



Operations and Maintenance Plan 2019-2020

Mission Statement

- We provide short-term, hands-on career training that is driven by industry needs, national certifications, and employer partnerships, with the goal of employment opportunities for our graduates.

Physical Resources

Equipment Maintenance

- NTI maintains its physical resources to ensure safety for all students, employees and guests.
- Equipment needs and quality are reviewed periodically by faculty, the Director of Education, and/or Campus Management to ensure proper operation and safety.
 - If disposal is required, every attempt should be made to recycle equipment. If recycling is not possible, the equipment must be disposed of according to manufacturing specs and state/federal requirements.
- NTI will upgrade equipment on an as need basis within budget constraints. As part of the annual budget preparations, the steering committee reviews the physical inventory including all owned and leased equipment. In instances where more or newer equipment is needed to meet training needs or occupational expectations, the committee considers the altering of current leases vs. purchasing new equipment.
- NTI maintains maintenance agreements on leased equipment, which includes photocopiers. These agreements are reviewed regularly to ensure optimal use and minimum downtime if the machine is out of use due to repair.
- Any equipment requests are reviewed by the President and Director of Business Operations. Requests are approved based on need and budget.
- Emergency purchases for equipment are brought to the attention of the Director of Business Operations, and an interim solution is put into place to ensure business continuity. The President approves emergency equipment purchases based on need and budget.

Supply Maintenance

- Each lead program instructor is responsible for maintaining a current inventory of supplies and requesting fulfillment as needed.



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- Orders for supplies are placed at least weekly by the Business Office.
- Emergency purchases for supplies are brought to the attention of the Director of Business Operations, and any interim solutions are put into place to ensure business continuity.

Facility Maintenance

- NTI leases all locations. Each location has a specific lease agreement which outlines the fees and landlord responsibilities for Common Area Maintenance (CAM), physical plant maintenance, operational plan and improvements of each location. NTI ensures each location is compliant with federal guidelines and state and local codes.
- NTI maintains the facilities by use of outside vendors. This includes regular cleanings, maintenance, and repair.
- Safety inspections are conducted periodically to ensure the locations are appropriately maintained and a safe environment is provided for students and staff. Campus managers or designees conduct safety inspections for the three campus locations, and the Director of Trades or designees conduct safety inspections for CDL yards and HVAC lab (extended classrooms). NTI also utilizes student exit surveys to gather feedback on facilities and future needs.

Facility and Campus Improvements

- NTI will improve facilities on an as needed basis or as concerns arise. In addition, facilities are evaluated near lease end to determine if the location remains suitable or if relocation is necessary based on student and program needs.
- NTI follows all federal and state guidelines to ensure the campuses meet ADA requirements and state or local code ordinances.
- Supervisors will bring any safety discrepancies or possible concerns to the President for review and possible action.

Locations

Scarborough Main Campus

- **Address:** 51 U.S. Route 1, Suite K, Scarborough, ME 04074
- **Description:** multi-level property consisting of approximately 14,000 square feet of leased. The current lease ends April 2021.
- **Maintenance:** The Scarborough campus is cleaned weekly by an outside vendor to ensure safe and clean



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surroundings for students, staff and guests. Daily routine housekeeping is performed by staff to ensure supplies are adequate and safety issues are addressed. The Scarborough location is leased and building and grounds maintenance is conducted by the landlord.

Bangor Branch Campus

- **Address:** 1435 Broadway, Bangor, ME 04401
- **Description:** one level property consisting of approximately 15,000 square feet of leased space. Current lease ends April 30, 2029.
- **Maintenance:** The Bangor campus is cleaned weekly by an outside vendor to ensure safe and clean surroundings for students, staff and guests. Daily routine housekeeping is performed to ensure supplies are adequate and safety issues are addressed. The Bangor location is leased and building and grounds maintenance is conducted by the landlord.

Auburn Extension Campus

- **Address:** 730 Center Street, Suite 6C, Auburn, ME 04210
- **Description:** One level property consisting of approximately 8,000 square feet of leased space. The current lease ends August 31, 2024.
- **Maintenance:** The Auburn campus is cleaned weekly by an outside vendor to ensure safe and clean surroundings for students, staff and guests. Daily routine housekeeping is performed to ensure supplies are adequate and safety issues are addressed. The Auburn location is leased and building and grounds maintenance is conducted by the landlord.

Scarborough and Bangor CDL Training Yard

- **Scarborough Yard Address:** 4 Ginn Road, Scarborough, ME 04074 (leased)
- **Bangor Yard Address:** 358 Coldbrook Road, Hampden, ME 04444 (leased)
- **Yard Maintenance:** The training yards are maintained by the CDL Staff. All supply and maintenance requests are submitted to the business office where the supplies are ordered. The training yards are leased properties with specific responsibilities of the landlord and the tenant outlined in the lease. Building and ground maintenance for each location is contracted by outside vendors. These contracts ensure that safety is conducive for learning and work environments.
- **Equipment:** NTI maintains a list of current tractor and trailer equipment and reviews periodically for



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replacement as appropriate. Replacement equipment is funded through bank financing. Repairs and maintenance to tractors and trailers are performed on an as needed basis and are funded through NTI's operating budget, with 2019 actuals roughly \$1.5m.

Please note: All CDL Instructors must have a valid Maine Drivers Education Instructor license to teach students in the CDL A Truck Driver Training Program and a valid Maine CDL A Driver's License to operate Class A Vehicles. CDL Transporters (instructional support staff) must have a valid Maine CDL A Driver's License.

Scarborough and Bangor HVAC Shops

- **Scarborough HVAC Shop Address:** 5 Industry Road, South Portland, ME 04106. The lease expiration is October 2023.
- **Bangor HVAC Shop Address:** 1435 Broadway, Bangor, ME 04401. The shop is located in the Bangor Branch Campus and part of the campus lease.
- **Shop Maintenance:** The HVAC workshops are maintained by the staff of HVAC. All supply and maintenance requests are submitted to the business office where the supplies are ordered. The shops are leased property and building and grounds maintenance is conducted by the landlord.
- **Equipment:** NTI maintains Net 30 terms with suppliers of HVAC classroom materials, books, toolkits, tests and shop materials used during training. Orders are placed on an as-needed basis depending on class size. Inventory of these materials is not maintained by NTI.

Technical Resources

At all campus locations, NTI has appropriate technology set up for every classroom, including computers, projection systems (where needed), DVD capabilities, instructor station, and either wired or wireless connection options where applicable. All campuses have a library with general student computer access capabilities. There is also a computer lab at the Scarborough Campus for use by IT students.

NTI's technical infrastructure is so critical to meeting the School's mission and achieving its ultimate vision. To that effect, the Disaster Recovery Plan is consulted and revised periodically by the Steering Committee to account for the every changing landscape of today's technology. This includes consideration of all associated risks including networking services and backups, hardware and software inventories, document storage, training delivery software, internet bandwidth and other related services. This plan ensures computer system and network reliability, along with backups for



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all technical services.

NTI has a policy to ensure the privacy, safety and security of data contained in the technical infrastructure of the network. NTI's primary data center resides in Portland in a Secure Hosted Data Center with limited access, secured and controlled by Thrive, Inc. The campuses connect to the student database—STARS—through a web browser as it is a hosted system. Training Masters, Inc. handles security, hosting and backup of their product—STARS. NTI's IT Department also oversees the security of STARS by controlling user access/logins.

All student records are stored electronically in a document management system—Docstar. This system is housed in a datacenter hosted by Thrive, Inc., which handles daily backups and security of Docstar as well as our Windows 2016 domain controller.

At each facility, NTI has a state of the art network Firewall with IDS. In addition, NTI's networks are divided into separate groups to protect sensitive data. Files on NTI's domain controller, Docstar, and accounting systems can only be accessed by a permitted user by connecting to our dedicated staff network. By policy, only NTI-owned devices connected to the domain can be connected to the staff network. All other devices must utilize the designated student or guest networks. Remote access is strictly controlled and requires authorization from the Steering Committee. The network is monitored and administered by both Thrive, Inc. and NTI's IT Department. Access to non-educational sites is monitored and limited. Requests for access to restricted sites are handled on a case-by-case basis and must be approved by the Steering Committee.

Learning Resources

NTI utilizes a variety of learning systems including Canvas, NTI's Learning Management System (LMS). Canvas is designed to support students and to facilitate communication, collaboration, and improve teacher interaction. Teachers and students use Canvas on a daily basis to access course resources, project plans, assignments, a multi-dimensional gradebook, online groups, and an extensive library of instructional resources for teachers and students. In an effort to meet student needs efficiently, Canvas is delivered as a web-based service that is accessible at all campus locations. This provides a shallow learning curve and eliminates unnecessary distractions, maximizing the user's time participating in or managing learning.

NTI also uses Office 365 for student accounts, Microsoft Teams for remote lectures and communications, and Stream for



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storage of class video content. In addition, NTI uses Cengage for HVAC/R program learning content, Elsevier Evolve for Healthcare program learning content, and SkillSoft/TestOut for IT program learning content. G-Suite is utilized as a communication tool and collaboration platform for staff to organize and remain connected.

Maintenance and Service Support

- Canvas is hosted by Instructure which is responsible for security and backup of these systems.
- Office 365 (Teams, Streams and other tools) is hosted by Microsoft. Security and backups are handled by Microsoft as well as overseen by NTI's IT Department.
- Cengage, Elsevier Evolve, and TestOut/Skillsoft are primarily learning materials and are secured by each of their respective providers.
- G-Suite is hosted by Google and managed by NTI's IT Department and Google.

Please note: Data in all LMS systems is limited to user first and last name as well as their Canvas ID, which is separated from the user Student ID. No Personally Identifiable Information (PII) is stored on these systems.

Managed Hosting & Backup

Hosted/managed by Thrive, Inc. following these standards:

- Hosted on Microsoft Hyper-V cluster;
- Daily Backups (11:00pm); and
- Virtual server is replicated every 15 minutes to additional Hyper-V cluster.

NTI funds technology purchases through the operating budget and seeks outside financing when applicable. The IT Department maintains inventory of all computer equipment in use by staff, faculty, and students.

NTI Staff Responsibilities for Software Management

The Director of Education monitors learning software for adequacy and recommends updates as needed. In addition, the Director of Education approves all course content for each software program and works with the support team to make any necessary changes.

- **Canvas Support:** LMS Coordinator and Managing IT Instructor
- **Cengage Support:** LMS Coordinator and Managing IT Instructor
- **Microsoft Teams Support:** Managing IT Instructor



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- **Skillsoft Support:** Managing IT Instructor
- **TestOut Support:** Managing IT Instructor
- **Elsevier Evolve Support:** LMS Coordinator

Safety

NTI has developed appropriate plans and policies for assuring the health and safety of employees, students, and guests. These plans include a system for reporting and investigating accidents. Plans are distributed to employees via the employee handbook and published on our Employee Portal; and to students via the student handbook, provided to new and prospective students, on our website (www.ntinow.edu), and in each student break room.

Hazardous Waste Policy

Applicability

This policy is applicable to all NTI faculty, staff and students.

General

Federal, state, and local governments impose strict regulations concerning the management, storage, and disposal of hazardous materials. Compliance with these laws, good safety practices, and the necessity to avoid future liabilities dictate that the School take a conservative approach in handling this material.

The term "hazardous waste" as used in this policy means any substance no longer of use to the possessor whose chemical or biological properties have the potential to endanger personnel, material, or the environment if handled improperly. Hazardous waste includes, but is not limited to items specifically identified as "hazardous waste" under federal and state statutes.

All hazardous waste generated at NTI must be handled properly. It is the responsibility of each individual to know the possible dangers associated with any material being used or generated, and know how the material should be handled and disposed of BEFORE A PROJECT IS BEGUN.

Types of Waste

- Chemical waste to include Highly Toxic Material.

- Highly Toxic Material is any chemical which is either specifically identified by the Environmental Protection Agency (EPA) as an "acute hazard" or has a Lethal Dose 50 (LD50) of 50 mg/kg or less oral-rat. Samples include inorganic cyanides, many pesticides, arsenic compounds, etc. A listing of EPA listed "acute hazards" may be obtained from EH&S.
- Used oil (handle the same as chemical waste).
- Biological/Infectious Waste.
- Fluorescent Bulbs and Ballast.
- Batteries.
- Computers.
- Asbestos.
- Lead-Based Paint.
- Broken glass, whose only danger comes from its ability to inflict wounds is not considered hazardous waste. Activities which anticipate generating broken glass should obtain puncture proof containers and dispose of the material appropriately.

Waste Minimization

Government regulations and cost effectiveness require that as little hazardous waste as possible be generated. The following guidelines are a checklist to accomplish waste minimization - they are not intended to restrict activities:

- Before beginning a project, determine the hazards associated with the material. Where possible substitute less hazardous substances.
- Use small batch or micro-level reactions where possible.
- Order and maintain minimum quantities of chemicals.
- Certain chemicals are difficult and/or costly to dispose of and should be given special consideration. Some types are:
 1. Any heavy metal, e.g., mercury, barium, cadmium, chromium, beryllium, silver, selenium, tellurium, either elemental or in compounds.
 2. Chlorophenols, dioxins, and cyanides.
 3. Compressed gases (to include lecture bottles) or containers with liquids under pressure (especially if the substance is poisonous). Where possible arrange with the supplier to accept return of used containers.
 4. Manufacturers' samples. Either arrange for the manufacturer to accept return of unused material or ensure



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they provide an ample description of the product and its characteristics.

Disposal of Material by Users

Plumbing systems whether or not they are "chemically resistant" and whether or not they are equipped with "dilution tanks" are capable of handling only incidental quantities of waste - they are NOT designed for use as a primary disposal method.

Bench Top procedures designed to make material non-hazardous or less hazardous, such as acid-base neutralizations should be undertaken with caution.

Containers that have been emptied using normal practices (e.g., pouring) are generally not considered hazardous and can be discarded in normal trash. (Containers that held Highly Toxic Material are considered hazardous even when empty and shall be handled as such).

Although legally empty the following procedures are recommended to preclude possible incidents arising from residual material:

- For solvent based material open the container in a fume hood and allow residue to evaporate overnight - discard the container opened.
- For aqueous based material (acids and bases) triple rinse with water and discard the container opened.

Accumulation

Excess amounts of waste and/or unneeded material are not to accumulate.

Waste generated in the process of conducting research or other activities (spent solvents) will be removed on a routine basis. In no case, will an activity allow more than 50 gallons (~1 kg) of an Highly Toxic Waste) nor will any waste container be retained for longer than one year.

At the end of any project or prior to the departure of an individual, all research products and other material shall be clearly identified and disposed of.

Segregation of Waste



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To the extent feasible, waste should be segregated and not combined. Mixing of different type waste poses dangers.

Containers

It is the responsibility of the generating activity to provide suitable waste containers for waste accumulation prior to pick-up.

Waste containers must be compatible with the waste collected, kept closed unless material is being added, capable of being transported, and appropriately labeled.

Multiple small containers, such as sample vials containing research products, should be consolidated into single packages.

Labeling

Waste collection containers must be clearly labeled with:

- The word "WASTE" in a conspicuous location.
- The type waste being accumulated in the container, e.g., "halogenated solvent, hydrochloric acid." Generic terms that give no indication of the type hazard associated with the waste, e.g., "aqueous waste", are not acceptable.
- Approximate amount or percentage of each constituent.
- The date the first waste was added to the container.

Before the material is picked-up the following must be on the label:

- The name and telephone number of an individual who certifies the waste container contents.
- The actual contents of the container - provide chemical names not abbreviations.

Containers of excess materials, with the manufacturers' original label, need not be re-labeled - unless, the manufacturers' label does not identify the contents by chemical name. In such case the activity must appropriately label the container or provide a Material Safety Data Sheet for the material.

Biological/Infectious Waste

Used sharps and/or needles that have been contaminated with potentially pathogenic or infectious materials will be



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collected in puncture proof containers (i.e., sharps containers).

All biological/infectious waste (including sharps containers) will be placed in approved "RED" biohazard bags; the bag will be sealed with tape and placed in an approved biohazard box which will also be sealed.

Fluorescent Bulbs

Producers of this material are responsible for packaging of bulbs. Bulbs may be packaged in original containers (use the box the bulbs were supplied in with packing material removed). If appropriate packaging is not available, contact EH&S for fiber drums.

Any broken bulbs will be immediately cleaned up with the residue placed in a suitable container, marked as to contents and disposed of with spent bulbs.

Batteries

Standard alkaline batteries, such as those used in flashlights, do not normally require handling as hazardous material and can usually be disposed of as normal trash.

Non-alkaline, rechargeable batteries, e.g., Nickel-Cadmium Metal (Nickel, Lithium, et al) Hydride, Lithium Ion, etc., used in cell phones, pagers, hand-held radios, computers, and powered hand-tools are potentially hazardous and should be properly disposed of - not placed in normal trash. Even when discarded, these batteries should be handled carefully, by placing the batteries in individual plastic bags or taping over the electrodes. Personnel are encouraged to dispose of batteries from personal equipment in an environmentally sound manner - many retailers that sell replacement batteries have recycling programs.

Computers

Computers and related equipment (monitors, keyboards, scanners, etc.) and parts (cards, cords, etc.) are an environmental concern. Most components contain metals such as lead, which are regulated by the Environmental Protection Agency, and, hence, cannot be disposed of as normal trash. When these items are replaced or otherwise no longer needed they need to be disposed of properly.

Spills/Incidents

Each activity should expect and be prepared to deal with "routine" spills of material. Activities are encouraged to



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purchase and position appropriate pre-packaged "spill kits".

Absorbents and/or contaminated material from such incidents will be collected in an appropriate container and disposed of in the same manner as other hazardous chemical waste.

Request assistance if required. Generally, conditions requiring assistance include, but are not limited to:

- Clean-up cannot be accomplished without harm to yourself or others.
- Questionable levels of respiratory exposure.
- Significant amounts of highly hazardous material.
- Unidentified spilled material.
- Medical assistance is required.

Collection

Hazardous waste collection will be scheduled as needed by NTI with the contracted waste disposal agent.

Contacts

Address any questions to the Campus Operations Director or Manager