BUILDING OPERATIONS SERVICE MANUAL

The following is a summary of the services provided by the Department of General Services Building Operations Support Services (“B.O.S.S.”) Division. The scope and type of services are presented by the specific divisions within BOSS.

Any services not listed under the Base Level are considered discretionary. Initialization of such services requires a funding string be provided to BOSS by the requesting department. All work involving new construction, as modification or improvement to an existing building or structure, must be managed by BOSS.

The standard building operational hours are defined as 6:00AM – 6:00PM except for 24/7 facilities (such as Police precincts, etc.). Tenants will be responsible for the cost associated with all services provided outside of these normal operating hours.
Building Services

The following base level services are provided to the customers and programs housed in facilities managed by the Department of General Services. Our electronic work order system is available for the use of our customers for reporting an incident or requesting additional services.

Base level services are those services that are necessary to operate and maintain buildings on a daily basis. The annual determination and budgeting of Base Level services considers building system needs as well as customer needs.

All requests for services must be made using our online work order system at: https://buildingoperations.nashville.gov

Work orders requested by departments involving life safety or emergency issues will take precedence over routine maintenance or discretionary requests. Due to personnel and budget constraints, BOSS reserves the right to prioritize work orders which may lead to increased response times.

All after-hours emergency incidents must be reported to the Security Command Center at 615-862-6599.

All service calls requiring outside vendors must be initiated through the BOSS work order system.

Operations and Maintenance includes the following services: Repair, testing, programming, and routine maintenance, as applicable, of the items listed under the headings below; repair or maintenance required due to normal wear and accidents; filing insurance claims, as applicable, with Metro Legal Claims and absorbing all deductible amounts.

Plumbing
- Plumbing and piping systems.
- Domestic cold and hot water distributions.
- Sanitary sewer systems.
- Storm sewer systems.
- Faucets.
- Sinks.
- Toilets.
- Urinals.
- Associated hardware.

Building Finishes
- Roofing systems.
- Exterior/interior walls.
- Ceilings.
- Windows.
- Doors.
- Tile.
- Concrete flooring.
- Interior/exterior painting.
- Signs: Temporary and permanent signage for interior spaces or exterior projects. Service ensures that all signs meet necessary requirements and are uniform with current signage packages.

**Lock Systems**
- Door locks and door hardware.
- Detention equipment hardware.

**Lighting**
- General lighting systems.
- Emergency exit lights.
- Ballasts.
- Fluorescent tubes.
- Incandescent lamps.

**Electrical Systems**
- Transformers.
- Switches.
- Breaker panels.
- Receptacles.
- Operation and maintenance of emergency generators.

**EnerNOC Demand Response Events**
- Demand Response is a program through TVA managed by EnerNOC. When TVA’s power generating capacities are at or near their peak, TVA enacts the EnerNOC network into action. Building Operations will receive an alert from EnerNOC and will then notify building occupants that an event is forthcoming. Each participating building already has pre-determined settings so when an event occurs the energy consumption is reduced by cutting back lights, mechanical equipment, etc. Each EnerNOC event usually last 2-6 hours.

**Heating, Ventilation, Air Conditioning (HVAC)** - Buildings’ heating and cooling systems:
- Boilers.
- Chillers.
- Package A/C units.
- Evaporative coolers.
- **Exceptions:** Refrigerators, freezers, kitchen equipment unrelated to building operations and that are specific to individual department program usage.

**Facilities Automation/Life Safety Systems**
- Building fire alarm systems.
- Fire extinguishers and elevators as specified in Metro contracts as mandated by State or local code.
- Automated building control systems.

**Parking Lot Maintenance and Access Roads**
- Repair, patching, crack-sealing, etc., on asphalt concrete surfaces.
- Machine sweeping and flushing as required to maintain clean appearance and minimize deterioration of paved surfaces.
- Routine cleaning of drainage inlets to prevent flooding or ponding.
• Removal of weeds and debris to maintain proper drainage.
• Routine striping and signage maintained as required to sustain vehicle/pedestrian traffic control safety, limited to infrastructure roads, sidewalks, parking facilities, and other appurtenances on properties managed by the Department of General Services.

Welding Services
• Metal building structures.
• Roofs.
• Ladders.
• Rolling doors.
• Motorized gates.
• Security fencing repair.

Environmental Services
• Janitorial Services: Regular scheduled day and night services that include, but are not limited to:
  o Initial cleaning of new space
  o Scheduled floor work for resilient flooring and carpeting.
  o Bathroom cleaning and sanitizing.
  o Elevators.
  o Trash disposal.
  o Recycling.
  o Outside entrances.
  o Interior stairwell cleaning.
• Window Washing: Cleaning of interior/exterior glass, structural windows, and all glass including interior architectural glass placement and transoms.
• Rug Rental: Scheduled rug replacement.
• Construction clean-up.
• Pest Control: An integrated pest management system focused on the use of low-fume traps, baits, and gels in inconspicuous areas. Pest control services include, but are not limited to, the planning, development, management, operations, and maintenance for pest control and removal.
• Indoor Air Quality.
• Emergency response plan.
  o Quality schedule program including radon, carbon monoxide, carbon dioxide, gases, VOCs, mold, mildew, and other respiratory irritants.
  o Remediation, temperature, humidity, and ventilation.
• Grounds maintenance services include, but are not limited to, the planning, development, maintenance, management, and operations for grounds maintenance at facilities managed by the Department of General Services. These services involve:
  o Mowing.
  o Planting.
  o Seeding.
  o Fertilizing.
  o Raking.
  o Mulching.
  o Watering.
  o Pruning.
  o Weeding.
  o Aerating.
Other services related to grounds maintenance.

- Tree planting, trimming, and removal services include, but are not limited to, the planning, development, management, operation, and maintenance of trees. These services involve:
  - Planting.
  - Trimming.
  - Removal.
  - Mulching.
  - Other services relating to tree planting/trimming/removal.

Security Services

Weapons are not allowed in any facility managed by General Services, with the exception of firearms carried by law enforcement officers in accordance with TCA 39-17-1350 and persons expressly authorized by State Law to possess a weapon in the specific facility.

- Guard force management
- Investigations
- Facility and parking access
- Security systems

Design and Construction Management

All work involving new construction, modification, or improvement to an existing building or structure owned or leased by, and must be managed by, BOSS staff or their contractor(s).

Customers will continue to use the online CIR form to submit a request for services.

Planning

- Space planning and facilities programming
- Master planning
- Major maintenance planning
- Facilities conditions program.
- Capital improvement project planning
- Building records and archives
- Customer satisfaction surveys and post-occupancy evaluations
- Leased facilities project management
- Facility asset management

Interiors

- Interior finishes (selection, specifications, coordination, and procurement)
- Furniture specifications
- Furniture procurement
- Installation coordination
- Move management services: Coordinating and facilitating movement of functions and services, to include staff and (when applicable) furniture. Note that Building Operations loans bins for packing while staff members are responsible for packing their work spaces.
Design and Construction
• General fund budgeted major maintenance and capital improvement projects/programs
• Cost estimates
• Project scope
• Project design
• Project construction
• Permitting
• Interdepartmental project coordination

Warranty Follow-up
• Capital project warranty issues for duration of specified warranty period with customers and BOSS maintenance supervisors
• Warranty investigation for equipment in new and existing facilities
• Vendor operation and maintenance manuals to maintenance staff.
• Extended warranty service/contracts

Energy Management
• Energy management services to support new and existing construction
• Explore and implement green building energy options on new construction and rehab projects
• Studies to implement energy conservation materials and methods on new and existing buildings
• Utility rates, existing consumption, and available incentives for new and exiting buildings
• Plans review for new retrofit projects to insure energy compliance

ADA Compliance Services
ADA Compliance Services will provide the following services to help ensure the Metropolitan Government of Nashville and Davidson County is in compliance with applicable laws and regulations in regards to the Americans with Disabilities Act Title II: Program assessments (and consultations), plans review, site inspections, ADA training, community outreach, requests for accommodations, and special events assessments. See below for more information about each.

Program Assessments
• Ensure programs, services, and activities offered by the Metropolitan Government are accessible to persons with disabilities.
• Assist departments with determining alternate accessible locations.
• Assist in the development of the transition plan.
• Provide an alternative to construction by offering cost-effective ways to allow program access.
• Assist in the planning process for rehabilitation projects.
• Provide assessments of division web pages for accessibility issues.

Plans Review
• Conduct reviews of submitted plans for new construction and renovations.
• Alert project managers, architects, and engineers of non-compliance issues.
• Help educate our customers on the requirements of the ADA.
• Assist in the documentation of all Metro projects that have come into compliance.
• Assist in documenting the standards used during the plans review process.

**Site Inspections**
• Perform inspections of construction sites.
• Perform forms inspections at all phases of construction.
• Assist in the documentation of all Metro projects that have come into compliance.
• Assist in documenting the standards used during the inspection process.

**ADA Training**
• Provide ADA Title II training for departmental ADA coordinators.
• Provide ADA Title II training to advocates (subject to availability).
• Provide ADA Title II training to architects, engineers, and project managers (subject to availability).
• Provide subject area training for seminars, conventions, etc., as requested.

**Community Outreach**
• Employees serve on advocacy committees.
• Man information booths at community events.
• Presentations at outreach conferences.
• Update web site to allow quick information to the public on ADA issues/standards etc.
• Provide links to ADA resources outside of Metro.

**Request for Accommodation**
• Assist in the documentation of requests for accommodation.
• Provide an intermediate between the department and the taxpayers.

**Special Event Assessments**
• Provide plans review for events.
• Perform on-site assessment.
• Provide after-event feedback to organizers to assist with improvements for future events.

**Concierge Services**

**Coffee Stations**
• The rental of the coffee stations will be provided by the Department of General Services at approved locations. No individual coffee pots will be allowed (per the Small Appliance Policy). Each agency will be required to purchase its own coffee from the approved Metro vendor that supplies the machines at each station.

**Flags**
• General Services flies the following flags: flags of the United States of America, the State of Tennessee, the Metropolitan Government of Nashville, Military Service (during times of war), and flags of the official branches of the United States Armed Forces (on a first-served basis, on a designated flagpole at the Historic Courthouse and for a designated time period).
• General Services follows flag etiquette according to the [United States Flag Codes](https://www.usflag.org), which outline the displaying, lowering, raising, replacing, and disposing of all flags.

**Placement and Removal of Election Signs**

• Campaign or ballot issue signage may be posted on General Services managed property that has been designated as an official voting site for early, regular, run-off or fail-safe voting on the day(s) of an election.
• General Services may designate areas(s) on the property on which these signs may be placed. Signs may not exceed 36” x 36” in dimension. The dimension applies to both length and width (neither dimension may exceed 36”). This size limit also applies to signs in or on vehicles parked on General Services managed property.
• General Services will remove signs and hold them for pick up the day after the election. All Campaign or ballot issue signage must be claimed and removed within 5 days after the official voting day(s) or they will be discarded.

**Sonny West Conference Center in the Howard Office Building**

• Setups: Room setup services are provided. Depending on the customer’s needs, the Conference Center can be sub-divided into three individual useable spaces.
• Reservations: All reservation requests must be made at least 24 hours in advance using our online work order system ([https://buildingoperations.nashville.gov](https://buildingoperations.nashville.gov)) and selecting Sonny West Conference Center as the issue being reported.

**After-Hours Event Services**

After-hours building usage will be considered on a case by case basis by the Director of General Services or designee. For all after hour usage, security personnel are required for the duration of your event. Based on the details of your event, cleaning and maintenance personnel may also be necessary throughout the duration of the event. A Building Operations & Support Services representative will determine the magnitude of services required for your event. Should your event be approved, you will be required to complete a Hold Harmless Agreement and in addition the following rates would apply:

• Security Fee is determined by Security personnel on a per-event basis
• Facility Use Fee $200.00 per day or part of a day
• Maintenance Fee $45.00 per man per hour (3 hour minimum)
• Cleaning Fee $22.00 per man per hour (3 hour minimum)

**Healthy Vending and Energy Efficiency**

The Department of General Services is concerned about the health of its employees, and the consumption of energy. Therefore, all vending machines are required to be Energy Star rated and follow the healthy vending guidelines adopted by Metropolitan Government. In addition, General Services instituted a small appliance policy that pertains to operation, acquisition, and installation of approved government-furnished appliances at Metropolitan Government of Nashville and Davidson County (Metro) workplace facilities.
**No-Smoking Policy**

No smoking of any kind, including e-cigarettes and/or any kind of battery-operated smoking device, by employees or visitors, is allowed inside any building managed by General Services. It is permitted only in designated outside areas.

**Metro Facilities Managed by General Services**

<table>
<thead>
<tr>
<th>Building / Facility</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ben West Municipal Building</td>
<td>100 James Robertson Parkway</td>
</tr>
<tr>
<td>Children’s Theatre</td>
<td>25 Middleton Street</td>
</tr>
</tbody>
</table>
| Clifford Allen Building                      | 800 2
th Avenue North                              |
| Commons at the Crossing (Campus)             | 5260 Hickory Hollow Parkway                   |
| Construction Shop                            | 810 2
th Avenue North                               |
| County Clerk, Green Hills Satellite Location| 4009 Hillsboro Pike, Suite 207                 |
| County Clerk, Madison Satellite Location     | 501 Heritage Drive                            |
| Criminal Justice Center Extension            | 512 1
st Avenue North                               |
| Domestic Violence Office                     | 811 2
nd Avenue South                               |
| E911 Backup                                  | 5240 Harding Place                            |
| Election Commission Warehouse               | 2300 Bransford Avenue                         |
| Emergency Communications Center              | 2060 15
th Avenue South                              |
| Farmers’ Market (Keys/Locks Only)            | 900 Rosa L. Parks Boulevard                    |
| Fire - Headquarters                          | 30 Hermitage Avenue                           |
| Fire - Station 03                            | 840 Meridian Street                           |
| Fire - Station 09 (HVAC Only)                | 31 Hermitage Avenue                           |
| Fire - Station 11                            | 1745 Dr. D. B. Todd Jr. Boulevard             |
| Fire - Station 14 (HVAC Only)                | 16 Holly Street                               |
| Fire - Station 16 (HVAC Only)                | 2219 21
st Avenue South                               |
| Fire - Station 19                            | 520 26
th Avenue North                               |
| Fire - Station 20                            | 1626 Harding Place                            |
| Fire - Station 21                            | 320 Joyner Avenue                             |
| Fire - Station 30                            | 3705 Clarksville Pike                         |
| Fire - Station 31                            | 415 Douglas Drive                             |
| Fire - Station 33                            | 2501 Forest View Drive                        |
| Fire - Station 35                            | 2034 Hobson Pike                              |
| Fleet - Fuel Station, East Center            | 941 Dr. Richard G. Adams Drive                |
| Fleet - Fuel Station, Hermitage Precinct    | 3701 James Kay Lane                           |
| Fleet - Fuel Station, South 5
th Street                                         | 740 South 5
th Street                                     |
| Fleet - Fuel Station, South Precinct         | 5115 Harding Place                            |
| Fleet - Fuel Station, West Center            | 3800 Charlotte Avenue                         |
| Fleet - Heavy Shop                           | 941 Dr. Richard G. Adams Drive                |
| Fleet - Truck Wash                           | 941 Dr. Richard G. Adams Drive                |
Ford Ice Center 5264 Hickory Hollow Parkway
Fulton Campus Infrastructure 700 2nd Avenue South
Fulton Parking Garage 800 2nd Avenue South
General Services Production Area 410 Myatt Drive
Highland Heights 123 Douglas Avenue
Historic Courthouse 1 Public Square
Howard Office Building 700 2nd Avenue South
Injury-on-Duty Clinic 337 21st Avenue North
Justice A. A. Birch Building 408 2nd Avenue North
Juvenile Justice Center 100 Woodland Street
Lentz Health Center 2500 Charlotte Pike
Library - Bellevue Branch 720 Baugh Road
Library - Southeast Branch 5260 Hickory Hollow Parkway
Lindsley Hall 730 2nd Avenue South
Metro Action Commission - Douglass Head Start 621 Howerton Street
Metro Office Building 800 2nd Avenue South
Metro Southeast 1417 Murfreesboro Road
Metro Student Attendance Center 945 Dr. Richard G. Adams Drive
Metro Nashville Airport Authority Warehouse 1415 Murfreesboro Road
Metropolitan Transit Authority Production 420 Myatt Drive
Metropolitan Transit Authority Administrative Offices 430 Myatt Drive
Pet Community Center 945 Dr. Richard G. Adams Drive
Police - Academy 2411 Buena Vista Pike
Police - Academy, Gun Range (Large) 2515 Buena Vista Pike
Police - Academy, Gun Range (Small) 2515 Buena Vista Pike
Police - Academy, Gunsmith Workshop 2515 Buena Vista Pike
Police - Academy, House 2715 Tucker Road
Police - Academy, Library 2515 Buena Vista Pike
Police - Academy, Management Office 2515 Buena Vista Pike
Police - Academy, Management Office Annex 2515 Buena Vista Pike
Police - Auto Theft 1200 Freightliner Drive
Police - Central Precinct 601 Korean Veterans’ Boulevard
Police - East Precinct 942 East Trinity Lane
Police - Headquarters, Lebanon Pike 3055 Lebanon Pike
Police - Headquarters, Massman Drive 749 Massman Drive
Police - Hermitage Precinct 4022 Dodson Chapel Road
Police - K9 / Aviation / Hangar 2515 Buena Vista Pike
Police - Madison Precinct / Lab 400 Myatt Drive
Police - Midtown Hills Precinct 1441 12th Avenue South
Police - North Precinct 2229 26th Avenue North
Police - Records and Supply 811 Anderson Lane
Police - South Precinct 5101 Harding Place
Police - Special Investigations 940 East Trinity Lane
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police - West Precinct</td>
<td>5500 Charlotte Avenue</td>
</tr>
<tr>
<td>Radio Tower Site 01</td>
<td>3810 Picture Ridge Terrace</td>
</tr>
<tr>
<td>Radio Tower Site 06*</td>
<td>2583 Greer Road</td>
</tr>
<tr>
<td>Radio Tower Site 07</td>
<td>8072 Old Charlotte Pike</td>
</tr>
<tr>
<td>Radio Tower Site 08</td>
<td>5758 Cane Ridge Drive</td>
</tr>
<tr>
<td>Radio Tower Site 09</td>
<td>8871 Griffith Road</td>
</tr>
<tr>
<td>Radio Tower Site 10</td>
<td>2060 15th Avenue South</td>
</tr>
<tr>
<td>Radio Tower Site 11</td>
<td>7107 Whites Creek Pike</td>
</tr>
<tr>
<td>Radio Tower Site 12</td>
<td>4246 Andrew Jackson Parkway</td>
</tr>
<tr>
<td>Satellite Warehouse</td>
<td>800 2nd Avenue North</td>
</tr>
<tr>
<td>Southeast Davidson Regional Community Center</td>
<td>5260 Hickory Hollow Parkway</td>
</tr>
<tr>
<td>State Trial Court, Drug Court 4 – Female Residence</td>
<td>1010 Camilla Caldwell Lane</td>
</tr>
<tr>
<td>State Trial Court, Drug Court 4 – House 1</td>
<td>1010 Camilla Caldwell Lane</td>
</tr>
<tr>
<td>State Trial Court, Drug Court 4 – House 2</td>
<td>1010 Camilla Caldwell Lane</td>
</tr>
<tr>
<td>State Trial Court, Drug Court 4 – Long Term</td>
<td>1010 Camilla Caldwell Lane</td>
</tr>
<tr>
<td>State Trial Court, Drug Court 4 – Male Residence</td>
<td>1010 Camilla Caldwell Lane</td>
</tr>
<tr>
<td>State Trial Court, Drug Court 4 – Warehouse</td>
<td>1010 Camilla Caldwell Lane</td>
</tr>
<tr>
<td>Woodland Street Parking Lot</td>
<td>49 South 1st Street (x Woodland)</td>
</tr>
</tbody>
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* Radio Tower Sites 02-05 are not managed by General Services.

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