

**TO: ALL COUNTY PERSONNEL**

**FROM: VERDENIA C. BAKER  
COUNTY ADMINISTRATOR**

**PREPARED BY: FACILITIES DEVELOPMENT & OPERATIONS (FDO)**

**SUBJECT: REQUESTS FOR FACILITIES RELATED SERVICES**

**PPM#: CW-O-040**

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<b>ISSUE DATE</b>	<b>EFFECTIVE DATE</b>
<b>June 6, 2022</b>	<b>June 6, 2022</b>

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**PURPOSE:**

The purpose of this PPM is to provide an outline of the services provided by the Facilities Management Division (FMD) of FDO and to establish procedures for requesting various types of work.

**UPDATES:**

Future updates to this PPM are the responsibility of the FDO Director.

**AUTHORITY:**

- PPM# CW-O-001, Policies and Procedures Memoranda (PPMs), as may be amended.

**DEFINITIONS:**

**After-Hours** - The hours in a day prior to 8:00 a.m. and after 5 p.m..

**CID** – FDO Department, Capital Improvement Division.

**Change Orders** - All significant changes in the scope of the work, as originally requested.

**CJC** – Criminal Justice Complex.

**Priority #1** – Emergency:

- Any situation which threatens life/safety of any person or any major damage to property.
- Vandalism which threatens life, safety, health or threatens facility assets.

**Priority #2** – Requires immediate and continued attention until urgency is resolved.

- Vandalism which significantly impacts facilities or users.
- Any water intrusion, power, access/intrusion, A/C or utility disruption.
- Any situation which stops or prevents customer program from operating.
- Non-scheduled standby or call back responses for after-hours, holidays and weekends.

**Priority #3** – Preventive maintenance orders processed through the Computerized Maintenance Management System and scheduled for completion. These orders are higher priority than routine work orders and must be completed on schedule.

**Priority #4** – Regular work order requiring response in 24 hours or more for routine maintenance work. The priority of this order is determined by the promised date for completion. These orders should not be input without a scheduled completion date. This priority covers non-maintenance work, projects, new construction acquisitions and development activities.

**Priority #5** – New construction only.

**Request for Project Assignment (RFPA)** – FDO form used to request any new work that alters, adds or modifies any existing space or system. This RFPA form is available on the FDO forms page of the County intranet site.

**Request for Service (RFS)** – type of request that typically require services outside of routine general building maintenance. This RFS form is available on the FDO forms page of the County intranet site.

**Special Non-Maintenance Requests** – alterations, changes to existing building systems or non-facilities related work requests.

**Standard Services** – routine maintenance and repairs to existing building systems.

### **POLICY:**

FMD is responsible for the operation and maintenance of all County-owned and occupied buildings. This responsibility includes preventative maintenance programs, corrective maintenance, repairs and minor alterations to building, grounds maintenance; custodial services for designated buildings; parking services; and all other general facilities management activities.

It is the policy of FMD that requests for service be administered and performed in an efficient and cost effective manner, using one of the four work order sub-systems outlined in the following.

1. **Emergencies** as defined below, will be taken over the telephone. They will receive a priority 1 or 2 designation and they will be attended to immediately.
2. **Regular Trouble Calls** will be taken over the telephone or electronically for non-emergencies which legitimately require a 24 hour response. These calls will receive a priority 4 designation.
3. **Maintenance Work Requests** must be submitted on a RFS form. These requests will receive a priority 4 designation and will be handled on a first-in, first-out basis, within a specific Facilities Management Region. These requests typically require services outside of routine general building maintenance.
4. **Non-Maintenance Project Work Requests** must be submitted on a RFPA form and sent to the Regional Facilities Manager. These requests typically add, alter or modify existing conditions or systems.

**APPLICATION:**

The following shall be exempt from this PPM:

1. Department of Airports shall be responsible for procurement, installation and maintenance of systems at Palm Beach International Airport and its operated general aviation airports.
2. Palm Beach County Fire Rescue shall be responsible for procurement, installation and maintenance of systems at all fire stations within Palm Beach County, with the exception of the Chief Herman W. Brice Fire Rescue Complex.

**PROCEDURES:**

The County’s facilities have been divided into six (6) geographic regions, each of which has been assigned to a Regional Facilities Manager.

1. The Governmental Center Region includes the Governmental Center building, Main Courthouse and the perimeter buildings in the immediate vicinity.
2. The South Region includes those buildings to the south of Lake Worth Road.
3. The North Region includes buildings north of Okeechobee Blvd., with overlap of several buildings along the Forest Hill corridor.
4. The Criminal Justice Complex (CJC) includes all correctional/jail facilities on Gun Club Road, Central Detention Center (aka Stockade), PBSO/Sheriff related facilities and Medical Examiner Office.
5. The Central Region includes buildings from Lake Worth Road north to Okeechobee Blvd.
6. The West Region includes buildings west of 20 mile bend, to include Belle Glade, South Bay, Pahokee and Canal Point.

The procedure to request work, for the four sub-systems described above, is as follows:

**EMERGENCIES:** (Priority 1 or 2) Life/Safety, Health, and other major mechanical system emergencies should be called in as follows: during normal working hours call regional offices, refer to telephone numbers below; for after hours response call the Emergency Operations Center:

**Regular Business Hours (8:00 a.m. – 4:30 p.m.)**

Governmental Center Region	355-2255
South Region	276-1346
North Region	776-2051
CJC/Stockade Region	688-4660
Central Region	233-4450
West Region	992-1221
MAIN OFFICE	233-2017

**After-Hours**

CJC Region	688-4660/712-6428
<b>EMERGENCY OPERATIONS CENTER</b>	712-6428
<b>Governmental Center Region/Command Center</b>	<b>355-6630</b>

**REGULAR TROUBLE CALLS:** Trouble calls will be taken over the telephone or electronically for non-emergencies which require a 24 hour response. Examples of regular trouble calls include air conditioning system not cooling properly, several light fixtures not working in an office, both of which do not have a significant impact on comfort and/or productivity. (Note: The priority 1 and 2 designations are for bona-fide emergency trouble calls. It is not to be used for expediting last-minute or poorly planned Non-Maintenance Work Requests).

The following information must be provided in order to initiate a response to a trouble call:

- a. A reasonably detailed description of the problem.
- b. The specific location of the problem.
- c. A budget account number and confirmation of fund availability, if the work is billable.
- d. Name and telephone number of caller. (Note: A specific individual should be designated to submit trouble calls for a given department/location. This will prevent confusion which can arise from multiple calls for the same problem.)

**MAINTENANCE WORK REQUESTS:**

This type of work request typically requires services outside of normal routine monthly maintenance tasks. A request for service must be submitted to Facilities Management on a completed RFS form. Incomplete or unclear requests will be returned for clarification. In accordance with the instructions on the RFS form, the following information must be provided:

- a. A detailed description of the work requested.
- b. The specific location where the work is to be performed.
- c. A budget account number and confirmation of fund availability, if the work is billable.
- d. Name and telephone number of contact person.
- e. Authorized signature (usually a Division Head or higher)

This type work request requires services outside of normal routine monthly maintenance tasks.

Upon receipt of a RFS the Regional Facilities Manager will determine whether or not the requested work will be best accomplished by in-house staff or an outside vendor. If in-house staff is performing the work, a work order will be made and the appropriate trade will be selected.

**NON-MAINTENANCE PROJECT WORK REQUESTS:**

This type of work request is construction-related in nature and requires the need to add, alter or modify existing systems or structures. The facility's manager will be contacted to assist with proper completion of the RFPA form. The Regional Facilities Manager will submit the request to project intake where it will be assigned to the CID for assignment to a project manager. An e-mail of confirmed receipt will be sent to the customer informing them that the project has been turned

over to CID. The project manager will schedule all related meetings with the regional staff and the customer.

**Billable / Non Billable Services (Special Non-Maintenance Work Requests):** The work order system is designed to track costs by building and by type of service provided.

- Standard Services in most cases are not billable to the requesting department.
- Special Non-Maintenance Requests are billable to the requesting department.

A written cost estimate will be provided upon request and/or if the work is expected to cost \$500 or more. The funding for these work requests will be encumbered in the Advantage system when the cost estimate is accepted by the requesting department.

Change orders must be authorized in writing prior to being completed by FMD.

  
**VERDENIA C. BAKER**  
**COUNTY ADMINISTRATOR**

**Supersession History:**

PPM# CW-O-040, effective 05/15/1991  
PPM# CW-O-040, effective 06/10/2011  
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