CITY OF PLANO POLICIES AND PROCEDURES

401.000

Department Name: Facilities
Procedure: Facilities

Effective Date: **7/31/1991**
Revision Date(s): **6/29/05**
Review: Annual: **7/1/2006**

I. Purpose

To establish a procedure regarding the operation and maintenance of municipal facilities.

II. Policy

Maintenance and operation services required for buildings are essentially the same regardless of the building's size. These include:

A. Maintenance and Repair

B. Appliance Repair

C. Minor Modifications

D. Major Modifications

E. Energy Conservation

F. Security

G. Fire Safety

H. Pest Control

I. Vending Machines

J. Custodial Services

K. Grounds Maintenance

III. Definitions

For the purposes of this procedure buildings have been classified based upon use and services required from the Facilities Division. The classifications are as follows: (Please see: Exhibit A for each building's classification.)

A. Class I Buildings are multi-purpose use facilities which house several divisions and require maintenance and custodial services.

B. Class II Buildings are single-use facilities which house only one division and require maintenance and custodial services.

C. Class III Buildings are single-use facilities which house only one division and do not require custodial services but may require maintenance. Custodial services in these facilities are provided by the occupying division.

IV. Building Managers

A. A building manager has been designated for each municipal building. The Building Manager for Class I Buildings is the Facilities Manager due to the multi-purpose use of these facilities.

B. Manager will work directly with heads of occupying divisions. In Class II and III Buildings the Building Manager will be a supervisor designated by the occupying division.

C. Responsibilities of the Building Manager include:

1. Act as contact person between the division and Facilities.

2. Identify and report maintenance and repair problems to Facilities Maintenance and custodial problems to Facilities Services.

V. Maintenance and Repair

Maintenance and repair of building structures and mechanical systems in all municipal buildings is the responsibility of Facilities Maintenance. To fulfill this responsibility, Facilities Maintenance will:

A. Perform preventive maintenance to mechanical systems.

B. Repair building structures and mechanical systems as required.

C. Identify, budget for, and implement renovation and repair projects.

D. Perform "handyman" type services such as hanging pictures, etc., on request.

VI. Appliance Repair

A. Requests for appliance repair(s) in Class I and II Buildings will be submitted to Facilities Maintenance as outlined in paragraph 181-6 of this procedure.

B. Appliance repair(s) in Class III Buildings will be provided by the occupying division; however, assistance, if needed, may be requested from Facilities Maintenance.

VII. Request for Service

A. The response time of Facilities Maintenance to repair requests will be dependent upon the criticality of the situation. The situations are defined as follows:

1. Emergency: A situation which may be hazardous to life or property, Examples are: exposed electrical wires, broken water or gas pipes, and noxious fumes. Response will be immediate.

2. Urgent: A situation where the comfort or work environment has been altered to the extent of loss of employee productivity or inconvenience to the public. Examples are: a blinking or flashing light, minor roof repair, heating or air conditioning problems, and a broken or inoperative desk. Response will be within five (5) working days.

3. Routine: A situation which does not interrupt normal operations and does not inconvenience the public. Examples are: painting walls, leaking faucets, and moving electrical plugs. Response will be within thirty (30) working days.

B. Requests for these services should be made by contacting Facilities Maintenance by telephone. In the event that an emergency situation should arise after normal working hours, the Custer Pump Station dispatcher should be contacted.

VIII. Minor Modifications

A. The Facilities Maintenance Division will provide minor functional modifications and cosmetic improvements, budget permitting, to buildings upon the request of Building Managers and/or Division Heads and with the approval of the Functional Area Director.

B. Requests for these services must be submitted in memo form to Facilities Maintenance.

C. Costs for such requests shall not exceed $1,000.

D. The Facilities Manager will insure that proper permits are obtained from Code Enforcement and the work conforms to City Codes.

IX. Major Modifications

A. Facilities Manager is responsible for coordinating major modifications.

B. Major modifications are interior or exterior changes which alter space utilization and/or enhance the appearance of the facility, with cost exceeding $1,000.

C. Divisions anticipating structural modifications or renovations must submit their requests in writing through the budget process to Facilities Manager in Engineering.

D. Facilities Manager will review the request to determine maintainability and feasibility. If it is determined maintainable and feasible, plans and cost-estimates will be provided.

E. These requests will generally be reflected in the requesting department's budget.

F. Following adoption of the fiscal budget, funds for the request will be transferred to Facilities Maintenance.

G. If the division's request is approved, Facilities Maintenance will insure that proper permits are obtained from Code Enforcement and the work conforms to City Codes and Article 7, Article 601b, Vernon's Texas Civil Statutes Elimination of Architectural Barriers (handicapped, aged, or disabled persons).

X. Energy Conservation

A. An important function of Facilities Maintenance is to conduct an energy conservation program.

B. Facilities Maintenance will prepare estimates and budget funds for electricity and natural gas for all Municipal Buildings except: Rowlinson Natatorium; Aquatic Center; Jack Carter Pool; Tax Division; Plano Center; Warehouse; Plano-Richardson Police Academy; Shiloh, Custer, Stadium, and Ridgeview Pump Stations; Pecan Hollow Golf Pro Shop; and all lift stations.

C. Division Heads will encourage employee participation in the energy conservation program.

D. Employees will be responsible for turning lights and accessories (e.g. copying machines, typewriters, coffee pots, etc.) on and off in their respective areas. The exceptions are security lights and lights with automatic switching devices.

XI. Building Security

A. Building Managers and Division Heads are responsible for the security of their area/building. The security program includes:

1. Maintaining a listing with the names of employees with keys.

2. Recovering keys from terminated employees.

3. Insuring that areas/building are locked when vacated.

4. Reporting maintenance items such as insecure doors or faulty outdoor lighting to Facilities Maintenance.

B. Facilities Maintenance will coordinate with occupant departments to develop a security schedule and assign security responsibilities. See Exhibit B for schedule of when doors will be locked in Class I Buildings.

C. Employees exiting buildings after normal working hours will be responsible for relocking doors in their areas.

D. Requests for the issuance of keys will be made to Facilities Maintenance by Department/Division heads. After keys are issued, it will be their responsibility to distribute the key(s) to the intended recipient(s) and return a signed key authorization form to Facilities Maintenance.

XII. Fire Safety

A. Building Managers or Division Heads are responsible for conducting a fire safety program. The program will include:

1. Development and dissemination of a fire evacuation plan. The Fire Marshal's Office may be contacted for assistance in developing the plan.

2. Periodic inspection of fire extinguishers, fire alarm systems, and automatic sprinkler system.

B. Facilities Maintenance will be responsible for providing fire extinguishers in buildings and periodic inspection of fire extinguishers, fire alarm systems, and automatic sprinkler systems.

XIII. Pest Control

A. Facilities Services will administer a routine pest control program. This will include periodic spraying in Class I and II Buildings.

B. If an emergency or urgent situation should arise that requires additional services, a request for such services should be submitted to Facilities Services as outlined in Section VII above.

C. Building Managers in Class III Buildings will be responsible for administering their own pest control program.

XIV. Vending Machines

A. Building Managers will be responsible for providing vending machines appropriate for their areas.

B. Vending machines not operating properly must be reported to the Building Manager.

XV. Leased Space

A. Divisions anticipating a need for leased space or expansion of leased space must submit their request to the Facilities Manager as part of the budget process.

B. Requests must be in writing and should include the estimated square footage required and a description of the planned use of the space.

C. Facilities Manager will work with the requesting division to finalize details such as space required, remodeling needed and cost per square foot.

D. Upon finalizing the plans, expenditures associated with the request, will be reflected in the appropriate divisional budget(s) that are submitted to the Budget Office for review.

XVI. Custodial Services

A. Facilities Services is responsible for providing Custodial Services in Class I and II Buildings. In these buildings, Building Services will:

1. Prepare a detailed cleaning task list after discussing required cleaning tasks with Building Managers and Department/Division Heads. Copies of the list will be provided to Building Managers and the Custodial Supervisor.

2. Provide sufficient custodial manpower to complete the required cleaning tasks. When feasible, cleaning activities will be scheduled during evening hours.

B. In Class III Buildings the occupying division is responsible for providing custodial services.

XVII. Special Services

A. Facilities Services is available to assist divisions with arrangements for special services such as moves, meetings, receptions or other activities.

B. Requests for special services should be made in accordance with the following procedures:

1. Moves:

a. Requests for assistance with divisional moves should be submitted in writing to the Facilities Services Coordinator ***at least two (2) weeks prior to the move.*** Unless specified otherwise, the Facilities Services Coordinator will act as the liaison for Facilities Services.

b. If the move should require telephone or data processing services, the requesting division will be responsible for notifying the appropriate division(s) ***three (3) weeks prior to the move.***

c. The requesting Division Head will designate one staff member as "Move Coordinator". This staff member will communicate directly with the Facilities Services Coordinator on all matters pertaining to the move.

d. The Facilities Service Coordinator will arrange for the necessary personnel and equipment to facilitate the move. The Move Coordinator will determine the number of packing boxes required and communicate the number of packing boxes required to the Facilities Services Supervisor.

e. The Facilities Service Coordinator will coordinate the arrangement of furniture in the areas to be occupied by City Council, City Manager, and Executive Directors.

2. Special Events

a. Requests must be submitted in writing to the Facilities Services Coordinator at least <u>seven (7) working days prior to the event.</u>

b. Requests should include specific equipment required (number of chairs, tables, coffee urns, punch bowls, trays, A/V equipment, etc.) and must specify the time these items should be delivered.

d. Requests must include the name of the person responsible for the function.

e. If Facilities Services is to arrange furniture or equipment in a specific manner, this must be discussed with the Facilities Services Coordinator prior to the event.

f. The requesting division or group will be responsible for preparation and serving of all refreshments, room decorations, tablecloths, and general clean up following the function.

XVIII. Grounds Maintenance

Building Managers are responsible for the appearance of the grounds surrounding their buildings.

A. Buildings Managers in Class I and II Buildings may contact Facilities Services to include litter collection from grounds in the custodial task list. Otherwise, litter collection is the responsibility of the occupying division.

B. Periodic cleaning and maintenance of parking lots at municipal buildings is provided by the Street Division. Specific problems should be reported to the Street Division.

C. Parks and Recreation Division provides landscape maintenance for Class I, II and III Buildings.

Exhibit "A"

Class I Buildings

Municipal Center
Joint Use Facility
Parkway Service Center

Class II Buildings

Municipal Center South
Animal Shelter
Aquatics Center
Pecan Hollow Golf Pro Shop
Haggard Library
Davis Library
Harrington Library
Schimelpfenig Library
High Point Tennis Center
Parr Library
Municipal Annex
Print Shop
Facilities Maintenance
Interurban Station
Fire Administration
Day Laborer
Raymond Robinson Justice Center
Courtyard Theater
Carpenter Park Recreation Center
Oak Point Recreation Center
Police Building
Police Assembly
Senior Center
Tri-City Academy
Warehouse
Rowlinson Natatorium
Radio Shop
Douglass Recreation Center
Thomas Gymnasium
Douglass Day Care Center
Douglass Annex

Class III Buildings

Arbor Hills Nature Preserve
Spring Creek Lift Station
Fire Station #2
Fire Station #3
Fire Station #4
Fire Station #5
Fire Station #6
Fire Station #7
Golf Maintenance
Golf Maintenance Dublin Road
Heritage Yards
Jack Carter Pool
Park Maintenance East
White Rock Pump
Reuse Center
Ridgeview Pump Station
Parkway Operations Building
Parkway Wash Bay
Transit Village
Central Fire Station
Fire Station #8
Fire Station #9
Fire Station #10
Downtown Center South
Plano Center
Police Assembly I
Police Narcotics
Custer Pump Station
Shiloh Pump Station
Stadium Pump Station
Clark Recreation Center
Williams Recreation Center
Park Maintenance West
Oak Point Recreation
Parkway Park Maintenance
Radio Tower Dozier Road
Heritage Farmstead Museum
Downtown Center North
Communication Tower
Frito Lay Youth Ball Park
Liberty Recreation Center
Enfield Park
Police Store Front
Police Gun Range
Fire Tower