

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of General Services



Fiscal Year 2022 and Fiscal Year 2023, to date, Performance Oversight
Pre-Hearing Question Responses

Submitted on February 17, 2023, to Committee on Facilities and Family
Services
The Honorable Janeese Lewis George
Chairperson

Office of the Director (Agency Management)
Mission Statement and Key Performance Indicators (KPIs)

1. *Identify the agency's overall mission statement.*

Answer:

The mission of the Department of General Services is to build, maintain, and sustain the District of Columbia's real estate portfolio, which includes more than 42 million square feet of District-owned and leased property and roughly \$19.8 billion in assessed District owned property in Washington, DC. This work allows the agency to foster economic viability, environmental stewardship, and equity across all eight (8) wards.

2. *Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Office of the Director. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.*

Answer:

Strategic Objective: Provides overall leadership for the department, including policy development, planning, performance measures, accountability, service integration and customer service. The director's office also administers day-to-day operations of the department, including operating and capital budget preparation and administration, training, contract management logistics, facilities support and human resources.

The Office of the Director has identified the following FY22 KPIs for the following categories:

- Percent Increase Across All Digital and Social Platform Followers – this metric measures the agency's ability to connect with residents across various digital platforms. From FY21 to FY22, there was a 31% increase in social media followers.
- Percent of Positions Vacant at End of Fiscal Year – staffing is an essential need in DGS. This metric assesses staffing vacancies by the end of each fiscal year.
- Average Age of DGS Fleet Vehicles - Owned and Leased – DGS relies on fleet vehicles to respond to the needs of the agency's building portfolio. Funding for the agency's fleet is available in FY23 to address this critical resource.

These metrics were chosen to represent key cross divisional functions. The agency's ability to communicate with residents, hire employees to complete the agency's mission, and pay vendors on time are critical to the success of the agency. Further, relocating to Ward 7 is part of the Mayor's vision to revitalize Wards 7 and 8.

3. *Please provide an update on the Office of the Director's achievements in FY 22 and FY 23 to date.*

Answer:

View attachment labeled: (Office of the Director) Q3 –FY 22 DGS Summer Accomplishment Memo

4. Identify the agency's top five overall priorities. Please explain how the agency expects to address these priorities in FY 23 and identify the metrics the Office of the Director is using to track success.

Answer:

Expand HVAC Preventive Maintenance (PM) to the rest of the portfolio: In FY 23, DGS received funding to expand PM efforts to the remaining of our portfolio. This funding, in the amount of (x) will be used to collect the list of mechanical system assets and components at MPD, FEMS, DPR and all other municipal assets under the purview of DGS. This will lay the groundwork of creating a preventative maintenance schedule based on specific assets and components. This in turn will give us the needed information to procure extensive contract supported complete HVAC PM services for all sites.

Expand Preventive Maintenance (PM) to plumbing and across our portfolio: DGS has had immediate successes with its DCPS HVAC PM services. In FY 22, for the first time since the Director took leadership, FMD completed more work orders than it received. This is due to the dependability of the HVAC system improving with time.

Integrating Preventive Maintenance (PM) costs in work order system: Preventive Maintenance has been tracked outside of the system. In FY 23, a complete HVAC Maintenance module will be created to report all activity within the existing work order management system. This will integrate contractor's task-based services with purchase order expenditures. In Continuing to reduce work orders, FMD will work to reduce work order backlog by:

- Investing more in PM to reduce chronic failures.
- Implementing seasonal work order reduction efforts
- leveraging capital funding in strategic ways to replace aged assets.
- creating more standardized building components and features to reduce repair time.

Increasing Resources in Contracts and Procurement (C&P) Division: DGS will reach out to client agencies to have a list of upcoming projects in order of priority and ensure availability for necessary funding. We have implemented a streamlined procurement tracking system that will improve the legal review and filing of contracts for approval by the DC council.

5. Please describe any new initiatives or programs that the agency implemented in FY 22 and FY 23, to date, to improve the operations of the agency. Please describe any funding utilized for these initiative or program and the results, or expected results, of each initiative.

Answer:

DGS continues to implement and enhance the initiatives of the previous year- DGS Realignment of Building Managers and Salesforce Enhancements.

- Electronic Training Initiative - DC Code Title 6A, Chapter 11, requires Special Police Officers to undergo 24 hours of annual In-Service Training, NOT including Firearms Qualification. In-Service Training consists of DC Code refresher, First Aid, CPR, AED recertifications, Use of Force, Jurisdiction and any new congressionally mandated training for police personnel. PSD in partnership with “Police One” will also benefit from on-line computer-based training. These CBT’s support a model of continuing education and greatly assist PSD management's requirement for personnel not to require time away from their duty stations thereby avoiding overtime costs. Additionally, PSD plans to enter into a Training Service Agreement (TSA) with the Prince Georges County Community College, Police Training Academy for new hires and existing personnel to attend a certified police training academy.
- Programmed Schedule of Penetration Tests - Establishing a yearly, scheduled, Penetration Test Program (PTP) will allow PSD to enhance the security of DC Government properties, while establishing a standard to be followed in the future, that will help professionalize PSD.
- Vacant Building Security/Tracking - Establishing a regular Vacant Building Inspection Schedule will assist DGS with preventing the Depredation of pipe/copper wire/etc. and reduce damage that frequently occurs to vacant properties. This will help protect the value of these properties, and make the rehabilitation of these properties, should they be utilized again in the future, less costly. It should also assist DGS/FMD by communicating the current condition(s) at vacant properties, allowing them to determine which locations require additional attention.
- Programmed Directive Review - By continually evaluating and updating PSD's operational orders, PSD hopes to both modernize and standardize the practices and procedures of Division personnel, leading to better trained work force, less variation in the provision of service throughout sites/shifts, and more professional public-facing staff overall. While current staffing is minimally adequate to handle this task at a very reduced pace, PSD is requesting a Budget Enhancement that would allow us to hire a Policy Development Analyst to professionalize and speed this process, so that we can revise 10 to 20% of the existing policies per year.
- Continual Security Footprint Analysis - A regular review of security methods/practices/procedures at each DC Government Building utilizing contract security officers will allow PSD to respond to questions regarding the cost of providing security much more readily. Additionally, it should enhance security by making sure that the existing security footprint at each location is adequate to protect DC Government personnel, property, and visitors.
- Continual Post Order Review - By continually evaluating and updating the Post Orders issued by PSD for each location with contract security officers, PSD hopes to both modernize and standardize the practices and procedures of contract security officers, leading to a better trained, more professional, contract security work force, with less variation in the provision of service through shifts. While current PSD staffing is minimally adequate to handle this task at a very reduced pace, PSD is requesting a Budget Enhancement that would allow us to hire a Policy Development Analyst to professionalize

and speed this process, so that we can revise 10 to 20% of the existing policies per year. This review/update process would also include the Operational Orders governing the conduct of PSD personnel, as well.

- Standard Guidelines for Building Materials and Equipment - Owner's Project Requirements (OPR) is a series of documents designed to identify specifications in building products or materials and to establish design parameters for building systems. The intended purpose of each specification document is to establish uniform products and materials to streamline facilities maintenance and reduce the variety of inventory on hand. Further, it controls what type of building systems (especially mechanical, electrical and plumbing) are specified.
- Relocation of DGS Headquarters to Minnesota Ave - As part of Mayor Bowser's Ward 7 and 8 redevelopment efforts, DGS is relocating its headquarters to a new site on Minnesota Avenue. Relocation efforts include working with landlord on leased space design needs, establishing an employee change management team consisting of and lead by staff from all divisions, surveys, and facilitate moving of all supplies, equipment and employee's items to the new location.

6. Please list any statutory mandates that the agency lacks sufficient resources to fully implement.

Answer:

The agency is not aware of any unmet statutory mandates as a result of insufficient resources.

7. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 22 and FY 23, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.

Answer:

Required Reporting	Date Required	Date Produced/Status
--------------------	---------------	----------------------

<p>D.C. Official Code § 10–551.05(e). Inventory of real property assets (Annual Reporting Indicating Changes in Inventory).</p>	<p>No later than 30 days after the beginning of the fiscal year.</p>	<p>The Code states that the Director shall submit to the Council an annual report indicating the changes in inventory. Annual Report providing a comprehensive list of property acquisitions, and new construction projects completed during fiscal Year 2022 was submitted to council in December 2022 to be published in the registrar.</p>
<p>Pursuant to D.C. Act 24-663. Protecting Security-Sensitive Dashboard Data Temporary Amendment Act of 2022. DGS shall provide prompt written notice to the chairs of the Council committees with jurisdiction over the Department, the District of Columbia Public Schools, and the Department of Parks and Recreation regarding any work order data this is security sensitive and therefore exempt from public dashboard disclosure requirements.</p>		<p>DGS in coordination with DCPS held a closed door briefing for Council offices to present the memo in November 2022. Agency staff are working to schedule the next briefing in March 2023.</p>
<p>Legislation required the Mayor to submit public restrooms working group recommendations to Council. The working group concluded their work in FY22. The Mayor submitted the working group recommendations to Council on May 4, 2022. The working group was administered by the Deputy Mayor for Health and Human Services</p>	<p>FY 2022</p>	<p>May 4, 2022</p> <p>Report can be found here: https://lims.dccouncil.gov/downloads/LIMS/49516/Introduction/RC24-0171-Introduction.pdf</p>

8. Please list and describe any regulations promulgated by the agency in FY 22 or FY 23, to date, and the status of each.

Answer:

- Government Space Maintenance and Repair Transparency (GovSMaRT) Dashboard Amendment Act of 2022. As of October 1, 2022, DGS has provided a public-facing dashboard that informs of all open work orders for all District of Columbia Public School campus facilities with a specific location of the issue, description, the corresponding work order number, prioritization level, status update, and aging period for each. In accordance with the legislation, the dashboard is required to update on a weekly basis, but the agency has ensured that updates are pushed out daily. Beginning October 1, 2023, DGS will include the same information for all work orders pertaining to Department of Parks and Recreation facilities.
- Protecting Security-Sensitive Dashboard Data Emergency and Temporary Amendment Acts of 2022 (A24-650, A24-663), DGS will redact work orders deemed security sensitive based on the following criteria:
 - Any work order data regarding a door or lock issue that impairs ordinary operation or has the potential to impair lockdown of a campus space.
 - Any work order data regarding a window issue that impairs ordinary operation or has the potential to impair lockdown of a campus space; and
 - Any work order data regarding a security camera or security alarm system if that data could be used to access a facility unlawfully.

9. Please explain any significant impacts on your agency, if any, of any legislation passed at the federal or local level during FY 22 and FY 23, to date.

Answer:

No legislation passed on the local or federal level during FY 22 and FY 23, to date, has significantly affected the agency operations.

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

Answer:

See attachment labeled: (HR) Q-10 Agency Org. Chart

11. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.

Answer:

There were no changes to our organizational structure in FY22.

12. Please 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. Please 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. Please indicate if any position must be filled to comply with federal or local law.

Answer:

See attachment labeled: (HR) Q-12- Schedule A as of 2-10-2023

13. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

Answer:

There were no employees detailed to or from our agency this fiscal year.

14. Please separately list each employee whose salary was \$100,000 or more in FY 22 and FY 23, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Answer:

See attachment labeled: (HR) Q-14- 100K Earners

15. Please list in descending order the top 25 overtime earners in your agency in FY 22 and FY 23, 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.

Answer:

See attachment labeled: (HR) Q. 15-OT Top 25.xlsx

16. For FY 22 and FY 23, to date, please 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.

Answer:

See attachment labeled: (HR) Q-16

17. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.

Answer:

See attachment labeled: (HR) Q.17- CBA Bargaining

18. For FY 22 and FY 23, to date, please list all intra-District transfers to or from the agency.

Answer:

See attachment labeled: (Budget Team- Office of the Director) Q.18 Intra-District Transfers .xlsx

Equipment and Fleet Management

19. Please provide the Committee with:

a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY 21 and FY 22, to date;

Answer:

See attachment labeled: (IT) Q.19-DGS Mobile Inventory FY22 - FY23.xlsx

b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned as well as a description of all vehicle accidents involving the agency's vehicles in FY 22 and FY 23, to date;

Answer:

See attachment labeled (Fleet Management) Q. 19 B- Owned-leased- vehicle accidents.

c. A list of travel expenses, arranged by employee for FY 22 and FY 23, to date, including justification for travel;

Answer:

See attachment labeled: (Office of the Director) Q.19 Travel

20. For FY 22 and FY 23, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?

Answer:

FY 22: \$348,190.03

FY 23: \$89,218.24

21. For FY 22 and FY 23, to date, please 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.*

Answer:

See attachment labeled: (Budget Team-Office of the Director) Q.21 SPR FY 22 and FY 23 .xlsx

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

Answer:

See attachment labeled: (Budget Team- Office of the Director) Q.22 FY 22 and FY 23 Purchase Card Transactions thru Jan

23. The FY23 agency Performance Plan says 102 vehicles owned by DGS are beyond their life balance, and that the average age of DGS fleet vehicles is 12.1 years old in FY22, up from 11.1 in FY21. What is DGS' plan to reduce the age of fleet vehicles?

Answer:

To address its aging fleet, DGS has worked with the Mayor and Council to create dedicated funding for its fleet initiative. FY 23 is the first year that DGS received dedicated capital funding for fleet. To-date, DGS has committed/obligated \$1.3M for the purchase of 30 vehicles and is working with DPW on committing/obligating the remaining balances as soon as vehicles are available for purchase (DGS must go through DPW procurement for all vehicle and equipment purchases). DGS has an urgent need for additional equipment for its grounds crew as well as trash trucks for its waste program and is working with DPW on fulfilling these vehicle needs and expending the rest of the project allotment it has this year.

24. The FY23 agency Performance Plan says DGS currently owned 1 (one) electric vehicle in FY22. What is DGS' plan to increase this number in FY23 and beyond?

Answer:

Included in the FY 23 fleet initiative committed/obligated is \$1.3M for the purchase of 30 vehicles which three are Hybrid vehicles. DGS will procure electric vehicles whenever the specs provided by DPW for electrical vehicles match the needs of the DGS fleet.

Inter-Agency

25. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by DGS during FY 22 and FY 23, 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.

Answer:

- See attachment labeled: (Budget Team- Office of the Director) Q.25 MOUs
- See attachment labeled (General Counsel) Q.25- FY 2022 MOUs
- See attachment labeled (General Counsel) Q.25- FY 2023 MOUs

26. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.

Answer:

DGS is a member of the following task forces and other organizations:

- Turf Working Group.
- Inter-agency Council on Homeless (ICH);
- Storm Water Management Working Group;
- Zero Waste Working Group;
- Clean Energy Working Group;
- Resiliency Cabinet;
- Metropolitan Washington Council of Governments (MWCOG);
- Access for All (subset of MWCOG, above);
- Anacostia Waterfront Interagency Working Group;
- Chesapeake Partner Advisory Group;
- Commemorative Works Committee;
- District’s Disability Integration Initiative Working Group;

- Reconsideration and Resolution Committee (RRC) Review Team;
- Urban Forestry Advisory Council;
- Building Energy Performance Standards;
- 311 Working Group;
- National Institutes of Government Purchasing (NIGP);
- Kingman Island Park Advisory Team; and
- Southwest Resiliency Strategy Interagency Working Group.
- Civic Infrastructure Facilities Initiative (CIFI Interagency Planning Team)
- DPR Master Park Planning Team;
- Inauguration Security Sub Committee;
- Dept. of Health Services (DHS) Sub Committee;
- American Society of Industrial Security (ASIS);
- DHS Critical Infrastructure Working Group; and
- The Building Energy Performance Standards Task Force

27. DGS is a “covered entity with major public contact” under the Language Access Act of 2004 and must take certain steps to ensure limited English proficient and non-English proficient (LEP/NEP) individuals can access the agency’s services. A recent report from the Office of Human Rights (Council LIMS #RC24-0113) indicates that in FY 20, DGS was non-compliant on 8 out of 11 language access compliance measures, making it one of the lowest-scoring agencies in the District government. Please describe any improvements in DGS’s accessibility for LEP/NEP individuals in FY 22 and FY 23 to date, as well as any plans for further improvement in the remainder of FY 22.

Answer:

- Activities for FY 2022:
 - DGS’ Biennial Language Access Plan has been approved by the Office of Human Right’s Language Access Program and is being implemented.
 - DGS’s Language Access Policy has been drafted and reviewed by legal counsel and the Language Access Program Director. The DGS Language Access Coordinator has received the LAP Director’s modifications to the policy. The plan is being finalized for resubmission to the LAP Director prior to submission to DGS’ Director and legal counsel for a final review, approval, and implementation.
 - A Language Access learning and development curriculum has been developed for submission, review, and approval.
- Activities For FY 2023:
 - Quarterly meetings of DGS’ language access committee to proceed with biennial plan, policy implementation, data collection and quarterly reporting implementation.
 - Update DGS website and vital documents to comply with Language Access Policy.
 - Use public meetings and social media as outreach tools to LE/NE Speaking communities.
 - Schedule and complete Language Access learning and development for all DGS employees and contractors.

Budget

28. Please provide a table showing your agency's Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 22 and the first quarter of FY 23. Please detail any over- or under-spending and if the agency had any federal funds that lapsed.

Answer:

Main drivers of surplus:

- Local NPS FMD surplus:
- Driven by COVID enhanced cleaning. These services fluctuated throughout the FY22 based on need, and as a result of this moving target a small surplus was available. For perspective, \$1.5M is the cost for one month of janitorial services at DOC alone. Other remaining surplus is small unspent funds throughout the various FMD activities. Overall, **FMD spent 97%** of its NPS local funds.

Local NPS Energy surplus:

- Overall, DGS **energy management team spent 98%** of its budget during one of the most tumultuous years for the energy sector that this region has seen in nearly two decades. This is exceptional work.

Local PS surplus:

- DGS **spent 98.2%** of its overall local PS budget. Small underspending due to volatility of PS budget, primarily with terminal pay and overtime.

29. Please 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 and the amount of funding requested.

Answer:

! In FY 2023, the Department of General Services worked with the Office of the Mayor and the Budget team to ensure that the agency had sufficient funding. Based on these discussions, the Mayor provided multiple budget enhancements in FY 2023 that included: \$14.3M for HVAC preventative maintenance at DCPS, \$3.7M to support maintenance contracts at newly delivered schools, \$614K for uniforms for PSD and FMD employees, \$4.5M for energy costs, \$1.8M for DGS security footprint, \$2.7M for fire, life and safety maintenance and upgrades at DCPS and DPR, \$1.9M for FEMS/MPD maintenance and \$1.7M for stormwater maintenance and compliance.

30. Please list, in chronological order, each reprogramming that impacted the agency in FY 22 and FY 23, 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.

Answer:

See attachment labeled: (Budget Team- Office of the Director) Q.30 FY22 and FY23 Reprogramming's

31. Please list each grant or sub-grant received by your agency in FY 22 and FY 23, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

Answer:

DGS did not receive grant or sub-grant funding in FY22 and FY23, to date.

32. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

Answer:

DGS did not receive grant or sub-grant funding in FY22 and FY23, to date, therefore no DGS FTEs are dependent on grant funding.

33. Please list and describe any spending pressures the agency experienced in FY 22 and any anticipated spending pressures for the remainder of FY 23. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 21, describe how it was resolved, and if the spending pressure is in FY 22, describe any proposed solutions.

Answer:

In FY 2023 DGS required support from the city to fill a large energy gap in the amount of \$28.9M, primarily within electricity. The pressure was the result of large and sustained 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, primarily the war in Ukraine, the demand on natural gas has strained supply. These rate hikes started in July of 2021 and have increased since. Of course, at this time, the FY22 budget was already approved, and these new cost assumptions could not be solved through the budget process.

Overall, when looking at per kilowatt per hour PEPCO market rates from 2020 to 2022 there has been a **252% increase over this two-year period**. Like any market, DGS cannot predict how things will look and by when. However, DGS relies on its energy consultants, regional and market trends, and historical data to inform its projections and ensure the agency meets its financial and contractual obligations.

In addition, DGS experienced a spending pressure in its protective services division (PSD) in FY22. This pressure of approximately \$3.8M was the result of additional security requests driven by security demands across the city. While the end of year report reflects a deficit in the PSD program, OCFO will ensure appropriate accounting occurs to close the books successfully. Due to OCFO's new financial system implementation end of year close processes were truncated, and the swift change-over to a new system and new processes did not allow enough time to make these changes on the front end.

Lastly, DGS also had a spending pressure in personnel services of around \$4.3M due to high terminal leave pay-outs (employees retiring with large annual leave banks, increased by recent carry-over extension policies as a result of COVID). There was also a pressure as a result of overtime use, primarily within FMD. This division is a first-responder unit and responds to emergencies, at all hours, throughout the year.

In FY 2023, DGS anticipates it may have another spending pressure in energy due to the ongoing volatility of the energy market. DGS will work with its OCFO partners in Q2 to provide new projections for fixed costs. At this time, DGS will have a better idea of the overall energy end of year position. Around Q3, DGS will again review its projections and will start working with the city to solve any potential spending pressures or concerns. DGS also expects another spending pressure in PSD. Council made an unidentified reduction to the PSD NPS budget in FY23 that DGS will need to solve for. Like the energy review process, DGS will also be monitoring this budget closely.

Risk Management

34. Please 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. Please provide the extent of each claim, regardless of its likelihood of success.

Answer:

See attachment labeled: (General Counsel) Q. 34 - List of Pending Lawsuits FY22-FY 23

35. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY 22 or FY 23, 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, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Answer:

See attachment labeled: (General Counsel) Q.35- DGS-List of Settlements (Contracts Procurement Division) FY22-23

36. Please list the administrative complaints or grievances that the agency received in FY 22 and FY 23, to date, broken down by source. Please describe any changes to agency policies or procedures that have resulted from complaints or grievances that were resolved in FY 22 or FY 23, to date.

Answer:

See attachment labeled: (General Counsel) Q.36- Administrative Complaints

37. Please share a list of total workers' compensation payments paid in FY 22 and FY 23, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

Answer:

See attachment labeled: (General Counsel) Q.37_WorkersCompensation FY 22-23 (Source ORM)

Record-Keeping

38. Please provide the number of FOIA requests for FY 22, and FY 23, to date, that were submitted to your agency. Include the number granted, partially granted, denied and pending. In addition, please 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.

Answer:

See attachment labeled (General Counsel) Q.38 DGS FY 2022 FOIA Report.pdf
See attachment labeled (General Counsel Q.38 DGS FY 2023 FOIA.pdf

39. Please identify all electronic databases maintained by your agency, including the following:

Answer:

- **ARCHIBUS** is an integrated workspace management system that provides condition assessment, real property management, building operations management, energy management, space management amongst other functions to maintain the lifecycle of assets and properties.
- **SalesForce** is an enterprise platform-as-a-service (PaaS) solution that allows us to build and deploy cloud applications. The platform provides tools and services to automate business processes, integrate with external applications and provide a responsive layout to users. Specifically, DGS uses the Salesforce platform to provide a portal to our work order system which allows them to submit and track work orders, as well as integrate with 311 call center. Additionally, the platform is used by all divisions and units within DGS where numerous applications have been developed and launched to support business processes and workflows to include things such as budget management, contacts and procurements, human resources, and asset management to name a few.
- **Rs2 Access Control and monitoring system** maintains the entry and exit points of government offices and properties through managed secure devices such as badge readers and turnstiles.
- **Geotab** is a cloud-based fleet management software that provides GPS vehicle tracking, custom mapping, driver behavior management, and advance reporting on DGS fleet vehicles.
- **EnergyCap** is a cloud-based utility bill management system used to audit, manage, and track all energy or non-energy commodity and energy bill details.
- **Project Teams** is a cloud-based project management solution utilized by construction teams for maintaining functions such as project budgets, change management, project files, RFI's and submittals.
- **The Contractor Performance Management System (CPMS)** is a custom application that provides the DGS Contract and Procurement division the ability to plan, review, and track the details of awarded contracts as well as notify contract administrators of contract changes.
- **QuickBase** is the backend of the DGS Operations Portal. It is a Platform as a Service (PaaS) solution leveraged to host the DGS Operations Portal, store common documents, and manage IT and logistics inventory.
- **ENERGY STAR Portfolio Manager** is the federal EPA database where DGS submits and reports on the energy and water performance of more than 300 DGS buildings.

b. The age of the system and any substantial upgrades that were made in FY 22 or FY 23, to date, or that are planned for the system;

Answer:

- ARCHIBUS – 12-14 years
- SalesForce - 8+ years
- Rs2 - Access Control and monitoring system - 8 years
- Geotab – 5+ years
- Project Teams - 3 years

- The Contractor Performance Management System (CPMS) - 4 years

C. Whether the public is currently granted access to all or part of each system; and

- ARCHIBUS – No
- Salesforce - No
- Rs2 Access Control and monitoring system - No
- Geotab - No
- Energy Cap - No
- Project Teams - No
- The Contractor Performance Management System (CPMS) - No

d. Whether the public could be granted access to all or part of each system

- ARCHIBUS – No
- Salesforce – Yes partial, DGS shares information through the community portals to the public (such as capital project updates, school readiness work order completions, and the DCPS HVAC Dashboard)
- Rs2 Access Control and monitoring system - No
- Geotab - No
- Energy Cap – No
- Project Teams - No
- The Contractor Performance Management System (CPMS) - Yes, accessible through the DGS website under Contracts and Procurement
- ENERGY STAR Portfolio Manager – Yes, this is public information on open.dc.gov

Investigations, Audits and Reports

40. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 22 and FY 23, to date.

Answer:

See attachment labeled: (General Counsel) Q 40--List of Audits--FY 2022-2023.pdf

41. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 22 and FY 23, to date. Please submit a digital copy to the Committee of any study, research paper, report, or analysis that is complete.

Answer:

See attachment labeled: Q 41 -- DGS Energy Management Plan

New Headquarters

42. Provide an update on DGS's move to a new headquarters in Ward 7. When will this move be complete? What steps are being taken to ensure a smooth transition? What will happen with DGS' other occupied spaces which will no longer be necessary?

Answer:

DGS new headquarters, located at 3924 Minnesota Avenue NE, is scheduled for substantial completion on March 31, 2023. DGS will be relocating employees currently located at the Reeves

Center, 1250 U St, NW, and 64 New York Ave, NE. To ensure a smooth transition, a move consultant has been procured and will be tasked with developing a move schedule, contract the physical move vendor, and coordinate the move on behalf of DGS. DGS' space in the Reeves Center will remain vacant until the building is razed. DGS' vacated space at 1250 U Street will coincide with the expiration of that lease. DGS is in discussions with DDOT to backfill the agencies vacated space at 64 New York Avenue.

Contracting and Procurement Division

Overall

43. Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Contracting and Procurement Division. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.

Answer:

Strategic Objective: Provides service and support to DGS in procuring goods and services that fall into the following categories: construction, architecture and engineering; facilities maintenance and operation; real estate asset management (including leasing and auditing); and utility contracts and security.

The Contracting and Procurement Division has identified the following FY22 KPIs for the following categories:

- Percentage of Invitations for Bid (IFB) that fall within PALT – Acquisitions are an integral part of delivering goods and services on behalf of the District. In FY22, Covid 19 related emergency procurements were prioritized to ensure timely delivery of essential goods and services. Therefore, the percentage of IFBs completed within the PALT was impacted.
- Percentage of Requests for Request for Proposal (RFP) completed within PALT – Acquisitions are an integral part of delivering goods and services on behalf of the District. In FY22, DGS met its target of RFPs completed within the PALT and will continue to use the current action plan in place and continue to identify ways to reduce processing times.
- Percentage of Requests for Small Purchases completed within Procurement Action Lead Time (PALT) – Acquisitions are an integral part of delivering goods and services on behalf of the District. In FY22, Covid 19 related emergency procurements were prioritized to ensure timely delivery of essential goods and services. Therefore, the percentage of small purchases completed within the PALT was impacted.
- Percent of Total Purchase Orders Awarded to Small Business Enterprise (SBE) firms – Acquisitions are an integral part of delivering goods and services on behalf of the District. In FY22, DGS met its target of total purchase orders awarded to SBE firms and will continue to use the current action plan in place and continue to identify ways to reduce processing times.

- Percent of Contract Modifications Completed in Appropriate PALT – Acquisitions are an integral part of delivering goods and services on behalf of the District. In FY22, this metric was no longer tracked after the first quarter.

The key performance indicators (KPIs) represent one of the core business functions in that division, evaluates timeframes for completing key acquisitions and aligns with the overall agency mission.

44. Please provide an update on the Contracting and Procurement Division’s achievements in FY 22 and FY 23 to date

Answer:

- DGS reached a 113% Small, Business Enterprise (SBE) goal and a total of \$379,145,811.64 spent on SBEs.
- The agency restructured the Contracts and Procurement (C&P) team to optimize and provide more personalized attention to client agencies and improve overall end-user experience.
- C&P significantly reduced the Procurement Action Lead Time (PALT) for capital construction RFPs and IFBs
- C&P completed 2,300 procurement actions (including at least 775 contracts/task orders and the modifications)

45. Please list each contract, procurement, and lease entered into or extended by your agency during FY 22 and FY 23, to date. For each contract, please 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.

Answer:

- See attachment labeled (Portfolio) Attachment Q45 - FY22 and FY23 In Leases (New and Extended).xlsx
- See attachment labeled (Contracting and Procurement) Q 45- FY 2022
- See attachment labeled (Contracting and Procurement) Q 45- FY 2023

46. Provide a copy of each contract or procurement agreement entered into or extended in FY22 or FY23 to date

Answer:

See attachment labeled (Contracting and Procurement) Q46

47. Provide a list of sole source contracts awarded in FY22 and FY23 to date. Explain why each was awarded as a sole source contract.

Answer:

See attachment labeled (Contracts and Procurement) Q47

48. How has the Contracting and Procurement Division adapted to address supply chain constraints brought on by the COVID-19 pandemic? What innovations or lessons were learned to expedite procurement operations throughout the agency? For example, does DGS stockpile any key components or standardize materials to reduce delays?

Answer:

The Contracts and Procurement Division has worked with the Program Teams across the agency to prepare acquisition plans that reflects the current market conditions. We are now working to move procurement actions in a timely manner and securing advance lead time on difficult to procure items.

Certified Business Enterprises (CBEs)

49. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?

Answer:

The SBE Goal for FY 23 is \$367,542,992.27. In FY 22, the agency spent \$379,145,811.64 on a goal of \$335,211,411.82. As a result, the Department attained a SBE goal completion of 113.11%.

50. Please provide an update on the Department's efforts to ensure that the correct CBE subcontracting requirements are clearly communicated to and enforced against all contractors (keeping in mind that the DSLBD subcontracting forms that the Department sometimes submits to the Council as part of its contract approval packages do not fully reflect the nuances of CBE subcontracting laws).

Answer:

The Department has been proactive in ensuring that the correct CBE subcontracting requirements are clearly communicated and enforced against all contractors. We have worked with all the market to ensure that contractors are submitting the right Plans.

First Source and Davis-Bacon Compliance

51. In how many cases in FY 22 and FY 23, to date, has DOES informed DGS of a contractor's non-compliance with a First Source Agreement? Please provide a breakdown of any actions taken by the Department to cure violations identified.

Answer:

None for FY 22 and FY 23, to date.

52. In how many cases in FY 22 and FY 23, to date has the DGS been informed of a contractor's non-compliance with the Davis-Bacon Act? Please provide a breakdown of any actions taken by the Department to cure violations identified.

Answer:

During FY 22 and FY 23 to date, there has been four notification of a contractor's alleged non-compliance with the Davis-Bacon Act. The Department has worked with US DOL to resolve all notices. We have provided joint training to vendors and program managers and have worked diligently with US DOL to resolve any compliance matters. As a result, we were able to resolve 3 Davis Bacon cases in FY 22 and 1 in FY 23 to date.

53. How does DGS track compliance with § 32-1431, including that all prime and subcontractors who receive at least \$500,000 of work within a 12-month period, shall register an apprenticeship program. Are all contractors (prime and sub) in compliance? How do you know?

Answer:

We have mandated the completion of all DOES provisions applicable to all projects. We have worked diligently with DOES on all aspects of compliance to with all District laws. We have worked very closely with our DOES partners to ensure that Contractors are working within the rules and regulations of District laws.

Contractor Accountability

54. How does DGS ensure contractors do a good job? What mechanisms are built into each contract to ensure work is acceptable and, if not, that DGS and taxpayers do not pay for shoddy work?

Answer:

DGS works directly 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 is not acceptable the agency is able to request corrective action to ensure that DC taxpayers do not pay for shoddy work.

55. 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?

Answer:

Each COTR is responsible to ensure that each assigned Contract is reviewed during the contract period to ensure that benchmarks are provided, and each contractor delivers the services.

56. Has DGS terminated any contracts within FY22 or FY23 to date? If so, please share a list and brief explanation for each instance.

Answer:

DGS has terminated 4 contracts for convenience within FY 22 or FY 23 to date:

1. Atmos Solutions, Inc. - scope change
2. Parkinson Construction - change in cost due inflation and supply chain issues
3. Chiaramonte Construction Company, Inc, - cost of work would exceed established Project Budget.
4. RBK-Banneker JV- change in cost due to inflation and supply chain issues

57. Has DGS sued any contractors for breach of contract in FY22 or FY23 to date? Please share a list and if not, please explain why not.

Answer:

DGS has not sued any contractors for breach of Contract in FY 22 or FY 23 to date.

58. Explain DGS' process for vendor dispute resolution. Provide a list of all protests and disputes filed against the District filed with the Contracting Officer in FY22 and FY23 to date. Identify which protests and disputes resulted in formal claims and their outcomes.

Answer:

- See attachment labeled: (Contracting and Procurement) Q-58- FY22-FY23 Claims and Protests

Claims by a Contractor against the Government

- All claims by a Contractor against the Government 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, taking into account 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 time 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 Government for an amount equal to the unsupported part of the claim in addition to all costs to the Government attributable to the cost of reviewing that part of the Contractor's claim. (2) Liability under this section shall be determined within 6 years of the commission of the misrepresentation of fact or fraud.
- All cost data, pricing data, and task data of claims hereunder must be certified as accurate, complete, required, and necessary to the best of the Contractor's knowledge and belief. Further, all task or work data in the claim must be described therein as the smallest unit of work or task. The Contracting Officer may require additional certifications, descriptions, or explanations of the claim.
- The parties agree that time is of the essence and all claims, hereunder must be presented to the Contracting Officer for a final decision within thirty (30) days of the occurrence of the circumstances giving rise to such claim or within thirty (30) days of when the Contractor knew or should have known of the circumstances giving rise to such claim; otherwise, compensation for that claim is waived.

Claims by the Government against a Contractor

- All claims by the Government against a Contractor arising under or relating to a contract shall be decided by the Contracting Officer, who shall issue a decision in writing and furnish a copy of the decision to the Contractor.
- The decision shall be supported by reasons and shall inform the Contractor of his or her rights. Specific findings of fact shall not be required.
- This clause shall not authorize the Contracting Officer to settle, compromise, pay, or otherwise adjust any claim involving fraud.
- The decision of the Contracting Officer shall be 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 shall proceed diligently with the performance of the contract in accordance with the decision of the Contracting Officer.

See attachment labeled (Contracting and Procurement) Q 58 – FY22-FY23 Claims and Protests

59. Briefly explain Contracting and Procurement’s process (with FMD) for awarding general contractor and subcontractor work. What percentage of DGS’ contracted work is done by the prime contractor, and what percentage is subcontracted? How does DGS monitor distribution of work.

Answer:

The Department awards contracts to prime contractors and normally set a CBE contracting of 35%-50% goal for the project. The prime contractor will perform the percentage of work with its own force while ensuring that each contractor meets the CBE goal for the respective project.

Procurement Action Lead Time (PALT)

60. Define Procurement Action Lead Time (PALT) in DGS’ context. What is DGS’ PALT? If there are different PALTs within DGS’ work, please share a list and identify the context for each.

Answer:

The Agency established the Procurement Lead Time in 2017. The purpose of the Procurement Action Lead Time (PALT) is to streamline the acquisition process by establishing project-specific procurement milestones. The established milestone timelines are roadmaps to ensure proper coordination and timely acquisition of goods, services and construction projects. The PALT promotes transparency and accountability by establishing standard procurement processing times for and key business processes to support on-time project delivery.

61. The FY23 agency Performance Plan says DGS issued 48.4% of Invitations for Bid (IFB) within PALT. What is the plan to increase this number?

Answer:

The Division is working with all stakeholders to develop realistic milestones for each solicitation and ensure that there is complete scope of works and internal to ensure greater compliance with the PALT and increased the rate of completion.

62. The FY23 agency Performance Plan says DGS completed 67.7% of Requests for Proposal (RFP) within PALT. What is the plan to increase this number?

Answer:

The Division is working with all stakeholders to develop realistic milestones for each solicitation and ensure that there is complete scope of works and internal to ensure greater compliance with the PALT and increased the rate of completion.

63. The FY23 agency Performance Plan says DGS completed 37.1% of Requests for Small Purchases within PALT. What is the plan to increase this number?

Answer:

The Division is working with all stakeholders to develop realistic milestones for each solicitation and ensure that there are complete scope of works and internal to ensure greater compliance with the PALT and increased the rate of completion.

Portfolio Management Division

Overall

64. Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Portfolio Management Division. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.

Answer:

Strategic Objective: Manages and secures contracted Lease space for the District, and identifies and develops plans for short, medium, and long-term real estate needs.

The Portfolio Division has identified the following FY22 KPIs for the following categories:

- **Eastern Market Revenue:** The Division prefers a consistent increase in revenue throughout the fiscal year which indicates growth and success of the District's local and small businesses, and strength in the local economy. In FY22, this KPI was 'Nearly Met' as it remains difficult to project post-COVID demand against the forecasted FY22 budget. FY 22 Forecasted Target = \$798,177 vs FY 22 Actuals = \$760,475 trailing budget by \$37,702.
- **Percentage of Owned Office Space Occupied:** The Division prefers an 85% density of owned office space occupied by the District's agencies as higher occupancy in owned properties reduces the District's expenses to lease non-District assets. In FY 22, this KPI was 'Nearly Met' at 83% density due to space limitations versus actual "true" usable owned (office) space resulting in agencies relocating from District owned assets into leased space.

- **Percentage of Office Space Leased:** The Division prefers a decrease in office space leased to better retain real estate costs in-house. For FY 22, the goal is to keep leased office space at 50% density or below. We successfully ‘Met’ that goal by retaining a 46.4% density throughout the FY. We are anticipating an unfavorable increase in leased office space in future out years as efforts to transition agencies of scale into leased office buildings east of the river. This is a direct response in support of the Mayor’s goal to increase economic development east of the Anacostia.
- **Percentage of Below Market Rent Paid:** An increase in below-market rent paid is indicative of the leasing strength and AAA-rated tenant classification of the District. The District’s ability to meet its financial obligations within the leasing market allows us to achieve more favorable lease terms and greater tenant improvement dollars to support space build-outs necessary for the District agency’s programs. The goal of 15% below market rent paid was “Met” in F Y22 and will continue to be favorable based on the District’s position in the market.

These key performance indicators (KPIs) were selected as they are the most impactful to measure the success of both the Portfolio Division and DGS’s mission to build, maintain and sustain.

65. Please provide an update on the Portfolio Management Division’s achievements in FY 22 and FY 23 to date.

Answer:

Negotiated over 1.1 million square feet of space consisting of Clinic, Office, Service Center and Warehouse Space for District Agencies, resulting in the execution of approximately 87 lease agreements, license agreements, and amendments.

Notable among those transactions are the following:

- Execution of 10 license agreements to open and operate DC Health COVID Testing and Vaccination Centers throughout the city.
- Execution of 2 license Agreements for to operate DHS Service Centers for Migrants who are bused to the District from several states on the southern border.
- Execution of 2 Amended and Restated Lease Agreements for 1100 & 1101 4th Street, SW (Waterfront Station). The District received 13 proposals in response to a Request for Solicitations (RFS) for District agencies at Waterfront Station. As a result of the competitive process for this procurement, DGS created leverage with the current Landlord and as a result, negotiated \$33,826,017 in FY 22 in the form of rent abatement and a \$84,055,690 Tenant Improvement Allowance for the current premises.

Other notable accomplishments include:

- Implementation of DGS Customer Portal, an online payment portal which allow tenants online account access and various payment mechanisms.
- Continuous push to achieve diversity in outdoor Eastern Market vendors, this year accepting 41 new vendors.

- Negotiated and executed Master License Agreement with WeLink for the initial deployment of the Mayor's Community Internet Program, a new program aimed at bringing high-speed, low-cost internet to underserved areas of Washington, DC.
- Executed nine new site Antenna licenses with commercial a carrier, worth approximately \$200,000 per year in new rent income to the District.
- In FY 22, Portfolio completed 102 Facility Condition Assessments, up from 34 the previous fiscal year.

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

Answer:

See attachment labeled: (Portfolio) Attachment Q66 - District Owned Properties (Rev).xlsx

67. How does DGS track payments due on both in-leases and out-leases? What steps has DGS taken in FY 22 and FY 23, to date, to improve the performance of lease obligations?

Please see below DGS policy for tracking payments as well as recent improvements to the system, broken down between in-leases and out-leases:

In-Lease

DGS tracks in-lease rent payments through the Harbor Flex system managed by Savills. Typically, with in-lease, DGS pays rent to property owners on behalf of the District. Harbor Flex is a real estate database that houses details about DGS In-Leases, such as key dates, contacts, expenses, options, etc. Expenses such as base rent, operating expenses, real estate taxes, are calculated within Harbor Flex. On a monthly basis, Harbor Flex generates a rent roll which is approved by a Savills Manager and then sent to DGS by the 10th of each month for rent processing.

Out-lease

Out-lease payments are received from tenants by DGS primarily via ACH and, in some cases, via check. Payment receipts are sent to Lease Administration, which is managed by Jones Lang LaSalle, and captured in the Archibus system. Lease Administration posts payments upon confirmation from the bank or the Customer Payment Portal. Tenants who have unpaid invoices are contacted by Lease Administration regarding payment. Lease Administration runs Cash Receipts and Invoice Aging reports on a monthly basis. All invoices and payments are reconciled with DGS OCFO. DGS OCFO also now has a custom view of all out-lease data in the Archibus system.

In FY 22, the Portfolio Division with the support of OCFO implemented an online Customer Payment Portal. In real time, Tenants can now view their account balances, make payments to invoices, and see their payment history. From the Customer Payment Portal a daily stream of payment information is fed to Archibus, reviewed and processed. Additionally, outstanding balances and associated late fees are now reflected on the monthly invoice.

68. Has the District purchased any real property in FY22 or FY23 to date? If so, please share a list along with the price paid for each property.

Answer:

In August 2022, DGS purchased a commercial building that was a former gym located at 1339 Green Court NW. The purchase price was \$11 Million. The property will be operated by DHS as a single-family replacement shelter site.

On December 14, 2021, the District took ownership of five parcels of land via eminent domain: 1) 1116 W St NE (Square 3942, Lot 0036); 2) 1220 W Street NE (Square 3942, Lot 0041); 3) 1226 W St NE (Parcel 01430107); 4) 1125 Brentwood Road, NE (Square 3942, Lot 0802); 5) 1115 Brentwood Road, NE (Parcel 01430110) (collectively, “W Street Trash Transfer Site”). Approximately \$13.9 million was deposited into escrow with DC Superior Court. A final determination of value remains outstanding as the District and the former landowners have not resolved the amount of just compensation for the properties.

69. What is the process by which the District government could acquire or transfer control of small federal parcels of land (i.e. from the National Park Service) into the District’s portfolio? What is the role of DGS in such a process, and what other agencies or offices would be involved? How does the District government decide when to purchase or seek control over federal property in the District?

Answer:

On a high level, the District would have to submit an application to NPS, including: 1) a cover letter stating why we are seeking the transfer; 2) a draft covenant that would get recorded against the property; and, 3) a site survey and legal description. NPS then initiates a formal review, which could take between 6-8 weeks. Subsequently, the District would submit an application to the DC Surveyor’s office to draft the plat that will get recorded and work with the Surveyor’s office to prepare legislation that must be approved by Council. Typically, this process from beginning to end (including approved legislation) can take between 6-12 months.

In Lease

70. Please 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. Please also provide a total amount paid to lease property for the District government.

Answer:

See attachment labeled: (Portfolio) Attachment Q71 - In-Lease Properties Workfile (Rev).xlsx

71. Did the District enter into any new leases in FY22 or FY23 to date? If so, please share a list.

Answer:

See attachment labeled: (Portfolio) Attachment Q72 - New Leases FY22 7 FY23.xlsx

Out Lease

72. Please provide a list of all properties that are leased-out or owned by the District but remain more than 50% vacant by square footage, including the amount of fixed costs for each building, if applicable.

Answer:

See attachment labeled: (Portfolio) Attachment Q73 - Vacant Buildings and Fixed Costs.xlsx

73. Please provide a list of all properties that the District leases to other entities, including the location, square footage, total rent received, lease term, and entity using the space. Please provide a total amount of rent received by the District government.

Answer:

See attachment labeled (Portfolio) Attachment Q74-Outleases and Rent Received

74. Please provide a list of all requirements place on other entities leasing District property, including all insurance requirements. Please describe any changes to these requirements made in FY 22 and FY 23, to date.

Answer:

All parties that lease District-owned properties must provide a Clean Hands Certification issued by the Office of Tax and Revenue requiring the entity to attest to the fact that they do not owe the District more than \$100. Internally, DGS also checks for the Good Standing Certificate. Lessees are also required to provide Certificates of Insurance and Endorsement Pages. DGS insurance provisions are determined by the Office of Risk Management and they vary depending on the type of transaction. An example of said requirements are outlined below:

“A. GENERAL REQUIREMENTS. The Tenant at its sole expense shall procure and maintain, during the entire Term the types of insurance specified below. The Tenant shall have its insurance broker or insurance company submit a Certificate of Insurance to the Landlord giving evidence of the required coverage prior to the effective date of this Lease. Certificates of Insurance must be signed by an authorized representative of the insurer(s) and be provided to, and accepted by, the Landlord. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia and have an A.M. Best Company rating of A- /VII or higher. Should Landlord allow Tenant to sublet per Section 15.11 then, prior to the effective date of the sublease, the Tenant shall submit in writing the name of the subtenant to the Office of Risk Management (ORM). ORM will determine the insurance requirements applicable to the subtenant and promptly deliver such requirements in writing to the Tenant and the Landlord. The Tenant must provide proof of the subtenant's required insurance prior to the effective date of the sublease. All required policies shall contain a waiver of subrogation provision in favor of the Government of the District of Columbia. Tenant hereby waives, and releases the District and its officers, agents, invitees and employees (collectively, including the District, the “Indemnitees”) of and from, any and all rights of recovery, claims, or causes of action, whether by subrogation or otherwise, against the Indemnitees for any liability, loss or damage that may occur to the Property, any improvements on the Property or Tenant’s personal property (regardless of cause or origin, including the negligence of any of any indemnitees), which loss or damage is insured against or is required to be insured against hereunder.

The Government of the District of Columbia shall be included in all policies required hereunder to be maintained by the Tenant and its subtenants (except for workers’ compensation and professional liability insurance) as an additional insureds for claims against The Government of the District of Columbia relating to this contract, with the understanding that any affirmative obligation imposed upon the insured Tenant or its subtenants (including without limitation the liability to pay premiums) shall be the sole obligation of the Tenant or its subtenants, and not the additional insured. The additional insured status under the Tenant’s and its subtenants’ 34 Commercial General Liability insurance policies shall be affected using the ISO Additional

Insured Endorsement form CG 20 11 or such other endorsement or combination of endorsements providing coverage at least as broad and approved by the Landlord in writing. All of the Tenant's and its subtenants liability policies (except for workers' compensation and professional liability insurance) shall be endorsed using ISO form CG 20 01 04 13 or its equivalent to indicate that such policies provide primary coverage (without any right of contribution by any other insurance, reinsurance or self-insurance, including any deductible or retention, maintained by an Additional Insured) for all claims against the additional insured arising out of the Lease. These policies shall include a separation of insureds clause applicable to the additional insured.

If the Tenant and/or its subtenants maintain broader coverage and/or higher limits than the minimums shown below, the District requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Tenant and/or subtenants.

1. Commercial General Liability Insurance ("CGL") - The policy shall be written on an ISO occurrence base form, CG 00 01 04 13 and provide limits of no less than the minimum required limits of:

- One Million Dollars (\$1,000,000) Per Occurrence
- Two Million Dollars (\$2,000,000) General Aggregate
- Two Million Dollars (\$2,000,000) Products/Completed Operations Aggregate
- One Million Dollars (\$1,000,000) Personal and Advertising Injury
- One Million Dollars (\$1,000,000) Damage to Premises Rented to You Limit (any one premises)
- Five Thousand Dollars (\$5,000) Medical Payments

The policy shall be provided inclusive of the following:

- The general aggregate set forth below shall apply on a per location basis.
- The coverage for bodily injury shall include coverage for death and mental anguish.
- Contractual liability coverage insuring the obligations assumed by Tenant under this Lease, including any indemnification obligations;
- Premises and operations coverage.
- Broad form property damage coverage, including vandalism and malicious mischief coverage;
- Independent contractors coverage.
- Liquor liability coverage, in the event Tenant hosts a function at the Premises or Building at which alcohol is served,
- An exception to the pollution exclusion for damage or injury arising out of heat, smoke, or fumes from a hostile fire;
- The separation of insureds provision shall not be amended to provide narrower coverage than that provided within the base policy form.

Tenant's commercial general liability insurance shall name The Government of the District of Columbia as additional insured on a primary and non-contributory basis including completed operations. The additional insured coverage for the General Liability policy shall be provided on Insurance Services Office (ISO) form CG 2011 or its equivalent.

Commercial Umbrella or Excess Liability - The Tenant shall provide evidence satisfactory to the Landlord of commercial umbrella or excess liability insurance with minimum limits equal to the greater of (i) the limits set forth in the Tenant's umbrella or excess liability policy or (ii) \$10,000,000 per occurrence and \$10,000,000 in the annual aggregate, following the form and in excess of all liability policies. Liability coverage under sections 1, 2, 3 and 8 must be scheduled under the umbrella and/or excess policy. The insurance required under this paragraph shall be written in a form that annually reinstates all required limits. Coverage shall be primary to any insurance, self-insurance or reinsurance maintained by the District and the "other insurance" provision must be amended in accordance with this requirement and principles of vertical exhaustion.

Commercial Property Insurance - Tenant shall carry special form property insurance with a building limit of not less than \$4,069,934, written on a replacement cost value covering 100% of the replacement cost of all of leased property increased to include any leasehold improvements installed by or on behalf of Tenant at Tenant's cost and expense in the Premises/Improvements, with an agreed amount endorsement. The policy or policies must include coverage for:

- Perils covered in an Insurance Services Organization ("ISO") Special Form (CP 10 30 10 00), or its equivalent.
- Certified and non-certified acts of terrorism
- Hail, wind, windstorm, named storm, earth movement and flood
- Back-up of sewers and drains and seepage of underground water mains.
- Mold including resulting loss.
- Boiler and machinery coverage that shall apply to all mechanical and electrical equipment, or any other objects typically insured under a boiler and machinery insurance policy, against direct physical damage, time element, and extra expense. If coverage is provided under a separate boiler & machinery policy, a Joint Loss Agreement is required.
- Loss to the undamaged portion of the building (Coverage A), the cost of demolishing the undamaged portion of the building (Coverage B), the increased cost of reconstruction or repairs to comply with current ordinances or laws (Coverage C) and the Business Interruption loss during the additional time required for making the changes to the building or structures in coverages A, B and C (Coverage D).

- Business income covering loss of income in an amount sufficient to cover the greater of the estimated period of reconstruction plus a 90-day extended period of indemnity or three (3) years.

- Builder's Risk Insurance - At all times during the period between the commencement of construction of any Alterations until completion thereof, [and during the performance of Tenant's work and continuing until the date on which Tenant opens the Premises for business with the public with a valid certificate of occupancy in place, the Tenant shall purchase and maintain, from an insurance company or insurance companies lawfully authorized to issue insurance in the jurisdiction where the building is located, property insurance written on a builder's risk "all-risk" completed value or equivalent policy form and sufficient to cover the total value of the entire Alterations on a replacement cost basis. The Landlord, Landlord's architects, Landlord's contractor or subcontractors, Tenant and Tenant's contractors, must be covered as insureds as their interest may appear. This

insurance shall include the interest of mortgages as loss payees. The Builder's Risk shall provide coverage for direct physical loss or damage, and shall not exclude the risks of fire, explosion, theft, vandalism, malicious mischief, collapse, earthquake, flood or windstorm. The insurance shall also provide coverage for ensuing loss or resulting damage from error, omission, or deficiency in construction methods, design, specifications, workmanship, or materials. Sub-limits are allowed if Landlord provides prior approval.

If the Builder's Risk policy is subject to a deductible or self-insured retention, the deductible or self-insured retention shall not exceed \$25,000 and Tenant is responsible for all loss not covered because of such deductible or retention.

The Builder's Risk policy shall include coverage for materials while in transit to the Building or located at an off-site storage location in amount equivalent to or greater than the greatest value ever in transit or located at the off-site storage location.

The Builder's Risk policy shall include soft costs insurance to reimburse the Landlord and/or Tenant for the costs due to the delay of completion of Alterations, arising out of physical loss or damage covered by the required property insurance: including construction loan fees; leasing and marketing expenses; additional fees, including those of architects, engineers, consultants, attorneys and accountants, needed for the completion of the construction, repairs, or reconstruction; and carrying costs such as property taxes, building permits, additional interest on loans, realty taxes, and insurance premiums over and above normal expenses."

75. Please provide a list of all leases and brokerage services contracts entered into in FY 22 and FY 23, to date, that were not solicited in a competitive process.

Answer:

In FY22 and FY23 to date, the majority of In Leases were completed through a competitive bid process. As per DGS leasing procedures, all requests for leased space (that will reside outside of District owned space) begins with a minimum 30-day Request for Space solicitation process. This process allows for open public submittals relating to the needs of the leasing requirements identified within the solicitation. DGS and their brokerage agents review all responses to determine if the real estate proposed from each respondent meets the needs of the requirement. Site visits are later conducted, and a final selection is awarded to the preferred respondent based on but not limited to cost, location, and the overall leasing needs of the occupying agency. Term Sheet, LOI and Lease negotiations would then follow. DGS solicitations can be sourced publicly via the DGS website: <https://dgs.dc.gov/page/active-existing-solicitations>.

DGS executed the following leases and short-term license agreements on behalf of several agencies, including the Department of Health for COVID-19 testing and vaccination sites; the Metropolitan Police Department for MPD's Cadet Corp displacement from DC Village; the Department of Human Services to support migrant services; and the Office of Contracting and Procurement for the storage of Pandemic supplies. These transactions did not go through our standard solicitation process given the emergency nature of procuring the spaces.

Address Suite	City/State/Postal Code	Ward #	Sub-Type
507 8th Street, SE, Ground floor	Washington, DC 20003	6	Clinic
950 F Street, NW, 1st Floor & Lower Level	Washington, DC 20004	2	Clinic
3925 Minnesota Avenue, NE, East River Park, 1st Floor & Lower Level	Washington, DC 20019	7	Clinic
1919 Pennsylvania Avenue, NW, 1st Floor	Washington, DC 20006	2	Clinic
337 North Carolina Avenue, SE, Rooms 002, 003, 100, 101, 102, 104, 105 and 107	Washington, DC 2003	6	Service Center
2300-2350 Washington Place, N.E., 1st Floor	Washington, DC 20018	5	Clinic
4704 13th Street, NW, Fellowship Hall, 1st Floor	Washington, DC 20011	4	Clinic
5335 Wisconsin Avenue, N.W., 1st, 2nd and Lower/Metro level	Washington, DC 20015	3	Clinic
7530 Georgia Avenue, NW, Basement Level, Floor 1 and 2	Washington, DC 20012	4	Clinic
1000 U Street, N.W	Washington DC, 20001	1	Clinic
3359 V Street, NE, Floor 1	20018	5	Warehouse
1050 1st Street, NE, P-305, P-3 Level Parking Garage		6	Warehouse
2850 New York Ave, NE, 2 Floors	Washington, DC 20002	5	Office
2405 Martin Luther King Jr. Avenue, SE, Floors 1 and 2	Washington, DC 20020	8	Office

3330-3340 V Street, NE, Floor 1	Washington, DC 20018	5	Warehouse
------------------------------------	-------------------------	---	-----------

76. Did all occupants of District-owned property in FY22 and FY23 to date do so with a building use agreement or lease? If not, explain why not and share a list of occupants without a lease or agreement.

Answer:

The District's Outlease portfolio consists of 215 leases and license agreements, and 178 building use agreements that govern the occupancy of District owned space by third parties. DGS is not aware of any instances of tenants or non-government occupants using district owned space without a lease or agreement in place. In FY22, DCPS alerted Portfolio of Briya Public Charter School occupancy at the Sharpe Elementary and the need to relocate Briya. Portfolio worked expeditiously to execute a lease agreement with Briya for their occupancy at 801 Shepherd Street NW beginning in the Summer of 2023. Please note the 16 tenants or licensees are considered Holdover tenants/licensees who have expired lease or license agreements, and new agreements are currently under negotiation:

The D.C. Central Kitchen, Inc.	119 D Street NW/425 2nd St NW
United Planning Organization (UPO)	1900 MASSACHUSETTS AVENUE SE
Canales Quality Meats	225 7th Street SE
Canales, Inc.	225 7th Street SE
PAIK PRODUCE DBA CAPITOL HILL PO	225 7th Street, S.E.
Jennifer Glasgow d/b/a Fine Deli/Bakery Sweet Shoppe	225 7th Street SE
Joseph Raymond Bowers d/b/a Bowers Fancy Dairy Products	225 7th Street SE
Market Lunch Tom GNULS Inc.	225 7th Street SE
PAIK PRODUCE	225 7th Street SE
Southern Maryland Seafood Co., Inc	225 7th Street SE
Union Meat LLC	225 7th Street SE
Common Good City Farm	2025 3rd Street NW
USA DC Village	#1 DC Village Lane
Sprint Solutions Inc	2720 Martin Luther King Jr Ave SE

ST. COLETTA SPECIAL EDUCATION PUBLIC CHARTER SCHOOL, INC	1901 Independence Ave
The Community for Creative Non-Violence	119 D Street NW/425 2nd St NW

77. Did all occupant or users of District-owned property in FY22 and FY23 pay rent or a usage fee for that privilege? If not, explain why not and share a list of occupants who were not charged rent.

See attachment labeled: (Portfolio) Attachment Q77 - No Cost Lease and License Agreements (1).xlsx

Surplus Property

78. Explain the role of DGS and other District government agencies like OCP and DMPED in the District’s surplus property process. Which agency is in charge of this process?

Answer:

The District’s surplus property process is governed by DC Code Section 10-801. This section of the Code authorizes the Mayor with approval from Council to surplus properties. DGS’ role in the surplus process is to implement 10-801 when as surplus determination is made by the Executive, including the Deputy Mayor for Education. DGS’ internal surplus actions are independent of surplus actions taken by OCP or DMPED.

Prior to a disposition under 10-801, the statute requires the Mayor (executive branch) to hold a public surplus hearing in the community, which is thereafter followed by a disposition hearing in the community. Once those hearings have been held, a surplus and disposition resolutions are introduced to Council along with all other required items under 10-801. DGS is authorized by DC Code 10-551 to dispose of property, and hence in the instances that it does it applies the 10-801 requirements.

79. As the Department is aware, experts including the Council Office on Racial Equity have raised concerns about real property surplus determinations in the District, including CORE’s observation that “it is difficult to justify public land ever being deemed unnecessary for public use.” Please describe in detail the steps that the Department typically undertakes before scheduling a surplus hearing under DC Code 10-801 for properties where the Department is the lead agency.

Answer:

Surplus determinations are made by the Executive and then implemented by DGS. Should DGS decide to make a surplus recommendation to the Executive, we would follow the internal steps outlined here. The Portfolio Management Division (PMD) would prepare a surplus recommendation report on any property that does not appear to have served a government purpose within the last 12 months. The report describes the property (SSL, lot size, past use) and contains an analysis on whether the real property is no longer suitable for public use. This report is discussed

at a larger Portfolio Management Division meeting, from there a list of potential District user agencies is developed and recommendation of the surplus designation is shared with said agencies to gauge interest. If interest is expressed by a District agency, then the Realty Specialist can commence with the Agency Request Form to understand the respective space needs. If no interest is expressed by a District agency, then PMD would then share the surplus recommendation with the Executive for consideration.

80. Please provide an update on each of the following metrics, which the Department identified as having the potential to promote racial equity in response to past performance oversight pre-hearing questions:

a. Percentage increase in the number of new CBEs who apply and/or attend sessions regarding DGS projects

Answer:

FY22 = 302 attendees

FY23 = 252 attendees

The Department has worked with DC based CBE community to increase the attendance and participation across DGS projects and as a result we have seen an increase in vendor participation in our CBE Symposium.

b. Number of new projects and/or leases signed East of the River or in other locations that are deemed in need of economic development”.

Answer:

There were no new lease or project executions that occurred “East of the River” in FY22. But looking for opportunities to position District agencies in leases to spur economic development remains a major DGS priority. DGS in partnership with DMPED will continue assessing the programmatic needs of client agencies that will make a positive impact to the Mayor’s economic development initiative to continue establishing a presence in Wards 7 and 8.

81. Did the District surplus any properties in FY22 or FY23? If so, share a list along with the assessed value of each property.

Answer:

DGS did not surplus any properties in FY22 or FY23.

Facility Condition Assessments (FCAs)

82. Please provide a narrative update on the completion of Facility Condition Assessments (FCAs) for all municipal facilities in the Department’s portfolio.

Answer:

Agency	Gross Square Feet	# Facilities	% Facilities
DC Public Charter Schools	2,753,381	29	6.1%
DC Public Library	1,007,744	22	4.6%
DC Public Schools	14,154,521	128	26.8%
DC Water	1,000	1	0.2%
Department of Behavioral Health	65,767	3	0.6%
Department of Corrections	992,229	3	0.6%
Department of Disabilities Services	2,888	1	0.2%
Department of Employment Services	283,521	1	0.2%
Department of Forensic Sciences	351,110	1	0.2%
Department of General Services	6,751,517	47	9.8%
Department of Human Services	771,496	19	4.0%
Department of Mental Health	448,000	1	0.2%
Department of Parks and Recreation	2,453,603	115	24.1%
Department of Public Works	702,540	18	3.8%
Department of Youth Rehabilitation Services	176,177	6	1.3%
Fire and Emergency Medical Services	568,348	39	8.2%
Metropolitan Police Department	887,205	21	4.4%
University of the District of Columbia	8,712,877	23	4.8%
	41,083,924	478	100.0%

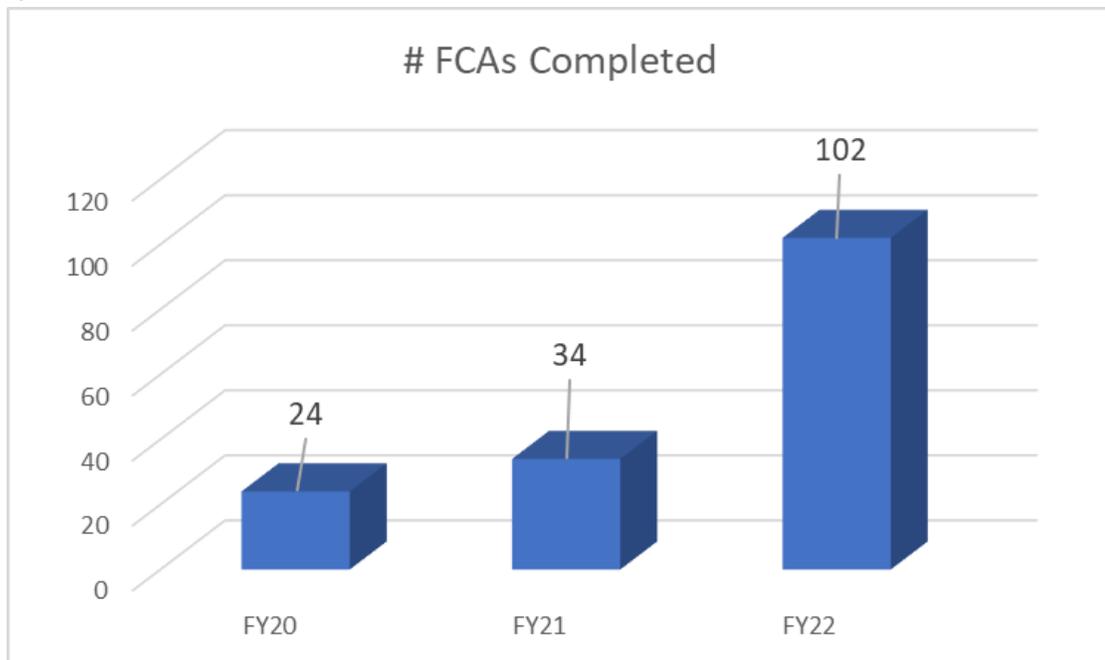
Ward	# Facilities	%
1	44	9.2%
2	33	6.9%
3	55	11.5%
4	54	11.3%
5	73	15.3%
6	68	14.2%

7	79	16.5%
8	66	13.8%
NA	6	1.3%
Grand Total	478	100.0%

Since 2009, DGS has completed 478 Facility Condition Assessments (FCAs). Adjusting for multiple FCAs at various DCPS facilities, approximately 72% of the DGS inventory (by square feet) has been assessed at least once. In FY23 DGS plans to assess approximately 76 buildings including schools, recreational facilities, offices, correctional facilities, Fire & EMS and MPD. This plan covers 5.2 million square feet and will cost over \$1.5 million. A significant portion on 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 in excess of 5,000 square feet, by 2029.

83. How many FCAs were completed in each of the past three FY's (FY20, FY21, and FY22)?

Answer:



84. Share the following data on FCAs of buildings and facilities in the District's portfolio:
a. The client agency, property name, address and Ward;

- b. The gross square footage of the building and/or property;*
- c. The date of the most recent FCA completed;*
- d. The condition of each facility, as measured by a facility condition index (FCI) or other metric. Please define the parameters for the metric (i.e. the ranges associated with a building in good, fair or poor condition)*

Answer:

See attachment labeled: (Portfolio) Attachment Q84 - FCA Overview.xlsx

85. Explain the process by which DGS assesses the conditions of its facilities. What level of granularity (for example, the functionality of HVAC systems, plumbing, etc.) does an FCA provide? What does DGS do with these data?

Answer:

The building assessment program at the District of Columbia Department of General Services (DGS) is intended to provide capital planning budgetary information and suggested capital asset maintenance action information to best serve the interests of the District of Columbia regarding long-term, fiscally responsible capital asset management. Accordingly, DGS has contracted with various qualified professional services firms to undertake Facility Condition Assessments (FCAs) for DGS facilities.

Each fiscal year target list of assets is compiled by DGS, considering PACE legislation reporting requirements and other municipal and programmatic imperatives. The target list is drawn from DGS's portfolio of 693 buildings.

- FCA contractors dispatch teams of engineers into the field to assess designated assets using VFA.facility software.
- Assessment teams gather detailed information on hundreds of systems that comprise the asset including, among many other data points, install dates, make, model, serial numbers, operating capacity, useful life, manufacturer, and current condition. DGS maintains approximately 26,000 systems files associated with 478 assets which have been assessed at least one in the past.
- Photographic records are obtained, and DGS bar core/QR code stickers are affixed to each asset.
- Upon completion of the assessment, detailed renewal requirements are provided for each system by the assessment teams. DGS maintains approximately 40,000 requirement files associated with assets which have been assessed at least once in the past.
- Assessment contractors provide DGS with Comprehensive Reports on each asset. Comprehensive reports range from 200 – 700 pages each, depending on the size and nature of the asset, including asset detail, overall requirements forecast, 10-year expenditure forecast, requirements summary by system, system detail and asset photographs.

FCA reports provide key findings for each Asset including:

1. The Facility Condition Index (FCI) of the building
2. A listing of the Systems in the building Asset, including major equipment 'inventoried' as individual Systems.
3. A listing of the capital expenditure needs ("Requirements") for the Asset

4. A forecast of capital expenditures anticipated over the next 10 years. The expenditure forecast does not account for typical preventative maintenance actions valued under \$5000 (such as changing filters at fan-coil units).

The expenditure forecast does include more substantial system renewal costs which rise to the level of being capital budget expenditures, or reinvestments in capital assets. Estimates of the costs are constructed using the latest version of the RS Means™ database, which is localized and updated annually to reflect local regional market rates.

The FCI is used in Capital Planning and Facilities Management as a benchmark to compare the relative condition of a single asset with another asset, or to compare the relative condition of a portfolio of assets, with another portfolio of similar assets. The FCI benchmark is the key indicator of overall asset conditions, and as such it is used to support asset management initiatives of federal, state, and local government facilities organizations.

The VFA facility database for DGS is currently reporting:

1. 1-Year FCI (past due, plus 1 future year of renewals),
2. 5-Year FCI (past due plus 5 years future) and a
3. 10-year FCI (past due plus 10 years) for each building asset.

Acceptable ranges may vary by mission criticality of the Asset, but as a general guideline the FCI scoring system is as shown in the image below.

APPA Terminology:	FCI Range:	DGS Classification:
Showpiece Facility	0.00 - 0.06	Excellent
Comprehensive Stewardship	0.06 - 0.15	Good
Managed Care	0.15 - 0.45	Fair
Reactive Management	0.45 - 0.60	Poor
Crisis Response	0.60 +	Very Poor

Accounting principles indicate that a value of 60% - 65%, or the “rule of two-thirds”, be utilized for the FCI threshold for identifying potential replacement candidates. Once the current repair costs reach 65%, or roughly two-thirds of the full replacement value, it may not be prudent to continue to fund repairs.

86. Does DGS plan to complete FCAs of its unassessed inventory? If not, explain why not.

Answer:

The Portfolio Division's FCA strategy over the coming 5 - 6 years anticipates increased focus on suitable facilities which have never been assessed in the past. The goal is to approach 100% FCA coverage by FY28.

Facilities Never Assessed	Fiscal Year	Focus
Schools	FY24	Legislation
FEMS & MPD	FY24	Life Safety focus
Other	FY25+	Permanent structures > 5,000 SF

Capital Construction Division

Overall

87. Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Capital Construction Division. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.

Answer:

Strategic Objective: Ensures effective, efficient and sustainable construction of education, public safety, municipal and recreation.

The Capital Construction Services Division has identified the following FY22 KPIs for the following categories:

- Percent of Approved Invoices Submitted to OCFO for Payment Processing Within 15 Calendar Days of Receipt – prompt payment of invoices ensures a robust small business financial ecosystem and provides the ability to have a consistent cash flow. In FY22, 92% of invoices were processed within 15 calendar days.
- Percentage of Education Projects on Budget - This performance measure compares total obligations, defined as the original contract value plus all change orders, with the current budgeted project amount.
- Percentage of Education Projects on Schedule - This performance measure compares the current project completion date to the baseline completion date to determine the status of the project schedule.
- Percentage of Municipal Projects on Budget - This performance measure compares total obligations, defined as the original contract value plus all change orders, with the current budgeted project amount.
- Percentage of Municipal Projects on Schedule - This performance measure compares the current project completion date to the baseline completion date to determine the status of the project schedule.
- Percentage of Recreation Projects on Budget - This performance measure compares total obligations, defined as the original contract value plus all change orders, with the current budgeted project amount.
- Percentage of Recreation Projects on Schedule - This performance measure compares the current project completion date to the baseline completion date to determine the status of the project schedule.
- Project Cost Increase Percentage due to Client Agency Requested Change Orders (Education) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Client Agency Requested Change Orders (Recreation) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Client Agency Requested Change Orders (Municipals) - This metric represents the type of change order as a function of all change

orders. The type of change order is compared to total program obligations (contracts + change orders)

- Project Cost Increase Percentage due to Error and Omission Change Orders (Recreation) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Error and Omission Change Orders (Education) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Error and Omission Change Orders (Municipals) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Unforeseen Site Condition Change Orders (Education) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Unforeseen Site Condition Change Orders (Recreation) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)
- Project Cost Increase Percentage due to Unforeseen Site Condition Change Orders (Municipals) - This metric represents the type of change order as a function of all change orders. The type of change order is compared to total program obligations (contracts + change orders)

Percent of Approved Invoices Submitted to OCFO for Payment Processing Within 15 Calendar Days of Receipt

These metrics were selected to align with the mission of the agency – build, maintain and sustain - and measure the success of the division by reporting key data points that influence on time and on budget project delivery, workload volume and cost.

88. Please provide an update on the Capital Construction Division’s achievements in FY 22 and FY 23 to date.

Answer:

See attachment labeled: (Capital Construction Services Division) Q.88 FY22 CCSD Accomplishments (1).pdf

89. Please 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, please provide a description of any projects which are experiencing delays or which require additional funding.

Answer:

See attachment labeled: (Capital Construction Division) Q.89 CCSD Capital Projects Budget Report

90. Please 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 January 2023:

a. Daly Building Swing;

Answer:

- 441 4th Street renovation at levels 1C, 5, 6, 7, 10 and 11 are currently under construction. Construction will be completed in March 2024
- 501 New York Avenue Renovation project is currently in the final stages of design. Construction is targeted to be completed by March 2025

b. Key Bridge Exxon Property;

Answer:

There are no planned capital expenditures for the Key Bridge Exxon property.

c. Clay Brick Circulator Bus Depot

Answer:

- Procurement PM Consultant completed on 1/31/2023
- Procurement of A/E Firm scheduled for Q3 FY23

d. Junior Achievement Launchpad;

Answer:

Procurement of A/E Firm & PM Consultant to be completed in Feb/2023

e. Wilson Building;

Answer:

- HVAC Upgrade Procurement of A/E to be completed in Feb/2023
- Construction to begin in May/2023
- Elevator Upgrade Procurement to be completed in April/2023

f. Energy Retrofitting of District Building;

Answer:

DGS recently onboarded a PM consultant who will assist the agency with planning and implementation of the DGS Energy Management Plan (EMP). By the end of FY 2023 Q2, DGS will be able to present a detailed and coordinated spend plan which connects the current allotment balance to the BEPS compliance pathways outlined in the EMP.

g. Municipal Labor Program Management;

Answer:

This project supports direct labor to capital projects which is eligible for capital expenditure. The expenditure burn rate on this project is aligned with the 26 pay dates and will be expended by end of year.

h. Critical System Replacement;

Answer:

- MBB Restroom Renovations – 7th Floor

- Procurement of Construction Services – April/2023
- DACL Ward 8 Elevator – Procurement of elevator Contractor - August/2023
- MPD HVAC Upgrade
 - Procurement for construction services is in progress and scheduled to be completed March 2023.
 - Project projected completion to be completed in November 2023
- OPR Naylor Court – Filing System Replacement
 - Procurement April 2023
- Boiler replacements for various schools
- Per OCFO guidelines, funds were reprogrammed from Critical Systems Replacement to the DCPS HVAC pool project. Facilities being addressed in FY2023 are Kelly Miller, Kenilworth, Garnett Patterson, Old Banneker, Luke C Moore and Miner. Projects anticipated to be complete in time for the 2023-24 heating season. This will replace and/or upgrade a total of 14 boilers. The replacements will be a combination of in-kind replacements and upgrades to more efficient boiler systems.

i. Roof Replacement Pool;

Answer:

- DPW Roof Replacement
 - Procurement for Construction Services – March/2023
 - Project Projected to be completed in Late Summer of FY23
- Congress Heights SWC Roof Replacement
 - Project underway, funding has been encumbered and project scheduled to be completed the end of Q2 FY23
- Washington SWC Roof Replacement
 - Project funding has been encumbered and work is substantially complete
- DDOT-Street Car - S. Capital St Roof Replacement
 - Procurement for Construction Services – May/2023
 - Project scheduled to be completed in Late Summer of FY23
- Adams Place Roof Replacement
 - Procurement for Construction Services – May/2023
 - Project Projected to be completed in Fall of FY24
- FEMS – Engine 4 Roof Replacement –
 - Procurement for construction services - March 2023.
 - Construction activities will be completed in September 2023
- MPD 2nd District Headquarters Roof Replacement -
 - Procurement for construction services will be completed in April 2023.
 - Construction activities will be completed in October 2023

j. Oak Hill Campus;

Answer:

- Water Tower and Fire Hydrant Replacement
 - The design is completed.
 - The procurement process for construction services has been initiated and projected to be completed April 2023.
 - Project scheduled for completion December 2024.

- Sewage Grinder Replacement
 - The design phase of the project is complete.
 - The procurement for construction services has started and is projected to be completed April 2023.
 - Project projected completion to be August 2023

k. Eastern Market;

Answer:

- Major Projects Construction Project
 - Design & Construction Services Procurement March/2023
- Switchboard, Control & Exterior Wall Restoration
 - Design & Construction Services Procurement – April/2023
- HVAC/Chiller Upgrades
 - Project underway, funding has been encumbered and project projected to be completed in May/2023

l. Fleet Replacement/Upgrade;

Answer:

FY23 is the first year that DGS received dedicated capital funding for fleet. To-date, DGS has committed/obligated \$1.3M for 30 vehicles and is working with DPW on committing/obligating the remaining balances as soon as vehicles are available for purchase. DGS has an urgent need for additional equipment for its grounds crew as well as trash trucks for its waste program, and is working with DPW on fulfilling these vehicle needs.

m. Marion S. Barry, Jr. Building;

Answer:

- HVAC Design to be completed – August 2023
- Sewage Pump Upgrade – Procurement July 2023
- Building Management System Replacement
- Procurement of Design/Build Mechanical Contractor in April 2023
- Switch Gear Replacement for Cooling Tower
- Procurement May 2023

n. DC General Campus Renovations;

Answer:

- DC General Buildings 8, 12, 13, 14 & 15 HVAC upgrade
 - Procurement for a Design-Build vendor is in progress and scheduled to be completed April 2023.
 - Project projected completion to be September 2023

o. Eastern Market Metro Park;

Answer:

Outstanding work includes the replacement of Parcel 4 crushed granite with pavers, Love Hands artwork installation, replacement of cracked boards at the boardwalk, and

review of lighted bollards. Target completion is Spring-Summer 2023 due to permitting and weather condition constraints.

p. Public Restrooms;

Answer:

This project is currently being evaluated for next steps. A project plan, including a spend plan, will be developed soon as the project gets underway.

q. New Hospital Project Public Parking Structure;

Answer:

- This project is in close-out and the remaining funds will be encumbered by April/2023 once all project related costs have been reconciled.
- The correct name for this project is the St. Elizabeth East Phase 2 Parking Garage Parcel 6. A separate dedicated parking garage will be built as part of the new Cedar Hill hospital project.

r. Non-Structural Renovations;

Answer:

3720 MLK Ave. - Project Funding drastically reduced and the project is currently on hold awaiting further directive on needed improvements to the building. Some stabilization is needed in the building to halt continuing vandalism.

s. Facility Condition Assessments;

Answer:

Approximately \$1.5M is budgeted for FY23.

t. Reeves Center Renovation;

Answer:

Funding for identified life safety upgrades reduced as these are deemed unnecessary as the city is in the process of disposing of the asset. Awaiting DGS-Portfolio's confirmation of revised timeline and then CCSD will reassess and reengage with budget office for funding for critical needs in view of the delayed disposal.

u. ADA Compliance Pool; and

Answer:

ADA Compliance Pool Funds have been moved to the client agencies budget, specifically DPR and DCPS.

v. DC Village Campus Upgrades.

Answer:

Funding will be used for boiler replacements at DC General due to emergency nature of work.

List of Client Agency Capital Projects

91. Please provide a list of all completed, ongoing, and planned capital construction and modernization projects by the Department in FY 22 and FY 23 to date. Please provide the client agency, name, address, ward, square footage, and expected completion date for each project.

Answer:

See attachment labeled: (Capital Construction Services Division) Q.091 All Active + Completed Capital Projects - 021023.pdf

92. Please provide a list of all completed, ongoing, and planned small capital projects by the Department in FY 22 and FY 23, to date. Please provide the client agency, facility name, address, ward, brief description, and expected date of completion for each project.

Answer:

See attachment labeled: (Capital Construction Division) Q.092 All Active + Completed Small Capital Projects - 021023.pdf

Controlling Costs and Staying on Schedule

93. How many construction project managers does DGS employ? How many projects does each project manager oversee at any one time?

Answer:

CCSD employs a total of (79) construction project managers. The total includes (18) FTEs and (61) full-time contractors. The total does not include management staff. Project managers manage between (1) and (16) projects of various sizes and complexity levels. The average dollar volume of work managed by a project manager at any one time is approximately \$48M.

94. Provide a list of capital construction projects (DGS or within a client agency) which went over budget in FY22 or FY23 to date. For each project, identify the cause and the source of funds used to coverage any overages.

Answer:

- See attachment labeled: (Capital Construction Division) Q.94- Cap projects requiring funding.
- See attachment labeled (Capital Construction Division) Q.94-Projects delivered late
- District law does not allow DGS to proceed with any work beyond the allocated budget. There are instances where the scope of a project can grow due to various reasons such as unforeseen site conditions, community requests, market changes, etc. If additional scope exceeds the available budget, then additional funding may be requested, or the project is put on hold. In instances where additional funding is approved and added to the project, the budget is increased to accommodate the additional scope. In instances where additional funding is not added, the project may be completed with reduced scope (I.e., Amenities, programming space) or put on-hold.

95. Provide a list of capital construction projects (DGS or within a client agency) which were delivered overdue in FY22 or FY23 to date. For each project, identify the cause of delays.

Answer:

Agency	Project	Cause for Delayed Delivery
DPR	Hearst Park & Pool	Groundwater inundation in 2020 was largely mismanaged by the GC, and once this was resolved the remaining work was mismanaged by the GC. Scheduled completion was January & March 2020 for the two phases of the project, but the actual completion was May 13, 2022.
DPR	Francis Pool Shell Replacement	Significant pool wall damage was found during pool shell demo which caused a significant cost increase and 5-month delay for design, construction and permits. Then, the electrical upgrades on the project were delayed in shipping for (3) months. Project was originally scheduled to be complete in May 2022, but now the completion date is scheduled for February 2023.

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

Answer:

DGS has introduced standard specifications and Owner Project Requirements (OPR) for school projects and used them as part of RFPs starting in FY2022. For example, DGS included preferred HVAC systems, and standard specifications for doors and hardware.

97. Describe DGS's broad efforts to control costs and reduce error and omission change orders?

Answer:

DGS Capital Construction Services Division had (0) errors and omission change orders in FY22.

98. Describe DGS' project close-out procedures. Which other agencies (DC Health, Department of Buildings, etc.) are involved and how does DGS work with them to ensure on-time delivery?

Answer:

DGS project close-out procedures are outlined in the DGS Turnover Protocol and outlines the process for transfer of a construction project from the Capital Construction Division (CCSD) to the Facilities & Maintenance Division (FMD). The step-by-step procedures, and associated documents, provide the process to:

- Allow FMD input into the design process,
- Provide FMD with knowledge of upcoming revisions and additions to the DGS portfolio.
- Guide the collection of project documents required to be placed in DGS archiving system for future use and reference.
- Facilitate timely transfer of the documents required by FMD to adequately maintain the facility (I.e., operation & maintenance Manuals, as-built drawings, training videos, etc.)
- Provide the formal documentation of project close-out completion and building turnover to FMD.

As part of achieving proper closeout for capital projects, many of the documents and criteria require direct coordination with other DC agencies. For instance, modernizations or large improvements require a Certificate of Occupancy (COO) for building users to safely inhabit and that is issued by Department of Buildings (DOB). The COO Application is reviewed by multiple groups within DOB, and often includes an oversight inspection by their team. Additionally, DC Health approves all school modernizations, and any swing site that is changing schools, even if there is no construction work. A group within DC Health inspects all commercial kitchens after a COO is achieved. A separate group within DC Health also requires both a virtual and in-person inspection of any Health Suite. The Nurse's computer and other FF&E items need to be moved to the new health suite before DC Health will agree to conduct an inspection.

99. What steps is DGS taking to ensure timely delivery of all capital projects?

Answer:

DGS has focused additional efforts on understanding and refining client agency needs and scopes of work for projects. Better scopes of work enable more accurate budget and schedule planning. DGS has also advocated for additional contracts and procurement staff to support the current project load and reduce procurement timelines. Other efforts include annual refinement of the Educational Specifications which are used to guide school design. DGS is also providing more documentation to bidders up front about the existing conditions of capital projects, to help mitigate unknowns where possible.

100. How are swing spaces for school modernizations determined? What flexibility exists to relocate swing spaces closer to schools?

Answer:

Swing campuses are determined by DC Public Schools (DCPS). DGS advises DCPS on the cost, constructability, and schedule of any new proposed swing campus. DCPS makes every effort to locate swing campuses as close to the school undergoing a modernization as possible.

DME High School Sports Review Study

101. The Office of the Deputy Mayor for Education (DME) recently published its "[High School Sports Review Study](#)" by Windsor Athletics. The report made several recommendations related to sports facilities in the District. Please describe DGS' engagement with the report's authors and work to implement their facility recommendations.

Answer:

DGS will work with its client agencies to develop scopes of work, budgets and schedules for any parts of the study's recommendations that they request DGS to implement.

102. *The report identified the shortage of 90-foot baseball fields as a challenge in the District and recommended partnering with the National Parks Service to build new 90-foot baseball fields at the Carter Barron near the Fitzgerald Tennis Center. Does DGS have any reaction to this recommendation?*

Answer:

DGS will support DPR if the agency decides to move forward with the design and construction of a new 90-foot baseball field at the Carter Barron site.

103. *The report recommends building an athletic complex similar to New York City's Randall's Island at the former RFK Stadium site and/or Kenilworth North, as well as renovating the DC Armory to accommodate an indoor track facility. Does DGS have any reaction to this recommendation?*

Answer:

DGS will support DPR if the agency decides to move forward with the design and construction of a new athletic complex and renovation of the DC Armory to accommodate an indoor track.

Public Restrooms

104. *Has the Department or the public restroom facility pilot working group prepared or obtained any estimates of the cost of the 2 pilot public restrooms required under the Public Restroom Facilities Installation and Promotion Act of 2017? If so, please share the estimates with the Committee.*

Answer:

The budget estimate per restroom is approximately \$980,000. Final pricing may differ, depending on market conditions at the time of acquisition.

105. *What is the District's current building code or design specification for gender-inclusive restroom facilities? How is DGS working with its client agencies to ensure gender-inclusive restrooms are available in District government spaces like schools, pools and recreation centers?*

Answer:

The District does not currently have a building code or design specification for gender-inclusive restroom facilities. For future school modernization projects, DGS plans to continue to offer a single user restroom that is labeled "All Gender" near any group restroom that designates a gender to allow for a more private but equitable experience. Other projects have started to adapt toilet-only (no urinal) group restrooms based upon the Bard model to allow for flexibility in future policy. There are some energy and water usage challenges with this approach because urinals use significantly less water than toilets but where possible the plan is to eliminate them throughout the building.

106. *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. Is it standard practice now for DGS' Capital Construction Division to install publicly accessible restroom facilities in all DPR facilities? Why or why not?*

Answer:

- See attachment: (Capital Construction Services Division) Q.106 DPR Outdoor Access Restrooms.pdf
- It is now standard practice to include publicly accessible restroom facilities in all DPR facilities. The newest is located at the Arboretum Recreation Center. There is one included in the design of the new Congress Heights Recreation Center.

DC Archives

107. What construction cost figure has DGS directed architects Hartman-Cox to use for the DC Archives project? Is that in the current FY23-28 capital budget? If not, why not?

Answer:

The tentative design-to project budget including design and construction is \$103M. Currently, the approved funds in the CIP are \$73M

108. What is the current schedule for design and construction of the new DC Archives? Are we proceeding on schedule? Explain why or why not.

Answer:

Design is currently progressing on schedule and projected to be completed in Q2 FY24. Construction is currently on schedule to start and be completed from Q3 FY24 thru Q3 FY26.

109. Explain DGS' plans for public involvement in the planning for the DC Archives project, including the Archives Advisory Group (AAG).

Answer:

All correspondence and project updates about DC Archives will be communicated to Archives of American Gardens (AAG), Friends of the Archives and the Local ANC via Office of Public Records (OPR). DGS will provide project specific information to OPR. Subsequent information is also published to the DGS Website under the Archives Project. A consistent channel between OPR and AAG has been established and will continue to be the main conduit of information.

110. How has DGS worked with OCTO to accommodate digital archiving and research?

Answer:

Our client agency the Office of the Secretary/Office of the Senior Advisor will be working in coordination with the National Archives to perform digital archiving services. DGS's scope for this project is design and construction of the new building.

[OBJ]

111. Neighbors have long expressed concerns about the safety of the Langdon park playground and access to recreation center programming for District youth. Describe how you will address these concerns in your redevelopment for Langdon Recreation Center.

Answer:

When the design process begins for the modernization for the Langdon Recreation Center, DPR will engage the community through several meetings. At those meetings, DPR will listen to the concerns of the community regarding the playground and access to the programming at the

center. The concerns that can be met through the building design and budget will be incorporated into the building program for construction of the new facility and playground.

112. *Neighbors in Ivy City community have long complained about pollution, trash, and other environmental justice issues. Please describe how you plan to address these concerns and the redevelopment plans for Crummell.*

Answer:

The new community center at Crummell will provide a new facility for recreation, community meetings and gathering place. DGS will work to keep the new facility clean and well maintained.

113. *There has been a delay in completing the renovation of the Old Council Chambers at 441 4th Street NW, Washington, DC 20001. Please provide an update for the Old Council Chamber's renovation.*

Answer:

Our records indicate that the Old Council Chamber renovation was completed on 12/30/2021. Please confirm the specific work and location in question.

114. *The Hearst Park and Pool project was mismanaged in terms of severe delays and resulted in the death of one tree due to water inundation, the significant decline of a second tree due to construction activity, and vulnerability to other trees as identified in a report prepared by Ms. Munevver Ertem, DDOT-Urban Forestry Division (DDOT-UFD) dated July 25, 2022. DGS had assured the community that they would be doing work that would be completed by December 31, 2022, to save the trees, but at this time, the work remains incomplete, and DGS has failed to provide an update. Can you describe why the delays took place and if the trees are now safe?*

Answer:

DGS sent out an update to the community on 1/23/23. Tree remediation work began on 12/19/22 and was scheduled to be completed by 12/30/22, the work encountered delays due to losing (2) days to the holidays and (2) more days due to heavy rain. The project was completed on 1/6/2023 An update was published on the project website as well as sent out to the ANC, council offices, and community members after the french drain and minor grading completed are currently working properly.

DGS, DPR and the design team will continue to monitor the new work over the next couple of months. The DDOT Urban Forestry Department (UFD) will have a certified arborists periodically inspect the remaining (4) heritage oaks in this vicinity of the park. UFD has also planted (2) new trees in the vicinity of the tree that was removed, and they plan on planting one more tree in this area. It should be noted that it may take hours or days for surface water to be fully absorbed after a rain event depending on many factors such as the amount of rain and outdoor temperatures. This means that some puddling may be observed after rain events and the system is indeed working.

115. *Post construction of Hearst park and pool, the soccer field and areas around the trees remain inundated with water. How will DGS fix this issue?*

Answer:

- See attachment labeled: (Capital Construction Services Division) Q.115 Hearst Construction Update_ Jan 2023_23.pdf
- DGS has completed the installation of a new French drain, minor grading near the soccer field and installed an additional drain near the heritage trees to assist with the timely removal of standing water near the field and trees. The field was aerated on 11/29/22 and the irrigation system was adjusted so that it would not come on as frequently as it did before the aeration was performed. Aeration allows the water to drain more efficiently through the hard packed surface of the field from heavy foot traffic. As noted above, it may take hours or days for surface water to be fully absorbed after a rain event depending on many factors such as the amount of rain and outdoor temperatures. Due to the colder temperatures during these winter months, it's expected to see standing water take a bit longer to be fully absorbed into the soil. DGS will continue to monitor the field's absorption rate and adjust as necessary so the field will be ready for spring.

Facilities Management Division

Overall

117. Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Facilities Management Division. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.

Answer:

Strategic Objective: Provides a clean, safe and operational work, living, learning and play environments for District agencies, emergency responders, residents and visitors through effective and efficient facilities management and maintenance.

The Facilities Management Division has identified the following FY22 KPIs for the following categories:

- Median Completion Time (Emergency Work Orders) - identifies a more descriptive statistical unit of measurement that captures the time it takes to complete a work order based on problem type.
- Median Completion Time (Non-Emergency Work Orders) - identifies a more descriptive statistical unit of measurement that captures the time it takes to complete a work order based on problem type.
- Percentage of Emergency Work Orders Completed within SLA - identifies how many work orders are successfully completed within Service Level Agreement (SLA) for each client agency. This helps FMD to identify any pressures, challenges, or obstacles throughout the workflow process.
- Percentage of Non-Emergency Work Orders Completed within SLA - identifies how many work orders are successfully completed within Service Level Agreement (SLA) for each client agency. This helps FMD to identify any pressures, challenges, or obstacles throughout the workflow process.

These KPIs were selected to support and align with the agency's mission to "*build, maintain, and sustain*" a successful real estate portfolio by fostering client relations, through tracking the response times for these unique indicators.

118. Please provide an update on the Facility Management Division's achievements in FY 22 and FY 23 to date.

Answer:

The following achievements are examples of activities and programs that have demonstrable successes outside of work orders.

- **COVID Sites** – DGS continues to have success delivering COVID-related services such as enhanced cleaning, COVID security, plexiglass for elections, and leasing of COVID testing centers.

- **Preventative Maintenance** – In FY22, DGS executed a comprehensive survey of critical HVAC assets across the DCPS portfolio resulting in a catalog of roughly 24,000 pieces of HVAC infrastructure.
- **Client Agency Facility Support** – FMD provided maintenance and repair services to facilitate on-time openings and continuous operations of District of Columbia Public Schools (DCPS) and the Department of Parks and Recreation (DPR) programs and activities.
- **Seasonal Readiness** – FMD successfully provided readiness services for snow and ice removal, mowing, playgrounds, outdoor lighting, athletic fields, outdoor plumbing, and heating and cooling.
- **Environmental Programs** – FMD continues to provide class-leading environmental services citywide with successes in programs such as lead in drinking water, landfill remediation, and stormwater management.
- **Emergency Responses** – water intrusion at Marion Barry municipal building, water main break at Banneker HS, Plumbing Emergencies at Brent ES, flood response at Stevens, Reed and Boone ES, and fire restoration at the West Virginia DPW transfer station.
- **CBE Engagement** – FMD contributed to exceeding the agency’s SBE goal completion by providing procurement opportunities for existing services as their contracts.

FY23

- **In Progress** - To date, other than scheduled services and aforementioned programs, FMD has provided emergency response to various client agencies such as the temporary boiler installation and capital planning for long-term solutions at the Department of Corrections, asbestos abatement at DC General, leak responses at Stuart Hobson and Goding, Lasalle Backus flood response and structural drying, Hart Middle School kitchenette installation, structural repairs at Engine 25, and stabilization of the OSSE Terminals.

119. Please explain how FMD works with its client agencies to determine their priority facility needs.

Answer:

FMD engages with client agencies through multiple avenues. For work orders, DGS requests that clients use the prioritization tool within the Salesforce system. For client agencies tending to vulnerable populations, there are recurring meetings scheduled with FMD leadership as well as designated liaisons to facilitate escalation and project management as needed.

120. Please explain how FMD categorizes its work into problem types and sub-problem types. For each sub-problem type, identify the typical priority level assigned: routine, high-priority, or emergency.

Answer:

Emergency: Emergencies are situations which pose an immediate threat to operations, or partner agencies’ 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 expected within 2 hours, depending on the nature of the request with stabilization or completion within 24 hours.

High: Issue presents a potential health or safety risk, potential risk to programmatic operations. Or is escalated by DGS Senior Level Management.

Routine: Normal building maintenance repairs that will not significantly impact operations. May include aesthetic or landscaping issues.

121. What percentage of work orders were completed by DGS employees in-house vs. by contracted vendors in FY22 and FY23 to date? Provide an overall answer and a breakdown by problem type:

Answer:

The aggregate total of work orders completed in FY22 and FY23 to date is 38,095 across all work teams and problem types. DGS in-house teams completed 18,992, or 49.8% of those work orders while 50.2% of work orders. Keep in mind that much of the agency's scheduled maintenance doesn't quantify itself in the work orders system. Work Teams like the Environmental Services unit, Contract Services Unit (*which completes work orders across all problem types except for HVAC and Environmental Services*) and the Field and Grounds Services unit (Mowing/Janitorial) use vendors to manage their workload. Other units like the Boiler Plant Operations Team that provides HVAC Services City-wide, uses a mix of FTE's and Vendors to support work order requests.

In FY22 BPO used contractors to complete ~75% of their work orders while FTEs completed the rest. BPO Engineer's are also responsible for providing HVAC PM citywide, daily Boiler Plant inspections and facility thermal comfort checks. Additionally, assessments and scopes of work for repairs are all prepared by BPO Engineers assigned to the affected buildings. All of these maintenance activities aren't quantifiable in the SalesForce system, but they constitute the bulk of the BPO Engineer's daily activities. In FY23, the percentage of contractors completing work orders has shifted downward from 75% to 60%. By filling vacancies, FMD-BPO has been able to build out its HVAC Repair capacity, thus increasing the number of work orders that can be resolved using the in-house teams.

- Electrical Services – **5,165** (13.56% of the overall workload)
- Environmental Services – **2,465** (6.47% of the overall workload)
- Exterior Services – **3,100** (8.14% of the overall workload)
- HVAC Services – **6,485** (17.02% of the overall workload)
- Interior Services – **11,678** (30.65% of the overall workload)
- Plumbing Services – **8,113** (21.3% of the overall workload)
- Other Services – **1,090** (2.84% of the overall workload)

122. What internal audits, if any, were conducted in FY22 to investigate the quality of completed work orders? What is your process for reviewing completed projects? Please provide documentation.

Answer:

The Facilities Intake Request Service Team (FIRST Team) conducts both work order business process efficiency and work order data audits. For example, in FY22, FIRST conducted an audit

of work order data related to Athletic Fields, Parks, Playgrounds and Recreation Centers. In preparation for Summer '22, we conducted an audit of work orders that have aged from previous fiscal years, the most requested problem types and which locations submitted the highest volume of work order request. A data audit like this is conducted to help guide the work order execution process and assist Operations in discussions with Clients when prioritizing work orders for reduction programs. (Document Attached-Data Reports for Fields and Recs)

Facilities Intake Response Service Team (FIRST)

123. Please provide a copy of the FIRST Procedures Manual.

Answer:

See attachment labeled: (FIRST Team- Office of the Director) Q- 123- FIRST Team Procedural Manual

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

Answer:

DGS is currently working with its Agency partners to establish more specific timelines based on the urgency of and problem type of repair requests. Agency partners indicate the priority of requests to be approved during the intake process using Salesforce. Below are the priority levels along with the estimated time to complete:

EMERGENCY: Emergencies are situations which pose an immediate threat to operations, or partner agencies' 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 expected within 2 hours, depending on the nature of the request with stabilization or completion within 24 hours.

HIGH: High Priority situations are maintenance issues that require expedited, but not immediate attention. These issues receive priority over routine issues, are usually addressed during regular maintenance hours, and are typically completed within 10 days.

ROUTINE: Routine maintenance issues are those that do not require immediate attention and generally can be handled during normal maintenance hours. These issues are typically completed within 45 days but may require a few days or even weeks before maintenance staff is scheduled to visit your property, as these issues are not critical or potentially damaging to health or property.

125. Provide a total count of work orders initiated in FY22 and FY23 to date. Of this total, how many were approved by FIRST?

Answer:

Fiscal Year	Total Requested	Total Rejected/Cancelled*	Total Approved
FY22	35,337	3,715	31,622
FY23	11,616	851	10,765

* Rejections and or cancellations are typically due to improper service request for the property, duplicate request or the request is considered scheduled maintenance e.g. mowing, HVAC filter change.

126. *Of the total approved work orders in FY22 and FY23 to date, provide a list breaking down which FMD work team (ex: in-housing plumbing, CMC vendor, contract services, etc.) was assigned to respond.*

Answer:

Please see response to question #121.

Work Order Timeliness

127. *What percentage of work orders, by priority level and problem type, were completed within their SLA in FY22 and FY23 to date?*

Answer:

Percentage of Work Orders completed within SLA			
	Emergency	High Priority	Routine
Electrical Services	80%	47%	53%
Environmental Services	30%	16%	70%
Exterior Services	61%	46%	48%
HVAC Services	32%	5%	45%
Interior Services	65%	59%	66%
Plumbing Services	69%	34%	58%
Other Services	50%	23%	38%

128. *The FY23 agency Performance Plan says the median completion time for nonemergency work orders in FY22 was 95 days and that only 54.1% of nonemergency work orders were completed within the SLA. Outline FMD’s efforts to improve these figures in FY23 and beyond.*

Answer:

In FY22, DGS Calculated the median completion time for non-emergency work orders at 32 days, with 51.26% of non-emergency work orders being completed within the SLA across 28,085 completed requests.

FIRST Team Narrative: The median completion time calculation is a result of when the work order was completed in Salesforce and doesn’t always reflect when the actual work in the field was completed. Any efforts to improve this metric should be focused on data management. To support the Facilities Division, FIRST Team will implement the following:

- Re-format SCRUM on Tuesdays, bi-weekly to include a dedicated **work order performance** discussion.
- Standardized “**Time-to-Complete**” reporting from Salesforce to Division Leadership and Operations Managers (This can be automated)

Additionally, Salesforce work order system enhancements in FY23 include Craftsperson workflow improvements such as SMS notification with embedded links to assignments to bridge access gaps. Other improvements include streamlined uploading of photos, notes and actual hours as well as one-step “complete task” functionality to assist with closing the gap on the “Time-to-Complete” metrics.

129. What is the protocol for communicating with client agencies when a work order exceeds its SLA?

Answer:

DGS is in constant communications with client agencies about work order priorities. In most cases, if a priority work order is flagged by a client for being out of SLA, the DGS agency liaison works with Operations Managers to provide the appropriate updates and remediation plans for the work itself.

130. The Office of the DC Auditor recently 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. Please share a narrative update on further progress towards improving work order management and implementing the report recommendations since this response.

Answer:

As noted in the responses to the audit provided by DGS, many of the recommendations aligned with efforts already underway by the agency except for just two.

Interactive Performance Monitoring

- Various divisions collaborated to review the current KPI’s for work orders, FY22 performance plan final numbers as well as looked ahead at the FY23 performance plan to determine what data would be most useful for a frequent and open work order performance discussion.
- Data stakeholders (FIRST, Salesforce, Performance Management) created KPI reports in Salesforce that will be used to enhance the internal Current State work order dashboard.
- Work Order performance & KPI discussions are set to happen on a bi-weekly/monthly basis during the FIRST Teams internal morning meeting versus having those discussions quarterly. The work order operations teams will have a visualization of the work order related performance in real time.

Inventory Management System Implementation

DGS’ progress on this effort is explained in question #132.

131. 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. Explain why so many work orders would be caught part-way through

the process. How does DGS decide when to mark a work order as “closed” or ask a craftsperson to go back and re-do work that was not done satisfactorily?

Answer:

During the oversight roundtable on the work order audit, DGS touched on some of the challenges that contributed to work orders lagging in the completed status. Human capital pressures add to this issue, some Supervisors/Lead Craftsperson are wearing multiple hats to fill gaps and often are the same individuals executing the work in the field. In this instance, the administrative task of “closing” a work order becomes a secondary priority to completing the work in the field.

There are two stages to finalizing a work order.

- **Completed** – This happens when a craftsperson or vendor has finished the assignment, submitted the required photos and provided the closeout notes. During this stage of a work order, client agencies are notified that a craftsperson or vendor has either finished a task or has made a recommendation to forward (*related work orders*) to a new work team due to the nature of the work. Also, during this stage, client agencies can engage DGS for a QA/QC period of 14 days and request a return visit if the work appears to have been completed in an unsatisfactory manner.
- **Closed** – This happens when a craftsperson or vendor has finished an assignment and the appropriate photos and notes have been submitted. After which the client has accepted the work as satisfactory, and the responsible operations manager has entered the necessary cost data e.g., craftsperson hours, material costs or vendor final costs.

132. *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.” Please share a detailed update.*

Answer:

Planning is underway, and funding is allocated to that and other system initiatives with an estimated completion in mid- 2023.

133. *Recommendation #2 was for DGS to implement a supervisory review process to provide an independent and objective assessment of craftsperson work. The audit observed “The system has the ability to provide estimated work order dates, but for 17 of 25 sampled work orders, DGS supervisory personnel failed to provide requestors with an estimated completion date. The “day of estimated completion” column on the DGS Public Work Order dashboard are more frequently “null” than dated specifically, and many of the given dates for completion are past on open work orders. Has DGS made any efforts to improve the inclusion of estimated completion dates? And has DGS made any effort to improve the accuracy of the provided estimated completion dates?*

Answer:

DGS has a relaunch of the Public Data Dashboard scheduled for mid-2023 along with other components of the work order management system. That re-launch will include an Estimated

Completion Date (ECD) column alongside the work order data as well as a more comprehensive view of the agency's work order performance.

An ECD is based on the information and resources we have at our disposal. When resource reviews have been completed by the Supervisor or Leader, the ECD may need to continue to change until resources are present.

134. *Recommendation #3 was for DGS to track preventative maintenance through Salesforce. In response, DGS noted its survey of HVAC assets and plans to roll out a new maintenance module within its work order platform. Please share a detailed update.*

Answer:

This program has been funded in FY23. Phase 1 is currently in procurement and there will be a contractor on board during the month of March to complete the logging of the HVAC assets across the portfolio. Phase 2 is the development and deployment of the module in Salesforce using the HVAC asset catalogue. This will occur within four months of the Phase 1 award. Tangible data will be available during the summer Preventive Maintenance Program as the module will be in use.

135. *Recommendation #4 was for DGS to track work order history better. In response, DGS said its current default setting is to maintain historical data for 18 months but that it “will investigate the cost benefit of additional storage.” Please share a detailed update.*

Answer:

Expanded storage of work order data will occur during the agency's relaunch of the system mid-2023.

136. *Recommendation #7 was for DGS management to identify KPIs for FIRST, and then to monitor their performance on a consistent cadence. Please share an update on DGS' implementation of this recommendation. What metrics is DGS using to evaluate FIRST performance?*

Answer:

DGS is currently in the process defining the performance metrics for FIRST. We expect this process to be completed prior to the end of the fiscal year.

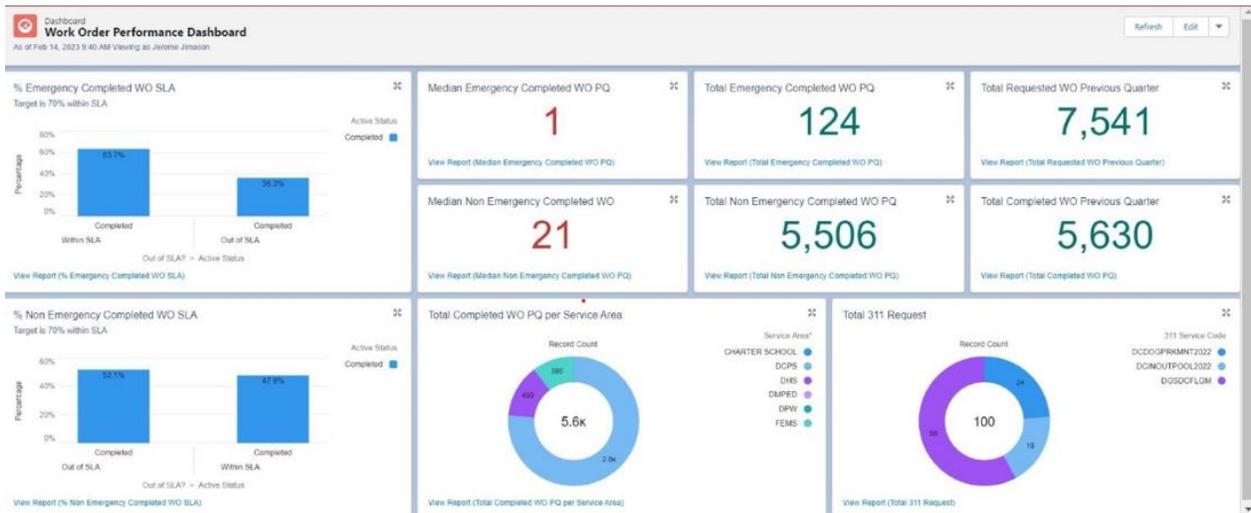
137. *In response to the audit recommendation #7, DGS said it was “developing a comprehensive reporting dashboard as part of this new performance approach.” Please share an update on this effort and a screenshot of said dashboard.*

Answer:

FIRST Team along with other data stakeholders have developed a comprehensive internal work order KPI dashboard that can be viewed through the Salesforce system. This dashboard will allow the agency to view the following performance metrics below. The dashboard will be used to visualize work order related performance data during discussions.

The dashboard contains the following key components:

- The percentage of Emergency work orders completed within the SLA per PFQ (Previous Fiscal Quarter)
- The percentage of non-Emergency work orders completed within the SLA per PFQ (Previous Fiscal Quarter)
- The Median completion time for Completed Emergency work orders in the PFQ (Previous Fiscal Quarter)
- The Median completion time for Completed Non-Emergency work orders in the PFQ (Previous Fiscal Quarter)
- Summaries of all completed work orders for both Emergency and Non-Emergency statuses.
- The total number of 311 requests received in the PFQ (Previous Fiscal Quarter)



DCPS Facilities Maintenance

138. Does DGS plan to use a “summer blitz” strategy for addressing outstanding maintenance issues in schools in 2023? Why or why not?

Answer:

Yes, DGS will use a work order reduction strategy in some cases, to address a portion of outstanding maintenance issues in schools while there are fewer activities occurring in the facilities. DGS will collaborate with DCPS to prioritize existing work orders, DGS will price the work, determine if the budget allows and determine what would be captured through upcoming modernizations.

139. Explain how FMD works with DCPS to monitor and identify priority work orders. Does DCPS identify its own priority work orders separate from DGS' priority system (routine, high-priority, and emergency)? If so, please explain why and how that prioritization system is communicated to schools and the public.

Answer:

In addition to our regular workflow process of defining work orders between emergency, high and routine priority, FIRST Team has also established a prioritization tool within Salesforce for DCPS leadership to provide input as to what they have deemed high priority. These work orders are monitored throughout the year and are the first pool of work orders examined to be included within Facilities special projects and work order reduction efforts.

140. Explain the roles and responsibilities of DCPS' school-based staff (i.e., custodians, foremen, etc.) for building maintenance. Is there a comprehensive list of duties that school-based staff are expected to complete on their own? Is there a complementary list of duties that rise to the level of DGS' responsibility? If so, please share a copy of each list. If there is not a list, explain how DGS ensures efficient and timely response to maintenance issues that arise in schools.

Answer:

We defer to our client agency DCPS to state the responsibility of their school-based staff and expectation of completion. Regarding problem types, please refer to the attachment provided for question #146.

141. Explain DGS and DCPS' current process for quality assurance/ quality control (QA/QC) of work orders and how long it takes. Is there a written policy? If so, please share a copy. Can work orders be marked "closed" without input or confirmation from school-level staff that the work has been done satisfactorily? If so, please explain and share why DGS and/or DCPS Central Office staff can manage QA/QC on their own.

Answer:

DGS has integrated DCPS into its quality assurance / quality control (QA/QC) process. In response to concerns about proper QA/QC review of some work orders, DCPS now has 10 days to review and reject a reported completed work order directly into Salesforce. This notifies DGS and produces a response action to review workmanship, reconsider the status of the repair and take corrective action. There is not a written standard operation procedure, but we created this functionality within our Work Order Management system and have trained DCPS on how to use it. There have been concerns raised about the available window for a work order rejection. However, with 10's of thousands of annually completed work orders, extending that time frame or making an acceptance/rejection by DCPS mandatory can have a negative impact on DGS' ability to complete work orders in the system in a timely manner. This is a new procedure that will be considered for other agencies if deemed successful. We need time to see how it works long term.

142. Some DCPS playgrounds are accessible to the public during non-school hours and others are not. Please share a breakdown of which DCPS-based playgrounds are accessible to families and community members and whether there is a written policy governing these decisions.

Answer:

See attachment labeled: (FMD) Q.142-DCPS Track and Field Policy.pdf

DCPS playgrounds and other exterior assets are generally closed to the public during the school day and for school sports and activities. In reference to evening and weekend community usage, this is dependent on funding for additional custodial staff to provide access and janitorial support of the areas in preparation for student usage.

143. Can DGS provide an update into the ongoing leak(s) in the Jackson-Reed auditorium that are contributing to continued water damage to the electrical systems and facility, genie lifts, sound system, A/V system, and other structural issues described in this report from June 7th, 2022, written by Karen Harris, Musical Theater Director at Jackson-Reed and shared with DCPS officials on June 8th, 2022?

Answer:

A leak on a restroom line caused water to drip on the Dimmer and Power Bank Racks 1 & 2 for the auditorium lights, this led to a shortage in Power bank 2, damaging components and making the power bank inoperable. Leaks were abated in Summer of 2022 and a temporary lighting system was installed prior to school opening in August. A DGS and DCPS staff coordinated walk through of the school was conducted the week of February 6, 2023, and it was confirmed that this leak no longer exists. There appears to be a new leak above the stage. We have scheduled a contractor to be on site the week of February 27, 2023, to create a scope of work so that we can then source a vendor to complete this repair.

DPR Facilities Maintenance

144. Provide a list of DPR indoor pools, outdoor pools, and spray parks in operation in FY22 and FY23 to date. For each, indicate whether the facility is currently in a state of good repair, or if it will need significant maintenance or capital repair work to be operational by spring 2023.

Answer:

See attachment labeled (FMD) Q-144- FMD-DPR pool-spray parks

145. Explain how FMD works with DPR to monitor and identify priority work orders. Does DPR identify its own priority work orders separate from DGS' priority system (routine, high-priority, and emergency)? If so, please explain why and how that prioritization system is communicated to staff and the public.

Answer:

FIRST Team has established a prioritization tool within Salesforce for DPR leadership to provide input as to what they have deemed high priority. These work orders are also monitored throughout

the year and are the first pool of work orders examined to be included within facilities special project and blitz efforts.

146. Explain the roles and responsibilities of DPR staff (i.e., site managers, recreational staff) for building maintenance. Is there a comprehensive list of duties that DPR staff are expected to complete on their own? Is there a complementary list of duties that rise to the level of DGS' responsibility? If so, please share a copy of each list. If there is not a list, explain how DGS ensures efficient and timely response to maintenance issues that arise at recreational facilities.

Answer:

- See attachment labeled (FMD) Q. 146- Problem Type Breakdown
- We defer to our client agency DPR to state the responsibility of their staff and expectation of completion

147. Share an update on the DGS Maintains pilot. Which DPR facilities participated? What trends or metrics did DGS use to monitor effectiveness? What lessons were learned and is the pilot still ongoing?

Answer:

The DGS Maintains pilot has been discontinued. The pilot focused on 3 unmanned parks with a range of active and passive park uses.

- Fort Lincoln – Ward 5
- Oxon Run – Ward 8
- Takoma – Ward 4

Constituents had the ability to report issues for over 23 problem types within Safety (hazardous conditions), Facilities Repair (Broken basketball rim, broken water fountain) and Grounds Maintenance (Overflowing Trash, Mowing requests). Trash Cans – Overflowing, Hazardous and Unsafe Issues, Tree Branch – Large, Tire Ruts - in grass, and Broken Equipment were the most reported issues across all 3 locations from 9/12/20 - 9/28/20. DGS did not create a parallel workflow for the pilot, but instead, incorporated the requests into the established workflow. DGS found that response times by various work team were quicker, and the issues (such as grounds related issues) were resolved in a reasonable timeframe, and in some cases the same day, due to higher quality data regarding the issue.

Synthetic Turf Fields, Tracks and Playgrounds

148. Provide a list of all synthetic turf fields (DCPS or DPR) in use in FY22 and FY23 to date. For each, indicate the year of installation and whether the field is currently in a state of good repair, or if it will need significant maintenance or capital repair work to be operational by spring 2023.

Answer:

See attachment labeled (FMD) Q148-synthetic turf fields

149. Provide a list of all running tracks (DCPS or DPR) in use in FY22 and FY23 to date. For each, indicate the year of installation and whether the track is currently in a state of good repair, or if it will need significant maintenance or capital repair work to be operational by spring 2023.

Answer:

- See attachment labeled: (Capital Construction Division) Q.149- DCPS-DPR Running Track List
- DGS does not maintain comprehensive data specific to running tracks only. The attached spreadsheet includes available data.

150. Provide a list of all playgrounds (DCPS or DPR) in use in FY22 and FY23 to date. For each, indicate the year of installation and whether the playground's equipment is currently in a state of good repair, or if it will need significant maintenance or capital repair work to be operational by spring 2023.

Answer:

See attachment labeled: (FMD) Q150-Playgrounds in use

151. Please provide an update on the Department's implementation of the Public Facilities Environmental Safety Amendment Act of 2020.

Answer:

During FY22, DGS prepared to implement the Public Facilities Environmental Safety Amendment Act of 2020 ("the Act") by conducting hiring of four new roles and establishing vendor contracts and procurement processes. In FY23, the focus is on operationalizing the Act. To do so, the team began executing the environmental risk testing schedule for buildings and recreation spaces with our vendor partners. The proactive, routine testing schedule ensures each DGS managed public building is tested once every 10 years across the 17 risks mandated by the Act. A similar schedule ensures each DGS managed public recreation space (e.g., playgrounds, athletic fields, dog parks, spray parks, or other space used for recreational activities that is owned or maintained by the District) is tested for lead once every three years.

To support enhanced community engagement, standard processes for signage at closed facilities, ANC notification, cross-agency collaboration and information sharing, and public meetings have been established. DGS is also building a public-facing dashboard to increase transparency by providing District residents current information about testing activities and results at public facilities. The estimated date of delivery is March 31st and will be accessible on the DGS website.

Detailed information is divided into three sections below. The first one lists key accomplishments related to the enablement and execution of the spirit of the legislation. The second one outlines the process for testing environmental risks and community outreach. The last one summarizes our next steps, as well as ongoing activities.

Key accomplishments

Personnel

- Hired Environmental Protectional Specialist
 - Hired an Environmental Protection Specialist to manage on site environmental assessments and corrective action plans for potential remediation sites. Provides expert analysis of assessment data to the External Affairs team and other stakeholders. Responsible for the on-time completion of environmental assessments, in accordance with applicable regulatory and other legislative guidelines and schedules established by DGS.
- Hired Attorney Advisor
 - Hired an Attorney Advisor to assist with the implementation of environmental and energy related legislation, including the Public Facilities Environmental Safety Amendment Act. To date, the Attorney Advisor has assisted with the Department's overall compliance with the legislation, assisted with the creation of a public-facing website required by the legislation, and has helped with the implementation of reporting timelines required under the law.
- Hired External Affairs Analyst
 - Hired an External Affairs Analyst to manage community engagement related to environmental testing results and remediation under the Amendment Act. To date, the External Affairs Analyst has established a public-facing website, designed a notification process and templates for the ANC and the community at large, and has begun compiling playground warranty information. The Analyst has issues two ANC notification letters for lead at playgrounds at Raymond Elementary at Meyers Swing Space and Oyster Adams Bilingual School (Adams Campus).
- Hired IT Program Analyst
 - Hired a Program Analyst to oversee the maintenance of DGS dashboards, the enterprise warehouse, and other systems. The position also involves the development of solutions to improve the efficiency of the operations of the agency's systems as well as maximizing the available tools. The work involves collaborating with other departments in the creation of applications, developing user interfaces, and improving the user-friendliness of existing ones.

Operations/Implementation

- Established intergovernmental process for communicating actionable test results.
- Established building testing schedule
 - Tested 12 buildings from January 1, 2023 – February 7, 2023
 - 54 buildings are planned for 2023 out of 688 over 10 years
- Established playground testing schedule
 - Tested 40 recreational spaces from January 1, 2023 – February 7, 2023
 - 100 playgrounds and other recreational spaces are planned for 2023 out of 223 over 3 years

Community engagement

- Published [website](#) summarizing the legislation's requirements
- Designing a public dashboard for viewing testing activity and results

- Held first community meeting to share actionable environmental risk testing results
- Established community meeting agenda, content, and schedule
- At Raymond Elementary at Meyer Swing Space and Oyster Adams Bilingual School (Adams Campus), the risk was successfully remediated in less than a week through power washing the synthetic playground surface and HEPA vacuuming it
- DGS is awaiting retest results from the remediation that took place at Park View Recreation Center February 15, 2023.

Process Details

We established a standard approach to testing and community outreach as outlined below:

I. Testing

DGS shall conduct lead testing of all public recreational space surfaces (e.g., playgrounds, fields, etc.) composed of, in whole or in part, synthetic materials on a staggered, three-year cycle, using testing practices recommended by ASTM International (formerly known as American Society for Testing and Materials) or a similar testing standards organization. That means each recreational space with synthetic surfaces is tested for lead every three years, at a minimum.

DGS shall also conduct environmental hazard studies of all public buildings to identify risks across 17 categories on a staggered, 10-year cycle. That means that each building is tested every 10 years, at a minimum. The categories to be tested include:

1. Indoor air quality
2. Outdoor air quality
3. Ventilation and temperature control
4. Mold or mildew
5. Pests
6. The use of any pesticides that are not minimum risk pesticides or organic pesticides
7. Toxic chemicals and hazardous waste
8. Asbestos
9. Lead-based paint
10. Lead in drinking water
11. Radon
12. Carbon monoxide
13. Groundwater quality
14. Dust
15. Gas and diesel emissions
16. Polychlorinated biphenyls
17. Volatile organic compounds

II. Community Outreach for Environmental Safety Testing at Public Facilities and Recreational Spaces

The Public Facilities Environmental Safety Amendment Act of 2020 establishes a requirement for communication to the community about environmental testing results and remediation. The steps below summarize DGS's approach to public notification under the Amendment Act:

Within 24 hours of receiving test results above the allowable threshold at a public facility, DGS will:

- Isolate the area where the environmental risk is located to safeguard the public until effective remediation occurs. At a recreational space which has actionable lead levels, that includes closure to the public.
- Keep the area closed until the environmental risk is remediated and a subsequent test determines that the risk is at or below published threshold levels.

Within 10 business days of receiving test results above the allowable threshold at a public facility, DGS will:

- Post conspicuous signage at the facility or recreation space that includes the reason for the closure, planned remediation, and contact information for a DGS employee.
- Update its website with the potential environmental risks found, the result of the test for each of those risks, the threshold levels at which remediation measures will be taken, and the planned timeline for remediation.
- Notify the Advisory Neighborhood Commissioner who represents the Single Member District where the facility or recreation space is located.

Within 20 business days of receiving test results above the allowable threshold at a public facility, DGS will:

- Coordinate with other relevant District agencies to conduct a community meeting to share testing procedures, test results, the remediation process, potential health risks, and the anticipated re-opening date of the facility or recreation space.

Annual Publications

By July 1 of each year, DGS will publish the following information:

- Any potential hazards identified at each site
- The testing methods employed to assess whether the conditions pose an environmental hazard
- The test results for each potential hazard identified
- The threshold levels at which remediation measures will be taken
- Any remediation measures taken

Next steps

- Continue routine, proactive testing of public facilities (buildings and recreation spaces)
- Continue to share actionable environmental risk test results on closure signage, with the relevant ANC Commissioner, and during community meetings
- Continue to compile warranties for synthetic surfaces to be published on Public Facilities Environmental Safety Amendment Act of 2020 website
- Publish public environmental safety testing dashboard

152. Are Events DC venues (ex: Convention Center, DC Armory, Fields at RFK, etc.) included in FMD’s portfolio? If not, please explain how maintenance issues are handled in these locations and why they are separate.

Answer:

Events DC venues fall outside of the FMD portfolio. DC Armory falls under the Federal purview and the remaining locations have separate staff and budget outside of DGS for maintenance and repair.

Additional Question added 2/6/2023- Please share a copy of the most recent boiler inspection reports for all DGS portfolio buildings (DCPS, DPR, police, etc.) completed in summer 2022. Please also share a summary document indicating whether each boiler passed or failed inspection, sorted by building.

Answer:

See attachment labeled: (FMD) New Question – Fall 2022 – Boiler Report Summary

Lighting

153. 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, please explain.

Answer:

DGS relies on partner agencies to report outdoor lighting issues through the work order system. They are typically categorized as “routine” work orders unless.

154. Of lighting issue work orders approved by FIRST in FY22 and FY23 to date, provide a breakdown by client agency, priority level assigned, and current status. Of work orders marked “closed,” indicate whether they were finished within their assigned SLA.

Answer:

Lighting Issue Work Order Summary							
Building Service Area	Out of SLA		Out of SLA Count	Within SLA		Within SLA Count	Grand Total
	Completed	Open		Completed	Open		
Health & Human Services	5	5	10	42	1	43	53
High		4	4				4
Routine	5	1	6	42	1	43	49
Municipals	156	131	287	564	25	589	876
Emergency				1		1	1
High	18	14	32	6		6	38
Routine	138	117	255	557	25	582	837

Parks & Rec	203	179	382	212	41	253	635
Emergency				3		3	3
High	27	12	39	30		30	69
Routine	176	167	343	179	41	220	563
Public Safety and Justice	205	93	298	435	44	479	777
Emergency	1		1	2		2	3
High	44	11	55	29		29	84
Routine	160	82	242	404	44	448	690
Schools	527	214	741	566	150	716	1457
Emergency	2		2	11		11	13
High	33	14	47	37	1	38	85
Routine	492	200	692	518	149	667	1359
Mix Building Group	27	28	55	33	6	39	94
Grand Total	1123	650	1773	1852	267	2119	3892

155. *Please share a list of CMCs active in FY22 and FY23 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.*

Answer:

See attachment labeled: (FMD) Q.155-FY 2023 list of active Consolidated Maintenance Contracts.pdf

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

Answer:

The scope for base services is the same. In some cases, specialized amenities are required to be added to a contract. During COVID, some of the CMC's were adjusted. DGS monitors to ensure that preventative maintenance is done for system failures, as well as outstanding work orders that are related to their base services.

157. *Explain the general rationale for the CMC model for maintaining District-owned facilities. Do buildings with CMCs have better outcomes in terms of work order timeliness or lower operational costs?*

Answer:

Consolidated Maintenance Contracts (CMC) or Integrated Maintenance Contracts cover routine, preventative, repair, statutory and emergency maintenance services.

These contracts aim to provide wholistic and on-site maintenance support that aims to achieve better operating conditions, faster response, and better customer service interactions as a primary outcome objective. Implementing CMCs can achieve cost reductions as facilities tend to run longer

with less emergency downtime for major equipment due to the preventive, predictive and routine nature of maintenance.

CMCs are typically reserved for some of our most critical properties, such as Unified Communications, Wilson Building, and both Reeves and Marion Barry municipal centers. If these sites experience downtime due to major equipment failure, it can have a rolling effect to the city's operations. It can operate independently of citywide staff members who respond to city wide issues, and allow a focused, concentrated effort on a particular property.

Work Orders are not typically a routine or preventative service and are funding dependent; therefore, they may not be a direct correlation between work orders and CMC contracts. The overall building tends to last longer with less issues when work is performed correctly.

311d Community Facilities Maintenance Requests

158. *The "School and Park Facilities and Grounds 311 Expansion Act of 2018"(D.C. Law 22-168 § 6072, 65 DCR 9388.) says: "Within 180 days after October 30, 2018, the Mayor shall permit persons to submit requests via the District's 311 system for repairs and other maintenance services at Department of Parks and Recreation and District of Columbia Public Schools facilities and grounds that are maintained by the Department of General Services."*

- a. Which service requests are currently available to the public via the 311 system?

Answer:

- i. DGSFLGM - FACILITY GROUNDS MAINTENANCE
- ii. DCSPRAY - SPRAY PARKS (seasonal)
- iii. DCDOGPRKMNT - DOG PARKS
- iv. DCINOUTPOOL - POOLS

- b. Describe DGS' efforts to expand integration with the 311 system so that more service requests may be submitted directly into the system by members of the public.

Answer:

- i. In FY22, DGS completed the expansion to include Spray Parks, Dog Parks and Pools. Previously, only Grounds Maintenance requests were available to the public. Currently DGS is a member of the 311 working group and is collaborating to enhance and expand the system citywide.
- c. What barriers exist to full integration with the 311 system?

Answer:

- i. The barriers are not technical in nature; there are process integration issues. Currently, DGS has ~3500 active users that are capable of creating work orders for the facilities they occupy. Full integration will potentially expose DGS to all e Districts Residents with access to a cell phone.

- ii. The system is not currently designed to do pre-screening of service types. The First Team would have to pre-screen a significant number of inquiries that most often may not be related to DGS services. The impact is the dedication of resources to pre-screen, instead of managing new and existing work orders.
- iii. 311 would need to drastically expand its service types to capture the level of detail DGS needs to issue work orders.
- iv. Currently, the Office of Unified Communications engages directly with the public on 311 requests and that would likely remain the case if full integration with 311 was achieved. This function does not fall under DGS's scope of responsibilities.
- v.

159. Members of the public may submit maintenance requests to DGS through their online “Community Facilities Maintenance Request Form.”

a. How many requests were submitted via this form in FY22 and FY23 to date? Breakdown answers by client agency and ward of location.

Answer:

- i. The total number of requests from FY22 to FY23 current is 1,846.

Ward 1	197 Cases
Ward 2	132 Cases
Ward 3	213 Cases
Ward 4	224 Cases
Ward 5	254 Cases
Ward 6	262 Cases
Ward 7	245 Cases
Ward 8	126 Cases

b. Does submitting this form automatically create a work order in Salesforce? If not, please explain why not.

Answer:

- i. Submitting a request this way does not automatically create a work order. It creates what DGS identifies as a “DGS Case” that is reviewed by a FIRST Team Member. Like the 311 system, the ability to abuse the form exists; therefore, requests are audited for critical data points. Requestor's contact information, location of the request and service request type are confirmed

before a case advances. Once a case is vetted, a FIRST Team member must reference existing work orders of similar problem type at that location.

c. Explain DGS' efforts to promote this form as how members of the public can notify DGS of maintenance issues.

Answer:

- i. Residents have multiple options to place a work order request for facility maintenance. For staffed sites, they can ask the site facility manager to place a work order request. Residents are strongly encouraged to use the Community Facilities Maintenance Request Form on the DGS website is promoted through community meetings, community outreach and engagement, and social media. However, it is essential to note that DGS relies on our partnerships with our client agencies (e.g., DCPS, DPR, DHS, etc.) to inform us of maintenance requests. Our standard practice is that the client agency enters work order requests. Since the agencies are familiar with their facilities, they can most accurately enter descriptions and locations. Agency representatives who submit work orders to DGS normally manage facilities operations, such as site managers at DPR facilities, Directors or Managers of School Logistics, Foremen, and Principals at DCPS facilities.

Landscaping and Mowing

160. Does DGS have any policy guiding the use of native (as opposed to non-native or invasive) species in plantings or other landscaping at District properties? In what instances will DGS plant (or permit contractors to plant) non-native species? Please provide any documents or other guidance DGS has promulgated laying out the agency's policy on non-native plantings.

Answer:

FMD and its contractors will only plant native plants as replacements. Facilities Grounds Services nor contractors' plant invasive species as we only replace existing plant life if damaged, died, or requested.

161. Outline DGS' grass mowing responsibilities and seasons. Is this work done by in-house employees or by contracted vendors? Is there a comprehensive schedule for mowing? If so, please share a copy. What is the protocol for QA/QC of mowing operations?

Answer:

- See attachment labeled: (FMD) Q-161 - Mowing 27 Sessions FY22.xlsx
- Grass mowing responsibilities are Mowing, Edging, Debris Collection and disposal, Leaf Branch collection and disposal, Mulch Bed Maintenance, Pruning, and Weed Treatment. All responsibilities are completed by both in house employees and by contractors. Properties are must go through the quality assurance /quality control (QA/QC'd) process within three days of completion. See Attachment, which provides the current mowing schedule.

162. How many work orders were approved for grass mowing requests in FY22 and FY23 to date? Does the presence of a work order indicate that the current mowing schedule or team is not working properly? Explain why or why not.

Answer:

The presence of a work order does not mean the schedule or team isn't working properly. On rare occasions, we will receive work orders for additional services due to upcoming events or to install new mulch. We have also received requests due to vandalism, fallen limbs from trees or to provide trimming services. Regular mowing maintenance is monitored through the Salesforce Mowing module and any additional requests are to be requested through 311 communications.

HVAC Systems

163. Of the DGS portfolio, which facilities have central heating and air conditioning, and which facilities rely on window units and radiators? Provide a full list organized by ward

Answer:

See attachment labeled: (FMD) Q163- HVAC Question

164. What is the typical warranty for HVAC systems installed in a DCPS or DPR facility? How long does a warranty usually last and what services are typically included?

Answer:

Typically, there is a one-year warranty on workmanship and material. However, some of the individual core components may have more extended warranty periods. Warranties generally include both parts and labor.

165. Which HVAC system (ex: Daikan, LG, etc.) works most effectively? How does DGS monitor and assess which HVAC system is the most effective and how is that information shared with the Capital Construction Division to inform future modernizations?

Answer:

The different HVAC systems are designed per building needs and specifications. Each system is designed with efficiency, operation, and comfort proficiency in mind. Therefore, different applications for each system are based on the design of the facility. DGS engineers are comfortable working with all systems that are installed and commissioned properly by contractors and manufacturer reps. It is critical that systems such as VRFs, VRVs, Water Source Heat pumps, 4 pipe Hydronic systems, Cooling Tower and Chillers, and Rooftop Units are installed per manufacturer specifications and not modified or altered for design purposes. The intent of the meeting is to specifically discuss the season change turnover and specific equipment impacting building operations, to include HVAC equipment - such as boilers, chillers, and cooling towers that are capital eligible. This information also helps inform the best systems for future modernizations.

166. Explain DGS' system for monitoring indoor air quality (IAQ). 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?

Answer:

- IAQ monitoring is carried out online utilizing a dashboard that shows Senseware data. A third-party provider monitors the dashboard and sends regular reports on any sensors that need to be calibrated or reset. The vendor gives DGS and DCPS a thorough IAQ report each month. To ensure the data is accurate before it is distributed, DGS has designated an IAQ liaison who has the sole responsibility to check the report for accuracy. Upon receipt of the final report, DCPS distributes it to their stakeholders.
- The number of sensors per school vary based on the size of the facility. On average, there are 12 sensors per school.

Total Count	1390
Total Avg. Per School	12
Avg. Per ES	12
Avg Per MS	11
Avg. per EC	11
Avg. per HS	14

167. 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?

Answer:

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, can adjust and monitor temps in buildings
- Air Quality Sensors - Sensors that test for air quality, Co2 levels, humidity, noxious gasses, particulates and allergens
- Daily Building Checks - BPO engineers follow DCRA Regulation Safety checks for 1st, 3rd, 6th class steam/operating plants and HVAC OEM Specs.

DGS follows ASHRAE Standard 55-2017, Thermal Environmental Conditions for Human Occupancy, 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.

168. Within FY22 and FY23 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.

Answer:

- See attachment labeled: (FMD) Q-168- FY 2022 Heating Contingencies

- See attachment labeled (FMD) Q-168- FY 2022 Cooling Contingencies
- See attachment labeled (FMD) Q-168- FY 2023- Heating Contingencies

GovSMART Dashboard

169. *The Government Space Maintenance and Repair Transparency (GovSMART) dashboard went live recently after \$429,350 and 2 FTEs were provide in the FY23 budget. Please explain the process by which data is added and updated to this dashboard. How often is it updated and which team is responsible for maintaining it?*

Answer:

DGS' Public Data Dashboard (published using Tableau) is directly connected to the Salesforce system. As work orders are requested, completed or closed, they are added to the dashboard within 24 hours automatically. DGS' FIRST Team is responsible for the development, deployment and maintenance of the dashboard.

170. *In response to pre-hearing questions before its FY21 performance oversight hearing, DGS wrote "the dashboard is currently planned to include temperature comfort readings." Is that still the case, and if not, why not?*

Answer:

DGS 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.

171. *Share a status update on including DPR work orders in the dashboard by October 1, 2023. Are we on track to meet this deadline?*

Answer:

DGS is on track to meet the requirement to publish the DPR work order data set on or before the 10/1/2023 deadline.

172. *The dashboard requirements were modified by emergency and temporary legislation passed by the Council last year (A24-650, A24-663) to exempt certain security-sensitive data from public view. Please share an update on these efforts and how DGS balances transparency with building security.*

Answer:

DGS worked with the Committee to get these amendments passed to ensure we could focus on the safety of students and staff across all DCPS School Campuses. To balance those efforts with transparency, DGS and council also wrote in legislative reporting requirements. DGS is required to provide a memo to Council of all security sensitive work orders older than 45 days monthly. This ensures the safety of the school campuses while making sure to communicate about security related work orders with applicable stakeholders rather than the public in general.

173. 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?

Answer:

The GovSMART Dashboard legislation requires work order information in the dashboard to be updated on a weekly basis, currently DGS is exceeding that requirement by updating its data each business day, Monday-Friday at 4:45AM. Scheduled improvements include streamlined work order demographics and filter functionality to ease the process for constituents to look up the work orders they're most concerned about and a greater focus on work order performance trend data.

Protective Services Division

Overall

174. Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Protective Services Division. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.

Answer:

Strategic Objective: Coordinates, manages and provides security services for District Government facilities through the use of Special Police Officers and Security Officers, Civilian Employees and Contractors.

The Protective Services Division has identified the following FY22 KPIs for the following categories:

a.

-
- Percentage of contractor security personnel in official uniform, properly equipped, and in possession of valid SOMB Commission - this is a key measurable in the performance of the a Special Police Officer. This metric was met in FY22. Percentage of Full Duty
- Protective Services Employees Completing Racial Equity Training. – racial equity training is a critical component of customer service, This metric was unmet in FY22 because PSD officers had insufficient time to complete the training due to resource constraints. Those who have not completed the training will do so in FY23.
- Percentage of Full Duty Special Police Officers Who Have Completed Mandatory Annual In-Service Training - this is a key measurable in the performance of the job of being a Special Police Officer.

These key performance indicators (KPIs) were selected to represent the core functions of this division and to support the mission of the agency to build, maintain and sustain the District's building portfolio. Maintaining the portfolio includes providing a safe space for residents and employees to work and visit.

175. Please provide an update on the Protective Services Division's achievements in FY 22 and FY 23 to date.

Answer:

- PSD Uniform Operations Division had no incidents of officer misconduct, officer arrests, vehicle accidents, or use of force situations during FY22. PSD Threat Management Section (TMS) conducted and completed 70 risks assessments for various DC government client agencies in FY22.
- PSD TMS completed the upgrade for cameras and access card readers at seven (7) Department of Parks and Recreation (DPR) sites. The first phase was completed before the end of FY22, and the second phase, the remaining thirty-two (32) sites will be completed in FY23.
- PSD contracted Police One to provide online training to all uniform officers.
- PSD procured vendors for new uniforms for all PSD officers and new PSD patrol vehicles (first time in seven years for both).
- TMS updated the Rapiscan screening devices/equipment throughout the District.

176. Please provide the number of contracted security personnel and the number of security personnel that are District government employees.

Answer:

For Officer Count Unknown: Six new security companies are assuming new responsibilities at several Sector Two locations. Sector Two of the city-wide security contract is unionized, so all the current guards assigned to these locations have first right of refusal. This means that they have the option to continue working at their current assigned post under the new security vendor. These services go into effect March 1, 2023, until the new companies have an opportunity to solicit the new security force we will not have an accurate count of security personnel. Protective Services Officers (District Employees)

- | | |
|---|-----------------------|
| • Protective Services Officers (District Employees) | 69 |
| • Security Assurance Management (SAMS) | 853 |
| • Alpha Security (new vendor Feb. 2023) | unknown officer count |
| • CSI (new vendor Feb. 2023) | unknown officer count |
| • Century Security (new vendor Feb. 2023) | unknown officer count |
| • Preeminent Security (new vendor Feb. 2023) | unknown officer count |
| • Watkins Security (new vendor Feb. 2023) | unknown officer count |
| • U Street Security (new vendor Feb. 2023) | unknown officer count |

Access Control and Intrusion Detection

177. Explain PSD's systems for monitoring access control throughout the DGS portfolio. Do all schools, recreation centers and other municipal spaces have adequate security systems in

place to ensure only authorized personnel can gain entry? If not, what is PSD's plan to ensure all spaces have proper access control systems moving forward?

Answer:

See attachment labeled: (PSD) Q186- MOU with MPD

- PSD TMS uses the RS2 system to monitor District government access controls. RS2 delivers various access control and identity solutions designed to streamline and modernize critical access and security management.
- PSD does not provide security for **any** DC Public School (DCPS) locations or municipal spaces.
- All recreation centers have recently undergone threat assessments which were conducted by PSD/TMS, and all recreation centers do have adequate security systems or are scheduled for the Phase II upgrade.
- PSD does not provide security for **any** DC Public School (DCPS) locations or municipal spaces.
 -

178. *Explain PSD's system for monitoring intrusion detection throughout the DGS portfolio. Are all schools, recreation centers and other municipal spaces secure (during and after hours) such that unauthorized entries would register a remote alarm? If not, what is PSD's plan to ensure all spaces have proper intrusion detection systems moving forward?*

Answer:

- PSD monitors intrusion detection through a number of different systems: RS2/Card Reader Access/CCTV Cameras/Panic alarms/glass break and motion detection alarms.
- PSD **does not** provide security for DCPS or municipal spaces.
- Certain DC government facilities have 24 hour per day/7 day per week security postures (John Wilson Building (JWB), Consolidated Forensic Laboratory (CFL), DC National Guard (DCNG) etc.). Other facilities such as recreation centers and other low priority facilities do have functioning alarm systems.
- PSD **does not** provide security for DCPS or municipality spaces.
 -

179. *Is it the responsibility of PSD or the client agency to maintain access control and intrusion detection systems (both hardware and software)? If it is a mix of both, please explain which responsibilities lie with DGS and which are the responsibility of the client agency to manage. For example, if an intrusion alarm goes off, is it DGS that gets the alert or is it the client agency?*

Answer:

It is PSD's responsibility to maintain access control and intrusion detection systems for District government facilities. PSD has a maintenance contract for all access control and intrusion detection systems with Veritas Consulting Group. District government facility alarms are monitored through the PSD Central Communications Center.

School Security

180. For each DCPS campus, please indicate whether the school has a comprehensive and fully functioning public address system. For each school without a fully functioning PA system, please 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.

Answer:

There are five schools requiring public address system replacements (Deal, Hardy, Miner, Johnson, and Kelly Miller) the total estimate for these repairs is \$781,461.58, and five schools requiring server upgrades (Langley, McKinley, Powell, Stuart Hobson, and Takoma) estimated at \$183,600.74. Deal and Kelly Miller replacements have been approved to date, and we expect the remaining projects to be approved by March 2023. Thirty-seven DCPS schools have open work orders for limited work repairs needed to public address systems. Vendors are currently working on abating these work orders.

181. For FY22 and FY23 to date, how many DCPS school buildings rely on Visions Security technology for either their interior or exterior door access? Is there a regular maintenance contract with Visions Security to maintain these doors? If not, please explain.

Answer:

Vision is the vendor that installed the (RS2 platform/technology) at DCPS locations throughout the district. The goal is to put a non-proprietary system in so multiple vendors may work on the RS2 system. Currently the RS2 platform exists in 65% of the DCPS portfolio. DGS is working on a five-year plan to install this system across all schools. At this time, there is not a regular maintenance contract in regard to this system. DGS and DCPS are working diligently to identify a responsibly party to address and maintenance this system.

182. As of January 2023, do all interior and exterior doors lock properly in DCPS buildings? Does DGS have a process for assessing whether all interior and exterior doors lock properly within DCPS buildings and across its full portfolio? If not, why not?

Answer:

As of January 2023, there remains outstanding lock and door issues in DCPS buildings. Currently, lock and door repairs are identified through a combination of DCPS reporting-via the Salesforce system and DGS Building Management Team assessments.

183. How does PSD work with the FIRST to ensure work orders for locks or latches are fixed promptly? What is the priority level typically assigned to an interior door work order? What is the priority level typically assigned to an exterior door work order? Please explain each.

Answer:

PSD Uniform Operations conducts site visits at various DC government properties. If a door or window is found to be ajar or damaged, a work order is immediately initiated with DGS

FMD. A follow-up effort is conducted by PSD to ensure that the building is re-secured, and all locks and latches are properly repaired.

- The Protective Services Division does not have primacy over door and lock work orders throughout the portfolio. Those work orders are requested by clients and assigned directly to FMD Operations Team.
- FMD assigns priority levels for work orders.

184. Did PSD complete in risk assessments of DCPS campuses in FY22 or FY23 to date? If so, please share copies or a summary of findings for each.

Answer:

PSD has no jurisdiction or authority for security at DCPS campuses.

185. Outline PSD's vacant building inspection schedule. For vacant school buildings like Spingarn High School, how does DGS ensure the building and its grounds are secure?

Answer:

PSD currently conducts ten (10) vacant building inspections per quarter or as specific needs arise. Locations can be added to PSD's special attention list. Those sites are then checked daily.

Other

186. There are neighborhood questions and concerns about the level of training of security personnel that operate firearms in District facilities.

- Please provide documentation to substantiate the training, if any, security personnel receive.
- Please provide financial reports to substantiate training for security personnel.

Answer:

- See attachment labeled: (PSD) Q186- MOU with MPD
 - PSD officers (District government employees) are required to qualify with their duty service weapons twice (2) per year. The cost for said qualifications and trainings are arranged through a MOU with MPD (A copy of the current MOU is attached).
 - Contracted security companies are required by the Security Officers Management Branch (SOMB) to have their security guards qualify with their service weapons once (1) per year. The cost for said qualifications and trainings are the responsibility and expense of the individual contract security guard.

Sustainability and Energy Division

Overall

187. Identify the Strategic Objective and Key Performance Indicators (KPIs) for the Sustainability and Energy Division. Explain why each KPI was selected and how it supports both the overall mission of the agency and the success of this division.

Answer:

Strategic Objective - Makes existing and new DGS buildings the most environmentally sustainable, comfortable, and resource efficient of any city in the US. DGS-SE will use sustainability to positively impact the District's occupants, students, visitors, and reduce the environmental burden of District owned buildings.

The Sustainability and Energy Division has identified the following FY22 KPIs for the following categories:

- Percent Change in Quarterly Portfolio Natural Gas Consumption - the DGS-SE Division targets a decrease in the total amount of natural gas consumed by the portfolio each year. Due to the heating season, the greatest natural gas consumption typically occurs in quarters one and two. A number of variables can affect natural gas use, including seasonality (largely a colder and/or longer heating season versus a warmer and/or shorter heating season); square footage (whether through modernizations, additions, property purchases or sale, transfer of facilities to or from the DGS portfolio; cooking and/or food heating demand in building kitchens; heated pool space; pt water use; implementation and enforcement of setpoint and scheduling policies in buildings (requires the cooperation of building agency and all occupants); boiler preventative maintenance; and the existence of energy efficiency projects. As DGS electrifies buildings where technically and financially feasible, respective of the mentioned variables; natural gas consumption should decrease and electric consumption should increase.
- The Division prefers a decrease in office space leased to better retain real estate costs in-house. For FY 22, the goal is to keep leased office space at 50% density or below. We successfully 'Met' that goal by retaining a 46.4% density throughout the FY. We are anticipating an unfavorable increase in leased office space in future out years as efforts to transition agencies of scale into leased office buildings east of the river. This is a direct response in support of the Mayor's goal to increase economic development east of the Anacostia.
- Percent Change in Quarterly Portfolio Electricity Consumption (kWh) - DGS-SE targets a decrease in quarterly portfolio electricity consumption. Electricity consumption typically peaks in Quarters 3 and 4 during the cooling season. The majority of ventilation and AC equipment uses electricity to cool building spaces and domestic water. A number of variables can affect electricity use, including seasonality (a hotter and/or longer cooling season versus a more mild and/or shorter cooling season); square footage (whether through modernizations, additions, property purchases or sale, transfer of facilities to or from the DGS portfolio; plug load demand from computers, printers, appliances, etc.; cooking and/or food heating demand in all-electric building kitchens; implementation and enforcement of setpoint and scheduling policies in buildings (requires the cooperation of building agency and all occupants); ventilation and AC equipment preventative

maintenance; and the existence of energy efficiency projects. As more electric buildings, such as net zero energy buildings, are delivered, the District should experience a decrease in natural gas use and increase in electricity use.

- Percent Change in Portfolio Greenhouse Gas Emissions (tons) - 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 CO₂e by 2032. Greenhouse gas emissions is based on the following calculation (Site Natural Gas *55 kg/Mbtu + Site Electric Consumption *116 kg/Mbtu)/ (1 metric ton/1000 kg CO₂).
- Percent Change in Quarterly Portfolio Trash Generation (tons) - This represents the percent change of trash hauled from DGS-managed facilities each quarter. DGS targets a downward trend. Building occupants largely determine the amount of generated trash. DGS tries to divert as much trash as possible from the landfill by providing recycling hauling services.
- Percent Change in Quarterly Portfolio Organics Generation (tons) - This is the percent of waste that is diverted from a landfill and composted at a facility in Maryland. One challenge of measuring waste diversion by weight is wet trash or compost at the scale can disproportionately distort measurements. In addition, if organics are not sorted correctly at the site, then a load of compost can be considered contaminated and therefore ineligible for composting. During the pandemic, schools moved away from a centralized cafeteria system where organics could be more easily sorted and instead toward meals in each individual classroom. Many schools have continued to the decentralized meals in the classroom model, posing a major challenge for organics sorting and collection.
- Percent Change in Quarterly Portfolio Recycling (tons) - This is the percent of waste hauling that is diverted from a landfill and recycled. DGS-SE targets a increase in this KPI percentage. The recycling is hauled by separate contracted vehicles and is weighed at the transfer stations. One challenge of measuring waste diversion by weight is wet trash or recycling at the scale can disproportionately distort measurements. In addition, if building occupants don't recycle correctly, a recycling load can be considered contaminated and, therefore, ineligible for recycling.
- Percent of Electricity Needs Met By Renewable Sources (On-Site or Contracted) - This KPI represents the percent of DGS' electricity supply that is generated by renewable resources like wind or solar photovoltaics (PV). 25% of DGS' electricity supply is generated by a wind farm in Pennsylvania. Another 5% is generated by onsite solar PV on District government buildings. DGS is continuing to increase the percent of electricity that is provided by onsite solar PV. In 2022, DGS selected a solar developer to install solar PV through a power purchase agreement on two net zero energy schools and an aquatic center. DGS anticipates entering into many more megawatts-worth of onsite solar PPAs in the coming year.
- Change in Average Energy Star Score - DGS exports individual building energy billing data to the U.S. Environmental Protection Agency's platform ENERGY STAR Portfolio Manager. DGS add individual building-level information like square footage, number of workers, number of computers, hours of operation, etc. to each building's Portfolio Manager account. Certain property types like schools can receive a 1 – 100 ENERGY

STAR score, which compares the property to similar properties nationwide within that property type category. The higher the ENERGY STAR score, the better performing the building is. We believe a percent off median ENERGY STAR score by building type as a more accurate measure of building performance and will be adjusting the KPI to reflect this in future years.

- Percent of Renewable Electricity Purchased as a Total of All Energy Purchased - This KPI accounts for how much non-renewable energy DGS offsets with the purchase of annual Renewable Energy Credits (RECS). Since 2013, DGS continues to offset 100% of its electricity supply with Green-e RECS.
- Percent Change in Quarterly Portfolio Electricity Peak Demand - Peak demand refers to the times of day when building electricity consumption is at its highest. Annual peak demand occurs in summer during prolonged heat waves, usually during the afternoon when air conditioning is running at its greatest capacity. On-peak electricity is more expensive than off-peak electricity. Reducing energy during peak hours or shifting demand to off-peak hours can not only save money, but help avoid a particularly polluting “peaker plant” from being temporarily turned on during periods of high demand to provide additional electricity to the grid.

The key performance indicators (KPIs) represent one of the core business functions in that division, evaluates timeframes for completing key acquisitions and aligns with the overall agency mission.

188. Please provide an update on the Sustainability and Energy Division’s achievements in FY 22 and FY 23 to date.

Answer:

- Finalization of the DGS Energy Management Plan
- In concert with DGS FMD, established a HVAC Preventative Maintenance Program for critical DCPS assets.
- First Solar Photovoltaic Request for Power Purchase Agreement (RFPPA) solicitation awarded for two net zero energy schools and one recreation center.
- Assisting DGS-CCD in including EUI targets and related language in modernization RFPs.

Net Zero Energy (NZE) Readiness

189. For each new building of 10,000 square feet or more added to the Department’s portfolio in FY 22 and 23 to date, please specify whether the Department pursued net zero energy (NZE) readiness.

Answer:

1. John Lewis Middle School: NZE-ready
1. Banneker High School: NZE-ready
2. Bard High School: NZE-ready
3. Goding Elementary School: non-NZE. Was not part of project scope and/or budget
4. Smothers Elementary School: non-NZE. Was not part of the project scope and/or budget.

190. For each new building project of 10,000 square feet or more that the Department commenced in FY 22 or FY 23 to date and has not yet completed, please specify whether the

Department is pursuing NZE readiness. For each non-NZE new building project, please briefly explain the Department's reasons for not pursuing NZE readiness.

Answer:

1. Raymond Elementary School: NZE-ready
1. Truesdell Elementary School: NZE-ready
2. Browne Education Campus: non-NZE. The site is extremely constrained and the historic nature of the building makes it extremely challenging to renovate and add PV panels to roof. The existing building also exceeds the Educational Specification requirements so some of the building will be left unmodernized for a future partnership project in the building.
3. Deal Middle School: non-NZE. This is an addition project and is not renovating the existing school.
4. Stoddert Elementary School: non-NZE. This is an addition project and is not renovating the existing school.
5. Dorothy Height Elementary School: non-NZE. The site is extremely constrained and the historic nature of the building makes it extremely challenging to renovate and add PV panels to roof.
6. Garfield Elementary School: non-NZE. Net Zero was not part of the original CIP budget.
7. Whitlock Elementary School (former. Aiton ES): non-NZE. Net Zero was not part of the original CIP budget.
8. School Without walls at Francis Stevens: non-NZE. Net Zero was not part of the original CIP budget.
9. Old Miner Child Development Center: non-NZE. This is a small, historic building where it is very difficult to modify the walls and place modern HVAC equipment into the limited-size space and not enough room for a geothermal system which is required to meet NZE.
10. Adams Education Campus: non-NZE. Due to the grade changes and limited site Adams is not a candidate for geothermal wells, which is needed for NZE. Additionally, Adams is a historic building in a historic neighborhood with sloped roofs, so it is not a favorable candidate for adding PV panels from a historic perspective.
11. DDOT SE Circulator Project: non-NZE. This project will host an on-site renewable energy system including on-site energy storage. The nature of the facility, charging station for DDOT's Electric Vehicle Fleet, will result in higher-than-average electrical load deeming NZE as a non-viable option.
12. New DC Archives: non-NZE. Specialized HVAC Systems for Archival needs creates a hurdle that cannot be overcome in a NetZero design.
13. DCIA Spingarn: non-NZE. Project is a renovation of an existing building where only 20% of the building's footprint is currently scheduled to be renovated therefore making it unfeasible to incorporate a NetZero Design.
14. Stead Park Recreation Center: NZE-ready

191. In FY 22 and FY 23 to date, how many property-specific renewable energy feasibility studies did DGS prepare and post on its website pursuant to DC Code 10-551.05(c-1)?

Answer:

In FY22 and FY23, DGS-SE has prepared and posted a comprehensive, portfolio level list aimed at determining property-specific viability for potential on-site renewables. A total of 435 DGS owned/operated properties have been assessed for solar PV viability. Of the 435 total sites, 62 properties host existing solar PV systems; 128 properties are feasible for solar PV installation (3

of which are classified as CIP and an additional 19 are awaiting solicitation); and 245 properties are unviable for reasons including, but not limited to: limited available rooftop real estate, ageing roof, previously scheduled modernization, Historic Preservation, Commission of Fine Arts requirements, and/or budgetary constraints.

Energy Management Plan

192. Share a copy of DGS' Energy Management Plan (EMP) and a brief overview of its findings, goals, and scope.

Answer:

See attachment labeled: (S&E) DGS EMP 6.9.2022 external.pdf

193. The 2018 Clean Energy DC plan established a proposal to reduce the District's greenhouse gas (GHG) emissions by 50% below 2006 levels by 2032. Are we on target to meet this goal, why or why not?

Answer:

The 50% citywide goal with a 2006 baseline by 2032 legislation has 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 government 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 Green-e renewable energy credits (RECs). In addition, since the 2006 baseline, DGS has entered into a wind power purchase agreement that provides 25% of District's government's electricity. DGS also sources an additional 5% of this electricity supply through onsite solar. Since 2015, DGS has overseen the installation of solar PV systems on more than 60 District government facilities and is continuing to add solar capacity on more facilities.

194. 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?

Answer:

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. While 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.

195. 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?

Answer:

Yes, we believe we are on target by taking a portfolio approach to the net zero energy 12.5% target; leveraging the modernization process to make buildings net zero energy; and continuing to maximize solar installations on all feasible District government 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.

196. 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)

Answer:

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

Answer:

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

Answer:

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.

197. 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?

Answer:

Project Name	% Off from Median	SEMP Planned Pathway
Winston Education Center	-100%	None

Fletcher-Johnson Middle School	-100%	None
Recorder of Deeds	-100%	None
Street Alley Cleaning Building 1 and 2	-100%	None
Benjamin Banneker High School	-98%	Whole Building (complete)
O & P Buildings	154%	Whole Building
Theodore Hagans Cultural Center*	179%	Component
MPD Harbor Patrol/FEMS Fire Boat	214%	Whole Building
Office of Cable Television, Film, Music and Entertainment	231%	Whole Building
DPW Car Wash and Fueling Station	1743%	Whole Building

*Theodore Hagans Cultural Center building is staying “as-is.” The community preferred for it to not be modernized and, instead to have a separate, new building be built on the campus.

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

Answer:

DGS has been implementing the recommendations and strategies of the Energy Management Plan (EMP) since the plan’s development between 2020 and 2022. The Plan is intended to be a living document that responds to changes in the portfolio and capital planning. Since development, DGS has developed and inserted Energy Use Intensity (EUI) targets into modernization/new construction Requests for Proposals (RFPs) to ensure designers and general contractors design/build to exceed DC BEPS. DGS has also developed language to, for instance and where feasible, keep the modernization engineering firm on board to continually monitor and adjustment the energy systems for a year or two post-occupancy. This helps ensure EUI targets are met. To ensure savings don’t roll back from energy efficiency projects, an important recommendation of the EMP was to establish a preventative maintenance program for HVAC. DGS has established such a program at schools and will eventually expand it to other building types. In FY21 and FY22, DGS retro commissioned ten facilities. In addition, DGS has used retrofit funds to upgrade the Takoma Aquatic Center roof and HVAC system. DGS can speak in greater detail about overall funding for this project during the budget hearing, and after Mayoral decisions are made.

Training Staff and Vendors on New Technology

199. Please describe the Department’s internal training practices in FY 22 and FY 23 to date regarding energy efficient construction, energy efficient building maintenance, renewable energy systems, and other green technologies.

Answer:

The legislation that mandates training in these topic areas has been unfunded. DGS would need FTEs and funds to support a training program. Outside of this, DGS has held presentations for staff on BEPS compliance, the Energy Management Plan, and net zero energy strategies. At least three DGS-SE FTEs in the past year have taken the AEE Certified Energy Manager training.

200. Please describe the Department’s efforts in FY 22 and FY 23 to date to cultivate competence with energy efficient construction, energy efficient building maintenance,

renewable energy systems, and other green technologies among the District's small and local businesses.

Answer:

DGS-SE representatives engage with design/build teams associated with DGS' facilities operations portfolio on a continual basis to ensure the District's sustainability and environmental goals are understood and pursued. At various project design milestones (i.e., Design Development Reviews, utilities focused coordination meetings, and pre/post construction planning meetings), DGS-SE representatives push for the inclusion of sustainable-focused measures such as geothermal heating wells, on-site solar PV readiness, energy efficient infrastructure (building envelope, HVAC, etc.), stormwater management methods, and waste-management minded processes.

DC Sustainable Energy Utility's (DCSEU) Green Training program is funded by DOEE to specifically offer training opportunities for CBEs on energy efficient construction, building maintenance, renewable energy systems, and other green technologies.

Waste Collection

201. Please delineate DGS, DCPS, DPR and DPW's responsibilities related to waste collection, including the following: See attachment (S&E) Q-201- Waste Management Site List

- a. Trash collection in DCPS, DPR and other municipal facilities;*
- b. Recycling collection in DCPS, DPR and other municipal facilities; and*
 - a. Dumping collection (i.e., unauthorized trash) in DCPS, DPR and other municipal facilities.*

Answer:

Trash collection in DCPS, DPR and other municipal facilities.

- i. The DGS managed trash collection and disposal contract serves 25 different agencies including the DC Public Libraries and DC Water. See attachment X for a complete list of agencies/sites that are serviced.
 - ii. These sites utilize a variety of waste containers ranging from 96-gallon rear load containers to 34 yd compactors.
 - iii. DPW routinely services the trash litter bins that are located in DPR open park space.
- b. Recycling collection in DCPS, DPR and other municipal facilities; and
 - i. The DGS managed recycling collection and disposal contract serves 17 different agencies including the DC Public Libraries. See attachment X for a complete list of agencies/sites that are serviced.
 - ii. These sites utilize a variety of waste containers ranging from 96-gallon rear load containers to 34 yd compactors.
 - iii. DGS routinely services the recycle litter bins that are located in DPR open park space.
- c. Dumping collection (i.e., unauthorized trash) in DCPS, DPR and other municipal facilities.

- i. DGS responds to and removes a number of different requests for bulk trash removal. These requests can range from illegally placed items in park space to broken classroom furniture.

202. Please outline SED's 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, please share a list of complaints received by client agency.

Answer:

Client agencies mainly use Microsoft Teams and our waste email address to report missed pickups. In the past the Salesforce work order platform was used to report missed collections, but we are working to move away from that as the system of record specifically for most of these types of reporting due to the ongoing, scheduled nature of the services.

203. 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? Please explain why or why not.

Answer:

Residents should report waste management concerns via 311. They can also send the DGS team an email to dgs.waste@dc.gov but the system of record for public reporting should be 311.

DGS has plans to pilot a smart recycling litter can system at a shared DCPS/DPR site using an outdoor wireless technology called Lorawan. This system should be in place prior to the beginning of the summer break.

204. The FY 2022 budget included funding to implement provisions of the Zero Waste Omnibus Amendment Act regarding waste diversion at District facilities and agencies. Specifically, these funds would support programming to promote reduction, reuse, repair, donation, recycling, and composting, and require agencies to designate a staffer to oversee compliance with our waste diversion laws.

a. Please provide an update on the agency's work to recruit and hire the three FTEs.

Answer:

- i. All three FTEs have been hired.

b. What plans does DGS have for the waste diversion programming required under the Act? Is DGS developing training materials – and, if so, when will those be ready for use?

Answer:

- i. The three FTEs just began, with one starting work in late March and the last two joining the team in late February.
- ii. These FTEs will help the Inter Agency Working group define waste diversion responsibilities for DGS.

iii. To date, our main focus has been monitoring and commenting on the Inter Agency Working Groups plan development.

c. Has DGS informed agencies of their obligation to designate a staffer to oversee compliance with our waste diversion laws? Has the agency set a deadline for agencies to provide that designee's name to DGS?

Answer:

i. DGS is working with DPW and the Interagency Working Group who will take the lead on agency designations.

d. Will DGS be compiling a list of agency designees that it can share?

Answer:

i. This list should come from the Interagency Working Group.

e. How will DGS track these staffer's efforts to ensure agency compliance with our waste diversion laws? Will DGS be auditing agency efforts?

Answer:

i. DGS will perform audits via its internal Zero Waste Staff and will assist DPW and the Interagency Working Group as the plan develops.