



**TOWN** *of*  
**FRANKLIN**  
**FACILITIES DEPARTMENT**

# MISSION STATEMENT

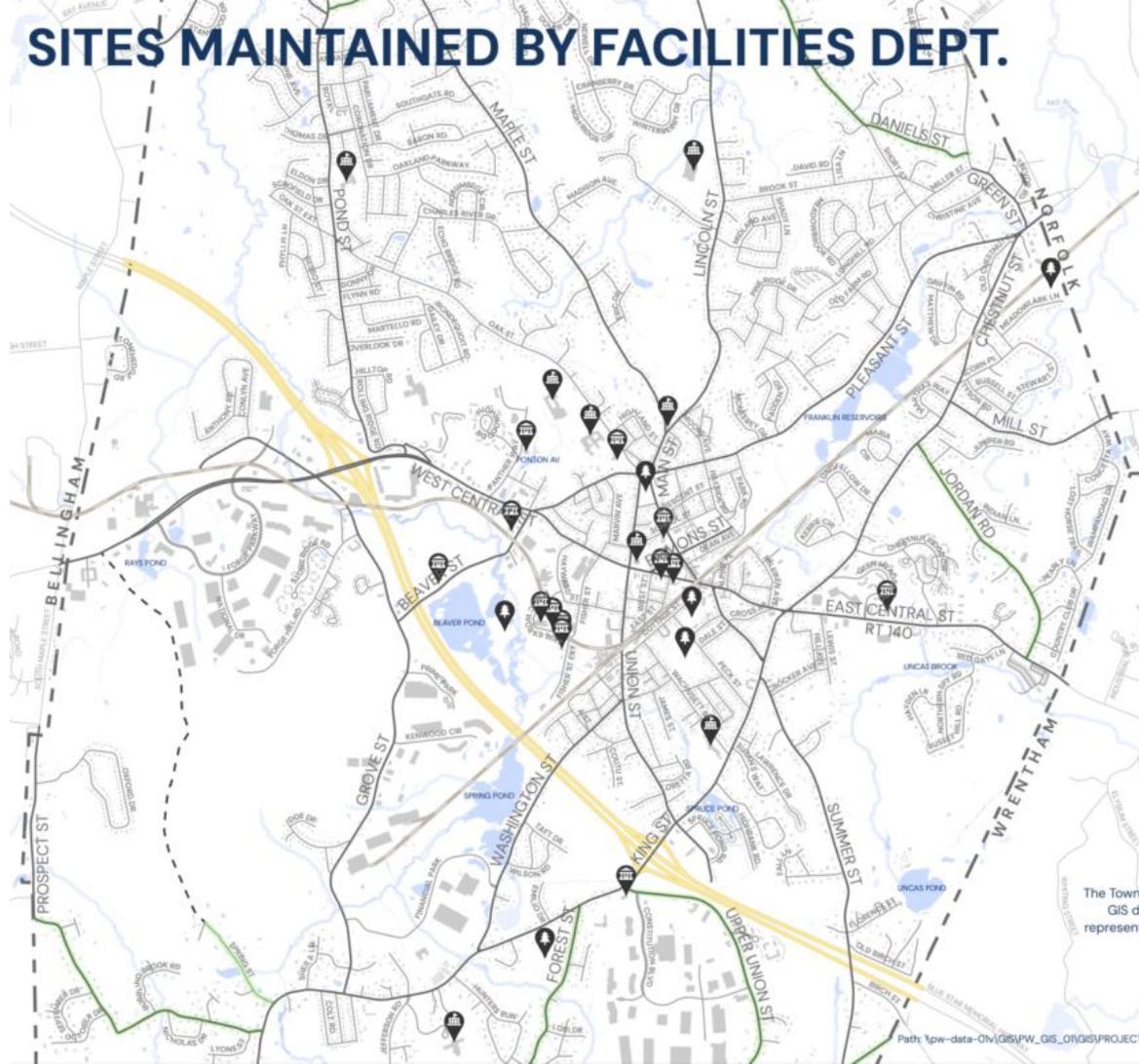
The mission of the Department of Public Facilities is to manage the efficient operation and maintenance of Town buildings, preserve the facility and equipment assets of the Town, plan and implement capital improvements, and manage capital construction projects.

The mission will be accomplished through collaboration with all department heads, the Town Administrator and the Superintendent of Schools by establishing appropriate levels of support for building users, fostering continuous improvement in the delivery of services, and maintaining ongoing capital planning.

# SITES MAINTAINED BY FACILITIES DEPT.

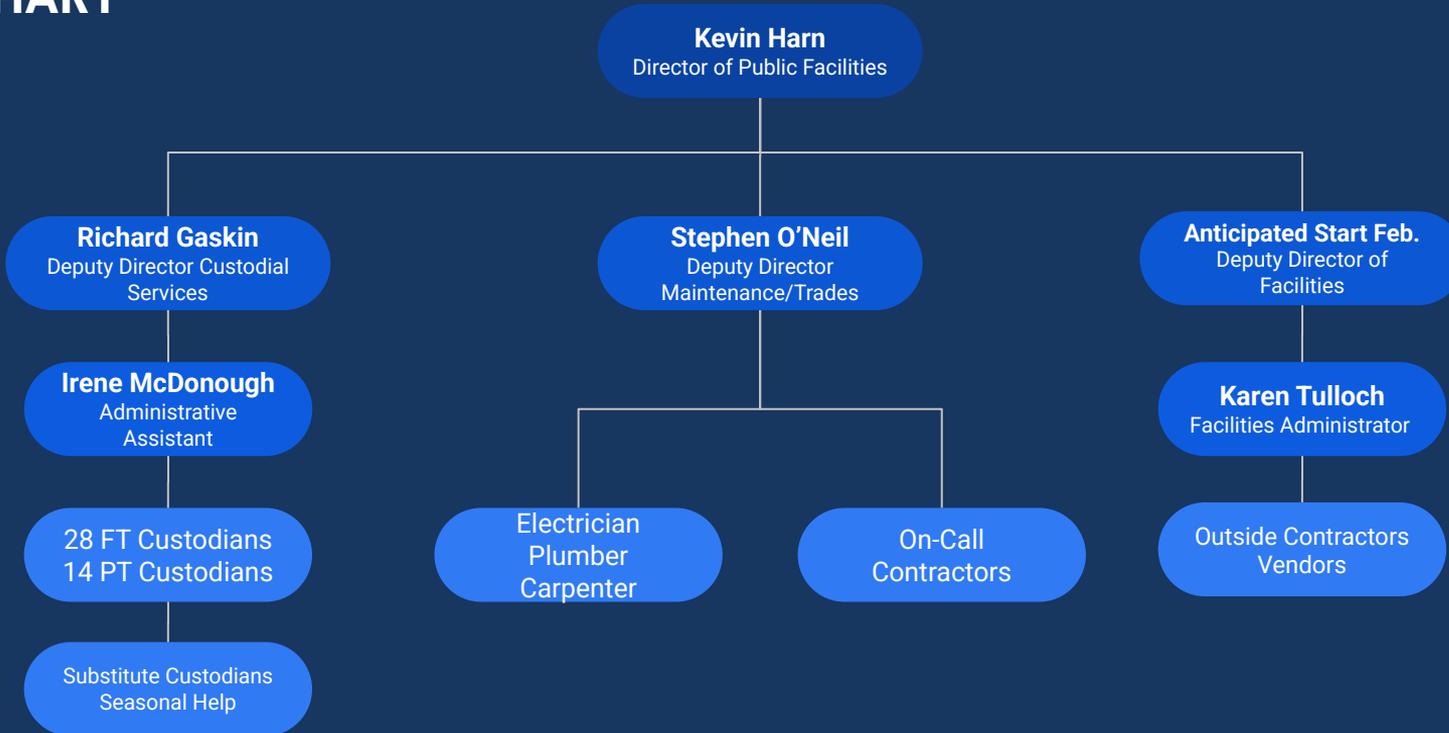
## OUR TEAM

- 1 Administrative Staff
- 2 Custodial Staff
- 3 Trades Staff
- 4 Other departments, outside contractors, vendors, engineering firms, more and YOU!



The Town  
GIS d  
represent

# FACILITIES ORGANIZATION CHART



Note: Bi-Weekly Leadership meetings with Jamie Hellen, Tina Rogers, Colin Boisvert, Kevin Harn, Rich Gaskin, and Steve O' Neill

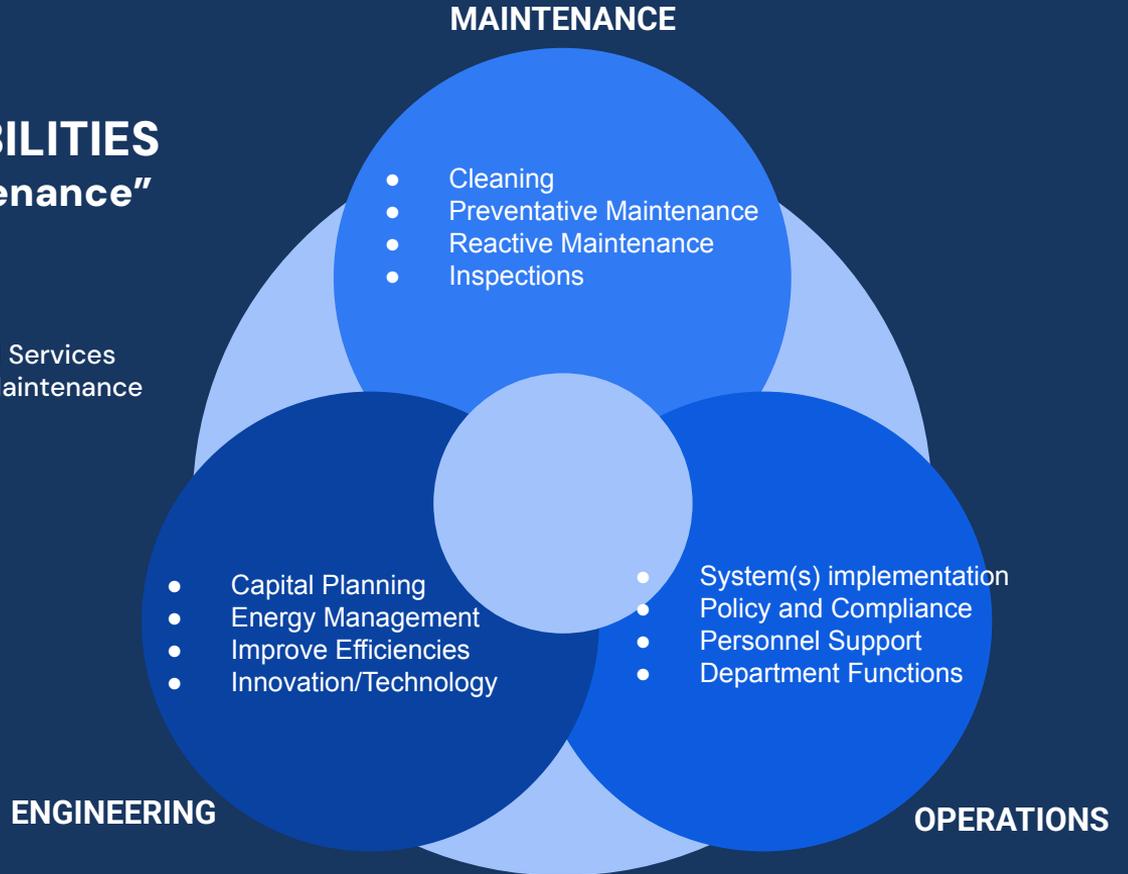


# DEPARTMENT RESPONSIBILITIES

## “Facilities is more than Maintenance”

Kevin Harn  
Anticipated Start Feb.  
Richard Gaskin  
Steve O’Neill  
Karen Tulloch  
Irene McDonough

Director of Facilities  
Deputy Director of Facilities  
Deputy Director of Custodial Services  
Deputy Director of Trades/Maintenance  
Facilities Administrator  
Administrative Assistant





## CUSTODIAL STAFF

Town Custodians provide the maintenance of all town and school buildings and various equipment, support inhouse trade staff and outside contractors, assist with IPM (integrated pest management) procedures, SDS (safety data sheets) records and cleaning of the facilities to uphold as high of APPA (Association of Physical Plant Administrators) maintenance standard as possible.

1. The Facilities Department currently consists of 45 custodians, and one maintenance/utility custodian: 28 being full time, 14 part time, subs and summer help as needed.
2. Full time custodians reside in the school facilities.
3. Part time custodians reside in every town building.
4. Utility/maintenance person.

Our full time custodial staff are members of the AFSCME union.

**We have an incredible custodial team who does an excellent job!**

295,62 sqft

FHS

196,202 sqft

FMS

151,021 sqft

Lincoln Street Elementary

148,386 sqft

Washington Street Elementary

56,552 sqft

ECDC at Pond Street



## TRADES STAFF

Facilities is fortunately staffed with a licensed plumber, a licensed electrician, and a licensed carpenter.

The Trades team relies heavily on the Computerized Maintenance Management System (CMMS) for work orders. This is how their workload is mainly prioritized and managed. This team supports the entire town and school daily reactive and preventative maintenance requests that enter our que. This fiscal year (prior to Christmas) there have already been 1,600+ WO's entered. Our team completes anywhere from 180-400+ WO's per month. Over the last 12 months the team is averaging a 20 day completion rate.

\*New CMMS deployed in Summer of 2023

Our full time trades staff are members of the AFSCME union.

**We have an incredible trades team who does an excellent job!**

2,702

Created WO's in FY25

2,712

Closed WO's in FY25

1,946

Created WO's in FY24

1,794

Closed WO's in FY24

1,876

Created WO's in FY23

1,654

Closed WO's in FY23

# TRADES TEAM:

1/1/2025-12/18/25

# 2,507

Work Orders Completed  
Calendar Year 2025

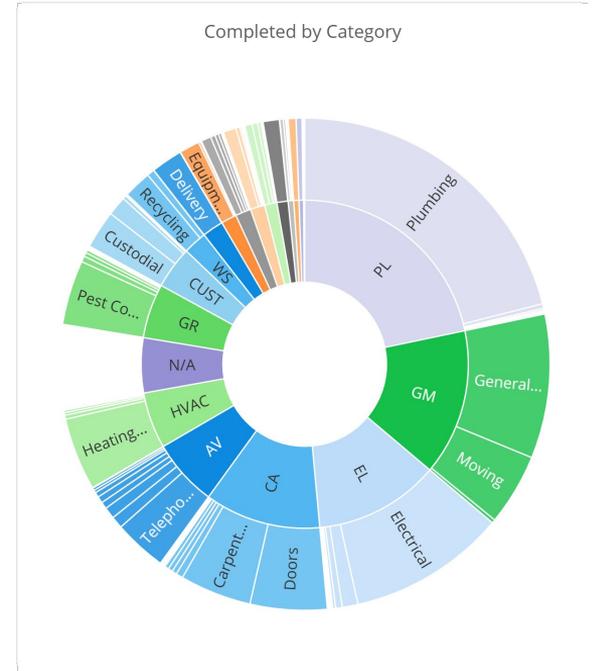
Facilities has had some recent staffing changes within our department.

Our plumber retired after working for Franklin for over 29 years. Also, our electrician retired after working almost 10 years here in Franklin. We are in the process of hiring a new plumber and electrician. Our long time carpenter for over 30 years, has also voiced FY26 potentially being his last.

The trades team has done tremendous work over the years and their institutional knowledge will be difficult to replicate.

## Average % of Work Orders

**PLUMBING | 20%**  
**ELECTRICAL | 20%**  
**CARPENTRY/KEYS | 15%**  
**GENERAL MOVING | 15%**  
**HVAC | 20%**  
**OTHER | 5%**  
**CUSTODIAL | 5%**



**~1.2 Million Square Feet**

Municipal Building	29,102	Historic Museum	4,734
Public Library	30,948	Animal Control	2,216
Senior Center	18,256	Recycle Center	160
Fire HQ	14,023	Field(s) Baths/House	3,620 (cumulative)
Fire Station #2	5,442	Brick School	1,080
Police Station	12,642	Davis Thayer	42,018
Recreation 275 Beaver	7,497	Parmenter	50,610
DPW Admin	6,924	FHS	295,627
DPW Garage	56,469	FMS	196,202
Water Treatment Plant	6,630	Washington St. Elem.	148,386
Facilities Building	3,500	Lincoln St. Elem.	151,021
		ECDC Pond St.	56,552



## HOW FACILITIES GETS IT DONE!

Managing/maintaining 1.2+ million square feet of buildings and properties requires the appropriate tools and resources to do so.

Our buildings are diverse, unique and all require specific needs around the clock. We have four contracted on-call service contracts: roofing, electrical, plumbing/mechanical and HVAC/BMS. We have various proprietary products and equipment.

Currently there are two different building management systems, two different access control systems, two different camera systems supporting almost 1,000 cameras.

We have multiple & different fire alarm systems, two different access control systems, multiple burglar systems, 24 EV charging stations, and five different towers/antennas to maintain

~204,879<sup>SQFT</sup>

MILFORD REGIONAL  
HOSPITAL

~181,000<sup>SQFT</sup>

PLAINRIDGE PARK  
CASINO

~616,000<sup>SQFT</sup>

WRENTHAM VILLAGE  
OUTLETS

# EVERYTHING ELSE...AND MORE

Water, sewer, stormwater, waste removal, security, cameras, telephone, elevators, fire alarm, fire extinguishers, sprinkler systems, irrigation, generators, plumbing, heating, ventilation and air conditioning, switchgears, roofs, doors, windows, flooring, carpet, tile, ceiling, kitchen equipment, overhead doors, hardware, furniture, painting, pest control, mold issues, air quality, rental property, customer service, presentations, Green Communities certification, composting, sustainability, renewable energy, EV charging stations, financial modeling, gas, electricity and propane contracts, procurement, engineering, design, snow removal, conferences for latest trends and products, etc...





# TIMELINE OF RECENT PROJECTS



## NOTABLE MENTIONS:

- Enrolled in on demand response program
- Awarded municipal fellowship through UMass Lowell / CELT Initiative
- LED upgrades in Schools
- New water heater at Fire HQ
- New boiler at Public Library
- New safety roof hatches
- Relocated DT shed to Lincoln Street
- Develop Facilities shared drive (uploading/scanning docs)
- DPW Garage office renovation
- EV station pricing implementation
- Kitchen equipment upgrades
- Senior Center pull stations
- Lockdown upgrades & panic systems



## RED BRICK SCHOOL HOUSE

Franklin has been the home to a one-room brick schoolhouse originally constructed in the late 1700's.

The Red Brick Schoolhouse was added to the National Register of Historic Places in 1976.

The Franklin Community Preservation Committee recommended an appropriation of \$250,000 in CPA funding.

Scope for repairs included doors, windows flagpole and lead paint remediation on the exterior of the building.



## EV fleet & stations:

In 2023 Franklin's EV Fleet expanded with two Nissan Leafs. The EV's were funded with ARPA funds and Green Communities Grant. These EV's support and comply with DOER regulations.

Franklin is equipped with 24 EV charging stations. Over 250 different drivers have used Franklin's EV stations in 2024.

There were over 8,000 charging sessions in 2024 that equated to 151,238.971 kWh! [That's roughly = 12,099 gallons of gasoline | and/or a 1,500 sq.ft. household uses 750 - 1,500 kWh per month]

The Town is now charging for usage of spaces to generate revenue to the system.

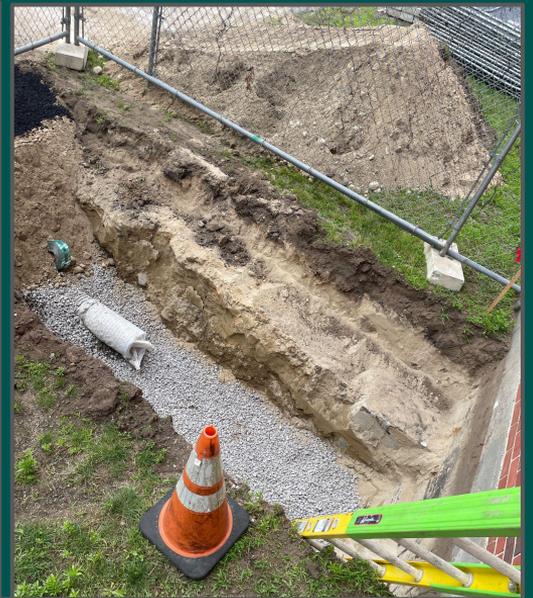


## FMS DRAINAGE \$350,000+

The courtyards had consistently experienced backed up with water and flooding during heavy rains. Often water would pour from the courtyards into the schools.

This was finally resolved after executing a plan to reroute several roof drains and alleviate the burden of excess volume the drainage in the courtyards couldn't handle.

Almost 20,000 sq. ft. of roof was captured to be redirected.



## JFK MODULAR DEMO

\$32,789: last of the modulares to be removed. The modulares were installed throughout the late 90's early 2000's to support the students population.



## SENIOR CENTER PAVILLION

This project consisted of pouring a pavilion foundation/patio with protected overhead which incorporates power, lights and overhead fans.

\$100,000 project

Offers seniors an outdoor space to enjoy in hotter and rainier weather.



## MUNICIPAL BUILDING RENOVATIONS

Approximately a \$1.4 million cost (borrowed & free cash)

The municipal building renovations were a 20-year scheduled rehab.

All new UV protected windows for heat/AC control efficiency & blinds.

A new generator to support the Town's internet (police & fire included) was purchased and installed.

New Boilers, mechanicals and snow melt system.

Carpets were ripped and a fall hazard.

Council Chamber chairs were soiled and ripped.

Collaborated on all decisions with the School Department on town and school staff needs for desks, chairs, and some very outdated and broken equipment.

Improved staff morale and have received positive feedback on colors and carpets. A small punch list or decorative projects remain.



## RENOVATIONS (CONT.)



RENOVATIONS (CONT.)



## RENOVATIONS (CONT.)



RENOVATIONS (CONT.)



FPS REDISTRICTING  
< \$500,000



FPS REDISTRICTING (CONT.)



## FHS NEW VISITOR BLEACHERS

The previous visitor bleachers were an opportunity to fill a need on many levels. The old press box and bleachers were a liability.

Crowds to watch Franklin athletics and graduation have grown. The new bleachers support 435 additional viewers.

The Town used \$500,000 in town-issued federal ARPA funds to complete this project.



## CUPOLA RENOVATION

\$63,000

The Town used Community Preservation Act funds to repair the final part of the exterior renovation to the Town's original Town Hall!



# ON THE HORIZON?



## NEW POLICE STATION

Current and future department program needs can no longer be supported in existing building.

## WASHINGTON ST. ELEMENTARY RENOVATIONS

Building from 1996 needs extensive roof, FA, HVAC, parking/paving, educational upgrades, drainage, receiving, and more.



## KING STREET PARK REDESIGN

Additional field and infrastructure lighting, new courts, walking path, added parking, bath/field/concession house, more..

# Upcoming Projects / Facilities Necessities:

- Animal Control Renovations
- Municipal Building RTUs ~ 20 Years Old
- Fire HQ AHU ~ 20 Years Old
- FPD AHU Heat Exchangers Nearing End Of Life
- FA System Replacements: Lincoln, Washington, FMS
- Fire Station # 2 FP Design
- 275 Beaver St AHU Heat Exchangers End Of Life
- Fire HQ Generator Replacement

# Pending Questions, Discussion Points and Decisions:

- How to finance the borrowing for the Washington Street Elementary Renovations, Middle School Roof replacement
- Future of the Police Station: \*Parmenter Parcel selected at last night's PSBC
- Future of the Davis-Thayer parcel?
- Future of the Parmenter parcel? \*\$62,500 study recommended at PSBC
  - Recreation? Arts and Culture? Other ideas?
- King Street Memorial Park will be done in phases, through CPA funds.
- Future of the former Kennedy School, fields and space? Preschool/Daycare Expansion?
- The future of the operating budget sustainability and capacity to properly fund the operations of the Facilities Department to meet the needs of our town and school staff.



**TOWN** *of*  
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MASSACHUSETTS