

FACILITIES MANAGEMENT AND DEVELOPMENT UNIT

OPERATIONS MANUAL

October 2019



MISSION, GOALS, AND OBJECTIVES

Mission

The Facilities Management and Development (FM&D) Unit operates within the Public Works Facilities Division. The Unit's mission is to maintain the Police Department's existing facilities and to coordinate the development of new police facilities. In completing this mission, it is essential to maintain excellent working relationships with the Mayor's Office, other City departments, Police Department employees, and private sector organizations associated with facility acquisition, construction, maintenance, and furnishings.

Goals

1. Ensure that all police facilities are properly maintained and that all service requests and facility emergencies are addressed in a timely manner.
2. Provide a high level of customer service and responsiveness.
3. Expend funds and utilize resources as efficiently and effectively as possible.
4. Support Department operations, primarily its ability to perform core functions.
5. Ensure that all new facilities are designed to meet the operational needs of the Department.

Objectives

1. Conduct regular inspections of all police facilities and perform required preventative maintenance, as needed.
2. Address all requests for service in a prioritized manner and as expeditiously as possible.
3. Monitor all expenditures closely to ensure they do not exceed the Division's budget appropriation.
4. Maintain all police facilities to acceptable levels, creating a comfortable environment within which to work.
5. Collaborate and consult with members of the Police Department, Engineering and Capital Projects Department, community, and construction contractors in the development of new police facilities.

UNIT RESPONSIBILITIES

Following is a list of FM&D Unit responsibilities. The list is not intended to be all-inclusive but represents the primary responsibilities and duties of the unit.

1. Coordinate and manage facilities maintenance activities.
2. Forecast the Department's facilities needs.
3. Coordinate the planning and development of new, upgraded, and temporary facilities.
4. Design and coordinate major unit relocations.
5. Act as liaison with the Real Estate Assets Department for the lease or purchase of any property to be utilized by the Police Department.
6. Prepare and review the Department's capital improvement budget.
7. Coordinate the purchase, allocation, and distribution of furniture Department-wide.
8. Conduct feasibility studies as directed by the Executive Assistant Chief.
9. Act as liaison with other City Departments and outside agencies regarding facility issues.

INDIVIDUAL RESPONSIBILITIES

Building Maintenance Supervisor

The FM&D Unit is staffed with one Building Maintenance Supervisor (BMS). This position reports directly to Public Works Facilities Senior Maintenance Building Supervisor. The duties of this position include, but are not limited to, the following:

- Perform work as directed by the Senior Maintenance Building Supervisor.
- Plan, coordinate, and supervise the work of Police Department building maintenance personnel, as well as private vendors engaged in the general repair, alteration, and maintenance of Police Department buildings and facilities.
- Assist in the development of unit goals, objectives, and long-range plans.
- Ensure completion of annual deferred maintenance project list.
- Ensure compliance with facility code regulations (Air Pollution Control District, Fire, Lead and Asbestos, etc.)
- Ensure compliance with storm water Best Management Practices at all police facilities and prepare a bi-annual report for Environmental Services Department staff.
- Coordinate the completion of specific facility projects with the Building Supervisors.
- Review cost estimates and work hours expended for building repairs and modifications.

- Coordinate with the Associate Management Analyst to ensure funds are available prior to seeking approval for expenditures.
- Obtain approval for expenditures before ordering work or materials to be provided by contractors or vendors.
- Review invoices and approve payments for completed work.
- Develop and administer a preventative maintenance program for all Police Department buildings and facilities.
- Monitor expenditures associated with facility-related projects.
- Ensure that projects are completed within budget and in accordance with contracts.
- Assure that all FM&D employees monitor and regularly update the service request system.
- Inspect work in progress and completed work, as required.
- Administer contracts with certain private vendors.
- Maintain an inventory list of tools, supplies and equipment.
- Act as liaison with other City departments, relative to building repairs and maintenance.
- Review plans and specifications associated with the development of new police facilities.
- Develop and supervise the training of subordinates.
- Coordinates safety regulations through the Departments workplace safety committee.
- Gather relevant training information and maintain training files on all subordinate employees.
- Evaluate the performance of subordinate supervisors and employees and prepare their performance evaluations on schedule.
- Report the status of projects and activities to the Senior Maintenance Building Supervisor, as directed.
- Assist in training new supervisors, employees, volunteers, and contractors performing maintenance work.
- Act as Department representative on Enterprise Asset Management committee meetings and ADA Liaison committee.

Building Service Technician

The FM&D Unit has three full-time Building Service Technicians. These positions report directly to a specified Building Supervisor. The duties of this position include, but are not limited to, the following:

- Perform work as directed by the Building Maintenance Supervisor and Building Supervisors.
- Respond to, and regularly update, assigned service requests entered into the work request system.
- Perform a wide variety of minor building maintenance and repairs involving carpentry, electrical, painting, plumbing, and mechanical work.
- Assist skilled trades personnel on major or detailed work.
- Adjust, lubricates, and makes minor repairs to hardware, furniture, utility carts, and vacuum cleaners.
- Inspect, adjusts, and services water coolers, kitchen units, showers, lavatory faucets, flushometers, restroom dispensers, water pressure regulators, air conditioning apparatus,

thermostats, dampers, fountain equipment, high pressure water pumps and valves, drains, sprinklers, and irrigation systems.

- Clear minor plumbing stoppages using a snake, a force cup, or chemicals.
- Assist with moving furniture and office equipment associated with unit relocations.

Building Supervisor

The FM&D Unit has two Building Supervisors. The Building Supervisors report directly to the Building Maintenance Supervisor. The duties of these positions include, but are not limited to, the following:

- Perform work as directed by the Building Maintenance Supervisor.
- Monitor and regularly update the service request system.
- Plan, assign, and supervise the work of Building Services Technicians and vendors.
- Inspect the work of vendors for adherence to contract standards prior to approving payment for work completed.
- Provide estimates associated with, and coordinate, deferred maintenance projects.
- Inspect buildings for proper use and maintenance of the facilities.
- Coordinate with the Building Maintenance Supervisor to ensure that funds are available prior to seeking approval for expenditures.
- Obtain approval for expenditures from the Building Maintenance Supervisor before ordering work or materials to be provided by contractors or vendors.
- Requisition and distribute supplies.
- Direct the set-up and arrangement of facilities for public meetings and special events.
- Supervise and assist in installing and/or moving furniture and partitions.
- Assist in coordinating repair(s) and special maintenance work.
- Check for, and promptly correct, safety hazards.
- Conduct periodic, routine equipment inspections as required by law, warranties, and maintenance schedules.
- Evaluate the work performance of subordinates and prepare their performance evaluations on schedule.
- Report the status of all projects to the Building Maintenance Supervisor on a regular basis.
- Train personnel.
- Work in a “standby” capacity on a rotational basis.

Electrician

The FM&D Unit has one Electrician. The Electrician reports directly to the Building Maintenance Supervisor. The duties of this position include, but are not limited to, the following:

- Perform work as directed by the Building Maintenance Supervisor.
- Install, test, repair, and replace conduits, ducts, transformers, electrical and electronic circuits, wires, and high and low voltage cables.

- Install and maintain various equipment, such as building lighting systems, motors, heating and ventilating wiring systems, panel boards, and programmable controllers.
- Read blueprints and plans of electrical installations.
- Salvage materials and parts from used equipment, making them available for re-use, if possible.
- Update and monitor entries in the service request system.
- Build special electrical equipment and apparatus.
- Construct and repair decorative lighting.
- Make estimates and keep records of costs.
- Acquire necessary materials from appropriate vendors.
- Assist in the development of new facilities, as required.
- Work in a “standby” capacity on a rotational basis.

Senior Refrigeration Mechanic

The FM&D Unit has one Senior Refrigeration Mechanic. The Senior Refrigeration Mechanic reports directly to the Building Maintenance Supervisor. The duties of this position include, but are not limited to, the following:

- Perform work as directed by the Building Maintenance Supervisor.
- Respond to, and regularly updates, assigned service requests entered into the work request system.
- Operate the Energy Management System (EMS) using efficient energy management techniques.
- Analyze EMS operating data to serve as basis for program modifications.
- Design, modifies, and tests logic instruction sequences in the form of set points, routines, messages, and other computer programs that direct the remote control units to monitor and control refrigeration, heating, ventilating, air-conditioning, and other energy management processes.
- Work with vendors, energy management and software specialists, and engineering personnel in determining process parameters, technical specifications for new and existing installations, and other EMS matters.
- Supervise contractors performing heating and air conditioning inspecting, disassembling, diagnosing, repairing, and maintaining refrigeration, heating, ventilating and air-conditioning systems and equipment.
- Troubleshoot remote control units, sensors, and controllers.
- Schedule and conducts preventative maintenance on HVAC equipment.
- Assist in the development of new facilities, specifically related to HVAC systems

Project Assistant

The FM&D Unit has one Project Assistant position. The Project Assistant reports directly to the Building Maintenance Supervisor. The duties of this position include, but are not limited to, the following:

- Perform work as directed by the Building Maintenance Supervisor.
- Assist the Building Maintenance Supervisor and Engineering and Capital Projects Department staff in the development of new police facilities.
- Coordinate the work of contractors and vendors working on projects assigned to the Project Assistant.
- Report the status of all projects to the Building Maintenance Supervisor on a regular basis.
- Inspect facilities to determine the feasibility of requested work and assess alternatives when appropriate.
- Verify that proposed work will be in conformance with building, electrical, fire safety, plumbing, and other applicable codes.
- Accurately determine the type, quantity, and cost of materials required to complete projects.
- Prepare job specifications.
- Administer construction and repair contracts.
- Obtain approval for expenditures from the Building Maintenance Supervisor before ordering work or materials to be provided by contractors or vendors.
- Assist Building Maintenance Supervisor in coordinating certain facility-related projects.
- Read and interpret blueprints.
- Update entries in the service request system to accurately reflect project status.
- Inspect completed work for conformance to plans, specifications, contracts, and applicable codes.
- Assure that work has been fully and properly completed before recommending payment of invoices.

RULES AND REGULATIONS

The general operating hours of the Facilities Management and Development Unit are from 0600 to 1630 hours. Based upon the needs of the Unit, employees may be expected to start earlier or later to provide longer daily coverage.

All Unit employees should regularly check for pending work requests in service request system and prioritize their work based upon these requests and the direction of their supervisor.

All Unit employees are expected to log into the Department's Local Area Network (LAN) computer system at the start of each workday to retrieve and answer electronic mail messages in a timely manner.

All Unit employees are expected to retrieve their telephone voice mail on a regular basis and to return calls in a timely manner.

All Unit employees who have been issued cellular telephones shall carry these items with them during their workday.

Unit Vehicle Policy

All vehicles assigned to the FM&D Unit are for official Departmental use only. Some vehicles are assigned to specific employees for their use during work hours. Other personnel needing to use assigned vehicles must contact the employee assigned or their supervisor. Other vehicles are assigned to the “pool” for use by all Unit personnel during work hours.

All personnel must use and operate unit vehicles in accordance with existing Department policies and procedures. Unit vehicles are not to be used for take-home or personal use, or during non-working hours, unless assigned to a stand-by assignment.

OPERATIONAL PROCEDURES

Definitions

Maintenance:	Activities performed or coordinated by Facilities Management and Development Unit personnel that prevent a facility from deterioration.
Repair:	Take corrective action or replacement of a damaged piece of equipment or facility.
Improvement:	Alteration of an existing facility or piece of equipment, changing its original condition or location, or installing new equipment.
Emergency:	A situation requiring immediate action because it poses a hazard or security risk to personnel or property.
Non-Emergency:	A situation that does not require immediate action and does not pose an immediate threat to the public, employees, or property. This repair should be done as soon as possible to ensure the problem does not worsen.
Preventive Maintenance:	Services performed on facilities or equipment to prevent breakdowns or costly future repairs.
Routine:	Standard maintenance or repairs due to day-to-day usage designed to return a facility or equipment to like-new condition.

Prioritization of Work

Services are provided by the Facilities Management and Development Unit to all police-owned facilities and leased or rented facilities as required by lease or rental agreements. Work is

prioritized in the following order: Emergencies, Non-Emergencies, Preventive Maintenance, and Routine.

Repair/Service Procedures

It is the responsibility of ALL Department employees to immediately contact the Facilities Management and Development Unit for any needed repair.

Emergency Repairs: Monday through Friday, 0600-1630, employees should contact the Facilities Management & Development Unit at 531-2771. After hours, weekends, or holidays, employees should call the Watch Commander's Office at 531-2205. The FM&D Unit has an on-call employee who will determine the status of the request and arrange for repairs or service, as needed.

Non-Emergency Repairs: Employees should submit a Facilities Management and Development/ Building Maintenance Service Request Form, signed by the Commanding Officer of the Unit. This form can be found on the F: drive (F:\Templates\Administrative\ServiceRequest) and may be e-mailed to SDPDFacilities, faxed to the Facilities Management and Development Unit at 531-2195, or mailed to Mail Station 770.

Requests for Furniture: Employees should submit a Facilities Management and Development/ Building Maintenance Service Request Form, signed by the Commanding Officer of the Unit. This form can be found on the F: drive and e-mailed to the Unit, faxed to the FM&D Unit at 531-2195, or mailed to Mail Station 770. The request should outline the exact reason for the request, the location where it will be used, if it is additional furniture or a replacement for damaged furniture, and the priority that the unit places on the request.

Preventive Maintenance: Facilities Management and Development Unit personnel will regularly inspect all Department-owned or leased facilities and develop a schedule for necessary preventative maintenance. Such maintenance will be in accordance with industry standards, City policy, and any lease or rental agreement. The FM&D Unit will maintain records of such maintenance.

Once requests are received, the requestor will be contacted by the assigned FM&D Unit staff member. Approved requests will be prioritized, and work scheduled in accordance with priority of need. Requests that are non-budgeted and exceed the availability of funds, or not in accordance with City policy or codes, will be discussed with the requesting unit for possible alternatives.

Requests for a New Unit, Moves, Changes

In an effort to minimize the time and costs associated with the creation of a new unit, unit moves and unit changes, a New Unit/Moves/Changes Form has been developed and must be completed and approved by the commanding officer of the requesting unit. This form can be found on the F: drive (F:\Templates\Administrative\UnitMoveRequestForm).

Once the request has been received and reviewed, a member of the FM&D staff will contact the requesting unit's contact person to set up a meeting to discuss their request. This meeting will include a discussion of their general needs and the costs associated with those needs. In addition, a blank floor plan of their office space will be provided to them at that time.

Once these steps have been completed, a second meeting will be scheduled with the requesting unit's contact person to gather specific information. Most moves require the coordination with several Department units, and some may require the services of an outside moving company. Some of the specific information to be discussed during this meeting includes the reassignment of phone numbers; data port locations; the number of copy machines, printers and faxes; and, the layout of desks, including the names of those assigned to each desk.

Once the entire scope of the request has been determined and the final cost estimate has been developed, the assistant chief and commanding officer of the requesting unit will be required to provide his/her final approval by signing the last page of the form. Work related to the request will not begin until the completed and signed form is returned to the FM&D contact person.

Parking Assignments

The FM&D Unit is responsible for issuing all parking placards for vehicles parked at the Headquarters building.

Car Pool Assignments

Due to the limited availability of parking within the Headquarters Building, and the need to conserve fuel and reduce vehicle exhaust emissions, the Car Pool Program was initiated. Car pool assignments are administered through the Facilities Management and Development Unit. It is this process that enables the Department to make efficient use of limited facilities and resources. The number of car pool spaces is determined by the demand. As additional applications are approved, additional car pool spaces will be made available.

Headquarters Lockers

The Facilities Management and Development Unit is responsible for issuing lockers for bicycles, and both the men's and women's locker rooms.

COMMAND ORGANIZATION CHART

