



County of Santa Clara

Policy Name: Emergency Repairs to County Facilities

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Policy Type: Administrative

Category: Facilities

Policy Name: Emergency Repairs to County Facilities

Policy Owner: Facilities

Policy Purpose

The purpose of this policy is to provide departments with guidance for conducting emergency repairs to County facilities, including buildings and infrastructure.

Policy Summary

The Facilities and Fleet (FAF) Department has the responsibility for maintenance and emergency repair to County-owned facilities that FAF, buildings and infrastructure. Emergency calls are accepted 24 hours a day. Emergency repairs to buildings or facilities not maintained by FAF – such as those maintained by the Health and Hospital System, the Department of Parks and Recreation, or the Roads and Airport Department – should be handled through the maintaining department's policies and procedures.

To report an emergency, the facility manager or departmental representative calls the Monitoring Automation Center (MAC Room) and provides sufficient information for the MAC Room to prioritize the situation and send the appropriate workers and equipment.

Departments should avoid making duplicate or unauthorized requests to the MAC Room. However, departments should follow up with the MAC



Room in the event that Facilities and Fleet does not respond to the emergency within a reasonable amount of time.

The Facilities and Fleet Administration/Fiscal unit maintains all Service Request records.

Repairs to Leased Buildings and Facilities

The Facilities and Fleet Department will only make emergency repairs to buildings and facilities owned by the County. Departments seeking emergency repairs to leased buildings and facilities must contact the landlord directly.

Procedures

Emergency Repairs to County-Owned Facilities

- 1) When an emergency situation arises in a County-owned facility, the **facility manager** calls the MAC Room and provides the following information:
 - 1a) Department name or Budget Unit number
 - 1b) Where the emergency is located (the building name and facility number, if known)
 - 1c) Caller's name and telephone number
 - 1d) Contact person's name, telephone number, email address, work location, function, and title
 - 1e) Description of the problem and description of the service needed



- 1f) Sufficient information to identify the requested service as an "Emergency" so MAC Room will identify the situation as "Priority One" to be handled immediately
- 1g) Authorization for related emergency service costs
- 2) The **MAC Room operator** prioritizes the emergency service request and assigns it a Service Call Number.
- 3) The **Facilities and Fleet Department** arranges the service and repairs.
- 4) Upon completion of the repairs, the **MAC Room Operator** forwards the reimbursable cost information (if any portion of the repairs is reimbursable) to the Facilities and Fleet Administration/Fiscal unit.
- 5) The **Facilities and Fleet Administration/Fiscal unit** prepares invoices for collection of reimbursable costs.

Definitions

For the purposes of this policy, the following definitions apply:

- 1) "**Emergency**" means a situation defined in [Cal. Public Contract Code Sec. 1102](#) as 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.
- 2) "**Facility Manager**" means the County employee who is the focal point for emergency planning, communication, and response for the facility in the event of an emergency situation, such as ordering a building



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evacuation in life- and safety-threatening situations (e.g., bomb threats, fires, earthquakes).

3) **"MAC Room"** means the Monitor Automation Controls Room located at 1555 Berger Drive, Building 3.

Frequently Asked Questions

None.

Related Policies

- Upgrade of County Facilities - <https://saecommon.sccgov.org/countypolicy/Upgrade-of-County-Facilities.pdf>

Related Forms and Information

None.

History

| Date | Changes Made |
|----------|-------------------------------|
| 2/3/2014 | Policy uploaded. (John Myers) |