

## **CHAPTER 18.02 INTENT & PURPOSE**

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### **18.02.02 Intent**

To establish policies, procedures and authority for an effective Facilities Management Program to be carried out by the Facilities Management Division.

### **18.02.04 Purpose**

This policy establishes specific requirements and guidelines for the operation of the County's Facilities Management Program, which all departments shall follow. Such policies are intended to maximize the efficiency and effectiveness of the Facilities Management Division, and aimed to better manage expenditures while preserving County facility assets.

### **18.02.06 Background**

This policy clarifies the role, responsibility, and authority of the Facilities Management Division to maintain, modify, and, in some cases, upgrade County-owned buildings, facilities and property. This responsibility includes ensuring that all work is done in a professional manner pursuant to State, Federal, and local statutes and follows County-wide priorities.

### **18.02.08 Definitions**

“A-87 Cost Allocation Plan” is the State of California Accounting Standards and Procedures for Counties.

“Board” is the Glenn County Board of Supervisors.

“Construction” consists of moving, demolishing, altering, upgrading, renovating, installing, or building a structure, facility, or system according to a plan or by a definite process. Construction as defined in this section is not maintenance.

“Facility” for the purposes of this Policy includes, but is not limited to, any County-owned and or occupied facility, building or property.

“Facilities Internal Service Fund” is a direct charge plan for services not included in the A-87 Cost Allocation Plan.

“Maintenance” is the ordinary recurring upkeep of equipment, structural, control systems or other components of a facility, building or property. Maintenance consists of those activities necessary to keep facilities and systems operational and in good working order. It also consists of the preservation, but not the improvement, of facilities, buildings or properties.

“Non-maintenance task” is any change, move or addition to a facility, building or property.

“Special projects” are projects that are requested outside of the County’s budget approval process and exceed \$5000 (five thousand dollars). These special projects require Board of Supervisors approval after review and approval by the Facilities Management Division.

“Utilities” includes but is not limited to water, garbage, electric, gas, pest control and phone services.

## **CHAPTER 18.04 POLICY**

*18.04.02 Name*

*18.04.04 County Building, Facilities and Properties*

*18.04.06 County Facilities Planning Committee (CFPC)*

### **18.04.02 Name**

Facilities Management Division (FMD), a Division of the General Services Agency, formerly known as the Buildings and Grounds Department.

### **18.04.04 County Building, Facilities and Properties**

All County-owned facilities are the property of Glenn County. As such, they are subject to the acquisition, maintenance, and replacement determinations of the Board of Supervisors, or Facilities Management Division, acting as the division with delegated authority to perform these functions. Departments which occupy County-owned facilities have no ownership or specific entitlement to those facilities, except for special or preferential use restrictions as may be required by funding sources or Board policy.

### **18.04.06 County Facilities Planning Committee (CFPC)**

The County Facilities Planning Committee (CFPC) was created pursuant to Glenn County Board of Supervisors' Minute Order #28, dated January 31, 1995. The CFPC acts to make recommendations, as appropriate, to the Board of Supervisors regarding issues or needs for County facilities.

The County Facilities Planning Committee serves at the pleasure of the Board of Supervisors and includes the following members: the Public Works Director or designee; the Director of Finance or designee; the County Assessor/Recorder or designee; Facilities Manager, Planning & Community Development Services Agency Chief Building Official or designee; two (2) Board of Supervisor members; the Sheriff-Coroner or designee; County ADA Compliance Officer or designee; and one (1) alternate Board of Supervisor member. Any five members, as listed herein, constitute a quorum.

## **CHAPTER 18.06 MINIMUM SAFETY STANDARDS**

*18.06.02 Facilities Management Division Responsibility*

*18.06.04 Priority for Repairs*

*18.06.06 Space Needs Assessment*

*18.06.08 Space Charges*

### **18.06.02 Facilities Management Division Responsibility**

Facilities Management Division is responsible for the maintenance of all County facilities, buildings and properties in a safe condition, and assuring that their structural integrity is not compromised. Examples of this responsibility include, but are not limited to, the repair of leaky roofs, faulty electrical wiring or plumbing, poor air quality, or other physical defects that might cause physical injury or illness to the occupants of the building or facility. Additional responsibilities for the Division include custodial services, grounds maintenance, energy management, security systems, and developing a capital improvements plan and a deferred maintenance program.

### **18.06.04 Priority for Repairs**

Facilities Management Division will give priority to repairs that constitute safety hazards for people or are necessary to prevent permanent or long-term damage to a facility, building or property.

### **18.06.06 Space Needs Assessment**

Facilities Management Division is responsible to annually assess County departments for space needs. County departments are encouraged to notify Facilities Management Division of space needs during the assessment period.

### **18.06.08 Space Changes**

Facilities Management Division will attempt to respond to the changing physical needs and space requirements of County departments. This includes modifying offices and responding to other needs. Given the inherent and limited space configurations, HVAC requirements and structural limitations of individual buildings, facilities and properties, not all requests to modify or reconfigure will be possible.

## **CHAPTER 18.08**

### **MODIFICATIONS OR ALTERATIONS OF BUILDINGS, FACILITIES OR PROPERTIES**

- 18.08.02 General*
- 18.08.04 Remodeling of County-Owned Buildings, Facilities or Properties*
- 18.08.06 Reporting Problems*
- 18.08.08 Service Request for Modification or Alteration*
- 18.08.10 Project Service Request for Modification/Alteration*
- 18.08.12 Scheduling Modifications/Alterations*
- 18.08.14 Minor Project/Major Project*
- 18.08.16 Contracts/Agreements*
- 18.08.18 Vendors and Warranties*

#### **18.08.02 General**

No structural, mechanical, electrical, plumbing, telephone/data system, or grounds/landscape maintenance, modification or alteration may be made to County-owned buildings, facilities, or properties without the express written authorization of the Facilities Maintenance Division. No County employee, individual private contractor, County inmate, work release participant, general assistance worker, or any other individual may modify any County building, facility, grounds or property without the advance authorization of the Facilities Maintenance Division.

#### **18.08.04 Remodeling of County-Owned Buildings, Facilities or Properties**

All requests for modification, alteration, or remodeling of County-owned buildings, facilities or properties, including offices, shall be reviewed and approved by the Facilities Management Division. Requests submitted outside the County's budget approval process and exceeding \$5000 (five thousand dollars) are considered a special project and shall be approved by the Board of Supervisors, after review and approval by the Facilities Management Division.

#### **18.08.06 Reporting Problems**

It shall be the responsibility of the occupants of the building, facility or property to report suspected problems with the building, mechanical, electrical, plumbing, telephone/data system, or grounds/landscape systems, or other malfunctioning equipment to the Facilities Management Division. Each department shall appoint a contact person authorized by the head of the affected department, to report suspected problems.

#### **18.08.08 Service Request for Modification or Alteration**

All requests for modification or alteration of buildings or reporting of suspected problems of facilities or properties shall be submitted to the Facilities Management Division either by phone, fax, or email using a Service Request (SR) Form (Exhibit A).

#### **18.08.10 Project Service Request for Modification/Alteration**

Facilities Management Division shall consult with the requesting department to determine the scope of work to be completed. A project service request shall then be prepared by Facilities Management Division for approval by the department. The project service request shall include cost estimates, mechanical and design assistance, and other technical support as needed in order to assist in the modification or alteration of the department's building, facility or property. Facilities Management Division shall be authorized to proceed with the project upon the department's approval of the estimate and project service request, including processing the project through the Facilities (CFPC) Committee or Board of Supervisor's as appropriate. All costs for modifications or alterations of buildings shall be according to the COST RECOVERY section of this POLICY.

#### **18.08.12 Scheduling Modifications/Alterations**

Providing adequate time to complete a project is essential. Departments that anticipate modifications or alterations should contact Facilities Management Division at least 60-90 days in advance. To ensure timely completion of projects, it is preferable that departments place anticipated projects on the annual list of "request for projects" circulated by the Facilities Management Division.

#### **18.08.14 Minor Project/Major Project**

Modifications and alterations up to, but not including \$20,000 are considered a minor project, and are subject to County contract policy/code. Modifications and alterations exceeding \$20,000 are considered a major project, and are subject to the requirements of the Public Contract Code as well as County contract policy/code. Either minor or major projects may be administered by County staff or by the contractor, depending on available County staffing resources.

**18.08.16 Contracts/Agreements**

Any contract for modifications or alterations of County-owned buildings, facilities or properties shall be initiated by the Facilities Management Division. Either minor or major project contracts may be administered by County staff or by the contractor, depending on available County staffing resources.

**18.08.18 Vendors and Warranties**

Facilities Management Division shall be responsible for selecting vendors and maintaining all warranties.

## CHAPTER 18.10 MAINTENANCE

18.10.02 *Service Request for Maintenance*

18.10.04 *Maintenance Types*

18.10.06 *Planned Maintenance*

18.10.08 *Preventive Maintenance*

18.10.10 *Reactive Maintenance*

18.10.12 *Emergency Maintenance*

18.10.14 *Building Maintenance*

18.10.16 *Custodial Services*

18.10.18 *Grounds Maintenance*

18.10.20 *Refuse Disposal*

### **18.10.02 Service Request for Maintenance**

All requests for maintenance of buildings, facilities or properties shall be submitted to the Facilities Management Division either by phone, fax, or email using a Service Request (SR) Form.

### **18.10.04 Maintenance Types**

In order to provide a safe, healthful, and secure environment, Facilities Management Division utilizes these four types of maintenance: planned, preventive, reactive (unplanned), and emergency. Each task of maintenance is categorized by Facilities Management Division in order to organize, track and complete these tasks in a timely, efficient and cost effective manner.

### **18.10.06 Planned Maintenance**

Planned maintenance, also referred to as "programmed" or "scheduled" maintenance, is the upkeep of property, equipment, and facilities, including buildings, utility systems, and grounds. Planned maintenance is often characterized by its routine or recurring nature. Substantial efficiencies result from using planned and scheduled maintenance rather than unplanned/reactive or emergency maintenance. Planned maintenance is a committed expenditure.

### **18.10.08 Preventive Maintenance**

Preventive maintenance is that portion of the overall routine maintenance program that provides the periodic inspection, adjustment, minor repair, lubrication, reporting, and data recording necessary to minimize building equipment and utility system breakdown and maximize system and equipment efficiency. Preventive maintenance:

- Utilizes planned services, inspections, adjustments, and replacements designed to ensure maximum utilization of equipment at minimum cost;
- Is a program in which wear, tear, and change are anticipated, and continuous corrective action is taken to ensure peak efficiency and minimize deterioration;
- Includes cleaning (non-custodial), adjustment, lubrication, minor repair, and parts replacement.

Preventative maintenance tasks are performed on scheduled frequencies in accordance with written maintenance or manufacturer's instructions. Preventive maintenance procedures are designed to fulfill the needs of all County-owned buildings, facilities, or properties, and are a variable expenditure. The purpose is to produce cost savings by:

- Reducing the downtime of critical systems and equipment;
- Extending the life of facilities and equipment;
- Maintaining equipment reliability;
- Ensuring proper equipment operation; and
- Maintaining the overall appearance of facilities.

### **18.10.10 Reactive Maintenance**

Reactive maintenance is the unplanned response to maintenance requests which do not have emergency status. Work that is unplanned and reactive is done much less efficiently and with more overall costs than planned and preventative maintenance. Reactive maintenance is a managed expenditure dependent on the quantity and consistency of planned and preventative maintenance.

**18.10.12 Emergency Maintenance**

Emergency maintenance is the repair or replacement of facility components and equipment requiring immediate attention because the functioning of a critical system is impaired or because health, safety, or security of life is endangered. Emergency maintenance is unplanned work that is done much less efficiently and with more overall costs than planned and preventative maintenance. Emergency maintenance is a managed expenditure dependent on the quantity and consistency of planned and preventative maintenance.

**18.10.14 Building Maintenance**

Building maintenance includes but is not limited to the operation of building equipment and control systems. Building Maintenance also may include: (1) ordinary recurring maintenance and repair of buildings and equipment, and (2) maintenance, repair, and replacement of building components and equipment. "Equipment" includes building operating equipment and built-in equipment including, but not limited to heating and ventilation systems, electrical and plumbing systems, and security systems.

**18.10.16 Custodial Services**

Custodial Services (sometimes referred to as Janitorial Services), includes but is not limited to general cleaning, restroom sanitizing, indoor rodent and insect control, sweeping, mopping, and trash removal.

**18.10.18 Grounds Maintenance**

Grounds Maintenance includes, but is not limited to maintenance of grounds and outdoor facilities such as lawns, trees, shrubs, sidewalks, fences, signs, exterior lighting, irrigation systems, outdoor parking, and other outdoor facilities.

**18.10.20 Refuse Disposal**

Refuse disposal includes the disposal of trash, waste, plant trimmings, and turf clippings, whether hauled by Facility employees or by contractors. Refuse disposal tasks are usually performed on a scheduled basis by Grounds Maintenance or Custodial Services. Refuse Disposal does not include the task of hazardous or special waste disposal.

## **CHAPTER 18.12 COST RECOVERY**

- 18.12.02 Cost of Operation and Maintenance*
- 18.12.04 Cost of Modifications, Alterations or Remodels*
- 18.12.06 Cost Allocation for Services Provided*
- 18.12.08 Cost of Utilities*
- 18.12.10 Reports and Surveys*

### **18.12.02 Cost of Operation and Maintenance**

The cost of operation and maintenance of all County-owned buildings, facilities or properties will be reviewed annually by Facilities Management Division. Cost recovery rates shall be calculated in accordance with the State of California Accounting Standards and Procedures for Counties (A-87 Cost Allocation Plan).

### **18.12.04 Cost of Modifications, Alterations, or Remodels**

The cost of projects to make additions to, modify, alter or remodel County buildings, facilities or properties, including design and preparation, shall be a direct charge to and paid for by the requesting department(s).

Any department that makes modifications, alterations or maintenance to County buildings, facilities or properties without prior approval will be billed for the cost of the inspection of, removal or modification of such work by Facilities Management Division as the Division deems appropriate to ensure that the modification, alteration or maintenance was completed according to proper standards and code requirements.

### **18.12.06 Cost Allocation for Services Provided**

Facilities Management Division utilizes cost accounting management software to track, collect and report costs and services rendered by Facilities Management Division. Costs shall be recovered through the County's A-87 Cost Allocation Plan for all costs budgeted and expensed through the Facilities Maintenance Division general fund. Non-general fund costs shall be recovered by direct billing through the County Facilities Internal Service Fund.

### **18.12.08 Cost of Utilities**

The cost of utilities shall be passed through to the occupants of the building, facility or property. If no unique or separate utility meter exists for the facility, the cost of utilities shall be calculated according to a cost allocation by occupancy square footage.

### **18.12.10 Reports and Surveys**

Facilities Management Division shall provide those County departments participating in the direct bill for service program with a monthly report detailing the work completed on the building, facility or property they occupy. In addition, Facilities Management Division will solicit an annual survey of departments to obtain input on how to improve the services provided by the Division, and to obtain requests for projects that departments propose for the following fiscal year. A funding source must accompany all requests for projects.



**CHAPTER 18.20**  
**RESERVED FOR FACILITIES MAINTENANCE CAPITAL IMPROVEMENT PLAN/FUND**

**CHAPTER 18.30**  
**RESERVED FOR FACILITIES MAINTENANCE DEFERRED MAINTENANCE PROGRAM**

**CHAPTER 18.40**  
**ADA PUBLIC ACCESS**

*18.40.02 Glenn County ADA Public Access Policy*

**18.40.02 Glenn County ADA Public Access Policy**

GLENN COUNTY PUBLIC ACCESS TO PROGRAMS, SERVICES AND ACTIVITIES

DISABILITY DISCRIMINATION POLICY AND COMPLAINT PROCEDURE POLICY

POLICY

Glenn County is committed to complying with the provisions outlined in the Americans with Disabilities Act regarding barrier free access to all County programs, services and activities.

Title II of the Americans with Disabilities Act ("ADA") prohibits discrimination against qualified individuals with disabilities by public entities in the operation of all services and programs offered by the entity. It is the policy of Glenn County that all facilities, programs and services be accessible to and usable by disabled individuals, unless providing access results in an undue hardship to the County or causes a fundamental alteration of the programs or services. It is also the County's policy that members of the public not experience discrimination or harassment based upon disability.

All complaints of discrimination on the basis of disability will be promptly investigated. When appropriate, effective remedial action will be taken to address and remedy any complaints.

YOUR RIGHTS UNDER TITLE II OF THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act ("ADA") was signed into law on July 26, 1990 and became effective July 26, 1992. The purpose of the ADA is to ensure that people with disabilities are afforded the same rights and privileges as non-disabled people.

The ADA prohibits discrimination on the basis of disability in employment, state and local government services and public accommodation and commercial facilities.

REQUESTS FOR REASONABLE ACCOMMODATION

Individuals who are disabled may request reasonable accommodation to assist the individual in accessing County facilities, programs or services. An individual is considered a person with a disability if he or she has: 1) a physical or mental impairment that substantially limits one or more major life activities; or 2) having a record of such an impairment; or 3) being regarded as having such an impairment. Major life activities include, but are not limited to, functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Examples of auxiliary aids or services which may be provided as a reasonable accommodation include, but are not limited to: extra staff assistance, readers, interpreters, assistive listening devices, TDD/TTY machines, electronic mail, audio tapes, computers diskettes, paper and pen.

Individuals who require reasonable accommodation to access facilities, programs or services should contact either the: 1) County department providing the facility, program or service and advise the Supervisor or Department Head of the individual's needs; or 2) Glenn County Personnel Department at (530) 934-6451 who will direct you to the appropriate department representative.

Glenn County employees who require reasonable accommodation should refer to the Glenn County ADA Policy and Procedures Process.

COMPLAINT PROCEDURE

The County encourages members of the public with complaints regarding access to a facility, program or service to attempt to informally resolve those complaints with the ADA Liaison for the individual department providing the facility, program or service.

In the event a complaint cannot be resolved informally, a complaint regarding access to County programs, services, or activities may be filed in writing or on a Glenn County Public Access Complaint Form with Glenn County Risk Management Division at the following address:

Personnel Department  
Attn: ADA Compliance Officer  
525 West Sycamore  
Willows, CA 95988  
(530) 934-6451

Complaints should contain the name and address of the person denied equal access and describe the alleged violation of Title II of the Americans with Disabilities Act and the remedy the person believes is appropriate.

A complaint must be filed within 30 calendar days after the complainant becomes aware, or should have become aware of the alleged violation.

An investigation, as may be appropriate, may follow the filing of a complaint. The investigation will be conducted by the Personnel Department, or may be delegated to the appropriate County department for a departmental investigation.

A written determination as to the validity of the complaint and description of the resolution, if appropriate, shall be issued by the Personnel Department or designee and a copy forwarded to the complainant and the affected department within 30 working days. The Personnel Department shall maintain the files and records relating to the complaint.

In the event the complainant is not satisfied with the results of the investigation and resolution conducted by the Personnel Department or designee, the complainant may appeal the decision within 10 calendar days to the Clerk of the Board. The Clerk or the Board or his or her designee shall review the matter on appeal and render a decision within 30 working days. The decision of the Clerk of the Board or his or her designee shall be final.

Filing a complaint with Glenn County does not preclude a complainant from filing a complaint or seeking relief from any other federal or state agency with jurisdiction over such matters.18.12.04 Cost of Modifications, Alterations, or Remodels

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