

# The Division of Facilities Management

## Service Level Statement

The Department provides a **basic level of service** to those components associated with a typical office building.

**Typical office buildings include:**

Office Buildings	Health Buildings	Administrative Buildings
Public Safety Buildings	Correctional Buildings	Storage Warehouses
Museums	Plants - Office Areas *6	Judicial Buildings
Parks Administration Buildings		

**Building components include:**

HVAC Systems	Roofs, Gutters	Plumbing Systems
Electrical Systems - Basic	Structural Elements - Basic	Doors, Frames, Drywall
Floors	Floor Coverings	
Ceilings - Basic	Hardware / Locks - Basic	Lighting - Basic
Painting - Basic	Base - Vinyl	Restroom Fixtures
Windows - Not Vandalism	Landscaping - Limited	Parking Lot Lighting - Repair
Parking Lot Paving - Limited	Generators - Multiple Occupants	Signage Repair (minor)
Lift Stations - Attached to General Fund Tenants	Carpet tile replacement if tiles are in County's stock.	Life Safety Systems i.e. Camera Code Blue box Panic Alarms Security Systems

**Building services include:**

Maintenance - Basic	Janitorial - Basic 3XWK Certain Buildings	Grounds Maint. - (Limited) 2XM Certain Buildings
Pest Control - Basic 1XM Certain Buildings	Drinking Water Systems (Limited) – Not bottled water	Indoor Air Quality – Basic*4
Flooding - Insurance Pays	Generators For Multiple Tenants	Filter Changes 1XM
Sidewalk Repair	Sidewalk - limited	

**Janitorial Support (basic) for general fund facilities\* includes:**

Restrooms	3XW	Vacuuming 1XW	3XW (Main Traffic Area)
Dusting	1XW	Tile Floor Waxing	2XY
Carpet Cleaning	2XY	Trash	3XW
Hand Dryers - Not Paper Towels			

**Grounds Maintenance Support (basic) for general fund facilities\* includes:**

Specific Buildings Are Included	Mow	Hedge
Trim	Trim Trees	
Irrigation Repairs	Sidewalk Pressure Cleaning	

**Not included in a typical office building (would be billed as special services):**

Fence, gate repair over \$200	Electrical – Special	Electrical – Low Voltage
Flooring – Special	Operations Equipment	Locks - Special
Furniture	Equipment – Special	Chair Rail, Crown Molding
Kitchen Equipment	Signage Replacement or New	Lift Stations – General *5
Lighting – Special	Pictures / Wall Hangings	Paint - Special
Vandalism	Recreation Field Lighting	Cabinets
Wood base	Phones, Phone Wiring	UPS Systems
Computers, Wiring	Bleachers	Wallpaper
New Cabinets	Tissues, Paper towels are only provided in restrooms without hand dryers	Live Plants
Roll up Doors		

**Capital Repairs / Replacements / General Fund (These items are covered to the extent they are prioritized, budgeted and approved in Fund 301.):**

Roofs (Replacements)	HVAC (Replacements)	Painting Interior every 7 years Exterior every 10 years
Lighting (Wholesale)	UPS Replacement (Wholesale)	Parking Lot Lights (Replacements)
Structural Elements (Replacements)	Remodels, Refurbishments, Renovations	Sign replacement for General Fund Departments
Cabinet Replacements		

**Capital Repairs / Replacements / Enterprise Funds or entities that have a funding source other than General Fund (001) [CDES (113/131), Water/Sewer (408), Solid Waste (470), Museums (195), MSTU General Fund (111) Depts., Transportation (101, 312, 324), etc.] will be charged for these services. (These items must be covered by the Enterprise Fund.)**

Roofs Not Covered	HVAC Replacements Not Covered	HVAC – New Not Covered
Painting Not Covered	Structural Elements Replacements	Parking Lot Lights Replacements
Lighting (Wholesale)	UPS Replacements	Remodels, Refurbishments, Renovations
Parking Lot Resurfacing	Restriping Parking Lots	

1. \* Repairs are limited to \$5,000. Repairs over that amount are the responsibility of the single building occupant and fund.
2. \* Generally speaking vandalism is considered a special service unless it is in a general fund facility.
3. \* Some non general fund organizations (Water/Sewer) pay an indirect fee for basic services.
4. \* IAQ Basic service includes first investigation and follow up report. Does not include remediation.
5. \*5 On Campus and ESC is maintained by Utilities by MOU  
Other lift stations are maintained by Facilities (Maintenance contracted to JN Asso.)  
and repairs by Facilities Staff.
6. \*Industrial Plants, not the living kind.

**Janitorial Notes (when fully funded):**

1. Restrooms – cleaned and mopped 3 times per week. Toilet tissue needs to be replenished 3 times per week.
2. Vacuuming – Lobby 3 times per week, private offices, office area in front, and conference room 2<sup>nd</sup> floor once a week.
3. Mopping - kitchen and main traffic walk areas – 3 times per week.
4. Dusting – tops of filing cabinets and workstation cubicles once a month.
5. Carpet Cleaning - Lobby twice yearly, private and general office areas once a year.
6. Tile Floor Waxing – Private offices and general office areas 2 times yearly.
7. Trash – removal of recyclables (single stream) is not included in service level 3 times weekly.
8. Paper Towels – Kitchen area needs to be supplied 3 times weekly. This is not included in service level. Is this a special service?
9. Paper towels for the rest rooms are being purchased from the Operations Center budget (210106).

This document has been reviewed by the Office of Management and Budget both on the operating and capital side February 14, 2013.

## Work Priorities

### **Top Priorities Emergencies (Examples)**

Reponses time (within 24 hours)

#### **Life Safety and Security Systems Emergencies**

- Cameras and DVR's
- Code Blue Boxes
- Panic Alarms
- Fire system
- Alarm Systems
- AED's
- Security Gates (Building F, Judges, ESC)

#### **Elevator Issues**

- Entrapments
- Failures

#### **Correctional Facilities Emergencies**

#### **Drinking Water Systems**

#### **Plumbing Emergencies**

- Overflows
- Backflows
- Muffin Monster

#### **Electrical Emergencies**

Major outage

#### **Indoor Air Quality Issues**

Customers sick

#### **Unsafe Conditions**

#### **Air Conditioning**

Major Building Failures

## **Roof Leaks**

### **Middle (Urgent) Priorities (Examples)**

Reponses time (within 3 days)

Heat Calls

Single Lights Out

Broken Locks / Hardware

Leaking Water Systems

Gates

### **Lower Priorities (Examples)**

Reponses time (within 7 days)

Special Services

Shutters

Cabinet Work

Painting

Furniture Moving

Parking Lot Work