



51 U.S. Route 1, Suite K, Scarborough, ME 04074
1010 Stillwater Ave., Bangor, ME 04401
20 East Ave., Lewiston, ME 04240
(800) 447-1151 | www.NTINOW.edu

Rev. 12/15

Operation and Maintenance Plan (2015)

Mission Statement

In order to support the mission of the School, the Business Office is dedicated to constantly maintaining and improving all school campuses and its training facilities and equipment; and to developing an ongoing, fundamental process that provides a safe, healthy and aesthetically pleasing environment for students, faculty, staff and guests.

Physical Resources

Scarborough – Main Campus - multi level property consisting of approximately 12,000 square feet of leased space occupying suites E, K, O, Q1 and Q2 located at 51 US Route 1 Scarborough ME. Current 5 year lease ends April 2016.

Bangor – Main Campus - one level property consisting of approximately 8,000 square feet of leased space located at 1008 and 1010 Stillwater Avenue Bangor ME. Current 5 year lease ends December 2017.

Lewiston – Extension Campus - one level property consisting of approximately 4,000 square feet of leased space occupying 20 East Avenue Unit #34 in the Lewiston Mall, Lewiston ME. Current 5 year lease ends December 2019.

Scarborough – CDL yard – leased property consisting of a 15 door cross-dock terminal on 2.8 acres located at 4 Ginn Road in Scarborough, ME. Initial 5 year lease ended September 2014 and renewed for an additional 3 year term that ends September 2017.

Scarborough – HVAC Shop – multi level property consisting of approximately 4,600 square feet of leased space located at 5 Industry Road South Portland, ME. Current 5 year lease ends October 2018.

Bangor – CDL yard – leased property located at Coldbrook Road in Bangor, ME. Initial 6 month lease ended July 2000 and renewed automatically. At this point lease may be terminated with 90 days written notice.

Campus buildings above are leased and in each case the landlord employs maintenance personnel to perform all standard maintenance, parking lot maintenance and upgrades as requested by school personnel. Facility adequacy at each location is reviewed regularly and repairs and improvements are scheduled as soon as needed. Each campus director reports when items such as facility size and accommodations for students, available parking, classroom, office are not adequate to the steering committee. They also report issues in lab cleanliness, appearance and safety. Any items in question or any that have brought employee or student attention or concern that have not been resolved are given immediate attention.

The Scarborough, Bangor and Lewiston campuses are cleaned bi-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.



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Lease Equipment

NTI maintains maintenance agreements on leased equipment, which includes photocopiers. These agreements are reviewed regularly to ensure optimal use and minimum downtime if equipment is out of use due to repair. On an annual basis 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.

Technical Resources

NTI has appropriate technology set up for every classroom including projection system (where needed), DVD capabilities, instructor station and either wired or wireless connection options were applicable. This is also true for the Lewiston extension campus that opened to students in February 2015. There are computer labs in both the Scarborough and Lewiston Campuses for use by the IT students. All campuses have a library with general student computer access capabilities.

As the technical infrastructure is so critical to meeting the school's mission and achieving the school's ultimate vision, the Disaster Recovery Plan is consulted and revised periodically by the steering committee to account for the ever changing landscape of today's technical landscape and all associated risks including networking services and backups, hardware and software inventories, document storage, training delivery software, internet bandwidth and other related services.

NTI has developed an appropriate plan to ensure computer system network and reliability, along with backups for all technical services. We also have 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 Scarborough in a locked computer room with limited access. The campuses connect to the student database STARS through a web browsers as STARS is a hosted system.

iLearn is NTI's learning management system (LMS) designed to support students to facilitate communication and collaboration, and improve teacher interaction. Teachers and students use iLearn on 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 the needs of the students and not create barriers to students, iLearn is delivered as a web-based service that is accessible at all campus locations. It is built using Microsoft Visual Studio 2013 utilizing .NET Framework. This provides a shallow learning curve and eliminates unnecessary distractions - maximizing users' time participating in or managing learning. iLearn is deployable in Microsoft SharePoint, further increasing adoption and familiarity for users and is an integral component of NTI's professional development programs for both staff and student.



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Maintenance and Service Support: iLearn is supported by IntraLearn, Inc. Support includes but is not limited to help-desk/troubleshooting support services, software upgrades and service packs (point releases and major revision releases), staff training and server migrations.

Managed Hosting & Backup: www.ilearn-nti.com is hosted/managed by Biz Comapass, Inc.: Hosted on Microsoft Hyper-V cluster; Daily Backups (11:00PM); Virtual server is replicated every 15 minutes to additional Hyper-V cluster.

NTI has funded the technology purchases through the operating budget and seeks outside financing when applicable.

Tractors and Trailers

NTI maintains a list of current tractor and trailer equipment (Exhibit A) and reviews periodically for 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. In 2014 NTI spent \$48,000 on repairs of tractors/trailers and 2015 spending is \$57,000.

HVAC Supplies and 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.

Safety

NTI has developed appropriate plans for assuring the health and safety of employees, students and guests. These plans include a system for reporting and investigating accidents. These plans are distributed to employees via the employee handbook and to students via the student handbook, found on the student portal.

NTI's Safety Committee evaluates these plans on regular basis and revises the plans when appropriate. The Safety Committee also conducts periodic safety inspections to ensure the locations and equipment are appropriately maintained and a safe environment is maintained for students and staff. Any discrepancies are noted and addressed immediately, with follow up to appropriate vendors within 30 days of initial request. NTI also utilizes student surveys to ensure student needs for facilities or equipment are addressed and maintained.

Goals for 2015:

- In November 2014 a 2007 Freightliner Tractor was totaled in an accident. At that time, it was determined by the Steering committee that the tractor needed to be replaced and a search was started immediately.
- Lewiston Extension Campus build out was completed by landlord in December 2014. Goal was set to complete necessary wiring, furniture, library resources and equipment purchases to open campus to students by the end of January 2015.
- February 2015 Steering Committee agreed to give up approximately 1,000 square feet, known as Suite Q1 to the landlord. NTI consolidated the Student Services offices formerly located in Suite Q1 to empty offices in Suite K in a cost savings effort.
- Evaluate capital equipment upgrade/replacement plan to include Medical and IT classrooms, HCAC shops and CDL training yards.
- In October 2015, Steering Committee approval was given for an additional multi student tractor purchase needed for the Bangor CDL training yard.
- In October 2015 it was determined that the Lewiston Extension campus needed more space in the medical classroom. The Steering committee agreed to contact the landlord to determine options for expansion.
- The IT staff agreed to test Windows 10 on a limited basis to determine if we want to upgrade.

Results in 2015:

- After an extensive search, a 2007 Freightliner tractor (#119) was purchased in March 2015 to replace the totaled tractor.
- Wiring, computer equipment, library resources, clinical lab supplies, computer lab, furniture and other items were purchased to open Lewiston extension campus in February 2015.
- Starting in March 2015, Suite Q1 was emptied so operating expenses were lower for the remainder of the year.
- In September 2015, Scarborough landlord found tenant for Suite Q1 and NTI was released from liability for rent, CAM and utility payments on Suite Q1.
- IT staff created campus wide computer equipment inventory (Exhibit B) to be used in replacement planning of computers.
- December 2015, an additional 2007 Freightliner multi student truck (#218) was purchased with a 5 year loan from Bangor Savings Bank.
- Still exploring additional space options in Lewiston. We may be offered a move to additional space next door.
- Lewiston campus installed cameras for safety.
- IT staff will continue to test Windows 10 into 2016.



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Exhibit A - Tractor and Trailer Inventory as of December 2015

#	Year	Make	Model	VIN
T-56	1991	Fruehauf	Trailer	1H2VO4827ME009703
T-52	1988	Fruehauf	Trailer	1H2VO4500JH006270
T-55	1993	Great Dane	Trailer	1GRAA9622PB010001
#108	2005	International	Tractor	1HSHUADN15J024528
#208	2000	Volvo	Tractor	4V4ND1JH0YN793355
T-58	2000	Wabash	Trailer	1JJ4452W2YL677774
T-57	2000	Wabash	Trailer	1JJV452W9YL677770
#109	1998	International	Tractor	1HSHBAHN3WH601987
T-59	1996	Stoughton	Trailer	1DW1A4528TS053809
#112	2000	Mack	CH612	1M1AA08Y5YW019678
#113	2000	Mack	CH612	1M1AA08X2YW021055
#118	2000	Mack	CH612	1M1AA08XOYW021104
#210	1997	International	Tractor	2HSFHAER1VC026713
#212	2007	Freightliner	CST120	1FUJBBCK17LY41818
#119	2007	Freightliner	120	1FUBA5CGX7LY09843
#213	2007	Freightliner	CST120	1FUJBBAV27LY20571



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Exhibit B – Computer Equipment Inventory as of December 2015

Location	OS	CPU	Speed	Memory	Make
Lewiston	Win 8	I7-4770		12	
Scarborough	Win 8	I7-4500u	2.4	8	Toshiba
Scarborough	win 7	Intel Core 2 4400	2	4	
Bangor	Win 7	Intel core 2 Duo E7200	2.53	4	Dell
Scarborough	Win 7	Intell Pentium G3220 Dual Core	3	4	Nexlink
Scarborough	Win 7	Intell Pentium G3220 Dual Core	3	4	Nexlink
Lewiston	Win 7	Intel core 2 Duo E7200	2.53	4	Dell
Scarborough	win 7	Intel core 2 Duo E7200	2.53	4	Dell
Bangor	Win 7	Intel Core 2 Duo E8500	3.16	4	
Scarborough	Win 7	AMD Athlon 5350 APU	2.05	4	
Bangor	Win 7	Intel Core 2 Duo E6550	2.33	4	Joy Systems
Scarborough	Win 7	AND Athlon x2 3600 +	1.9	4	
Scarborough	Win 8	Intel Core 2 Duo E8500	3.06	4	
Scarborough	vista 32	intel core 2 4400	2	3	
Scarborough	Win 7	Intel Core 2 Duo E7200	2.53	4	
Scarborough	win 8	AMD Athlon x2 250u	1.6	4	
Scarborough	Win 7 Ultimate	AMD Athlon x2 250u	1.6	4	
Scarborough	win7	Intel Pentium G3220	3	4	Nexlink
Scarborough	win7	Amd Athlon 5350 APU	2.05	4	
Bangor	win7	Intel Pentium G3220	3	4	Nexlink
Bangor	Win7	Pentium Dual-Core E6500	2.93	2	
Bangor	win7	Intel Pentium G3220	3	4	Nexlink
Lewiston	Win 7	Intel core 2 Duo E7200	2.53	4	Dell
Lewiston	Win 7	Intel core 2 Duo E7200	2.53	4	Dell
Lewiston	Win 7	AMD Athlon 5150 APU	1.6	4	