in a timely manner

- **Percent of requests completed within three working days** – Based on past experience (spreadsheets used prior to the initiation of performance measurements), the Maintenance Supervisor chose three working days as their standard for completing requests. The Administrative Secretary maintains an electronic spreadsheet on all requests, including date work order was received and date the work was finished. The percent completed in three working days is calculated from this spreadsheet.

- **Total number of requests** – The Administrative Secretary maintains an electronic spreadsheet on all requests, including date work order was received and date the work was finished. The total number is tabulated from this spreadsheet.

Goal: *To collect and evaluate all data needed to plan special projects and to complete them in the most cost-effective manner*

- **Number of projects planned** – Prior to the beginning of the fiscal year, the Supervisor and the Administrative Secretary evaluate needs and available resources in order to plan what projects will be completed during the next year and what funds will be required in order to complete them.
- **Number of planned projects completed** – The Administrative Secretary maintains a spreadsheet on all projects that are assigned, in progress, and completed. All planned projects may not be initiated/completed because of time or budgetary constraints and because unforeseen project needs may arise that take precedence over planned projects.
- **Number of unforeseen projects completed** – Usually the total number of projects completed (both planned and unforeseen) is greater than the number planned because of problems that arise during the year that must be addressed. At times, funding for these unforeseen projects will be charged to the requesting department; other times, Maintenance has to find a way to pay for them. *This is a new measure for 2005-06.*

Goal: *To maintain the road signs throughout the county*

- **Total number of requests for sign installation** – Installation can be for a new sign or a replacement sign. The time it takes to install a sign is counted from the day when either (a) Maintenance learns about the sign or (b) when all utility companies have marked the ground to indicate where underground lines are and have given notice to Maintenance to proceed, whichever is applicable. *This is a new measure for 2005-06.*
- **Number of signs installed within five working days** – Based on past experience (spreadsheets used prior to the initiation of performance measurements), the Maintenance Supervisor chose five working days as their standard for installing signs. The Administrative Secretary maintains an electronic spreadsheet on all sign orders, including date notification was received and date the work was finished. The number completed within five working days comes from this spreadsheet.
- **Number of signs installed from six to ten working days** – The Administrative Secretary maintains an electronic spreadsheet on all requests, including date notification was received and date the work was finished. The number completed between six and ten days comes from this spreadsheet. It would be rare that a sign would not be replaced within ten days—only if there are extenuating circumstances beyond the control of Maintenance personnel.

- **Percent of signs installed within five working days** – This is the percent of total requests installed within five working days. *This is a new measure for 2005-06.*
- **Percent of signs installed from six to ten working days** – This is the percent of total requests that took longer than five working days but no more than ten working days. *This is a new measure for 2005-06.*