

Facilities Management Department

Service Level Agreement



Pasco County Board of County Commissioners

August, 2018

Table of Contents

Section	Page
1. General Overview	3
2. Hours of Coverage	3
3. Service Descriptions	4
4. Requesting Service and Escalating Requests	7
5. Customer Responsibilities	10
6. Service Classification and Response/Resolution Times	11

Facilities Organization and Supervisors

1. General Overview

The Facilities Management Department's purpose is to "Serve as a Foundation for Success." This is accomplished by providing comprehensive facilities services through our three divisions; Real Property & Planning, Construction & Renovation, and Operations & Maintenance.

This document serves as the Service Level Agreement (SLA) between Pasco County Facilities Management Department and its customers. Customers are defined as: Pasco County Citizens and Residents, Pasco County Board of County Commissioners and its departments, 6th Judicial Circuit Court, 6th District Public Defender, and 6th District State Attorney within Pasco County, Pasco Sheriff's Office, Pasco County Supervisor of Elections, Pasco County Tax Collector, Pasco County Property Appraiser, Pasco County Clerk and Comptroller, Department of Health locations within Pasco County, and tenants in leased facilities owned by the County.

This SLA contains a written statement of the services and associated quality levels for which the Facilities Management Department will be responsible for providing to customers.

The purpose of this Service Level Agreement is to:

- Provide a common operating picture of all services for which the Facilities Management Department provides;
- Foster a clear understanding of what Customers can expect from those services;
- Provide a basis for managing and ensuring that services are properly aligned with the County's strategic objectives and goals; and
- Outline the process for requesting services

2. Hours of Coverage

Facilities Management provides customer support Monday - Friday 7:30AM to 5:00PM, excluding County Holidays. During these times, customers will be able to contact one of the Facilities Management service desks or office locations to request services. Non-emergency service requests may be entered at any time (24/7) via our web request system.

Facilities Management has on-call staff to respond to emergencies that occur outside of normal business hours. Customers with emergencies that occur after hours should call Emergency Communications Dispatch at: 727-847-8102 or 727-847-8105.

3. Service Descriptions

The items below represent a detailed list of services that Facilities Management will provide for customers. All services provided by Facilities Management are classified into one of three divisions: Real Property & Planning, Construction & Renovation, and Operations & Maintenance.

Real Property & Planning

Asset Management - Maintain the documentation of buildings and equipment through pictures, locations, and/or serial and model number information.

Capital Improvement Acquisitions - Responsible for the acquisition of necessary rights of way along selected capital improvement corridors.

Citizen Assistance – Serve as a citizen resource for solutions to real property questions and concerns.

County Event Scheduling - Coordinating events in Historic Court House and Fasano Regional Hurricane Shelter and coordinating lobby displays in public areas.

Facility Condition Assessments - Conduct life cycle analysis for the planning of replacements and modifications as required for facilities and facility components.

Leasing Services – Management of County leases as landlord and tenant.

Master Planning - Develop long range projections and plans to ensure space requirements are met for all County Departments and Constitutional offices.

Real Property Acquisition - Acquisition and transfer of fee simple interests and easement rights for various County Departments and Agencies.

Space Planning - Perform analysis and recommendations for allocation of space.

Surplus Disposition - Identify and facilitate the disposition of real property which are surplus to the County's needs in order to increase tax revenue.

Utility Easements - Establishing and servicing new commercial customers by developing the required Utility Easements for private development projects.

Vacating Rights-of-Way and Easements - Vacating County and public interests in plats, alleyways, rights-of-way, and public easements, situated in unincorporated areas of Pasco County, as authorized by Sections 177.101 and 336.09, Florida Statutes.

Construction & Renovation

Conceptual Design - Coordinate with stakeholders to determine requirements and provide architectural drawings to assist in project development.

New Construction - Provide the initiation of project concepts, assist in design, review project scope with stakeholders, evaluate the solicitation and bid review, provide construction management, quality assurance, and close out projects.

Renovations - Renovate existing spaces within County buildings by developing project scope with stakeholders, delivering project estimates, scheduling, and project management.

Specification Writing - Research project scope, develop project requirements, prepare required documents for solicitation, respond to Requests for Information (RFI's), review bid results, and provide award recommendations.

Warranty Management - Develop schedules, conduct inspections, provide written reports, and ensure all warranty issues are addressed within the warranty period.

Operations & Maintenance

ADA Building Compliance - Conduct inspections, review current codes, update annual report for Health Department, and coordinate with ADA committee.

Alarms - Respond to fire alarms and security alarms (after building cleared by Law Enforcement), coordinate fire inspections with Authority Having Jurisdiction (AHJ), make minor repairs to systems, maintain batteries, conduct system re-sets, and coordinate and document certification of systems.

Carpentry – Create custom crafted wood projects, hang wall decor/boards/blinds, repair drywall, glaze windows, install flooring, and install acoustic ceilings.

Construction - Minor projects and office modifications, minor masonry work, framing, drywall and finishing.

Custodial - Cleaning of select buildings to include cleaning the interior and exterior. Exterior window cleaning. Opening and closing buildings. Portering services.

Doors and Locks - Key and access card control for buildings and emergency access for occupants. Installation of door locks, closers, and stops. Re-keying doors. Repair specialized jail door hardware, locks, and interlock controls. Overhead and entry door maintenance and replacements.

Electrical - Provide infra-red panel inspections and repairs, generator load testing,

disconnections, lighting repairs and relocations. Provide renovation rough-in, as well as power supplies for new equipment. Trouble shooting, re-lamping, relocate and add circuits as needed.

Elevators - Coordinate Inspections and certifications, modernization, maintenance, and emergency response.

Emergency Preparation/Response - Storm preparation, Emergency Operations Center (EOC) and shelter operations, storm clean up, and damage assessment. In preparation of severe weather, Facilities Management takes protective measures and secures buildings to support County department's preparation needs. Post storm damage assessments and restoration services.

Energy Management - Energy calculations, identify inefficient systems, cost analysis, coordination with utility company, utility rebates, envelope assessments, and HVAC control and integration.

Equipment Replacement - Five-year equipment plan is provided through periodic tours of mechanical areas and equipment, and provide replacement schedule and cost estimates for CIP.

Escorting – Accompany (as needed) contractors in secured areas and during after hour and weekend projects.

Fire Suppression -System testing and coordination of certifications and modifications. Emergency repairs.

Fuel Tanks - Provides documentation for Florida Department of Environmental Protection, and monthly inspections of tanks.

Generator - Testing, repairing, and oversight of contractor repairs and coordinate preventative maintenance.

Grounds - Tree trimming and removal, mowing, edging, herbicide/pesticide application, erosion control, planting of new plants and weeding of flower beds. Provide positioning of flag(s) and replacement of worn flags.

Heating, Ventilation, and Air Conditioning - Equipment replacement, control adjustments, in-service training, and verification of temperatures. Provide monthly preventative maintenance, building control systems management, duct cleaning, and air quality testing.

Office Furniture Moves and Relocations – Assist departments with removal of old furniture and installation of new furniture or relocation of existing furnishings.

Meetings and Events - Set-up and disassembly for Board and Committee meetings. Audio/Visual set-up and maintenance.

Painting - Pressure washing of exterior buildings. Interior and exterior painting, graffiti control, sand blasting, and minor refinishing.

Parking Lot Repairs - Monthly preventative maintenance and inspections, restriping of lines and lighting management. Car stop inspections and replacements, asphalt and curbing repairs.

Pest Control - Insects, vermin, and other pest removal.

Plumbing - All plumbing fixtures (toilets, urinals, faucets, sinks, water coolers, etc.). Septic tank repair and maintenance of lift stations. Septic tank filter and basket cleaning, water conservation, water and sewer emergency service, irrigation systems, service upgrades, boiler repairs, replacement and maintenance, hot water systems replacement and repair. All potable and non-potable supply and waste line issues.

Refrigeration - Maintenance and repair of ice machines, walk-in coolers, and freezers.

Roofing – Maintenance, repair, leak detection and inspection of roof systems. Oversight of replacement roofing projects done by contractors.

Security Systems - CCTV, card access, and security reporting and monitoring.

Service/Contract Management – Creation of contracts and monitoring for contract compliance of custodial cleaning, HVAC, elevator, pest control, CCTV systems/access control, landscaping, alarm monitoring, generators, septic tank and grease trap pumping, fire suppression dry/wet systems, hydrant certifications, fire extinguishers, waste disposal, and master agreement management.

Warehouse Management/Central Stores - Purchase and stock materials for use in County buildings and truck stock, delivery of equipment and materials, inventory control, overflow of surplus items, disaster coordination and support, supply chain coordination.

4. Requesting Service

Real Property & Planning

All Real Property & Planning requests should be submitted through the Facilities Work Order request system (<http://pascoreq.wizardsoftware.net>) by selecting RP&P from the “Region” list when creating a request. In addition, projects classified as Capital Improvement Projects (CIP) that require RP&P services will have work orders created for

them at the start of each fiscal year. Projects will be assigned a work order number and be categorized as a Level 1, 2, 3, or 4 as defined by the "Service Classification and Response/Resolution Times" section of this document.

The Real Property & Planning team can be reached Monday through Friday, 8:00AM to 5:00PM. Real Property & Planning team members may be contacted at: 727-847-8138. For general inquiries, special requests or concerns please contact the Real Property & Planning Manager or Asst. Manager.

Individual Team Member contact info is listed on the Facilities Management website at: <http://www.pascocountyfl.net/749/Team-Directory>

Construction & Renovation

All Construction & Renovation projects should be requested annually during the budgeting process. All projects should be requested as Internal Services Service Requests (ISSR's). Through the budget process, the projects will be classified as either Capital Improvement Projects (CIP) or Facilities Non-CIP projects. CIP and Non-CIP projects that are funded will be assigned a Facilities Work Order number and be categorized as a Level 1, 2, 3, or 4 as defined by the "Service Classification and Response/Resolution Times" section of this document. Some Level 3 and 4 projects may be accepted outside of the budget process. Out of cycle projects will be evaluated on a case-by-case basis and will require that funding be available for the requested project.

The Construction and Renovation team can be reached Monday through Friday, 8:00AM to 5:00PM. Construction and Renovation team members may be contacted at: 727-834-3292. For general inquiries, out of cycle requests, or concerns, please contact the Chief Project Manager.

Individual Team Member contact info is listed on the Facilities Management website at: <http://www.pascocountyfl.net/749/Team-Directory>

Operations & Maintenance

The Operations & Maintenance division is divided into three maintenance section regions to provide services while the operations section supports the three maintenance regions with specialized services.

Maintenance Section

To request service during normal operating hours, contact the respective maintenance service desk (West, Central, East) where the facility is located. Service can be requested in one of the following ways:

Internet - Service can be requested 24/7 through a web-based interface located at <http://pascoreq.wizardsoftware.net>. This is the preferred method of requesting service for non-emergency work. Similar to e-mail correspondence, internet requests are monitored regularly throughout the day, but it may take several hours before the request is acted upon based on work order priorities. Communicate any time sensitive incidents or emergency requests by phone.

Phone - Each maintenance service desk can be reached Monday through Friday, 7:30AM to 4:00PM. High priority issues or emergencies should always be communicated by phone to ensure immediate action is taken. The phone number for each maintenance service desk is:

- West – 727-834-3295
- Central – 813-235-6091
- East – 352-521-5153

Email - An e-mail can be sent to the maintenance service desk to request service. While each e-mail address is checked regularly throughout the day, it may take several hours before the request is acted upon. It is always best to communicate any time sensitive incidents or requests by phone. The e-mail address for each maintenance service desk is:

- West – westmaintenance@pascocountyfl.net
- Central – centralmaintenance@pascocountyfl.net
- East – eastmaintenance@pascocountyfl.net

When making a request, please include contact information, location of work to include building and room number, and a detailed description of the requested work. If a response or resolution to an incident or service request is not received within the times indicated in the “Service Classification and Response Times” section, the request can be escalated by contacting the appropriate Maintenance Supervisor. They will review the work order to verify that it has been correctly prioritized and assigned, contact the individual(s) assigned to complete the work, and provide a status update as quickly as possible back to the Customer. Maintenance Supervisor contact info is listed on the Facilities Management website at: <http://www.pascocountyfl.net/749/Team-Directory>

Operations Section

Access Control/CCTV – Facilities provides a range of security services through our Facilities Access and Security Team (FAST), the most common of which is access control. Should you need to have access control added to your existing County Badge, please fill out the request form located on the TEAM Pasco Policies and Procedures website or contact the FAST Team at FASTrequests@pascocountyfl.net. Please direct additional questions about security capabilities to the Facilities Operations Supervisor. Contact info is listed on the Facilities Management website at: <http://www.pascocountyfl.net/749/Team-Directory>.

Central Stores – Customers can enter orders through the Munis system. Requests will be processed for either pick-up or delivery as requested by the customer. Customers can contact Central Stores for special requests or concerns by contacting the Facilities Operations Supervisor, by phone (727-834-3292 x3922) or e-mail contact info is listed on the Facilities Management website at: <http://www.pascocountyfl.net/749/Team-Directory>

5. Customer Responsibilities

To ensure prompt, reliable, and efficient services, several elements are requested from the customer:

Information Accuracy - Provide full and complete descriptions of requested service and service location (specifying building, building floor, suite, and/or room number), contact name and phone number when making service requests. Be available to team members to provide specific information related to service requests.

Requirements -

- Early identification of maintenance concerns or service requirements.
- Report problems using the work request systems described earlier in this document in addition to notifying Facilities via phone for emergency work requests.
- Provide Facilities with all requests for any space reallocation, usage, or moves.
- Provide detailed and specific Facilities ISSR requests during budget season.

Energy Conservation - Assist in creating a culture of conservation by adhering to temperature set-point guidelines and ensuring light and water fixtures are shut off when not in use.

Care and Use –

- Adhere to all related policies, processes, and procedures.
- Share in facilities stewardship by exercising reasonable care in the use of facilities and by alerting Facilities Management of deficiencies in a timely manner.
- Assist in the cleanliness and condition of facilities by picking up litter and placing it in proper receptacles per Pasco County Customer Service standards.
- Notify Facilities when events may cause problems that could interfere with building equipment or standard business functions.

Feedback - Provide honest and constructive customer feedback via our transaction and annual surveys.

6. Service Classification and Response/ Resolution Times

Real Property & Planning

Projects are classified and assigned within the Real Property & Planning division according to the impact their time-to-completion has upon the customer's larger project. The use of a priority classification system assists in optimum resource utilization. The prioritization is performed according to the following categories of work:

Priority 1 (Urgent) - An urgent project involves work that must be addressed immediately to: Respond to a request from a Commissioner, the County Administrator, or the County Attorney's Office. Meet a deadline for a high profile item. Address a safety issue. Meet a BCC Agenda deadline for an important or high profile matter, or for a public hearing for which a public notice has been advertised

Urgent work should be assigned within 1 hour and completed within 2 days. Work should continue without interruption until complete.

Priority 2 (Prompt) - A prompt project is one which indicates the promptness of work accomplishment is significantly greater than routine. Examples of prompt projects are: Citizen Assistance, Single Parcel Easement, Title Requests, Space Studies, Property Evaluations (zoning, assessments, valuations, etc.), Asset Management Surveys.

Prompt work should be completed within 15 days.

Priority 3 (Routine) - Routine projects are designated a normal degree of urgency for the requested work to be accomplished. Most work will necessarily fall into this category. Examples of routine projects are: Small Scale Acquisitions, Leasing, Property Disposition, Utility Service Easements, Comprehensive Easements, and PVAS.

Routine work should be completed within 90 days.

Priority 4 (Long Term/Comprehensive) - Long term or comprehensive projects are designated a normal degree of urgency for the requested work to be accomplished, but the outcome of which depends upon ongoing input from customer, vendors and stakeholders. This work shall proceed promptly, but may have periods of inactivity while awaiting external input. Examples of long term or comprehensive projects are: Capital improvement projects involving acquisition of rights-of-way, Vacation of rights-of-way/easements, or Customer projects that cannot move forward until additional customer input is received.

Long Term/Comprehensive work should typically be completed within 180 days, but may

take up to 120 days for highly complex CIP projects.

Construction & Renovation

Projects are classified and assigned within the Construction & Renovation Division according to their size, complexity, and overall difficulty to perform. There are four levels of classification that are designed to improve productivity and reduce cost associated with planning, designing, procuring, and sustaining facilities for our customers. The goal is to safely and responsibly deliver the right amount of engineering and construction oversight through either in-house or contracted services at the optimum lifecycle cost. The estimated duration for the different levels of projects are:

Level 1 (Highly Complex) - Due to the complexity of these projects throughout all the project management groups, these projects are multi-year endeavors and may include land acquisition, planning, design, and construction phases. Examples of Highly Complex projects are: New Buildings or Major Renovations of a Buildings.

Highly Complex projects will typically be completed within 36 Months.

Level 2 (Reasonably Complex) - These projects tend to be primarily renovations, major equipment replacements, and/or some new construction. Examples of Highly Complex projects are: Renovations for Sections of Buildings or Major Equipment Replacements.

Reasonably Complex projects will typically be completed within 18 Months.

Level 3 (Slightly Complex) - These projects tend to be primarily minor renovations or repairs. Examples of Slightly Complex projects are: Replacement of a Fire Alarm System, Replacement of an Air Conditioner, or Installation of Systems Furniture.

Slightly Complex projects will typically be completed within 12 Months and are scheduled to be completed during the fiscal year they are budgeted.

Level 4 (Minimally Complex) - These projects will be only straightforward renovation or repair work. Examples of Minimally Complex projects are: Building a Partition Wall, Flooring Installation, Parking Lot Resurfacing.

Minimally Complex projects will typically be completed within 6 Months and are scheduled to be completed during the fiscal year they are budgeted.

The table on the following page is provided as a guideline for classifying design, engineering, and construction work. Characteristics could result in actual projects being classified differently (for example, a carpet replacement project may not always be classified as Level 4 if circumstances dictate a higher level of design/engineering or construction oversight).

Construction and Renovation Work Categorization

	Work Category	Scope	Professional Services Requirements	Risk	Permitting
Highly Complex >	Level 1	Primarily new construction or major renovation, repair, or restoration. Will require professionally prepared complex design, plans, specifications, calculations, site investigation and/or studies.	Multi Discipline (Mechanical, Structural, Electrical, Civil, etc.)	High Financial, Schedule, and/or Life Safety Risk	Local, State, and/or Federal Permits Required
	Level 2	Primarily renovations and/or some new construction. Design obtained through a combination of professional and contractor furnished documents (shop drawings).	Single Discipline (Mechanical, Structural, Electrical, Civil, etc.)	Substantial Financial, Schedule, and/or Life Safety Risk	Local and/or State Permits Required
	Level 3	Primarily minor renovations or repair. Basic plans or specifications obtained from existing catalogs, narrative descriptions or sketches.	Limited	Moderate Financial, Schedule, and/or Life Safety Risk	Local Permits Required (No State or Federal)
Minimally Complex <	Level 4	Only Minor Renovation or Repair (No structural, mechanical, fire protection, security, or hazard abatement). Built from client requirements. Department works directly with contractor.	None	Very Low Financial, Schedule, and/or Life Safety Risk	No Permits Required

Operations and Maintenance

Facilities Management prioritizes maintenance and repair work according to the severity and complexity of the service requested. A priority assignment of work is essential in determining the importance of each request in relation to other identified requirements. The use of a priority classification system assists in optimum resource utilization. The prioritization is performed according to the following categories of work:

Priority 1 (Emergency) - Emergency service is work that must be addressed immediately to:

- Prevent immediate danger to personnel or equipment.
- Prevent loss or damage to property.
- Ensure fulfillment of an essential operation or function

Emergency work should be assigned within 1 hour and completed within 24 hours. Work should continue without interruption until the emergency is corrected, remedied or other action has been taken to arrest or contain the condition. If further resources are required to complete the repair, a follow up work order will be required. Work required to correct the situation after the emergency has been secured will be prioritized according to the type of

work involved.

Priority 2 (Urgent) - An urgent work order is one which indicates the urgency of work accomplishment is significantly greater than routine. Examples of urgent work orders are:

- Roof leaks
- HVAC failures
- Broken window

Urgent work should be completed within 5 working days of receiving the work request.

Priority 3 (Routine) - Routine work orders are designated a normal degree of urgency for the requested work to be accomplished. Most work will necessarily fall into this category. Preventative maintenance and recurring maintenance operations work also falls into this category.

Routine work orders should be completed within 15 working days of receiving the work request.

In addition to priority, each service request is evaluated for its complexity. Generally, each service request should take no more than 32 man-hours to accomplish the request. Service requests that will exceed 32 man-hours to complete will be turned over to the Construction and Renovation Division and normally be turned into an Internal Services Service Requests (ISSRs) and proposed in the next budget cycle, unless approved to become an out of cycle project.