



FACILITIES MANAGEMENT POLICIES & PROCEDURES (COUNTY)

F-ROC Sample Policies

***Disclaimer:** The sample policies and language provided are for informational and reference purposes only. They are intended to act as a basis to help your organization develop your entity's plans, policies, and procedures. These samples may not fully align with your entity's specific legal, regulatory, or operational requirements. We strongly recommend that you consult with the appropriate department within your organization—such as Legal, Human Resources, or Procurement—to review, modify, and approve any language before implementation. Additionally, these sample policies are subject to updates, so we encourage you to check back periodically for new or revised materials.*

Facilities Management Division

Policies & Procedures

Table of Contents

Introduction	1
Service Locations.....	1-2
Services.....	3
Annual Inspection.....	3
Routine Inspections.....	3
Post Disaster Facility Inspections.....	3-4
Building Maintenance & Repairs.....	5
Requesting Maintenance or Repairs.....	5
Maintenance Records & Retention.....	5
 Preventative Maintenance	 6 - 11
Boilers.....	6
HVAC.....	6-8
Chillers.....	7
Electric Generators.....	9-10
Elevators.....	11-13
Fire Suppression Systems.....	13
 Cartegraph.....	 14 – 15
Internal Request – How To.....	15

NOTE: The Facilities Management Division's Policies & Procedures are reviewed annually by division administrative staff and updated as required/needed.

INTRODUCTION:

The County's Facilities Management Division is dedicated to efficiently providing a high level of support to the buildings within the County's infrastructure and the departments who occupy them so that they may accomplish their missions for the citizens of the County. Our service area includes approximately 138 buildings and/or structures that account for more than 1.5 million square feet of building space. The Facilities Management Division provides a variety of services to County facilities including routine and preventative building maintenance, the management of large building improvements and small facilities capital improvement projects, janitorial and grounds maintenance, and energy and utility management.

SERVICE LOCATIONS:

Facilities Management's staff and our contractors provide varying levels of repair services and routine maintenance, preventative maintenance on the HVAC and plumbing systems, and quarterly/annual state mandated testing and inspections on fixed/static building equipment at the following facilities/locations:

- Clerk of Court/Finance
- Roads Administration

Continued on Following Page

Continued from Previous Page

- Fire Station
- Radio Tower

SERVICES:

- **Building Inspections:**

Annual Inspection: In order to proactively maintain the County's building infrastructure, Facilities' staff conducts an annual visual inspection of each facility. During this thorough inspection a checklist is used and photos may be taken to document the condition of each component of the building's exterior, interior, plumbing, electrical, fire/safety systems, and parking lot areas. Staff then uses the data they've collected to prioritize a listing of needs, if any, for each facility and those needs are added to the facility's 3-year plan in order of priority.

The annual visual inspection serves dual purposes; it assists in the determination of any critical maintenance or repair needs and it is used as a tool to aid in the estimation of each facility's annual maintenance & repair and/or special project budget. Once the maintenance/repair work is prioritized, a cost is estimated. That estimation is added together with any other department requested "special project" and used in the calculation of each facility's budget planning for the upcoming fiscal year. For this reason, the annual building inspections typically commence in January and are completed prior to the County's annual budget kick-off meeting.

Routine Inspections: Facilities Management Technicians perform a routine visual inspection of a facility during repair and/or maintenance visitations. While onsite, technicians will make note of any obvious signs of needed maintenance to include lighting issues, plumbing drips or leaks, and other discernable signs of repair or maintenance needs.

Post Disaster Facility Inspections: Following a natural or manmade disaster (including hurricanes, tornados, floods, fires, or other damaging force), as soon as the affected area has been cleared by officials for re-entry, teams of Facilities Management personnel or their contracted professionals will conduct a series of damage assessments on the County maintained building(s) that lie in and around the immediate area(s) of concern.

- ***Initial Building Safety Evaluation:*** Immediately following the event or, based on the severity of the event, once ground crews are allowed access into the area, special teams made up of Facilities Management personnel and/or their designees will be dispatched to each facility so that they may complete an initial evaluation of the building and of the property immediately surrounding the building.

The purpose of the initial evaluation is to determine if a building has suffered any significant damage following a disaster. While performing the initial evaluation, personnel will quickly survey each building and make the determination if the building is either safe, unsafe, or that it requires a more detailed evaluation. All buildings deemed either unsafe or requiring a detailed evaluation shall be posted as such and reentry will be prohibited until the building has been deemed safe by Facilities Management personnel or their designee.

SAFE Inspection Result: If it is visually apparent that a building is safe and sustained no damage during the event, staff may be authorized to resume operations within that facility as soon as it has been declared safe by Facilities Management personnel or their designee.

UNSAFE Inspection Result: Buildings that show obvious signs of being unsafe, based on this initial inspection, will be posted with a placard declaring that the facility is unsafe for entry. Some obvious signs of an unsafe building would include substantial damage to the building's structural components and/or mechanical systems. Buildings involved in floods or fires may be declared unsafe, even after very small and seemingly insignificant events. This is due to the potential for mold growth on materials within the structure that may have been exposed to moisture from the flood or fire extinguishing operations. Mold growth is especially probable if damp or water-logged building materials aren't properly dried and treated immediately after exposure. See *CAT B Mold Remediation, below*.

- **Detailed Evaluation/Assessment:** If, during the rapid evaluation, it is determined that a structure requires a more detailed assessment Facilities Management personnel and/or their professional designees will perform a more complete, methodical visual inspection of the building's structural and mechanical systems. In accordance with the size of the structure, this inspection may take several hours to complete. Personnel will use this time to get a more detailed look at the exterior and interior spaces of the structure to ensure that there are no overall hazards, structural or non-structural defects or hazards, or potential geotechnical hazards found in the grounds in and around the structure. At the conclusion of the detailed evaluation, there is reason to believe that any of these essential building systems have been compromised, a complex evaluation will be scheduled with a professional engineering firm.
- **Mold Remediation ** (FEMA Emergency Protective Measure-Cat B):** Due to the variety of potential health effects and symptoms that are caused by exposure to mold, the Facilities Management Division takes mold prevention and/or elimination very seriously. If, after an extreme weather event, the presence of mold growth is detected, or if the condition of the structure is favorable for mold growth, remediation activities shall begin immediately following the event or as soon as officials have cleared the area for re-entry.

Mold remediation activities shall include the following tasks and/or any additional steps necessary to prevent or eradicate the presence of mold:

- Wet vacuuming, damp wiping, or vacuuming with High-Efficiency Particulate Air equipment (HEPA vacuums and air scrubbers) in the interior space
- Removal of contaminated gypsum board, plaster (or similar wall finishes), carpet or floor finishes, and ceilings or permanent light fixtures
- Cleaning of contaminated heating and ventilation (including ductwork), plumbing, and air conditioning systems or other mechanical equipment

***** All work performed during the preparation for or recovery from any natural disaster or extreme weather event shall be photographed, tracked, documented, and kept in accordance with current FEMA guidelines and/or document retention requirements as directed by the the County Board of County Commissioners, the State of Florida, and the US Federal Government.***

- **Building Maintenance & Repair:** Reactive maintenance and/or emergency repairs are performed when the need is discovered during the performance of a routine inspection or based on concerns witnessed and documented during the performance of a facility's annual inspection. Any needs discovered during an inspection are addressed within a work order (sometimes referred to as a "task"). The specific details are entered into Facilities' computerized maintenance management software (CMMS) and a technician or contractor is scheduled to complete the repair(s).

- **Requesting Maintenance or Repairs:**
 Requests for maintenance and/or emergency repairs may also be reported to Facilities Management by a department/division through their office's Facilities liaison or the liaison's alternate. There are three (3) options available for reporting needs, with Option 1 being the preferred method for routine or urgent work and Option 3 being the preferred method for emergency work.
 - 1) Submitted via the internal requester function of Facilities Management's computerized maintenance management software (CMMS); OpenGov Asset Management which is commonly referred to as "Cartegraph".
***Note:** Additional Cartegraph information can be found in the "**Cartegraph**" section which begins on page #12 of this document.*
 - 2) Submitted via an email to: email@email.gov
 - 3) Or, by calling the Facilities Management Division's main phone line at (888) 888-8888.

- **Maintenance Records & Retention:** All maintenance and repairs, including preventative maintenance, are systematically recorded/documented within the Division's Cartegraph/OpenGov CMMS database. Maintenance and repair records include specific data for each event including a detailed description of all service(s) needed and performed, the contractor or person(s) providing/preforming each service, a monetary record of all parts and equipment procured and/or services provided, and includes labor logs detailing any/all work performed by County staff. Records are stored in a highly secured cloud-based server for an indefinite period of time or until they are obsolete.

PREVENTATIVE MAINTENANCE:

- **In House Preventative Maintenance (PM):** Completed by Facilities Management technicians via assigned tasking and scheduled through our computerized maintenance management software (CMMS), OPENGOV Asset Management aka “Cartegraph” at the following intervals:

HVAC Air Handlers: Serviced Quarterly – unit checked for noise or vibration, filters changed, drain/cleaning of condensate pans, lubricate/grease motor and blower bearings, check belt/pulley operations, and inspection of wiring, connections, and bypass valve.

HVAC Condensers: Serviced Bi-Annually – unit cleared of any vegetation and other ventilation obstructions, coils cleaned and flushed, fins are brushed to remove dirt and debris and combed to straighten as necessary.

Electrical Generators: Serviced Monthly – unit is started and ran briefly, checked for warnings and/or alarms, fuel/fluid levels are verified and the unit is inspected for fluid leaks.

- **Contracted Preventative Maintenance (PM):** Completed according the specifications outlined within the respective contract for each vender and based on the type of equipment being serviced. Due to contract term limits, vendors and/or levels of service may change with each new contract award. Current Contracted PMs are performed as follows:

BOILERS: One (1) annual inspection and three (3) quarterly inspections consisting of the following:

Annual Inspection: a thorough 25+ point inspection of all components and systems of the boilers to include the starters, motors, meters, glass, pipes, hoses, tanks, fans, valves, etc. Includes cleaning, brushing, lubricating, etc. and in accordance with the current contract between the vender for this specific service and the BOCC.

Quarterly (Operational) Inspections: includes a visual inspection for condition and proper operation of the components within, all lubricants and coolants are checked, settings and limit controls are checked all in accordance with the current contract between the vender for this specific service and the BOCC.

HVAC: Service levels and frequency of service are dependent on the equipment type. Equipment covered under the current contract(s) receive these services at the following intervals in accordance with the current contract between the vender and the BOCC:

Air Handler Units (AHU):

Quarterly services: Includes visual equipment inspection, lock out tag out, remove access panels or open access doors, supply fan belt inspection, condensate inspection, reinstall access panels or close access doors, remove lock out tag out, and return unit to normal operation.

Annual service: Replace fan belts.

Chillers:

Annual services (1st): Includes customer notification, initial site inspection, review diagnostics, lock out tag out at main disconnect, close compressor discharge service valve, oil level check (screw machines) with unit shut down (per circuit), electrical inspection (RTAF), open TR-200 panel door(s) (unit locked out), drive cooling fluid Level and PH check (Per Circuit), TR-200 inspection, close TR-200 panel door(s), visual condenser coil check, coil cleaning water (applied), leak test inspection (positive pressure), remove lock out tag out at main disconnect, open compressor discharge service valve, oil analysis per circuit, control panel calibration check, compressor and oil separator heater check, condenser fans check RTAF per circuit, pre-start check RTA*, start unit, compressor check (HeliRotor compressors), check EXV sight glass, Tracer TU connect, run service report (Tracer TU AdaptiView), Tracer TU final disconnect, verify sound attenuation is reinstalled, complete required paper work.

Annual services (2nd): Includes customer notification, initial site inspection, review diagnostics, lock out tag out at main disconnect, close compressor discharge service valve, electrical inspection (RTAF), visual condenser coil check, leak test inspection (positive pressure), remove lock out tag out at main disconnect, open compressor discharge service valve, control panel calibration check, compressor and oil separator heater check, condenser fans check RTAF per circuit, pre-start check RTA*, start unit, compressor check (HeliRotor compressors), check EXV sight glass, Tracer TU connect, run service report (Tracer TU AdaptiView), Tracer TU final disconnect, verify sound attenuation is reinstalled, and complete required paper work.

7.5 to 20 Ton Split Systems (CU):

Bi-monthly service: Operating Inspection - includes unitary visual equipment inspection, lock out tag out, condenser coil check, leak check unit, electrical inspection, condenser fan check, remove lock out tag out, and return unit to normal operation.

Annual service: Coil cleaning.

20 to 75 Ton Packaged Industrial Rooftop Units (RTU):

Annual service (1st): Intellipak Rooftop Inspection – includes initial site safety inspection, unitary visual equipment inspection, lock out tag out, supply fan inspection – IPAK/VOY, power exhaust fan inspection (Intellipak), remove lock out tag out, and restore power.

Annual service (2nd): S_HF Pre-Season Cooling – includes unitary visual equipment inspection, lock out tag out, supply fan inspection – IPAK/VOY, power exhaust fan inspection (Intellipak), replace belt(s), bearing lubrication exhaust/return fan Intellipak II, electrical inspection, local stop Intellipak unit, remove lock out tag out (Intellipak), check damper (Intellipak), disable test mode, and return to normal operation.

Quarterly service: Filter Service – includes replacing filters with MERV 10 pleated filters.

12.5 to 25 Ton Packaged Unitary Gas/Electric Rooftop Units (RTU):

Annual service (1st): Precedent Cooling Pre-Season Annual Start Up – includes unitary visual equipment inspection, lock out tag out, condenser coil cleaning (light commercial), condensate drip pan treatment, supply fan inspection, replace fan belt, condenser fan check, bearing lubrication, electrical inspection, and check damper - M Series, BYC.

Annual service (2nd): Precedent Operational Inspection – includes unitary visual equipment inspection, supply fan inspection including LOTO, and condensate drip pan treatment.

27.5 to 50 Ton Packaged Commercial Rooftop Units (RTU):

Annual Service (1st): Voyager Cooling Pre-Season Annual Start Up - includes unitary visual equipment inspection, lock out tag out, supply fan inspection – IPAK/VOY, replace belt(s) on supply fan (per fan), remove access panels or open access doors, MEG supply fan without VFD, MEG compressor motor – IPAK/VOY, electrical inspection, reinstall access panels or close access doors, micro channel coil cleaning, condensate drip pan treatment, remove lock out tag out, check economizer damper-VOY/PRE, pre-start check-VOY/PRE, startup condenser fan check (per fan), cooling check-VOY, and return unit to normal operation.

Annual service (2nd): Voyager Operation Inspection – includes unitary visual equipment inspection, lock out tag out, supply fan inspection-IPAK/VOY, remove access panels or open access doors, electrical inspection, reinstall access panels or close access doors, check economizer damper-VOY/PRE, startup condenser fan check (per fan), and return unit to normal operation.

Quarterly Service: Voyager Quarterly Inspection – includes unitary visual equipment inspection, verify line voltage, lock out tag out, supply fan inspection-IPAK/VOY, remove access panels or open access doors, electrical inspection, reinstall access panels or close access doors, condensate drip pan treatment, remove lock out tag out, startup condenser fan check (per fan), return unit to normal operation

Exhaust Fans:

Annual Service (1st): Fan inspection and starter maintenance.

Annual Service (2nd): Replace fan belts.

ELECTRIC GENERATORS: Contracted services include an annual inspection as per the requirements set forth within NFPA 110, current edition. Preventative maintenance is scheduled and reported via a standardized checklist and performed annually as follows:

I. STATIC CHECKS

A. Engine

1. Air Intake System: check or replace air filter as needed, wipe out air breather housing, and check entire air system for deficiencies.
2. Lubrication System: check engine oil and add as needed, clean engine crankcase breather, check engine for oil leaks, check and replace oil lines as necessary, test engine oil and provide report, change engine crankcase oil, remove and replace engine oil filter – use approved filter to maintain generator warranties (ie: WTP gen #3, WBPS, and any new generator)
3. Cooling System: check all belts and hoses-replace as necessary, check coolant level, test antifreeze, provide report, and replace as necessary, and check block heater for proper operation.
4. Ignition System (Omit for Diesel Units): check spark plug condition and replace as necessary, check points and replace as necessary, check rotor and replace as necessary, check distributor cap and replace as necessary, check and set engine timing, and check plug wires for damage and replace as necessary.
5. Electrical System: check battery electrolyte level and specific gravity, add distilled water as required, remove any corrosion from battery and apply anti-corrosion compound on battery terminals.

Note: Batteries shall be replaced every two years beginning with the first preventative maintenance.

Check and tighten loose connections, remove any corrosion from electrical system connections, replace connectors as necessary, check starter and alternator brushes, lubricate starter and alternator as necessary, and check AC charging system for proper functioning.

6. Fuel System: check and record fuel level, check for fuel leaks, check for water and contamination in fuel tank, if present purge, remove and replace fuel filter – use approved filters to maintain generator warranties (ie: WTP gen #3, WBPS, and any new generator), test fuel, and provide report.

B. Generator

Remove side covers to inspect rotor and stator, check for loose electrical connections and tighten as required, check for indication of burned, frayed or damaged electrical components and wiring, remove control panel and inspect wiring and components for loose connections or damaged wiring, and check generator heater for proper operation.

C. Transfer Switches

Vacuum dust and debris from cabinet, inspect and clean main load and relay contacts as needed.

II. DYNAMIC CHECKS

A. Engine

Check for abnormal vibration, observe exhaust for indication of engine condition, check for oil, fuel or coolant leaks,

- Oil pressure- observe, record to be compared to past and future readings
- water temperature- observe, record to be compared to past and future readings
- Alternator/generator - observe and record charging rate to ensure proper output
- Safety circuits - check for proper operation: overcrank, overspeed, low oil pressure, high water temperature, & emergency stop

B. Generator

- Voltage- observe, record and calibrate voltage on all phases
- Amperage- observe and record
- Frequency- observe, record and calibrate to insure 60 Hz operation under
- load
- Load test generator and provide report

C. Transfer Switch (Includes Stationary Transfer Switches Only)

- Check automatic load transfer by disconnecting normal power
- Check relays for proper operation and calibrate as necessary

D. Load Bank Testing

- Every two (2) years all generators will be load bank tested, commencing with two years from last testing.

ELEVATORS: Maintenance is performed in accordance with the current contract between the vender(s) and the County. The Facilities Management Division is responsible for the oversight of twelve (12) elevators situated inside of three (3) separate facilities; Courthouse & Circuit Court, Government Building, and the State Attorney/Public Defender building. Currently the County is contracted with three (3) vendors; preventative maintenance services are performed as follows at the listed intervals:

Circuit Court, Juvenile Justice Courthouse & State Attorney/Public Defender Building: Vender utilizes a cloud based remote monitoring service in order to collect elevator signal output including; cycle counters and event counters. This data is then used to predict maintenance needs and services are adjusted to cover those needs. The following services are provided as part of the contract between the vender and the County:

- Examination, lubrication, and adjustment of the following components:
 - ◇ Control and landing positioning systems
 - ◇ Signal fixtures
 - ◇ Machines, drives, motors, governors, sheaves, and wire ropes
 - ◇ Power units, pumps, valves, and jacks
 - ◇ Car and hoistway door operating devices and door protection equipment
 - ◇ Loadweighers, car frames and platforms, and counterweights
 - ◇ Safety mechanisms
- Lubricate equipment for smooth and efficient performance
- Adjust elevator parts and components to maximize performance and safe operation

Maintenance Schedule: Repair services are scheduled as needed based on customer and/or remote monitoring service feedback. Preventative maintenance is performed on a quarterly schedule except for the following services which are performed annually:

- ◆ Annual Firefighters Service (if required)
- ◆ CAT1 for Hydro
- ◆ Pressure Relief Valve Testing
- ◆ Annual Inspection & Cat. 1 Test Witness (3rd party inspection)

Courthouse: Units are regularly and systematically examined, adjusted, lubricated as required and, if conditions warrant elevator components will be repaired or replaced. Periodic cleaning of the elevator hatch equipment including the following:

- Door hangers
- Tracks
- Hatchway switches
- Car top
- Buffers and pits

Maintenance Schedule: Preventative maintenance is performed on a quarterly schedule except for the following services which are performed annually:

- ◆ Annual Firefighters Service
- ◆ CAT1 for Hydro
- ◆ Pressure Relief Valve Testing
- ◆ Annual Inspection & Cat. 1 Test Witness (3rd party inspection)

Government Center Building: The vender's proprietary maintenance management system is installed on the units at this location. This system allows for monitoring of the equipment usage which then tailors the service based on the needs of the unit and automatically schedules any services needed as issues arise. Maintenance is completed by personnel who are trained, employed, and supervised by vender. Maintenance includes inspection, lubrication, adjustment and, if conditions or usage warrant, repair or replacement of the following parts:

- Controller parts, selectors and dispatching equipment, relays, solid state components, transducers, resistors, condensers, power amplifiers, transformers, contacts, leads, dashpots, timing devices, computer and microcomputer devices, steel selector tapes, mechanical and electrical driving equipment, signal lamps, and position indicating equipment.
- Door openers, car door hangers, car door contacts, door protective devices, load weighing equipment, car frames, car safety mechanisms, platforms, car and counterweight guide shoes including rollers and gibs, and emergency car lighting.
- Hoistway door interlocks and hangers, bottom door guides, and auxiliary door closing devices.
- Machines, worms, gears, thrust bearings, drive sheaves, drive sheave shaft bearings, brake pulleys, brake coils, contacts, linings, and components parts.
- Motors, motor generators, motor windings, rotating elements, commutators, brushes, brush holders, and bearings.
- Governor components, governor sheaves and shaft assemblies, bearings, contacts, governor jaws, deflector or secondary sheaves, car and counterweight buffers, car and counterweight guide rails, car and counterweight sheave assemblies, top and bottom limit switches, governor tension sheave assemblies, and compensating sheave assemblies.
- Pumps, pump motors, operating valves, valve motors, leveling valves, plunger packings, exposed piping, above ground plungers and cylinders, and hydraulic tanks.

- Wire ropes or coated steel belts are replaced as often as necessary to maintain an appropriate factor of safety. As conditions, usage or Code warrants the contractor will equalize the tension on hoisting ropes, resocket ropes for drum machines, and repair or replace conductor cables and hoistway and machine room elevator wiring.
- Safety Tests: A no load and a pressure relief valve test are performed annually.

Maintenance Schedule: Scheduled and performed “as needed” per vender’s proprietary maintenance management system except for the following services which are performed annually:

- ♦ Annual Firefighters Service
- ♦ CAT1 for Hydro
- ♦ Pressure Relief Valve Testing
- ♦ Annual Inspection & Cat. 1 Test Witness (3rd party inspection)

FIRE SUPPRESSION SYSTEMS: (Chemical, Wet Pipe, & Wet & Dry Pipe Systems)

Repair Service: Completed as needed by a certified and state licensed contractor in accordance with the current contract between the vender(s) and the County and in compliance of Title 29 of the Federal Code of Regulations, Part 1910, Sub-part L “Fire Protection”. Repairs are initiated either by notification to the Facilities Management Division by the building’s staff, if noted as needing repair during a routine building inspection completed by Facilities’ division staff, or based on unfavorable testing results found during a quarterly, semi-annual, or an annual fire suppression system inspection conducted by the vender.

Inspections & Frequency:

Engineered Fire Suppression Systems: Quarterly and annual inspections are conducted at the following locations (*Note:* buildings may have more than one (1) fire suppression system installed within); Circuit Courthouse, Courthouse, Government Center Building, Juvenile Justice Annex, Library, and the State Attorney/Public Defender Building. Inspection results are documented and, if repairs are required, the system is repaired, and re-inspected. Following a satisfactory inspection, the fire suppression system is certified in accordance with National Fire Protection Association (NFPA) Standards.

Pre-Engineered Fire Suppression Systems: Semi-annual inspections are conducted at the following locations; Government Center Building, Bear Creek/Youngstown Fire Station, Thomas Drive Fire Station, West End Fire Station, Fountain/Greenhills Fire Station, Sandhills Fire Station and Steelfield Landfill. Inspection results are documented and, if repairs are required, the system is repaired and re-inspected. Following a satisfactory inspection, the fire suppression system is certified in accordance with National Fire Protection Association (NFPA) Standards.

CARTEGRAPH (OpenGov)

Cartegraph is a tool used by every member of the Facilities Management team. It's a critical component of the daily operation of the division and serves multiple functions which include cataloging assets, monitoring resources, tracking employee labor, and for the acceptance of work requests.

One of the features of Cartegraph is its internal request functionality. The Internal Request tool allows for customers with access to enter their own work requests and assign to it varying levels of priority, if needed. As soon as a work request is submitted it can be viewed by Facilities Management's administrative and managerial staff who then releases the work request into the workflow by assigning it to a technician. Work is then completed based on the priority of the request, if a priority level was assigned by the requestor. Work requests without a set priority levels are typically completed within seven (7) business days unless certain circumstances prevent.

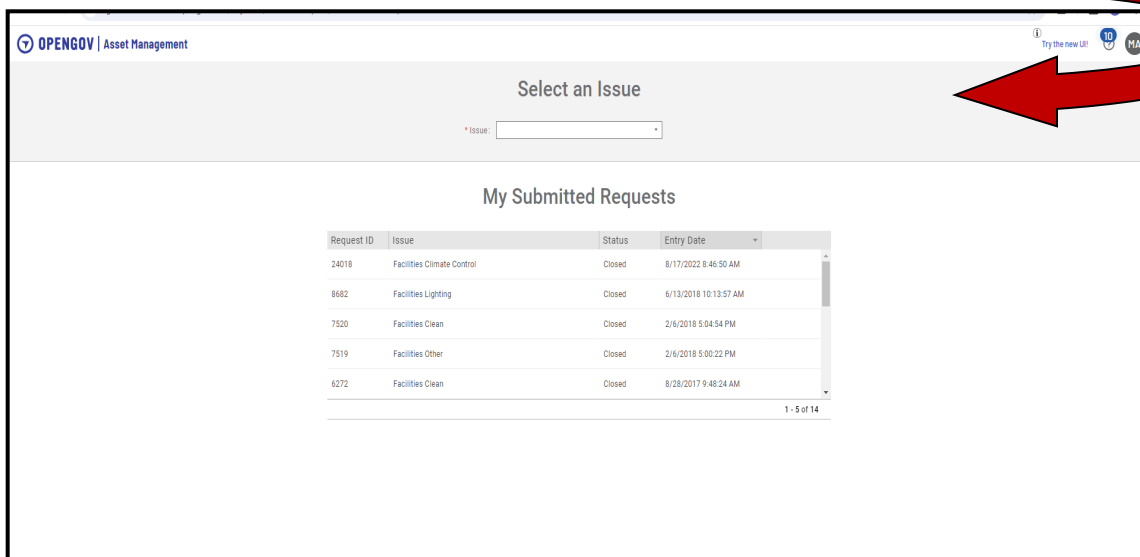
Access to the Internal Request function of Cartegraph is generally granted to each department/division or location's Facilities liaison and one alternate. To request Cartegraph access or to check the status of an existing account please contact by phone at (888) 888-8888 or via email to email@email.gov.

Internal Request – How To

Web Address: <https://cartegraphoms.com/>

To create a request for work:

1. 'Select an Issue' from the dropdown menu at the top.



The screenshot shows the OpenGov Asset Management interface. At the top, there is a header with the OpenGov logo and 'Asset Management'. Below the header, there is a section titled 'Select an Issue' with a dropdown menu. A red arrow points to this dropdown menu. Below the dropdown menu, there is a section titled 'My Submitted Requests' which contains a table of requests.

Request ID	Issue	Status	Entry Date
24018	Facilities Climate Control	Closed	8/17/2022 8:46:50 AM
8682	Facilities Lighting	Closed	6/13/2018 10:13:57 AM
7520	Facilities Clean	Closed	2/6/2018 5:04:54 PM
7519	Facilities Other	Closed	2/6/2018 5:00:22 PM
6272	Facilities Clean	Closed	8/28/2017 9:48:24 AM

1 - 5 of 14

2. Enter your location. You may select using the drop-down arrow, or just begin typing the name of your building and the select from the list.

Internal Request – How To (Cont.)

3. Enter your building unit. This is defaulted to “None”. You will only need to change if the department you are entering a request for is a sub-area of a facility. For instance, if you’re located in the Government Center Building, you will need to select your department. You may also start typing in the box and select from the list.
4. Enter a description of the area of where the work is to be performed.
5. Enter a brief description of the issue and work requested.
6. Click on Summit Request.
You may also optionally attach a picture or diagram.

Select an Issue

* Issue:

Facility Location:

Bldg Unit:

Area:

Description:

[Add an attachment](#)