

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of General Services



Fiscal Year 2023 Performance Oversight Pre-Hearing
Question Responses

Submitted on February 2, 2024, to
The Committee on Facilities and Family Services
The Honorable Janeese Lewis George Chairperson

1. Identify the agency's top achievements in FY 23 and FY 24, to date.

1. 311 Expansion:

- In early 2024, the Department of General Services (DGS) announced the expansion of service requests that residents can submit using the automated DC311 system.
- The new service categories advance the partnership between DGS and the Office of Unified Communications (OUC) so residents can contact DC311 to request playground maintenance at Department of Parks and Recreation (DPR) and DC Public Schools (DCPS) playgrounds, including playground repairs and overflowing recycling cans.
- Since 2020, District residents have been able to report maintenance needs through DC311 at District-owned schools and municipal facilities year-round such as ground landscaping and maintenance and dog parks maintenance—and during the spring and summer seasons, residents can submit requests for mowing services, spray parks, and indoor and outdoor pool maintenance.
- DGS and OUC has heavily messaged each 311 expansion to our constituencies via social media, press releases, and website content. DGS has expanded city services on 311 every year since 2020 and has renewed pushes on social media throughout the year. This includes additional agency collaboration, such as our ongoing efforts to differentiate our waste management work from other agencies such as BIDs and the Department of Public Works (DPW).

2. Preventative maintenance for HVAC for DCPS:

- In 2023, the Department of General Services (DGS) expanded its preventative maintenance efforts to establish a comprehensive schedule for inspecting, testing, and servicing HVAC assets within District of Columbia Public Schools (DCPS).
- Investments in the HVAC preventative maintenance (PM) has reduced HVAC work orders and contributed to the stabilization of the DCPS work order portfolio. The number of emergency requests for HVAC work has decreased by nearly 50% in 2023 when compared to the figures of 2021. Additionally, there has been a 49% decline in the number of high-priority work order requests during the same period.
 - These statistics must also be placed in context of the record-breaking heat that occurred during this period. Despite record-breaking heat, not one DCPS facility had to close due to lack of cool air. Even in rare instances where HVAC systems could not handle the never-before-seen temperatures, DGS was able to quickly mobilize contingencies to ensure students could learn comfortably.
- While routine (non-high-priority, non-emergency) service requests have consistently maintained a steady volume over time consistent with weather patterns, the overall number of requests has gradually decreased each year, indicating a positive impact resulting from investments in HVAC PM program.

- Through the implementation of the HVAC PM program, all HVAC assets owned by the DCPS have been cataloged in a centralized database, with a systematic grouping of assets based on various mechanical system types, each being assigned a dedicated HVAC contractor team – which will allow DGS’s team to respond more readily to future needs.

3. Project TRUST

- Project TRUST stands for Timeliness, Reliability, Upgrade, Security, and Transparency. This project focuses on the working conditions of MPD stations to improve safety, health, well-being, and lighting.
- As part of Project TRUST, DGS is engaged in the execution of multiple small capital projects in each Ward. DGS is prioritizing MPD aging facilities. The scopes vary across all the Wards, including ADA retrofits, HVAC upgrades, roof replacement, detention area upgrades, and infrastructure upgrades.
- Currently, the District is investing approximately \$11.5M. DGS is reviewing additional change orders with the remaining available funds.

4. New Trash and Recycling Contract

- DGS entered into a new waste collection and disposal contract which will promote our goal of waste minimization and use resource conservation practices across the District’s diverse property portfolio.
- The contract combines both trash and recycling services under one procurement vehicle that provides DGS with a more structured and seamless collection response approach to waste management operations.
- Waste collection now will allow DGS to track service verification of trash and recycling collections and on-board scale technology to measure and record weights per container. This greatly expands the Department’s ability to capture daily real-time service data and monitor service delivery and ultimately customer satisfaction.

5. Launched Certified Business Enterprise (CBE) Mentor-Protégé Program

- The purpose of this program is to build a pipeline for CBE protégés to learn what is necessary to successfully deliver projects as prime contractors. DGS hopes the program will increase and enhance the capacity of CBE protégés, help them become future prime contractor, and foster long-term business relationships.

6. Increased the District’s Net Zero Facilities

- Raymond Elementary School

- August 2023, students and staff of Raymond Elementary were able to begin the school year in a modernized campus that was designed to be Net Zero including all new building systems (mechanical, electrical, plumbing, IT, and safety). The new parking area includes a solar panel canopy.
- The full modernization of this Ward 4 school included demolition of 1960s wing and full rehab of the 1920s historic structure.
- The construction of this school included an 8,000 square feet addition of that aligned better with the existing school structure, as well as a new gymnasium.
- Stead Recreation Center
 - Stead Park will be DC’s first Net Zero Ready recreation center—meaning it will create more energy than it uses through solar panels and geothermal wells. This delivers on our promise to build more sustainable buildings across DC.
 - The scope of this project included adding indoor recreational areas, enhancing the existing outdoor gathering spaces and amenities - basketball court, spray park, and playground- and improving lighting and security measures.
 - As part of the project, the historic carriage house has been restored and now serves as the main entryway.
 - A new annex building has been constructed, which includes a fitness center, multi-purpose rooms, teens and seniors' rooms, and a demonstration kitchen.
 - As part of its modernization efforts, the building underwent several changes to promote sustainability and responsible resource management. These changes included the construction of geothermal wells, preparation for the installation of a solar canopy, and the implementation of a high-performing renewable energy system.
 - Additionally, bioretention areas, trees, and permeable surfaces were added as part of the District's strong commitment to sustainability.

7. Outstanding or Award-Winning Construction

- Department of Behavioral Health Sobering and Stabilization Center
 - In October 2023, The Department completed construction of the District of Columbia Stabilization and Sobering Center (DCSSC), which is a 24-hour, seven day a week facility that offers minor medical services, immediate connections to treatment and support for consumers who are experiencing substance abuse (alcohol, opioids and stimulants), psychiatric stabilization.
 - The center offers medication assisted treatment and links persons to long term services and supports of the consumers’ choice. Consumers with co-occurring disorders can receive services at the DCSSC.
 - This is the first facility of its kind in the city.
- St. Elizabeths’ East Campus was awarded by the [Construction Management Association of America \(CMAA\)](#) as the best transportation construction project with a budget under \$50 million. *See* [CMAA Project Achievement Awards 2023 | Construction Management Association of America \(cmaanet.org\)](#).

- The Brooks, a short-term housing facility in Ward 3, was honored with an Architectural Award at the [2023 American Institute of Architects - DC Chapter Design Awards](#). See [2023 AIA|DC Chapter Design Awards | AIA|DC \(aiadc.com\)](#).
- Arboretum Recreation Center, a uniquely designed timber facility, was recently honored at the [Global Future Design Awards](#). See [Gold Winner – Arboretum Recreation Center | ISTUDIO Architects \(architecturepressrelease.com\)](#).
- Ferebee Hope Recreation Center at 700 Yuma St. SE and DGS’s newly constructed headquarters at 3924 Minnesota Ave NE were awarded “Best Project: K-12 Education” and “Best Project: Government/Public Building” for the Mid-Atlantic Region [by the Engineering News-Record \(ENR\)](#). See [Mid-Atlantic Monitor | Engineering News-Record \(enr.com\)](#).

2. Identify the agency’s top five overall priorities. Explain how the agency expects to address these priorities in FY 24 and identify the metrics used to track success for each.

1. Improve Work Order Management:

- Publish revised work order management internal Standard Operating Procedures (SOPs) with a focus on the work order lifecycle.
- Establish basic Service Level Agreements (SLAs) for core agencies (DCPS, DPR, FEMS, MPD, and DHS).
- Provide Salesforce training to DCPS and DPR staff identified in partnership with the agencies.
- Fully expand FY24 work order reduction funding to ensure the closeout of open work orders.
- Launch the DC311 public module for playgrounds and monitor reports.
- Hire FY24-funded FTEs in skilled trades and building management.

2. Prioritize Wards 7 & 8 Capital Project Delivery:

- Enhance the structure of the Capital Construction Services Division to focus on the delivery of new and existing projects.
- Deliver the new DC Health and DHCD headquarters in Ward 8.
- Deliver the Joy Evans Therapeutic Recreation Center in Ward 7.
- Complete the Texas Dog Park, the first east of river dog park in Ward 7.

3. Support the Growth of Certified Business Enterprises:

- Launch Mentor Protégé Pilot while increasing technical assistance and training for CBE and small businesses in efforts to meet the FY24 SBE Goal of \$368M.
- Continue to host in-person CBE symposiums and vendor open houses.

4. Expand Preventative Maintenance (PM):

- Implement HVAC preventative maintenance for priority DPR, MPD, and DACL sites.
- Expand preventative maintenance to the door & lock problem type at DCPS sites.
- Establish redundancy in elevator preventative maintenance.

5. Increase transparency through engagement:

- Launch public information initiatives on work order management and capital improvement process.
- Conduct quarterly topic specific town halls to educate stakeholders.
- Increase briefings with councilmembers and council staff on ward-specific priorities.
- Develop informative social media content to showcase the personnel and work of DGS.

3. Describe any new initiatives or programs that the agency implemented in FY 23 and FY 24, to date, to improve the operations of the agency. Describe any funding utilized for these initiatives or program and the results, or expected results, of each initiative.

- Public Work Order Dashboard
 - DGS' Public Work Order Dashboard was developed and is maintained using existing in-house resources.
- In FY 23, DGS launched the citywide HVAC preventative maintenance (PM) program by creating an asset inventory and scheduling plan. DGS received \$900K from the Mayor for this planning effort.
- Following the FY23 kickoff of the citywide PM program, DGS is launching a \$4.5M HVAC PM effort in FY24.
- In FY24 DGS received \$6.8M in additional funding from the Mayor for the citywide work order reduction initiative, and \$1.3M from Council for work order response efforts at DCPS and DPR facilities.
- In FY 24 DGS also received \$1.2M from the Mayor for a door and hardware repair program.

4. List all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency was required to complete in FY 23 and FY 24, to date. For each requirement, list the date the report was required and the date it was produced. If the agency did not produce the report on time, explain why.

[See attachment Q4 - General Counsel- Reporting Requirements in FY 23-24.](#)

5. List and describe any regulations promulgated by the agency in FY 23 or FY 24, to date, and the status of each.

None.

6. Explain any significant impacts on the agency, if any, of legislation passed at the federal or local level during FY 23 and FY 24, to date.

[See attachment Q6 - General Counsel- Impacts of legislation on agency.](#)

7. Provide the number of FOIA requests received for FY 23, and FY 24, to date. Include the number granted, partially granted, denied, and pending. In addition, provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

[See attachment Q7- General Counsel- FOIA Report.](#)

8. Provide a current organizational chart for the agency, including the number of vacant and filled positions in each division or subdivision. Include the names and titles of all personnel and note the date that the information was collected on the chart.

[See Attachments:](#)

- [Q8 - Agency Org Chart](#)
- [Q8 - Facilities Org Chart](#)

9. Provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Indicate if any position must be filled to comply with federal or local law.

[See Attachment Q9 - Sched. A.](#)

10. List in descending order the top 25 overtime earners in the agency in FY 23 and FY 24, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned by each.

[See attachment Q10 - Top OT Earners.](#)

11. For FY 23 and FY 24, to date, provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.

[See attachment Q11 - Special pay.](#)

12. Provide each collective bargaining agreement that is currently in effect for agency employees. Include the bargaining unit and the duration of each agreement. Note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.

[See attachment Q12 - Collective Bargaining Agreements.](#)

13. List and provide a copy of all memoranda of understanding ("MOU") or other written agreements between DGS and other District agencies during FY 23 and FY 24, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

[See attachments:](#)

- [Q13 - General Counsel – FY 23 MOU List](#)
- [Q13 - General Counsel – FY 24 MOU List](#)
- [Q13 - General Counsel – FY 23 Copies of MOU](#)
- [Q13 - General Counsel – FY 24 Copies of MOU](#)

14. For FY 23 and FY 24, to date, list all intra-District transfers to or from the agency.

[See attachment Q14 FY 23 and FY 24 Intra Agency Fund.](#)

15. As required by DC Law 22-210 the issuance of permits for school facilities must adhere to the following order of priority (1) Use of the school facility by the public school where the school is located; (2) use of the facility by DCPS; (3) Community use at times designated by the Mayor; and (4) Use of the school facility by permit holders. How does DGS adhere to these requirements for permit prioritization, and can you explain the process that is used in permitting DCPS facilities?

[Upon receipt of the requests according to DC Law 22-210, the requests are received by DGS through the DC RecTrac System and then forwarded to the District of Columbia Public School \(DCPS\) Principals to approve or reject, as well as adhere to the permit prioritization, prior to DGS processing and confirming a permit.](#)

16. As required by DC Code § 38-434, provide the "annual report to the Council, describing all fees collected pursuant to § 38-432(c), broken down by DCPS school and permit holder", as well as an accounting that 75% of the money has been transferred to DCPS schools "proportionate to the number of permits issued for the use of that DCPS school's school facilities". Provide a table for each school showing:

- a. Total rental payments:
[See attachment Q16a - FY2023 Permit Holders and Schools](#)
- b. Funds transferred to schools for discretionary use;
[See attachment Q16b - FY2023 DCPS Accounting Transfer](#)
- c. Funds used or allocated by DGS to cover expenses; And
[The remaining 25% of collected funds from the School Use Permits goes to the District's General Fund.](#)
- d. A list of uses for funds covered in (c)
[Not applicable, see response to Q16c.](#)

17. Provide a table showing the agency's Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 23 and FY 24, to date. Detail any over- or under-spending and if the agency had any federal funds that lapsed.

[See attachment Q17 FY 23 Budget and Q17 FY 24 Budget.](#)

[Overall, the local funds surplus of \\$5.2M represents a 1% underspend of the DGS local budget. This marks the fourth year in a row that DGS has spent 99% or more of its local budget. For an](#)

agency the size of DGS, this is a testament to strong financial management, budgetary controls and close partnership with the OCFO team.

Main drivers of surplus:

- Local NPS FMD surplus:
 - Overall, **FMD spent 97%** of its NPS local funds. Underspending of \$2.8M is a result of timing. DGS strives to complete all work within the fiscal year and spend 100% of its funds. However, various factors may prevent this from happening; for example: longer lead time for work orders due to complexity of work, ability to source parts in time, vendor capacity, and end of year close out processes.
- Local NPS Energy surplus:
 - Overall, **DGS energy management team spent 99%** of its budget during another tumultuous year for the energy sector. Underspending of \$821K is marginal.
- Local PS surplus:
 - **DGS spent 98%** of its overall local PS budget. Small underspending of \$1.5M due to volatility of PS budget, primarily with overtime.

18. Provide a list of all budget enhancement requests (including capital improvement needs) for FY 23 or FY 24. For each, include a description of the need, the amount of funding requested, and the status of the enhancement.

In FY 2023 and FY 24, the Department of General Services worked with the Office of the Mayor and the Budget team to ensure that the agency received sufficient funding. DGS does not share enhancement requests since this is part of a confidential and deliberative process.

19. List, in chronological order, each reprogramming that impacted the agency in FY 23 and FY 24, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.

See attachment Q19 - Reprogrammings.

20. List and describe any spending pressures the agency experienced in FY 23 and any anticipated spending pressures for the remainder of FY 24. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 23, describe how it was resolved, and if the spending pressure is in FY 24, describe any proposed solutions.

In FY 23 DGS required support to fill an energy gap of \$27M, primarily within electricity. The pressure is a result of large rate increases in natural gas starting at the latter part of FY21. In large part, the PEPCO PJM regional grid is powered by natural gas. Due to national and global events, the demand on natural gas strained supply. DGS worked with the city to solve this through contingency cash and an end of the year reprogramming.

As rates remain high and fixed costs like Renewable Portfolio Standards are increasing, DGS anticipates it may have another spending pressure in energy. DGS will continue to work with sister agencies to monitor the volatile market and solve any potential spending pressures or

concerns.

DGS is also working to reduce spending pressures with personnel services due to overtime, primarily with the Facilities Management Division, the first-responder unit for emergencies throughout the year. If there are spending pressures in FY 24, DGS will work with the District to balance this budget.

Finally, an unidentified reduction to the DGS security budget by Council during the FY 23 budget process resulted in DGS having to work with the District to move \$3.6M to security through reprogrammings and contingency cash to solve a spending pressure within this program.

21. For FY 23 and FY 24, to date, identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- a. The revenue source name and code;
- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

See attachment Q21 – FY 23 and FY 24 SPR Accounts.

22. For FY 23 and FY 24, to date, list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

See attachment Q22 – FY 23 and FY 24 PCARD Spending.

23. Provide a list of all vehicles owned, leased, or otherwise used by the agency including their age, division, and purpose.

See attachment Q23 - Fleet Management Vehicle Inventory.

24. List all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Provide the nature of each claim, regardless of its likelihood of success.

Confidential See attachment Q24 - General Counsel- List of Pending Lawsuits FY 23-FY 24.

25. List all settlements entered into by the agency or by the District on behalf of the agency in FY 23 or FY 24, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.)

Confidential See attachment Q25 - General Counsel-DGS-List of Settlements FY 23-24.

26. List the administrative complaints or grievances that the agency received in FY 23 and FY 24, to date, broken down by source.

Confidential See attachment Q26 - Human Resources-Grievances FY 23-24.

27. Share a list of total workers’ compensation payments paid in FY 23 and FY 24, to date, including the number of employees who received workers’ compensation payments, in what amounts, and for what reasons.

34 employees received worker’s compensation payments between FY23 and FY24 to date totaling the below amounts for the reasons below.

Financial Type	Medical	Indemnity	Legal	Recovery	Total
Fiscal Year					
FY 2023	\$142,573.98	\$187,841.22	\$250.00	-\$6,136.26	\$324,528.94
FY 2024	\$15,314.98	\$57,860.37			\$73,175.35
Total	\$157,888.96	\$245,701.59	\$250.00	-\$6,136.26	\$397,704.29

28. List and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 23 and FY 24, to date.

Confidential See attachment Q28 – General Counsel- List of Ongoing Investigation, Audits, or Reports (FY 23 and FY 24) uploaded.

29. Provide a copy of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 23 and FY 24, to date.

None published in FY 23 or FY 24 to date.

30. The District defines racial equity as “the elimination of racial disparities such that race no longer predicts opportunities, outcomes, or the distribution of resources for residents of the District, particularly for persons of color and Black residents.” What are three areas, programs, or initiatives within the agency that have the most opportunity to make progress toward racial equity?

DGS supports the District’s goal of achieving racial equity through its practices in all aspects of our work. Three key areas where the agency is making progress towards racial equity are: Capital Construction Services, Business Development, and Portfolio Management.

Capital Construction Services – DGS is engaged in capital projects in areas which have high concentrations where residents are Black or people of color. When we invest in schools, playgrounds, parks, and recreation centers, we strengthen communities which helps address

underlying inequality. DGS is prioritizing capital construction projects in Wards 7 and 8 which will support the continued reduction of racial disparities.

Business Development – DGS hosts an annual symposium where the local Certified Business Enterprise (CBE) community can learn about procurement opportunities with the agency. DGS is one of the most significant contributors to the District's \$1 billion annual small business enterprise (SBE) spending goal, contributing more than \$350 million to small businesses annually.

Portfolio Management – DGS prioritizes leasing third-party space, especially in Wards 7 and 8. In doing so, we are helping to increase prosperity for businesses and residents. The District's decision of where to lease space for its offices and other facilities is a powerful tool for investing in the economic vitality of communities. It can be a potent tool to build, catalyze, and sustain neighborhood and economic development in communities that currently experience underinvestment by private industry.

31. In the past year, what are two ways the agency has addressed racial inequities internally or through the services you provide?

DGS is a very diverse agency with approximately 95% of the staff identifying as a minority. Only roughly 5% of the entire DGS staff identify as White/non-Latino. Additionally, DGS has initiated a mentor protégé program that will help develop small businesses as noted in our response to Question 30.

32. Consider one area where the agency collects race information. How does the agency use this data to inform decision-making?

In regards to internal hiring, DGS has a very diverse workforce and is approximately 95% minority staffed. This gives our managers the ability to choose freely without concern for race or gender.

33. How are communities of color engaged or consulted when the agency considers changes to programs or services? Provide one specific example from the past year.

DGS regularly provides information regarding new programs or services through the many community meetings that we attend and we also post all new programs on our social media platforms. For example, DGS engaged with community groups in addition to social media to promote and publish the new 311 expansion and the DGS public work order dashboard that is on our website. We want to ensure that these new tools are known and available to residents in all eight wards.

~~34. How are communities of color engaged or consulted when your agency considers changes to programs or services? Provide one specific example from the past year.~~

~~35. What legal barriers does your agency face when trying to 1) make progress toward racial equity or 2) better understand racial inequity within the agency's context and operations (if any)?~~

~~36. How does your agency's spending address existing racial inequities (grant disbursement, procurement/contracting, etc.)?~~

~~37. What does racial diversity look like within your agency's staff? Provide data on the racial diversity among leadership and at all staff grade levels. How does retention differ by race across levels? How does pay differ by race within levels?~~

38. Describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2023 and FY 2024, to date, and whether and how those allegations were resolved.

The Department of General Services follows the Mayor's Order, 2023-131 for investigating allegations of sexual harassment or misconduct. See <https://mayor.dc.gov/page/mayor%E2%80%99s-order-2023-131>.

Confidential See attachment Q 38 Allegations of Sexual Harassment or Misconduct.

39. Has DGS identified a primary and alternate sexual harassment officer ("SHO") as required by Mayor's Order 2023-131 ("Sexual Harassment Order")? If no, why not? If so, provide the names of the primary and alternate SHOs.

The primary Sexual Harassment Officer for DGS is Wayne Gore; the alternate is Janelle Gladden.

40. Has DGS received any requests from staff in an otherwise prohibited dating, romantic, or sexual relationship for a waiver of provisions of the Sexual Harassment Order? What was the resolution of each request? If a waiver has been granted, are there limitations on the scope of the waiver?

Confidential See attachment Q40 SHO Waiver.

41. List each contract, procurement, and lease entered or extended by the agency during FY 23 and FY 24, to date. For each contract, provide the following information where applicable:

- a. The name of the contracting party (vendor);
- b. A description of the contract, including the end product or service;
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;
- d. The term of the contract (award date and end date);
- e. Whether the contract was competitively bid;
- f. The DGS division (ex: facilities management, capital construction, etc.) under which the contract operates; and
- g. The funding source.

See attachment Q41- C&P- List of FY 23 Active Contracts.
See attachment 41(c) Contract_Payment

42. Provide a list of sole source contracts awarded in FY 23 and FY 24, to date. Explain why each was awarded as a sole source contract.

See attachment Q42 - C&P- DGS-List of Sole Sources Contract actions.

43. Explain the agency's process for vendor dispute resolution. Provide a list of all protests and disputes filed against the District filed with the Contracting Officer in FY 23 and FY 24, to date. Identify which protests and disputes resulted in formal claims and their outcomes.

- All claims by a contractor against the District arising under or relating to a contract shall be in writing and shall be submitted to the Contracting Officer for a decision.
- Within 120 days after receipt of a claim, the Contracting Officer shall issue a decision, whenever possible, accounting for factors such as the size and complexity of the claim and the adequacy of the information in support of the claim provided by the contractor. Any failure by the Contracting Officer to issue a decision on a contract claim within the required period shall be deemed to be a denial of the claim and shall authorize the commencement of an appeal on the claim as otherwise provided.
- If a contractor is unable to support any part of his or her claim and it is determined that the inability is attributable to a material misrepresentation of fact or fraud on the part of the Contractor, the contractor shall be liable to the District for an amount equal to the unsupported part of the claim in addition to all costs to the District attributable to the cost of reviewing that part of the contractor's claim.
- All claims by the District against a contractor arising under or relating to a contract are decided by the Contracting Officer, who issues a decision in writing and furnishes a copy of the decision to the Contractor.
- The decision of the Contracting Officer is final and not subject to review unless an administrative appeal or action for judicial review is timely commenced by the contractor.
- Pending the final decision of an appeal, action, or final settlement, the contractor is to proceed diligently with the performance of the contract in accordance with the decision of the Contracting Officer.

Confidential See attachment Q43 - C&P - List of Settlements

44. Describe the process of issuing a purchase order. After receiving a service request or work order, how long does it take for a purchase order to be created?

The Purchase Order Process Timeline (dependent on the circumstances such as client approval and third-party responses) is below:

- Division Point of Contact/Contracting Officer's Technical Representative creates the Budget Activities (BA) to procure services or goods.
- POC/COTR submits BA to the Budget Development and Implementation Team (BDI)
- BDI funds the BA and submits to the Financial Transaction Team.
- The Financial Transaction Team creates a requisition within 24-48 business hours in the management software system the agency uses.
- The requisition takes an average of 3 – 5 business days to flow through the approval process to Contracts & Procurement (C&P).

- C&P receives the approved requisition, and a series of actions must be completed before the Purchase Order is issued to the vendor:
 - Execute contract or POA between vendor and DGS;
 - Funding verification; and
 - Vendor viability (i.e., Clean Hands).

45. Provide the typical timeframe from the beginning of the solicitation process to contract execution for:

Although the timeframes for procurement actions are not particularly affected by the dollar value of the procurement, our lead times are typically as follows:

- Contracts and procurements under \$250,000: 21 days
- Contracts and procurements between \$250,000-\$999,999: 30 days
- Contracts and procurements over \$1 million: 90 days

46. How does DGS ensure contractors fully satisfy the requirement of their contract? What specific terms are written into each contract to ensure work is acceptable and, if not, that DGS and taxpayers do not pay for substandard work?

DGS works directly with the Program Team to evaluate contractors on an annual basis to ensure that contractors are providing the services in accordance with the terms and conditions of the contract. Each agency contract contains a mechanism to ensure that work is acceptable, and if it is not acceptable, the agency can request corrective action to ensure that DC taxpayers do not pay for subpar work.

Some key steps and best DGS practices to help ensure contractors fully satisfy the requirements include:

- Define requirements:
Start by clearly defining the requirements in the contract. Make sure that expectations are detailed, specific, and measurable.
- Selection based on past performance:
This involves reviewing their history of completing similar projects, meeting deadlines, and delivering high-quality work.
- Quality Assurance Processes:
DGS contracts include Quality Assurance/Quality Control clauses and quality assurance processes to ensure that the contractor's work meets the required quality standards. This may include quality control checks at various stages of the project.
- Disincentives and Incentives:
Include disincentives for non-compliance with contract terms and conditions. Conversely, consider including incentives for exceeding expectations or completing tasks ahead of schedule.
- Milestone meetings:

DGS holds periodic meetings with contractors to review progress reports, deliverables, and any other relevant documentation throughout the project lifecycle.

47. For many routine work orders, DGS has contracted out repair responsibilities. What guarantees does DGS include in its contracts with contractors to ensure that they show up to a job with replacement parts that are routinely needed to avoid unnecessary delays and expense associated with multiple visits that could easily be avoided?

DGS contracts incorporate Contractor Responsibility, defining standard requirements and expected service level agreements throughout the contract term. The combination of these contractual stipulations and the Contracting Officer's Technical Representative's (COTR) surveillance provides reasonable assurance of compliance.

It is crucial to emphasize that, in general, multiple visits to sites by vendors do not necessarily indicate or escalate costs. Particularly in the context of building maintenance and repair services, various trades often require multiple assessments and additional site visits. This iterative approach is essential to thoroughly identify and assess all issues.

48. How does the Contracting and Procurement Division ensure Contracting Officer's Technical Representatives (COTRs) are monitoring vendors' compliance with benchmarks and delivering on their contracted responsibilities?

Each Contracting Officer Technical Representative (COTR) is responsible for ensuring that each assigned contract is reviewed during the contract period to ensure that benchmarks are provided, and each contractor delivers the services.

The DGS Contracting and Procurement Division (C&P) ensures that performance evaluations are completed in a timely manner. C&P has implemented the Salesforce system to notify each COTR every 30 to 60 days before the contracts end to complete evaluations for their respective contracts. Likewise, DGS works closely with our sister agencies (DOES and DSLBD) regarding Davis Bacon, First Source and Certified Business Enterprise/Small Business Enterprise compliance matters to ensure that contractors are complying with District laws and regulations.

49. Has DGS terminated any contracts within FY 23 or FY 24, to date? If so, share a list and brief explanation for each instance.

Confidential See attachment Q49 - C&P - List of terminated contracts.

50. Has DGS issued any cure notices in FY 23 or FY 24, to date? If so, share a list and brief explanation for each instance.

Confidential See attachment Q50 - C&P - List of cure notices.

51. Has DGS sued any contractors for breach of contract in FY 23 or FY 24, to date? If so, share a list.

DGS has not sued any contractors in FY 23 and FY 24 to date.

52. In FY 23 and FY 24, to date, how many times were (1) DGS employees and (2) contractors found to have marked work orders complete without properly completing their task? What are the consequences for (1) DGS employees and (2) contractors found to have marked work orders complete without properly completing their task?

- a. Provide evidence of said consequences being given out in FY 23 and FY 24, to date, including issuances of notices to cure or other form of discipline. For each instance, share the following:
 - i.the date of consequence;
 - ii.the cause/reason; and
 - iii.whether it was for an in-house employee or contractor. For contractors, identify the company. For employees, identify their role.

	In-House Staff	Contract Vendors (7 Vendors)
Number of Completed Work Orders Rejected	76	25
Total Work Orders Completed by Same Group	24081	3211
Percentage of Completed Work Orders Rejected	<1%	<1%

The chart above demonstrates that the number of work orders that are reported completed and unconfirmed by client agencies is less than 1%. If work orders are unverified or do not meet the “confirmed complete” status, then additional assessment is performed by a DGS staff member.

As of the current date, DGS (Department of General Services) has not issued any cure notices for FMD (Facilities Management Division) projects during FY 23 or up to the present date in FY 24. In the event that any work ordered is rejected, it necessitates the contractor or in-house staff to revisit and complete the work order.

Following established procedure, when vendors fail to meet their contract obligations, Program engages Contract and Procurement. A cure notice is then issued by a Contracting Officer to the vendor clearly indicating the vendor's failure to meet specific contractual requirements or perform according to the terms and conditions outlined in the contract. The primary purpose of a cure notice is to afford the vendor an opportunity to rectify the identified deficiencies or non-compliance within a specified timeframe.

This notification includes details about the potential consequences should the vendor fail to address the identified issues within the stipulated timeframe. The consequences may range from contract termination to other specified contractual remedies.

53. For each work order approved in FY 23 and completed as of 12/31/2023

- a. share the following:
 - i.Work order number;
 - ii.Building name;
 - iii.Client agency;
 - iv.Location address;

- v. Ward;
- vi. Main status;
- vii. Active status;
- viii. Main problem type;
- ix. Problem type;
- x. Work order class;
- xi. Budget category;
- xii. Work team assigned;
- xiii. Priority;
- xiv. Date requested;
- xv. Date approved;
- xvi. Date issued;
- xvii. Date ECD assigned;
- xviii. Date completed;
- xix. Date closed;
- xx. Aging;
- xxi. Out of SLA?; and
- xxii. Assignment description;

- b. If contracted, share:
 - i. Purchase order number;
 - ii. Associated contract number;
 - iii. Vendor name;
 - iv. Purchase order description or title;
 - v. Contract purpose;
 - vi. Total estimated cost;
 - vii. Total actual cost;
 - viii. Hours billed;
 - ix. Date paid;
 - x. Client agency;
 - xi. Site name; and
 - xii. Ward of work order completion.
- c. Share the aforementioned information separately for work orders redacted from the public work order dashboard.

See attachments:

- Q53a - FIRST Team – FY 23 Vendor Completed Work Orders 2024-01-10-16-01-29
- Q53b

Confidential See attachment-FIRST Team 53c.

54. Provide a list of all District-owned properties including location, square footage, and the owner agency or agencies for each property.

See attachment Q54 - District-owned properties.

55. Has the District purchased any real property in FY 23 or FY 24, to date? If so, share a list along with the price paid for each property.

In FY 23, the District purchased a 67,000 SF building located at 1129 New Hampshire Avenue, NW, on behalf of DHS. The purchase price was \$27,545,700, including closing costs.

56. Provide a list of all properties leased by the District, including the location, square footage, total cost to lease, lease term, and agencies housed at each property. Also provide a total amount paid to lease property for the District government.

See attachment Q56 - Portfolio - In-Lease Properties.

57. Did the District enter into any new leases in FY 23 or FY 24, to date? If so, share a list.

See attachment Q57 Portfolio – FY 23 (In-Lease & Outlease)

58. Provide a list of all properties that the District leases to other entities, including the location, square footage, total annual rent received, lease term, and entity using the space. For each, property receiving \$0 annual rent, explain why.

See attachment Q58 - Portfolio- FY 23 Outleases and Rent Received and 0 Rent leases.

59. Provide a copy of each out lease of District-owned property active in FY 23 and FY 24, to date.

See attachment Q58 - Portfolio- FY 23 Outleases and Rent Received and 0 Rent leases.

60. Provide a narrative update on the completion of Facility Condition Assessments (FCAs) for all municipal facilities in DGS' portfolio.

Since 2009, DGS has completed 540 Facility Condition Assessments (FCAs) covering approximately 41 million gross square feet. Adjusting for multiple FCAs at various DCPS facilities, approximately 78% of the DGS inventory (by square feet) has been assessed at least once.

In FY 24 DGS plans to assess approximately 38 buildings including schools, recreational facilities, offices, Fire & EMS and MPD. This plan covers 2.3 million square feet and will cost over \$1.0 million. A significant portion of the remaining unassessed inventory is comprised of leased Charter Schools, trailers, mobile facilities, vacant buildings, and other small structures.

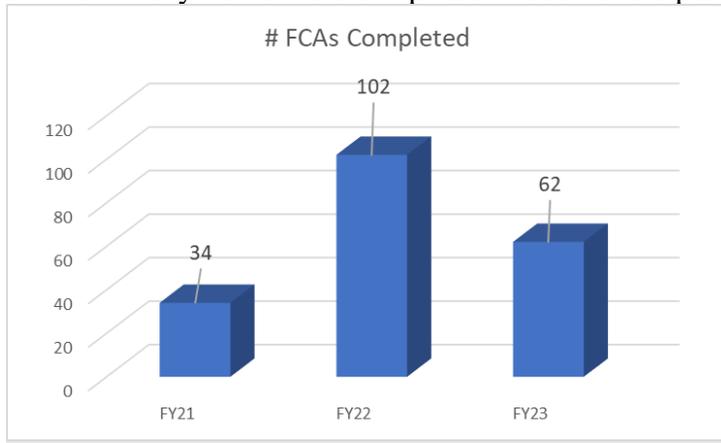
DGS has developed a plan to assess substantially all the heretofore unassessed facilities, which are permanent structures more than 5,000 square feet by 2030.

Below is an overview of the 540 FCAs that have been completed thus far.

Agency	Gross Square Feet	# Facilities by Name	% Facilities
Department of Consumer and Regulatory Affairs	9,415	1	0.2%
Department of Health	10,000	1	0.2%
DC Office of Cable Television, Film, Music and Entertainment	14,995	1	0.2%
DC Office on Aging	20,882	2	0.4%
DC Water	23,195	2	0.4%
District Department of Transportation	23,700	2	0.4%
Department of Behavioral Health	65,767	3	0.6%
Department of Motor Vehicles	74,199	2	0.4%
Department of Youth Rehabilitation Services	176,177	6	1.1%
Department of Employment Services	283,521	1	0.2%
Department of Child and Family Services	350,000	1	0.2%
Department of Forensic Sciences	356,310	2	0.4%
Department of Mental Health	505,592	3	0.6%
Fire and Emergency Medical Services	716,220	43	8.0%
Department of Public Works	796,252	18	3.3%
Department of Corrections	992,229	3	0.6%
DC Public Library	1,056,871	25	4.6%
Office of the Deputy Mayor for Planning and Economic Development	1,118,106	22	4.1%
Metropolitan Police Department	1,161,409	28	5.2%
Department of Human Services	1,389,668	32	5.9%
Department of Parks and Recreation	2,642,305	70	13.0%
University of the District of Columbia	3,106,407	25	4.6%
DC Public Charter Schools	3,211,445	35	6.5%
Department of General Services	6,695,744	67	12.4%
DC Public Schools	15,945,014	145	26.9%
Grand Total	40,745,423	540	100.0%

Ward	# Buildings	%
1	47	8.7%
2	38	7.0%
3	45	8.3%
4	48	8.9%
5	92	17.0%
6	80	14.8%
7	84	15.6%
8	100	18.5%
(blank)	6	1.1%
Grand Total	540	100.0%

61. How many FCAs were completed in each of the past three fiscal years (FY21, 22, and 23)?



62. Describe how FCAs are used to inform capital budget formulation. Share at least one example from DCPS, DPR, and one other client agency.

The mission of DGS is to elevate the quality of life for the District with superior construction, first-rate maintenance and expert real estate management. As stewards of District property and public assets, DGS has a commitment to transparency, accountability and accuracy for residents, stakeholders, and Council on critical services performed by the agency. In addition to building, maintaining and sustaining the District's assets, DGS is responsible for planning and budgeting for capital investments on the behalf of other District agencies, including DC Public Schools, Metropolitan Police Department, Fire & Emergency Management Services, Department of Public Works, Department of Recreation, among other agencies that provide municipal services for the public.

DGS is responsible for performing Comprehensive Facility Condition Assessments (“FCAs”) as required by the “Planning Actively for Comprehensive Facilities Amendment Act of 2016” (PACE) Legislation for District of Columbia Public Schools. The resulting FCA data functions as the source for DGS’ development of a comprehensive repair, alteration, and improvement program for District facilities. These assessments and analytical data enable the District to comprehensively plan, manage and analyze data utilizing a single platform. This enhances the District’s ability to develop short, intermediate, and long-term capital improvement strategies based on stakeholder needs and provides for a cost-effective operation of the facility based upon the prioritization code for each identified element or component in the study.

FCAs are used by the client and implementing agencies to help determine CIP priority projects and system replacements, help formulate budget estimates and are used throughout the year to determine routine maintenance of systems.

Below is a list of examples where the FCAs are informing the capital budget formulation for various projects.

Agency	Facility	Address	CIP Project
DCPS	Browne Education Campus Modernization	820 26TH STREET NE	The Browne EC modernization project will renovate the facility to support the instructional programming. The modernization may include the renovation of classrooms and core spaces; upgraded mechanical systems; new windows; restoration of the building exterior; new roofing; other interior improvements; new fixtures, furniture, and equipment; site improvements.
DPR	Center for Therapeutic Recreation	3030 G STREET SE	Modernization of an existing therapeutic recreation pool, community center, athletic fields and playground to meet ADA and program requirements.
MPD	MPD - 4th District Headquarters - Generator	6001 GEORGIA AVENUE NW	Design and construction to install a new emergency generator, automated transfer switch and main distribution panel.

63. List all open capital projects and capital projects in the financial plan under the agency’s purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, provide a description of any projects which are experiencing delays or which require additional funding.

See attachment labeled Q63 - CCSD - Active + Completed Projects.

64. Provide a timeline for any currently planned expenditures in the following capital projects, all of which have at least \$500,000 in unspent allotment balance as of December 2023:

- a. Daly Building Swing
 - Two tracks:
 - MPD headquarters swing to Marion Barry Building/One Judiciary Square will be completed in Spring 2024.
 - Department of Corrections Central Cell Block move to 501 New York Ave will be completed in Spring 2025.
- b. Key Bridge Exxon Property

- Property acquisition.
- c. Clay Brick Circulator Bus Depot
Project on Hold.
- d. Junior Achievement Launchpad
Q3 FY24 Full Encumbrance.
- e. Wilson Building
Q3 FY 24 Full Encumbrance.
- f. Energy Retrofitting of District Building
DGS is utilizing all funds available for ongoing Building Energy Performance Standards (BEPS) compliance. Due to guidelines from the Office of the Chief Financial Officer (OCFO), DGS must reprogram funds into client agencies budgets, which takes longer to obligate funding. Funds will be used to design and install capital-eligible energy efficiency and renewable measures at DCPS, MPD, and DPR facilities.
- g. Municipal Labor Program Management
Funds are required to support the 24 FTEs as part of this project. Since this project primarily funds labor costs, the expenditure burn rate is slower.
- h. Critical System Replacement
All funding will be spent from this project. \$6.8M is being used to replace boilers at six schools (Davis, Emery, Key, Noyes, Johnson and Anacostia). Like energy retrofit funds, a reprogramming into client agency budgets is required by OCFO. In this case, a reprogramming of \$6.8M will go to DCPS' HVAC project. \$750K is being used to support Lafayette ES and Recreation Center to mitigate stormwater runoff and replace the track and field. \$800K will be used for a boiler replacement project at the Penn Center, and \$1M for FMD projects.
- i. Roof Replacement Pool
Q2 FY 24 Full Encumbrance.
- j. Oak Hill Campus
Q3 FY 24 Full Encumbrance.
- k. Eastern Market
Q2 FY 24 Full Encumbrance.
- l. Fleet Replacement/Upgrade
The allotment balance is \$387K. All funds will be spent; DGS is currently working with DPW on its FY 24 order. Council swept the FY 24 funding allotment of \$1.1M, so there has been no new funding this year. Funds that remain are critical to support DGS operations through the rest of the fiscal year.
- m. Marion S. Barry, Jr. Building
Q3 FY 24 Full Encumbrance.
- n. DC General Campus Renovations
Design-Build contract was awarded for stand-alone boilers at five DC General buildings. This project will be completed by Spring 2025.
- o. Eastern Market Metro Park
Funding is required for "Day 2" items requested by community and ANC. This work will be completed in Spring/Summer 2024.
- p. New Hospital Project Public Parking Structure

- New Hospital including the parking structure to be delivered early 2025.
- q. Non-Structural Renovations
 - This is a legacy project and should be closed out; the remaining balance of \$900K is being repurposed for other District-wide needs.
- r. Facility Condition Assessments;
 - Not Applicable.
- s. Reeves Center Renovation
 - No planned projects.
- t. ADA Compliance Pool;
 - Funds have been moved to the client agencies' budget, specifically DPR and DCPS. DGS will be working with DPR to move the remaining amount in this project to ensure ADA compliance funds are fully spent and used on priority projects.
- u. DC Village Campus Upgrades
 - These funds will be spent by Q2-FY25. Work involves roads upgrade to deal with better storm management solutions.

65. Provide a list of all completed, ongoing, and planned capital construction and modernization projects by DGS in FY 23 and FY 24, to date. Provide the client agency, name, address, ward, square footage, and expected completion date for each project.

[See attachment Q65 - CCSD Completed, Ongoing, and Planned Projects.](#)

66. Provide a list of all DCPS completed, ongoing, and planned small capital projects in FY 23 and FY 24, to date. Provide the client agency facility name, address, ward, brief description, and expected date of completion for each project (if not yet complete).

[See attachment Q66 - CCSD DCPS Projects.](#)

67. Provide a list of all DPR completed, ongoing, and planned small capital projects in FY 23 and FY 24, to date. Provide the client agency, facility name, address, ward, brief description, and expected date of completion for each project (if not yet complete).

[See attachment Q67 - CCSD DPR Projects.](#)

68. Provide a list of capital construction projects (DGS or within a client agency) which went over budget in FY 23 or FY 24, to date. For each project, identify the cause and the source of funds used to cover any overages.

[See attachment Q68 - CCSD Over Budget Projects.](#)

69. Provide a list of capital construction projects (DGS or within a client agency) which were delivered past due in FY 23 or FY 24, to date. For each project, identify the cause of delays.

[See attachment Q69 - CCSD FY 23-24 Past Due Projects.](#)

70. Provide a list of DPR facilities, by ward, with restrooms designed to be accessible from the outside, i.e., not requiring entry into a DPR recreation center, community center or field house.

It is standard practice now for DGS' Capital Construction Division to install publicly accessible restroom facilities in all DPR facilities? Why or why not?

DGS follows the direction of its client agency, DPR, in terms of what amenities the facilities will be. See attachment Q70 - DPR Restrooms Count.

71. Describe DGS's efforts to standardize construction materials to reduce costs and delays via the Owner's Project Requirements (OPR) initiative.

DGS recently completed a set of standard specifications to use on all capital projects. DCPS projects have used standard specifications and OPRs for two years now, and this new initiative expanded it to all capital projects.

72. Provide the Requests for Proposal (RFP) for each school modernization project issued during FY 23 and FY 24, to date.

- Design Build Services for Martin Luther King Jr Elementary School Modernization
- Design Build Services for Burroughs Elementary School Modernization and Modular Trailer Swing Site
- Design Build Services for Drew Elementary School Modernization
- Design Build Services for Brent Elementary School Modernization
- Design Build Services for Barnard Elementary School Addition
- Design Build Services for Ludlow Taylor Elementary School Addition
- Design Build Services for Leckie Elementary School Addition
- Design Build Services for MacArthur High School Expansion
- Design Build Services for Modular Campus Swing Site @ Nalle Elementary School
- Design Build Services for Tubman Elementary School Modernization
- Design Build Services for Malcolm X @ Green Elementary School Modernization
- Design Build Services for JO Wilson Elementary School Modernization
- Design Build Services for Thomas Elementary School Modernization
- Design Build Services for Emery Swing Site (canceled)
- CMAR for Kenilworth Swing Site Addition

73. Provide all signed contract documents for each of the following DCPS full school modernization projects:

- a. Adams Education Campus
- b. Browne Education Campus
- c. MacArthur High School
- d. Truesdell Elementary School
- e. Malcolm X @ Green Elementary School
- f. JO Wilson Elementary School
- g. Neval Thomas Elementary School
- h. Harriet Tubman Elementary School

See attachment Q73 - C&P- DCPS Full School Modernization Projects.

74. Provide a list of DGS' authorized playground equipment manufacturers.

There is no pre-approved list of playground manufacturers.

75. How does DGS ensure timely repair of custom and discontinued items when they break? Also specify this process for unique playground equipment.

For custom items, DGS works with suppliers and manufacturers to expedite fabrication when necessary and expedites shipping in most cases to trim lead times. DGS looks to replace discontinued items with a comparable product as close to the original as possible. The process for unique playground equipment is identical to that for custom equipment.

76. What is the status of the following repairs, construction, and replacements included in the FY 24 budget?

a. \$125,000 to improve the cafeteria bathroom at Langdon Elementary School;

The scope and nature of the projects are deemed ineligible for capital expenditure per OCFO, preventing DGS from moving forward with procurements.

b. \$50,000 to replace a control module at Noyes Elementary School;

The scope and nature of the projects are deemed ineligible for capital expenditure per OCFO, preventing DGS from moving forward with procurements.

c. \$25,000 to install a shade structure at Riggs-LaSalle Recreation center;

Estimated completion Spring 2024.

d. \$20,000 to install vertical netting to enhance the functionality of a fence;

Estimated completion Spring 2024.

e. Repair or partially replace roof of Burroughs Elementary School;

The scope and nature of the projects are deemed ineligible for capital expenditure per OCFO, preventing DGS from moving forward with procurements.

f. Repair or partially replace roof at McKinley Tech;

The scope and nature of the projects are deemed ineligible for capital expenditure per OCFO, preventing DGS from moving forward with procurements.

g. New community center at Crummell School; and

Estimated completion Fall 2026.

h. Langdon Community Center redevelopment.

The scope and nature of the projects are deemed ineligible for capital expenditure per OCFO, preventing DGS from moving forward with procurements.

77. Provide a status update for the following projects at the University of the District of Columbia
- a. The purchase and renovation of 4250 Connecticut Ave (the old Fannie Mae Building;

There is no active effort to acquire or renovate 4250 Connecticut Avenue currently by DGS.

- b. The Archives project at Van Ness Campus; and

The project is progressing on schedule with 100% Design Development completed in December 2023, which will kick-off the permitting process. In addition, the contract for the construction services was recently awarded in December 2023 following a competitive procurement process. Next milestones will be obtaining the abatement and demolition permit to commence that work by Spring 2024. Project is on track to deliver in Summer 2026.

- c. The purchase and renovation of the Old Congress Heights Campus

DGS does not have any projects at this location. This is one of UDC's off campus projects.

78. How does DGS participate in the Master Facilities Plan and the reconfiguration of DCPS feeder patterns?

DGS is a member of a working group that interfaces with the Deputy Mayor for Education as they develop the latest Master Facilities Plan. DGS' participation has included engagement from the following agency divisions: Capital Construction Services Division, Sustainability and Energy, and Facilities Management Division.

79. Provide updates on the following projects:

- a. Fields at Banneker HS CCTV Security Cameras (DPR – Capital) w/DPR (RLYA) (\$300K)
 - Of the funding available, how much has been expended, how much has been committed, and how much is unspent?
 - Have CCTV security cameras been installed for the fields at Banneker HS?
 - How many cameras have been installed?
 - How many total cameras will be installed?
 - What is the timeline for completion of this project?

There has not been any work by DGS to date. The funding will need to be moved to DCPS' budget per OCFO guidelines. There was no Paygo put in the budget to fund this project and DGS/DCPS will need to confirm that there is sufficient additional Paygo available to fund the operating costs of this project. If available, DGS assumes the work will be done over Summer 2024.

- b. West End Library & Fire House Maintenance Fund

- i. Has DGS developed procedures to enforce the annual review and approval of the Maintenance Fund budget in accordance with D.C. Code § 1-325.181(a) and the PMAs for the West End Library and the Fire Station? Describe the procedures.

- Per the Property Maintenance Agreement (PMA), the budgets for the upcoming fiscal year are submitted by the vendor no later than June 1 of each year.
- Within 30 days of receipt of the upcoming fiscal year budget, DGS and the Fire and Emergency Medical Services or DC Public Library designee will:
- Convene to review the upcoming annual Maintenance Fund budget; and
- Respond via email to the vendor to inform the vendor that DGS has reviewed/is reviewing the budget and whether any budget revisions or concerns need to be addressed.
- The review of the proposed budget begins formally within 30 days of receipt of the proposed budget. Should DGS disapprove of or have any concerns about any line item of the budget, DGS communicates the concern in writing by July 1. DGS and the Property Manager continue to engage to reach a budget consensus.

ii. Describe the policies and procedures that DGS has developed and implemented to ensure that vendor invoices are received, processed, and paid timely in accordance with the PMA for the West End Library and Fire Station.

The Contracting Officers Technical Representative (COTR) should contact the Property Manager/vendor via email to inquire on the status of the invoice submission, if the monthly invoice for the month prior has yet to be submitted in PASS (the contracting management software the agency utilizes). The COTR approves expenditures only as prescribed in the PMA and in accordance with the agreed-upon budgeted monthly amount.

The COTR reviews and approves all work prior to the commencement of said work to ensure compliance with the PMA and the D.C. Code.

The COTR requests an accounting of costs from the Property Manager when there are discrepancies between the estimates and actual expenditures.

iii. Has DGS developed a plan to perform periodic and regular reconciliation of estimated and actual expenditures to ensure the Maintenance Fund excludes expenditures that are not permitted under the law?

Yes, see reconciliation schedule below.

1. How often does the plan call for reconciliation?

DGS' plan is to review the reconciliation of estimated and actual expenditures on a quarterly basis.

2. Provide the dates and results of each reconciliation DGS has conducted as of January 31, 2024.

Please find below the dates for the quarterly review of the estimated and actual expenditures for fiscal year 2024.

- October – December 2023 (Q1) – scheduled for January 29, 2024
- January – March 2024 (Q2) – scheduled for April 29, 2024
- April – June 2024 (Q3) – scheduled for July 29, 2024
- July – September (Q4) – scheduled for October 28, 2024

c. Thomson Playground Renovations

Describe plans for DCPS and DGS to engage the principal, LSAT, potential future students' families, and other stakeholders in the planning of this project. Include description of any engagement that has already occurred and timeline for future engagement.

The DGS Project Manager is in communication with the DCPS Facilities team as well as the school Principal to provide information on the scope of work for the project, design, and schedule. DGS' goal is to complete most of the work on this project over Summer 2024 in order to minimize impacts to the school's operations. DCPS decides on the community engagement level for projects. Since this project is a replacement in kind of playgrounds, DCPS is not intending to engage the community for this project.

d. Bundy Field/KIPP

- What is the status of KIPP's compliance with its lease for Bundy Field (adjacent to their Shaw campus)?

KIPP is close to being fully compliance with its lease for Bundy Field.

80. Provide an update on, and assessment of, the work performed to repair the Jackson-Reed roof and atrium, an assessment of outstanding repairs, and a timeline for completing those repairs.

The roof and atrium repairs were completed between June 2023 and September 2023. Deteriorated roof flashing was replaced in a number of areas on the roof; other miscellaneous roof defects were also repaired. The skylight was re-calked from above and the interior downspouts were resealed from below. The siding of the cupola that had blown off was also replaced.

81. Provide an update on the additional renovations being made to the existing MacArthur HS building and campus for the MacArthur Project Phase II (Delivery B).

- a. The MacArthur Community Working Group Meeting #5 Presentation on 09.22.2022 included a description of MacArthur Project Phase II (Delivery C) that described "New Build Addition to include auditorium and additional program space". Provide an update and explanation of the planning and progress made for the Addition, including the status of an auditorium, and the reasoning behind any changes made to this proposal. [Could go under #52]

DGS implements the work on behalf of DCPS, its client agency. The scope includes interior improvements and an approximately 30,000 square foot addition to add program space and increase capacity for future projected enrollment. It does not include an auditorium.

82. Describe the preparatory work, site assessment, and project plan, including timeline and estimated date of completion, for the Jackson-Reed High School and Hardy Middle School auditorium repairs funded in FY 24 (AUDITC-AUDITORIUMS).

DGS is performing assessments on these auditoriums including Anacostia High School, which also had funding added by Council for FY2024. DGS is working toward the goal of completing this work by the end of FY 24.

83. Describe the preparatory work, site assessment, and project plan, including timeline and estimated date of completion, for the Jackson-Reed High School and Hardy Middle School auditorium repairs funded in FY 24 (AUDITC-AUDITORIUMS).

See the response to Q80 for Jackson-Reed project. DGS is doing a scope of work with DCPS for Hardy Middle School. We have a goal of completing the upgrades by the end of summer 2024.

84. An underground leak at the Newark St Dog Park has been ongoing since at least April 2023, and DGS said on 10/11 that the work order to fix this was completed. But the leak remains, which causes pools of standing water, a health risk, and will cause future costly repairs, like replacing the dog park surface material and fixing erosion caused by the runoff. What are plans and timeline for fixing this leak and to return water to a hose that is used to wash down the dog park, a necessary part of maintenance that is completed by community members every two weeks? (WO# 747233)

This repair was completed in October 2023 and the fountain was winterized in December 2023. DGS visited the site the week of December 29, 2023, and observed no signs of a current water leak (e.g. no standing water, bubbling up, etc.).

85. What are plans for addressing repairs and maintenance of leaking faucets, peeling paint, and malfunctioning toilets at the Chevy Chase Rec Center after the DPR CoOp program had to be relocated to the Chevy Chase Community City due to these issues?

The work to repair the roof and plumbing leaks at the Chevy Chase Recreation Center will begin February 2024. It is expected to take two weeks, barring any unforeseen issues related to the roof. Once the building is watertight, work will begin to repair the damaged walls and paint. We expect full completion by March 2024.

86. The new field at Hearst recreation center is in poor condition. Does DGS currently have plans to address this, and if so, what is the timeline? If DGS plans to resod the field, how will you ensure the condition of the field is maintained in the longer term? Has DGS considered installing an artificial turf field in this location? What are the costs associated with resodding and artificial turf installation?

The field will need to have spring and fall power seeding and spring, summer and fall fertilizing to help it be able to keep up with the heavy wear it receives from: the public, Hearst ES, soccer clubs, and DPR summer camps.

When Hearst Pool and Park were renovated, the community strongly opposed an artificial turf field. The community also opposed installing a fence around a natural grass field. It is very difficult to control over-use on natural grass fields without a fence, as DPR prefers to have its fields fully closed in the off-season to let the field recover.

Installing a regulation artificial turf field would likely cost over \$1M. Resodding the field could easily cost over \$250k and would take the field off-line for one growing season (either spring, summer or fall). Also, this field was fully sodded in fall 2021, so a fence would go a long way toward controlling over-use.

87. What repairs were required at the Wilson Aquatic Center and when will they be completed? What plans does DGS have for improving public communication about the status of maintenance and other repairs on public facilities?

We are currently replacing the HVAC system, including new rooftop units, as well as some fans and ductwork. Commissioning will start in February, and we anticipate the work being complete for turnover in spring 2024. We are also having assessments of the building done for structural steel and environmental integrity, we expect that report to be given to the agency soon. However, any work that may need to be done based on that report is currently not included.

The DGS Public Work Order Dashboard was developed to provide the status of maintenance and other repairs on DCPS and DPR facilities to the public. <https://dgs.dc.gov/service/dgs-public-work-order-dashboard>. DGS provides information on capital construction projects on this site: <https://dgs.dc.gov/page/capital-construction-projects>.

88. On previous site visits of Glover Park Recreation Center various repair and maintenance needs were identified, such as repairs to the netting of the baseball field. Who is responsible for these repairs? Provide a timeline and explanation of the process for repairs to this park and recreational facilities.

DPR will manage equipment replacements for netting at recreation centers. Typically, it could take 30 days to purchase and install depending on material availability. Repair requests to this park/recreation center, and recreation centers District-wide are handled in the same manner as repairs are handled throughout DGS' portfolio as detailed in the response to Q90.

89. Provide a copy of the current FIRST Procedures Manual.

See attachment labeled Q89 - FIRST Team - FIRST PROCEDURES MANUAL_9.26.2023.

90. Identify the Service Level Agreement (SLA) for work orders by priority level: routine, high, emergency:

Emergencies are situations which pose an immediate threat to our partner agencies' operations and missions through risk of major damage to buildings and/or equipment. Emergencies are

handled immediately via a call to responsible managers. Generally, response time should be within 2 hours, depending on the nature of the request with stabilization within 24 hours.

The following are examples of problems classified as emergency:

- Loss of Heating/Air Conditioning throughout the building (30% or greater)
- Hazardous material spills (e.g., oil, gas, mercury)
- Total loss of water main supply (includes hot water)
- Exposed live electrical wires
- Major water leaks and flooding
- Compromised security of buildings (exterior doors and windows)
- Inability to gain access to buildings
- Power outage in occupied buildings (30% or greater)
- Specific pest control issues (e.g. Bed bugs)
- Special cases (executive directives, special events)

High priority situations are maintenance issues that require expedited, but not immediate attention. These issues receive priority over routine issues and are usually addressed during regular maintenance hours.

The following are examples of problems classified as high priority issues:

- Heating/AC Failure in isolated areas (30% or less)
- Pest control service calls
- Clogged drains that may cause flooding
- Water leaks causing pooling on the floor or compromising building materials
- Loss of water in classroom/lounge
- Suspected mold

Routine maintenance issues are those that do not require immediate attention and generally can be handled during normal maintenance hours. These issues are not critical or potentially damaging to health or property.

The following are examples of problems classified as routine maintenance:

- Filter replacement
- Door adjustments and repairs (interior doors)
- Common area bulb replacement
- Debris removal
- Painting
- Leaking faucets

91. Provide a total count of work orders requested by client agency in FY 23 and FY 24, to date. Of this total, how many were approved by FIRST?

1. Data Parameters: All requested work orders have a created date of 10/1/22-12/31/23
2. All work orders that were approved have a created date of 10/1/22-12/31/23
3. All work orders that were archived have a created date of 10/1/22-12/31/23
4. Archived work orders were rejected or cancelled for being a duplicate request, non-DGS responsibility, not a repair request.

Fiscal Year Requested	Service Area	Requested Count	Approved Count	Completed Count	Archived Count
2023	DCPS	17,714	15,891	13,219	1,823
	DHS	2,240	2,105	2,014	135
	DMPED	12	10	6	2
	DPW	17	11	9	6
	FEMS	3,142	2,801	2,644	341
	MPD	2,359	2,031	1,746	328
	MUNICIPAL	4,221	3,873	3,391	348
	OSSE	424	363	295	61
	PARK	333	283	215	50
	REC	5,019	4,310	3,533	709
	To Be Completed	38	30	20	8
	FY23 Subtotal	35,519	31,708	27,092	3,811
2024	DCPS	3,854	3,552	2,035	302
	DHS	694	666	582	28
	DMPED	5	5	2	-
	FEMS	747	674	528	73
	MPD	610	546	312	64
	MUNICIPAL	1,137	1,033	767	104
	OSSE	97	88	47	9
	PARK	70	62	46	8
	REC	1,002	898	486	104
	To Be Completed	31	19	5	12
	FY24 Subtotal	8,247	7,543	4,810	704
Total		43,766	39,251	31,902	4,515

92. What percentage of work orders, by priority level and specific (not main) problem type, were completed within their SLA in FY 23?

[See attachment Q92 - FIRST Team FY 23 SLA Analysis.](#)

93. What percentage of work orders, by priority level and specific (not main) problem type, were Copy of POH Q:91 completed within their SLA in FY 24, to date?

[See attachment Q93 - FIRST Team FY 23 SLA Analysis](#)

94. For all work orders approved in FY 23,

- a. Share the following:
 - i. Work order number;
 - ii. Building name;
 - iii. Client agency;
 - iv. Location address;
 - v. Ward;
 - vi. Main status;
 - vii. Active status;
 - viii. Main problem type;
 - ix. Problem type;
 - x. Work order class;
 - xi. Budget category;
 - xii. Work team assigned;
 - xiii. Priority;
 - xiv. Date requested;
 - xv. Date approved;
 - xvi. Date issued;
 - xvii. Date ECD assigned;
 - xviii. Date completed;
 - xix. Date closed;
 - xx. Aging;
 - xxi. Out of SLA?; and
 - xxii. Assignment description;

[See attached Q94\(a\) – FY 23 POH Approved Work Orders.](#)

- b. Share the aforementioned information separately for work orders redacted from the public work order dashboard.

Confidential [See Attachment 94\(b\)](#)

95. Provide a list of facilities by client agency in each DGS zone, along with the number of filled building manager positions and zone manager positions for each zone.

[See attachment Q95- FMD - Building Management Team Assigned Sites.](#)

96. Explain the policy for how work order estimated completion dates are determined.

Based on available resources and capabilities, if a work order can be completed within 75 days, an estimated completion date is assigned otherwise it is placed in the appropriate “on hold” category.

97. Provide a list of District-owned elevators along with the following:

- a. Client agency
- b. Site name;
- c. Site address;
- d. Site ward;
- e. Asset # or other identifying information about the specific elevator;
- f. Brand name;
- g. Whether for freight or passenger usage;
- h. Age or year of installation;
- i. Date of most recent DOB inspection; and
- j. Date of DLCP certificate of inspection.

See attachment Q97 - FMD - Elevator Inventory District Wide.

98. For all elevator approved work orders in FY 23 or FY 24 to date, provide:

- a. Work order number;
- b. Work order main status as of 12/31/2023;
- c. Assignment description;
- d. Asset # or other identifying information about the specific elevator;
- e. Building name; and
- f. Vendor assigned.

See attached Q98 - Elevator Work Orders FY 23 POH.

99. The Office of the DC Auditor released its report “[Multiple Failures in Department of General Services Management of Work Orders](#)” by RSM US LLC. DGS [responded to the report](#) on December 9, 2022. In last year’s performance oversight pre-hearing question responses (Q. 130), DGS said that all but two of the Auditor’s recommendations were implemented by the agency. Has the agency implemented the final two recommendations? If not, why?

[The Interactive Performance Monitoring is in the process of being implemented and should be fully implemented by the end of FY 24.](#)

[The Inventory Management System Implementation is in the process of deploying a new inventory management solution in its Salesforce organization. The deployment of the first phase, which includes the material request process and parts catalogue will be available March 2024.](#)

100. Of work orders requested during the audit scope (January 1, 2020, to December 31, 2021) and as of June 30, 2022, 29% of work orders were marked “completed” but not yet closed – over 18,000 work orders. During this Committee’s roundtable on the audit, DGS discussed the challenges that contributed to work orders lagging in the complete status, including human

capital pressures. Have those challenges persisted since and what has DGS done to try to alleviate those changes?

Yes, human capital pressures exist. But with the integration of the Liaison for Accountability, Service and Trust (LAST) Team to review and support the completion of the work order life cycle, we expect this process to improve over time.

101. Recommendation #1 was for DGS management to implement an inventory management system to integrate into its Salesforce work order management system. In response to this recommendation, DGS said a “new parts and material inventory system is being developed specifically for our use and will be deployed mid-2023.” In last year’s pre-hearing responses (Q. 132) DGS said “Planning is underway, and funding is allocated to that and other system initiatives with an estimated completion in mid-2023.” Has DGS integrated an inventory management system into DGS? If so, when was it complete? If not, why, when was it started, and when will it be complete?

The Inventory Management System Implementation is in the process of deploying a new inventory management solution on the Salesforce platform. The deployment of the first phase, which includes the material request process and parts catalogue will be available March 2024.

102. Has DGS received a recommendation from the OAG regarding whether to sue contractors involved in the Roosevelt HS modernization? If so, share a copy of their recommendation.

OAG has reviewed the matter and is finalizing a recommendation.

103. Provide the contract number and signed contract for DGS’ contract for quality control during the 2023 Summer Blitz.

CONTRACT #	CONTRACTOR	CONTRACT
RK234129	B&B SOLUTIONS	DCAM-23-NC-SP-0020B
RK254132	CORNERSTONE CONSILIUM, INC.	DCAM-23-NC-SP-0020D
RK254136	JDC	DCAM-23-NC-SP-0020C
RK254138	TDC	DCAM-23-NC-SP-0020A

See attachment Q103 C&P.

104. Explain why DGS hired a quality control contractor for the summer blitz period.

With available funding, DGS has contracted with a third party for verification. This decision was made to verify the significant number of work orders during the summer work order blitz that DGS did not have the in-house staff to review. The third-party quality control contractor was able to review work orders and verify that work was completed based on evidence presented in Salesforce. There is also a recommendation by the DC Auditor that work orders should be verified by an independent party. This project in particular required QA/QC due to the time-sensitivity needed to open schools and process invoicing prior to the end of the fiscal year.

105. Explain how DGS supervisors and team leads are trained in quality control.

DGS relies on the experience and expertise of its supervisor and team leads to know what quality work is and what it looks like. Our supervisors and leads must have an extensive amount of prior experience within that trade which allows them the experience to guide our regular wage grade (RW) staff in their assigned work orders. For example, our custodial leads and supervisors have over 10 years of experience within the industry, and upon interviewing for positions there is an assessment done within that craft to determine true capabilities. Supervisors and team leads are usually licensed in the District or have some certification in their field to show their expertise.

106. In FY 23, what percentage of DCPS-based work order requests marked “complete” received a Quality Control review? Specify the answer based on the following categories, assuming the same work order can be counted in more than one of the categories.

- DCPS Completed Total used for these responses: 13,958. The “Closed” set for FY 23 is 59.70% (8333) of the total set with completed making up the balance 40.30% (5625) as of 1/16/2024.
- “Review” is moving a work order from “Completed” to “Closed.”
- Trade Supervisor reviews are determined as not being reviewed (Closed) by LAST; see below.
- “Closed” by a LAST Team member is determined by a LAST Team “Claim” and “New Value” as “Closed.”
- Work orders that did not receive a review are work orders that were completed in FY 23 that remain in the “Completed” status.

Assume all numbers are moving targets, “Reviewed” number will continue to go up until 100% of all work orders have been closed. Completed numbers may decrease during the QA/QC process.

Note: Work orders can be reopened until they have reached the “Closed” status. Trades and LAST team number of “Closed” FY 23 work orders will continue to increase as they continue to review “Completed” work orders.

- a. % FY 23 DCPS complete WOs reviewed in-person by a DGS trade supervisor;
 - Physical checks for field work are ad-hoc and not systematically recorded.
- b. % FY 23 DCPS complete WOs reviewed online by a DGS trades supervisor;
 - 7.73% (644/8333) of the closed work orders
- c. % FY 23 DCPS complete WOs reviewed online by a LAST staff member; and
 - 92.27% (7689/8333) of the closed work orders
- d. % FY 23 DCPS complete WOs that did not receive supervisory review.
 - 40.30% (5624/13958)

107. Explain the steps of the LAST and supervisor review processes. What elements are required in order for a work order under review to be closed?

LAST Team supports the supervisors in each primary FMD unit. To move work order from completed to closed, the craftsperson's or the vendor's work must be reviewed and accepted by a LAST team member or their supervisor. To do this, the team or supervisor first reviews the craftsperson or vendor comments and looks at the provided pictures of completion and compares those pictures to the before pictures provided in the work order to determine if the repair is adequate. If pictures are not available, a conversation with the craftsperson or vendor and/or the client agency or the requestor is usually conducted to verify completion status. Upon verification of satisfactory completion, the work order can be moved to close with the inclusion of any associated cost information.

108. List the client agencies in FY 23 and FY 24, to date for which DGS performs preventative maintenance.

- DCPS
- DPR
- FEMS
- MPD
- DHS
- Co-located agencies within buildings managed by contract.

109. List the asset types in FY 23 and FY 24, to date with preventative maintenance efforts.

- Plumbing (FY 24)
- Elevators
- Fire and life safety systems
- Backflow preventers
- Boilers
- HVAC systems
- Drinking water sources

110. Explain what preventative maintenance looks like by asset type.

- Inspection
- Testing
- Consumable replacements and minor repairs
- Certification where applicable

111. Share (non-overlapping) screenshots of the preventative maintenance Salesforce module for each asset type.

We are in the process of transitioning the module into production and anticipate implementation and data availability in Spring/Summer 2024.

112. Share the following data collected using the preventative maintenance Salesforce module:

- a. Asset inspection;
- b. Asset inspection start date;
- c. Asset service rendered;
- d. Asset service cost; and
- e. Asset service checklist.

We are in the process of transitioning the module into production and anticipate implementation and data availability in Spring/Summer 2024.

113. How does DGS collect and aggregate the data captured in the preventative maintenance Salesforce module?

We are transitioning the module into production and have not been able to begin field testing full time.

114. How does DGS use this data to document preventative maintenance efforts?

We are currently using a program to track and collect data and documents across the Inspection, Testing and Maintenance (PM) program.

115. DGS' establishment act states that the agency shall "[p]rovide building services for facilities owned and occupied by the District government, including engineering services, custodial services, security services, energy conservation, utilities management, maintenance, inspection and planning, and repairs and non-structural improvements[.]" D.C. Official Code § 10-551.01(b)(4). How does DGS identify with its client agencies what constitutes DGS' responsibilities vs. the client agencies'?

Certain client agencies have maintenance capabilities, in those cases, DGS works with the client agency to determine where the responsibility may lie.

116. In last year's performance oversight pre-hearing question responses (Question 140), DGS said that the agency defers to client agencies regarding the responsibility of school-based staff. Is it still the case that DGS does not have comprehensive lists of facility responsibilities for DCPS' school-based staff? If such lists exist, share them for each DCPS building. If such lists do not exist, explain how DGS ensures efficient and timely response to maintenance issues that arise in schools, including how and how quickly it is determined whether the issue is the responsibility of DGS or DCPS.

We rely on our client agency, DCPS, to state the responsibility of their school-based staff and expectation of completion.

DCPS Legislative Affairs has provided the following:

DCPS school-based staff (custodians, foremen, etc.) are responsible for completing level 1 repairs, which are listed below. These responsibilities are directed by the Union contract and height restrictions.

Custodial level 1:

General Repair and Maintenance

- Tighten bolts, clamps, screws in furniture and door hinges
- Tighten loose doorknobs and replacing missing knobs
- Adjust door checks
- Replace broken and stained drop ceiling—in acoustical ceiling tile (only if cleared safely)
- Replace loose floor tile such as vinyl and rubber (only if cleared safely)
- Tighten and replace toilet seats
- Assemble and disassemble metal shelving and cabinets
- Re-attach loose metal thresholds
- Re-attach loose stair treads
- Install and repair hardware on doors and windows: latches, kick plates, wall door stops, screws and bolts on panic boards
- Tighten loose brackets on handrails, both inside and outside
- Clear dirt and debris from exterior floor drains in parking lots or sidewalks
- Clean range hood and filters
- Replace window screens
- Clean AC filters:
 - Change individual HEPA filters, but not a school's main HVAC system
 - Clean washable window unit filters once a year
- Power wash exterior spaces/playgrounds/dumpster areas
- Manage snow – deploy salt and manage supply when asked along front steps and sidewalk areas in front of schools/main entrances
- Oversee housekeeping - ensure food waste is not left in places and at times that contribute to pest control efforts (i.e., leaving pizza boxes or perishable items in classroom spaces)
- Check playground equipment for safety and enter work orders accordingly
- Store equipment and supplies in ways that do not incur/impede upon DGS facilities management spaces (i.e., mechanical rooms, IT closets, overhead sprinkler systems)

Electrical (Following Union contract height guidance)

- Replace burned out fluorescent light tubes (if trained ballasts- not 277s)
- Replace light fixtures lens—purchased by agency
- Replace switch cover plates—purchased by agency

Plumbing

- Shut off valves
- Attempt to unstop commode/urinal/drinking fountains
- Flush valves – replace all components

Painting

- Remove rust from doors and door frames, and re-paint
- Re-paint exterior doors
- Paint only the following: vinyl baseboards, fire doors, stair risers, toilet partitions

117. For each client agency, identify if DGS or the client agency is responsible for each of the following tasks. If the answer is site-specific, explain why and share site-specific answers.

- a. Electrical services including repairs to lighting, outlets, power and switches;
- b. Environmental services including pest control and mold remediation response;
- c. Exterior services including repairs to athletic fields, exterior painting, fence & gate, flagpole, graffiti, grounds, landscaping, masonry, playground, roof, trash & recycling, and windows;
- d. HVAC services including cooling and heating requests;
- e. Interior services including repairs to appliances, building structural, ceilings, elevators, fire alarms, flooring, interior painting & walls, janitorial, lock & door, and windows;
- f. Other services including repairs to electronic security, generators, overhead doors, PA and clock systems, and pools & spray parks; and
- g. Plumbing services including repairs to drains, faucets, hot water, leaks, pipes, pumps, toilets, and water fountains.

As noted in Q115, DGS is responsible for all District-owned properties, however some agencies have maintenance capabilities. DGS is responsible for the tasks below unless the individual agency has the resources to do it on their own.

118. How does DGS define “level 1 maintenance”?

Please see response to Q116.

119. Share a summary chart of the most recent boiler inspection reports for all DGS portfolio buildings (DCPS, DPR, MPD, etc.) completed in summer 2023 indicating whether each boiler passed or failed inspection, sorted by building.

Agency	Percentage of Facilities with 1 or more Boilers that Passed DCRA	Total # of Facilities	Facilities with 1 or more Boilers that PASSED DCR	Facilities awaiting DCRA inspection	Failed site w/ no boilers for heating	Ready for DCRA Initial inspection	Inspection being performed for Initial & Re-Inspection	Reassemble / Test Fired	Boiler Summary 2023
DCPS	88%	65	57	7	0	0	1	57	
FEMS	100%	15	15	0	0	0	0	15	
MPD	100%	11	11	0	0	0	0	11	
MUNIC	96%	23	22	1	0	0	0	22	
Rec	89%	18	16	0	0	0	2	16	
Total	92%	132	121	8	0	0	3	121	
Failed-									
Awaiting PM- Elliot, DDOT Sign Shop, Rumsey Rec, Barry Farms									
Capital Construction Sites- John Bouroughs,Hardy,Hart, Old Banneker, Marie Reed, Sharpe Health, Tyler,Kelly Miller									

120. Clarify, in detail, DGS’ custodial responsibilities at facilities owned by DCPS but operated by DPR, including the pool at Roosevelt High School. For each facility, also note which agency pays for or provides custodial responsibilities specifically in the pool deck and pool locker rooms.

For all co-op locations, DGS grounds maintenance team provides daily routine services and supplies to the agreed upon spaces utilized by DPR. Roosevelt Pool was maintained daily under contract from January-September 2023. These services were funded by DPR. A memorandum of understanding was created between both agencies outlining the scope and duration of the work. Services were discontinued per DPR's request in September 2023. DGS is working with DPR to transfer funds in FY24 to resume services.

121. Provide a list of every District government employee with access to DGS’ Salesforce CMMS. Include their name, position, agency and facilities for which they have access.

This information is proprietary to the agency.

122. How does DGS ensure lighting structures are functioning properly in all fields (synthetic and natural), indoor basketball gyms, playgrounds, parks, and parking lots? What level of priority (routine, high-priority, or emergency) is assigned to lighting work orders? If it is different based on the type of lighting work order, explain.

- DGS ensures lighting structures are functioning by performing routine maintenance/repairs on timers, bulbs, breakers, switches, photocells, etc. (primarily for Natural Grass ballfields in our inventory). We also respond to Salesforce work orders. The level of response is commensurate to the related circumstances.
- Further, we partner with Musco® Lighting to monitor and control lighting levels and associated equipment (primarily for turf ballfields in our inventory).

The level of priority for lighting work orders is below:

- **Routine:** 1 or 2 bulbs out in a gym, playground, park, parking lot or on a given pole around a field;
- **High Priority:** Upcoming event with multiple or most bulbs out in a gym, playground, park, parking lot or on a given pole around a field; Adverse effect on an event or activity.
- **Emergency:** Major event with multiple complete poles out around a field /Complete Blackout/Equipment fail

123. For each DCPS campus, indicate whether the school as a comprehensive and fully functioning public address system. For each school without a fully functioning PA system, estimate the cost of either repairing the existing system or installing one, and indicate whether repair work has been approved and/or capital funding allocated.

Confidential- See attachment Q123 - FMD- PA System List.

124. How many DCPS school buildings use fob-activated interior doors?

Confidential See attachment for Q124 - FMD.

125. If the door to a classroom or other frequently used space does not lock properly, what is the priority level assigned to a work order for its repair?

DGS would assign this as routine in most cases. However, if identified by DCPS staff in the work order management system properly as a critical space (e.g., server room or electrical closet), it should be flagged as a high priority by the client agency. DGS continues to work with the client agency to streamline this process.

126. What is the priority level typically assigned to an exterior lock & door work order?

DGS would assign this as an emergency if staff were unable to secure the door. It would be considered an emergency or high priority depending on the information DGS is provided by the client agency in the work order.

127. Provide an update on the status of the implementation of the School Security and Transparency Amendment Act of 2023, passed and funded in the FY 24 budget.

In compliance with the legislation, DGS currently provides a dashboard of all open work orders for DCPS and DPR. The dashboard redacts all lock and latch, window and safety/security system work orders from the public view. A memo is sent to the committee each month and a closed-door briefing is held when applicable.

The Facilities Management Division (FMD) is currently working on door and lock preventative maintenance initiative of lock types in classrooms and exterior doors, with the completion expected by the end of the second quarter of the fiscal year. After this evaluation, a preventive maintenance plan will be formulated to promptly address work orders related to locks and doors, taking into consideration the findings and subject to resource availability. The FMD budget includes \$1.2M for this initiative.

128. Provide the most recently completed risk assessment for each District-owned facility. Provide a list of facilities that do not have a risk assessment on file.

See the Attachment Q128 for a list of all completed PSD Threat Assessments.

Below is a list of locations agencies that PSD does not do risk assessments for:

- Metropolitan Police Department (MPD)
- DC Public Schools
- DC Libraries
- DC Water
- DC Fire Department

129. Provide a list of CMCs active in FY 23 and FY 24, to date. For each, include the client agency, facility name, ward, whether the contract was competitively bid, the annual price paid, and the length of the contract.

See attachment Q129 - C&P - CMC CONTRACTS.

130. Provide copies of the most recent performance evaluations for every CMC active in FY 23 and FY 24, to date.

See attachment Q130 - C&P - CMC Evaluations FY 24 Hearing.

131. Are the terms and scopes of work at each DCPS-based CMC the same? If not, explain why there are differences and how DGS ensures consistent performance across its DCPS-based CMCs.

The terms and scope of work for each CMC are different as there are different amenities, features, and complexities of systems that require different level of maintenance and repair. The COTR manages the CMC and collaborates with the school leadership to support programmatic use.

132. Provide an update on the expansion of 311 requests to include broken equipment, grounds maintenance, and overflowing recycling at DPR and DCPS facilities and grounds that are maintained by DGS. When is the expansion expected to go live to the public?

The updated 311 service request types have been implemented and went live on December 28, 2023. This includes trash and recycling as well as broken playground equipment.

133. Members of the public may submit maintenance requests to DGS through their online “Community Facilities Maintenance Request Form.” How many requests were submitted via this form in FY 23 and FY 24, to date? Breakdown answers by:

- a. Service request number;
- b. Location;
- c. Ward;
- d. Problem type;
- e. Request text;
- f. Request date; and
- g. Resolution date.

See attachment Q133 FY 23 – FIRST Team – FY 24 Community Request Form

The community facilities maintenance request form was removed in FY24 to eliminate parallel workflows. The attachment includes all data up to the date the form was removed. Residents are encouraged to use DC 311 for public requests and all building occupants use their Salesforce accounts to request services.

134. Explain DGS’ system for monitoring indoor air quality (IAQ), including specifically in schools and recreation centers. How many sensors are installed in each building? What is the process for reviewing the data produced by sensors, and how is that information shared with the public?

DGS does not have a monitoring system in place. The program was not funded for FY 24. DCPS requested a proposal to continue monitoring a smaller subset of their portfolio (15 schools) however, a decision to proceed per the client agency is still under review.

135. What indoor air quality standards (for particulate matter, carbon dioxide, carbon monoxide, etc.) does DGS adhere to for schools, recreation centers, and other facilities where children are present? Is there an acceptable parts per million standard that DGS uses to determine safe levels of IAQ?

Indoor air quality standards that DGS references can be grouped into two categories. The first being guidelines, which are not requirements, but are our goals for good air quality. These include parameters such as temperature, relative humidity, and carbon dioxide, in which case we rely on The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) recommendations.

Carbon dioxide (CO₂) is recommended at an average indoor concentration of 700 parts per million (ppm) above measured ambient or exterior levels (typically between 400 and 500 ppm within the District). ASHRAE has two set of ranges for temperature, winter (68°F and 74°F) and summer (72°F and 80°F). in regard to relative humidity ASHRAE recommends less than 65% to reduce potential mold and mildew growth and promote occupant comfort. As guidelines, when

these parameters are not within threshold values, adjustments are made accordingly and typically do not significantly impact facility operations.

The second category are parameters with set regulatory requirements, these being carbon monoxide and particulate matter. The National Ambient Air Quality Standards (NAAQS) sets the value for carbon monoxide at 9ppm and particulate matter based on size of the particulate. OSHA has their thresholds; however, NAAQS is more stringent, as OSHA is focused on occupational exposures.

Additional parameters are added by the assessing professional based on sources present, visual observations, and site-specific considerations. After analyzing the assessed space collectively, the professional recommends occupancy status.

136. Explain DGS' practice for testing air quality after incidents that can cause mold, such as flooding. In addition to testing soon after remedying and treating impacted indoor areas, does DGS also continue air quality testing given that mold can sometimes take up to two weeks to develop?

When an incident occurs, DGS's first focus is on carrying out an appropriate and comprehensive response in accordance with industry standards to prevent mold growth. Adequate responses limit impacts in the future. Throughout the process DGS and our consultants conduct assessments using thermal imaging, moisture readings, visual observations, and air sampling when determined appropriate. The incident response is not considered complete until these assessments determine no further action required which may be over 2 weeks.

After the closure of the response, the facility is returned to servicing by DGS's mold response contracts within our Environmental Health and Safety Division who closely monitor the location. If substantiated concerns surface throughout the monitoring, DGS dispatches additional resources to remediate and reassess.

137. How does DGS currently monitor the thermal comfort of its portfolio? Are there standards that exist to determine what levels of thermal comfort are ideal or expected? Is there a mechanism by which DGS can identify when HVAC systems are not working properly, outside of a work order being created?

DGS currently has various ways of monitoring thermal comfort at locations in the portfolio.

- Intellimation –web-based Building Automated Systems (BAS) monitoring of proper temperature ranges;
- Building Automation Systems- primary BAS system, engineers have access to, can adjust and monitor temps in buildings;
- Air Quality Sensors- Sensors that test for air quality, carbon dioxide levels, humidity, noxious gasses, particulates and allergens; and
- Daily Building Checks- Boiler Plant Operations (BPO) engineers follow DCRA Regulation Safety checks for 1st, 3rd, 6th class steam/operating plants and HVAC Original Equipment Manufacturer (OEM) Specs.

DGS follows The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) standard 55-2017, Thermal Environmental Conditions for Human Occupancy, which

notes that for thermal comfort purposes, temperature could range between approximately 67 and 82 °F. For buildings that operate at full occupancy levels our standard is regulated between 68-75 degrees to ensure comfort and avoid overheating considering thermal heat from body temperature.

138. Within FY 23 and FY 24 to date, have any schools or recreation facilities relied on contingency cooling or heating units? If so, provide a count of facilities by ward and month with at least one unit out of service.

The data below is inclusive of FY 23 and FY 24 totaled to date combined.

Heating Season (October 2022– March 2023) Total 38

- Ward 1- 2
- Ward 2- 2
- Ward 3- 3
- Ward 4- 7
- Ward 5- 6
- Ward 6 - 5
- Ward 7- 7
- Ward 8- 6

Cooling Season (April 2023 - September 2023) Total 33

- Ward 1- 4
- Ward 2- 4
- Ward 3- 1
- Ward 4- 7
- Ward 5- 3
- Ward 6 - 6
- Ward 7- 3
- Ward 8- 5

Heating Season (October 2023 – January 2024) Total 26

- Ward 1- 2
- Ward 2- 1
- Ward 3- 2
- Ward 4- 4
- Ward 5- 4
- Ward 6-3
- Ward 7-4
- Ward 8-6

139. Is the following an accurate description of an agreement between DGS and DCPS on how to prioritize HVAC work orders in schools? If not, does such an agreement exist and what is it?

- a. Emergency Work orders: 10+ classrooms or 2 big box spaces 76°F+ in cooling season or < 68°F in heating season

- b. High Priority Work order: 3-9 classrooms or 1 big box space 76°F+ in cooling season or < 68°F in heating season
- c. Routine Work orders: 1-2 classrooms 76°F+ in cooling season or < 68°F in heating season.

DGS has an agreement with DCPS to report the above issues and share regular updates on the HVAC Watchlist in these tiers for critical concerns impacting programming. The above breakdown is how locations are ranked on the HVAC Watchlist based on affected spaces and discussed biweekly with DGS and DCPS headquarters.

Although DGS manages the reporting, DCPS is responsible for routinely prioritizing work orders submitted to DGS since DCPS Facilities Team has more situational awareness of School based needs. Tier 3 locations (1-2 rooms) are only added when it's a reported emergency, special needs, early childhood education classroom, or immediate impact relocation of students is required.

140. What is the status of the repair and/or replacement of parts or the whole HVAC system at Mann ES?

The original HVAC repairs at Mann were completed. After further investigation, DGS found that there is a large rodent infestation issue surrounding the HVAC units located on the side of the building. Units are located near the dumpsters and due to the heat emitted, they have become a nesting ground. The constant repairs at this facility are due to the chewed wires and burrowing happening near the equipment. DGS is currently working with contractors to assess and provide a scope of work for a project to relocate these units to the roof.

141. What is the status of the repair and/or replacement of parts or the whole HVAC system at Janney ES? (WO# 752057, 759030, 725712, 735407)

- WO# 752057 complete, service ticket uploaded in Salesforce to close out.
- WO# 759030 was cancelled because it is a duplicate work order ticket.
- WO# 725712 complete, service ticket uploaded in Salesforce to close it out.
- WO# 735407 Work order is for an issue at Bard High School and not Janney ES.

142. In response to FY 22 performance oversight pre-hearing questions (question 170), DGS wrote the agency "is exploring ways to incorporate thermal comfort and air quality data into the public facing dashboard. Upcoming system improvements will give greater insight into what options DGS has to publish IOT data." Explain the ways DGS has incorporated thermal comfort and air quality into the dashboard. What system improvements have been made so far, and what additional improvements are planned?

DGS is still in the process of exploring how to incorporate IOT data into public facing dashboards. We currently do not have a timeline for implementation but will share any future finalized plans with the committee.

143. Does DGS have any recommendations for modifying or improving the work order dashboard to promote efficient and timely sharing of work order information with the public?

The public facing dashboard currently has a 24-hour refresh cycle. As DGS continues to improve the process regarding work orders, there may be a way to increase the frequency of the refresh rate.

144. The dashboard currently features DCPS & DPR open and closed work orders. Has DGS considered adding its other client agencies to the public-facing dashboard? Explain why or why not.

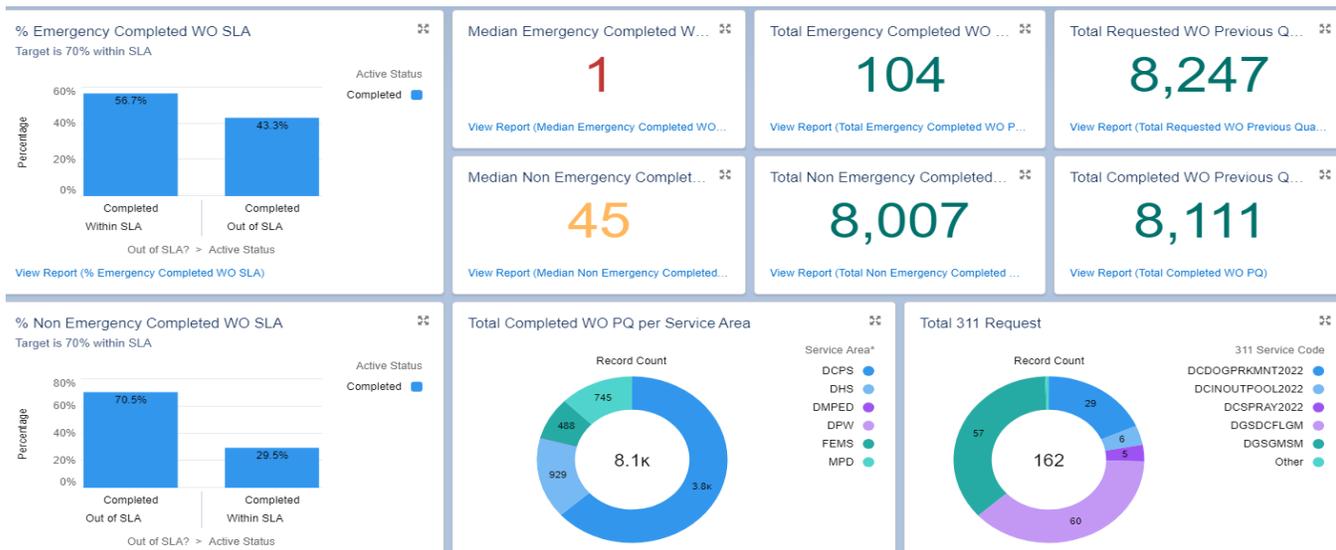
Sharing work order information about human services or public safety facilities on a public dashboard is not advisable due to several critical reasons. Firstly, it can compromise security. These facilities often handle sensitive information and activities, and exposing details about their operations can make them vulnerable to security breaches or targeted attacks. Secondly, it could lead to misinformation. Without proper context, the public might misinterpret the information, leading to unwarranted panic or mistrust. Also, it infringes on privacy. Employees and clients of these facilities have a right to confidentiality, and public disclosure of work orders could inadvertently expose personal information. Lastly, it might hinder operations. Public scrutiny and the potential backlash can distract staff from their primary duties, affecting the efficiency and effectiveness of these essential services.

145. Provide an update on DGS' HVAC Watch List as of 12/31/2023. Explain the meaning of each level and which facilities are at each level.

- Tier 1: 10+ classrooms or 2 big box spaces 76°F+ in cooling season or < 68°F in heating season
- Tier 2: 3-9 classrooms or 1 big box space 76°F+ in cooling season or < 68°F in heating season
- Tier 3: 1-2 classrooms 76°F+ in cooling season or < 68°F in heating season.

See attachment Q145-FMD- HVAC Watchlist

146. Provide high-resolution (not stacked) screenshots of each dashboard members of DGS management use to monitor the agency's work.



147. List all facilities responsibilities DGS has at both DYRS' Youth Services Center and New Beginnings. List all other facilities responsibilities DYRS has and provide an explanation of why DGS does not handle them.

DGS responsibility outlined below. DYRS has staff and resources to address select maintenance and repair needs.

CATEGORY	SITE NAME	AGENCY	SITE LOCATION
ELEVATORS	DYRS	MPD	1000 Mt Olivet NE, 20002
ELEVATORS	DYRS	MPD	1000 Mt Olivet NE, 20002
FLS	DYRS NEW BEGINNINGS	DYRS	8400 River Rd, Laurel, MD
FLS	DYRS YSC (DC)	DYRS	1000 Mt. Olivet RD NE
Grounds/Mowing	DYRS	YOUTH REHABILITATION BUILDING	3201 OAK HILL DR
Grounds/Mowing	DYRS	Youth Administrative Services	8400 RIVER ROAD

148. Share a copy of DGS' most recent school readiness checklist.

See attachment Q148 - FMD - DCPS School Readiness Checklist.

149. By what date does DGS intend to identify DCPS' priority list of work orders in advance of School Year 24-25?

Early spring 2024.

150. By what date does DGS intend to solicit contractors to complete DCPS' priority work requests?

We will solicit early summer 2024, with a summer 2024 work start date.

151. By what date does DGS intend to distribute its school readiness checklist ahead of School Year 24-25 to ensure school administrators respond fully?

Early spring 2024.

152. How does DGS plan to ensure they get a response from every school this year?

The DGS Building Management Team will work with DCPS to encourage our DCPS counterparts to provide this information in a timely manner.

153. In my July 12th letter to Director Hunter following our summer tours of DPR and DCPS facilities, I recommended DGS' Protective Services Division review its existing security assessments of all DPR sites, particularly those that were recent targets of thefts. Has PSD completed such assessments. If so, share them. If not, why not?

PSD has completed threat assessments of all locations DPR identified as medium to high priority which have been included in the attachment to Question 128. PSD also conducted assessments for cameras and access control devices at several DPR locations (including pools).

Note: Assessments conducted for cameras and access control devices are different from threat assessments. A threat assessment considers the entire security of the location which includes entrance points, lighting and what additional security measures could be needed for the safety and security of the building.

154. In my July 12th letter to Director Hunter following our summer tours of DPR and DCPS facilities, I recommended DGS shift its prioritization system to rate exterior doors that do not lock or close properly as "emergency" work orders in need of stabilization within 24 hours of a request being approved. Has DGS done so? If so, explain. If not, why?

Classification of the exterior door lock issues as an emergency has been the practice of DGS, although we individually assess each request through the intake team and may categorize work orders differently based on what is interpreted in the work order request.

155. Provide an update on the status of the gray water plumbing system at Anacostia High School, which has been malfunctioning for most of the past five years. Have the underlying problems been identified and/or resolved? If not, when does DGS expect to do so?

The gray water system was investigated, and several damaged components were noted as the cause of the underlying problems (listed below). These proprietary components are being sourced from the system's manufacturer and DGS is working to confirm lead times and shipping dates.

Transfer Pump

- The transfer pump that moves the recycled water from the harvesting tank back to the holding tank has failed. This pump needs to be replaced. Currently there is little water coming into the system.

UV Disinfection Filters and Panel

- The UV Filters kill all bacteria coming into the system. The panel has failed, and the bulbs need to be replaced.

Media Filters

- The media filter is used in line to prevent fine debris from entering the system. The interior mesh filters need to be cleaned or replaced.

Rainwater Harvesting Controller

- The harvesting controller is the brain that tells the system to run on District water supplier harvested water. It has failed and needs to be replaced.

Dye Tank Pumps

- The dye tanks distribute blue colored dye into the water to signal non-potable water and prevent humans from consuming the harvested water. Both pumps are internally corroded and do not work. They need to be replaced.

Booster Pump

- One of the booster pumps has failed completely. The system is currently running off one pump. To reduce wear and tear on the pumps a duplex system is installed for two pumps at the same time if there is an increased demand for water.

156. In my July 12th letter to Director Hunter following our summer tours of DPR and DCPS facilities, I recommended DGS clarify procedures for ordering new bathroom supplies in DPR sites, as staff at multiple DPR facilities complained of irregular replenishments of toilet paper, soap and paper towels. Has DGS done so? If so, explain. If not, why?

All janitorial supplies at DPR facilities are replenished twice a month. If more supplies are needed, DPR staff have been trained to make requests through designated site-specific liaisons or through the work order management system.

157. List every school and recreation center by ward that has had HVAC systems that have failed more than five times in the last two years?

Anacostia High School – Ward 8

Guy Mason – Ward 3

Petworth Recreation Center – Ward 4

Langdon Park Recreation Center – Ward 5

Takoma Recreation Center – Ward 4

158. The Greener Government Buildings Act went into effect on October 1, 2023 and requires all new DC government buildings to be net zero energy with no fossil fuel combustion on-site.

a. Provide the following information:

i. All DGS-managed buildings that are currently in the planning or design stages for new construction or substantial renovation or will enter planning over the four-year financial plan.

1. School projects budgeted in FY25 and FY26:

- a. Burrville ES Modernization
- b. Euclid (aka Center City) MS Modernization
- c. Hart MS Modernization
- d. Ketcham ES Modernization
- e. Seaton ES Modernization
- f. Tyler ES Modernization
- g. Amidon-Bowen ES
- h. Bunker Hill ES
- i. LaSalle Backus ES
- j. Nalle ES

2. DPR Projects budgeted in FY25 and FY26

- a. Emery RC
- b. Malcolm X RC
- c. River Terrace RC
- d. Sherwood RC
- e. Complex at RFK

- ii. All new or substantially renovated buildings that will be built to a net zero energy standard.

See attachment Q158 - Net Zero Modernization List.

- iii. All new or substantially renovated buildings that will not be built to a net zero energy standard.

See attachment Q158 - Net Zero Modernization List.

For many of these projects, Net-Zero was not contemplated in the initial planning and budget process. However, for the projects in the attachment with “TBD”, we are evaluating if net-zero can be achieved without significant reduction in scope and we will continue to discuss these projects with agency partners and the Executive. We will be able to share more during budget oversight or at a later time.

- iv. All new or substantially renovated buildings that will combust fossil fuels.

See attachment Q158 – Net Zero Modernization List.

1. Specify the fossil-fuel infrastructure (including for cooking) that is included for each building in the plan

Most buildings will have some level of fossil fuel combustion (example: emergency backup-generators). DGS will strive for all possible building systems to be electric, and where technically infeasible DGS will seek exemptions per the legislation.

2. Provide a detailed explanation of why the building is not proposed as a net zero energy building.

See Q158 – Net Zero Modernization List. For many of these projects, Net Zero was not contemplate in the initial planning and budget process. However, for the projects in the attachment with “Potential” net-zero could be possible with significant reduction in scope and we continue to discuss this with agency partners and the Executive. We will be able to share more during budget oversight or at a later time.

- v. Whether each building in the plan is a new building or a renovation.

See Q158 - Net Zero Modernization List.

159. Explain, in detail, why the new DC Archives building, is unable to be constructed to a net zero standard. Specify why the building design includes gas boilers rather than air source heat pumps? Since the Greener Government Building Act was passed in December 2022, what changes

to the design of the building have you incorporated or asked engineering and design teams to evaluate in order to bring the project to meet a net zero standard?

The primary drivers to achieve “net zero” are solar energy, geothermal energy, and an energy efficient building envelope. Satisfying these drivers is typically limited to factors of available real estate. The DC Archives building is projected to need about 296 solar panels which will utilize all of the available area on the building’s roof. To actually achieve “net zero,” over 2000 solar panels would be required to meet this building’s unique electrical demand.

For geothermal, the site in which this building is to occupy offers no physical space available for a geothermal well field. The building is being constructed above an existing below grade parking structure; the athletic field to the West (not DC Archives property) is already being utilized as a geothermal well field for the University of The District of Columbia; the athletic field to the North is occupied by University of The District of Columbia’s athletic program.

The third driver is an energy efficient building envelope. The current design is utilizing thermal design techniques that maximize the building’s energy efficiency. Where the building lacks available real estate in an urban environment to satisfy the geothermal requirement, alternate methods of heating and cooling of this unique archives building are being employed. The architectural and engineering team for the project have thoroughly evaluated various systems (including air source heat pumps) and conducted energy modeling scenarios to determine the highest performance and best methodology for heating & cooling.

DGS had proceeded with the design of this building ahead of the minimum requirements which were established at various points in time along this project’s development history. Initially the project needed to meet LEED Silver. However, DGS was designing to LEED Gold standards. Also in advance of the legislation, DGS had already adopted the net zero strategy with multiple net zero projects across the city (where available real estate made it possible). These philosophies were in place for the design of the DC Archives building but as referenced above, the constraints of the site limited the typical implementation strategies for net zero.

DGS continues to evaluate design analysis and energy models to determine if improvements can be made to the equipment selections within the established project budget and delivery schedule.

160. Detail the process for determining if it is feasible for a project to be a net zero facility. Provide specific considerations that are taken into account during this process.

As mentioned in Q159, we strive to produce the most sustainable building we can within the site constraints, purpose of the project, and the budget.

161. For each new building project of 10,000 square feet or more that the agency commenced in FY 23 or FY 24, to date and has not yet completed, specify whether DGS is pursuing net zero energy readiness. For each non-NZE new building project, briefly explain the agency’s reasons for not pursuing NZE readiness.

See attachment Q158- Net Zero Modernization List.

162. The 2018 Clean Energy DC plan established a proposal to reduce the District’s greenhouse gas (GHG) emissions by 60% below 2006 levels by 2030. Are we on target to meet this goal, why or why not?

The 50% citywide goal with a 2006 baseline by 2032 legislation has since changed. DOEE believes the District is on track to meet its ambitious citywide goal to reduce emissions 60% by 2030. The Climate Commitment Amendment Act of 2022 also changed the goal post for “District operations,” which includes the buildings and facilities of DGS, UDC, USC, DCHA, DCPL, and Events DC.

The legislation mandates that this group of buildings, as well as all other government operations, reach carbon neutrality by 2040. As a group, DOEE data indicates that the facilities in this group that includes DGS has reduced emissions by 48% since 2006 as of 2020. For the past decade, DGS has offset 100% of its electricity supply with renewable energy credits (RECs).

In addition, since the 2006 baseline, DGS has entered into a wind power purchase agreement that provides 25-30% of District’s electricity. DGS also sources an additional 5% of this electricity supply through onsite solar PV. Since 2015, DGS has overseen the installation of solar PV systems on more than 60 District facilities, recently installing solar PV on a recreation center and two net zero energy schools.

163. The DGS [Energy Management Plan](#) (EMP) sets no targets for performance of DGS buildings on an efficiency or emissions basis past 2032, and does not present a roadmap to bring DC buildings to a net-zero level by 2045, as the Mayor has committed the District to do. Does DGS have an articulated approach to bringing DC government buildings in line with a net-zero carbon city in 2045? If not, when and how will it develop this approach?

The Energy Management Plan (EMP) was intended to be, by legislation, a roadmap on how to bring DGS-managed buildings into compliance with the DC Building Energy Performance Standards, which is primarily an “efficiency first” tool. It’s our understanding that the carbon neutrality mandate of the Climate Commitment Act, which was legislated last year, is meant to impact all of DC operations – to include DGS, DCPL, DDOT, DCHA, UDC, DC Water, etc.

The Act has called for a multiagency Task Force to determine how to define and meet this carbon neutrality mandate. Crafting this plan will take time and consensus among multiple entities. It will involve not only the efficiency elements of the EMP, but also energy supply master planning. The first meeting will be held early this year in 2024.

164. The EMP includes a goal to retrofit 9% of the DGS portfolio by 2024. Are we on target to meet this goal, why or why not?

The Clean Energy Omnibus Amendment Act of 2018 (CEDC) states that DGS must create a plan for retrofitting 9% of the portfolio between 2021 and 2024. The Energy Management Plan fulfills the CEDC legislative intent by laying out a plan for how DGS would meet this goal.

DGS is focused on meeting the retrofit goals of its Building Energy Performance Standard Alternative Compliance Pathway for 2026 and 2032. Through a combination of retro commissioning, whole HVAC system replacements, and modernizations, the agency has already retrofitted more than 5% of the portfolio.

165. The EMP includes a goal to transform 12.5% of the DGS portfolio to NZE by 2032. Are we on target to meet this goal, why or why not?

DGS is on target to meet the goal of making 12.5% of our portfolio Net Zero by taking a cumulative portfolio approach to the net zero energy 12.5% target; leveraging the modernization process to make buildings net zero energy where conditions allow and continuing to maximize solar installations on all feasible District buildings.

We believe the original intention with the CEDC 12.5% target was to drive ultra-low energy building delivery, rather than to emphasize on-site renewable energy.

Based on EMP analysis, net zero energy candidates are those buildings where the modeled solar capacity is greater than the estimated site consumption after a modernization or new construction was completed. If all renewable energy potential is exercised and dedicated to those sites requiring the extra solar capacity to meet NZE targets, 12.5% of the DGS portfolio over 10,000 SF can meet a net zero energy portfolio standard by 2032.

166. The EMP identifies three key metrics to track energy use. Explain each and how DGS monitors and uses these metrics to reduce overall energy use.

a. Site Energy Use Intensity (EUI)

This represents a building's total site energy use divided by its gross floor area. The site energy is what is directly metered at the building level for electricity, natural gas, and steam use. Site EUI is the most commonly used metric and is utilized by the Building Energy Performance Standard (BEPS) as the core metric for energy use reduction. When a building is required by BEPS to reduce energy use by 20%, this is based on site EUI. DGS tracks site EUI through the ENERGY STAR Portfolio Manager platform and uses this metric to monitor how a building is performing on an annual basis.

b. Source Energy Use Intensity

Source energy represents the total amount of raw fuel that is required to operate a building. It incorporates all transmission, delivery, and production losses. By taking all energy use into account, the score provides a complete assessment of energy efficiency in a building. Source energy is used to establish a building's energy performance for the BEPS baseline year (2018/2019 for Cycle 1). DGS tracks source energy use intensity through ENERGY STAR Portfolio Manager.

c. Greenhouse Gas Emissions

This represents the greenhouse gas (GHG) emissions associated with a building's energy use. DGS has a goal to reduce its portfolio emissions by more than 45,000 metric tons annual CO₂ by 2032. For the purposes of the EMP, the emissions factors utilized in Clean Energy DC are used and fixed, to allow a primary focus on energy efficiency, rather than contributions from a changing energy supply chain or on-site renewable energy sources. Each building's GHG emissions in metric tons of carbon dioxide equivalent is calculated using its Source EUI and DOEE's grid factors.

167. Share a list of the five (5) best performing and worst performing buildings in the DGS portfolio in terms of EUI. What is the plan to address the worst performing buildings?

BEST Performing

- Banneker HS
- John Lewis ES
- Bard High School Early College DC
- Raymond ES
- Arthur Capper Community Center

WORST Performing

- MPD Harbor Patrol/FEMS Fire Boat
- Consolidated Forensic Lab
- Car Barn Training Center
- Office of Cable Television, Film, Music and Entertainment
- William H. Rumsey Aquatic Center

Each of these buildings have unique building characteristics and programming. For example, William Rumsey Aquatic Center: indoor, heated pools are known to use enormous amounts of energy. This natatorium is on the modernization schedule, but a modernization will only do so much since the purpose of the facility will remain the same.

168. Is the EMP currently funded? Outline DGS' efforts to execute and achieve its goals.

Currently DGS has budgeted \$1.5 million in capital for energy retrofit projects.

169. The Clean Energy DC Omnibus Act of 2018 requires DGS buildings to comply with the Building Energy Performance Standards starting in the first compliance cycle with all District-owned buildings and District instrumentality-owned buildings with at least 10,000 square feet of gross floor area.

a. Provide a list of the specific buildings covered by this requirement.

The following buildings were included in DGS' Alternative Compliance Pathway proposal.

801 East Shelter
821 Howard Road SE
Aiton Elementary School
Amidon-Bowen Elementary School
Anacostia High School
Anacostia Recreation Center and Pool
Bald Eagle Recreation Center
Ballou High School/Ballou STAY High School
Bancroft Elementary School
Barnard Elementary School
Barry Farm Recreation/Aquatic Center

Beers Elementary School
Benjamin Banneker High School
Benning Stoddert Recreation Center
Boone Elementary School
Brightwood Education Campus
Brookland Middle School
Browne Education Campus/Phelps ACE High School
Bruce-Monroe Elementary School @ Park View
Bunker Hill Elementary School
Burroughs Elementary School
Burrville Elementary School
C.W. Harris Elementary School
Car Barn Training Center
Cardozo Education Campus
Cleveland Elementary School
Columbia Heights Education Campus
Congress Heights Senior Wellness Center
Coolidge High School/Ida B. Wells Middle School/Frank Williams Center
Davis Elementary School
DC General Hospital Campus
DC Jail/Central Detention Facility/Correctional Treatment Facility
DC Village Buildings 88-93
Deanwood Recreation/Aquatic Center and Library
Department of Employment Services
Dorothy I Height Elementary School
DPW Car Wash and Fueling Station
DPW Main Garage, Packer, Welding Shop
DPW Solid Waste Transfer Station
DPW Tire Shop
Drew Elementary School
Dunbar High School
Eastern High School
Eliot-Hine Middle School
Embassy Building 10
Engine Company 11
Engine Company 15
Engine Company 25
Engine Company 30
Engine Company 32
Engine Company 33
Family Shelter 37th St SE
FEMS Training Academy
Ferebee-Hope Elementary School and Recreation Center

Fletcher-Johnson Middle School
Fort Stanton Recreation Center and Pool
Fort Stevens Recreation Center
Fueling Fleet Storage
Garfield Elementary School
Garrison Elementary School
H.D. Cooke Elementary School
H.D. Woodson High School
Hart Middle School
Hendley Elementary School
Hillcrest Recreation Center
Houston Elementary School
J.O. Wilson Elementary School
Jefferson Middle School
Johnson Middle School
Kelly Miller Middle School
Kenilworth Recreation Center and Pool
Ketcham Elementary School
Kimball Elementary School
King Elementary School
King Greenleaf Recreation Center
King Office Building
Kramer Middle School
La Casa Permanent Supportive Housing Program
Langdon Elementary School
Langley Elementary School
LaSalle-Backus Education Campus
Leckie Elementary School
Luke C. Moore High School
MacFarland Middle School
Malcolm X Elementary School @ Green
Malcolm X Opportunity Center
Marie Reed Community Learning, Recreation/Aquatic Center, and Elementary School
Marvin Gaye Recreation Center
McKinley Middle School and Technology High School
Metropolitan Police Academy
Miner Elementary School
Moten Elementary School
MPD Bomb Squad Trailers and Tactical Village
MPD Evidence Control Branch
MPD Fleet Maintenance
Nalle Elementary School
Naylor Road Family Shelter

Noyes Elementary School
O and P Buildings
Office of Cable Television, Film, Music and Entertainment
Old Sixth District Station
Oxon Run Pool
Patterson Elementary School
Payne Elementary School
Plummer Elementary School
Powell Elementary School
Randle Highlands Elementary School
Raymond Education Campus
Ridge Road Community Center and Pool
Riggs-Lasalle Recreation Center
River Terrace Education Campus
Ron Brown College Preparatory High School
Roosevelt High School/Roosevelt STAY High School
Rosedale Community Center, Library and Pool
Saint Elizabeth's Hospital Campus
Savoy Elementary School
Seaton Elementary School
Seventh District Station
Sharpe Health - SWING SPACE
Simon Elementary School
Sixth District Station
Smothers Elementary School
Sousa Middle School
Southeast Tennis and Learning Center
Spingarn High School
Stanton Elementary School
Street Alley Cleaning Building 1 and 2
Stuart Hobson Middle School
Takoma Education Campus
The Horizon - Ward 7
The Triumph - Ward 8
Therapeutic Recreation Center
Thomas Elementary School
Thomson Elementary School
Trinidad Recreation Center
Truesdell Education Campus
Tubman Elementary School
Turner Elementary School
Tyler Elementary School
Unified Communications Center

Van Ness Elementary School
Walker-Jones Education Campus
West Education Campus
Wheatley Education Campus and Cole Recreation Center
Whittier Education Campus
Winston Education Center

b. Which of the buildings covered by the requirement are not currently in compliance?

DGS is taking a portfolio-wide approach to compliance using the BEPS 2019 baseline. Per the Alternative Compliance Pathway (ACP), the anticipated Cycle 1 energy savings is 155,355,856 kBtu (9% reduction from the 2019 baseline) and the Cycle 2 energy savings would be 602,097,582 kBtu (30% reduction from the 2019 baseline) to bring the DGS portfolio into compliance with BEPS.

c. Of the buildings not in compliance, which buildings are DGS preparing to bring into compliance in this compliance cycle?

The DGS Energy Management Plan (EMP) and ACP are to bring the buildings identified above (question “a”) into compliance on a portfolio level.

d. For each of these buildings not likely to come into compliance with BEPS in this cycle, provide a detailed explanation of why not and an estimate of additional funding needed for each project.

See response to 169(c).

170. What is DGS’ specific approach to bringing schools into compliance with BEPS? They have some of the lowest ENERGY STAR scores in the city and are great candidates for net-zero energy. Furthermore, they are the largest percentage of facilities managed and maintained by DGS.

The DGS Capital Construction Schools team is making every new school construction or major modernization net zero energy wherever feasible as they have done with Banneker HS, Bard HS, John Lewis ES, and Raymond ES. At schools where NZE is infeasible due to the following examples: insufficient space for geothermal wells, insufficient space for solar arrays, insufficient budget, the DGS Capital Construction team will continue to design-build to the lowest energy use intensity (EUI) score possible, maximize solar PV, and use heat pumps where possible.

171. What is the budget for FY 23 and capital plan to comply with Building Energy Performance Standards (BEPS), especially schools?

The \$13.6M invested in the FY24 DGS HVAC preventative maintenance program will serve as the foundation to any energy efficiency projects by ensuring equipment and appliances are running as efficiently as possible, as well as reducing the need for repairs and replacements. DGS was appropriated \$1.5M in FY24 in its Energy Retrofit capital project and \$900,000 in operating to perform ASHRAE Level II energy audits and design and install capital-eligible energy efficiency measures.

172. Is DGS experiencing any challenges or barriers in complying with BEPS?

Recent electrification laws like the Climate Commitment Act of 2022 will, in many cases, make retrofits financially prohibitive. The cost to make electrical service upgrades and potentially install heat rejection or different heat distribution systems may make some of these Component or Whole System Retrofits extremely expensive.

Given the District's fiscal constraints, DGS is, wherever possible, leveraging existing, funded projects to make them as efficient as possible. DGS has also been working on a third-party financing solicitation that could help the agency implement many Whole System and Component Retrofits without additional upfront costs. Again, however, the new electrification mandates that followed the Energy Management Plan release may make some of these improvements cost prohibitive.

DGS has also been applying for federal grants to fund EMP implementation, though is cautiously optimistic. For instance, only two percent of applicants of the Renew America's Schools federal grant were awarded.

173. The DGS Energy Management Plan published June 2022 includes the following key goals: Annual greenhouse gas emissions reduction: 45,000 metric tons of CO₂e reduction from 2019 baseline by 2032.

a. Is DGS on track to meet this 2032 goal? How many metric tons of GHG emissions reductions has DGS reached to date?

During the 2019 BEPS baseline year, ACP buildings were responsible for roughly 144,333 annual tons of CO₂ equivalent. The most recent benchmarking year (CY22), GHG emissions are down to 127,395 annual tons of CO₂ equivalent.

b. What is DGS' strategy for early retrofit work on 9% of the DGS portfolio by 2024, and is DGS on track to achieve this goal by the end of calendar year 2024?

See response to Question 173a.

174. How is DGS approaching implementing the mandate in the Climate Commitment Amendment Act of 2022 that requires the District government not install in District-owned buildings space- or water-heating appliances that rely on the combustion of natural gas, oil, or other fossil fuels starting January 1, 2025?

For existing buildings, the National Renewable Energy Laboratories (NREL) and others in the electrification space advocate for a phase approach to building electrification that begins with pursuing as many energy efficiency measures as possible to reduce a building's total energy load and peak demand. This reduces the electrical service upgrade required for the building and ensures that any new equipment is downsized as much as possible. Then, over time, as appliances and equipment reach their end of life, performing end-of-life analysis on this equipment and analysis on all-electric mechanical system alternatives

This approach takes more strategic and thoughtful planning, though reduces expensive electrical service upgrades that can strain the grid and increase peak demand; reduces the embodied carbon associated with replacing equipment; and is more feasible and affordable.

Almost all DCPS schools that DGS is modernizing are being design-built to be all electric. The only items that rely on fossil fuels are emergency backup generators and any program specific elements (ex: Bunsen burners in science labs). In existing buildings, whenever feasible, DGS is replacing equipment and appliances with all-electric equipment, though sometimes this can be cost prohibitive. For instance, a heat recovery chiller is almost twice the cost of a regular chiller.

- a. Has DGS budgeted to comply with implementing this law? If so, what funding is allocated in the operating and capital plans?

There is no funding that has been allocated to DGS to comply with the Climate Commitment Act. Client agencies will need to fund the required improvements in their capital project budgets.

175. How is DGS approaching implementing the mandate in the Climate Commitment Act of 2022 that requires the District government to purchase or lease only zero-emission vehicles starting January 1, 2026?

- a. Has DGS budgeted to comply with implementing this law? If so, what funding is allocated in the operating and capital plans?

The Deputy Mayor for Operations and Infrastructure (DMOI), under direction from [CA Order 2023-1](#), is chairing the Transportation Electrification Working Group (Working Group). This Working Group, which DGS is a member of, has many purposes including preparing for purchasing or leasing only zero-emission vehicles beginning in 2026, except where there is no such vehicle readily available on the market.

Pursuant to CA Order 2023-1, DGS has prepared an electrification make-ready plan for its own fleet and is working on a report to be delivered to the City Administrator that identifies charging sites for the District fleet. Furthermore, a representative from DGS is the co-chair, along with a representative from DOEE, of the Climate Commitment Task Force, which will develop a plan to meet carbon neutrality in District operations by 2040.

Unfortunately, Council cut all funding for DGS' capital fleet project in FY 24 (\$1.1M) so DGS does not have dedicated funding this year to replace its fleet or purchase EV vehicles.

176. Page 33 of the EMP published June 2022 mentions "DGS is building the framework to use Energy Service Agreements (ESAs) as a financing vehicle for some capital intensive energy retrofits." What is the scope of the intensive energy retrofits, how many buildings? What funding amount? Has DGS entered into ESAs? If not, when can Council expect this will happen?

DGS will post this information as part of its Energy Savings Performance Contract Request for Proposal. Because this information will be part of a solicitation, contracting provisions prevent us from sharing it in advance of the posting.

177. How is DGS electrifying the schools is currently working to modernize? With nearly a full year before the beginning of its modernization (set to start after FY 23-24), will DGS commit now to the full electrification of Tubman Elementary School?

It is DGS's goal to make all school modernizations all-electric where technically prudent and feasible, except for emergency backup generators and program requirements such as Bunsen burners in science labs. Tubman ES is currently in the concept phase of design, and DGS plans for this school to be all-electric.

178. Delineate DGS, DCPS, DPR and DPW's responsibilities related to waste collection, including the following:

a. Trash collection in DCPS, DPR and other municipal facilities;

DGS procures privately registered collectors to collect, transport, and dispose of solid waste (trash) and recyclables generated at District-operated facilities throughout the District of Columbia and Maryland. Currently, citywide waste hauling and disposal services include twenty-five (25) District agencies, including DCPS and DPR. Collectively, over 136,000 trash and recycling collection services per year from approximately 425 collection points.

Additionally, DGS collects recycling litter cans from DPR parks and small number of parks quadrants on a weekly basis. DGS also provides loose litter cleaning and general maintenance services for DPR. DPW provides routine trash litter cans collection services from DPR parks.

b. Recycling collection in DCPS, DPR and other municipal facilities; and

DGS collects recycling litter cans from DPR parks and small number of parks quadrants on a weekly basis. Collected materials are transported to the DPW transfer station and/or a third-party processing facility. Upon arrival, all loads are inspected for contamination. Any loads deemed contaminated will be processed as trash. Contaminated loads carry a penalty.

c. Dumping collection (i.e., unauthorized trash) in DCPS, DPR and other municipal facilities.

To address illegal dumping incidents at DGS-managed or operated facilities DGS is responsible for assessing the incident for a proper response. Following assessment, these incidences are handled by the Agency's grounds maintenance team; removal by contracted staff; and/or through the use of large capacity roll off containers. Response time varies depending on severity with most of them addressed between 1 to 5 days.

Because DGS has no enforcement powers, DGS depends on DPW to inspect some of the more severe cases of illegal dumping before proceeding with removal/cleanup. Most residential illegal dumping incidents are reported by tenant agency representatives, Salesforce, DGS Quality Assurance personnel inspections, social media, or 311.

179. Outline the Sustainability and Energy Management Division efforts to improve the consistency and timeliness of waste collections. Are complaints of missed or delayed collections at client agency sites logged centrally? If so, share a list of complaints received by client agency.

DGS-SE included numerous quality control measures in the new Citywide Waste Collection and

Disposal Services contract to improve consistency and timeliness of collections, including the use of the technology for service confirmation. Navusoft, a specialized cloud-based waste management platform that combines state-of-the-art customer-relation and waste management technology, will provide real-time service confirmation through Geo positioning. It also tracks date/time of services and generates graphic indication of sites/services. Hauling vehicles under this contract are equipped with onboard cameras.

Client agencies utilize the Salesforce platform to enter new work orders to report missed or delayed collections. DGS client agencies have access to Salesforce and can put in work order requests as needed. (DGS-SE) might also receive alerts regarding missed services via the 311 work order system or email alerts sent to dgs.waste@dc.gov. DGS-SE reviews all requests to determine course of action and follow up, or internal transfer to other divisions or DPW, as applicable.

180. How should members of the public notify DGS of overflowing cans or receptacles? Are there any smart litter/recycling cans in use in DGS' portfolio? Explain why or why not.

Residents should report waste management concerns via 311. In May 2023, DGS awarded a small purchase agreement (DCAM-23-NC-SP-0054) to install sonar Cloud-based sensing technology to remotely monitor litter cans fullness at DPR/DCPS shared sites (Banneker). This was a 3-month project using one Cloud platform and five sensors. The sensors are not active at this time. DGS will reexamine findings and compare capabilities to other sensing technology with the current Citywide waste hauler.

181. What is the schedule for loose litter cleanups in DPR properties? How are litter pickups tracked?

All DPR properties are serviced twice a day Monday through Friday on morning shift and once a day Friday and Saturday on evening shift for routine services that include interior cleaning and exterior grounds pickup of loose of litter. Saturday and Sunday morning cleanups have historically been serviced by overtime shifts.

Pickups are tracked by assigned route sheets. Each crew receives a daily sheet with assigned sites in which they are to notate their time of arrival and departure for each site. Each employee has been issued cleaning expectations sheet and received training on the standards for interior cleaning and grounds clean ups. Those assigned route sheets are signed by each crew member and the on-duty supervisor at the end of the shift for verification.

182. How many DGS staff are responsible for loose litter cleanups? Do they have any other duties?

- There are 33 FTEs on Monday through Friday morning shift assigned across Adams Place Roving team and DPR Prioritized on-site staff;
- There are 16 FTEs assigned Sunday through Thursday and Tuesday through Saturday evening shift;

- There are 8 contract employees assigned on evening shifts; and
- Responsibilities for staff and contract employees include interior and exterior grounds cleaning of DPR sites for routine services and snow pre-treatment/removal for emergency deployments.

183. What is DGS' position on the possibility of assuming responsibility of litter cans on DPR properties from DPR/DPW?

DPR, DPW and DGS are exploring the transfer of trash litter can services to the DGS Facilities Grounds Team that currently manages loose litter activities. Responsibility will be limited to DPR recreation facilities and park quadrants currently serviced by DGS. To assume full responsibility, DGS will need additional funds in FY25, as this activity is currently unfunded in FY 24.

184. Provide copies of every current trash and recycling contract. If responsibilities for particular areas or client agencies are split into specific groups, identify which contracts/contractors serve which areas or client agencies.

See attachments:

- Q184- S&E- Recycling Services
- Q184- S&E- Trash Services

185. The DCPS Recycles! Program is intended to bring schools into compliance with solid waste regulations, including the requirement that all schools recycle.

- a. What is the current status of the DCPS Recycles! Program? The most recent data available online is from 2019. Is the program still in operation? Does DGS have an FTE implementing the program?
- b. As of 2019, many schools were not recycling as legally required. Provide a list of all schools indicating whether or not they are currently recycling.
- c. What steps is DGS taking to bring all schools into compliance with recycling laws?

The DCPS Recycles! Program continues to provide services, supplies, and supports to schools to improve their recycling programs. DGS provides the required recycling collection and disposal containers and services for all DCPS facilities. Schools are recycling, though to varying degrees of success, given many challenges that can arise within a school setting. Through the new Citywide Waste Management and Disposal contract, currently pending DC Council approval, DGS will be able to provide schools with enhanced resources to improve their recycling collections. These enhancements include, but are not limited to, locking mechanisms to limit unauthorized access to their containers, vehicle cameras to monitor contamination, and scales in frontload trucks to weigh the contents within dumpsters.

Additionally, DGS has identified 32 schools for focused outreach based on audits conducted in 2023. This outreach includes, but is not limited to, identifying site-specific challenges to recycling, procurement of necessary supplies, and retraining of staff.

186. District facilities are not currently required to provide composting, but it is encouraged, particularly for school buildings. How is DGS supporting implementation of composting at District facilities? Provide a list of buildings that are currently providing composting.

DGS is eager to restart composting services. We are evaluating the ability for DGS to perform organics hauling in-house versus contracting out these services.

187. The Zero Waste Omnibus Amendment Act of 2020 (codified at D.C. Official Code § 8–1031.04a) clarified that all District facilities and agencies are subject to the District’s source separation and waste collection service requirements and added several additional requirements.

- a. DGS received 3 new FTEs beginning in FY 2022 to implement the requirements for facilities under this legislation. Has DGS filled these positions? If so, provide position descriptions and hiring dates.

Yes, these positions have been filled: 2 Program Support Specialists and 1 Program Analyst. All 3 started between 1/30/23 and 2/27/23.

- b. The Committee has heard that many District facilities are not complying with the source separation and collection requirements. Has DGS conducted an audit or assessment of facilities to determine whether they are compliant with the law? If so, provide the results.

With the assistance of these new employees noted in response to Q187a, DGS prioritized and performed a review of waste containers and infrastructure at our facilities so that these audits could inform the new city-wide waste contract. Currently, staff are performing assessments of buildings to gauge compliance with laws and help determine a path forward to improve collections, if deemed necessary.

- c. What percentage of District government buildings are providing recycling?

DGS is gathering this data through the building assessments mentioned in the above response.

- d. What steps is DGS taking to ensure that all facilities are brought into compliance with existing laws?

DGS is employing multiple strategies to bring facilities into compliance. Staff are conducting building assessments to help determine paths forward, as each agency has different challenges and needs. DGS meets with other agencies regularly to discuss programmatic and regulatory requirements. The new city-wide waste contract will help improve upon challenges already determined.

Additionally, DGS has identified and intends to apply for a grant opportunity that could help increase resources available for education and outreach regarding sustainable waste management, waste reduction, and recycling.

188. The Zero Waste Omnibus Amendment Act requires District agencies and facilities to maximize diversion of waste from landfill or incineration. As of FY 2017, the diversion rate for government buildings was just 10.99%, less than half of the citywide residential diversion rate.

a. The Waste Diversion Progress Report for FY 2017 states that DGS's solid waste hauling contract "included improved requirements with respect to how waste is hauled and its delivery location which has led to a more complete and accurate reporting of refuse generated from DC government buildings." Given that this information is available under DGS's solid waste hauling contract, provide the diversion rate for government buildings for FY 2018, FY 2019, FY 2020, FY 2021, and FY 2022.

Haulers across the city provide statistics directly to DPW's Office of Waste Diversion. We will be happy to work with DPW and the committee on establishing better tracking mechanisms.

b. Describe what steps DGS is taking to increase the diversion rate for District facilities, including how DGS is increasing recycling and composting.

Now that we are operating under a new city-wide waste contract, DGS will be able to begin to shift our focus from ensuring the timely collection of waste to more focus on waste reduction and diversion.