

Facilities Management Department Base Service Levels

Base level services are those services that are comparable to that of a typical building lease and are services necessary to operate and maintain buildings on a daily basis. Base level services, with the exception of our major maintenance expenditures, are budgeted by FMD. As a result of personnel and budget constraints, FMD reserves the right to prioritize work orders. Those involving life safety issues will take precedence over routine maintenance or discretionary requests.

All work involving modifications or improvements to existing County owned buildings or structures must be approved by FMD.

Routine service requests should be submitted by the Department Facilities Coordinator by accessing the FMD homepage at http://fmd-sweb.fm.maricopa.gov/fm_home.asp. Please contact our 24hr. Emergency Help Desk at 602.506.3277 for any urgent building-related service requests

The following is a summary of the services provided:

OPERATIONS AND MAINTENANCE DIVISION

Plumbing

- Domestic cold & hot water distribution, sanitary sewer systems, storm sewers, septic systems and drywells
- Drinking fountains, sinks, toilets, associated hardware

Interior & Exterior Finishes

- Roofs, ceilings, walls, windows, doors, tile
- Concrete, flooring, and interior/exterior painting services
- Exterior caulking, expansion joints

Lighting

- General lighting systems, emergency exiting lights, fluorescent and incandescent lighting fixtures,
- Light switches, occupancy sensors, wall outlets

Electrical

- Power distribution systems, transformers, switches, breaker panels, receptacles
- Building related uninterruptible power systems (UPS) supporting emergency lighting, fire systems

Lock Systems

- Door locks and associated hardware
- Detention grade slider & swing doors, equipment and hardware
- Responsibilities as outlined in [County Administrative Policy A1911](#)

Heating, Ventilation, Air Conditioning (HVAC)

- Building heating and cooling systems, boilers, chillers, package A/C units, evaporative coolers
- Does not include freestanding equipment. Examples include refrigerators, freezers, kitchen equipment, sterilizing equipment unrelated to building operations

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Facilities Automation/Life Safety Systems

- Maintain, inspect and repair all fire alarm and suppression equipment, fire extinguishers and fire hoses
- Elevator/escalator maintenance and repair, respond to entrapments and State and local code compliance
- Automated building environmental control systems

Parking Lot Maintenance and Access Roads

- Repair and maintenance of asphalt and concrete surfaces replacing/anchoring parking blocks, and
- M cleaning and as required
- Cleaning drainage inlets to prevent flooding or ponding
- Removal of weeds, debris and dust control
- Striping and signage maintenance for traffic control and way-finding on County-owned property

Electronic Maintenance

- Closed Circuit TV (CCTV) and Public Address/Announcement (PA) systems
- Cameras, panic buttons, sensors, speakers, etc. and associated cable and wiring
- Electronic security and surveillance systems in Adult/Juvenile Detention facilities
- Electronic card readers and associated controls

Welding & Fabrication

- Fabrication and repair of structures, roofs, ladders, rolling doors, motorized gates, and security fencing

Energy Management

- Provide energy management services to support new and existing buildings
- Explore and implement green building energy options on new construction and repair projects
- Provide studies to implement energy conservation materials and methods on new and existing buildings
- Manage utility rates, existing energy consumption, and available incentives for new and existing buildings
- Review all plans for new and retrofit projects to insure energy compliance

Warranty Management

- Develop and update Warranty Manual for internal use
- Coordinate and track repairs for all defective workmanship issues received from both tenants and maintenance staff to
- validate deficiency resulting in the claim
- Refer latent defect and disputed claims to appropriate County agencies for resolution
- Conduct periodic site inspections to identify potential defects
- Coordinate with manufacturers and/or installing contractors as required for the correction of defects during warranty period
- Schedule and ensure timely completion of all warranty work
- Liaison with tenants, maintenance staff, suppliers and contractors throughout warranty period
- Provide the management of the warranty work process, and act as liaison between FMD and County departments

Exclusions

- Repair and maintenance of detention stun fences, NICE recording systems, x-ray scanning equipment, uninterruptible power systems (UPS), freestanding appliances and all other equipment that is department specific.
- All maintenance or repairs in leased facilities

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CAPITAL FACILITIES DEVELOPMENT DIVISION

Base level services consist of planning and project management for building alterations, modifications, major maintenance and new construction projects associated with the County Building System. These services include those activities necessary to plan, design, and construct from inception to completion all issues including energy management and warranty follow-up.

Planning

- Provide space planning and facilities programming
- Provide master planning (excluding off-cycle updates)
- Provide Major Maintenance planning
- Manage the Facilities Condition program
- Provide Capital Improvement Project planning
- Maintain building records and archives
- Conduct customer satisfaction surveys and post occupancy evaluations
- Provide leased facilities project management
- Provide asset inventory management

Design and Construction

- Manage general fund budgeted major maintenance and capital improvement projects/programs
- Develop project scope
- Manage project design
- Manage project construction
- Obtain required permits, as necessary
- Advertise per legal requirements, as necessary
- Provide interdepartmental project coordination
- Provide cost estimates to departments regarding possible projects