

FACILITIES MANAGEMENT SERVICE LEVEL AGREEMENT



REAL PROPERTY DIVISION
CONSTRUCTION & RENOVATION DIVISION
OPERATIONS & MAINTENANCE DIVISION
FACILITIES ADMINISTRATION



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1. DEPARTMENT OVERVIEW

The Facilities Management Department's purpose statement is:

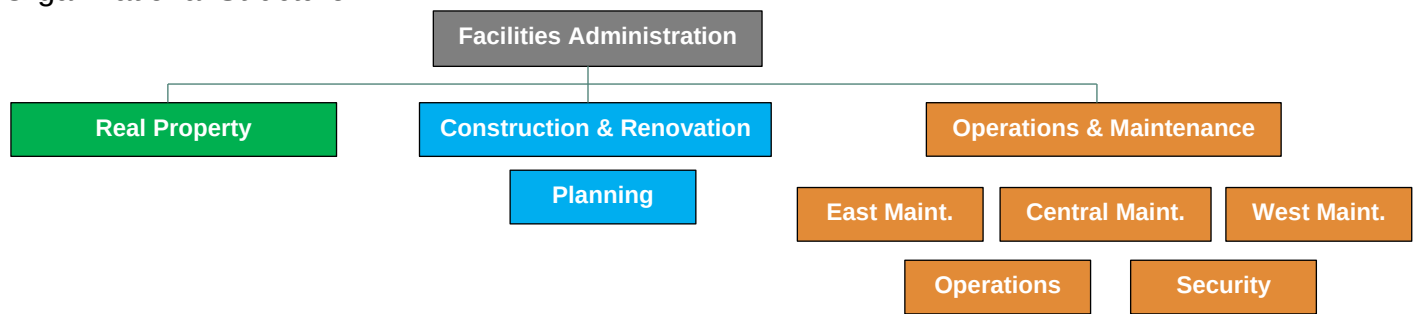
"SERVING AS A FOUNDATION FOR SUCCESS."

This is achieved by providing comprehensive management of land, buildings, and equipment assets through the teamwork and talent across our three divisions and administrative team:

- **Real Property Division (RP)**
- **Construction & Renovation Division (C&R)**
- **Operations & Maintenance (O&M)**
- **Facilities Administration (FM Admin)**

NOTE: The colors associated with the divisions are used as a visual aid throughout this document and many of our other resources.

Organizational Structure:



The purpose of this Service Level Agreement (SLA) is to:

- Present an overview of all services provided by the Facilities Management Department.
- Outline the process for requesting services.
- Foster a clear understanding of what customers can expect from our teams.
- Highlight ways in which customers can assist in our efforts.

This document serves as the Service Level Agreement (SLA) between Pasco County Facilities Management Department and its customers.

Customers Include: Pasco County Citizens and Residents, Board of County Commissioners and its Departments, 6th Judicial Circuit Court, 6th District Public Defender, 6th District State Attorney, Clerk and Comptroller, Sheriff's Office, Tax Collector, Property Appraiser, Supervisor of Elections, Department of Health, and tenants in leased facilities owned by the County.



2. HOURS, CONTACTS, & LOCATIONS

Facilities Management provides customer support 24/7/365.

Standard Business Hours:

- Monday - Friday, 7:30 AM to 5:00 PM, excluding County Holidays.
- During these hours, customers can contact the Facilities Management office locations.

Non-Emergency Service Requests:

- Can be entered at any time (24/7) via our web request system.
(<https://assetessentials.dudesolutions.com/pascocountyfl>)

Emergency Service Requests (*O&M Division Only*):

- During standard business hours, call the appropriate O&M office location listed below.
- After-hours emergencies **ONLY**, call Emergency Communications Dispatch at:
 - 727-847-8102 or 727-847-8105
- Emergency Communication Dispatch will contact O&M Division on-call team members on nights, weekends, and holidays to respond to emergencies outside of standard business hours.

Locations:

- | | |
|---|---|
| <ul style="list-style-type: none">• Real Property Office:<ul style="list-style-type: none">◦ 7220 Osteen Rd.◦ New Port Richey, FL 34653◦ (727) 847-8138 | <ul style="list-style-type: none">• East Maintenance Office:<ul style="list-style-type: none">◦ 38245 McDonald Street◦ Dade City, FL 33525◦ (352) 521-5153 |
| <ul style="list-style-type: none">• Construction & Renovation Office:<ul style="list-style-type: none">◦ 4111 Land O' Lakes Blvd.◦ Land O' Lakes, FL 34638◦ (813) 929-2721 | <ul style="list-style-type: none">• Central Maintenance Office:<ul style="list-style-type: none">◦ 9930 Land O' Lakes Blvd.◦ Land O' Lakes, FL 34637◦ (813) 235-6091 |
| <ul style="list-style-type: none">• Facilities Administration Office:<ul style="list-style-type: none">◦ 7220 Osteen Road◦ New Port Richey, FL 34653◦ (727) 834-3295 | <ul style="list-style-type: none">• West Maintenance Office:<ul style="list-style-type: none">◦ 7220 Osteen Road◦ New Port Richey, FL 34653◦ (727) 834-3295 |



3. SERVICE DESCRIPTIONS

Facilities Management provides a range of services through its three divisions:

Real Property Division

- **Acquisition:** Acquisition and transfer of fee simple interests and easement rights for various County Departments and Agencies.
- **Capital Improvement Acquisitions:** Responsible for the acquisition of necessary rights of way along selected capital improvement corridors.
- **Citizen Assistance:** Serve as a citizen resource for solutions to real property questions and concerns.
- **Land Portfolio Management:** Record keeping and assessment of the overall county land portfolio.
- **Leasing Services:** Management of County leases as landlord and/or tenant.
- **Surplus Disposition:** Identify and facilitate the disposition of real property which are surplus to the County's needs.
- **Utility Easements:** Establishing and servicing new commercial customers by developing the required Utility Easements for private development projects.
- **Vacating Rights-of-Way and Easements:** Vacating County and public interests in plats, alleyways, rights-of-way, and public easements, situated in unincorporated areas of Pasco County, as authorized by Sections 177.101 and 336.09, Florida Statutes.

Construction & Renovation Division

- **Buildings and Equipment Portfolio:** Maintain the documentation of buildings and equipment through pictures, locations, and/or serial and model number information.
- **Design:** Coordinate with stakeholders to determine requirements and provide architectural drawings to assist in project development.
- **CMMS Administration:** Manage the Computerized Maintenance Management Systems (CMMS) for the department that serves as the repository for all land, building, and Facilities Management equipment assets.
- **Commissioning:** Provide the documentation, testing, adjusting, verifying, and training, to ensure a facility operates as a fully functional system per the project requirements.



- **Change Order Management:** Identify root causes for change orders and implement proactive actions to address changes and implement process changes in the future to mitigate change orders.

CO CODE	CO Title	CO Details
CO-AE	A/E Omission	A/E was found to be technically inaccurate, and plans were modified to revise errors. (Typically, “first cost items”, or are reimbursed by the A/E.)
CO-AG	Acts of God	Hurricanes, Fires, Floods, Epidemics, and/or Quarantines that damage work or restrict the contractor in accomplishing the work within the time established.
CO-CR	Customer Request	Allows for the accomplishment of customer requested scope changes after the design process is completed.
CO-DC	Differing Site Conditions	The County assumes risk for unforeseen conditions. (Subsurface anomalies or other conditions that differ materially from those indicated or ordinarily encountered.)
CO-SW	Suspension of Work	Provides for instances where the County, at its discretion, suspends and/or delays work.
CO-VE	Value Engineering	CO's that are typically deductive and are presented by either the A/E firm or the contractor to provide cost-saving alternatives to the work.
CO-QT	Variation in Quantity or Time	Allows for the adjustment of time and/or materials that are +/- the estimated quantities identified within the original scope and are not related to another CO type.

- **Construction:** Provide the initiation of project concepts, assist in design, review project scope with stakeholders, evaluate the solicitation and bid review, provide construction management, quality assurance, and close out projects.
- **Master Planning:** Develop long range projections and plans to ensure space requirements are met for all County Departments and Constitutional offices.
- **Project Planning:** Utilize CMMS data to plan for replacements and modifications as required for facilities and facility components.
- **Renovations:** Renovate existing spaces within County buildings by developing project scope with stakeholders, delivering project estimates, scheduling, and project management.
- **Space Planning:** Perform analysis and recommendations for allocation of space.
- **Specification Writing:** Research project scope, develop project requirements, prepare required documents for solicitation, respond to Requests for Information (RFI's), review bid results, and provide award recommendations.
- **Warranty Management:** Develop schedules, conduct inspections, provide written reports, and ensure all warranty issues are addressed within the warranty period.



Operations & Maintenance Division

- **ADA Building Compliance:** Conduct ADA inspections. Upon request; review codes, update reports, and coordinate with ADA committee.
- **Alarms:** Respond to fire alarms and security alarms (after building cleared by Law Enforcement), coordinate fire inspections with Authority Having Jurisdiction (AHJ), make minor repairs to systems, maintain batteries, conduct system re-sets, and coordinate and document certification of systems.
- **Carpentry:** Create custom crafted wood projects, hang wall decor/boards/blinds, repair drywall, glaze windows, install flooring, and install acoustic ceilings.
- **Custodial:** Cleaning of select buildings to include cleaning the interior and exterior. Exterior window cleaning. Opening and closing buildings. Porter services. Specialized disinfection services.
- **Doors and Locks:** Key and access card control for buildings and emergency access for occupants. Installation of door locks, closers, and stops. Re-keying doors. Repair specialized jail door hardware, locks, and interlock controls. Overhead and entry door maintenance and replacements.
- **Electrical:** Provide infra-red panel inspections and repairs, generator load testing, disconnections, lighting repairs and relocations. Provide renovation rough-in, as well as power supplies for new equipment. Trouble shooting, re-lamping, relocate and add circuits as needed.
- **Elevators:** Coordinate Inspections and certifications, modernization, maintenance, and emergency response.
- **Emergency Preparation/Response:** Storm preparation, Emergency Operations Center (EOC) and shelter operations, logistics and warehouse support, storm clean up, and County Building damage assessments. In preparation of severe weather, Facilities Management takes protective measures and secures buildings to support County department's preparation needs. Post storm damage assessments and restoration services.
- **Energy Management:** Energy calculations, identifying inefficient systems, cost analysis, coordination with utility companies, utility rebates, envelope assessments, and HVAC control and integration.
- **Equipment Replacement:** Planned equipment replacement is provided through periodic tours of facilities and mechanical areas to enable scheduled replacement and cost estimates of major systems for budgeting purposes.



- **Escorting:** Accompany contractors (as necessary) in secured areas and during after-hours and weekend projects.
- **Fire Suppression:** System testing and coordination of certifications and modifications. Emergency repairs.
- **Fuel Tanks:** Provides documentation for the Florida Department of Environmental Protection, and monthly inspections of tanks.
- **Generator:** Testing, repairing, and oversight of contractor repairs and coordinating preventative maintenance.
- **Grounds:** Tree trimming and removal, mowing, edging, herbicide/pesticide application, erosion control, planting of new plants and weeding of flower beds. Provide positioning of flag(s) and replacement of worn flags.
- **Heating, Ventilation, and Air Conditioning:** Equipment replacement, control adjustments, in-service training, and verification of temperatures. Provide monthly preventative maintenance, building automation systems management, duct cleaning, and air quality testing.
- **Minor Construction:** Minor projects and office modifications, minor masonry work, framing, drywall and finishing.
- **Meetings and Events:** Set-up and disassembly of tables and chairs and other furniture for Board and Committee meetings. Coordinating events in Historic Court House and Fasano Regional Hurricane Shelter and coordinating lobby displays in public areas.
- **Office Furniture Moves and Relocations:** Assist departments with removal of old furniture and installation of new furniture or relocation of existing furnishings.
- **Painting:** Pressure washing of exterior buildings. Interior and exterior painting, graffiti control, sand blasting, and minor refinishing.
- **Parking Lot Repairs:** Monthly preventative maintenance and inspections, restriping of lines and lighting management. Car stop inspections and replacements, asphalt and curbing repairs.
- **Pest Control:** Insects, vermin, and other pest removal.
- **Plumbing:** All plumbing fixtures (toilets, urinals, faucets, sinks, water coolers, etc.). Septic tank repair and maintenance of lift stations. Septic tank filter and basket cleaning, water conservation, water and sewer emergency service, irrigation systems, service upgrades, boiler repairs, replacement and maintenance, hot water systems replacement and repair. All potable and non-potable supply and waste line issues.
- **Refrigeration:** Maintenance and repair of ice machines, walk-in coolers, and freezers.



- **Roofing:** Maintenance, repair, leak detection and inspection of roof systems. Oversight of replacement roofing projects done by contractors.
- **Security Systems:** CCTV, card access, and security reporting and monitoring. Support for physical security assessments, planning, coordination, and countermeasures.
- **Service/Contract Management:** Creation of contracts and monitoring contract compliance of custodial cleaning, HVAC, elevator, pest control, landscaping, alarm monitoring, generators, septic tank and grease trap pumping, fire suppression dry/wet systems, hydrant certifications, fire extinguishers, waste disposal, and master agreement management.
- **Warehouse Management:** Purchase and stock materials for use within the department, delivery of equipment and materials, inventory control, overflow of surplus items, disaster supplies coordination and support, supply chain management.

Facilities Administration

- **Departmental Leadership:** Provides overall department level vision, leadership and coordination across all areas and divisions of the department.
- **Customer Success:** Serve as the top-level departmental escalation point of contact to resolve customer needs.
- **Budget Development and Tracking:** Annual creation and development of the departmental budget and assisting customers with their Facility Budget Requests (FBR's). Ongoing tracking of budget to actual status in coordination with OMB and Fiscal Services.
- **HR Coordination:** Central point of contact for all departmental coordination efforts between HR and Facilities Management.



4. ENTER & ESCALATE SERVICE REQUESTS

Real Property Division

Enter Requests: All Real Property Division (RP) requests should be submitted through the Facilities Work Order request system, Brightly Asset Essentials.

(<https://assetessentials.dudesolutions.com/pascocountyfl>)

To enter a request, select Real Property from the “Site/County” list when creating a request.

Customers should enter work requests related to Capital Improvement Projects (CIP) that require RP support only after funding has been made available for a project.

Work Assignment: All Real Property work requests will be assigned a Work Order number and be categorized as a Service Level 1, 2, 3, or 4 as defined by the “Ranking, Response & Resolution” section of this document.

Contact & Escalation: For general inquiries or if the RP team member assigned to your work request is unknown, please contact: (727) 847-8138.

Individual RP team member contact info is accessible via Microsoft Active Directory or Teams.

For escalations, special requests, or concerns please contact the Real Property Manager.

Construction & Renovation Division

Enter Requests: All Construction & Renovation Division (C&R) project requests should be entered annually during the budgeting process through the Facilities Work Order request system, Brightly Asset Essentials. (<https://assetessentials.dudesolutions.com/pascocountyfl>).

To enter a request, select Construction & Renovation from the “Site/County” list when creating a request.

All requested projects will initially be classified as either unfunded Capital Improvement Projects (CIP) or unfunded Facility Budget Requests (FBR). Unfunded requests will remain in the system to be considered for funding in future years, if not budgeted.

If a department wishes to fund a project outside of the budget process, “Out of Cycle” projects may be accepted depending on Project Manager availability and other factors.

Work Assignment: Funded CIP and FBR projects will be assigned a Work Order number and be categorized as a Service Level 1, 2, or 3 as defined by the “Ranking, Response & Resolution” section of this document.



Contact & Escalation: For general inquiries or if the C&R team member assigned to your work request is unknown, please contact: (813) 929-2721.

Individual C&R team member contact info is accessible via Microsoft Active Directory or Teams.

For escalations, special requests, or concerns please contact the C&R Chief Project Manager.

Operations & Maintenance Division

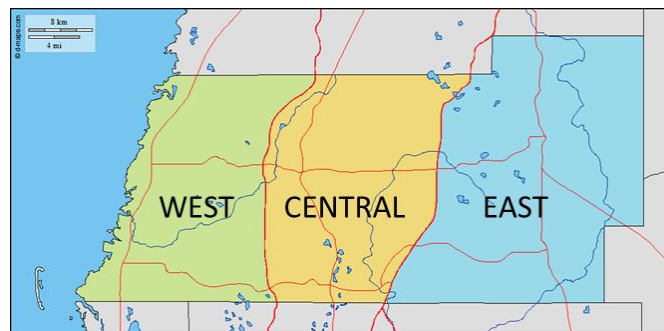
Enter Requests: All Operations & Maintenance Division (O&M) requests should be submitted through the Facilities Work Order request system, Brightly Asset Essentials.

(<https://assetessentials.dudesolutions.com/pascocountyfl>)

NOTE: High priority issues or emergencies should **ALWAYS** be communicated by phone to ensure immediate action is taken. See Chapter 2. “Hours, Contacts, & Locations”.

To enter a request, select Operations & Maintenance from the “Site/County” list when creating a request.

Requests should also be routed to the appropriate Maintenance region where the building needing work is located: West (west of Suncoast Parkway), Central (between Suncoast Parkway and I-75), and East (east of I-75).



Work Assignment: All O&M work requests will be assigned a Work Order number and be categorized as a Service Level 1, 2, or 3 as defined by the “Ranking, Response & Resolution” section of this document.

Contact & Escalation: For general inquiries or if the O&M team member assigned to your work request is unknown, please contact the appropriate Maintenance Office location:

West: 727-834-3295 - **Central:** 813-235-6091 - **East:** 352-521-5153

Individual O&M team member contact info is accessible via Microsoft Active Directory or Teams.



For maintenance escalations, special requests, or concerns please contact the Maintenance Supervisor in the region where the concern is located or contact via email:

The non-emergency e-mail address for each maintenance service desk is:

- **West:** westmaintenance@pascocountyfl.net
- **Central:** centralmaintenance@pascocountyfl.net
- **East:** eastmaintenance@pascocountyfl.net

If further escalation is needed, please contact the Facilities O&M Manager or O&M Asst. Manager.



5. RANKING, RESPONSE & RESOLUTION

Real Property & Planning

Projects are categorized and assigned within the Real Property Division according to the impact their time-to-completion has upon the customer's larger project. The use of a priority classification system assists in optimum resource utilization. Prioritization is performed according to the following categories of work and is typically completed within the times established for each priority level.

The table below provides a guideline for classifying real property work. Complexity characteristics (services, risk & regulatory) could result in actual projects being classified differently (for example, an easement project may not always be classified as Level 3 if circumstances dictate a lower level of professional services or risk is present).

Category	Time	RP Scope	Services	Risk	Regulatory
Level 1 Minimally Complex	1 Month	Standardized Real Estate items and processes where the Division works directly with citizens or customers. No or very minimal legal guidance is required.	None	Very Low Financial, Schedule, and/or Life Safety Risk	No Permits Required
Level 2 Slightly Complex	6 Months	Primarily typical Real Estate transactions that have limited additional requirements and where minimal legal guidance is required.	Limited	Moderate Financial, Schedule, and/or Life Safety Risk	Local Required (No State or Federal)
Level 3 Reasonably Complex	12 Months	Complex Real Estate process where additional research is required or where regulatory and/or professional services are necessary. Typically, only involves one or two parcels. Legal guidance will be necessary.	Typically, Single Discipline (Civil, Appraisal, Survey, etc.)	Substantial Financial, Schedule, and/or Life Safety Risk	Local and/or State Required
Level 4 Highly Complex	18+ Months	Highly complex Real Estate processes where significant research is required or where regulatory and/or professional services are highly necessary. Multiple parcels are involved. Legal guidance will be necessary.	Multi Discipline (Civil, Appraisal, Survey, etc.)	High Financial, Schedule, and/or Life Safety Risk	Local, State, and/or Federal



Category 1 (Minimally Complex): Typically, quick turn-a-round items or projects that involve work such as: Answering citizen questions regarding real property concerns. Responding to other County departments for clarification of routine real property matters. Addressing safety concerns. Meet a BCC Agenda deadline for an important or high-profile matter, or for a public hearing for which a public notice has been advertised. This classification of work will typically be completed in less than 1 month.

Category 2 (Slightly Complex): Typically, routine projects involving a slight degree of research and/or processing, such as: Citizen or departmental questions that require a greater degree of research. Single Parcel Easement. Basic Title Requests. Property Evaluations (zoning, assessments, valuations, etc.) Basic leases or lease renewals. This classification of work will typically be completed in less than 6 months.

Category 3 (Reasonably Complex): Typically, more involved projects that require significant coordination, research, processing, and/or planning. Examples include: Comprehensive Easements, Small Scale Acquisitions, Leasing, Property Disposition, Utility Easements. This classification of work will typically be completed in less than 12 months.

Category 4 (Highly Complex): Typically, extremely large or complex projects with a high degree of regulatory and legal requirements. This work shall proceed promptly, but may have periods of inactivity while awaiting external input. Examples include: Capital improvement projects involving acquisition of rights-of-way, Vacation of rights-of-way/easements, or Customer projects that cannot move forward until additional customer input is received. This classification of work will typically be completed in less than 18 months, but depending on scale and complexity, may take longer.

Construction & Renovation

Projects are categorized and assigned within the Construction & Renovation Division according to their size, complexity, and overall difficulty to perform. There are three levels of classification that are designed to improve productivity and reduce cost associated with planning, designing, procuring, and sustaining facilities for our customers. The goal is to safely and responsibly deliver the right amount of engineering and construction oversight through either in-house or contracted services at the optimum lifecycle cost.

The next table provides a guideline for classifying Construction & Renovation work. Complexity characteristics (services, risk & regulatory) could result in actual projects being classified differently (for example, an HVAC replacement project may not always be classified as Level 3 if circumstances dictate a lower level of professional services or risk is present).



Category	Time	C&R Scope	Services	Risk	Regulatory
Level 1 Slightly Complex	12 Months	Primarily minor renovations or repair/replacement projects. Basic plans or specifications obtained from existing catalogs, narrative descriptions or sketches.	Limited	Moderate Financial, Schedule, and/or Life Safety Risk	No Permit or Only Local Required
Level 2 Reasonably Complex	18 Months	Primarily renovations and/or some new construction. Design obtained through a combination of professional and contractor furnished documents (shop drawings).	Typically, Single Discipline (Civil, Appraisal, Survey, etc.)	Substantial Financial, Schedule, and/or Life Safety Risk	Local and/or State Required
Level 3 Highly Complex	36+ Months	Primarily new construction or major renovation, repair, or restoration. Will require professionally prepared complex design, plans, specifications, calculations, site investigation and/or studies.	Multi Discipline (Civil, Appraisal, Survey, etc.)	High Financial, Schedule, and/or Life Safety Risk	Local, State, and/or Federal

Category 1 (Slightly Complex): These projects tend to be primarily minor renovations, installations, or repairs. Typically, most Renewal & Replacement (R&R) and Facility Budget Request (FBR) projects fall into this category each year. Examples include: Fire Alarm System Replacement, HVAC System Replacement, Flooring Installation, Parking Lot Resurfacing, or Systems Furniture Installation. This classification of work will typically be completed in less than 12 months and are scheduled to be completed during the fiscal year they are budgeted.

Category 2 (Reasonably Complex): These projects tend to be primarily renovations, major equipment replacements, and/or some new construction. Examples of Highly Complex projects are: Renovations for Sections of Buildings or Major Equipment Replacements. This classification of work will typically be completed in less than 18 months

Category 3 (Highly Complex): Due to the complexity of these projects, these projects are multi-year endeavors and may include land acquisition, planning, design, and construction phases. Examples of Highly Complex projects are: New Buildings or Major Renovations of Buildings. This classification of work will typically be completed in less than 36 months, but depending on scale and complexity, may take longer.



Operations & Maintenance

The Operations & Maintenance (O&M) Division prioritizes maintenance and repair work according to the severity and complexity of the service requested. A priority assignment of work is essential in determining the importance of each request in relation to other identified requirements. The use of a priority classification system assists in optimum resource utilization. Prioritization is performed according to the following categories of work and is typically completed within the times established for each priority level.

O&M Priority Levels	
Priority 1 Emergency	1 Day or Less
Priority 2 Urgent	7 Days or Less
Priority 3 Routine	15 Days or Less

Priority 1 (Emergency): Emergency service is work that must be addressed immediately. Examples include: Prevent immediate danger to personnel or equipment. Prevent loss or damage to property. Ensure fulfillment of an essential operation or function. Work classified as Priority 1 – Emergency, should be assigned within 1 hour and completed within 24 hours. Emergency work should continue without interruption until the emergency is corrected, remedied, or other action has been taken to arrest or contain the condition. If further resources are required to complete the repair, a follow-up work order will be required. Work required to correct the situation after the emergent conditions have been mitigated will be prioritized according to the type of work involved.

Priority 2 (Urgent): Urgent work orders indicate the urgency of work accomplishment is significantly greater than routine. Examples include: Roof leaks, HVAC failures, Broken window, etc. Work classified as Priority 2 – Urgent, should be completed within 7 days of receiving the work request.

Priority 3 (Routine): Routine work orders are designated a normal degree of urgency for the requested work to be accomplished. Most work will necessarily fall into this category. Preventative maintenance and recurring maintenance operations work also falls into this category. Work classified as Priority 3 – Routine, should be completed within 15 days of receiving the work request.



6.. CUSTOMER RESPONSIBILITIES

Customers can assist us in providing prompt, reliable, and efficient services by:

Notify and Request Service:

- Early identification of maintenance concerns or service requirements.
- Report problems using the work request systems described earlier in this document in addition to notifying Facilities via phone for emergency work requests.
- Provide Facilities with all requests for any space reallocation, usage, or moves.
- Provide detailed and specific Facilities CIP and FBR requests during budget season.

Provide Information Accuracy: Provide full and complete descriptions for service requests and be available to team members to provide more specific information on site as needed.

- Service Description
- Service Location (parcel number, address, building, floor, suite, and/or room number.)
- Contact Name
- Email Address
- Phone Number
- Photo of Issue (Not required, but helpful and easy to add to a work request)

Maintain Energy Conservation: Assist in creating a culture of conservation by adhering to temperature set-point guidelines and ensuring light and water fixtures are shut off when not in use.

- Cooling Mode - 72 degrees to 75 degrees Fahrenheit
- Heating Mode - 68 degrees to 70 degrees Fahrenheit
- Time Schedules - System occupied hours shall be programmed from 6:00AM - 6:00PM.
 - *Exceptions will be made for 24/7/365 operational facilities.*

Participate in the Care and Use:

- Adhere to all related policies, processes, and procedures.
- Share in facilities stewardship by exercising reasonable care in the use of facilities and by alerting Facilities Management of deficiencies in a timely manner.
- Assist in the cleanliness of facilities by picking up litter and placing it in proper receptacles per Pasco County Customer Service standards.
- Notify Facilities when events may cause problems that could interfere with building equipment or standard business functions.

Provide Feedback: Provide honest and constructive customer feedback via our transaction and annual surveys. Your feedback helps us continually improve. 😊