

## FAQ

### **How do I make a request for service?**

Use the Facilities Services Request link on our website at <https://www.sjgov.org/facilitiesmgt/woreq> or call:

Jail, Honor Farm, Juvenile Hall  
(209) 468-4637

All others  
(209)468-3357

### **Who do I call if it is an emergency repair?**

Jail, Honor Farm, Juvenile Hall  
(209) 468-4637 (M-F 7:00 am – 3:30 pm)  
(209) 468-4754 (after-hours)

All others  
(209)468-3357 (all hours)

### **Will my department be charged?**

- General Fund-funded departments are not charged for County labor, and are only charged for materials for discretionary work.
- Non-General Fund-funded departments are charged for all labor and materials.

### **How can I check on the status of my repair request?**

Call Facilities Customer Support at 209-468-3357 or send an e-mail inquiry to [facilities@sjgov.org](mailto:facilities@sjgov.org)

## CONTACT INFORMATION

### **GOVERNMENT BUILDINGS**

*Downtown and Outlying  
County Facilities*

Hours of Service:

Monday - Friday 7:00 am - 5:30 pm

(209) 468-3357 - Phone  
(209) 468-4755 - Fax  
(209) 468-3357 - Emergency After Hours

Maintenance/Construction  
Superintendent  
(209) 468-3364

### **PLANT ENGINEERING**

*Jail, Honor Farm, Juvenile Hall*

Hours of Service:

Monday - Friday 7:00 am - 3:30 pm

(209) 468-4637 - Phone  
(209) 468-4757- Fax  
(209) 468-4754 - Emergency After Hours

Maintenance/Construction  
Superintendent  
(209) 468-4638

## **GENERAL SERVICES ADMINISTRATION**

### **DIRECTOR**

(209) 468-0212

**ASSISTANT DIRECTOR**  
**(Manager for Facilities Management)**

(209) 468-9598

**Facilities Service Request Email**  
[facilities@sjgov.org](mailto:facilities@sjgov.org)

## GENERAL SERVICES DEPARTMENT

## FACILITIES MANAGEMENT DIVISION



### **Vision Statement**

*Facilities Management delivers exceptional and reliable facilities and property management services for County departments as a collaborative and valued partner.*

### **Mission Statement**

*Facilities Management provides facility-related services, including building maintenance, minor construction/re-construction, janitorial services and real property management for County owned and leased facilities so they will meet user needs and provide safe, functional, healthy, and aesthetic environments in a sensible, cost-effective manner.*

### **Customer Support**

209-468-3357—Government Buildings  
209-468-4637—Plant Engineering

**Facilities Service Request Email**  
[facilities@sjgov.org](mailto:facilities@sjgov.org)

## Description of Services

Facilities Management's repairs and services include those explicitly requested by the department as well as those determined to be necessary by Facilities Management to maintain the facility in a manner that is compliant with the requirements of regulatory agencies, consistent with preventive maintenance benchmarks, and deemed necessary to keep the facility in good operating order.

### Preventive Maintenance

Preventive Maintenance (PM) is any work activity performed at a facility to ensure its continuous operations. PMs are designed to extend the life of buildings, systems, and related equipment. Scope and schedule is determined by regulatory codes or manufacturer's recommendations. Examples of PMs include lubrication of bearings, filter changes or condenser coil cleaning.

### Routine Maintenance and Repairs

Routine Maintenance and Repairs are the response to non-emergency client requests, such as general maintenance and repairs. Examples include heating and AC, replacement of lights, and general plumbing repairs.

Routine Maintenance is initiated by client requests (via phone or e-mail) to the FM Work Control/Dispatch center, or directly by FM staff who become aware of needed re-

pair when working in the field. A Work Order is created and issued to a technician.

### Emergency Repairs

Facility-related emergencies are defined as unscheduled, uncontrolled events with the potential of causing harm to County employees or damage to County assets. Examples include a restroom flood, failed air conditioning system, or a broken storefront window.

Emergency Maintenance is initiated by client requests (via phone) to the FM Work Control/Dispatch center, or directly by FM staff who become aware of needed repair when working in the field.

### Discretionary Work

Some work requested by departments is considered discretionary. Work that involves creating, adding, improving, relocating, converting, enhancing, remodeling, upgrading, retrofitting, renovating, and similar terms fits this category. Examples include:

- Move an electrical outlet
- Add additional lighting fixtures
- Building a book case
- Refinishing a desk or table top
- Upgrading door locking hardware
- Hanging white boards and pictures

Discretionary work is initiated by the department submitted a Service Request, or through the annual Facility-Related Budget Request process

that is associated with the Public Improvement program. Requests for discretionary work are reviewed in light of a number of factors, including:

- Requested work must be consistent with County standards, and meet all regulatory requirements.

### Property Management

The FM Property Manager provides property management services for many of the County's facilities, and real estate services for existing and potential new facilities. See the [Property Management](#) brochure for more information.

### Charges for Services

General Fund funded departments are charged via SSTs for all materials and vendor-provided (i.e. non-County labor) services.

Non General Fund funded departments are charged for all labor (County and vendor-provided) and material costs, via SSTs.

### Capitol Projects

Capital Improvement projects are managed by GSD's Capital Projects Division, and requested through the annual Facility-Related Budget Request process. These projects are funded by a variety of sources including the Public Improvement Fund, departmental funds, and grants. See the [Capital Projects](#) brochure for more information.