



# Policy 1814

Subject	
<b>FACILITIES MANAGEMENT PROCEDURES</b>	
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*By Order of the Police Commissioner*

## POLICY

This policy defines the procedures for requesting work orders and executing large facilities projects through the Asset Management Section (AMS), the Department's principal administrator of facilities work. The AMS works with the Baltimore City Department of General Services (DGS) to ensure that all maintenance and housekeeping requests are addressed in accordance with applicable building and safety codes, and with the BPD Strategic Facilities Decision Committee (SFDC) to manage projects in fulfillment of BPD's broader vision for facilities.

## DEFINITIONS

**Archibus** – Online facilities management tool overseen by the AMS and used to submit work order requests for minor building repairs, maintenance, and housekeeping issues to the Department of General Services (DGS).

**Department of General Services (DGS)** – The Department of General Services provides facilities management and maintenance, fleet management and maintenance, and construction services to City agencies. Any issue or item related to the physical aspect of a BPD building is managed by DGS. The AMS works closely with DGS on all building maintenance, repairs, and housekeeping issues and coordinates with them as project manager on all large facilities projects.

**Asset Services Liaison** – The Asset Services Liaison creates work orders in Archibus for all minor repairs, maintenance, and housekeeping issues as outlined in this policy.

**Strategic Facilities Decision Committee (SFDC)** – Governance committee within BPD that is responsible for ensuring equitable consideration is given to each request for large facilities projects. The SFDC serves as an information and exchange body on facilities projects that are in progress or being planned, and makes the final decision on which facilities projects move forward.

## DIRECTIVES

### **Designating an Asset Services Liaison**

1. Unit Commanders shall designate an Asset Services Liaison and contact AMS for instructions on how to proceed with making the designation official, and for the Asset Services Liaison to receive Archibus training and credentials. Contact AMS at: [Facilities@baltimorepolice.org](mailto:Facilities@baltimorepolice.org).

### Repair, Maintenance, and Housekeeping Requests

2. If a member wants to file a request for repair, maintenance, or housekeeping, the member shall notify their unit's Asset Services Liaison.
3. Upon receiving a request for repair, maintenance, or housekeeping, the Asset Services Liaison shall submit an online request to DGS via Archibus.
  - 3.1. The Asset Services Liaison may only submit requests for general building maintenance (e.g. janitorial services and repairs such as ceiling tile replacement, light bulb replacement, leaking faucets, and tripped circuit breakers). For emergency repairs, see Emergency Repair Process section below.
  - 3.2. If the request is not handled in a timely manner or to the Asset Services Liaison's satisfaction, the Asset Services Liaison shall send an email notifying AMS at: [Facilities@baltimorepolice.org](mailto:Facilities@baltimorepolice.org). The message shall include all relevant details of the maintenance request, the Archibus identifier, and the resolution being requested.
4. The AMS shall meet with their counterparts in DGS to regularly review Archibus requests and seek satisfactory resolution of all open items.

### Emergency Repair Process

5. If safety is compromised due to a facilities problem (e.g., power outage, burst pipe, gas odor, active smoke alarm, flooding/fire), the Asset Services Liaison shall immediately contact the Communications Section by phone at 410-396-2284 and provide details on the situation.
  - 5.1. If the Asset Services Liaison is unavailable, the unit shall designate a member to contact the Communications Section.
6. The Communications Section shall take immediate and appropriate action (e.g., alert the fire department) and contact AMS.
7. The AMS shall notify the Asset Services Liaison or designee of the emergency, evaluate what action needs to be taken, whether DGS will need to be involved, and contact DGS if needed.
8. The AMS shall follow up with the Asset Services Liaison, DGS, and/or Communications as appropriate to ensure that the issue has been resolved in a satisfactory manner.

### Large Facilities Projects

9. The AMS shall serve as the project manager for large facilities projects (e.g., major building renovations, unit relocations, capital improvements, or other facilities-related projects) where specialized skills and materials are required to complete the task and contracting is required with outside resources.
10. All requests for large facilities projects shall adhere to the following procedure:

- 10.1. The unit designee requesting the work shall complete Form 1129, Facilities Project Request, and have it signed by the Unit Commander. The Form 1129 shall include a point of contact for correspondence regarding the project and shall be submitted to AMS via e-mail to: [Facilities@baltimorepolice.org](mailto:Facilities@baltimorepolice.org).
- 10.2. The AMS shall review the Form 1129, identify appropriate vendors, secure quotes for the proposed work, and send the Form 1129 to SFDC to determine if the Request meets the strategic facilities objectives of the Department.
- 10.3. If the Request is approved by the SFDC, the AMS shall submit the Form 1129 signed by SFDC to the BPD Budget Committee for review and approval.
- 10.4. The Budget Committee shall review and approve or deny the Request (Form 1129) per the criteria in Policy 1815, *Needs Assessment Process for Funding Requests*.
- 10.5. If the Request is approved by the Budget Committee, the Budget Section shall complete its portion on Form 1129 and provide AMS with a Funding Source Budget Account Number.
- 10.6. Once funding for the Request has been identified, AMS shall:
  - 10.6.1. Contact DGS to secure the required DGS approval.
  - 10.6.2. E-mail a confirmation to the requesting unit's designee indicating the approval status of the project.
  - 10.6.3. Schedule a meeting to review the scope of work and secure approval signatures from the requesting unit's Commander.
  - 10.6.4. Coordinate the project with DGS and monitor the work requested, providing regular status updates to the requesting unit's designee until the project is completed.

### **Real Estate Issues**

11. BPD employees shall contact AMS for any real estate needs such as leases, easements, real estate purchases, and similar projects.
12. Only members of AMS shall be authorized to manage real estate issues on behalf of the BPD.
13. No BPD employee outside of AMS shall engage in conversations with outside entities (including DGS) regarding current or potential BPD real estate needs.

### **REQUIRED ACTIONS**

#### **Strategic Facilities Decision Committee (SFDC)**

14. The SFDC shall be responsible for the following with regard to BPD facilities:
  - 14.1. Maximizing functional space, including renovations to support operational needs.
  - 14.2. Aligning spaces to unit sizes and operational requirements.
  - 14.3. Improving efficiency and utilization of facilities by consolidating related functions, creating flexible, multi-use spaces, and incorporating sustainable features to reduce operating costs.
  - 14.4. Receiving and reviewing requests and recommendations from AMS.
  - 14.5. Introducing new initiatives or requirements related to growth, changes in operations, government mandates, and other issues that may impact the BPD real estate portfolio.
  - 14.6. Setting priorities in alignment with the operational needs of the Department.
  - 14.7. Reviewing and approving the associated costs of projects.
  - 14.8. Identifying possible funding sources for projects.
  - 14.9. Providing a written response on acceptance or denial of projects.
  - 14.10. Voting on all requests brought before the Committee.
15. The SFDC shall consist of seven voting members. At least five voting members are needed in order to hold a vote. In the case of a tie vote, the Director of AMS shall be invited to vote on the request.
16. The voting members of the SFDC shall include the following:
  - 16.1. Chief of Staff (Chair).
  - 16.2. Deputy Chief of Staff.
  - 16.3. Chief Financial Officer.
  - 16.4. Chief Technology Officer.
  - 16.5. Deputy Commissioners of each bureau.

**NOTE:** Voting members may delegate a proxy from their office or bureau if they are unable to attend a vote.

## **APPENDICES**

- A. Form 1129, Facilities Project Request

**ASSOCIATED POLICIES**

Policy 1815, *Needs Assessment Process for Funding Requests*

**RESCISSION**


None.

**COMMUNICATION OF POLICY**


This policy is effective on the date listed herein. Each employee is responsible for complying with the contents of this policy.

APPENDIX A – Form 1129, Facilities Project Request

FORM 1129



## FACILITIES PROJECT REQUEST



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COMPLETE THE TOP SECTION OF THIS FORM AND SUBMIT TO [FACILITIES@BALTIMOREPOLICE.ORG](mailto:FACILITIES@BALTIMOREPOLICE.ORG).  
WORK CANNOT BEGIN UNTIL THERE IS BUDGET REVIEW AND FUNDING APPROVAL.

**REQUESTOR CONTACT INFORMATION**

Name: \_\_\_\_\_ Unit: \_\_\_\_\_

Phone #: \_\_\_\_\_ Building/Location: \_\_\_\_\_

Description of Project (include specific location details and dates):

Unit Commander Approval (Print): \_\_\_\_\_ Date: \_\_\_\_\_

Unit Commander (Signature): \_\_\_\_\_ Seq. #: \_\_\_\_\_

ASSET MANAGEMENT WILL WORK WITH UNIT TO SECURE QUOTES AND NECESSARY BUDGET APPROVAL.

**STRATEGIC FACILITIES DECISION COMMITTEE (SFDC) APPROVAL**

Voting members of the SFDC have approved this request. YES  NO

SFDC Chair (Print) \_\_\_\_\_ SFDC Chair (Signature) \_\_\_\_\_

**BUDGET APPROVAL (FISCAL BUDGET SECTION)**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Funding Source (Budget Account #): \_\_\_\_\_

DGS MUST APPROVE ALL BUILDING MODIFICATION REQUESTS

DGS Approval:  YES  NO      Date: \_\_\_\_\_

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FORM 1129 – Rev. 05/2024