

CHAPTER 14
FACILITIES DEVELOPMENT, REPAIRS, AND MAINTENANCE

REVISED FEBRUARY 2021

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CHAPTER 14

FACILITIES DEVELOPMENT, REPAIRS, AND MAINTENANCE

1. FOREWORD.

a. Purpose. The purpose of this chapter is to define responsibilities and describe the events which occur in the development of new and/or replacement facilities, facility alterations, facility repairs, and general facility maintenance. It is intended that this chapter serve both as informational material for the users of facilities and as an operating policy statement for those involved in any of the facility functions. It is also intended to serve as a guide for the preparation of the CHP 107, Facility Alteration/Reconfiguration Justification. The CHP 107 can be found as an Adobe PDF on the California Highway Patrol (CHP) Intranet site under Forms.

b. General. The CHP promotes the safe, convenient, and efficient transportation of people and goods across the state highway system and provides Safety, Service, and Security to the facilities, employees, and the people of the State of California. Currently, the CHP occupies 1.4 million square feet of state-owned, and 788,104 square feet of leased facility space for a total of 2.1 million square feet statewide. The CHP has eight geographic field Divisions which oversee 103 Area offices, 33 resident posts, 24 communications centers, and 17 commercial vehicle enforcement facilities (CVEF). The CHP currently patrols approximately 107,310 miles of roadway throughout California.

c. Responsibility. Facilities Section (FS) is responsible for the day-to-day maintenance and repair of state-owned and leased facilities statewide. The FS acts as the liaison, by analyzing requests and making recommendations, on facility-related repairs, maintenance, and projects.

2. FACILITY ASSESSMENT.

a. Responsibility. The FS is responsible for conducting an in-depth assessment of each state-owned and leased facility. This assessment is the foundation for identifying and prioritizing needs for special repairs, additional space requirements, alterations, general maintenance, and other facility-related concerns and/or issues.

b. Five-Year Infrastructure Plan. The FS is responsible for preparing the Department's annual Five-Year Infrastructure Plan. This plan is used as a planning tool to assist the Department of Finance (DOF) and the Legislature in reviewing the Department's current and future capital outlay projects and capital outlay leases proposed for the next five years. Additionally, it is used to support the

Department's program needs, the replacement of aging facilities, and identify code compliance and structural deficiencies.

c. Identification of Need. Changes in the size of the departmental work force, modification of areas of enforcement responsibility and emphasis, physical deterioration and functional obsolescence of existing facilities, economic opportunities or constraints, real estate availability, shifts in population making office locations inconvenient to the public, and political influences are examples of the many factors which might provide the impetus for consideration of a new facility and/or location which would be included in the Five-Year Infrastructure Plan. The suggestion of the need for a new facility may originate from almost any source. For example:

(1) Division and Area commands may recognize the difficulties in attempting to function effectively in a building not intended or designed to accommodate current work forces.

(2) Research and Planning Section may anticipate the need for new facilities based on knowledge of new route locations or changing traffic volumes and accident rates.

(3) State or local building inspection agencies may observe safety conditions in a facility that would preclude continued occupancy by the Department.

3. GENERAL INFORMATION.

a. Types of Facilities. The Department occupies and uses several types of facilities in its operations. Examples are headquarters offices, Division and Area offices, training facilities, communications/dispatch centers, air operations, resident posts, shops, radio communications sites, the Academy, pistol ranges, resident housing, platform scales, and CVEFs.

b. Facility Program. The Department has developed a facility program for Area office facilities which has been designed to provide optimum office layout and space for various staffing levels. This program is consistent with the office space requirements recognized by the Department of General Services (DGS) and also reflects the types of use unique to CHP.

c. Methods of Acquisition. Facilities are acquired in a number of ways using one of the following methods:

(1) Lease existing facilities.

(2) Lease build-to-suit facilities.

- (3) Lease build-to-suit facilities with a purchase option.
- (4) Construct a new design-build facility through the capital outlay process.

d. Rating. The following criteria is used to rank each facility, providing verifiable results. Coefficient variables were developed and utilized as the base points given to each building. The following objective and subjective variables were included in the rating criteria and ranking system:

(1) Objective Rating Criteria. Examples of objective rating criteria include, but are not limited to:

(a) Seismic Rating. The seismic rating for each facility is calculated using the California Geological Survey (CGS) Information Warehouse Regulatory Maps and the Probabilistic Seismic Hazards Ground Motion Interpolator (2008). The CGS Information Warehouse Regulatory Maps are used to obtain the specific coordinates for each Area office location. The coordinates are entered into the Probabilistic Seismic Hazards Ground Motion Interpolator to calculate the seismic rating for each facility. The coefficient is multiplied by age-based points to determine a new ranking based on age and seismic rating.

(b) Unmet Needs. A value is determined by dividing the current square-footage by the proposed square footage of each facility. This is multiplied by the points based on the age and seismic rating.

(c) Communications Centers. If the facility has a communications center, the coefficient is 1.3. If not, the coefficient is 1.

(d) Rooftop Antenna. If the facility has a rooftop-mounted antenna, the coefficient is 1.1. If not, the coefficient is 1.

(e) Expansion. Most of the facilities with seismic issues are also undersized due to population growth and policy changes. New Area offices are typically three to four times larger than existing offices, and existing sites generally do not have the capacity to expand to meet these needs. As a result, a majority of older offices will need either a new location or the acquisition of adjacent parcels. Factors affecting the need for additional space are:

1 Personnel Growth. The CHP's staff has increased from 8,525 positions in 1992, to more than 10,881 positions currently, a 30 percent increase.

2 Evidence Retention. The responsibility for evidence retention was transferred from the courts to law enforcement agencies in the early 1980s. Evidence retention timeframes were changed from 90 days to four years. Evidence rooms in many older Area offices were not originally designed for evidence storage, are inadequately sized, and often lack proper ventilation to allow for handling of toxic substances.

3 Records Retention. A court order requires CHP to keep records for ten years on all its enforcement stops. Retention of such records increases the demand for storage space in current facilities.

(2) Subjective Rating Criteria. Examples of subjective rating criteria include, but are not limited to:

- (a) Existing facility layout.
- (b) Specific seismic issues.
- (c) Current lease status.
- (d) Unanticipated subsidence.
- (e) Snow load.

e. Development Responsibility. The Office of Assistant Commissioner, Staff (ACS), has basic responsibility for development of all the Department's facilities and coordinating the activities of the CHP with other entities involved in the development process. The FS acts as the liaison, with oversight from Administrative Services Division (ASD), to ACS in this effort, provides contact and advice at the field level, and makes recommendations on the priority of replacement or on any technical matters.

f. Funding Responsibilities Procedures. The FS is responsible for the funding of repairs or replacement of components associated with the facility, excluding items which are considered equipment. Divisions are responsible for ensuring appropriate funding is allocated to the Area for equipment used in the facility.

(1) Division or Area offices are responsible for funding the repair and/or replacement of refrigerators, with the exception of 24-hour facilities such as dispatch or communications centers, and resident post housing.

(2) Modular systems, furniture additions, removals, or reconfigurations must be coordinated with FS through the CHP 107 process and funded by the command.

g. Facility Repair Due to Damage. Damage to a state-owned or leased facility should be reported to FS immediately. Divisions are responsible for ensuring appropriate funding is allocated to cover the cost of damage occurring during state business to the facility or facility components.

(1) If the damage is determined to be caused by an employee, the Area or Division will be responsible for funding the repairs.

(2) If the damage is determined to be caused by a deficiency in the facility or facility component causing the incident, FS will be responsible for funding the repairs.

(3) If the damage is determined to be caused by a vendor or citizen, the Area office, with concurrence from their Division, can seek reimbursement. The FS would not be responsible for funding the repairs.

h. Contingency Funds. When a Division or Area office needs unplanned repairs or maintenance associated with an executed CHP 78, Agreement Request, the FS analyst shall be notified and the Division or Area shall request permission to use any contingency funds associated with the CHP 78. An FS manager will approve, deny, or defer the request based on the FS analyst recommendation and the remaining balance of contingency funds.

i. Invoices for Repairs. When a Division or Area processes an invoice for maintenance or repairs associated with a maintenance and/or repair contract and using contingency funds, a copy of the invoice shall be routed to FS to reconcile the contract and contingency funds via e-mail to 078invoices@chp.ca.gov. The Division or Area office shall process invoices according to Chapter 24, Payment of Invoices, of this manual, with no delay in processing an invoice for payment by routing a copy to FS. The FS staff will track all contingency funds spent and provide updates to FS management. Based on the trends, contingency funds may be increased or decreased during the next contract renewal.

j. Janitorial and Landscaping Supplies Funding. Division or Area offices are responsible for funding the purchase of janitorial and landscaping supplies. Commands should be submitting a CHP 41, Supply Requisition, to Supply Services Unit (SSU) for janitorial and landscaping supplies. Supplies may also be purchased through California Prison Industry Authority or using the Procurement Card, as outlined in Highway Patrol Manual (HPM) 11.2, Materials Management Manual.

4. INITIATING THE PROCESS.

a. Special Repair Process. A special repair is defined as essential building or structural repair work. They may be planned projects or responses to unforeseen

repair requests and may be handled by utilizing the contract or X Number request process. Special repairs require approval through the chain of command. The FS, along with input from the individual commands, is responsible for identifying special repair needs, prioritizing those needs, and submitting a special repairs schedule for Executive Management approval each budget year. Commanders or designees shall work with FS in the development of a comprehensive scope of work (SOW) to ensure all essential needs are addressed.

(1) There are certain types of special repair projects that are scheduled and funded through the Department's annual baseline budget. Examples of these repairs include, but are not limited to: adding or upgrading privacy or security fencing, installing automatic gates, adding additional parking, installing parking lot canopies, and minor facility alterations.

(2) For unforeseen and/or emergency repairs of facilities, the commands are to notify their assigned FS analyst. The FS analyst will bring any unforeseen urgent or emergency requests to FS management for immediate consideration or include the request on the special repair schedule in the next fiscal year. If an Area's request is denied and they feel the situation requires a higher level of response, the Area commander or designee should request additional review from FS management.

(3) The special repair schedule represents an annual listing of projects identified by either the Area commander or the FS analyst to be completed during the fiscal year. The FS analyst will provide an estimated cost and assign a priority for each project. The list will then be forwarded to the Area and Division to assign a priority. Each Division's prioritized list shall be forwarded to FS management. Once reviewed, FS management will forward the prioritized list to ASD for consideration. The ASD will forward the completed document to the appropriate Commissioner for approval. Once approved, Division and the FS analyst will be provided a copy of their Division-approved special repairs projects.

b. General Maintenance Process. Each command is responsible for the care and protection of their respective facility. State-owned facilities require complete maintenance by the Department. Generally, maintenance of lease facilities is the responsibility of the lessor as provided in the individual lease agreement. The FS is responsible for assisting the command with minor repairs. The FS analyst or Area shall prepare the necessary documentation to initiate an X Number request or a service contract request using a CHP 78 for repairs that exceed the minor repair X Number delegation of \$9,999.

c. Janitorial, Maintenance, and/or Landscaping Contracts. Division and Area offices not assigned permanent, full-time janitorial, maintenance, or landscape

personnel will need to complete and submit a CHP 78 package, for janitorial, maintenance, or landscaping services to Contract Services Unit. In addition to the requirements outlined in Chapter 22, Service Agreements/Letters of Agreements, of this manual, the following should also be submitted with the package:

(1) In coordination with the FS Analyst, commands are to update the applicable SOW template and complete the DGS Facilities Management Division Initial Service Request Intake form.

(2) When the package is submitted, carbon copy HQFacilities@chp.ca.gov and include a copy of the prior executed contract.

d. Emergency and Nonemergency Maintenance or Repairs Process. Facility issues shall be funded and coordinated through FS, which includes all general maintenance for state-owned and leased facilities. The FS commander and managers will discuss the request and either request additional information, approve, deny, or defer based on health and safety concerns, necessity, and budgetary constraint. The request shall be forwarded to ASD for approval. The Area will be notified of the decision by FS.

(1) Nonemergency maintenance projects such as painting and landscaping, or repairs to fencing, paving, or to the building structure, shall be requested through the Area's FS analyst. The Area office or the FS analyst can request an X Number and complete the necessary documentation for either a CHP 78X, X Number Service Order, or Original Request Number (for a leased building) and submit to FS management for approval. Refer to Chapter 23, Delegation of X Number Contract Authority, of this manual.

(2) No maintenance, repairs, or alterations should be performed on leased facilities by unauthorized personnel. All maintenance, repairs, or alterations must be approved by the lessor to ensure the control and enforcement of the lease terms.

e. Additional Space Request Process. Requests for additional leased space, either for office use or storage, must be submitted on a CHP 107 outlining the description of need, the justification or cause for need, the adverse effects if not acquired, and any cost information, if available. All requests shall be submitted through the appropriate chain of command for approval. Once approved, the request will be forwarded to ASD. The ASD will task FS to analyze the request and make recommendations. The FS will complete the CHP 107A, Facility Alteration/Reconfiguration Analysis. The FS commander and managers will discuss the CHP 107A and either request additional information, approve, deny, or defer. The Area will be notified of the decision by FS.

f. The Development and/or Alteration Process. The development of new facilities and the replacement or alteration of existing facilities is an ongoing process which begins with identification of the need and requires approval by Executive Management. A modification or alteration is a change to the office such as carpet to tile; a change is not paint or other superficial changes. The FS is responsible for planning, coordinating, and completion of approved special repair projects and initiating the documentation necessary for major alterations, development of new facilities, or leasing an existing facility.

(1) All requests for building modifications or alterations shall be submitted on a CHP 107 forwarded through the appropriate chain of command for approval. Once approved, the request will be forwarded to ASD. The ASD will task FS to analyze the request and make recommendations. The FS will complete the CHP 107A. The FS commander and managers will review the CHP 107A and either request additional information, approve, deny, or defer. The Area will be notified of the decision by FS.

5. START OF A NEW AND/OR REPLACEMENT COMMAND.

a. Definition. The DGS will act as the control agency who will oversee the development and construction of new facility projects. The DGS will appoint a construction liaison who will assist the FS analyst by maintaining an open line of communication on the construction progress, the quality of construction, problems encountered by the contractor in obtaining building permits, materials, and in some cases, labor problems.

b. Procedures. The following general procedures will be followed in connection with the development of projects:

(1) For state-owned and leased construction that is determined to be an Essential Services Building Seismic Safety Act of 1986 facility, a specialty construction inspector will be assigned by DGS, Real Estate Services Division (RESA). Observations by the DGS liaison will not replace any inspection procedures but will provide supplementary information needed by FS in its activities.

(2) Prior to the start of construction, FS will arrange a meeting with DGS, the FS DGS liaison, and the Area commander or designee to discuss the project scope, furnish a set of plans and specifications, and identify any known problem areas.

(3) The DGS liaison will be asked to visit the construction site on a time schedule that will be dictated by the complexity of the project.

(4) The FS analyst will make personal inspections and will require a minimum of two days advance notice by the DGS liaison of the following activities:

(a) After the building foundation forms have been set, and conduit and plumbing lines installed, but prior to pouring the concrete slab.

(b) When the building framing is complete, but prior to “closing in” the interior walls.

(c) When the building construction is nearing completion and a semifinal inspection is appropriate.

(d) When the building construction is complete, the final inspection is scheduled, and acceptance by the state is expected.

(e) Anytime the DGS liaison feels FS should visit the site.

6. STATE-OWNED FACILITIES – NEW.

a. Procurement of Funds. New projects are budgeted in accordance with the procedures contained in Chapter 1, Budget Preparation and Administration, of this manual.

b. Procurement Cycle. The procurement cycle, that is, the time between the identification of a need for a new state-owned facility and the date of occupancy of the completed facility, averages four and one half (4.5) years.

c. Development Process. The process of developing a state-owned facility is complex and involves input from and contact with numerous agencies of federal, state, and local governments as well as private industry and various sections within the Department.

(1) The FS will provide recommendations to ASD based on the facility assessment conducted. The ASD will review and forward the identified need and priority for a new facility to Executive Management for final approval.

(2) Regardless of responsibility for developing the justification, FS will present the justification in a Capital Outlay Budget Change Proposal or Support Budget Change Proposal (BCP) as dictated by the nature of the project. The DGS, RESD, will assist in the development and preparation of a budget package and Economic Analysis Worksheet for each requested facility replacement or major alteration.

(3) Development of a program statement and space requirements is the responsibility of the departmental Associate Construction Analyst (ACA) and Associate Architect assigned to FS. The program statement will identify the type of facility proposed for development, including how the facility will be occupied and used, and space requirements will identify the number and type of personnel who are assigned to the command.

(4) Responsibility for coordinating with and obtaining approvals from the Agency Secretary, DOF, and the Office of the Legislative Analyst lies with Fiscal Management Section, Budget Development Unit.

(5) Coordinating the development of building specifications and programming intermediate and final building inspections are the responsibility of FS. The Division/Area will appoint a liaison who will work with FS and in turn will direct and report any problems or questions regarding the project. Both the Division/Area liaison and FS will have full responsibility for observation and review of day-to-day construction activities and liaison with the contractor, local representatives, and staff from DGS, RESD.

7. LEASED FACILITIES – NEW.

a. Definition. Section 2405 of the California Vehicle Code authorizes the Commissioner of the CHP to lease property subject to the approval of DGS. The FS will initiate the appropriate documentation to DGS, RESD, to negotiate and prepare a formal lease agreement. Lease documents are required for all rentals of real property which will exceed a period of thirty (30) days. A lease is usually prepared on a standard state form but may appear in other forms under certain circumstances.

b. Identification of Need. As in the development of state-owned facilities, ASD and ACS will approve the activities involved in identifying the need for new leased facilities. Requests for a new leased facility from either a field or headquarters command must be justified on a CHP 107 submitted through the appropriate Division and forwarded to ASD. The ASD will task FS to conduct a thorough review and analysis of all factors surrounding the request and provide a recommendation to ASD. After approval, ASD will submit the completed request to ACS for final approval.

c. Funding. Leased facilities are obtained with funds appropriated under the Department's support operating budget, specifically depicted in the rental schedule maintained by FS. Unusual circumstances may dictate the need to prepare a Support BCP to request permanent funding augmentation to the Department's baseline rent schedule.

d. Responsibilities. Responsibilities for development of leased facilities are similar to those for development of state-owned facilities. The FS analyst will act as the liaison between DGS, RESD, and the requesting command.

8. LEASING EXISTING FACILITIES. The process for leasing existing facilities is the same as that for build-to-suit leased facilities, except there is no separate site selection procedure and construction usually involves alterations only, referred to as tenant improvements (TIs). The TIs shall be approved by FS and the funding identified, secured, and approved prior to implementation.

9. OCCUPANCY OF OFFICE FACILITIES.

a. Policy. Local commands may move into new facilities following the successful final inspection conducted by the DGS, RESD, ACA and FS. The move-in date is to be agreed upon between the commander and the FS commander.

b. Procedure. The move-in date should be based on the Division/Area's ability to schedule the move and after the installation of any necessary equipment including radio and telephones.

10. PERSONALIZING WORK AREA.

a. Carpet and Wall Coverings. All personnel at the rank of Captain and above, equivalent nonuniformed classes, and all commanders are authorized to install, at their own expense, carpeting and wall coverings in their immediate work areas in state-owned facilities. Leased space cannot be decorated without the written consent of the lessor. The FS will assist with negotiations with lessors.

(1) Carpeting may be wall-to-wall but shall not be permanently affixed to the floor.

(2) Approvals for carpet installation must be obtained from Division.

(3) When Division approval is obtained, the requesting individual must notify FS so the appropriate records can be updated and code compliance can be adhered to.

(4) Carpeting will remain the personal property of the individual and may be replaced or removed at any time by the individual.

(5) Once installed, paneling and wall coverings will be considered part of the building and may not be removed.

11. MOVING.

a. Facilities Section Responsibility. The FS is responsible for equipment and furniture moving. The move will be made under the terms of the State Uniform Price Schedule for moving services.

b. Division/Area Responsibility. It is the Division/Area and FS responsibility to coordinate the move into the new facility, including notification to the moving contractor of the date or dates on which the relocation of furniture and equipment should be made.

(1) It is the Area's responsibility to publish a Communications Network message with the new address and telephone numbers.

c. The Vacated Facility - Leased. When the facility is being vacated, FS will make arrangements for termination of the lease and notification of the expected date of vacancy. When all furniture and equipment have been removed from the facility, Division/Area must provide janitorial service to clean the vacated space and report any damage which may require repair prior to transfer of control to the owner. The FS will inspect the facility with the lessor and the DGS liaison and will evaluate the need to repair any damage in terms of the lease requirements.

d. The Vacated Facility - State-Owned. When all furniture and equipment have been removed from the facility, Division/Area must provide janitorial service to clean the vacated space. The FS will notify the DGS liaison that the facility may be declared surplus property. The command must ensure that the local utility providers are notified that service is no longer needed. The FS will inspect the facility to ensure it has been cleaned and the surplus equipment removed.

12. UTILITIES. In all facilities, state-owned or leased, the Department is usually responsible for all utility charges including, but not limited to, water, electricity, sewer service, gas or propane, and telephones after acceptance of the facility. It is the responsibility of the Area commander or designee to arrange for utility companies to make final meter readings and to arrange for billing of utilities at the new facility as of the acceptance date. Exceptions are occasionally negotiated when leased facilities are acquired.

a. Cable Television. Cable television is authorized to be installed in the commander's office, briefing room, and dispatch center. A justification for additional cable boxes shall be submitted through channels to ASD.

13. TELEPHONE/DATA CONNECTIONS.

- a. Coordination. The FS will coordinate with Information Management Division (IMD) to ensure that conduits, backboards, outlet boxes, and power connections are incorporated in the plans and specifications for either new or existing state-owned or leased office facilities. In this regard, Information Technology Section (ITS) and Telecommunications Section (TS) will be involved in the review of preliminary plans and working drawings. Installation of data and telephone lines should be coordinated through IMD and a CHP 53, Request for Information Technology (IT) Services, should be completed by the command when the initial project request is submitted for consideration. The FS will coordinate with IMD, ITS, in accordance with HPM 60.2, Telecommunications Management Manual.
- b. Arrangements for Telecommunications Services. The IMD will be notified as early as possible of anticipated facility acceptance and occupancy dates so arrangements can be made for technicians to make installations prior to occupancy. The IMD will be responsible for ensuring the facility is connected to the CHP network and any appropriate private communication services.

14. RADIO TRANSMITTING FACILITIES.

- a. Transmitter Room Space (Leased and New or Existing State-Owned Facilities). The FS will coordinate with IMD to ensure that all conduits, outlets, and power connections are incorporated in the building plans and specifications and that the continuity of radio services is maintained.
- b. Preliminary Plans and Working Drawings. The IMDs review of preliminary plans and working drawings will provide the opportunity to review the adequacy of radio installations as well as radio dispatch space design and layout, space utilization, and proposed equipment installation. Equipment required to support a CHP facility (generators, propane tanks, towers, power sources, climate control, etc.) will be included in the capital outlay project initiated by FS.
- c. Installation. The actual installation of radio equipment in a new facility is the responsibility of TS with oversight from Public Safety Communications, a division of California Governor's Office of Emergency Services.

15. DEDICATION CEREMONIES.

- a. Procedure. Upon completion of a new Area office, the Department customarily invites federal, state, and local officials; local law enforcement agencies; directors of other state agencies with related activities; and the general public to a dedication ceremony and tour of the facility.

b. Coordination. The dedication ceremony is coordinated by the commander of the new facility and the Division Chief. In selecting a date for the dedication ceremony, consideration should be given to those dates which enable Executive Management and dignitaries to attend.

c. Invitations. Once a definite date is established, the commander of the new facility is responsible for preparing the guest list and for the design, approval, reproduction, and distribution of the dedication ceremony invitations through their chain of command.

(1) Approximately 45 days lead time must be allowed for printing and mailing of the invitations.

(2) Typically, invitation design is created by the Academy's Graphics Services Unit.

(3) Typically, reproduction is accomplished through Business Services Section's Reproduction Unit.

(4) Upon request, FS can provide sample invitations and guest lists from previous dedication ceremonies.

d. Program. The commander of the new facility will determine the type of dedication program to be presented and the schedule of events.

e. Funding. No state funds are available to meet any expenses incurred for a dedication ceremony or open house. Any refreshments served are the responsibility of the Area and will be at no cost to the Department. All state agencies are specifically prohibited from soliciting or accepting donations of any kind.

f. Supervision. During the ceremony and tour, sufficient personnel must be available to allow for constant supervision of the persons touring the new facility.

g. Publicity. The event shall be publicized at the community level. The Division/Area commander shall make direct contact with media representatives to arrange for publicity.

16. FACILITY SECURITY ENHANCEMENTS.

a. Policy. It is the policy of the Department to provide security enhancements through alteration of the existing facility, or addition/modification of equipment, when justification is supported by a current Facility Security Assessment. This includes lobby security barriers, cameras, and card readers. Individual exceptions

to the policy may be made by the Commissioner in extraordinary cases. The FS will act as the liaison between Protective Services Division and the command to coordinate the installation of any approved security enhancements.

b. Procedure. When planning for a security enhancement alteration to an existing facility, it is the responsibility of FS to obtain the appropriate approval, prior to initiating the project. The request for approval is to be submitted by memorandum in the very early planning phase of the project, with a justification that clearly conveys an overriding need.

(1) There are three types of security systems approved for use by the Department:

(a) Closed Caption Television, Unmonitored System. This system is monitored at the local level when someone is viewing the camera display. It may or may not have the ability to record.

(b) Monitored Intrusion System. This system is monitored by a third party for intrusion and the cameras record.

(c) Monitored Intrusion and Badging System. This system is monitored by a third party for intrusion and utilizes AccessIT! and the Vicon camera system or similar systems.

(2) AccessIT! is the badging system utilized at several departmental facilities. Access is granted with an approved CHP 245, Electronic Security Access Card Information/Update. This system is a networked system and requires ongoing software upgrades, including licenses to ensure the system is working as designed.

(3) Headquarters utilizes the Vicon camera system. This is a networked system and requires version and/or software upgrades, including licenses to ensure the system is working as designed.

(4) Fire and Life Safety systems and/or fire alarm monitoring systems are separate from an intrusion security alarm and are required to follow the National Fire Protection Agency guidelines.

17. SITE ACCESSIBILITY.

a. New Facilities. All plans for new facilities are reviewed by the DGS, RESD, Access Compliance Section. The FS will ensure that the accessibility standards for new facilities or facilities scheduled for alteration are covered in the phase for the development of plans.

b. Americans with Disabilities Act. The FS is responsible for ensuring that state-owned and leased facilities are in compliance with the Americans with Disabilities Act (ADA) and current state accessibility standards. Commanders are responsible for reporting to FS any ADA issues that may arise from personnel concerns. Commands are encouraged to contact FS to assist in identifying potential accessibility barriers.

c. Site Accessibility Checklist. The basis for ADA compliance is Title 24 of the California Code of Regulations (CCR), Part 1, California Building Standards Code. The FS is responsible for conducting a site assessment on each facility that houses departmental employees. Part of this assessment includes conducting an analysis to ensure that all facilities meet ADA compliance. If commands have specific ADA issues, they should be brought to the attention of FS. The CHP 143, Site Accessibility Checklist, is available as a PDF on the CHP Intranet site, located under Forms.

18. MAINTENANCE. Facility maintenance is ongoing to ensure the health and well-being of departmental employees, structural and safety integrity, energy conservation, cosmetic appearance, and other considerations. The Department is responsible for the care, protection, and maintenance of all real property in state-owned and leased facilities, or otherwise legally acquired. All state-owned facilities require complete maintenance by this Department.

a. Commander's Responsibility. Commanders are responsible for cleaning, maintenance, and protection of their facility. They shall establish procedures to ensure the facility is maintained in a manner reflecting credit upon the CHP. Generally, the maintenance of leased facilities is the responsibility of the lessor as provided in the lease agreement; however, there may be circumstances where the Department will be responsible for the maintenance of the facility.

b. Janitorial, Maintenance, and Landscape. Janitorial, maintenance, and landscape services are provided either by State personnel or service agreements. Personnel are typically assigned to Divisions/Areas by a formula based on the calculated workload for each facility. For commands who do not have assigned personnel, utilizing contractual services is necessary.

(1) Janitorial Duties. Janitors are required to clean the entire facility including the carport and paved parking areas. In some facilities, State janitors may be required to maintain small landscaped areas, replace light bulbs and air-conditioning systems filters, and perform minor maintenance. Complex maintenance items are accomplished by means of service agreements or contracts.

(2) Cleaning and Minor Maintenance. General cleaning and minor maintenance of the facility is to be performed daily. Commanders shall ensure personnel are competent to perform the duties required and are fully instructed in the performance of such maintenance tasks as changing fluorescent lamp tubes. Commanders or designees are to ensure those performing janitorial, maintenance, and/or landscape work are in compliance with California Occupational Safety and Health Act standards by providing and documenting appropriate training for the handling and use of materials used daily.

(3) Staffing.

(a) Requests for additional personnel shall be directed, through the chain of command, to the Selection Standards and Examinations Section. The FS can assist in making a recommendation on how many hours of services a facility would need to meet state regulations. Using the square footage of the facility and how many employees are assigned, the recommended hours should be used as a baseline and any additional factors or special needs the Division or Area office may have should be taken into consideration. It is the Division or Area's responsibility to ensure any additional factors are brought forward.

(b) Requests for services due to CHP janitorial, maintenance, or landscape personnel on medical leave, not exceeding thirty (30) days, can be requested utilizing the X Number process. A completed X Number package and request are to be submitted to the FS for funding approval. If approved, FS will forward the completed package to the Business Services Section (BSS) X Number coordinator who will issue the X Number.

1 Requests for services exceeding thirty (30) days will need to be handled outside of the X Number process. Offices are encouraged to contact their personnel specialist and/or BSS as soon as possible to coordinate services during these extended leave periods.

2 Requests for services of one week or less should be handled by utilizing personnel (in the appropriate classification) within the respective Division on a temporary basis.

(c) Vacation Leave. Requests for services due to CHP janitorial, maintenance, or landscape personnel on vacation should be handled by utilizing personnel (in the appropriate classification) within the respective Division.

(d) Delay of Contract. Commands utilizing the contractual process for janitorial, maintenance, or landscape services may request an X Number

for services of up to thirty (30) days if the current contract expired prior to a new contract being executed. However, an approval memorandum from the appropriate Assistant Commissioner must be included in the X Number package. Forward the memorandum along with the X Number package to FS for funding approval.

c. Vendor Backgrounds. Vendor backgrounds are the responsibility of the Area office in accordance with HPM 40.4, Information Security and Administration Manual, Chapter 6, California Law Enforcement Telecommunications System. Unescorted vendors shall have a background check completed prior to the work starting. Escorted vendors do not have to have a background completed.

d. Building Deficiencies. To expedite necessary repairs, deficiencies in state-owned or leased buildings shall be promptly reported to FS.

e. Maintenance of Leased Office Facilities. Maintenance or repairs accomplished by the lessor will be coordinated by FS. Commanders shall not allow Area personnel to make any repairs to leased office facilities. To do so reduces the control and enforcement of the lease terms by the state and commits the use of state resources for benefit of a private entity.

(1) Generators and transfer panel switches at CHP leased facilities are usually the responsibility of the lessor. Concerns about the performance of generators at these sites should be directed to FS or TS. Refer to HPM 60.2, Chapter 4, Telecommunications Facilities, for information on generators and transfer panel switches at state-owned facilities.

19. EMERGENCY REPAIRS. An emergency as defined by Public Contract Code Section 1102 is “a sudden, unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.”

a. Emergency Notifications. In an emergency such as fire, explosion, forcible entry, damage by a motor vehicle, breaking of a water pipe, the burnout of an electric motor, etc., FS shall be notified by Communications Network message or other expeditious means. Details of the problem, if known, and the estimated cost of repair shall be furnished. For the purpose of this section, state facility includes any building either owned or leased by the Department which is normally occupied by CHP personnel and/or equipment. This would include mountain top communications facilities owned by another entity in which the CHP leases space for communication equipment. (Also see General Order 100.80, Notification and Report of Emergencies and Unusual Occurrences, and note separate notification and authorization processes as outlined in paragraph 19.b. of this chapter.) Additionally, the State Fire Marshal is mandated to investigate all fires and/or

explosions occurring on state property per California Health and Safety Code Section 13107.

(1) In the occurrence of any fire and/or explosion on state property, it is the responsibility of the involved Area or Division to notify the State Fire Marshal's Duty Chief in the Fire and Life Safety Division by calling (916) 445-8550. The Duty Chief will answer this phone on a 24/7 basis. When calling this telephone number, the following information will need to be provided: type of incident (fire or explosion, etc.); location of incident; time of incident; was Fire/Police Department dispatched; information on any injury or fatality; and name and telephone number for a call back.

(2) The magnitude of the event will determine whether immediate or next business day notification to the State Fire Marshal is necessary.

(a) During Normal Business Hours.

1 Any fire and/or explosion occurring at a state facility during normal business hours shall be immediately reported to the State Fire Marshal.

(b) Outside of Normal Business Hours.

1 Minor events which occur outside of normal business hours need not be reported until the start of the next business day following the occurrence.

2 Any major event occurring outside of normal business hours shall be reported immediately.

3 A major event would include a fire and/or explosion resulting in any of the following:

a Personnel injury or death.

b Property damage over \$1,000.00.

c A multiple-alarm fire department response.

4 In the case of an emergency, cleaning/repair of the scene is not to begin without clearance from the State Fire Marshal. Until clearance has been received, unauthorized personnel should be kept away from the area.

(3) When determining responsibility in a leased facility, every effort shall be made to determine who is responsible for damage. The Department, in most cases, is responsible for the repair of damage to a facility caused by its employees. Damage to leased facilities resulting from improper construction, ground settling, malfunctioning equipment, etc., is the responsibility of the lessor, unless it is exempted by the terms of the lease. In situations when the lessor is responsible, FS will coordinate the necessary repairs or maintenance with DGS, RESD, and the lessor.

(4) The FS shall coordinate with the Area facility commander to expedite all emergency repairs.

b. Outside of Normal Business Hours Notifications. When emergencies occur outside of normal business hours, notifications shall be made through the affected command to the Emergency Notification and Tactical Alert Center (ENTAC), at (916) 843-4199, or ENTAC@chp.ca.gov. For leased facilities, contact the emergency contact listed in the lease agreement or provided by the lessor. Be prepared to provide the following:

(1) Reporting party name and call back telephone number.

(2) Location of the emergency, Area name, and physical address.

(3) Description of emergency incident.

(4) Any other pertinent details.

(5) The on-call FS manager will be notified by ENTAC. The FS will contact the affected command and assist in determining the estimated SOW and repairs, costs, and associated time frames.

20. GENERAL RULES FOR FACILITY OPERATIONS.

a. Furniture. Commands are responsible for the procurement of conventional and modular systems furniture. Modular systems, furniture additions, removals, or reconfigurations must be approved by FS and funded by the command.

b. Plumbing. Normal wear and tear will require replacement of faucet and hose bib washers, float valves, check valves, flush valves, and similar equipment. Contracts and/or X Numbers may be employed to affect repairs consistent with departmental policy. The location of the main water supply and gas valves should be recorded and the information made available to all personnel assigned to the facility. Water supply and gas valves should be turned off in the event of an emergency situation.

c. Electrical. Failures in the electrical system are generally caused by overloading the power circuits or malfunctioning of electrical appliances or equipment. The commander should advise all personnel that only authorized electrical equipment in good repair is to be operated on the premises. Most buildings are equipped with circuit breakers designed to protect the electrical system from damage. Under no circumstances shall electrical work be performed on the facility's emergency power system without approval from FS. The FS will coordinate with TS on all essential repairs.

d. Portable Electrical Equipment. The State Industrial Safety Division's regulations require that all portable electrical equipment (e.g., snack or soft drink dispensers) be connected to the electrical distribution system by means of a grounding-type line cap (three-prong). This regulation applies to any electrical equipment utilizing an electrical motor as a component part.

(1) The use of portable electric heaters in state offices is a violation of California Fire Code and is prohibited without the express permission of the commander. This also includes the use of coffee pots and fans located in work areas. Safe use of these electrical devices will be the responsibility of the commander.

(2) Employees should exercise good judgement when plugging in any personal devices including, but not limited to, cellular telephones and tablets.

e. Heating and Air Conditioning. Malfunctions of these systems can be caused by clogged filters, refrigerant leaks, fan motors, and/or thermostat failures. Filters must be changed on a regular basis. Generally, these services are provided by other state agencies or private contractors at three-month intervals. All documentation of service and all service logs shall be maintained at the Area office.

f. Fencing. The service yards of most facilities are enclosed by fencing. Fencing must be protected from damage. Parking bumpers and other devices are provided to limit the possibility of accidental damage by vehicles. To present a proper appearance and to lessen the chance of fire, the area adjacent to the fencing should be kept clear of weeds, papers, etc.

g. Landscaping. The CHP facilities normally include minimum landscaping of a low maintenance type. Maintenance includes watering, trimming of shrubbery, and mowing of lawn areas. The majority of Area offices are serviced by contractors; however, there may be times when an assigned maintenance worker may be required to maintain small landscaped areas consistent with their bargaining contract.

h. Paving. Carport and garage areas usually have concrete flooring, and service yards are typically paved with asphalt. While motor oils, fuels, and similar materials

normally do not damage concrete surfaces, care must be taken to ensure that oil and fuel drippings are promptly removed because of the danger of fire, accidents by slipping, and the possibility of tracking oil and grease into the building. Motor oils and fuels will damage asphalt.

i. Building Exterior.

(1) Building structures have been designed to include the use of concrete block, wood frame, stucco, and certain synthetic building materials. The materials used in the structures meet the highest standards of the building trades industry. Other than occasional washing, very little maintenance should be required.

(2) Personnel should not be allowed on the roof at any time other than for the purpose of maintaining or installing equipment located on the roof structure.

j. Building Interior.

(1) Interiors of the building have been partitioned into space in accordance with standard plans. The type of materials for interior finish is specified at the time a lease is negotiated or construction is approved.

(2) Floors shall be maintained in strict accordance with the manufacturer's recommendations.

NOTE: Grease, oil, gasoline, solvents, or similar materials are very harmful to floor covering materials. Every effort must be made to prevent the contact of these materials with the floor.

(3) Carpet cleaning should occur annually and should be coordinated through the FS analyst assigned to the Area. Carpet cleaning will be accomplished from a nonemergency X Number or a contract depending on the cost.

(a) Holes or fraying carpet should be repaired as needed to prevent further damage.

(b) Carpet in poor condition, due to high traffic, should be replaced as needed if it poses an occupational safety hazard.

(4) Commands are responsible for ensuring the facility remains in good condition.

(a) The FS is responsible for maintenance, repair, or replacement of equipment installed such as cabinets, sinks, or garbage disposals.

(b) The FS is responsible for maintenance and repair or replacement of refrigerators and ice machines located in designated 24-hour facilities, such as dispatch and communications centers.

21. COMMERCIAL VEHICLE ENFORCEMENT FACILITY. The CHP has primary responsibility for specified repairs and maintenance for CVEFs. Under the terms of a joint CHP and California Department of Transportation (Caltrans) Interagency Agreement (IAA), FS is responsible for executing maintenance and repairs to CVEFs while Enforcement and Planning Division, Commercial Vehicle Section, is the Office of Primary Interest (OPI) for the commercial vehicle program. Refer to HPM 82.6, Commercial Enforcement Manual, Chapter 4, Commercial Facilities and Equipment. Requests for maintenance should be documented on a CHP 280, Caltrans Maintenance Request for Commercial Vehicle Enforcement Facility and Platform Scales.

a. Interagency Agreement. The IAA provides details for funding used to perform repairs and maintenance at each CVEF. The FS tracks the approval, funding, and invoices for each CVEF. Items not covered in the IAA are funded by FS utilizing recurring maintenance or special repairs coding. All project requests are subject to preapproval and identification of funding.

22. TRAFFIC MANAGEMENT CENTER. A Traffic Management Center (TMC) is a co-located facility with Caltrans, housing region TMC and CHP communications centers. The Department and Caltrans have an IAA outlining the details of the shared facility. Items not covered in the IAA are funded by FS. All project requests are subject to preapproval and identification of funding.

23. ANNUAL TESTING. Annual testing shall be completed as directed.

a. Fire Extinguisher. Commands shall maintain fire extinguishers and replace as needed. Divisions are responsible for ensuring appropriate funding is allocated to the Area for the purchase of replacement fire extinguishers. Fire extinguishers can be purchased through SSU.

(1) Commands are responsible for scheduling quarterly fire extinguisher testing in accordance with CCR, Title 8, Section 6151, Portable Fire Extinguishers, subsection (c), General Requirements, (1) The employer shall provide portable fire extinguishers and shall mount, locate and identify them so that they are readily accessible to employees without subjecting the employees to possible injury; and subsection (e) Inspection, Maintenance and Testing, (1) The employer shall be responsible for the inspection, maintenance and testing of all portable fire extinguishers in the workplace.

b. Backflow. Backflow testing is completed to ensure the backflow prevention device is working as designed and the potable water supplies are free from contamination or pollution due to backflow. Water supply systems are designed to maintain a significant pressure to enable water to flow from the tap, shower, or other fixtures, keeping them free from contamination and pollution. Divisions are responsible for ensuring appropriate funding is allocated to the Area for testing.

c. Generator. A load bank test involves an examination and assessment of the diesel-powered emergency generator. This verifies all primary components of the generator set are in proper working condition.

(1) Responsibility for maintenance, repair, and testing for all propane-powered emergency generators is outlined in HPM 60.2, Chapter 4.

d. Uninterruptible Power Supply. An Uninterruptible Power Supply (UPS) system, also known as battery or flywheel backup, is a continual power source that provides emergency power to a load when the input power source or main power fails. The UPS system should be tested quarterly and repaired immediately if any issues are discovered.

(1) Responsibility for maintenance, repair, and testing for a UPS system is outlined in HPM 60.2, Chapter 4.

e. Water. Water testing is conducted to analyze water quality and ensure regulatory and safety requirements are maintained. If an Area's water supply does not meet the quality of regulatory and safety requirements, the Area can be placed on a bottled water contract until a water filtration system can be installed. Water testing should be conducted as needed and coordinated through FS.

24. ENERGY CONSERVATION GUIDELINES.

a. Energy Conservation Coordinator. All commanders shall identify a command energy conservation coordinator. The commander and coordinator will be responsible for ensuring departmental energy conservation measures are implemented and enforced.

b. Lighting/Equipment. Care should be exercised to preclude heavy shadows on desks or work areas. There are certain specialized areas within the building which may require additional lighting. These include drafting rooms, computer rooms, and areas containing printing presses or rotating machinery where lower illumination might result in a hazardous condition. Special consideration should be given to employees who have vision problems or visually demanding jobs.

(1) Overhead lighting will be reduced as much as possible without creating unsafe conditions or interfering with the performance of duties.

(2) The CHP shall implement power management practices on all desktop and laptop computing devices, thin client devices, printers, copiers, scanners, and monitors. During hours of normal operation, devices which are not in use for 30 minutes shall automatically go into an energy-saving mode. Devices shall be shut down at the end of the normal business day. Equipment and lights must be turned off in unoccupied rooms after the work day or when otherwise not in use. This standard is consistent with State Administrative Manual, Section 4819.31, subsection 13. Equipment designated as 24/7 use, or for which there is a specific need for after-hours operation, is exempt.

(3) Lamps shall be reduced in number and/or wattage to provide the lighting level appropriate for the activities of the area affected. Incandescent lighting shall be replaced with higher efficiency light-emitting diode (or LED) lighting wherever possible.

(4) For fluorescent lights, when possible, replace older "core and coil" magnetic ballasts with newer, energy-efficient, electronic ballasts.

(5) Significant energy savings are made possible by a selection of lower level background lighting with small area task lighting for higher level requirements, an approach particularly appropriate for computer use areas. Lighting fixtures should be kept clean to maintain lighting levels.

(6) Whenever possible, custodial work shall occur during daylight hours. Custodial personnel shall turn lights on only as needed for custodial work and turn lights off when their work is done.

(7) When painting or renovating, use light-colored ceilings, walls, floors, and desk surfaces throughout the building to boost overall ambient illumination levels.

(8) Security and safety lighting shall be held to the lowest acceptable levels.

(9) Purely decorative lighting inside or outside should be eliminated.

c. Plug Loads. Commands are encouraged to contact FS to determine if circuits can safely accommodate additional loads.

(1) The FS shall work with employees and vendors to ensure all equipment in employee breakrooms and other shared spaces have a current Energy Star rating. Equipment should be regularly cleaned and maintained to optimize efficiency.

d. Water Heaters. Water heater thermostats shall be set at a maximum of 105°F. Building operators and tenants should take every opportunity to reduce hot water usage to the lowest acceptable level.

NOTE: Area facility managers concerned with the possibility of problems associated with Legionella bacteria (i.e., “Legionnaire’s Disease”) in their water systems should investigate maintenance and water treatment options to control these bacteria. Please note that simply elevating hot water temperatures alone will not control Legionella unless system temperatures are maintained at 132°F or higher - a temperature that creates a high danger of scalding.

e. Heating, Ventilation, and Air Conditioning Systems. Heating, Ventilation, and Air Conditioning (HVAC) systems shall not be heated above 68°F nor cooled below 78°F.

- (1) Building temperatures should be allowed to fluctuate within an acceptable range, avoiding wasteful over-control patterns. Simultaneous or alternate heating and cooling operations to maintain an exact temperature in work areas should be avoided.
- (2) Windows and doors will be kept closed to prevent loss of conditioned air.
- (3) Wherever possible, building operators should install or adjust controls to get optimum advantage from outside temperatures (e.g., “economizers”).
- (4) Personnel responsible for building energy use shall take the following steps to efficiently use gas, electricity, or other energy to meet the heating or cooling needs of the facility:
 - (a) Inspect and maintain ducts, air filters, and related hardware to maximize effectiveness at the lowest acceptable power use.
 - (b) Turn off all air conditioning equipment and fans on weekends, holidays, and for varying periods each night, except for electronic data processing installations and other areas that are critical for scientific/medical reasons or that require 24-hour operation. Minimum ventilation shall be maintained during working hours.
 - (c) Service HVAC equipment on a preventative maintenance schedule, rather than on a repair-as-needed basis.
 - (d) All nonessential personal computers, printers, copiers, and other electrical equipment shall be turned off outside of normal business hours, during lunch periods, and when otherwise not in use.

25. FUEL DISPENSING FACILITY GUIDELINES.

a. Responsibility. The FS is the OPI for coordinating the replacement and maintenance of, and repairs to, the Department's fuel dispensing facilities.

(1) For further general operation guidelines and responsibilities related to the fuel dispensing facilities, refer to HPM 31.1, Fleet Operations Manual, Chapter 5, Fuel Dispensing Facilities.

b. Repairs. When repairs to nozzles, hoses, or other fuel island equipment are necessary, notify FS immediately.

c. Permits, Licenses, and Certificates. Various state and local authorities require initial or periodic permits, licenses, and certifications. Each command should be aware of these requirements. The coordinator maintains a database for each office. Immediately upon receipt of an invoice for any of the above, the invoice must be forwarded to the FS Fuel Maintenance Program Analyst for payment approval and processing.

26. CABINET SHOP. The FS Cabinet Shop develops, designs, and creates specialized woodwork specifically to meet the needs of the Department. This includes, but is not limited to, the following: briefing tables, wardrobe closets, cabinets, picture boards, specialized recruitment items, flare boxes for vehicle trunks, and cadet plaques.

a. To request an item from the Cabinet Shop, complete a CHP 41 and route, via e-mail, to: CHPCabinetShop@chp.ca.gov for processing.

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