2021-2022 School Year

Maintenance and Facility Services Information Guide

CHIEF BUSINESS OFFICER – DWAYNE THOMPSON
ASSISTANT SUPERINTENDENT OF MAINTENANCE AND FACILITY SERVICES – DAVID BATES

3701 Botham Jean Blvd. | Dallas, TX | 75215 | www.dallasisd.org/maintenanceservices
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BLENDING LEADERSHIP MODELS TO BECOME PREDICTIVE AND PREVENTIVE

DAVID BATES
Assistant Superintendent of Maintenance and Facility Services
Eboni Spigner
Executive Assistant to Assistant Superintendent
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1. IDENTIFY
   - Categories
     - Emergency
     - Routine
     - Deferred
     - Scheduled
     - Warranty
     - Construction

2. PLAN
   - PLCs to identify categories and confirm details/needs
   - Involvement of managers, coordinators, supervisors, and technicians
   - Timelines and expectations
   - Distributive leadership

3. EXECUTE
   - Implementation with director and manager support
   - Training for all levels
   - Best practice meetings
     - Professional Learning Communities:
       - Solution-based meetings to create preventative maintenance plans
       - Data-based conversations
       - Opportunities for leaders to practice skills
       - Rapid response to major situations

4. ASSESS
   - Review of data
   - Review of work order status
   - Continuous improvement and analysis to better support our facilities.

   Department services:
   - 25,928,454 SQUARE FEET OF BUILDING SPACE
   - 3,456 ACRES OF PROPERTY
   - Tracking of timelines and goals met

5. ACCOUNTABILITY
   - Real-time data
   - Allocation of resources, through new work order tracking system
   - Review data to develop preventative and predictive maintenance
   - Analyze data by district quadrant to provide equitable distribution of resources

   Department rating reflected in district leadership survey data:
   - Percentage increase from 2018 to 2020
   - FLEXIBLE FRIENDLY FAST FOCUSED
   - +5 +5 +8 +7

6. OPPORTUNITIES
   - Growing our own pipeline of skilled leaders
   - Partnering with District Initiatives department to recruit parents and community members to join our team
   - Job fairs targeting middle school parents
   - One job fair per district quadrant
   - Opportunity for students’ parents to be employed in their neighborhoods
   - Building relationships with students, parents, and staff

DALLAS INDEPENDENT SCHOOL DISTRICT
Maintenance and Facility Services
Lead custodian, office manager or designated administrator submits a work order with as much detail as possible, including a description of the issue and the exact location of the problem. Submitting a photo of the problem is recommended.

When work order is received, the originator will receive email notification of the submission.

The work order is automatically assigned to a quad coordinator to determine the group and/or appropriate craft technician.

The coordinator will review the submitted work order to assign the status, priority, description, craft, quadrant/location and purpose.

Once the work order review is complete, the coordinator will assign the work order to the appropriate craft and supervisor.

The supervisor will determine the priority (high or low) and the purpose:
- Routine maintenance: 14 day ETA
- Cyclic schedule: low priority = Issues that can wait for team to visit the school
- Projects = Major issues that Maintenance will address in summer, spring or winter when school is not in session

The supervisor will assign work order to a technician based on availability and/or technician’s assigned school location.

The technician will report to the job location, check in with the front office and assess the problem and make the repair.

Once the job has been completed, the technician will take photos and have the work order originator or lead custodian sign off on the work order.

Once the work order is documented with the required signatures, the supervisor will close the work order.

Once the work order is closed, an email notification will be sent to the originator.
OPERATIONS
Operations supports business operations and systems development for the Maintenance department to ensure a high level of performance.

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SUSTAINABILITY SERVICES
Sustainability Services implements and supports strategic initiatives to conserve energy, foster sustainable habits, and enhance the learning environment throughout the district and community.

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EHS (ENVIRONMENTAL HEALTH & SAFETY)
The Environmental Health and Safety team is responsible for monitoring indoor air quality, pest management, and ensuring the overall health and safety compliance of district facilities.

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KEITH THOMPSON
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AFTER HOURS OPERATIONS
EMERGENCIES
Forest E. Ballew Service Center (I)
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Dallas, Texas 75215
Monday - Friday after 5 p.m. & weekends
Please call: (469) 475-3737 Dr. Christopher Bayer
MAINTENANCE - NE

Maintenance Services is responsible for ensuring the safe and efficient functioning of all district facilities, including performing emergency repairs, preventive and routine maintenance and small-scale improvement projects.

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**HIGH SCHOOLS**
Adams, B.  
Conrad, E.J.  
Rangel, I. Young Women’s Leadership  
Samuell, W.W.  
Skyline  
Wilson, W.

**MIDDLE SCHOOLS**
Gaston, W.H.  
Hill, R.T.  
Lang, H.W.  
Long, J.L.  
Piedmont Global Academy Richards, A. Steam Academy  
Tasby, S.  
Young Men’s Leaders Academy at F. Florence

**ELEMENTARY SCHOOLS**
Bayles  
Blanton, A.W.  
Callejo, A.B.  
Casa View  
Conner, S.S.  
Dunbar, P.L.  
Geneva Heights  
Gill, C.A.  
Guzick, F.  
Hexter, V.H.  
Highland Meadows  
Hotchkiss, L.L.  
Kiest, E.J.  
Lakewood  
Lipscomb, W.  
Lowe, J.  
Mata, E.  
McShan, L.A.  
Mockingbird  
Mount Auburn Steam Academy  
Reilly, M.T.  
Reinhardt  
Richardson, T.  
Roberts, O.M.  
Rogers, D.D.  
Rowe, E.  
Sanger, A. Preparatory and MS (355)  
San Jacinto  
School for the Talented and Gifted in Pleasant Grove  
Silberstein, A.  
Smith, L.G.  
Stone, J. at V. Meadow  
Tatum, C.A.  
Titche, E.  
Truett, G.W.  
Urban Park

**ADMINISTRATION BUILDINGS**
Alamo Pool  
Cobb Stadium  
Forester Stadium  
Harris, F.C.  
H.B. Bell  
Lawnview Bus Barn  
Leonard, Turney W.  
NE Bus Barn  
NE Grounds and Maintenance  
Reinhardt  
White Rock Pool  
Wright, Linus D., 9400 NCEX

**YOUTH AND FAMILY CENTERS**
Adams, Bryan  
Conrad, Emmett  
Wilson/Long
MAINTENANCE - NW

Maintenance Services is responsible for ensuring the safe and efficient functioning of all district facilities, including performing emergency repairs, preventive and routine maintenance and small-scale improvement projects.

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HIGH SCHOOLS
Hillcrest
Jefferson, T.
North Dallas
North Lake Early College
Pinkston
Washington, B.T.
White, W.T.

MIDDLE SCHOOLS
Dallas Environmental Science Academy
(Student Records)
Edison, T.A. Learning Center
Franklin, B.
Ignite Middle School
Longfellow, H.W. Career Exploration Academy
Marsh, T.C. Preparatory Academy
Medrano, F.P.
Prestonwood Montessori at E.D.
Walker
Rusk, T.J.
Spence, A.W. Talented and Gifted (TAG)

WALNUT HILL INTERNATIONAL LEADERSHIP ACADEMY

ELEMNETARY SCHOOLS
Adams, N.
Allen, G.P.
Arcadia Park
Arlington Park Early Childhood Ctr.
Bayles
Burnett, D.G.
Bush, G.W.
Chapel Hill Preparatory
Caillet, F.P.
Carr, C.F.
Chavez, C.
Cigarrora, L.G.
Dealey, G.B.
DeGolyer, E.L.
DeZavala, L.
Earhart, A.
Foster, S.C.
Frank, A.
Gooch, T.C.
Jesus Moroles Expressive Arts
Vanguard
Junkins, J.R.
Knight, O.
Kramer, A.
Maple Lawn
Marcus, H.
Martinez, E.R.
May, J.
Medrano, E.H.
Milam, B.

MONTESSORI ACADEMY AT O. HERNANDEZ
Multiple Careers
Pershing, J.J.
Personalized Learning Preparatory at S. Houston
Polk, K.B. Center for Academically Talented and Gifted
Preston Hollow
Saldivar, J.T.
Solar Preparatory School for Boys at J.F Kennedy
Solar Preparatory Steam School for Girls at J.B. Bonham
Travis, W.B. Vanguard for Talented and Gifted
Walnut Hill
Williams, S.L. Talented and Gifted
Withers, H.C.
Zaragoza, I.

ADMINISTRATION BUILDINGS
Dallas Hybrid Preparatory at Stephen J. Hay
Edison, Thomas
Franklin Stadium
Loos Complex
Loos Pool
North Dallas Bus Barn
NW Maintenance
Records Management
Student Transportation - North Dallas

YOUTH AND FAMILY CENTERS
Cary, E. H.
West Dallas
MAINTENANCE - SE

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HIGH SCHOOLS
IDEA at J.W. Fannin
Lassiter, Jr. Early College at El Centro
City Lab
Lincoln
Madison, J.
New Tech High School at B.F. Darrell
Obama, B. Male Leadership Academy
at A.M. Smith
Roosevelt, F.D.
Seagoville
Spruce, H.G.
Wilmer Hutchins

MIDDLE SCHOOLS
Comstock, E.B.
Dade, B.E.
Seagoville
Young Women’s Steam at Balch Springs
Zumwalt, S.

ELEMENTARY SCHOOLS
Adams, J.Q.
Anderson, W.M.
Blair, W.A.
Bushman, W.W.
Cedar Crest
Central
Cuellar, G.
Dorsey, J.
Douglas, F.
Ervin, J.N.
Gonzalez, H.B.
Hulliday, E.
Hawthorne, N.
King, M.L.
Kleberg
Lagow, R.
Macon, B.H.
Miller, W.B.
Moseley, N.
Pease, E.M.
Pleasant Grove
Rhoads, J.J.
Rice, C.
Runyon, J.W.
Seagoville
Seagoville North
Sylvia Mendez (CREW) Leadership Academy
Vanguard
Stone, H.
Wilmer Early Childhood Annex
Wilmer Hutchins
Young, W.M.

ADMINISTRATION BUILDINGS
Dade, Billy Earl
Fleet Maintenance
Haskell Building
Heavy Equipment
Kiest Warehouse
Kleberg Bus Barn
Leonard, Turney W.
Lisbon Pool
Maria Luna Food Service
McDuff, William
Pegasus Building
Pleasant Grove Stadium
Risk Management
ROTC
Seagoville Alternative
Seagoville Environmental
Seagoville Stadium
Service Center 1
Shook Building/DISD Police
William Cotton Building
Wilmer-Hutchins Stadium

YOUTH AND FAMILY CENTERS
Balch Springs
Seagoville
Spruce
Wilmer-Hutchins
MAINTENANCE - SW

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Adamson, W.H.
Carter, D.W.
Garza, Trinidad at Mountain View
Gilliam, K.J.
Kimball, J.F.
Molina, M.E.
South Oak Cliff
Sunset
Townview

MIDDLE SCHOOLS
Atwell, W.H. Academy
Browne, T.W.
Garcia, H.P.
Greiner, W.E.
Holmes, Z.
Holmes, O.W. Humanities/Comm. Academy
Kennedy- Curry
Quintanilla, R.
Stockard, L.V.
Storey, B.

ELEMETARY SCHOOLS
Alexander, B.
Bethune, M.
Bishop Arts Steam Academy
Botello, F.G.
Bowie, J.
Brashear, J.T.
Bryan, J.N.
Budd, H.
Burleson, R.C.
Carpenter, J.W.
Cochran, N.J.
Cowart, L.P.
Donald, L.O.
Hall, L.K.
Harlee, N.W. Early Childhood Center
Henderson, M.B.
Hogg, J.S.
Holland, H.I. at Lisbon
Hooe, L.
Jones, A.
Jordan, B.
Kahn, L.W.
Lee, U.
Marsalis, T.L.
McNair, R.E.
Moreno, M.
Oliver, C.
Peabody, G.
Peeler, J.F.
Preparatory MS
Rosemont Lower
Rosemont Upper
Russell, C.P.
Salazar, A.
School Community Guidance Center (DAEP)
Soto, C.M.
Steam at Hulcy, D.A.
Stemmons, L.A.
Stevens Park
Terry, T.G.
Thornton, R.L.
Tolbert, T.
Trinity Heights
Turner, A.
Twain, M. (TAG)
Village Fair
Webster, D.
Weiss, M.
Winnetka

ADMINISTRATION BUILDINGS
Adamson 9th Grade Wing
Jesse Owen/Kincaid
Nolan Estes Plaza-North End
Southwest Gounds
Southwest Maintenance
Sprague Pool
Sprague Stadium
Sunset Annex 1
Sunset Field House

YOUTH AND FAMILY CENTERS
Adamson, W.H.
Browne, T.W.
Greiner, W.E.
MAINTENANCE - CENTRAL

Maintenance Services is responsible for ensuring the safe and efficient functioning of all district facilities, including performing emergency repairs, preventive and routine maintenance and small-scale improvement projects.

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MECHANICAL, ELECTRICAL & PLUMBING

The Mechanical, Electrical and Plumbing department maintains heating, cooling, electrical and plumbing systems of district facilities to provide a comfortable environment for students and staff.

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CUSTODIAL SERVICES - NE

The Custodial Services department provides a safe, clean, distraction-free learning environment for students, staff and community members.

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Long, J.L.
Madison, J.
Mata, E.
Mockingbird
Mount Auburn
Rangel, I.
Roberts, O.M.
Rogers, D.D.
Thompson, H.S.

Adams, B.
Blanton, A.W.
Callejo, A.B.
Conner, S.S.
Gaston, W.H.
Guzick, F.
Kiest, E.J.
Lang, H.W.
Lawnview - Student Trans.
Leonard Center - Student Trans.
Reinhardt
Richards, A.
Rowe, E.
Sanger, A.
Silberstein, A.
Skyline
Smith, L.G.
Tatum, C.A.
Truett ES
Urban Park
Woodrow Wilson HS

Casa View
City Lab
Conrad, E.J.
Downtown Montessori
Hexter, V.H.
Highland Meadows
Hotchkiss, L.L.
Lowe
McShan, L.A.
Piedmont Global Academy
Reilly, M.T.
Richardson, T.
Samuell, W.W.
Stone, J.
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The Custodial Services department provides a safe, clean, distraction-free learning environment for students, staff and community members.

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Kleberg Bus Barn
Lagow, R.

Macon, E.H.
Moseley, N.
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Hawthorne, N.
Lincoln
Kennedy-Curry
King, M.L.

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Academy
Oliver, C.
Pease, E.M.
Roosevelt

Starks, J.P.
Stone, H.
Storey, B.
Townview
Trinity Heights
Wilmer-Hutchins ES
Wilmer-Hutchins HS
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Arlington Park
Carr, C.F.
DESA
DeZavala, L.
Eladio Martinez
Hernandez, O.
Jesus Moroles Expressive
Kiest Warehouse
Knight, O.

Maple Lawn
Martinez, E.R.
Medrano, E.H.
Milam, B.
Multiple Careers
North Dallas
North Dallas Annex
Records Building
Rusk, T.J.
Shook Bldg./DISD Police
Spence, A.W.
Steven J. Hay
Svc. Ctr. 1, Adm. Bldg.

Adams, N.
Bush, G.W.
Career Institutes North
Chapel Hill Prep.
DeGolyer, E.L.
Foster, S.C.
Frank, A.
Gooch, T.C.
H.B. Bell Service Center
Junkins, J.R.

Marsh, T.C.
May, J.Joe
Medrano, P.
Pinkston, L.G.
Prestonwood Montessori
at E.D. Walker
Saldivar, J.T.
Thomas Jefferson/Edison
Walker, E.D.
W T White
Withers, H.C.

Boys Prep @ J.F. Kennedy
Burnet, D.B.
Chavez, C.
Cigarroa, L.G.
Dealey, G.B.
Franklin M.S.
Girls Prep @ J.B. Bonham
Herbert Marcus
Hillcrest
Ignite @ J.W. Ray

Kramer, A.
Longfellow, H.W.
Pershing, J.J.
Polk, K.B.
Preparatory @ S. Houston
Preston Hollow
Spence, A.W.
Travis, W.B. TAG Walnut
Hill/Tom Field
Washington, B.T.
Williams, S.L.
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J.T. Brashear
J.W. Carpenter
Maria Moreno
Mark Twain

Martin Weiss
Nolan Estes Plaza/SCGC
Ronald McNair
T.G. Terry
T.W. Brown
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Arturo Salazar
Bethune
Bishop Arts
Bowie
C.M. Soto
Cochran
Cwart
F.G. Botello
Hector Garcia

Hogg
Kahn
Linus D. Wright
Molina HS
Peabody
Peeler
Quintanilla
Russell
Stevens Park
Stockard MS

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Hooe, L.
Jones, A.
Jordan, B.
Kimball, J.F.

Rosemont
Rosemont Primary
South Oak Cliff
Stemmons, L.A.
Sunset HS
Thornton, R.L.
Webster
Winnetka
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Alamo  
Bayles  
Bell, H.B. School  
Support  
Callejo, A.B.  
Casa View  
Chavez, C.  
Conner, S.S.  
Conrad, E.  
Cotton, W.  
Dade, B.E. -New  
Dade, B.E. -Old  
Dunbar, P.L.  
IDEA  
Fleet  
Forester Stadium  
Frazier

Adams, C.  
Arcadia Park I  
Arcadia Park II  
Arlington Park  
Bond Office  
Burnet, D.  
Caillet, F.P.  
Carr, C.F.  
Chapel Hill  
Cigarroa, L.G.  
Dealey, G.B.  
DeGoyler, E.  
DESA  
DeZavala, L.  
Donald, L.O.  
Edison, T.A.  
Field, T.  
Foster, S.  
Fridia, O.  
Gaston, W.H.  
Geneva Heights  
Gill, C.  
Guzick, F.  
Harris, F.C.  
Haskell  
Hexter, V.H.  
Highland  
Meadows  
Hill, R.T.  
Hotchkiss, L.L.  
Kiest, E.J.  
King Jr., M.L.  
Lakewood  
Lang Sr., H.  
Lawnview Bus  
Barn

Lipscomb, W.  
Long, J.L.  
Lowe Sr., J.  
Maria Luna  
Madison, J.  
Mata, E.  
Mockingbird  
Mount Auburn  
Multiple Careers  
Rangel, I.L.  
Reilly, M.T.  
Reinhardt  
Rhoads, J.J.  
Rice, C.  
Richards, A.  
Roberts, O.M.  
Rogers, D.D.  
Rowe, E.  
Sanger, A.  
Service Center I  
Silberstein, A.  
Skyline  
Smith, L.  
SOLAR Prep for Boys  
SOLAR Prep for Girls  
Spence, A.  
Stone, Jill  
Tasby, S.  
Truett, G.W.  
Turney Leonard  
Center  
Urban Park  
Wilson, W.

**NW**

Allen, G.P.  
Adams, N.  
Arcadia Park I  
Arcadia Park II  
Arlington Park  
Bond Office  
Burnet, D.  
Caillet, F.P.  
Carr, C.F.  
Chapel Hill  
Cigarroa, L.G.  
Dealey, G.B.  
DeGoyler, E.  
DESA  
DeZavala, L.  
Donald, L.O.  
Edison, T.A.  
Field, T.  
Foster, S.  
Frank, A.  
Franklin, B.  
Gooch, T.C.  
Hernandez, O.  
Hillcrest  
Houston, S.  
Ignite  
Jefferson, T.  
Jesus Moroles  
Expressive Arts Vanguard  
Jones, A.  
Junkins, J.  
Kahn, L.W.  
Knight, O.  
Kramer, A.  
Longfellow, H.W.  
Loos Pool /Loos Stadium  
Maple Lawn  
Marcus, H.  
Marsh, T.C.  
Martinez, E.  
May, J.  
McShan Jr., L.  
Medrano, E.  
Medrano, F.  
Milam, B.  
North Dallas  
NW Maintenance  
North Bus Barn  
Peabody, G.  
Pershing, J.J.  
Pinkston, L.G.  
Polk, K.B.  
Preston Hollow  
Prestonwood  
Montessori at  
E.D. Walker  
Quintanilla Sr., R.  
Rosemont Lower  
Rosemont Upper  
Rusk, T.J.  
Saldivar, A.  
Soto, C.  
Stevens Park  
Travis, W.B.  
Walnut Hill  
Walnut Hill  
International  
Leadership  
Academy  
Washington, B.T.  
White, W.T.  
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The Grounds & Athletic Fields department is responsible for all exterior components of district facilities, including landscaping and maintenance of athletic fields and paved areas.

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Comstock, E.B.
Cuellar, G.
Dorsey, J.
Douglas, F.
Ervin, J.N.
Gonzalez, H.B.
Halliday, E.
Hawthorne, N.
Jackson, M. (site)
Kiest
Kleberg
Kleberg Bus Barn
Lagow, R.
Lincoln
Lincoln Inst.
Lisbon Pool
Macon, B.H.
Miller, W.B.
Moseley, N.
New Tech at B.F. Darrell
Pleasant Grove Pool
Pleasant Grove Stadium
Pease, E.M.
Piedmont Global
Pleasant Grove
Richardson, T.
Roosevelt, F.D.
Runyon, J.
Samuell, W.W.
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BURLESON, R.C.
BUSHMAN, W.W.
CEDAR CREST
CENTRAL/SEAG. STADIUM
COMSTOCK, E.B.
CUELLAR, G.
DORSEY, J.
DOUGLASS, F.
ERVIN, J.N.
GONZALEZ, H.B.
HALLIDAY, E.
HWATHORNE, N.
JACKSON, M. (SITE)
KIEST
KLEBERG
KLEBERG BUS BARN
LADOW, R.
LINDEN
LINCOLN INST.
LISBON POOL
MACON, B.H.
MILLER, W.B.
MOSELEY, N.
NEW TECH AT B.F. DARRELL
PLEASANT GROVE POOL
PLEASANT GROVE STADIUM
PEASE, E.M.
PIEDMONT GLOBAL
PLEASANT GROVE
RICHARDSON, T.
ROOSEVELT, F.D.
RUNYON, J.
SAMUEL, W.W.
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Thompson, H.S.
Titche, E.
Wilmer EC
Wilmer-Hutchins ES
Wilmer-Hutchins HS
Winn, C.S.
Young Women’s at Balch Springs
YMLA, Florence
Young, W.
Zumwalt, S.

STOCKARD, L.V.
STOREY, BOUDE
SUNSET
SUNSET ANNEX
SUNSET FOOTBALL
TERRY, T.G.
THORNTON, R.L.
TOLBERT, T.
TOWNVIEW, Y.A.
EWEW
TRINITY HEIGHTS
TURNER
TWAIN, M.
WEBSTER, D.
WEISS, M.
WINNETKA

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COMSTOCK, E.B.
CUELLAR, G.
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HWATHORNE, N.
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Zumwalt, S.

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STOREY, BOUDE
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TERRY, T.G.
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Molina, M.
Moreno, E.
Nolan Estes Plaza
Oliver, C.
Owens/Kincaid Stadium
Peeler, J.F.
Russell, C.P.
Salazar, A.
South Oak Cliff
Southwest Grounds
Sprague Pool
Steammons, L.
Stockard, L.V.
Storey, Boude
Sunset
Sunset Annex
Sunset Football
Terry, T.G.
Thornton, R.L.
Tolbert, T.
Townview, Y.A.
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Turner
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Forester
Franklin Stadium
Lisbon Pool
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LACEY
Lee, U.
Marsalis, T.L.
McNair, R.
Molina, M.
Moreno, E.
Nolan Estes Plaza
Oliver, C.
Owens/Kincaid Stadium
Peeler, J.F.
Russell, C.P.
Salazar, A.
South Oak Cliff
Southwest Grounds
Sprague Pool
Steammons, L.
Stockard, L.V.
Storey, Boude
Sunset
Sunset Annex
Sunset Football
Terry, T.G.
Thornton, R.L.
Tolbert, T.
Townview, Y.A.
Ewell
Trinity Heights
Turner
Twain, M.
Webster, D.
Weiss, M.
Winnetka

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