

2025

Tenant Manual



TEXAS FACILITIES COMMISSION

Chair
Brian A. Bailey

Commissioners
Eddy Betancourt
Robert H. Clay
J.J. Isbell
Daniel K. Signorelli
C. Price Wagner
Robert S. Wetmore



Executive Director
Mike Novak

Mailing address:
P. O. Box 13047
Austin, TX 78711-3047
(512) 463-3446
www.tfc.texas.gov

October 9, 2025

To our Tenant Agencies,

The Texas Facilities Commission is committed to providing clean, safe, and functional spaces that enable state agencies to carry out their critical work on behalf of the people of the great state of Texas. Our goal is to serve with excellence providing high-quality work environments that are functional, energy-efficient, and cost-effective to operate. TFC has published this manual to provide the necessary policies and guidance for all tenant agencies residing in or using state-owned property.

This manual serves as a shared set of rules and expectations that strives to accommodate and support the needs of state agencies while enabling TFC to keep our facilities safe and functional. The partnership between TFC and your agency is essential to ensure we can serve you efficiently and courteously with minimal disruptions. This manual seeks to outline both TFC's commitment to each of our customers as well as your responsibilities in this partnership.

An electronic copy of the Texas Facilities Commission Tenant Manual is updated periodically and found on the TFC agency website. Although you may save or print this document, please check the website regularly for updates.

The Texas Facilities Commission welcomes your comments and places a high value on customer service. A customer service survey form is available on the TFC website, or you may contact TFC's Director of Business Operations at 512-569-3297.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Novak", is written over a light blue rectangular background.

Mike Novak

Texas Facilities Commission

Physical address: 1711 San Jacinto Blvd, Austin, Texas 78701

— ★ ★ Planning and administering facilities in service to the State of Texas ★ ★ —

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I. INTRODUCTION AND GENERAL INFORMATION

A. ABOUT THE TEXAS FACILITIES COMMISSION

The Texas Facilities Commission (TFC) builds, supports, maintains, and manages over 28 million square feet of state-owned and leased facilities that house over 62,000 state employees in over 100 state agencies, all working in the service of the citizens of Texas.

TFC oversees a varied property portfolio of office space, storage, schools, warehouses, parking garages, and grounds of buildings throughout the state of Texas. Our team provides and contracts for the design and construction, property management, landscaping and custodial services, recycling and waste management services, building climate and energy automation, and the fire and security services required to keep state agencies working for our constituents.

Our goal is to serve with excellence by providing high-quality work environments that are functional, energy-efficient, and cost-effective to operate.

By statute, TFC's primary functions are:

- Strategic and long-term planning for state facility needs;
- Space planning and the assignment of office space to agencies housed in state-owned buildings;
- Provide office space for state agencies through leasing services;
- Design and construction of facilities for state agencies;
- Maintain state-owned facilities in a secure and cost-efficient manner; and
- Provide various support services to state agencies, such as the reallocation and disposal of state surplus property, operation of the federal surplus property program, and coordination of recycling and waste management programs.

B. ABOUT THIS MANUAL

This manual is a guide for both TFC staff and our tenant agencies and employees within state-owned TFC-managed facilities. Please see Section [I.E. Facilities List](#) for a complete list of locations. If you occupy a leased facility, please refer to the webpage TFC Building Inventory and Leases located at <http://www.tfc.texas.gov/divisions/facilities/prog/leasing/mapil.html> for the contact information of the owner of that facility.

This manual serves as a shared set of rules and expectations that strives to accommodate and support the needs of state agencies while enabling TFC to keep our facilities safe and functional. The partnership between TFC and your agency is essential to ensuring we can serve you efficiently and courteously with minimal disruptions. This manual seeks to outline both TFC's commitment to each of our customers as well as your responsibilities in this partnership.

C. TEXAS FACILITIES COMMISSION MISSION

To effectively carry out its responsibilities, the Commission has developed objectives for its programs and operations. The primary objectives of the agency are to:

- Efficiently use state-owned facilities to reduce long term dependence on leased space;
- Determine the best allocation of state resources for housing state agencies that provides a secure work environment for state employees, visitors, and contractors;
- Reduce energy consumption and achieve increased energy efficiency;
- Provide a high-quality work environment for state government that is functional, energy efficient, and cost effective through implementation of best practices in building operations and risk management; and
- Implement cost-effective maintenance programs to safeguard public investment in state facilities.

D. TEXAS FACILITIES COMMISSIONS PROGRAMS

To accomplish our mission, TFC has an extensive range of professional services and areas of expertise encompassing the universe of facility management. These services and areas include, but are not limited to;

- Master planning;
- Real estate acquisition;
- Lease procurement;
- Space planning, allocation, and management;
- Architecture, engineering, and design services (AEDS);
- Construction management;
- Property management and tenant services;
- Maintenance;
- Custodial and grounds maintenance;
- Plant operations and building automations;
- Energy management;
- State and federal surplus property administration;
- Commercial parking and special events; and
- Commercial filming.

E. FACILITIES LIST

1. AUSTIN FACILITIES

Building Name	Initialism	Address
Barbara Jordan Building	BJB	1601 N. Congress Ave, Austin, TX 78701
Brown-Heatly Building	BHB	4900 N. Lamar Blvd, Austin, TX 78751
Central Services Annex	CSX	311 E. 14 th St., Austin, TX 78701
Central Services Building	CSB	1711 San Jacinto Blvd., Austin, TX 78701
Child Care Facility	CCF	1507 Lavaca St, Austin, TX 78701
Credit Union Building	CUB	914 E Anderson Ln, Austin, TX 78752
Disaster Recovery Operations	DROC	1001 W N Loop Blvd, Austin, TX 78756
Dr. Bob Glaze Laboratory	DBGL	1100 W 49 th St, Austin, TX 78756
Dr. Robert Bernstein Building	RBB	1100 W 49 th St, Austin, TX 78756
DSHS Annex	DHX	909 W 45th St, Austin, TX 78756
DSHS Building F	DHF	1100 W 49 th St, Austin, TX 78756
DSHS Building H	DHH	1100 W 49 th St, Austin, TX 78756
DSHS Building K	DHK	1100 W 49 th St, Austin, TX 78756
DSHS Headquarters Building	DHB	909 W 45th St, Austin, TX 78705
DSHS New Power Plant	DHNP	1100 W 49 th St, Austin, TX 78756
DSHS Old Laboratory A600	DHOL	1100 W 49 th St, Austin, TX 78756
DSHS Old Power Plant	DHOP	1100 W 49 th St, Austin, TX 78756
DSHS Records Building	DHR	1100 W 49 th St, Austin, TX 78756
DSHS Service Building	DHSB	1100 W 49 th St, Austin, TX 78756
DSHS Tower	DHT	1100 W 49 th St, Austin, TX 78756
Ernest O. Thompson Building	THO	920 Colorado St, Austin, TX 78701
George H. W. Bush Building	GHWB	1801 N Congress Ave, Austin, TX 78701
Human Services Warehouse	HSW	1111 W N Loop Blvd, Austin, TX 78756
Insurance Annex	INX	221 E. 11th St, Austin, TX 78701
Insurance Building	INS	1100 San Jacinto Blvd, Austin, TX 78701
Insurance Warehouse	INW	7915 Cameron Rd, Austin, TX 78754
James Earl Rudder Building	JER	1019 Brazos St, Austin, TX 78701
John H. Reagan Building	JHR	1400 N Congress Ave, Austin, TX 78701
John H. Winters Building	JHW	701 W 51 st St, Austin, TX 78751
Lorenzo de Zavala Archives	ARC	1201 Brazos St, Austin, TX 78701
Lyndon B. Johnson Building	LBJ	111 E 17 th St, Austin, TX 78701
North Austin Complex Bldg A	NACA	4601 W Guadalupe Street, Austin, TX 78751
North Lamar Blvd Building	NLBB	4800 N Lamar Blvd, Austin, TX 78751
Park 35 Building A	P35A	12100 N Interstate 35 Frontage Rd, Austin, TX 78753
Park 35 Building B	P35B	12124 N Interstate 35 Frontage Rd, Austin, TX 78753
Park 35 Building C	P35C	12124 N Interstate 35 Frontage Rd, Austin, TX 78753
Park 35 Building D	P35D	12118 N Interstate 35 Frontage Rd, Austin, TX 78753
Park 35 Building E	P35E	12118 N Interstate 35 Frontage Rd, Austin, TX 78753
Price Daniel, Sr. Building	PDB	209 14th St, Austin, TX 78701

AUSTIN FACILITIES (CONT.)

Promontory Point	PROM	4044 Promontory Point, Austin, TX 78744
Robert D. Moreton Building	RDM	1100 W 49 th St, Austin, TX 78756
Robert E. Johnson Building	REJ	1501 Congress Ave, Austin, TX 78701
Sam Houston Building	SHB	201 E 14th St, Austin, TX 78701
Stephen F. Austin Building	SFA	1700 N Congress Ave, Austin, TX 78701
State Records Center	SRC	4400 Shoal Creek Blvd, Austin, TX 78756
Supreme Court Building	SCB	201 W 14 th St, Austin, TX 78701
Thomas Jefferson Rusk Building	TJR	208 E 10th St, Austin, TX 78701
Tom C. Clark Building	TCC	201 W 14th St, Austin, TX 78701
Warehouse at Bolm Road	WHB	6506 Bolm Rd, Austin, TX 78721
Wheless Lane Laboratory	WLL	2801 Wheless Lane, Austin, TX 78723
William B. Travis Building	WBT	1701 N Congress Ave, Austin, TX 78701
William P. Clements Building	WPC	300 W 15th St, Austin, TX 78701
William P. Hobby Building	WPH	333 Guadalupe St, Austin, TX 78701

2. AUSTIN PARKING GARAGES

Structure Name	Initialism	Address
Parking Garage A	PKA	1410 San Jacinto Blvd, Austin, TX 78701
Parking Garage B	PKB	1511 San Jacinto Blvd, Austin, TX 78701
Parking Garage C	PKC	1400 Colorado St, Austin, TX 78701
Parking Garage E	PKE	1604 Colorado St, Austin, TX 78701
Parking Garage F	PKF	1311 San Jacinto Blvd, Austin, TX 78701
Parking Garage G	PKG	315 E 17 th St, Austin, TX 78701
Parking Garage H	PKH	4900 N Lamar St, Austin, TX 78751
Parking Garage J	PKJ	300 W 15 th St, Austin, TX 78701
Parking Garage K	PKK	200 E 10 th St, Austin, TX 78701
Parking Garage L	PKL	333 Guadalupe St, Austin, TX 78701
Parking Garage M1	PKM1	209 W 14 th St, Austin, TX 78701
Parking Garage M2	PKM2	205 W 14 th St, Austin, TX 78701
Parking Garage N	PKN	300 San Antonio St, Austin, TX 78701
Parking Garage P	PKP	1518 San Jacinto Blvd, Austin, TX 78701
Parking Garage Q	PKQ	1610 San Jacinto Blvd, Austin, TX 78701
Parking Garage R	PKR	1706 San Jacinto Blvd, Austin, TX 78701
Parking Garage S	PKS	4601 W Guadalupe Street, Austin, TX 78751
Parking Garage T (Capitol Mall underground parking, enter via 17 th Street)	PKT	1845 N Congress Ave, Austin, TX 78701
Parking Garage W (Bush Building above ground parking)	PKW	1801 N Congress Ave, Austin, TX 78701

3. AUSTIN PARKING LOTS

Lot Name	Initialism	Address
Parking Lot 3	PK03	1601 Colorado St, Austin, TX 78701
Parking Lot 6	PK06	1308 San Jacinto Blvd, Austin, TX 78701
Parking Lot 8	PK08	1507 Lavaca St, Austin, TX 78701
Parking Lot 9	PK09	1601 Brazos Ave, Austin, TX 78701
Parking Lot 11	PK11	1500 N Congress Ave, Austin, TX 78701
Parking Lot 12 (Partially closed for construction)	PK12	1801 San Jacinto Blvd, Austin, TX 78701
Parking Lot 14 (No event parking)	PK14	1000 N Congress Ave, Austin, TX 78701
Parking Lot 15	PK15	902 Colorado St, Austin, TX 78701
Parking Lot 18	PK18	1301 San Jacinto Blvd, Austin, TX 78701
Parking Lot 19	PK19	203 MLK Blvd, Austin, TX 78701
Parking Lot 22 (No parking)	PK22	1501 San Jacinto Blvd, Austin, TX 78701
Parking Lot 24	PK24	1606 Colorado St, Austin, TX 78701
Parking Lot 25	PK25	1111 Colorado St, Austin, TX 78701
Parking Lot 26	PK26	701 W 51st St, Austin, TX 78701
Parking Lot 27	PK27	101 E 11th St, Austin, TX 78701

4. SCHOOLS

Campus Name	Initialism	Address
Texas School for the Deaf	TSD	1102 S Congress Ave, Austin, TX 78704
Texas School for the Blind and Visually Impaired	TSBVI	1100 W 45 th St, Austin, TX 78756

5. FACILITIES AND PARKING OUTSIDE AUSTIN

Building Name	Initialism	Address
El Paso Building	ELP	401 E. Franklin Ave, El Paso, TX 79901
El Paso Parking Garage	ELPG	301 E. Missouri Ave, El Paso, TX 79901
Elias Ramirez Building	ERB	5425 Polk St, Houston, TX 77023
Fort Worth Building	FTW	1501 Circle Dr, Fort Worth, TX 76119
Waco Building	WAC	801 Austin Ave, Waco, TX 76701

F. OFFICE LOCATION AND HOURS OF OPERATION

TFC's main office is in the Central Services Building located at 1711 San Jacinto Boulevard, Austin, Texas 78701. TFC conducts regular business Monday through Friday 8 AM – 5 PM, unless observing a state holiday. TFC staff are available 24-hours a day, 365 days a year to respond to maintenance emergencies. Please see Section [II.B.2. Emergency Service Requests](#) for more information on emergencies.

II. TFC MANAGEMENT, MAINTENANCE, AND PROPERTY SERVICES

A. GENERAL INFORMATION

TFC is responsible for the maintenance and care of state-owned facilities and grounds under its control. TFC offers a variety of services to the Tenant Agencies occupying state-owned buildings that include [property management](#), [specialized building maintenance](#), [custodial services](#), [grounds maintenance](#), [pest control](#), [trash and recycling services](#), [minor construction](#) to accommodate requests for additions and alterations, [space management](#), and [surplus property disposal](#).

B. SERVICE REQUESTS

1. NON-EMERGENCY SERVICE REQUESTS

For convenience and accountability, TFC maintains a digital service request submission and tracking system accessible through our website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. Tenant Agency Representatives ([TAR](#)) should use this system to submit all non-emergency service requests. TFC recommends that all requests for your agency be funneled to and submitted by a small team to prevent duplicate submissions. To ensure the quickest resolution to your concern, all information on the submission form must be provided completely and accurately. Since many of our requests are assigned to specialized technicians, we ask that you submit a separate request for each issue. The system allows, but does not require, you to make an account for submissions. Account holders can view the status of any requests submitted within the last 90 days.

2. EMERGENCY SERVICE REQUESTS

An emergency service request should be called in immediately to ensure the fastest possible response. Anyone witnessing a maintenance emergency is asked to report it immediately to TFC's 24/7 Emergency Line. This line is monitored around the clock by TFC maintenance personnel who will initiate a response and document the call. You may then also notify your [Property Manager](#), who will immediately connect with the emergency response teams and advocate for the needs of your agency throughout the emergency and its resolution. Do not submit a service request or try to call a building technician directly. To ensure the emergency line remains available for emergencies, we ask that you avoid using this line for non-emergencies.

TFC's 24/7 Emergency Maintenance Line: (512) 463-3600

What qualifies as an emergency?

- A threat to health and/or safety (broken glass, sewage, fire hazard, exposed wires);
- Loss of life system like water, power, or HVAC;
- Water incursion (leaking plumbing, roof leak, window leak);
- A security risk (exterior door not closing, badge reader malfunction, broken window);

- Elevator entrapment or malfunction; and
- Issues that can cause further damage if not addressed before next business hour.

[DPS](#) provides additional support within the Capitol Complex and can be reached 24/7 at (512) 463-3333 for assistance with traffic accidents, suspicious packages, panhandlers, or criminal acts like vandalism.

For more information on what to do in a situation requiring the aid of law enforcement, the fire department, or emergency medical services, please see Section [VII.B. Law Enforcement, Fire, and Medical Emergencies](#)

C. PROPERTY MANAGEMENT

TFC provides a Property Manager for each state-owned building in our portfolio. This individual functions as your primary contact and is dedicated to providing clear, concise, and timely information about all TFC activities affecting your agency or the building you occupy. If you have any questions, start with your Property Manager. They are responsible for either knowing the answer, finding the answer, or connecting you with a subject matter expert who will provide the answer.

Your Property Manager will conduct quarterly tenant meetings to provide a venue to distribute information, provide training opportunities on TFC services, discuss past or upcoming concerns, and - in multitenant buildings - facilitate engagement between neighboring tenant agencies.

Your Property Manager will also become familiar with your agency's unique purpose, needs, and structure and will advocate for you when planning maintenance activities. As an agency, please ensure you provide any necessary or requested information to your Property Manager so that they have a clear understanding of how TFC can best serve you.

TFC's Property Managers work as a team, and if your dedicated Property Manager is unavailable, please reach out to the backup Property Manager or Property Management Program Manager for assistance. If your Property Manager is out of office, they will identify a backup Property Manager in an automated email response.

**Not sure who your
Property Manager is?**

Find their name and
contact information at
tfc.texas.gov/divisions/facilities/prog/pm/propmanagers.html

D. BUILDING MAINTENANCE

TFC provides a wide variety of building maintenance services. Our team of skilled technicians are available 24/7 to provide all services necessary for facilities care.

Please note that TFC staff members are strictly prohibited from lending tools or equipment to any Tenant Agency or its employees.

1. HEATING, AIR CONDITIONING, AND INDOOR AIR QUALITY

Heating, ventilation, and air conditioning (HVAC) services for general office areas are provided during normal business hours. To request after-hours HVAC for areas that operate outside of normal business hours, submit a request through the [FSC](#) under the service of “A/C After-Hours Request.” Please allow at least two business days to accommodate the request. If you are requesting a temporary adjustment, please include the dates and hours for the adjustment. If there is a need for emergency HVAC services outside of normal business hours, call the TFC 24/7 Emergency Line at (512) 463-3600.

i. BUILDING TEMPERATURES

To reduce energy consumption and utility bills, TFC has implemented several energy conservation initiatives including a temperature adjustment standard. Occupied mode temperature settings for buildings that allow remote temperature control will be programmed to maintain 70°-75° F. At all other times, buildings are considered in unoccupied mode and temperature settings will have a wider acceptable range. Buildings with manual thermostats will be set to maintain 70°-75° F. Thermostats may have a temperature variation of plus or minus 2° F. This is the optimal range to ensure a comfortable environment for the widest range of occupants. If a request is made for adjustment and the responding technician finds the temperature to be within the acceptable range, no changes will be made. If temperatures tend to deviate from the range at a specific time of day, please include this information in your request so that we are better able to identify any deficiencies.

Only TFC personnel are authorized to set or modify thermostats settings. TFC cannot regulate temperatures for specific offices or within open workspaces.

ii. TEMPERATURE-SENSITIVE AREAS

Upon written request from a Tenant Agency, TFC will attempt to accommodate HVAC service requests for temperature-sensitive rooms that operate outside of normal business hours. Exceptions will include special-needs areas, such as server rooms and laboratory operations that require dedicated or specialty HVAC equipment. Computer Room Air Conditioning (CRAC) units (other than those in TFC designated “Co-Lo rooms”) are the property and maintenance responsibility of the occupying agency, regardless of which party installed them.

The creation or expansion of a temperature-sensitive area requires written approval from TFC. TFC will review all requests for any new equipment or modifications to ensure the design specifications are compatible with the building. Review requests should be submitted by the [TAR](#) online through the [FSC](#) under “Additions and Alterations.” TFC reserves the right to grant or deny any request.

iii. HVAC SHUTDOWNS

In the event of a planned building HVAC system shutdown, TFC will give as much notice as possible. If an emergency arises, tenants may receive little to no notice prior to a disruption of services. Contact the [Property Manager](#) for questions and mitigation strategies.

Agencies with critical infrastructure requiring cooling throughout an HVAC outage should be prepared to procure temporary cooling from a third party. TFC may be able to provide temporary cooling but, depending on the severity or timing of the outage, cannot guarantee availability.

iv. AIR QUALITY

TFC pursues the highest level of air quality through the professional maintenance of all HVAC systems, the use of high-quality filters changed per the manufacturer's recommendation, and the implementation of other purification technologies where available. TFC also takes all reasonable actions to prevent the growth of mold and mildew, including the use of professional restoration and remediation specialists in the event of a water incursion.

Indoor Air Quality Tests may be requested through TFC's Minor Construction program, which will provide a quote based on scope and location.

2. PLUMBING

i. PLUMBING PRECAUTIONS

Toilet paper is the only thing that should be flushed down a toilet. Sinks and water fountain drains are used for wastewater only with no solids. TFC may choose to charge a Tenant Agency for repair or replacement costs incurred from inappropriate use of plumbing fixtures by employees.

TFC will only service garbage disposals if they are currently installed. Garbage disposals will not be installed or replaced if broken.

ii. TYPES OF BUILDING WATER

Most buildings are equipped with three separate plumbing systems. The water in these systems is kept separate and does not comingle. It is important to know (especially in a shutdown) which is being disrupted so that you understand the impact to your operations. The three types are:

Domestic Water: This is probably the first water you think of. It is the water that comes out of faucets, spigots, and drinking fountains, flushes toilets, and supplies irrigation sprinklers. Loss of domestic water does not necessarily mean a building is uninhabitable, but TFC will recommend agencies send home any non-essential personnel, as sanitary functions are rapidly impacted. It will also eventually affect HVAC in most buildings.

Chill and Heating Water: In many buildings, air conditioning and heating is reliant upon a closed loop of water that is refrigerated and then used to cool air or heated and used to warm air. The cooling process loses some water to evaporation, so the system requires the frequent addition of "makeup water" from the domestic supply. Depending on the temperature and humidity outside, air conditioning may only be able to run a couple more hours after domestic water is lost.

Fire Water: This system supplies extremely high-pressure water to buildings that have fire sprinkler systems. The sprinkler systems are triggered when heat from a fire bursts a glass bulb in a sprinkler,

allowing the release of water. These fragile bulbs can also be broken if hit, which is why you should never touch or hang anything from fire sprinklers. A loss of pressure to the first sprinkler system is rare, but when it happens the State Fire Marshal's office requires that a fire watch be conducted if anyone is in the building. In this case, TFC may have to restrict the hours that agency employees are allowed in the building.

iii. PLUMBING SHUTDOWNS

Some plumbing repairs may require or cause a disruption to any of the three building water systems. Restoring these systems are among our highest priorities and repairs will be conducted as quickly as possible.

Planned shutdowns will be communicated to the [TARs](#) with as much notice as possible. If you have questions about impact, please speak with your [Property Manager](#).

If an emergency occurs, the water may be shut off without notice. The [Property Manager](#) will immediately notify the [TARs](#) of impacted agencies and provide information and updates throughout the outage.

If domestic or chill water is affected and you have a CRAC unit on the chill water loop, you should plan to implement your emergency cooling options or shut down your systems for the duration of the outage.

iv. BOIL WATER NOTICE

The City of Austin occasionally issues a "boil water notice" if they cannot guarantee the city water supply is safe for consumption. These notices do not affect the use of sanitary fixtures. Tenant agencies or individual employees should plan to provide their own drinking water. TFC will not provide, transport, or reimburse agencies for drinking water should it become unavailable for any reason.

3. ELECTRICAL

i. LIGHT FIXTURES

Ceiling light fixtures are maintained by TFC. To ensure safety and the constant quality of lighting, only TFC staff are permitted to change lighting elements. Non-working LED light bulbs should be reported to TFC immediately. Removing a LED bulb or failing to promptly replace a burnt-out bulb can damage the fixture and/or the remaining bulb(s).

Tenant agencies are responsible for the replacement of bulbs in modular furniture, or any lighting not supplied by TFC like desk or task lamps.

ii. SHARED, REDUCED, OR INCREASED LIGHTING

To ensure the safety and functionality of shared spaces, all light fixtures should remain fully illuminated. If a Tenant Agency's employee requests a reduction in lighting as part of an [ADA](#) accommodation, the agency may solicit a quote for the change through Minor Construction.

Requests for additional lighting should be submitted to Minor Construction, which will analyze the existing lighting and provide a quote for any recommended additions or alterations.

iii. Planned and Unplanned Power Outages

Power outages sometimes occur. These can be the result of outages in the city supply (and therefore entirely outside of TFC's control), or maintenance issues within the building. In the case of a planned outage, the TFC [Property Manager](#) will provide as much notice as possible and provide status updates throughout the outage. In the case of an emergency shutdown or area power outage, Property Managers will provide updates as information becomes available. Please note that if your ability to receive email is compromised by the outage, you should notify your Property Manager with another contact option.

During a power outage, emergency lighting will function for 90 minutes, which is long enough for most people to leave the building. Although TFC will not usually restrict access to a building without power, please note that buildings may be completely dark inside and badge readers will be compromised. Plan to bring any necessary keys and a flashlight. Please let the Property Manager know your plans and be very cautious when navigating the dark building.

iv. Security During a Power Outage

Most badge readers are not on emergency circuits, and even those that are may eventually lose power. Doors that are along exit pathways must "fail safe" or unlock during a power loss to avoid entrapping occupants. Some doors "fail secure" or remain locked during an outage and can only be opened with a key. If you have sensitive equipment or information that is not otherwise secured, ask your [Property Manager](#) for information about your door settings. If an outage jeopardizes your security, please reach out for recommendations on how to improve security during an outage.

v. Emergency Generators

Emergency generators are in place at some TFC facilities. These generators are in place to support life safety systems. Depending on the needs of the facility, generators may be run only long enough to ensure the occupants are able to exit the facility safely.

4. Elevators, Stairwells, and Corridors

i. ELEVATORS

Always be aware of your surroundings. Elevator cabs can be uneven with the lobby when doors open. Make sure all passengers are alert when entering or exiting the elevator cab.

Passenger elevators are solely for the purpose of transporting agency employees and guests. All freight elevators are for the use of freight delivery and maintenance only and are not to be utilized as employee passenger elevators. No items can be stored in passenger or freight elevator lobbies.

Tenant Agencies may submit a request through [FSC](#) to use an elevator on independent service if needed for an extended time. Contact the [Property Manager](#) if you have any questions.

Elevators should never be used when a fire alarm is active.

ii. Elevator Entrapments

Elevators have many redundant systems to ensure the safety of riders. TFC takes elevator safety very seriously and strictly complies with all applicable laws, codes, and inspection requirements. Sometimes, if something does go wrong, the safest thing the elevator can do is to stop operating. If someone is inside the elevator, this is called an entrapment and is considered an emergency request.

All elevators are equipped with an emergency phone that automatically dials to either [DPS](#), TFC emergency staff, or on-site security staff. The phone line will inform the person answering the call where you are located, enabling assistance to be dispatched even if the person inside is unable to communicate verbally. Answering staff will notify an emergency elevator technician who will respond as quickly as possible to free the entrapped individual.

Although being stuck in an elevator can be alarming, the entrapped person is not in any danger from the elevator. The most dangerous thing a person can do is to attempt to get out without assistance from a technician who can ensure the elevator will not move or shift during this time. For this reason, TFC staff and building security guards are not permitted to extract the entrapped person.

If someone is trapped in an elevator and needs immediate medical assistance, use the phone in the cab to notify emergency staff, or if a mobile phone is available, call 911 and the fire department may be able to respond faster. If the fire department frees an entrapped person, notify TFC immediately via the 24/7 Emergency phone line so that TFC can dispatch a technician to investigate the malfunction.

iii. Stairwells

Stairwells are the only means of exit from multistory buildings during an emergency evacuation. Stairwells must be kept free of any items and must never be used for storage as this can impede their use in an emergency. Remove and report any obstructions to TFC immediately. At no time should any fire-rated doors, including stairwell doors, be propped open. For more information on stairwell safety systems during a fire, see Section [VII.C. Fire Safety](#).

iv. Hallways and Corridors

Hallways and corridors are part of the emergency exit pathways of the building and may not be used for storage at any time. TFC has posted a building evacuation map on each building floor in the elevator lobby and at each stairwell exit door.

5. Carpentry, Painting, Flooring, and Signage

Carpentry, painting, flooring, and signage services are provided within state-owned facilities under the General Maintenance program area.

Carpentry: Carpentry staff provide repairs to cabinetry, doors, drywall, “installed furniture,” moldings, and trim work.

Painting: Painting requests are completed as quickly as possible based on severity of need and availability of staff and resources. Tenant Agencies are responsible for moving furniture, pictures, and personal items before painting is scheduled to begin. TFC General Maintenance will only paint the building's standard color. If your agency requires time-sensitive service or a custom color, you may request a quote from Minor Construction. Please note that General Maintenance is not able to touch up or otherwise support custom colors and all subsequent touchups will require you to solicit a quote from Minor Construction.

Flooring: Flooring is kept functional, safe, and level. TFC does not replace flooring out of concern for aesthetics.

Signage: Proper signage is essential for emergency responders and TFC will provide directional and location signage free of charge. Agencies needing signage with employee names or titles should request a quote from Minor Construction.

6. Preventative Maintenance

TFC's Preventative Maintenance program changes HVAC filters as scheduled, depending on type and usage, and provides periodic inspections of equipment to identify conditions that may lead to breakdown or incorrect operation. TFC makes every attempt to take immediate corrective measures to prevent the malfunction or costly replacement of this equipment. Preventative Maintenance team works primarily after hours to reduce disruptions during work hours.

TFC [Property Managers](#) will conduct quarterly building inspections to identify deficiencies. Inspections help Property Managers identify any potential issues that may lead to large maintenance problems. TFC has the right to conduct such inspections as stated in Texas Government Code §2165.051 and Tenant Agencies must facilitate access to any and all secure areas upon request. Service requests will be entered as needed by the Property Manager.

7. Custodial

i. CUSTODIAL SCHEDULE

Custodial services are performed each weekday as scheduled by TFC custodial staff or contractors. Standard custodial services are provided at no charge to Tenant Agencies. Your [Property Manager](#) can provide the current schedule for your space. [TARs](#) should report missed services or any areas needing attention online through the [FSC](#). Special requests or additional cleaning services may be provided at a cost to the requesting Tenant Agency. Speak with your Property Manager to request a quote.

ii. SECURE SPACES

Custodial personnel may unlock private offices to clean them. If an office must be locked when the work is completed, speak with your [Property Manager](#) about labeling the door jamb with a red dot sticker to indicate that an office should be locked prior to the custodian and/or supervisor leaving the area. Custodial staff may turn off lights and close window blinds as energy-saving measures.

Tenant Agencies may identify secure areas that should not be entered by custodial personnel, such as computer rooms, human resources offices, and legal offices; cleaning of these areas will not be performed by TFC. The Tenant Agency will be responsible for cleaning their areas if TFC custodial services are refused. Certain services may be scheduled during office hours to allow for service in secure areas. Speak with your [Property Manager](#) to see if this solution works for your agency's needs.

iii. SERVICE EXCEPTIONS

TFC custodial staff will not clean or dust if documents or personal items may be disturbed. Additionally, custodians are not able to clean above 6 feet or utilize ladders. If cleaning above 6 feet is needed, speak with your [Property Manager](#). Custodial staff is not responsible for the removal or disposal of inoperable or unwanted equipment including, but not limited to, computer monitors, furniture, and hardware. See Section [III.D. State Surplus Property](#) for more information on the disposal of property.

8. GROUNDS MAINTENANCE

Grounds Maintenance staff, in conjunction with contracted service providers, perform routine landscape maintenance services such as mowing, edging, blowing, weeding, and trimming. Shrub, perennial, and tree care are performed as needed to enhance the health and vigor of the plants. The Grounds Maintenance staff is also responsible for the cleaning and maintenance of state-owned parking garages and surface parking lots. A parking contractor managed by TFC is responsible for the cleaning of state-owned parking garages and surface parking lots after these facilities have been used for evening or weekend special events.

Tenant Agency staff are responsible for properly disposing of cigarette butts in the appropriate receptacles and must not place them in planters, flowerbeds, lawns, or parking areas. Tenant Agency staff, as well as their guests, are responsible for utilizing the premises and areas surrounding the exterior of the premises in a responsible manner and for leaving the areas in a neat, clean, and sanitary condition.

In the interest of cleanliness and tenant safety, leaving out food or water for birds or wild animals is strictly prohibited.

9. PEST CONTROL

TFC employs a licensed pest control technician and engages support from contracts as necessary to maintain TFC-managed state-owned facilities. A certified applicator dispenses pesticides/insecticides as needed throughout the facilities with special emphasis on use of the least toxic methods. Work involves providing effective services with the minimum amount of customer disturbance as possible. Food vendors are responsible for providing pest control in areas where food is prepared or served. **No household pesticide products are to be used within the facilities by Tenant Agency staff at any time.**

10. TRASH AND RECYCLING

TFC collects recyclable material using a single stream collection system that allows customers to mix recyclable paper, plastic, and aluminum cans all in one bin. Posters and signs to promote proper recycling are available at <https://www.tfc.texas.gov/minimax/>.

i. PROHIBITED ITEMS AND SHARPS

Tenant Agencies are responsible for the proper disposal of all used batteries, paint, chemicals, pallets, and ink cartridges. TFC is not responsible for the coordination or cost of these specialty disposal services. Custodial staff place all items into the dumpsters so please be mindful of weight and size.

Agencies receiving delivery of items requiring a large amount of packing material should arrange with the delivery service (or otherwise) for the disposal of this material. Large amounts of bulky material can quickly overwhelm the dumpsters, leaving no room for regular building trash and recycling.

Tenant Agency staff must not place sharp objects or other types of hazardous items in standard trash receptacles. This restriction includes, but is not limited to, syringes, broken glass, razor blades, and tin can lids. Tenant Agencies are responsible for obtaining a sharps container for their employees. Once full, these rigid sealed containers may be placed in the trash.

ii. TRASH AND RECYCLING: THE MINIMAX PROGRAM

TFC implemented the miniMAX trash and recycling program at the beginning of Fiscal Year 2011. The miniMAX Program involves each employee utilizing a desk-side recycling bin and hanging miniature trash receptacle ("mini-bin"). Tenant Agency employees are required to empty their own mini-bins and recycling bins into central collection points. Custodial staff collect trash and recycling from these central collection points every weekday. Do not move or relocate central collection bins. Custodial staff will only empty bins located at the specific central location areas.

Trash or recyclable items that are too large for these bins must be taken to the building dumpster or compactor. TFC maintains carts in each building to facilitate the movement of bulky items. Ask your [Property Manager](#) where these are kept at your building.

For more information about what can and cannot go into these trash and recycling bins, please see <https://www.tfc.texas.gov/divisions/facilities/prog/pm/Recycling.html>.

iii. CUSTODIAL SUPPORT FOR EVENTS

When a Tenant Agency reserves a conference room, boardroom, classroom or any space listed in the TFC reservation inventory, agencies must collect trash and place it at the nearest central collection station. If an agency anticipates their event will generate more trash or recycling that can be accommodated by existing bins, may request additional cans or bags via the [FSC](#). Please include the date and time of your event and allow a few hours' notice to ensure your request can be completed in a timely fashion. For any questions or requests, contact your [Property Manager](#).

11. TFC CONTRACTORS

TFC hires third-party contractors for services and projects beyond the capacity of TFC in-house specialists or programs. These contractors work directly for TFC. To avoid confusion and misunderstanding, contractors are instructed to not communicate directly with Tenant Agency employees. If a Tenant Agency goes directly to a TFC contractor for additional services or changes in scope, the agency may be responsible for paying for this work or to correct any resulting issues. Tenant Agencies and their representatives should address all questions, comments, and concerns to their [Property Manager](#) regarding contractor services and projects.

III. OTHER SERVICES

A. ADDITIONS AND ALTERATIONS

Tenant Agencies are not authorized to make any additions or alterations to any TFC facility without TFC's prior written consent. Any alterations affecting integral parts of the building or items permanently affixed to the building (whether being installed, removed, modified, or relocated) must be performed by or under the supervision of TFC personnel.

Modifications to modular office furniture systems (including new installations and reconfigurations) must be submitted for review and approval by TFC's Architecture, Engineering, and Design Services (AEDS) program because these modifications affect electrical systems, life safety systems, emergency exit routes, and accessibility requirements. All requests must include drawings, in electronic format, indicating both existing and proposed modular furniture layouts. All requests will also be reviewed by TFC's Planning & Space Management program to address efficient and appropriate use of State-provided facilities. Minor Construction & A/E Design Services

Whereas TFC provides many maintenance services at no charge or as part of the applicable HB 3042 funding arrangement, voluntary additions or alterations are not included. TFC's Minor Construction and A/E Design Services Programs provide dedicated staff who will evaluate the project scope, provide professional design services, when needed, and provide a quote for the requested services. Because Minor Construction is a full cost recovery program, all costs incurred by TFC in furtherance of design and construction for the requested project will be charged to the requesting Tenant Agency. Quotes are comprised of all project costs (including professional services, materials, labor, equipment, subcontracts, project coordination, and administrative services). When required for compliance with Federal and State Accessibility Standards, a fee for correcting existing accessibility deficiencies along the path of travel to the altered space(s) will also be included.

Although quotes are free to obtain, services will require the requesting agency to provide funding. Because of this, Additions and Alterations requests should only be submitted by an agency employee who is authorized to approve the release of funds. These requests should be submitted through the [FSC](#) under "Additions and Alterations (Minor Construction)". Any plans accompanying a request must be submitted to TFC in an electronic format.

For more information, contact the Minor Construction program at (512) 463-6300.

1. ADDITIONS AND ALTERATIONS NOT SUPPORTED BY TFC

Although many building additions or alterations must go through TFC's A/E Design Services and Minor Construction programs, some services are provided by other agencies (like DIR), utilities, or companies (telephone, internet, etc.) In this case, a Tenant Agency may not make or authorize any additions or alterations to the premises or building without the prior written consent of TFC. TFC must approve all changes in writing prior to start of the proposed installation and/or construction.

Tenant Agency contractors must check in with the TFC [Property Manager](#) prior to initiating any work involving building alterations which may possibly result in damage or disruption. To avoid an order to cease work, we encourage [TARs](#) to engage their Property Manager regarding the work at the earliest possible opportunity.

TFC buildings are compartmentalized with fire walls which are rendered ineffective by penetrations, seriously jeopardizing the safety of the building occupants in the event of a fire. Should a Tenant Agency project require the installation of wires or wall penetrations for any reason, TFC will direct the contractor as to where and how wires are to be introduced and placed; no wires can be introduced or placed except as directed by TFC.

Please contact your [Property Manager](#) with any questions, or for review of an upcoming project.

B. PLANNING AND SPACE MANAGEMENT

TFC's Planning and Space Management (PSM) program is responsible for allocating and assigning space to state agencies housed in property on the Commission's leased and owned inventory. As part of this function, PSM provides the following services:

- Long-range facilities planning;
- Space management;
- Facilities data management; and
- Pre-design space programming services.

Agencies requesting or relinquishing office space must submit a "Space Assignment" Request on TFC's [FSC](#) web page located at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. Requests for additional space will be reviewed based on functional requirements and number of employees, as well as availability.

Agencies needing information on facilities like square footage, location, or floor plans should reach out to the facility's [Property Manager](#) for assistance.

For any other questions, please contact the Space Management program at (512) 463-1871.

C. DEFERRED MAINTENANCE AND CAPITAL IMPROVEMENTS

TFC's Facility Design & Construction (FDC) division fulfills deferred maintenance and capital improvement needs for TFC facilities. Projects consist of cost-effective measures to diminish risks, reduce liabilities, and maximize the efficiency of state-owned facilities. Projects included in the program must meet the following criteria:

- The repair or replacement of broken critical building systems to avoid liabilities associated with life-safety issues, federally mandated compliance programs, or disruption of vital government operations.
- The upgrade of building systems to increase the capacity of current facilities.

D. STATE SURPLUS PROPERTY

The State Surplus Property (SSP) program assists state agencies in disposing of surplus property items utilizing auctions, internet sales, sealed bids, and the Austin retail storefront located at 6506 Bolm Road, Austin, Texas 78721. After completion and submittal of a bill of lading, a date may be scheduled for either delivery or pickup. Surplus property must remain in agency space until pickup or removal. Property must never be stored or left in hallways or common areas.

Surplus occasionally hosts pop-up shops in some state-owned buildings. SSP will post signs with dates and times these pop-ups will take place.

For more information about the State Surplus Property program, please call (512) 463-1990.

E. COMMERCIAL FILMING AND PHOTOGRAPHY

Pursuant to §2165.008 of the Texas Government Code, TFC has established a program for the management of commercial filming and photography on state property. State agencies are permitted to film in-house productions with state employees and resources for the purposes of state business on state property. Personal filming and photography for private use is permitted in publicly accessible spaces. Any other commercial filming must be coordinated through TFC's Commercial Parking and Special Events program.

For more information, visit <https://www.tfc.texas.gov/divisions/facilities/prog/pm/parking.html> or call the Program Manager at (512) 563-9273.

F. ENERGY MANAGEMENT AND UTILITIES

State agencies are mandated to meet certain energy-reduction criteria. Tenant Agencies are expected to cooperate in energy conservation by adhering to the following:

- Remove and power down all unauthorized appliances from the workspace;
- Turn off all task or office lights when not needed;
- Turn off computers and monitors when not needed and adjust the properties of computer monitors to power off or "sleep" after 15 minutes of inactivity;
- Open blinds to allow for solar heating in winter and close blinds to assist with cooling in the summer;
- Schedule work activities to minimize, to the greatest extent possible, the need for building systems to be operated outside of normal business hours; and
- Lighting in office areas is not to be left on for the survival of houseplants.

In September 2007, TFC implemented thermostat regulation and night setback procedures. Thermostats are regulated as stated in [Section II.D.1. Heating, Air Conditioning, and Indoor Air Quality](#) as part of TFCs efforts to reduce energy use. This program takes into consideration special use rooms and/or specific building space, such as data centers, that may require exemptions from these standards. TFC's Energy Management Program works in conjunction with building operations to evaluate automated thermostats for the possibility of adding multiple temperature probes per HVAC zone.

For more information on energy-reduction measures, contact your [Property Manager](#).

IV. TENANT AGENCY RESPONSIBILITIES

A partnership between TFC and each of our Tenant Agencies is essential to ensuring we can serve you efficiently and courteously with minimal disruptions. This partnership requires agencies and individuals to accept certain responsibilities that will facilitate communication and operations.

This Tenant Manual will be updated regularly, so we encourage you to bookmark the document on TFC's website to ensure you are referring to only the most recent version. Not all subjects are covered here. If a subject or topic is not mentioned, contact your [Property Manager](#) for more details and information.

Every building within TFC's control will be assigned a TFC [Property Manager](#). Tenant Agencies that employ their own facilities staff or property manager will work with the Property Manager for building services. Property Manager's building portfolios and contact information can be found on TFC's website under "Property Management Services." If you have any questions, contact your TFC Property Manager.

TFC's [Property Managers](#) act as the liaison between Tenant Agencies and all TFC programs. Unless otherwise indicated in this manual, all communications with TFC should occur through the designated Tenant Agency representatives and their Property Manager. Tenant Agencies should elect a person for each or all of the following roles:

A. TENANT AGENCY REPRESENTATIVE ([TAR](#))

Tenant Agency Representatives are the main contact between TFC and Tenant Agencies. TARs submit online service requests, attend project meetings, and represent their agency at Building Tenant Meetings. TFC recommends that each agency designate a few individuals to serve in this capacity in case of absence. TFC [Property Manager](#)s will distribute information to the TARs who are then responsible for ensuring that information is forwarded or made available to any impacted employees. Each of our tenant agencies has a unique purpose, needs, and structure. As much as your Property Manager strives to learn these attributes, the TARs are responsible for knowing this information and providing it to TFC, as necessary.

B. KEY COORDINATOR

The designated Key Coordinator has sole authorization to request keys and is responsible for retrieving keys from Tenant Agency employees upon separation of employment. They are also the only person who can request lock changes. Key Coordinators should become familiar with [DPS](#) and TFC Risk Management policies and procedures for keys. When a Key Coordinator is designated, a letter should be sent with the

designation to TFC's Safety and Security Division from the Tenant Agency's Executive Director, Commissioner, or agency head. For more information on this process, see Section [V.B.3. Key Control](#).

C. AUTHORIZED DESIGNATOR

The Authorized Designator is the main contact to request new electronic ID badges. These designators will be responsible for submitting forms, depending on location, to [DPS](#) or TFC Risk Management. See Section II.C.2. for information on Electronic Access control.

D. PARKING COORDINATOR

The Parking Coordinator will be responsible for requesting parking permits for parking lots and garages inside and outside of the Capitol Complex. Those agencies occupying a space in a state-owned facility in the North Austin Complex, Park 35 Complex, William P. Hobby Building, and any outlying buildings can request permits from their TFC [Property Manager](#) or TFC designated badge administrator, if applicable, depending on location. Those buildings inside the Capitol Complex will send requests to [DPS](#). See Section V.C. for Parking Information.

E. EMERGENCY CONTACT LIST

[Property Managers](#) will reach out to a set list of people for each building in their assigned portfolio in the case of an emergency or to relay important information. Each Tenant Agency will provide 3-4 contacts for each occupied building that will be contacted. Property Managers will call emergency contacts until one is reached if an emergency arises. Once an emergency contact is reached, others may not be contacted. Those primary contacts will be responsible for distributing information to their agency as they see fit. All agencies are responsible for providing and updating their emergency contacts as needed. TFC Property Managers will verify contact lists semiannually.

1. FIRE WARDEN OR EMERGENCY RESPONSE COORDINATOR

Each Tenant Agency should designate an area fire warden with at least two back-ups. These people should be on the emergency contact list and will have access to building-specific fire system information. Fire wardens will be the main person to assist those in their agency that need special help. See Section V. for more information on Safety Policies and Procedures.

2. IT EMERGENCY CONTACTS

Tenant Agencies should select at least one IT specialist to be on the emergency contact list if there is an agency-owned server space located in a TFC facility. Data centers, server rooms, and computer rooms will be given special attention, when needed, for an emergency or scheduled outage.

F. PERSONAL ITEMS

TFC staff, custodians, and contractors will make every effort to avoid damaging agency or employee property, however, accidents do happen. For this reason, TFC recommends that employees leave any valuable, sentimental, or fragile personal items at home. TFC, including its employees and contractors, are not responsible for missing or broken personal items within office spaces.

V. BUILDING ACCESS, SECURITY, AND PARKING

A. BUILDING ACCESS

All designated public entry doors shall remain unlocked during normal business hours, from 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding State holidays. During all other hours, all entrances shall be locked. After-hours access to state-owned facilities requires either a security access ID badge or key. Tenant Agency staff and others with keys or card access to secure entrances must not provide access to anyone else either directly, or by allowing someone to “piggyback” behind them. Visitor access and policies differ depending on building. Minors must always be accompanied by an adult. Contact your [Property Manager](#) for special arrangements or if you have any questions.

TFC, in conjunction with its contracted security personnel, the Texas Department of Public Safety ([DPS](#)), Austin Police Department (APD), and other local law enforcement, reserves the right to deny entrance to anyone at any facility or to remove any person from any facility in any case where the conduct of such person is a hazard or nuisance to person(s) or premises, or in the event of a fire or other emergency.

B. ACCESS CARDS AND KEY CONTROL

1. ELECTRONIC ACCESS AND ACCESS CARDS

Building access in most TFC-managed facilities are controlled by an electronic access control system. Tenant Agencies must request and obtain prior approval from TFC’s Director of Safety and Security before installing a new electronic access control system or altering an existing system.

Valid building access cards, also known as ID badges, are issued by [DPS](#) for most Capitol Complex facilities, or by TFC for all North Austin Complex, Park 35 Complex facilities, and William P. Hobby building. In some locations, visitors will be supplied with a “Visitors” pass or a printed name tag. Employee ID badges and visitor passes must be displayed at all times while on the property. Employees should contact their individual agency’s Authorized Designator to obtain a photo ID badge. After-hours, weekend, and holiday use of all TFC-managed facilities requires approved building access and is controlled and monitored by DPS or by TFC and their contracted security personnel. TFC has master access control to all areas of TFC-managed facilities. Within the Capitol Complex, DPS also has master access control to all areas of TFC-managed facilities.

To obtain a photo ID badge issued by [DPS](#) for the Capitol Complex, each agency’s Authorized Designator must be contacted, and an authorized access form (DPS Form No. CP-6) must be completed and returned

by either mailing or hand-delivering to DPS at the address on the form. Please check with DPS for hours of operation.

[DPS](#) is a separate agency from TFC and may change their policies at any time. Contact DPS Badge Administration at (512) 424-0203 for questions on ID badging policies and procedures.

To obtain a photo ID badge issued by TFC for the North Austin Complex or Park 35 Complex facilities, each agency's Authorized Designator must be contacted, and an authorized access form (TFC Form No. RM-1) must be completed and returned by email to the appropriate address for the Tenant Agency's facility:

- N Austin Complex: TFCAccess.Northcomplex@tfc.texas.gov or TFCAccess.Winters@tfc.texas.gov
- Park 35 Complex: TFCAccess.TCEQ@tfc.texas.gov

TFC's access control badge administrator will authorize and issue the card.

2. LOST AND STOLEN ID BADGE

All lost or stolen photo ID badges are the responsibility of each Tenant Agency. Missing badges must be reported immediately to the agency's Authorized Designator, the state agency issuer of the card, and TFC's building security.

Additional processes and procedures established by TFC are in effect at each facility. Contact TFC's Risk Management Supervisor at TFCAccess.RiskMgmt@tfc.texas.gov for details.

3. KEY CONTROL

Upon assignment of space to a Tenant Agency, TFC shall verify with the occupying agency in writing a breakdown of the keys and locks in the assigned space for the purpose of issuing keys. Each agency moving into an area or facility for the first time will be furnished one set of access keys for all doors within the Tenant Agency's interior space and for exterior doors, as needed, by [DPS](#) or TFC. Each Tenant Agency shall designate one employee to act as that agency's Key Coordinator. This designation shall be made by letter to DPS and TFC from a Tenant Agency's executive director or agency head.

The designated Key Coordinator shall have sole authorization to request keys and is responsible for retrieving keys from Tenant Agency employees upon separation of employment. For duplicate keys, the Tenant Agency Key Coordinator must include in its request to [DPS](#) or TFC, as appropriate, the name of the building or facility, the specific room number, the key number, and the number of keys requested. Upon termination or transfer of a Tenant Agency's occupancy of space, the designated Key Coordinator shall ensure all keys are returned to DPS or TFC, as set forth below. All keys issued by DPS must be returned to DPS's Capitol Regional Command Office, and all keys issued by TFC must be returned to TFC's Chief Security Officer. Each agency will be financially responsible for the purchase of additional keys and locks and for the re-keying of locks.

Agency employees shall comply with all requirements necessary for the security of the premises and building both during and after normal weekday business hours and on weekends. Persons, other than TFC employees or its contractors, who require access to space occupied by a Tenant Agency, such as mechanical rooms, electrical equipment rooms, telephone rooms, mechanical chases, and rooftops, shall

submit a request in writing to TFC's Chief Security Officer. Upon approval from TFC's executive director, the agency responsible for issuing keys—[DPS](#) or TFC—shall be providing access.

TFC is responsible for all keys for all facilities within the Capitol Complex, except the four buildings which are controlled by [DPS](#) ([REJ](#), [SHB](#), [JHR](#), [INS](#)). TFC is also responsible for keys for all facilities in the Park 35 Complex, North Austin Complex, and other buildings outside of the Capitol Complex and downtown Austin. Entry to space occupied by a Tenant Agency may be granted by the appropriate agency, DPS or TFC, depending on which agency is responsible for the building control.

Master keys to a facility may only be issued by [DPS](#) or TFC for a particular facility. Any request for a master key must be submitted in writing to the appropriate agency indicating the reason for the request and must be signed by the elected official governing the Tenant Agency or the chief executive officer who heads the Tenant Agency. TFC shall be issued a master key for all buildings and facilities under its care, custody, and control for purposes of emergencies or matters involving life safety issues.

Additional processes and procedures established by TFC are in effect at each facility. Contact TFC's Safety and Security division for details.

C. PARKING INFORMATION

1. INSIDE THE CAPITOL COMPLEX

[DPS](#) is responsible for regulating parking in state-owned parking facilities, including parking garages and surface parking lots, within the Capitol Complex from 7:00 A.M. to 6:00 P.M., Monday through Friday. DPS provides an escort service to state employees traveling between state parking facilities and state buildings. Employees may request this service by calling the DPS non-emergency line at (512) 463-3556.

i. PARKING PERMITS

All vehicles utilizing an unreserved state parking space within the Capitol Complex must display a current parking permit or a temporary hangtag. Permits can be obtained at the [DPS](#) Capitol Service Office, 1500 North Congress Avenue, from 7:30 A.M. to 4:30 P.M., Monday through Friday. Temporary hangtags can be obtained for paper license plates at this location. Permits are considered a privilege. By requesting and obtaining a permit, a state employee is accepting responsibility to abide by all parking rules and regulations. A listing of all DPS parking rules can be found in Title 37, Texas Administrative Code, Part 1, Chapter 3, Subchapter K. State employees must maintain current contact information with DPS so an employee can be contacted if an issue arises involving their vehicle.

ii. OPEN AND CLOSED PARKING FACILITIES, AND RESERVED PARKING

Open parking facilities are facilities that have unreserved parking spaces for the use of state employees with a [DPS](#)-issued parking permit. Open parking facilities allow employees to park in any parking space except where there is a yellow, red, or blue curb stop or where parking is prohibited by signage. Closed parking facilities are restricted to employees of a specific agency or building for whom a specific permit is issued. The Capitol Complex Parking Map for State Employees may be found at

https://tspb.texas.gov/plan/maps/doc/capitol_complex_parking_map.pdf. Subleasing a paid, reserved space is not permitted. In the interest of full parking utilization, loaning spaces without charge to another qualifying employee is encouraged.

Reserved parking spaces are valid from 7:00 A.M. to 6:00 P.M. on state workdays. Outside of these hours, reserved spaces become available for general use. Holidays that require a skeleton crew are enforced as normal state workdays. If someone is parked in your reserved parking space, please notify your agency's parking coordinator so they may contact DPS.

Employees should notify [DPS](#) Parking Administration at (512) 463-3476 if:

- a vehicle will be left overnight for any reason; or
- a vehicle is parked improperly across multiple spaces or is blocking traffic.

If a state employee is transferred to a work location outside the Capitol Complex or employment is terminated, that employee shall relinquish any parking permit or assignment, if applicable, and shall remove the state permit decal from their vehicle(s).

[DPS](#) and TFC reserve the right to move or tow a vehicle in a state parking facility if the vehicle is improperly parked. TFC, its contractors, and The State of Texas are not liable for vehicles that are vandalized, damaged, or broken into while parked in a state-owned parking garage, parking lot, or the surrounding areas.

2. OUTSIDE THE CAPITOL COMPLEX

TFC is responsible for regulating parking at the William P. Hobby Building, Parking Garages L and N in the downtown Austin area; at the North Austin Complex; the Park 35 Complex; and at parking facilities outside Austin from 7:00 A.M. to 6:00 P.M., Monday through Friday. TFC may contract out parking services after 6:00 P.M.

Parking permits for garages and lots outside of the Capitol Complex can be obtained by your agency's Parking Coordinator from your TFC [Property Manager](#). For the Park 35 Complex, parking permits are issued by TFC's assigned access control badge administrator. A copy of TFC's parking rules can be obtained from your TFC Property Manager.

TFC reserves the right to move or tow a vehicle in a state parking facility if the vehicle is improperly parked. TFC, its contractors, and The State of Texas are not liable for vehicles that are vandalized, damaged, or broken into while parked in a state-owned parking garage, parking lot, or the surrounding areas.

3. AFTER-HOURS AND DAYTIME PARKING PROGRAMS

Pursuant to §2165.2035 of the Texas Government Code, TFC has established a program for the leasing of state-owned parking lots and garages for private commercial use outside of regular business hours. Regular business hours are from 6:00 A.M. to 6:00 P.M. Monday through Friday. After hours, TFC's Commercial Parking and Special Events program and its parking contractors manage parking facilities and may charge the general public for parking. Some events and locations may not allow for state employee parking, however, free parking for state employees is always available in designated areas. State

employees must present a valid State of Texas or other approved state employee photo identification card to gain entry to the designated parking area at no charge. State issued parking permits on vehicles are not sufficient. All parking facilities are first-come, first-served and no reservations are available.

Parking rules are strictly enforced at all times and vehicles may be towed if they are in violation. TFC is not responsible for any damage to vehicles, theft, or loss of personal property while parked at a state-owned facility.

In addition, pursuant to § 2165.204 of the Texas Government Code, TFC is responsible for the daytime leasing of excess individual parking spaces in state-owned parking lots and garages. TFC will only lease space deemed to be in excess of the normal needs of nearby state buildings, always allowing for sufficient parking supply to accommodate state employees.

For upcoming events and additional information, please visit the webpage for Commercial Parking and Special Events at <https://www.tfc.texas.gov/divisions/facilities/prog/pm/parking.html>.

4. AGENCY FLEET PARKING

TFC provides a secure caged parking area on the top floor of Garage R for agency fleet vehicles. The gates for the cage are open on normal business days from 6:00 AM until 6:00 PM. [DPS](#) is responsible for monitoring the parking during the daytime. Spaces within the cage are first-come first-served, and no reserved spot will be assigned. This location is intended for vehicles used daily in the Capitol Complex and not as a storage for surplus vehicles. Inoperable vehicles or those going to Surplus must be stored in an alternate location. Please note that Surplus will not accept vehicles until they have completed the required Surplus process. If an influx of vehicles is expected, notify your TFC [Property Manager](#) as special arrangements may be necessary to accommodate parking.

Personal vehicles are prohibited due to limited space unless an employee is traveling overnight or after hours in an agency vehicle. Personal vehicles can stay for 24 hours at a time and need to be moved immediately when the employee returns. If a personal vehicle is staying longer than 24 hours, please communicate this to the [Property Manager](#). All tools and items in the bed of trucks must be secured each night and TFC is not responsible for any missing items. Vehicles must be locked when parked.

The Parking Coordinator for each agency must report to their TFC [Property Manager](#) on the number of fleet vehicles parking in the secured cage. If the main contact for fleet vehicles is not the Parking Coordinator, please give the Property Manager a main contact (name, position, email, and phone number). Oversize fleet vehicles that exceed the height requirement cannot park in the secured cage and must coordinate with [DPS](#) Parking Administration to find an alternate location.

D. WEAPONS

1. GENERAL INFORMATION

State law prohibits carrying certain types of weapons in certain places, including some locations that constitute state property. For the purposes of this manual, we will focus only on the laws impacting the state-owned, TFC-managed facilities subject to the rules contained herein. Texas Penal Code Ch. 46

defines various types of weapons and describes what activities related to such weapons are illegal (e.g., possessing, carrying, manufacturing, transporting, repairing, selling, etc.).

During the 2021 legislative session, the Texas Legislature passed the Firearm Carry Act of 2021 (H.B. 1927, 87th R.S.) (sometimes referred to as “permitless carry” or “constitutional carry”). This bill authorizes most Texans over age 21, who have not been convicted of certain crimes to carry a handgun in a concealed manner or openly in a holster, without requiring the individual to be licensed. The ability to obtain a license to carry a firearm remains intact under Texas Government Code Chapter 411, Subchapter H.

Governmental entities have limited authority to prevent an authorized person (licensed or unlicensed) from carrying a firearm into facilities to which the public otherwise has access.

Pursuant to Texas Penal Code §46.03, Places Weapons Prohibited, it is illegal to intentionally, knowingly, or recklessly possess or go with a firearm (whether or not the individual holds a license), a location-restricted knife, a club, or a weapon listed in Texas Penal Code §46.05(a) to various public or private facilities, including:

- A school or educational institution or any grounds or building on which a school-sponsored activity is being held, unless authorized by written regulations of the institution;
- A polling place on an election day or during early voting;
- The premises of any government court or offices utilized by the court, unless authorized by written regulations of the court;
- A high school, collegiate, or professional sporting event or interscholastic event, unless the person is a participant and the firearm, location-restricted knife, club or weapon listed in Texas Penal Code §46.05(a) is used in the event; or
- a room or rooms where a meeting of a governmental entity is being held, under certain circumstances. See below for more information.

2. OPEN MEETINGS

An unlicensed carrier of a firearm (“permitless carry”) may never carry into the room where an open meeting of a governmental entity is being held, if the meeting is subject to the Open Meetings Act and proper notice was given as required by the Open Meetings Act.

A person licensed to carry a handgun under Texas Government Code Ch. 411 is permitted to carry into the room where a properly noticed open meeting of a governmental entity is taking place *unless* the governmental entity chooses to prohibit the licensed carrier from doing so by providing notice to the individual. Notice may be provided verbally or in writing. Notice provided in writing may be provided either by a card or other document with the required statutory language that is handed to the person or by posting a sign at the entrance to the meeting and only while the meeting is taking place. Notice in writing must meet the precise requirements of Texas Penal Code §30.06 (for concealed handguns) or §30.07 (for openly carried handguns).

3. HANDGUN CARRY BY GOVERNMENT EMPLOYEES ON STATE PROPERTY

A state agency can adopt a written policy expressly allowing or prohibiting an employee (or contractor) from carrying a handgun at work. It is up to each agency to determine what is proper for its employees, after consultation with legal counsel.

In case of an emergency or to report situations involving weapons, first contact local law enforcement at 911 and for Capitol Complex facilities, also contact [DPS](#) at (512) 463-3333, and the TFC [Property Manager](#).

Please be aware that the law regarding the carrying of weapons in public is complicated and still being developed through case law. If you have any questions, please contact your agency's legal counsel.

VI. BUILDING RULES AND GUIDELINES

The building rules and guidelines are in place to provide a clean, safe, and comfortable working environment for state employees. Agency heads along with tenant representatives are responsible for ensuring that agency employees adhere to the rules and guidelines.

A. MOVING EQUIPMENT OR FURNITURE

Movement of furniture, bulky materials, or office equipment into, out of, or within the building must be coordinated with the [Property Manager](#). In multitenant buildings, any movement of bulky items through building entrances and lobbies are restricted to hours designated by the Property Manager. All trucks should park in the designated loading zone or in space(s) designated by the Property Manager. Tenant Agencies ultimately assume all risks for damage to property and injury to persons associated with a move.

Prior to and after a move, an inspection of elevators, loading docks and other applicable building spaces may be made by the [Property Manager](#) to determine whether any damage was caused by the Tenant Agency or its moving contractor.

Agency employees or professional movers must take the following precautions, as applicable, to reduce wear and tear or damage to the building:

- Flooring covers to prevent scratches on hard flooring and rippling on carpet;
- Wall covers to protect walls, door frames, and corners from punctures, dings, and abrasions; and
- Use of only pneumatic or rubber-wheeled hand trucks or dollies to prevent flooring damage.

1. USE OF FREIGHT AND PASSENGER ELEVATORS

All freight elevators are for the use of freight, deliveries, and maintenance and are not to be utilized as passenger elevators.

Passenger elevators are solely for the purpose of transporting agency employees and guests but can accommodate items carried by hand with no additional preparation. Dollies or carts (other than baby

strollers and wheelchairs) must not be taken into passenger elevators unless elevator protection has been installed.

If a building does not have a freight elevator, the agency may coordinate use of passenger elevators during low traffic times. Speak with your [Property Manager](#) to arrange for the placement of elevator pads and floor coverings. The elevator may be placed on Independent Service to allow the moving agency exclusive use of this elevator. If either of these services have been provided by TFC, the requesting agency is required to notify the Property Manager once complete so the elevator may be returned to general use.

No items are permitted to be stored in passenger or freight elevator lobbies.

2. USE OF PROFESSIONAL MOVERS

When a moving company is contracted, the Tenant Agency must obtain a certificate of insurance which is to be provided to TFC upon request. The certificate of insurance must name TFC as an additional insured. The Tenant Agency is also responsible for complying with all rules and guidelines listed above.

Once the move has been completed, the Tenant Agency's contractor must remove all debris from the premises, such as cardboard boxes and pallets. Dumpsters are not to be used for the disposal of debris left after a move. TFC's custodial program is not responsible for removing large amounts of trash in a Tenant Agency's suite before, during, or after a move. If an agency fails to properly dispose of debris, TFC may charge the agency for the cost of removal.

B. BICYCLES

Bicycles are not permitted anywhere inside buildings and must be stored outside, utilizing the bike racks generally located inside parking garages and near building entrances. Contact your TFC [Property Manager](#) if no rack is available at your building. If a bike is attached to a tree, railing, bench, sign pole, or anything other than the bike rack, the lock will be cut and the bike will be held for at least five business days to allow the owner to claim it. TFC will not be responsible for replacing the lock or for the safety of the bike once removed.

All bike storage is intended for daily use only and not extended storage. Any bikes that are believed to be abandoned will be tagged and ultimately be surrendered to State Surplus if not claimed within five business days.

State employees in the Capitol Complex may request access to a bicycle cage located in Parking Garage Q on the south side lower level at 17th Street and San Jacinto. State employees wishing to utilize a space within the secure bicycle cage may complete TFC's Secure Bicycle Parking Application and Agreement form found on TFC's website or by contacting their [TAR](#). Completed forms should be returned to the TAR to be sent to TFC Risk Management for processing. Currently, TFC does not charge a fee for the use of the secure parking area. The State of Texas and TFC are not responsible for any loss or damage associated with the use of the secure parking area at any time.

For additional information on the bicycle cage, visit <https://www.tfc.texas.gov/divisions/commissionadmin/prog/riskmanagement/bike/>.

C. UNAUTHORIZED ITEMS AND APPLIANCES

1. OPEN FLAMES

Open flame items, including candles and incense, are not permitted in state-owned facilities. The only exception to this rule is solid chafing dish fuel. Solid fuel may be used in chafing dishes designed to hold fuel canisters. Fuel may be brought the day of the event and must be taken home that same day. It is never to be stored or left overnight. Lit fuel must never be left unattended.

2. MICROWAVE OVENS AND TOASTER OVENS

Cooking appliances should never be left unattended while in use as this increases the risk of fire or burnt food, the odor of which can be disruptive. Authorized appliances such as microwaves and toaster ovens may only be located and utilized in TFC designated break rooms. The odors created by these appliances linger in areas where the ventilation and air conditioning are not configured to deal with cooking odors.

3. ELECTRICAL USAGE

Circuits can become overloaded due to the use of unauthorized electrical devices in private offices and cubicles. Overloading circuits can lead to outages and electrical fires.

TFC requests each Tenant Agency's support in the prevention or immediate removal of all unauthorized and potentially hazardous appliances within the office workspace. Failure to comply may result in notification to agency management, the State Fire Marshal's Office, and/or the State Office of Risk Management.

i. AUTHORIZED APPLIANCES

- Small tabletop fans or air purifiers
- Electric heating pads or blankets
- Table and floor lamps

ii. PERMITTED IN TFC-DESIGNATED BREAKROOMS ONLY

- Coffee makers, coffee pots, and single service coffee systems
- Crock pots and other small electric cooking pot appliances like Instant Pot
- Electric kettles
- Hot plates
- Garbage disposals (TFC will not install any new garbage disposals, or replace broken ones)
- Microwave ovens
- Refrigerators
- Toasters and toaster ovens
- Water coolers/dispensers
- Ice Makers (must have TFC-approved gravity drainage to prevent flooding)

iii. UNAUTHORIZED APPLIANCES

- Large or noisy fans and air purifiers, including floor fans, such as tower fans and box fans
- Aquariums
- Coffee cup warmers
- Curling irons and other electrical hair styling tools
- Immersion water heaters
- Irons and steam irons
- Space heaters: Space heaters can cause major issues with temperature regulation, electrical system functionality and safety, and can be a fire hazard in an office setting. Personal and area space heaters are not allowed for any purpose other than as a reasonable medical accommodation. Electric blankets and heating pads are acceptable for use without approval. TFC reserves the right to remove any space heater immediately if it is found to be a fire hazard or is interfering with building temperature regulation. For more information on securing a reasonable accommodation exception, please ask your Property Manager for TFC's policy on space heaters.
- Other items not on this list may be restricted. TFC reserves the right to determine the permissibility of other electric items.

4. SMOKING, VAPING, AND TOBACCO PRODUCTS

In compliance with municipal ordinances and in consideration of the health of state employees and visitors to state-owned facilities, all use of tobacco products, including smoking, dipping, and vaping, is prohibited in all TFC-managed facilities, including parking garages. TFC may designate smoking areas, and each Tenant Agency is responsible for ensuring its employees adhere to these policies.

TFC is responsible for providing designated smoking area signage and receptacles. If a covered smoking area is requested by a Tenant Agency, the project must be requested through Minor Construction. The design, construction, and location of the shelter must be approved by TFC, and the requesting Tenant Agency shall be solely responsible for all costs associated with the shelter. The Tenant Agency may also be responsible for the cost to maintain the shelter.

City Codes of Ordinances restrict smoking within a certain radius of buildings. These standards shall be the minimum enforced at each applicable state building. TFC will determine how these laws are applied and they may be broadly interpreted to include exits or accessible entrances for the disabled.

i. AUSTIN, TEXAS CODE OF ORDINANCES [§10-6-2](#) - SMOKING PROHIBITED

“(D) A person commits an offense if the person smokes within 15 feet from an entrance or openable window of an enclosed area in which smoking is prohibited.”

ii. EL PASO, TEXAS CODE OF ORDINANCES [§9.50.030](#) - PROHIBITION OF SMOKING IN PUBLIC PLACES

“A. Smoking shall be prohibited in all enclosed areas of public places within the city, and within twenty feet of the entrance of such places...”

iii. FORT WORTH, TEXAS CODE OF ORDINANCES [§29.5-2](#) - SMOKING PROHIBITED

“(d) A person commits an offense if the person smokes within 20 feet from a primary entrance or openable window of an enclosed area in which smoking is prohibited.”

iv. HOUSTON, TEXAS CODE OF ORDINANCES [§21-241](#). - REASONABLE DISTANCE

“Smoking is prohibited within 25 feet outside entrances, exits, or wheelchair ramps serving any entrance or exit, operable windows, and ventilation systems of enclosed areas where smoking is prohibited, so as to ensure that tobacco smoke does not enter those areas.”

v. WACO, TEXAS CODE OF ORDINANCES [§16-123](#). - REASONABLE DISTANCE

“Smoking is hereby prohibited at any place within fifteen (15) feet of any entrances, windows, ventilation systems or any other openings of an enclosed area where smoking is prohibited.”

5. PLANTS

Properly maintained plants are beneficial in office environments, contributing to a pleasant atmosphere. Baskets, paper plates, and other containers that hold moisture around the bottom or base of plants can cause mold, mildew, or a musty odor. Over-watering plants may also result in standing water, attracting pests, and posing the risk of water damage to floors and walls. [Property Managers](#) may require the removal of improperly maintained plants.

6. SCENTED ITEMS

Air fresheners, incense, potpourri baskets, scented candles, wax warmers, oil diffusers, and other fragrance sources can create discomfort for some people as well as mask odors associated with maintenance issues. Therefore, all scented items are strictly prohibited. Ventilation equipment circulates air in the restrooms allowing all odors to be removed quickly. If odors linger for more than a few minutes, please submit a service request as there may be an underlying plumbing or ventilation issue requiring repairs.

7. ANIMALS AND PETS

Animals or pets are not permitted in TFC-managed facilities, unless the animal is a service animal, trained to assist a special needs person and is there to perform such service as defined by the Americans with Disabilities Act and Texas Human Resources Code Ch. 121, is psychiatric service dogs, or is a working dog partnered with a K-9 law enforcement team. Only dogs and miniature horses are recognized as service animals under the Americans with Disabilities Act. All service animals and working dogs must always remain under control by their handler. Alterations to a space may be necessary to accommodate a service animal to prevent any obstructions or challenges to other employees utilizing hallways and corridors. All alterations may be charged back to requesting Tenant Agency.

Emotional Support Animals (ESA) whose sole purpose is to provide comfort or emotional support are not qualified as service animals and therefore not covered under the Americans with Disabilities Act or Texas Human Resources Code Ch. 121. Tenant Agencies will have the sole responsibility to review and approve/deny all requests for reasonable accommodations for service or support animals. The requesting Tenant Agency will be financially responsible for any additional services to accommodate the service animal. In accordance with Texas Human Resource Code §121.005(a), the handler of the service animal is liable for any damages done to the premises or facilities by the animal.

Emotional support or “comfort” pets may be denied by Tenant Agencies or TFC. [TARs](#) will need to notify their [Property Manager](#) if a service animal will be in a facility on a regular basis.

Fishbowls and aquariums are prohibited.

8. DECORATING GUIDELINES

Decorations (holidays or otherwise) are acceptable, but the following guidelines must be observed:

- Candles and other open flame items are prohibited;
- Decorations must not be attached to, limit the visibility or use of, restrict access to, or otherwise interfere with the operating ability of fire alarm or fire suppression equipment, including fire sprinklers;
- Decorations (including posters, signs, and flyers) must not be posted in common areas. Such items may be posted in space assigned for the exclusive use of an agency;
- Do not attach decorations to any hallway or stairwell door;
- Do not obstruct or conceal fire extinguishers, emergency exits, or signs;
- Take care to ensure flammable decorations are not near electrical devices or heat sources;
- “Fire Resistant” artificial holiday trees are permissible, although size may be restricted;
- Cut “fresh” holiday trees are not permitted, but living ones planted in soil are acceptable;
- Artificial snow sprays are not permitted;
- Incandescent string lights are not permitted, but LED string lights and pre-lit artificial trees are acceptable; and
- Fire extinguishers must never be moved, altered, or blocked.

D. RESERVABLE SPACES, CONFERENCE ROOMS, AND MEETING ROOMS

1. ROOM RESERVATIONS

TFC maintains a web-based reservation system for Tenant Agencies to book shared spaces in TFC-managed facilities. Agencies with spaces assigned for their exclusive use may manage their spaces directly or request management from TFC (which may require chargeback of associated costs). The Conference Room Reservation System is located on the TFC website at <https://schedule.tfc.texas.gov/>

2. TFC CONFERENCE SERVICES SUPPORT TEAM

Beginning in Spring of 2022, TFC is proud to announce the creation of a team dedicated to the coordination, support, and improvement of the TFC Conference Services Portfolio. This team will manage the room reservation system and support reservable spaces throughout TFC's portfolio. The team can be contacted at ConferenceServices@tfc.texas.gov

3. ROOM USE AND RESPONSIBILITIES

Tenant Agencies and employee reservers are responsible for proper use and care of spaces during their reservation.

- Reservable spaces are for use by TFC Tenant Agencies in the execution of official state business. Private or personal use is strictly prohibited.
- Different rooms have different rules and requirements, food allowances, and amenities. Please refer to the room description on the website for more information. Reservers must always comply with these requirements.
- If a reservation is no longer needed, reservers must cancel their reservation as soon as possible to allow for maximum utilization of state resources.
- No posters or flyers may be affixed to the walls.

TFC reserves the right to revoke reservation privileges to any reserver or agency found to be abusing the facilities or systems, or who is otherwise not complying with these and any other rules and requirements.

4. ROOM SETUP AND FURNITURE CONFIGURATIONS

Reservers may reconfigure the furniture within the conference room or common area if furnishing design allows, unless otherwise stated in the room description found on TFC's conference room website. At the conclusion of the event, the reserver must return the room to its original setup. When making a reservation, ensure enough time is included before and after the event for this purpose.

5. TRASH DISPOSAL

Trash must be removed by the reserver to the nearest trash collection station and the room must be left clean and ready for the next users. If an event will generate more trash than can be accommodated with existing bins, please submit a service request for additional bags or bins prior to the event. For more information, see [Section II.D.10.iii. Custodial Support for Events](#).

6. AFTER-HOURS USE

Use of conference rooms and common areas outside of regular office hours may require additional custodial or security support. Please speak with the Conference Services Support Team, described in [Section VI.D.2.](#), regarding your after-hours event needs to ensure your reservation will be approved. TFC

reserves the right to approve or restrict after-hours use at any time. At TFC's discretion, the requesting agency may be required to offset the cost of any after-hours use.

7. EVENT ATTENDEES

Reservers are responsible for the conduct of any attendees of their event and for ensuring attendees have access to information about facilities access and emergency evacuations. Read the room description closely for notes about room access. Employees usually only have badge access in their "home" building. Some reservable spaces are behind badge readers and may require additional arrangements to ensure access. Reservers are responsible for coordinating access for any attendees who do not have badge access to the space.

8. USE OF COMMON AREAS

A Tenant Agency must submit an online request for approval to use a facility's common area for a proposed activity or event through the TFC Conference Room Reservation System. Pursuant to Texas Government Code §2203.004, State of Texas property may only be used for state purposes. Texas Government Code §2165.210 states TFC may refuse to lease space or permit an activity if TFC determines it is not in the best interest of the state.

Factors that TFC will consider in making its final determination of whether an activity or event should be approved include, but are not limited to, the following:

- Whether the event or activity is sponsored by an agency wellness program;
- Who is the beneficiary of the proposed activity or event or funds raised, e.g., the agency as a whole, the State Employee Charitable Committee, or a private individual;
- The extent to which the proposed activity or event will impact building operations, safety, and accessibility; and
- Whether the proposed use will disrupt or negatively impact operations of each Tenant Agency or the public's ability to transact business with each Tenant Agency.

In addition, state-owned buildings with vending facilities operated by the Texas Workforce Commission through their Business Enterprises of Texas (BET) Program, including cafeterias and vending machine kiosks, have additional considerations that must be considered when food or drink will be present. Notification to the BET operator will be sent when a reservation indicates food will accompany the activity or event. In some instances, an agency group organizing an event, such as a breakfast taco sale, has purchased items from the BET operator or agreed to limit the hours of the event so as not to directly compete or adversely affect the BET operation. TFC's decision is solely whether to permit the event or activity to occur; under no circumstances is TFC staff authorized to direct another agency's employees to participate in any fundraising event.

The Tenant Agency requesting the use of common areas such as the lobbies, atriums, exterior grounds, or patios of the facility must follow these guidelines:

- Request must be submitted through the TFC Conference Room Reservation System;
- Requests may need to be pre-approved by TFC;

- Proper entry or exit flow to the facility must be maintained at all times. No setup may impede or block access to the elevators at any time;
- No item, such as a flyer, poster, or sign, may be affixed to the walls, but agencies may utilize stands, easels, tables, or designated bulletin boards;
- The Tenant Agency is responsible for any cleanup of the area during and after use, including removal of collected trash items, which must be placed in designated central trash and recycling collection areas; and
- A request for an exterior event that involves cooking may not allow open flame grills or the use of any other cooking appliances without pre-approval by TFC.

Requests to use common areas will be considered and decided on a first-come, first-served basis. Failure to comply with these procedures and guidelines may result in delay or disruption of the Tenant Agency's proposed event or activity.

E. SIGNAGE, BULLETIN BOARDS, AND DISPLAY CASES

Facilities with building directory displays in the main lobby or floor may submit changes and edits through [FSC](#) under "Signage." TFC may seek reimbursement from the requesting Tenant Agency for costs associated with such requests.

TFC's [Property Manager](#) must review and approve all building signage, including agency, building, or event notices, prior to its display in common areas. All signage must comply with the requirements of the Americans with Disabilities Act Standards for Accessible Design and the Architectural Barriers Texas Accessibility Standards. Building signage must be posted on a bulletin board or display case located in a common area, such as a hall, lobby, elevator, restroom, break room, or conference room. Any signage or notices posted that were not approved or do not comply with these guidelines may be removed by TFC at any time.

A common area bulletin board or display case will only be installed with prior TFC approval. Requests for a new or additional common area bulletin board or display case should be submitted as an "Additions and Alterations" request through the [FSC](#). Agencies may be responsible for all costs associated with the new bulletin board or display case.

Flyers, posters, and temporary signs may be posted on bulletin boards or in display cases in common areas with prior approval from a TFC [Property Manager](#). These temporary displays can be taped in elevators, lobbies, and common areas as designated by the Property Manager. Agencies must use painter's tape or masking tape, or an adhesive that is easily removed with no residue. Failure to get TFC Property Manager approval or to remove flyers, posters, and temporary signs after the specified date may result in the agency losing the ability to post future temporary signage.

Display cases owned and maintained by a Tenant Agency must have a label on the case frame identifying the agency. If, after a good faith effort, TFC is unable to determine the owner of a display case, it may be removed and disposed of.

F. UNAUTHORIZED STORAGE

Tenant Agencies may not keep or store items in areas not assigned for their exclusive use, including, but not limited to:

- Common areas like lobbies, hallways, or stairwells;
- Bathrooms;
- Custodial closets;
- Electrical equipment rooms;
- Mechanical rooms and chases;
- Rooftops; and
- Telephone rooms.

G. MISCELLANEOUS

1. VEHICLES PROHIBITED INDOORS

Employees and guests may use many forms of personal transportation, including bicycles, skateboards, hoverboards, and electric rideshare vehicles such as scooters, bicycles, and mopeds. TFC prohibits the use of these items inside buildings. If the item can be carried, employees may store them in their offices or cubicles. Motorized scooters and mopeds must be parked in marked parking spaces and are not permitted to be parked in areas not intended for vehicle parking like sidewalks, courtyards, or plazas. Bicycles must be secured to the bike racks provided. (For more information on bicycles, see [Section VI.B. Bicycles](#)) Rideshare scooters, bicycles, and mopeds must be parked in compliance with the operating company's requirements and should not be left on TFC-controlled grounds. Please be courteous and leave vehicles in the upright position, not blocking sidewalks or obstructing [ADA](#) accessibility.

2. PUBLIC RESTROOM POLICY

The Texas Facilities Commission maintains public restrooms for visitors, state officials, and employees. All restrooms are clearly designated as "Men's," "Women's/or family care." An individual is expected to use the appropriate restroom corresponding with his or her biological sex. All restrooms are Americans with Disabilities Act compliant and adhere to accessibility standards for individuals with disabilities.

3. LOST AND FOUND

Lost and found service is provided by your TFC [Property Manager](#) or security personnel. You may also check with [DPS](#) inside the Capitol Complex to see if a missing item has been turned in to them. Misplaced items will be held for 30 days before being disposed of.

4. FOOD TRUCKS AND FOOD VENDORS

Per statute, all food vending in TFC buildings is administered by the Texas Workforce Commission's Business Enterprises of Texas ([BET](#)) program. Additionally, TFC has a responsibility to ensure state property is not used for private gain and ensure the public safety of state employees. Therefore, TFC does not permit food sales by private companies on TFC property as specified in Texas Government Code §2203.004. This includes sidewalks, streets, easements, and any public right-of-way passages within the Capitol Complex.

Agencies wishing to conduct potlucks or sponsor catering for events should coordinate with their [Property Manager](#) to ensure courtesy notification to nearby [BET](#) food vendors and to arrange for any necessary accommodations such as bulky trash disposal.

5. UNMANNED AIRCRAFT IN CAPITOL COMPLEX

Texas Government Code §411.062, [DPS](#) prohibits the use of unmanned aircrafts inside the Capitol Complex. Authorization can be gained by going through the proper channels (TFC, the Texas State Preservation Board ([TSPB](#)), and DPS) to allow limited use. See Capitol Complex Drone Policy on TFC's webpage under Commercial Parking and Special Events found at <https://www.tfc.texas.gov/divisions/facilities/prog/pm/parking.html>.

VII. SAFETY POLICIES AND PROCEDURES

TFC is responsible for the safety and security of the state-owned facilities included in its inventory. Cooperation and support from Tenant Agencies is necessary to ensure that the guidelines outlined below are followed.

A. PRIMARY RESPONSIBILITY FOR SAFETY

Tenant Agencies are primarily responsible for the safety of their employees, guests, and customers. Each agency shall develop emergency response procedures and train their employees appropriately. Agency participation in the education of staff on how to respond in emergency situations is an important part of an organized and successful response to emergencies.

Each Tenant Agency is required to provide TFC's [Property Manager](#) with its designated emergency contacts for normal business hours and after hours and to keep this information current.

B. LAW ENFORCEMENT, FIRE, AND MEDICAL EMERGENCIES

Regardless of location, anyone needing the assistance of law enforcement, emergency medical services, or the fire department should call 911 immediately and then notify TFC via our 24/7 emergency phone line at 512-463-3600. Finally, notify your [Property Manager](#) by call or text message. Be prepared to provide the nature and location of the emergency as well as your name and callback number.

C. FIRE SAFETY

In most facilities, automatic systems include overhead sprinklers, smoke and heat detectors, stairwell pressurization, manual pull stations, and smoke removal/relief fans. When any of these systems are activated, an alarm will sound, and TFC and the local fire department are notified immediately.

Due to the age and construction dates of many of state-owned facilities, they do not all contain the same fire alarm or fire suppression systems. Information on the systems available in each building can be supplied by the [Property Manager](#).

Within their assigned space, state agencies have the primary responsibility for the safety of building occupants and compliance with fire and life safety codes. Information in this section is supplied as general information to help state agencies meet this responsibility. TFC does not assume any liability in connection with the information that may be used or adopted by the Tenant Agency.

1. FIRE RESPONSE PROCEDURES AND FIRE WARDENS

Tenant Agencies are required to establish and maintain designated fire wardens. Fire warden requirements and guidelines are included in the TFC Emergency Evacuation Plan and agency tenant representatives and agency heads are responsible for ensuring that agency employees adhere to this plan.

2. FIRE-RATED DOORS AND WALLS

TFC buildings utilize specially designed walls that compartmentalize and impede the spread of a fire. A single hole through a fire wall can jeopardize the efficacy of the wall, dramatically increasing the risk to people and property if a fire were to occur. For this reason, it is critical that no person or agency (or contractor acting upon their direction) penetrate or otherwise compromise these walls or the doors and thresholds through them. Because these walls appear identical to normal walls, it is critical that any agency notify TFC of its intent to perform work during the development of project scope so that TFC may ensure no damage is done in the course of the project. If an agency damages or compromises the efficacy of a fire wall or fire door, that agency is responsible for any costs incurred to correct the deficiency.

3. FIRE ALARMS AND EMERGENCY EVACUATION

Corridor doors shall be kept closed when not in use. Exit doors and access to exit doors, elevators, stairwells, corridors, or other public spaces must be kept clear at all times. TFC maintains a building evacuation map on each floor in the elevator lobby and at each stairwell door.

All building occupants are required to evacuate when fire alarms are activated and gather at a meeting place (sometimes called a “muster point”) preestablished by their agency.

Building occupants should proceed to the nearest stairwell if the fire alarm system is sounding. Never attempt to use an elevator or shelter in an elevator lobby. Elevators may become inoperable during a fire, increasing the likelihood of an entrapment.

No one should attempt to re-enter a building until an “all clear” has been issued by the local fire department or a TFC Fire Controls or Facilities employee.

i. FIRE ALARMS IN HIGH-RISE BUILDINGS (OVER 75 FEET)

Fire alarms in high-rise buildings may not sound throughout the whole building all at once. In accordance with recommendations and best practices from the State Fire Marshal’s Office, the alarm systems may be programmed to evacuate those closest to the emergency first. The general alarm throughout the remainder of the building will sound a few minutes later, alerting those further from the emergency to begin evacuation. TFC buildings are constructed with many redundant safety systems in place to stop or

slow the spread of a fire. If you have any questions about the systems in your building, please reach out to your [Property Manager](#).

ii. GUIDELINES FOR PERSONS UNABLE TO NAVIGATE STAIRS

All personnel incapable of using the stairs to evacuate should shelter in any stairwell. Per fire code, stairwells in TFC buildings are compartmentalized within fire-rated walls designed to stop the spread of a fire for 30-120 minutes. They are also equipped with pressurization systems that prevent smoke from entering the stairwell. A stairwell is absolutely the single safest place you can shelter in a building during a fire. It is also the first place that emergency responders will go to find those in need of evacuation assistance.

Please note that in a mid-rise building, higher floors may evacuate after yours, so you may need to exit the stairwell temporarily to allow these floors to evacuate before reentering to shelter in place. If refugees waiting outside for stairwells to clear smell smoke or feel endangered in any way, they should immediately move inside the stairwell and pull the door closed behind them.

Agencies should adopt emergency response plans that identify individuals unable to evacuate without assistance and be prepared to provide location information to emergency response personnel.

D. MEDICAL EMERGENCIES

1. MEDICAL EMERGENCY RESPONSE

Tenant Agencies are responsible for establishing and training employees on a medical emergency response procedure. Call Emergency Medical Service (EMS) at 911 if medical assistance is needed. Assign someone to wait at the building entrance for the arrival of First Responders so that they may be escorted through locked or badged doors and directly to the person in need of assistance.

Once EMS has been notified, report the incident to your TFC [Property Manager](#). The Property Manager will respond in person, if possible, and document the incident. If a facility deficiency contributed to or resulted from the incident, please call TFC's emergency line at 512-463-3600 and report it as soon as possible. Examples of this would be a wet floor, broken glass, or the presence of bodily fluids.

2. AUTOMATED EXTERNAL DEFIBRILLATORS ([AED](#))

Unless otherwise labeled, all Automated External Defibrillators ([AED](#)) are owned and maintained by Tenant Agencies and should be labeled with the name of the owning agency. If an AED is not properly labeled with the name of the owning agency, please bring this to your [Property Manager](#)'s attention. Tenant Agencies are responsible for ensuring their staff know how to locate and operate these devices. If a device becomes inoperable, and TFC staff are unable to identify the agency responsible for its care, TFC will remove the device and dispose of it at our discretion.

E. BOMB THREATS AND LETTER BOMBS

1. BOMB THREATS

DPS has developed emergency protocols and documents to aid your agency in the event of a bomb threat. Please review this document, which is designed to be easily printable. <https://www.tfc.texas.gov/divisions/facilities/pub/Bomb%20Threat%20Card%20CAP-30.pdf>. [SORM](#) has additional resources and can also assist your agency in developing a response plan in the event of a threat.

2. LETTER BOMBS

The United States Postal Inspection Service has issued Publication No. 166, entitled “Guide to Mail Center Security” (<https://about.usps.com/publications/pub166.pdf>) and Poster 84 regarding suspicious mail or packages (<https://about.usps.com/posters/pos84.pdf>). Tenant Agencies should be familiar with their guidelines and adhere to the outlined best practices.

Please contact [DPS](#) or [SORM](#) for further guidance and support in creating a response plan. Your TFC [Property Manager](#) can connect you to these agencies if you need assistance.

VIII. TFC ONLINE RESOURCES

Texas Facilities Commission Home: <https://www.tfc.texas.gov/>

This Tenant Manual: <https://www.tfc.texas.gov/divisions/facilities/pub/>

Texas Facilities Service Center: <https://portal.tfc.texas.gov/fcsm/facilityfrontpage.asp>

Find your TFC Property Manager:

<https://www.tfc.texas.gov/divisions/facilities/prog/pm/propmanagers.html>

Conference Room Reservations: <https://schedule.tfc.texas.gov/>

Commercial Parking & Special Events:

<http://www.tfc.texas.gov/divisions/facilities/prog/pm/parking.html>

Capitol Complex Construction Information: <https://www.tfc-ccp.org/>

UT Child Development Center: <http://www.tfc.texas.gov/divisions/commissionadmin/tools/capitol-complex-child-care/>

Recycling & Waste Management: <http://www.tfc.texas.gov/divisions/facilities/prog/pm/Recycling.html>

miniMAX Resources: <http://www.tfc.texas.gov/minimax/>

State Surplus Property: <http://www.tfc.texas.gov/divisions/supportserv/prog/statesurplus/index.html>

TFC Bike Storage Program:

<http://www.tfc.texas.gov/divisions/commissionadmin/prog/riskmanagement/bike/>

TFC Security & Safety Program:

<http://www.tfc.texas.gov/divisions/commissionadmin/prog/riskmanagement/>

IX. OTHER ONLINE RESOURCES

Guide to Mail Center Security: <https://about.usps.com/publications/pub166.pdf>

USPS Poster 84: <https://about.usps.com/posters/pos84.pdf>

DPS Bomb Threat Checklist:

<http://www.tfc.texas.gov/divisions/facilities/pub/Bomb%20Threat%20Card%20CAP-30.pdf>

ADA Service Animal Requirements: https://www.ada.gov/regs2010/service_animal_ga.html

X. GLOSSARY

ADA: According to the US Department of Labor, “The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government’ programs and services.” For more information, please visit <https://www.dol.gov/general/topic/disability/ada>

AED: Automated External Defibrillator, see Section [VII.D.2. Automated External Defibrillators](#)

AEDS: TFC Architecture, Engineering, and Design Services

BET: Business Enterprises of Texas, a program within the Texas Workforce Commission that oversees all food preparation and vending at TFC properties

DPS: Texas Department of Public Safety, a Texas State Agency <https://www.dps.texas.gov/>

FDC: Facilities Design & Construction, the division within TFC that oversees Minor Construction, Planning and Space Management, and Deferred Maintenance or Capital Improvement projects

FSC: Texas Facilities Service Center <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>

Property Manager: TFC Property Managers are assigned to each facility to manage communications and facilitate care, maintenance, and projects. For more information on the role of the Property Manager, see [II.C. Property Management](#). Find current property assignments and contact information at <https://www.tfc.texas.gov/divisions/facilities/prog/pm/propmanagers.html>

SORM: State Office of Risk Management, a Texas State Agency <https://www.sorm.state.tx.us/>

SSP: State Surplus Property

TAR: Tenant Agency Representative

TFC: Texas Facilities Commission

TSPB: Texas State Preservation Board, a Texas State Agency <https://tspb.texas.gov/>