

County of Hanover, Virginia - Facilities Management Policy

I. BACKGROUND

- a. Establish that Facilities Management (FM) is responsible for the operations, repairs and preventative maintenance (PM) to designated County-owned buildings and leased facilities as specified (“County Facilities”); including energy management.
- b. Define tasks and services performed by FM.
- c. Authorize the County Administrator or designee to issue and enforce Regulations consistent with this Policy.
- d. Maintain and oversee vital building systems to ensure employees and visitors are provided a clean, safe and comfortable environment.
- e. Custodial of Energy and Conservation Action Plan committee which is responsible for identifying energy management and sustainability opportunities consistent with defined goals.

II. APPLICABILITY

- a. This policy applies to all entities, agencies, departments and employees using County Facilities and FM services exclusive of specific industrial facilities or as otherwise agreed to between FM Director and applicable organization.
- b. This policy shall only apply to the Hanover County Public Schools in reference to telephone management.

III. ENERGY MANAGEMENT

- a. Place cost-effective, energy-efficient technologies and practices into County facilities and promote an energy conscious culture that encourages prudent decisions with regard to energy and fuel consumption.
- b. Encourage energy efficiency and reduction of basic energy use for such items as lighting, heating, air conditioning and fuel that County employees need to perform their duties and serve citizens..
- c. Monitor energy costs to best gauge effect of energy conservation program.

IV. BUILDING PLANNING

- a. FM will approve County Facility repair, renovation, wiring, equipment installation, painting or carpeting to meet all building codes and specifications.
- b. FM will provide design criteria guidelines to architects in the planning phase of new projects or renovations for building integrity, systems compatibility and long-term objectives of County Facilities.

V. VENDOR COSTS FOR GOODS AND SERVICES

- a. FM will incur cost of routine PM for County facilities as mentioned in section II.
- b. All costs for department specific items (i.e. Dedicated UPS) and/or alterations to space will be incurred by the department.

- c. Departments solely occupying a single building or buildings are responsible for their non-PM incurred facility costs (e.g., utility costs, repairs, routine maintenance).

VI. SERVICES PROVIDED BY FM

- a. Assist departments with minor moves between facilities, and management of services for all other moves.
- b. Approve and maintain interior and exterior signage for County Facilities.
- c. Provide general assistance services (e.g. event set-ups for functions) during normal working hours within reasonable advance notice (e.g., five days).
- d. Provision of contracted janitorial services.
- e. Provision of facility support (HVAC, AV) for Board of Supervisors meetings.
- f. Oversight of contracts and records for County-owned emergency generators.
- g. Provide oversight of the telephone system and monitor the purchase, installation and use of telephone equipment and services.
- h. Perform PM of building system's equipment, in accordance with manufacturer's recommendations to obtain maximum useful life.
- i. FM will work with departments to properly plan and budget for facility needs and improvements over a five-year period.
- j. Maintain secured building access for employees and appropriate access for the public.
- k. Management of contracted offsite records management needs; including storage and retrieval.

Facilities Management Regulations

1. ENERGY MANAGEMENT

1.1. Energy evaluations with appropriate benchmarks are conducted to assess the current energy consumption of County Facilities.

1.2. HVAC Standards:

1.2.1. Facilities will strive to maintain the target temperatures in all locations according to cooling and heating season.

1.2.2. For their part, employees are expected to dress in with consideration toward seasonal temperatures.

1.2.3. Except as otherwise noted, thermal comfort levels for all locations are based on the standards of the American Society of Heating, Refrigeration, and Air Conditioning (ASHRAE) 55-2004 and are as follows: 1) Cooling season range – 73 to 79 degrees, target 76 degrees; and Heating season range – 68 to 75 degrees, target 71 degrees .

1.2.4. After hours and week-end HVAC setbacks will be applied to all non-emergency buildings as follows: 1) Cooling season setback 84 degrees; and 2) Heating season setback 63 degrees. Building staff are requested to keep all windows and outside doors closed.

1.2.5. Personal portable space heaters will not be allowed due to expense of operations and fire safety concerns. Should an occupied area not comply with HVAC standards as stated above, FM shall be notified and an attempt will be made to bring that area into compliance. If the area conditions are such that acceptable temperatures cannot be achieved by the HVAC system or there is an underlying medical condition, FM will provide auxiliary heating or fans as required.

1.3. Lighting Standards:

1.3.1. All lighting efficiency measures are evaluated for cost effectiveness, budget considerations and shall comply with proper light levels as determined by the Illuminating Engineering Society.

1.3.2. All incandescent lamps shall be replaced with compact fluorescent lamps (CLFs) at the end of the incandescent lamp's useful life.

1.3.3. Occupancy sensors shall be implemented in those spaces having periodic usage (e.g., conference rooms, restrooms, break rooms) and be specified in all new construction and renovations.

1.3.4. Office lights shall be turned off whenever rooms are to be unoccupied for more than ten minutes.

1.3.5. Each department shall assign an employee to turn off lighting other than corridor lights at the end of the work day.

1.3.6. Custodial staff is responsible for turning on only those area lights needed to perform their duties and turning them back off when cleaning is complete.

1.4. Buildings: Energy assessments will be conducted on a building by building basis to prioritize infrastructure improvements including, but not limited to, lighting, HVAC upgrades, water conservation, weather stripping, insulation, new technologies and other areas to be identified.

1.5. Renovations and New Construction:

- 1.5.1. Energy efficiency standards will be incorporated into all renovation and new construction.
- 1.5.2. Leadership in Energy and Environmental Design, (LEED) standards for renovations and new construction are followed where a business analysis of return on investment warrants.
- 1.5.3. Light colored or “cool” roofs will be incorporated where practical to reduce “urban heat island” effect and reduce load on HVAC systems.
- 1.5.4. Any energy or “green project” initiated by other departments must first be reviewed for performance by FM to ensure compatibility with existing formats.
- 1.6. Fuel (Fleet): Where applicable and cost effective bio-fuels will be evaluated as building heat source as well as fuel to power the County’s fleet of available vehicles.. Refer to Fleet’s Fuel Policy and regulations
- 1.7. Procurement: Consideration of environmental stewardship in purchasing decisions will be evaluated for cost effectiveness (e.g., Energy Star rated equipment and products; recycled paper and products containing recycled content; locally produced products; and contractor/supplier commitments to similar energy efficiency and sustainability standards).
- 1.8. Recycling: Efforts will be made to enhance recycling in all County Facilities for office paper, cardboard, aluminum, plastic and glass.

2. WORK REQUESTS

- 2.1. Customer work requests are received and processed through several venues with preference through internet-based work order system with requests also processed via telephone (365-6180) or email requests (FacilitiesManagement@nomail.hanover.gov).
- 2.2. Each department shall have one or two representatives/liaisons that are trained to enter work requests into internet-based work order system.
- 2.3. Emergency or after hours requests can be made by calling Communications at 365-6140 and reporting nature of emergency.

3. PREVENTATIVE MAINTENANCE

- 3.1. Preventative maintenance is maintenance scheduled at various calendar intervals (e.g., weekly, monthly) in accordance with manufacturer’s recommendation of the equipment in an effort to provide capable and reliable systems.
- 3.2. PMs will be completed and recorded to FM’s maintenance management system.
- 3.3. FM will provide and maintain contracted PM services to County owned emergency generators; excluding generators maintained by Public Works and Public Utilities. Cost of services, fuel and repairs shall be the responsibility of the department except where the generator serves multiple departments, in which case FM incurs such cost.

4. BUILDING PLANNING

- 4.1. For the express purpose of building integrity, systems compatibility and long-term objectives, design criteria guidelines will be issued to architects by FM in the planning phase of any new County building.
- 4.2. Any work involving repair, renovations, wiring, equipment installation, painting or carpeting in County Buildings will first be approved by FM to ensure all building codes, and specifications are met, then managed as a project by FM

- 4.3. FM will provide project coordination and procurement of professional services and contractors for renovations to existing buildings. It will be the responsibility of requesting departments to budget and fund approved projects.
- 4.4. Interior painting will be initiated by FM on an as needed basis and building exterior painting no greater than six-year cycles. Departments requesting painting of their space outside this criteria shall bare the cost.
 - 4.4.1. In best deploying resources in a standardized manner “Soho White” will be the default color with accent colors requiring FM Director and department head approval (e.g., break rooms, jury rooms, conference rooms, private offices, lobbies, public areas and rooms without the benefit of natural daylight or where colors were determined by architect).
- 4.5. Wiring closets and mechanical rooms are defined as dedicated areas used for the express purpose to terminate and secure telecom and electrical equipment and services. As these services and devices are critical to providing reliable and secure communications and operations unauthorized access or storage is prohibited.

5. SECURITY

- 5.1. FM will establish and maintain secure access to buildings for employees and visitors through systematic control of locks, cards and keys.
- 5.2. Exterior keys or activation of electronic access is provided through FM at department heads request.
- 5.3. FM will maintain panic alarm for courts personnel.
- 5.4. FM will provide schedule over-ride of security system for inclement weather or alternate County hours upon notification for Administration

6. EMERGENCIES

- 6.1. For after hours events FM will provide 24/7 emergency response.
- 6.2. During inclement weather FM will report or remain at work as scheduled or directed by County Administration during alternate County hours due to inclement weather.
- 6.3. Utility Failure: Upon receiving notice of power loss or utility failure FM personnel will be dispatched to investigate and to help safeguard life and property. An accurate assessment of the conditions shall be passed to County Administration.

7. TELECOMMUNICATIONS

- 7.1. FM provides support and management to the County’s telephone system for all County and School buildings utilizing in-house and contracted services on a 24/7 schedule
- 7.2. FM has the authority to establish and implement Countywide procedures governing purchase, installation and use of telephone equipment, goods and services. All requests for service repair and components shall be made through FM.

8. RECORD STORAGE

- 8.1. FM will maintain and administer the contract and mechanism by which all County departments store and retrieve business records to offsite vaults.
- 8.2. Unless given approval by FM, FM will be the sole contact for retrieval and storage of all offsite County records to ensure security and uniformity of record storage procedures.

8.3. Each department will budget and provide an account for the charging of fees based on usage of record storage.

9. SIGNAGE

9.1. Interior and exterior signage for County departments and locations are maintained and standardized through FM.

9.2. Any requests for signage shall be made through FM.