

TELLER COUNTY PUBLIC WORKS

FACILITIES



Procedures Manual

OUR MISSION

The mission of the Teller County Department of Public Works, Facilities Division, is to provide, in a coordinated manner with department and agencies, facility services and resources that are required to support effective and efficient building operations and functions.

GUIDING PRINCIPLES

The Teller County Department of Public Works, Facility's Division "Procedure Manual" is to achieve the following five key goals:

- Ensure the health and safety of Teller County employees and citizens
- Preserve taxpayers' investments in public buildings
- Help buildings function as they were intended and to operate at peak efficiency
- Prevent failures of building systems that would interrupt occupants' activities and the delivery of public services.
- Provide facility maintenance in ways that are cost-effective, and utilize best practices and actions

ASSET MANAGEMENT

Asset management can be defined as a comprehensive and structured approach to the long-term management of assets as tools for the efficient and effective delivery of benefit. The emphasis is on the asset being a means to an end and not an end in itself.

For the purpose of this plan, facilities is defined as buildings, grounds and all other associated land, common areas and outdoor areas managed by the Facilities Department.

THE FACILITIES MAINTENANCE PLAN

The cost of facilities represents a large portion of our citizens' investment in County assets. Adherence to principles of asset management will ensure that the County will follow a set of guiding principles and best management practices for making informed facilities decisions. These decisions not only cover the allocation of funds for program or project areas; they also cover deployment of other resources such as staff, equipment, materials, information and property. Asset management is concerned with the entire lifecycle of our facilities programs including policy, planning, maintenance, preservation, image and construction.

The **Facilities Maintenance and Procedures Plan** will utilize the principles of asset management through a systematic process of effectively maintaining, upgrading, and preserving assets, combining engineering with sound business practice and economic rationale, and providing the tools to facilitate an organized and flexible approach to making the decisions necessary to work towards providing adequate services to our user group.

In addition, the plan will allow for strategic planning based on policy, goals and objectives such that the County will explore its options and trade-offs. Based on the decisions made in the planning stage, resources can be properly allocated and services can be programmed and delivered to our users with the ultimate goal of providing a desired level of services in the preservation and improvement of our facilities and grounds.

Inaugurating a comprehensive **Facilities Plan** involves several steps:

1. Continually analyze the condition of our facilities
2. Periodically review and evaluate current facility conditions.
3. Reevaluate and establish the appropriate maintenance needed.
4. Implement and adhere to planned and proven preventive maintenance strategy.
5. Evaluate and recommend maintenance and improvements.
6. Continually examine immediate and future funding sources.
7. Program, plan, design, and execute maintenance and improvements.

Proper planning and defined goals are an essential component of an efficient operation. Operations will progress in a well-planned fashion so that each component of the facilities department can plan and execute their tasks in an efficient well-timed manner.

PURPOSE

The purpose of the **Facilities Maintenance and Procedures Plan** is to:

1. **Ensure that prescribed preventive maintenance is accomplished to our facilities.**
2. Plan and secure funding for ongoing maintenance
3. Allocate the appropriate resources to accomplish goals and targets.
4. Deliver services to the user group in the most efficient, equal and responsible way possible.
5. Define the responsibilities of facilities and clarify departmental responsibilities and procedures
6. Ensure that departments do not alter, remodel, or otherwise perform or cause to be performed work in a building that would compromise the safety, appearance, or continued operation of the building or its systems.

SCOPE

The **Facilities Maintenance and Procedures Plan** will encompass all aspects relating to County facilities such as:

1. Maintenance
2. Custodial
3. Upkeep
4. Improvement
5. Approval and management of any upgrade or remodel.
6. Customer Service

THE FACILITIES MAINTENANCE and PROCEDURES PLAN

The **Facilities Maintenance Plan** will establish the standard for which all facilities will be maintained on a scheduled basis. It will ensure that our current infrastructure is preserved in a systematic and consistent manner; most importantly, in keeping with accepted practices and within the principles of asset management.

Facilities will develop an inventory of buildings and building systems that will fall within The Facilities Department's scope of assets. Many departments have purchased or installed specific equipment for their departmental operations and these items are not included in the facilities maintenance program. The purpose of this inventory is to identify the items that will be the responsibility of facilities to maintain.

In addition to the above, a custodial procedures will be established for each facility and each custodian may have more than one facility to care for. The Facilities Department will set up a work schedule and procedures for your custodial needs. Most custodial work will be provided during off hours to minimize inefficiencies and scheduling issues created from performing these duties during business hours.

It is necessary to focus the department to preventive maintenance operations so that we can project a realistic budgetary and manpower requirement for the future.

It should be noted that, since asset management is concerned with the entire lifecycle of an asset, actions taken across this lifecycle (maintenance) are interrelated; hence, we must ensure that what we do today puts in place what we will need for tomorrow.

The **Facility Maintenance and Procedures Plan** will comprise of scheduled Maintenance, unscheduled repairs, custodial duties and winter operations.

I. FACILITY MAINTENANCE

YEAR ROUND:

- **PM - Prescribed scheduled preventive maintenance, work requests, unscheduled repairs, grounds maintenance, general upkeep of equipment and mechanical systems per manufacturer's recommendations, signage, parking lot maintenance, management of outside contractors and custodial**

WINTER:

- **Plowing/ice control, PM and summer activities when possible**

To accomplish this it is critical that facilities become more proactive and less reactive. Work orders have began to take priority over scheduled maintenance so a critical shift from immediately responding to work orders must happen. Departments must become more self-reliant and must verify issues before requesting Facilities employees. Everyone must also take a look at things that they can do for themselves before requesting assistance from the Facilities Department. Many work requests are turned in because departments are under the wrong assumption of a Technician's responsibilities. This creates an undue workload in the department and takes our Technicians away from their preventive maintenance schedules.

Work orders are the principle communications tool that will be utilized between the user group and the Facilities Division for building safety, security and building systems repair.

We encourage each department to designate one person on their staff to serve as a communications officer with the Facilities Division. This person should verify that a problem exists and then should follow the established procedure to ensure proper work flow.

Facilities technicians should review work requests daily and communicate a schedule for completion back to the department. Additionally, this information will be tracked on the Facilities calendars to ensure that we meet our commitments. **Verbal work orders will no longer be allowed.** Work order data is used for scheduling and accountability so the data gathered from a work order is critical to our operations. Our technicians do daily building rounds that are designed to catch most items to minimize inconveniences to our departmental operations. Technicians routinely check building systems and schedule the proper preventive maintenance to keep things running. From time to time something may happen that requires a work order.

Facilities Work Request Procedures

Non-critical requests:

On Celia under Forms click on Facilities Work Request, This will take you to the electronic Form and Instructions. Click on Maintenance Request Form and follow the prompts.

Priority requests during business hours:

All Facilities Technicians will be dispatched through Public Works during business hours. 7:00 a.m. - 3:30pm. If you have an immediate issue that cannot wait for a work order you should call 687-8812 and a technician will be dispatched to your location as soon as possible.

After hours requests between 3:30pm and 7:00am

Call after hours dispatch (Sheriff's Office) at 687-9652. They will contact Facilities and a technician will be dispatched.

Budget Procedures

From time to time departments may need to have remodels, installation of equipment, major moves and or other similar items. The Facilities Division does not budget for incidental or departmental requested items. If you need additional services or major upgrades/changes to you facility you will need to follow the below procedure.

1. Facilities will send out an annual letter to the user group to solicit requests for major projects, appliance or equipment replacements and items that are not part of the normal maintenance budgets.
2. Facilities will evaluate the project to check for any safety issues or conflicts with existing facility layout, plumbing, heating, HVAC and historical preservation guidelines.
3. Once evaluated for feasibility, and if approved, the project can proceed only if the requesting department has the funds to complete the project out of their departmental budget. If this is not the case facilities will process a CIP or add the project in the next year's budget process for inclusion in the budget.
4. Facilities will manage the work to ensure compliance with the terms of the project.
5. **In some cases the department should budget for ongoing maintenance to a departmental specific upgrade or addition. If ongoing maintenance is not requested facilities will not be responsible for ongoing costs.**

Please note that technicians are not allowed to commit Facilities funds for anything other than preventive or routine maintenance. All failures of major components, remodel projects, upgrades, additions and new equipment purchases must follow the above procedures.

Facilities Usage Guidelines

Many aspects of facilities operations are conducted in compliance with regulatory requirements of local fire marshals and or building code. It is critically important that Department Heads and Elected Officials consult with the Facilities Division on any facility related issues.

Departments are not allowed to modify, change, remodel, add electrical equipment, paint or install any major components to building systems without first obtaining the approval of the Division, which may include obtaining approval from the Building and/or Planning Department.

Some Teller County facilities are County Owned and some facilities are leased. We must follow our lease and some projects may be prohibited by our lease or may require special approval. All requests should be submitted to Facilities prior to any work being done.

Some Teller County facilities are considered to have historical significance and approval must be obtained before the addition or disposal of any objects in the building. Again Facilities must be contacted before any such actions take place.

Some Teller County facilities are occupied by other agencies. All tenants must follow their lease with Teller County and must obtain approval if their usage changes. Additionally, all tenants are required to obtain approval of the Facilities Division prior to commencing any facility altering actions.

Below is a list of common facility items that require approval:

- Installation of electrical appliances or equipment
- Major remodeling of any portion of the building
- Floor plan reconfiguration or office moves
- Modification to any portion of the interior or exterior of a building
- Changes to internal locks or external security
- Changes to landscaping and or signage and identification
- Modification of walls, ceilings, lighting , electrical and floor coverings
- Changes to existing paint colors both interior and exterior
- Additional heating units or lighting
- Changes to ingress or egress components
- Hanging pictures, shelves and or other weighted items to walls
- No outside contractors are allowed to work on Teller County facilities without proper approval.
- Please inform us of large meetings or after hour's gatherings in our facilities.

It is also critical that departments understand what is considered prohibited. Below is a listing of things that are prohibited:

- Never bring items from home such as chemicals, cleaners or disinfectants and use them in the facilities.

- Designate appropriate areas for break areas and manage them. Especially what is sent down the drains.
- Refrain from allowing pets at work. You will be billed for cleanup and damage repairs resulting from pets at work.
- Do not perform any maintenance or repair on a building without approval.
- Do not allow clubs or public meetings in our facility without proper approval.
- Do not modify or adapt any facility system.
- Do not hire contractors to work on our facilities or systems without proper approval.
- Just because you have funding in your budget do not assume you do not need the proper approvals.
- Do not issue keys to our facilities without following the key control procedure.
- Do not place things in halls that could block proper ingress or egress
- Do not add heaters, refrigerators, microwaves, or other items that substantially increase electrical demand
- Manage how your employees use and care for your facility. Your department may be billed for damages caused by misuse or non-compliance with these guidelines.

Custodial Procedures

Custodians are hired and managed by the Facilities Department. Each building has a building specific routine for custodial operations. If you have concerns or feedback for the custodians please use the work order procedures to communicate this to staff.

Custodians are told not to move personal belongings or paperwork in personal office spaces. Consequently, if you do not do your part towards good housekeeping, custodians may not be able to adequately clean your area.

From time to time it may be necessary to wax floors or clean carpets. We will communicate this to you with enough time to move clutter and small items from the floor.

Custodians are Facilities Employees and report directly to the Facilities Division.

Facilities Key Policy

Keys will only be issued to authorized and essential personnel to gain access to their workplace. Individual responsibilities are listed below:

- **The Facilities Manager** is responsible for key access, issue, policy and system audit.
- **Facilities Maintenance Technicians** are responsible to cut, issue, receive, mark, identify, destroy and secure keys by their area of responsibility. They may also fill out key issue forms and submit key issue forms to HR for filing.
- **Elected Officials and Department Heads** may sign issue forms to ensure awareness of those having access to the workplace, assist the Facilities Division in audits, and receive keys turned in by employee resignation, termination, reassignment and return of the keys to the Facilities Division.
- **Employees** are responsible to sign a key issue form when they get a key, keep County issued keys in their possession and secure at all times, report loss of County keys, turn in keys when no longer needed and to participate in periodic key audits.

Grounds Maintenance/ Call Before you Dig

Any and all projects on County property that require any type of digging, excavation or post installation require that locates for utilities be completed before any ground is broken. You are required to call 687-8812 or fill out a work request 7 business days before any ground breaking project to allow the Facilities Division to assess the need for locates. Facilities will be responsible for all locates on County property.

Emergency Information

Every Teller County facility shall have an “Emergency Information and Procedures” document that provides emergency information to assist employees and citizens in responding to potential, credible emergencies that could occur in our facilities. In collaboration with the Teller County Office of Emergency Management, the Department of Public Works, Facility’s Division has developed and provides as part of this plan an “Emergency Information and Procedures” document (See Attachment A) that will be provided and placed in every Teller County facility and office.

The purpose of the emergency information and procedures document is to ensure a safe workplace through decreasing the probability of personal injury to employees and citizens, and to limit potential loss or damage to County facilities. This goal requires the active participation and cooperation of every employee within our County facilities. The front page of the document provides the immediate, quick reference public safety agency emergency contact information. It is then divided into the following sections:

- Utility Failure
- Bomb Threats
- Security / Suspicious Package
- Elevator or Water Emergencies
- Medical Emergencies
- Fire / Smoke / Explosion / Odd Odors
- Building Evacuation
- Building Floor Maps



TELLER COUNTY FACILITIES EMERGENCY INFORMATION

IMMEDIATELY "DIAL 911" IF YOU HAVE AN EMERGENCY

NON-EMERGENCY NUMBERS

- DEPARTMENT OF PUBLIC WORKS687- 8812
PUBLIC WORKS (AFTER HOURS) XXX-XXXX
SHERIFF'S OFFICE/DISPATCH.....687-9652
WOODLAND PARK POLICE/DISPATCH687-9262
CRIPPLE CREEK POLICE/DISPATCH.....687-2291
- ** If dialing from a County landline phone, dial 9 in front of the phone number (e.g. 9-911)
Health Sciences Education Building is Bldg 575 Updated June 2008

ELEVATOR OR WATER EMERGENCY

BUILDING EVACUATION / TORNADO

FLOOR MAPS