

HONOLULU POLICE DEPARTMENT
POLICY
ORGANIZATION, MANAGEMENT, AND ADMINISTRATION

May 6, 2016

Policy Number 2.13

**BUILDING IMPROVEMENTS, REPAIRS AND
MAINTENANCE, AND CUSTODIAL AND TECHNICAL SERVICES**

POLICY

In order to ensure the proper implementation of the city's space and equipment standards and the scheduling of electrical work, standardized procedures will be used.

PROCEDURE

I. REQUESTS FOR SERVICE

All requests for major building improvements shall be submitted in the element's annual budget request.

A. Electrical Work

1. Requests for new or existing electrical work shall be submitted via channels to the Support Services Bureau (SSB) using the Department of Facility Maintenance's (DFM) Request for Repairs and/or Minor Maintenance e-form.

The e-form is available on the city's intranet
[REDACTED]

2. The assistant chief of the SSB shall submit all approved requests to the DFM for further action. All disapproved requests shall be returned to the originator.

B. Repair and Maintenance Service

- 1. Requests for repair and maintenance service (e.g., burnt out ceiling lights, dirty air vents, etc.) shall be submitted via channels to the SSB using the city's intranet e-form.
- 2. Mondays through Fridays, from 0745 to 1500 hours, service requests for desk lights and/or desk keys/locks as well as reports of water leaks, dripping faucets, running toilets, suspicious odors (electrical, gas, etc.) or air conditioning or elevator problems shall be called into the SSB at 723-3857. See section II A below for requesting and reporting after hours.

C. Repair of Damage Caused by Criminal Act

- 1. Requests to repair damage caused by criminal acts shall be submitted via channels to the SSB using the city's intranet e-form. In addition to the descriptive information required on the e-form, the police report number and incident classification shall be included.
- 2. The assistant chief of the SSB shall submit all approved requests to the DFM for further action. All disapproved requests shall be returned to the originator.

II. AFTER-HOURS REPAIR AND MAINTENANCE SERVICES

A. The supervisor in charge of the watch shall determine the need for emergency repair requests after hours; which is 1500 to 0745 hours, Monday through Friday, and all hours on weekends and holidays. Any requests for repairs to nonhazardous items or to equipment not needed to continue police operations shall be held in abeyance until the following work day.

B. After-hours requests for any repairs requiring immediate attention shall be routed to the Communications Division at 529-3534. The supervisor in charge of the Communications Division shall contact the appropriate person and/or agency.

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III. CUSTODIAL OR MAINTENANCE SERVICES

- A. During regular business hours (between 0745 and 1630 hours), requests for special custodial services shall be directed to the custodial or maintenance office of the Alapai headquarters at 723-██████████
- B. In the event that custodial or maintenance personnel cannot be reached by telephone, the SSB should be contacted.

IV. REARRANGEMENT OF FURNITURE OR MODULAR WORKSTATIONS

- A. Any requests for major rearrangements of furniture shall be submitted in a To/From report with proper justification from the element commander, via channels, to the assistant chief of the SSB.
 - 1. Modular furniture consists of all components of modular workstations, including panels for partitions (walls), work surfaces (counters used as desks and credenzas), shelves, undersurface cabinets (file drawers), tackboards, task lights, and power poles providing power to specific workstations.
 - 2. Requests for any rearrangement of modular workstations, which requires modification involving electrical power, telephone power, and/or computer access (identifiable by poles which provide appropriate power), require the To/From report.

Panels which derive power from power poles shall be moved only by Department of Design and Construction (DDC) personnel or licensed electrical contractors.
 - 3. Work surfaces, shelves, cabinets, tackboards, and task lights can be rearranged within each individual workstation to suit the occupant's needs with no requirement of a report.

- a. With the exception of the tackboard, no other area of the panel surface shall be used for tacks, pins, or other items which can penetrate and possibly damage the fabric surface of the panel.
 - b. Nothing that requires surface penetration shall be attached to the top or underside of any work surface.
- B. The To/From report shall be received by the assistant chief of the SSB no less than 30 days prior to the need for such service.
- C. The assistant chief of the SSB shall submit all approved requests to the DDC for further action. All disapproved requests shall be returned to the originator.

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SUSAN BALLARD
Chief of Police

Post on bulletin board for one week

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