

Department of General Services

Performance Oversight Response Fiscal Year 2024

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Committee on Facilities and Family Services

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Overall

Achievements & Priorities

1. *Identify DGS' overall mission statement.*

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 40 million square feet of District-owned and leased property and roughly \$21.8 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 DGS' top achievements in FY 24 and FY 25, to date.*

Work Order Management

- We have successfully completed the review, analysis, and formulation of recommendations for revised service level agreements. Moving forward, we will focus on finalizing the implementation strategy, ensuring seamless integration, and monitoring progress to guarantee objectives are met efficiently and effectively. Our structured approach will ensure the alignment of services with organizational goals and enhance overall agency performance.

Capital Construction

- Delivery of the Joy Evans Therapeutic Recreation Center at 3030 G Street, SE in Ward 7. Joy Evans is a cutting-edge facility that stands as a symbol of our city's ongoing commitment to provide high-quality services and programs to people of all ages and abilities. Key amenities include therapy, wellness, and active rooms, a sensory room, a therapeutic pool and spa, locker rooms, a seniors' lounge, a tech lounge, a caregiver lounge, a fitness center, multipurpose rooms, a kitchen, an arts and crafts room, and a full-size gymnasium.
- In summer 2024, we finished four complete modernizations at Whitlock Elementary School, Garfield Elementary School, Dorothy Height Elementary School, and Francis Education Campus. The four net-zero ready modernizations total over 350,000 SF of renovated and new square footage that is projected to perform at an Energy Use Intensity (EUI) of 25 or lower. We also delivered the first of 3 phases at MacArthur High School Expansion, an addition at Alice Deal Middle School, and the modernization of the Historic Webb School at Miner Elementary School. All projects received their Certificates of Occupancy by the first week in August to give staff time to prepare for the start of the year. Whitlock now has the capacity to accommodate its growing student population, serving pre-K through 5th grade with a total footprint of 73,000 square feet. DGS preserved the historic lobby and classroom space from the original building, formerly known as Aiton Elementary School. The new building is LEED Gold-certified and Net-Zero ready, with sustainability features such as geothermal wells, stormwater management, and rooftop solar panels. Whitlock Elementary School now features seven impressive pieces of public art, created by both local and international artists.

- Delivery of Texas Avenue Dog Park at 4600 Texas Avenue, SE in Ward 7. This is the first dog park East of the River, with two fenced dog play areas for small and large dogs. This dog park is not just a recreational space; it's part of our commitment to equity and accessibility. Residents in every part of DC have pets, and they need safe spaces for their dogs to play and exercise. By creating designated spaces for dogs, dog parks also help us keep other parks and green spaces safe and clean. In addition to the parks for dogs to play and exercise, the space features grills for public use, seating, and shade structures. The site also has a landscaped bioretention area to ensure stormwater runoff is treated.
- In FY 24 we successfully moved 1,215 personnel and 2 agencies into 441 4th St. NW from the Daly building. This project included the renovation of multiple floors at 441 for the main new tenant, the Metropolitan Police Department (MPD). We delivered the Joint Operations Command Center (JOCC) and the Real Time Crime Center (RTCC) in time for the 75th NATO Summit held July 9-11, 2024.
- In FY 24 we delivered multiple Small Capital projects across the Public Safety & Justice portfolio in the city:
 - Department Of Corrections (DOC) - we completed the elevator upgrades project (phased project)
 - DC Fire and Emergency Medical Services Department (FEMS) - we delivered the Adams Place Interior project, the Engine 24 roofing upgrades project, the Engine 33 PAC 3 project, and at Engine Company 9, 17, 21, 24, 25 and 31, the vehicle exhaust system replacement project and the PR Harris interior renovation project.
 - MPD - at MPD's 1st District Headquarters we delivered the storage area renovation project, at MPD's 4th District and 7th District the ballistic door replacement project, at MPD's 6th District Headquarters the generator replacement project, the MPD fleet management services upgrades, the roof replacement project, at MPD's 5th District the life safety upgrades project and the Daly Building entry gates replacement project.
 - Oak Hill - completed inline sewage grinder and pump house renovation project.
 - Marion Barry Jr. Building - 6th floor restroom renovation project
 - Office of Unified Communications (OUC) - completed the Rhode Island Avenue public safety radio site and HVAC replacement projects. Additionally, we successfully relocated the OUC Public Safety (E-911) Communication Center (PSCC) radio antenna and infrastructure from Building 41 to Building 38 and installed a new backup generator in Building 38 to support the radio antenna and equipment.

Protective Services Division (PSD)

- The DC Office of the Attorney General (OAG) now recognizes PSD officers as "qualified law enforcement officers" under the federal Law Enforcement Officers Safety Act (LEOSA). This statute allows PSD Officers to carry their government-issued weapons while off-duty and across state lines in any jurisdiction.
- PSD uniform officers are now accepted for admission into the MPD training Academy for the full training curriculum.

- There were no major security breaches or incidents at District leased or owned properties. There was no PSD employee misconduct reported in FY24 of FY25 to date, and we reconstituted our contract compliance division, which has allowed us to increase compliance inspections and penetration intrusion test (PIT) exercises. This allows for increased client agency engagement and, if necessary, corrective actions through liquidations.

Portfolio

- We successfully delivered the following:
 - Department of Housing and Community Development (DHCD) HQ at 1909 Martin Luther King Jr. Avenue, approximately 55,000 SF;
 - Department of Employment Services (DOES) Infrastructure Academy at 2201 Shannon Place, SE, approximately 19,000 SF;
 - DOH HQ at 2201 Shannon Place, SE, approximately 208,000 SF; and
 - New Headquarters for Department of Public Works (DPW), FEMS, Alcoholic Beverage Cannabis Administration (ABRA), Office of Planning (OP), Office of the Tennant Advocate (OTA), Public Safety and Justice Cluster (PSJC), and various offices under the Executive Office of the Mayor (EOM) and agencies at 899 North Capitol St NE, approximately 275,000 SF.
- Successful restructuring of 64 New York Avenue lease, housing Department of Human Services (DHS), Department of Behavioral Health (DBH), Department of Health (DOH), and MPD, resulting in over \$9M in lease savings in FY24.
- Completed all corrective action items for Annual Comprehensive Financial Report Audit Findings for Lease Administration paving the way for the Office of the Chief Financial Office's (OCFO) full implementation GASB-87 lease accounting requirements.

Sustainability and Energy

- In FY24, DGS installed solar photovoltaic (PV) at three District government buildings, including two net-zero energy schools and a large aquatic recreation center. Through DGS' Solar Power Purchase Agreement (PPA) program, these solar systems will provide free electricity, at no upfront cost to the District, for 20 years. Once DGS and OAG have come to an agreement on the most recent PPA terms and conditions, DGS expects to enter into the next PPA for more than 27 District government buildings.
- In FY24, DGS expanded the HVAC preventative maintenance program from schools to include the majority of District government buildings. This initiative improves the efficiency and reliability of HVAC systems, preventing costly breakdowns and extending the lifespan of equipment. By proactively addressing maintenance needs, the program reduces the risk of inefficient energy use due to overworked or poorly maintained systems, leading to lower operating costs and enhanced system performance. Additionally, reduced energy consumption contributes to a smaller carbon footprint for the District government building portfolio, further supporting the city's sustainability goals.

Chief Administrative Office

- DGS spent over 99% of its local budget, leaving a marginal surplus of \$735K. This is a remarkable achievement and marks the fifth year in a row DGS has spent 99% or more of its local budget. This speaks to the DGS program and OCFO teams' strong financial fundamentals and budgetary controls.
- DGS issued nearly one billion in Purchase Orders (POs) in FY24. This excludes energy and rent expenditures, which are paid through a direct voucher process. Most importantly, DGS pays its vendors on time and achieves Quick Payment Act (QPA) compliance. A small amount in QPA penalties were accrued in FY24, representing 0.015% of DGS' overall PO expenditures of \$1B. QPA penalties most typically result from invoicing technicalities that can cause payment delays.

3. *Identify DGS' top five overall priorities. Explain how the agency expects to address these priorities in FY 24 and identify the metrics used to track success for each.*

In FY25, the overall priorities of DGS will be achieved through our Build, Economic Catalyst, Agency Management, Maintenance, Sustainability (BEAMS) scorecard. We will work to achieve BEAMS through the below goals and objectives.

1. **Build** - Build world-class, resilient, and sustainable facilities that meet the needs of the workforce and the constituents we serve.
 - a. Goal 1: Complete Capital Construction Projects on time and on budget.
 - i. Objective 1: Maximize small capital and pooled project funding to replace critical system components.
 - ii. Objective 2: Reestablish the Capital Construction Services Division (CCSD) in-house Capital Planning Office for faster response, higher client engagement, and cost savings.
 - iii. Objective 3: Deliver the Cedar Hill Regional Medical Center, the largest DGS capital project.
 - iv. Objective 4: Ensure capital construction projects remain on budget.
 - v. Objective 5: Maintain timely capital construction projects delivery.
 - vi. Objective 6: Maximize procurement efficiencies through the utilization of IDIQ and budling of like projects.
 - b. Goal 2: Adapt to Changing Regulatory Landscape and Maintaining Compliance.
 - i. Objective 1: Construct all new facilities above 10,000 square feet to the Net Zero readiness standard.
 - ii. Objective 2: Adapt to new regulations governing Project Labor Agreements and Climate goals.
 - iii. Objective 3: Strengthen contractor compliance of federal labor regulations.
2. **Economic Catalyst** - Leverage the work of DGS to be a catalyst for economic development in support of the Mayor's comeback plan for the District of Columbia.
 - a. Goal 1: Support the Growth of Certified Business Enterprises (CBEs)
 - i. Objective 1: Launch phase II of the Mentor Protégé program to promote the growth and experiential development of CBEs and Small Business Enterprises (SBEs).
 - ii. Objective 2: Achieve DGS FY25 SBE Goal of \$387M through growing opportunities for CBE and SBE companies.
 - iii. Objective 3: Revamp and target CBE engagement opportunities through increased technical assistance and networking.
 - iv. Objective 4: Enhance procurement customer service through the transition from a paper-based bid solicitation process to a fully automated, web-based electronic bidding and vendor management system.
 - b. Goal 2: Execute Downtown and East of the River Priorities.
 - i. Objective 1: Prioritize the delivery of Wards 7 & 8 capital projects with dedicated project management.

- ii. Objective 2: Execute leasing strategies in support of Mayor's Bowser's targeted economic development initiatives.
- 3. **Agency Management** - Strengthen agency management through focused procurement, technology upgrades, and targeted engagement.
 - a. Goal 1: Engaged, transparent, and responsive operations.
 - i. Objective 1: Educate stakeholders on the work of the agency through regular townhalls and trainings pertaining to complex agency operations and specific subject matter.
 - ii. Objective 2: Advance Enterprise Data Warehouse establishment goal through securing funding to develop platform.
 - iii. Objective 3: Hire and onboard Council funded positions to expand the work of the FIRST Team with a focus on increasing planning with CCSD and PMD divisions.
 - iv. Objective 4: Strategically utilize Indefinite Delivery Indefinite Quantity (IDIQ), Invitation for Bid (IFB), and Request for Proposal (RFP) for Facilities Management Division (FMD) procurement methods to achieve staff and funding efficiencies in support of steady state of facility readiness.
 - v. Objective 5: Procure backlog of vehicles to support FMD operations while lessening reliance on rental vehicles.
 - b. Goal 2: Strengthen Interdepartmental and Interagency Processes.
 - i. Objective 1: Improve role delineation between FMD and Sustainability and Energy Division (S&E) cross-functional operations.
 - ii. Objective 2: Consolidate procurement actions.
 - iii. Objective 3: Increase the percentage of contractor evaluations completed on time.
 - iv. Objective 4: Provide systems training to DCPS and DPR staff in partnership with the agencies.
 - v. Objective 5: Ensure collaboration between agency and its partners through timely payment processing.
 - c. Goal 3: Invest in Human Capital.
 - i. Objective 1: Develop a training and apprentice partnership in the areas of construction, maintenance and skilled trades as potential employment pipeline.
 - ii. Objective 2: Maintain employee retention rate.
 - iii. Objective 3: Support a workforce plan that is reflective of District's diverse population.
- 4. **Maintenance** - Maintain resilient facilities that support our client agencies and their mission.
 - a. Goal 1: Achieve "Steady State" of Work Order Management.
 - i. Objective 1: Percentage decrease change in the average aging rate for completed work orders.
 - ii. Objective 2: Increase number of emergency work orders completed within the Service Level Agreement (SLA).

- iii. Objective 3: Increase number of nonemergency work orders completed within SLA.
 - iv. Objective 4: Increase number of 311-generated work orders received in current fiscal year completed within SLA.
 - v. Objective 5: Establish basic Service Level Agreements (SLAs) for core agencies (DCPS, DPR, FEMS, MPD, and DHS).
 - vi. Objective 6: Prioritize routine and backlog work order closure through dedicated funding.
 - b. Goal 2: Continue and Expand Preventative Maintenance.
 - i. Objective 1: Expand elevator preventative maintenance and increase Inspection, Testing, and Maintenance for quicker repair of District's inventory.
 - ii. Objective 2: Continue Year 4 of HVAC Preventative Maintenance Program through increased coordination and resource-sharing amongst S&E, FMD, and CCSD.
 - iii. Objective 3: Continue best-in-nation "Lead in Drinking Water Program" and educate the public on advancements made by the agency.
 - c. Goal 3: Maintain Safe Facilities.
 - i. Objective 1: Improve security service delivery and efficiencies by in-housing Protective Service Division FTE positions at the John A. Wilson Building (JAWB) and Marion B. Barry (MBB) critical facilities.
 - ii. Objective 2: Increase percentage of DGS monitored access control devices fixed within 24 hours of discovery.
 - iii. Objective 3: Continue monitoring of contractor security personnel in contractor compliance.
 - iv. Objective 4: Continue to ensure DGS monitored security cameras fixed within 24 hours of discovery.
- 5. **Sustainability** - Implement effective strategies to make District facilities environmentally sustainable and energy efficient.
 - a. Goal 1: Continue Environmental Stewardship Through Improved Operations.
 - i. Objective 1: Improve recycling collection throughout the District through continued integration of new hauling vendor and public education campaign.
 - ii. Objective 2: Build out HVAC Inspection, Testing, and Maintenance module to track and communicate PM activities.
 - b. Goal 2: Reduce Energy Consumption of DGS-Managed Buildings 10,000sf and Greater.
 - i. Objective 1: Increase solar power electricity generation on DGS-managed rooftops through the execution of Bundle 2 solicitation.
 - ii. Objective 2: Execute DGS's first Energy Savings Performance Contract in support of energy use reduction through building improvements.
 - iii. Objective 3: Infuse energy efficient design practices and building material utilization in capital construction projects.
 - iv. Objective 4: Strategically execute capital energy retrofit funding to improve facility performance and reduce energy use.

4. *List each policy initiative of DGS during in FY 24 and FY 25, to date. For each initiative provide:*
- A detailed description of the program;*
 - The name of the employee who is responsible for the program;*
 - The total number of FTEs assigned to the program; and*
 - The amount of funding budgeted to the program.*

FY24 Initiatives

- \$6.8M in additional funding from the Mayor for the citywide work order reduction initiative, and \$1.3M from Council for work order rapid response efforts at DCPS and DPR facilities.
- \$1.2M from the Mayor for a door and hardware repair program.
- \$4.5M from the Mayor for a District wide HVAC PM program, following the successful DCPS HVAC PM program.
- DGS received \$375K from the Mayor for the Asbestos Hazard Emergency Response Act.
- \$536K from Council for the School Security & Transparency Act of 2023.

FY25 Initiatives

- FMD will utilize \$1M to support work order reductions, broken out as follows:
 - \$355K for DCPS
 - \$250K for locks and doors in schools
 - \$144K for DPR
 - \$115K for municipals
 - \$100K for PS&J
 - \$35K for HHS.
- FMD and FIRST will utilize \$544K and four (4) FTEs to support the Process Improvements Amendment Act of 2024.
- CCSD will utilize a one-time enhancement of \$500K for roof repairs at Wheatley Education Campus and the insulation of internal HVAC pipes at Luke C. Moore HS.
- PSD will utilize \$81K for a security guard at Eastern Market.

5. *In FY 23 performance oversight pre-hearing questions, DGS listed the agency's top five overall priorities as:*
- Improve Work Order Management;*
 - Prioritize Wards 7 & 8 Capital Project Delivery;*
 - Support the Growth of Certified Business Enterprises;*
 - Expand Preventative Maintenance (PM); and*
 - Increase transparency through engagement.*
- Describe how DGS made improvements with those priorities in FY 24 and FY 25, to date.*

DGS made improvements with each of our priorities in the following ways.

- Improve Work Order Management:

- We have completed new internal work order management Standard Operating Procedures (SOPs) with a focus on the work order lifecycle. These are not published yet.
 - We have worked to draft basic Service Level Agreements (SLAs) for core agencies (DCPS, DPR, FEMS, MPD, and DHS). These are being finalized and reviewed internally.
 - We have provided Salesforce trainings to DCPS and DPR staff.
 - We utilized FY24 work order reduction funding to ensure the closeout of open work orders.
 - In partnership with OUC, we launched the DC311 public module for playgrounds.
 - We hired and promoted 32 staff in skilled trades and building management.
 - Prioritize Wards 7 & 8 Capital Project Delivery:
 - In FY24 and FY25 to date, we delivered 25 capital projects in Wards 7 and 8. In particular:
 - The new DC Health and DHCD headquarters in Ward 8.
 - The Joy Evans Therapeutic Recreation Center in Ward 7.
 - The Texas Dog Park, the first east of river dog park, in Ward 7.
 - Support the Growth of Certified Business Enterprises (CBE):
 - We held a CBE Small Business Networking Reception on December 5, 2024 which had over 150 small and certified business attendees.
 - We hosted the “How To Do Business with DGS” meeting on July 24, 2024 as part of our quarterly town hall series, which had nearly 100 attendees.
 - We attended small business events held by the Department of Small & Local Business Development (DSLBD) to provide procurement opportunities to CBEs.
 - We executed a mentor-protege program that has assisted a small business in receiving a mentor for a capital project
 - Expand Preventative Maintenance (PM):
 - In FY24 and FY25 to date, we continue to implement preventative maintenance for HVAC. We also expanded preventative maintenance to locks and PA systems.
 - Increase transparency through engagement:
 - We increased transparency by ensuring our client agencies have regular updates on capital construction projects and work orders that affect their buildings. For the public, we continue to provide detailed updates on our website for large capital projects, including public meeting materials produced by our client agencies. We also attend townhalls and other public meetings to ensure our projects benefit from robust engagement.
6. ***Describe any new initiatives or programs that DGS implemented in FY 24 and FY 25, to date, specifically to improve the operations of the Agency. Describe any funding utilized for these initiatives or program and the results, or expected results, of each***

initiative.

Protective Services Division

- PSD has resumed the weekend security assignment at Eastern Market. Two officers are currently assigned on Saturday and Sunday when the Market is open.

Portfolio

- We are working on restructuring two lease agreements at 1015 Half Street, SE and 250 E Street, SW to realize approximately \$8.1M of lease savings in FY25, and \$7.1M in FY26.

FIRST

- We began developing a Digital Training Library for DGS partner agencies and internal staff. This comprehensive library will include training resources for partner agencies on how to engage with DGS via platforms like SMART DGS as well as modules tailored for internal staff such as technicians, work order managers, and supervisors. This ensures that all stakeholders—external and internal—are equipped with the tools and knowledge to optimize their roles and responsibilities.

Sustainability and Energy

- DGS developed and awarded DC government's first Energy Savings Performance Contract (ESPC). While the ESPC process spans multiple years, it will deliver several key benefits for District government, including the installation of more energy-efficient equipment at near-zero upfront cost, a significant reduction in building greenhouse gas emissions, and long-term energy cost savings. The ESPC model allows the District to implement energy-saving projects without requiring immediate capital investment, as the costs are paid for through the savings generated by the energy improvements themselves.
- In addition, the program will enhance the overall sustainability of District government buildings by upgrading systems like HVAC, lighting, and insulation to modern, high-efficiency standards. These upgrades will not only lower energy consumption but also improve indoor comfort and air quality for building occupants.
- The ESPC also supports the District's climate goals by helping to meet energy reduction targets and contributing to a reduction in reliance on fossil fuels. By transitioning to more energy-efficient systems, the District will be better positioned to achieve its broader environmental and sustainability objectives, including reducing its carbon footprint and advancing clean energy solutions.

Capital Construction

- The schools team has been working on ongoing education and training for the Greener Government Building Amendment Act, and also produced documentation to support our Design-Build Teams through the permitting process.
- FY24 was the first year the school modernization team started projects on our new 4-year schedule. We have already been able to see the benefits in starting sooner,

allowing teams to resolve design issues and provide better opportunities for integration of feedback.

- In FY24 the team worked through an updated draft of the technical specifics and Owner's Project Requirements (OPR) based on recently completed projects and lessons learned.
- As part of the Central Treatment Facility (CTF) Annex Project, we will be issuing a solicitation and awarding the Architect of Record (AOR) for the project in Spring of 2025. The AOR will further develop the concept design that has been developed and produce construction documents for the new facility. With the new direction of the concept design, additional funding has been requested by DOC as part of the FY26 - FY31 CIP budget formulation.
- We are launching construction of the new DOC Boiler plant project. DGS secured all building permits and the general contractor will be mobilizing to the site in February. This project will install a new boiler plant on and for the DOC campus, and cuts the jail's dependency on steam from the Central Steam Plant.
- In FY24 DGS facilitated the replacement of emergency generators at the OUC. Commissioning is underway, and this project is targeting completion in February of 2025.

- 7. *Identify DGS' Strategic Objectives and Key Performance Indicators (KPIs). Explain why each KPI was selected and how it supports the overall mission of the agency.***
- a. Include the outcomes for FY 24 and FY 25, to date for each KPI measure.***
 - b. Provide a narrative description of what actions the agency undertook to meet the key performance indicators or any reasons why such indicators were not met.***

The Key Performance Indicators (KPIs) were selected with a clear and purposeful intent to create guidance for organizational excellence. The carefully chosen metrics provide a means to measure not just progress, but a clear baseline and helps us to understand not only where we stand today but how we can build toward the future. Each KPI has been crafted to align with our overarching mission and strategic objectives, acting as both a mirror and a magnifying glass. They reflect the core of our operational strength, while also allowing us to zoom in on specific areas for refinement and growth. The selection process was driven by a desire to ensure these indicators are meaningful data points that truly capture the essence of our success and areas for improvement. Our KPIs serve as the benchmarks that keep us rooted in our mission, yet flexible enough to adapt to the evolving landscape around us. They empower us to make informed decisions with confidence, knowing that each step we take is aligned with our ultimate purpose.

[See here for the DGS FY24 Performance Plan.](#)

8. *Provide DGS' FY 24 Performance Plan.*
- a. *Did DGS meet the objectives set forth in its performance plan for FY 24?
Provide a narrative description of what actions DGS undertook to meet the
objectives or any reasons why such objectives were not met.*

[See here for the DGS FY24 Performance Plan.](#)

Reporting Requirements

- 9. List all reporting requirements in the District of Columbia Code or Municipal Regulations that DGS was required to complete in FY 24 and FY 25, to date. For each requirement, list the date the report was required and the date it was produced. If DGS did not produce the report on time, explain why.**

See Q9 Attachment.

- 10. List and describe any regulations promulgated by DGS in FY 24 and FY 25, to date, and the status of each.**

DGS did not promulgate any regulations in FY24 and FY25 to date.

- 11. Provide the number of FOIA requests DGS received for FY 24 and FY 25, to date. Include the number granted, partially granted, denied, and pending. In addition, provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

See Attachments:

- Q11_FY2024 FOIA Report.
- Q11_FY2025 FOIA Report.

Organization and Staffing

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

See Q12 attachment.

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

See Attachment Q13_Schedule A_HR as of January 17, 2024.

- 14. How many vacancies were posted during FY 24 and FY 25, to date? Identify**
- a. each position;**
 - b. how long the position was vacant;**
 - c. what steps have been taken to fill the position;**
 - d. whether DGS plans to fill the position;**

e. and whether the position has been filled.

See Attachment Q14_Vacancy List_HR.

15. Provide a complete, up-to-date position listing, ordered by program and activity, and including the following information for each position:

- a. Title of position;*
- b. Name of employee or statement that the position is vacant, unfunded, or proposed;*
- c. Date employee began in the position;*
- d. Salary and fringe benefits (separately), including the specific grade, series, and step of position;*
- e. Job-status (continuing/term/temporary/contract); and*
- f. Whether the position must be filled to comply with federal or local law.*

See Attachment Q13_Schedule A_HR.

16. List all employees detailed to or from DGS, if any. Provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

- Elliott Kozuch was detailed to EOM on 05/18/2024 and returned to DGS on 08/01/2024.
- Steven Anderson was detailed to DGS from DPR from 10/1/2023 until he was hired on 05/05/2024 with DGS.

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

See Attachment Q17_Overtime_HR.

18. For FY 24 and FY 25, to date, provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.

See Attachment Q18_Bonues_HR.

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

See Attachment Q19_CBA_HR.

20. What is DGS' position with respect to recruitment and retention needs for FY 24 and FY 25, to date regarding wages, bonuses, or other incentives so that the service delivery system is able to recruit and retain an adequate workforce for services without backsliding in quality for each of the Agency's job classifications.

DGS has taken a comprehensive approach to how we recruit and retain our staff. We have continued our practice of looking from within to fill vacancies in order to provide a path of succession for our staff. We strive to build our bench to ensure we are preparing staff to become future leaders and managers within the agency. This is a good retainment tool because people know they can come to work at DGS and enjoy opportunities for growth and promotion. We are also working to expand professional development offerings to all staff as a way to improve employee retention. Additionally, we're working to fill our apprenticeship trade positions with external candidates from the United Program Organization. with hopes these individuals ascend to be our next group of licensed tradespeople.

Inter-Agency Coordination

21. List and provide a copy of all memoranda of understanding (“MOU”) or other written agreements between DGS and other District agencies during FY 24 and FY 25, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

See the following Attachments:

- Q21_FY24 MOU Report.
- Q21_FY24 COPIES of MOUS.zip.
- Q21_FY25 MOU Report.
- Q21_FY25 COPIES of MOUS.zip.

22. For FY 24 and FY 25, to date, list all intra-District transfers to or from DGS.

See Attachment Q22_FY24 and FY25 YTD Transfer in and Out Intra-Districts (1-14-25).

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

Upon receipt of the requests to use a DCPS athletic facility, the requests are reviewed by the DCPS Principals to approve or reject, while adhering to the permit prioritization as required by DC Law 22-210, prior to DGS processing and confirming a Permit.

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

- a. Total rental payments;**
- b. Funds transferred to schools for discretionary use;**

- c. Funds used or allocated by DGS to cover expenses; and*
- d. A list of uses for funds covered in (c).*

DCPS is responsible for collecting 100% of revenue upfront. DCPS must then transfer 25% to DGS based on the schedule outlined in the legislation. In February of FY24, \$47,533.97 was transferred to DGS. In September of FY24, \$182,525 was transferred. When the funding is transferred to DGS, it gets deposited into a fund that then reverts to the General Fund.

25. List the task forces and organizations DGS is a member of, and any associated membership dues paid.

- Please see the list of task forces DGS is a member of:
 - Interagency Council on Homelessness
 - Green Building Advisory Council
 - Building Energy Performance Standards Task Force
 - Climate Commitment Amendment Act Task Force
- Membership dues are paid for the following:
 - Commercial Real Estate for Women (CREW)
 - National Institute of Government Purchasing (NIGP)
 - African American Real Estate Professionals (AAREP)
 - Association for Talent and Development (ATD)
 - Urban Land Institute (ULI)
 - Eastern Market Main Street (EMMS)
 - National Association of Produce Market Managers (NAPMM)
 - Certified Commercial Investment Member (CCIM)
 - International City/County Management Association (ICMA)
 - American Society of Industrial Security (ASIS International)
 - International Association of Chiefs of Police (IACP)
 - National Organization of Black Law Enforcement Executives (NOBLE)
 - Society of Human Resources Management (SHRM)

Budget

26. Provide a table showing DGS' Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 24 and FY 25, to date. Detail any over- or under-spending and if the agency had any federal funds that lapsed.

See Attachment Q26_FY24 Approved, Revised, Actual Budget.

27. Provide a list of all budget enhancement requests (including capital improvement needs) for FY 24 and FY 25, to date. For each, include a description of the need, the amount of funding requested, and the status of the enhancement.

In FY 2024 and FY 25, the Department of General Services worked with the Office of the Mayor and the Budget team to ensure that the agency received sufficient funding. DGS

does not share enhancement requests since this is part of a confidential and deliberative process.

28. List, in chronological order, each reprogramming that impacted DGS in FY 24 and FY 25, to date, including those that moved funds into the Agency, out of the Agency, and within the Agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.

See the following Attachments:

- Q28_FY24 Reprogramming Data
- Q28_FY25 Reprogramming Data

29. Provide the details of any surplus in DGS' budget for FY 24, including:
a. The total amount of the surplus; and
b. All projects and/or initiatives that contributed to the surplus

Overall, the local fund surplus of \$735K represents 0.2% of the overall DGS \$460M local budget. This marks the fifth year in a row that DGS has spent 99% or more of its local budget. For an agency the size of DGS, this is exceptional and is a testament to strong financial management, budgetary controls, and close partnership with the OCFO team.

The PS underspending is primarily the result of a slight overestimation of the \$2M in additional funding provided to cover PS pressures at year-end.

With respect to the net local NPS underspending of \$0.5M, this is mainly driven by an overestimation of the PSD pressure during a year-end reprogramming. Overall, however, the PSD budget required an additional \$4M in funding above the approved budget. The additional funding need for PSD was driven by client agency demand for new or increased security guards. While the overall energy accounts show a \$5.1M surplus, this is overstated. These funds should have been reprogrammed to the rent account during the year-end reprogramming instead of energy to help with the rent pressure of \$5.8M. OCFO will move the funds in the correct account as a journal entry to ensure the accounting is accurate.

30. List and describe any spending pressures DGS experienced in FY 24 and FY 25, to date and any anticipated spending pressures for the remainder of FY 25. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 24 or FY 25, to date, describe how it was resolved, and if the spending pressure is expected in FY 25, describe any proposed solutions.

In FY24, DGS had a spending pressure in security of \$4M. This was due to a growing portfolio, which required contract security guard services, client-agency demand for such services, and higher vendor rates. DGS also had a \$1M spending pressure in personnel services due to overtime expenditures. DGS provides security and maintenance services across the District and operates in a 24/7 posture. DGS will always require OT to respond

to unforeseen emergencies as well as recurring service delivery. For example, DGS' in-house painting team typically has to work after-hours to avoid disrupting facility occupants. DGS resolved both pressures by working with the Mayor's office to reallocate funds via a year-end reprogramming.

DGS is not anticipating FY25 spending pressures.

- 31. For FY 24 and FY 25, to date, identify any special purpose revenue funds maintained by, used by, or available for use by DGS. For each fund identified, provide:**
- a. The revenue source name and code;**
 - b. The source of funding;**
 - c. A description of the program that generates the funds;**
 - d. The amount of funds generated by each source or program;**
 - e. Expenditures of funds, including the purpose of each expenditure; and**
 - f. The current fund balance.**

See Attachment Q31_SPR Revenue Exp and Fund Balance FY24 and FY25.

- 32. Provide a complete accounting of all federal grants DGS received for FY 24 and FY 25, to date, including:**
- a. The amount;**
 - b. The purpose for which the funds were granted; and**
 - c. For FY 24, the amount of any unspent funds that do not carry over.**

DGS does not receive federal grant funds.

33. Did DGS receive any grants in FY 24 and FY 25, to date from sources besides the federal government? If so, what was the source and duration of the grant(s), and what was it used to accomplish?

DGS is not a direct grant recipient.

34. List all grants DGS issued in FY 24 and FY 25, to date.

DGS does not issue grants.

35. For FY 24 and FY 25, to date, list any purchase card spending by DGS, the employee making each expenditure, and the general purpose for each expenditure.

See Attachment Q35 POH FY24 & FY25 PCard Spending 011525 (1).

36. For FY 24 and FY 25, to date, provide the following information regarding DGS' authorization of employee travel:

- a. Each trip outside the region on official business or at agency expense;**
- b. Individuals (by name and title/position) who traveled outside the region;**
- c. Total expense for each trip (per person, per trip, etc.);**
- d. What agency or entity paid for the trips; and**
- e. Justification for the travel (per person and trip).**

See Attachment Q36_FY24 POH Employee Travel.

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

See Attachment Q37_FleetVehicles_Fleet.

38. For FY 24 and FY 25, to date, list all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense.

See Attachment Q38_Information Technology_Telecomlist.

Risk Management

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

CONFIDENTIAL - See Attachment Q39_List of Pending Lawsuits FY24-25

40. List all settlements entered into by DGS or by the District on behalf of DGS in FY 24 and FY 25, to date, and provide the parties' names, the amount of the settlement, and if

related to litigation, the case name and a brief description of the case. If unrelated to litigation, describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

CONFIDENTIAL See Attachment Q40 _List of Settlements FY24-25 OAG (1-24-25).

41. List the administrative complaints or grievances that DGS received in FY 24 and FY 25, to date, broken down by source.

CONFIDENTIAL See Attachment Q41_ Grievances FY24-25_HR.

42. Provide a list of total workers' compensation payments paid in FY 24 and FY 25, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

25 employees received workers' compensation payments in FY24 and FY25 to date totaling the below amounts for the below reasons.

Workers' Compensation	Financial Type			
	Medical	Indemnity	Subrogation	Total
Fiscal Year				
FY 2024	\$51,773.81	\$172,119.10	-\$9,046.84	\$214,846.07
FY 2025	\$3,697.21	\$49,677.25		\$53,374.46
Total	\$55,471.02	\$221,796.35	-\$9,046.84	\$268,220.53

Investigations, Audits, and Reports

- 43. List and describe any ongoing investigations, audits, or reports on DGS or any employee of the Agency that were completed during FY 24 and FY 25, to date.**

See Attachment Q43_List of Ongoing Investigation, Audits, or Reports (FY24 and FY25)

- 44. Provide a copy of all studies, research papers, reports, and analyses that DGS prepared or funded during FY 24 and FY 25, to date.**

DGS has not published any such studies in FY24 and FY25 to date.

- 45. Identify all recommendations identified by the Office of the Inspector General, Auditor, or other federal or local oversight entities during the previous three years. Provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, explain why.**

See Attachments:

- Q. 45 OIG Final Report No. 20-1-06MA Audit of West End Library and Fire Maintenance Fund
- Q. 45 OIG Final Report No. 23-1-06MA Audit of West End Library and Fire Maintenance Fund
- Q. 45 OIG Final Report No. 22-1-06MA Audit of West End Library and Fire Maintenance Fund
- Q. 45 ODCA Auditor Recommendations

Racial Equity

- 46. The District defines racial equity as “the elimination of racial disparities such that race no longer predicts opportunities, outcomes, or the distribution of resources for residents of the District, particularly for persons of color and Black residents.”**

a. What is DGS’ mission?

b. In the context of DGS’ mission and the District’s racial equity definition, what are three areas, programs, or initiatives within DGS where the Agency sees the most opportunity to make progress toward racial equity?

DGS continues to support the District’s goal of achieving racial equity in all aspects of our work. Three key areas the agency continues making progress towards equity are: Capital Construction Services, Business Development, and Portfolio Management.

Capital Construction Services – DGS continues to engage in capital projects in areas which have high concentrations of residents who identify as Black or people of color. When we invest in schools, playgrounds, parks, and recreation centers, we strengthen communities, which helps address underlying inequality. DGS is prioritizing capital construction projects in Wards 7 and 8 which will support the continued reduction of racial disparities.

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

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

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

DGS is a diverse agency, and approximately 95% of the staff identify as a minority. Additionally, DGS has initiated a mentor protégé program that helps develop small businesses.

48. Consider one area where DGS collects race information. How does DGS use this data to inform decision-making?

DGS has a diverse workforce and is approximately 95% minority staffed. With this in mind, our managers make decisions that support the career progression of all staff.

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

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

Sexual Harassment

50. Explain DGS' procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the Agency in FY 24 and FY 25, to date, and whether and how those allegations were resolved.

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

In FY24 and FY25 to date, DGS has not received any allegations involving sexual harassment.

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

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

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

To date, DGS has not received any requests from staff.

Other

53. *Identify all electronic databases maintained by DGS, including the following:*
- A detailed description of the information tracked within each system;*
 - The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and*
 - Whether the public can be granted access to all or part of each system.*

A detailed description of the information tracked within each system

- Archibus: 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: The platform provides tools and services to communicate with client agencies and internal agency employees, 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 and integrate with the 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 solutions for budget management, contacts and procurements, human resources, and asset management.
- 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: cloud-based fleet management software that provides GPS vehicle tracking, custom mapping, driver behavior management, and advance reporting on DGS fleet vehicles.
- EnergyCap: cloud-based utility bill management system used to audit, manage, and track all energy or non-energy commodity and energy bill details.
- Project Teams: 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): 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: 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: the federal EPA database where DGS submits and reports on the energy and water performance of more than 300 DGS buildings.

The age of the system and any substantial upgrades that were made or that are planned for the system:

- Archibus – 17 years (June 2024, Archibus servers were patched & upgraded to Archibus v 2024.01)
- Salesforce - 10 years
- RS2 Access Control and monitoring system - 10 years
- Geotab - 7 years
- Energy Cap - 7 years
- Project Teams - 5 years
- CPMS - 6 years

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

- Archibus – No
- Salesforce – No; select client agency personnel are given access and the public views our dashboard located on the following webpage: <https://dgs.dc.gov/service/dgs-public-work-order-dashboard>
- Rs2 Access Control and monitoring system - No
- Geotab - No
- Energy Cap – No
- Project Teams - No
- CPMS - Yes, accessible through the DGS website under Contracts and Procurement
- ENERGY STAR Portfolio Manager –Yes, available on open.dc.gov

54. List all regulations for which DGS is responsible for oversight or implementation. List by chapter and subject heading, including the most recent revision date

DGS has not issued regulations and therefore would not be responsible for oversight or implementation.

55. Explain the impact on DGS of any federal legislation or regulations adopted during FY 24 and FY 25, to date that significantly affects agency operations or resources.

DGS is unaware of any federal legislation or regulations adopted during FY24 and FY25 to date that would significantly affect agency operations.

56. Does DGS believe it has all funding and resources required to completely fulfill all of the Agency's statutory obligations for the Agency's entire portfolio across client agencies?

Yes, DGS maximizes its available resources.

Community Engagement

57. *List all community engagement events DGS held in FY 24, and FY 25, to date. For each event include:*

- a. Date of event;*
- b. start and end time of event;*
- c. location of the event;*
- d. format of the event (virtual, in-person, or hybrid);*
- e. topic of event; and*
- f. number of attendees.*

DGS supported the following events listed below with our client agencies. DGS attended several client agency-led events such as project updates, community meetings, and community walks. DGS' client agencies typically lead community meetings, as DGS is the implementation agency working on behalf of the client agency.

The community engagement formats include in-person for all ribbon cuttings, grand openings and groundbreakings; in-person for Walk and Talks; hybrid and virtual for community meetings; virtual for environmental meetings. Time for each event averaged 1-2 hours.

Question #58 provides a listing of DGS led events.

- DC Health Office Space Ribbon Cutting Ceremony
 - <https://dgs.dc.gov/event/dc-health-office-space-ribbon-cutting-ceremony>
 - 100+ attendees
- MLK Gateway Phase II + DHCD Grand Opening
 - <https://dgs.dc.gov/event/mlk-gateway-phase-ii-dhcd-grand-opening>
 - 100+ attendees
- Texas Avenue Dog Park 'Rib-Bone' Cutting Ceremony
 - <https://dgs.dc.gov/event/texas-avenue-dog-park-rib-bone-cutting-ceremony>
 - 35 attendees
- 19th and L St NE Community Meeting “Walk and Talk”
 - <https://dgs.dc.gov/event/19th-and-l-st-ne-community-meeting-%E2%80%9Cwalk-and-talk%E2%80%9D>
 - 25 attendees
- Reservoir Park Recreation Center Grand Opening Ceremony
 - <https://dgs.dc.gov/event/reservoir-park-recreation-center-grand-opening-ceremony>
 - 250 attendees
- First Day of School/ Ribbon Cutting for Miner ECE
 - <https://dgs.dc.gov/event/first-day-school-ribbon-cutting-miner-ece>
 - 50 attendees
- 26th NW Small Group Community Meetings
 - <https://dgs.dc.gov/page/26th-and-i-streets-nw-playground>
 - 25 attendees
 - In FY24 and FY25 to date, 5 community meetings on this project have been held .
- Mayor Bowser Celebrates Southeast Tennis and Learning Center South Groundbreaking Ceremony
 - <https://dgs.dc.gov/event/mayor-bowser-celebrates-southeast-tennis-and-learning-center-south-ground-breaking-ceremony%C2%A0>
 - 100+ attendees

- Mayor Bowser Celebrates Joy Evans Therapeutic Recreation Center Ribbon Cutting
 - <https://dgs.dc.gov/event/mayor-bowser-celebrates-joy-evans-therapeutic-recreation-center-ribbon-cutting>
 - 100+ attendees

58. *Provide a list of community engagement events DGS holds on a regular basis (monthly, quarterly, annually, etc.).*

DGS holds the below community engagement events on a regular basis:

- With the passage of the Public Facilities Environmental Safety Amendment Act of 2020, DGS expanded its frequency and scope of testing for environmental risks. This includes a series of monthly meetings to discuss actionable environmental safety testing results and remediation activity at District public buildings. These virtual meetings provide an overview of DGS testing process and details about activities at specific locations. The public can join the meeting after registering to receive a MS Teams link. This meeting is shared on social media, the DGS website, to local ANC Commissioners, MOCRS and Ward Councilmembers.
- DGS Public Building Environmental Safety Testing and Remediation: April 2024
 - <https://dgs.dc.gov/event/dgs-public-building-environmental-safety-testing-and-remediation-april-2024>
- DGS Public Facilities Environmental Safety Meeting : May 2024
 - <https://dgs.dc.gov/event/dgs-public-facilities-environmental-safety-meeting-may-2024>
- DGS Public Facilities Environmental Safety Meeting : June 2024
 - <https://dgs.dc.gov/event/dgs-public-facilities-environmental-safety-meeting-june-2024>
- DGS Public Facilities Environmental Safety Meeting : July 2024
 - <https://dgs.dc.gov/event/dgs-public-facilities-environmental-safety-meeting-july-2024>
- DGS Public Facilities Environmental Safety Meeting : August 2024
 - <https://dgs.dc.gov/event/dgs-public-facilities-environmental-safety-meeting-august-2024>
- DGS Public Facilities Environmental Safety Meeting : September 2024
 - <https://dgs.dc.gov/event/dgs-public-facilities-environmental-safety-meeting-september-2024>
- DGS Public Building Environmental Safety Testing and Remediation: January 2025
 - <https://dgs.dc.gov/event/dgs-public-building-environmental-safety-testing-and-remediation-january-2025>
- DGS also holds an annual Certified Business Enterprise (CBE) Event to bring together CBEs and contractors to network and discuss ways to do business with DGS.
 - <https://dgs.dc.gov/event/dgs-small-business-networking-reception>
- Additionally, DGS has begun to hold quarterly DGS Town Halls on various topics. We have done one with CBEs on “How to Do Business with DGS” and one with all ANCs on “Capital Construction: Let’s Talk Process”.

59. Explain the factors DGS considers when deciding whether to hold a community event.

Specify whether DGS considers:

- a. The number of requests for an event from District residents;***
- b. Whether a Council office or committee requested an event;***
- c. Whether another agency or government official requested an event; or***
- d. The level of time-sensitivity or urgency of the topic?***

DGS is an implementation agency. As such, DGS attends client agency-led community meetings regarding capital construction project updates or locations with a high number of work orders or long-standing facility matters. However, DGS will take the lead in requesting a ribbon cutting or groundbreaking event in consultation with our client agencies. DGS will also attend community walks or site visits requested by MOCRS, EOM, Council, sister agencies, or community groups on an as needed basis.

DGS currently holds meetings to discuss the proactive environmental testing that takes place within government facilities. These meetings are designed to provide residents with actionable environmental safety testing results and remediation activity at District public buildings.

60. Explain the factors DGS considers when determining whether a community event should be in-person, online, or hybrid.

Most community events are determined by a client agency with regards to community engagement updates such as capital construction projects. Our Public Environmental Safety Testing and Remediation meetings are held virtually as stakeholders are from different areas across all eight wards; it is most efficient and effective to hold these meetings virtually so that the most stakeholders can attend. Our quarterly town halls with ANC members are currently held virtually in order to increase participation.

61. The Committee and the Council regularly receive inquiries from District residents about facilities issues across DGS' portfolio daily. The Committee and Council are happy to assist our constituents. DGS does have an External Affairs team that can

answer such inquiries as well. Explain DGS' processes for advertising its external affairs team to the public.

DGS' External Affairs Unit organizes, assesses, and addresses community and Advisory Neighborhood Commission (ANC) requests, informing ANCs and communities on the status of DGS construction projects, programs, and facility-related requests, bridging the gap between the Agency and the community. Each capital construction project on the DGS website includes a community engagement representative and their contact information. Additionally, on our website, we have a location where constituents can find information on community engagement and inquiries on who to contact: [For the Community | dgs](#). Further, there is always a DGS community engagement representative, with contact information, listed on presentations to the public provided by our client agencies. DGS also advertises our External Affairs Team at community meetings and via social media using the hashtag “#DGSInTheCommunity”. Finally, our website has an “Ask the Director” portal, which constituents can use to send inquiries directly to DGS.

62. What is DGS' preferred method for District residents to alert the Agency about facilities issues?

All government agencies have access to the DGS Work Order Management portal. The DGS Work Order Management portal is how DGS tracks facility work to be performed. There are representatives at each government facility that can enter a work order into the portal system. Additionally, a resident can inform site staff of a situation and/or the site staff can take a picture and submit a work order. The DGS Public Work Order Dashboard has updates on work orders that have been flagged for a facility. Residents can also now call 311 to report issues at DPR parks and playgrounds. Work Orders are explained here: <https://dgs.dc.gov/page/work-order-frequently-asked-questions-faq>.

63. Explain DGS' processes for responding when a District resident or employee raises a facilities issue on social media.

- a. What steps does DGS take to investigate the issue and determine whether to open a work order.***
- b. Does DGS provide the social media poster an update on the issue they raised?***

When someone raises a facilities issue on social media, the External Affairs team will send a direct message to the individual to check if there is a work order associated with their outreach. DGS reviews Salesforce to look for the work order and then informs our Facilities team to investigate the issue. If the individual provides a picture and description of the issue, DGS may open a work order if one is not already open. Residents may also flag issues to client agency site staff that could require the input of a work order. Once these steps are complete, DGS provides an appropriate response on social media to update the individual and direct them to view the [DGS Work Order Dashboard](#) for status updates with the exception of safety and security sensitive repairs.

64. Who should District notify when DGS contractors are working outside of permitted hours? How should they do so?

If someone believes a contractor is working outside of permitted hours, they may submit an inquiry on our [website via this link](#).

65. *Who should District notify when DGS contractors are take up residential parking spots? How should they do so?*

Residents may submit a 311 request for parking enforcement for any perceived residential parking violations.

Performance Evaluation

66. *Does DGS conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?*

DGS conducts annual performance evaluations for its employees through the direct supervisor of each employee. In FY24, 98% of DGS employees received feedback in the form of an evaluation. DGS HR reviews the dashboard information provided by DCHR to update and alert those supervisors who had not entered plans for their respective staff members.

67. *Provide DGS' FY 24 Performance Accountability Report.*

[See here for the DGS FY24 Performance Accountability Report.](#)

68. *Explain DGS' processes for ensuring its employees deliver quality customer service?*

Providing quality customer service is paramount for all DGS employees. All employees have a customer service goal in their annual performance plan that ensures each employee “Partners with internal and external customers to provide quality service. Demonstrates consistent and continual adherence to all prescribed District customer service goals and standards. Treats all customers in a professional and courteous manner.”

69. *Provide DGS' metrics on customer service for FY 24 and FY 25, to date.*

Key metrics on customer service focus on information sharing, responsiveness, and quality of service. We want to ensure that our client agencies, DC residents, and visitors receive timely replies to work orders, inquiries, and concerns. Timely responses help build trust and satisfaction with client agencies, allowing them to feel valued and heard. During community meetings, DGS engages with DC residents to listen to their perspective and feedback. The feedback provided during these meetings is considered for agency operations and decision-making.

Customer satisfaction is measured through surveys via 311 (once a work order is complete) or feedback from client agencies in Salesforce. See Q69 attachment for an

example of the survey. We may also receive feedback via the Ask the Director portal on our webpage, email, or when work order requests are submitted via 311. This helps us to gauge how well the agency met expectations and provides valuable insights into areas for improvement.

70. Explain DGS' processes for soliciting feedback from customers?

- a. What has DGS learned from this feedback?**
- b. How has DGS changed its practices due to such feedback?**

During community meetings, DGS works with our client agencies to solicit feedback on capital projects. Each capital construction project on the DGS website includes a community engagement representative and contact information for that representative if further feedback is needed. Additionally, on our website, we have a location where constituents can find information on who to contact: [For the Community | dgs](#). Our website also has an "Ask the Director" portal through which constituents can send feedback or inquiries.

We take all feedback seriously and always strive to educate the community on DGS' processes, whether it be work order submissions, capital construction timelines, or heating and cooling procedures. We continuously update our website and develop one pagers to help educate the public on our processes.

[Work Order Frequently Asked Questions \(FAQ\) | dgs](#)
[Capital Construction Services Project Lifecycle FAQ | dgs](#)

71. Provide a list of the trainings/information sessions DGS provided in FY 24 and FY 25, to date.

DGS works in conjunction with DCHR's Center for Learning & Development (CLD) program to provide our employees as many opportunities for training advancements as possible. Below is the list of trainings DGS advertised through DCHR and independently for the FY24 and FY25 plan year.

Completed in FY '24:

- Customer Service: Adapting to Your Customer Cues
- Customer Service: Becoming a Chat Agent Star
- Customer Service: Discovering Customer Needs
- Customer Service: Engaging with Customers
- Customer Service: Fostering a Service Mindset
- Customer Service: Generating Effective Solutions
- Customer Service: Interpreting Customers' Service Priorities
- Customer Service : Strengthening Your Service Skills
- Designing a Customer Service S
- Embracing a Customer-Obsessed Mentality

- Exploring Customer Journey Mapping
- Facing Confrontation in Customer Service
- Interacting with Customers
- Language Access
- LGBTQ+ Cultural Competency Online
- Optimizing the Customer Experience
- Quality Customer Care

Completed in FY '25 to Date

- Customer Service: Fostering a Service Mindset
- Customer Service: Generating Effective Solutions

72. *Provide a list of the trainings/information sessions DGS plans to provide in the remainder of FY 25.*

- DGS New Employee Orientation | DGS PeopleSoft Training (New Managers & Supervisors | New Employees)
- DGS Performance Management Training (Managers & Supervisors | Employees)
- Employee Ethics Training/Hatch ACT (BEGA)
- DGS Customer Service Learning, Development, and Training Series:
 - Customer Service Standards (DC Government Standards)
 - Cultural Competency
 - Human Equity
 - Language Access/Language Line Training
 - LGBTQ+ Cultural Competency Training (DCHR/Mayor's Office of LGBTQ+ Affairs)
- DGS Active Shooter/Evacuation Chair 300 Series Training (DGSRM)
- DGS Drug & Alcohol Training
- DGS Fire, Safety, Prevention, and Evacuation Training (DGSRM)DGS Workplace Bullying/Violence Prevention (DGSRM)
- DGS Workplace Privacy, Confidentiality, & Records Management Training
- Cybersecurity Awareness (OCTO)
- Racial Equity (ORE)
- Sexual Harassment Awareness & Prevention Training (DCHR)
- Special Police Officer New Hire Training Program (PSD)
- Protective Services Division Special Police Officer Annual In-Service Training Program

Implement a DGS Managers/Supervisors/Team Leads HR Training Series:

- DGS Progressive Discipline & Grievance
- DCHR FMLA/PFL for Managers/Supervisors/Team Leads
- DGS Time & Leave Reporting, Approval, and Management
- DCHR Reasonable Suspicion Training (DCHR)
- DGS Worker's Compensation Training (DGSHR/DGSRM)

Contracting & Procurement

Overall

- 73. List each contract, procurement, and lease entered or extended by DGS during FY 24 and FY 25, to date. For each contract, provide the following information where applicable:**
- The name of the contracting party (vendor);*
 - A description of the contract, including the end product or service;*
 - The dollar amount of the contract, including amount budgeted and amount actually spent;*
 - The term of the contract (award date and end date);*
 - Whether the contract was competitively bid;*
 - The name of the agency's contract monitor and the results of any monitoring activity;*
 - The DGS division under which the contract operates;*
 - The funding source; and*
 - Any long-term contracts and how community input is sought regarding the contract.*

CONFIDENTIAL See Attachment Q73 Contract Action Log and Procurement Plan.

- 74. For all contract modifications made in FY 24 and FY 25, to date, provide:**
- Name of the vendor;*
 - Purpose of the contract;*
 - Modification term;*
 - Modification cost, including budgeted amount and actual spent;*
 - Narrative explanation of the reason for the modification; and*
 - Funding source.*

DGS tracks contracts as a whole. It does not have a consolidated tracker solely for modifications.

- 75. Provide a list of sole source contracts awarded in FY 24 and FY 25, to date. Explain why each was awarded as a sole source contract.**

See Attachment Q75_Sole Sources Awarded Contract FY24 FY25.

- 76. 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 FY 24 and FY 25, to date. Identify which protests and disputes resulted in formal claims and their outcomes.**

- All claims by a contractor against the District arising under or relating to a contract shall be in writing and shall be submitted to the Contracting Officer for a decision.
- Within 120 days after receipt of a claim, the Contracting Officer shall issue a decision, whenever possible, accounting for factors such as the size and complexity of the claim

and the adequacy of the information in support of the claim provided by the contractor. Any failure by the Contracting Officer to issue a decision on a contract claim within the required period shall be deemed to be a denial of the claim and shall authorize the commencement of an appeal on the claim as otherwise provided.

- If a contractor is unable to support any part of his or her claim and it is determined that the inability is attributable to a material misrepresentation of fact or fraud on the part of the Contractor, the contractor shall be liable to the District for an amount equal to the unsupported part of the claim in addition to all costs to the District attributable to the cost of reviewing that part of the contractor's claim.
- All claims by the District against a contractor arising under or relating to a contract are decided by the Contracting Officer, who issues a decision in writing and furnishes a copy of the decision to the Contractor.
- The decision of the Contracting Officer is final and not subject to review unless an administrative appeal or action for judicial review is timely commenced by the contractor.
- Pending the final decision of an appeal, action, or final settlement, the contractor is to proceed diligently with the performance of the contract in accordance with the decision of the Contracting Officer.

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

- a. Contracts and procurements under \$250,000;***
 - b. Contracts and procurements between \$250,000-\$999,999; and***
 - c. Contracts and procurements over \$1 million.***
- Contracts and procurements under \$250,000: 21 days
 - Contracts and procurements between \$250,000-\$999,999: 30 days
 - Contracts and procurements over \$1 million: 90 days

78. *Provide the number of contracts and procurements executed by DGS in FY 24 and FY 25, to date. Indicate how many contracts and procurements were for:*

- a. Under \$250,000;***
- b. Between \$250,000-\$999,999; and***
- c. Over \$1 million.***

See Attachment Q78 FY24-25 Performance Oversight Hearing(Question 78 POH FY24).

79. *Provide all DGS' FY 23, FY 24, and FY 25, to date contracts with Fort Myer Construction.*

See Attachment Q79 - Fort Myer Construction Corporation Contracts FY23, FY24, and FY25(Sheet1).

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

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

- Division Point of Contact (POC)/Contracting Officer's Technical Representative (COTR) creates the Budget Activities (BA) to procure services or goods.
- POC/COTR submits BA to the Budget Development and Implementation Team (BDI)
- BDI funds the BA and submits to the Financial Transaction Team.
- The Financial Transaction Team creates a requisition within 24-48 business hours in the management software system the agency uses.
- The requisition takes an average of 3-5 business days to flow through the approval process to Contracts & Procurement (C&P).
- C&P receives the approved requisition, and a series of actions must be completed before the Purchase Order is issued to the vendor:
 - Solicit services in accordance with the PPRA and DCMR regulations
 - Evaluate bids/proposals
 - Execute required Determination and findings
 - Execute the appropriate contract file award memorandum
 - Notify vendors of successful/unsuccessful bids/offerors
 - Execute contract between vendor and DGS;
 - Funding verification; and
 - Vendor responsibility (i.e., Compliance approval).

Contractor Accountability

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

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

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

- **Define requirements:**
 - Start by clearly defining the requirements in the contract. Make sure that expectations are detailed, specific, and measurable.
- **Selection based on past performance:**

This involves reviewing their history of completing similar projects, meeting deadlines, and delivering high-quality work.

- **Quality Assurance Processes:**

DGS contracts include Quality Assurance/Quality Control clauses and quality assurance processes to ensure that the contractor's work meets the required quality standards. This may include quality control checks at various stages of the project.

- **Disincentives and Incentives:**

Include disincentives for non-compliance with contract terms and conditions. Conversely, consider including incentives for exceeding expectations or completing tasks ahead of schedule.

- **Milestone meetings:**

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

- **Cure Notices:**

The Contract Officer (CO) has the authority to issue a formal written notification to a contractor when there is a significant deficiency or potential breach of contract. It identifies specific issues and provides the contractor with a defined period to address and resolve the deficiencies. This process ensures contractors are held accountable for meeting the terms and conditions of their agreement. By explicitly outlining the areas of non-compliance and setting a timeline for corrective action, a cure notice helps enforce contract requirements, mitigates potential risks, and fosters communication to maintain performance standards, ultimately ensuring the fulfillment of contractual obligations.

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

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

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

83. *Explain DGS' processes for ensuring Contracting Officer's Technical Representatives (COTRs) are monitoring vendors' compliance with benchmarks and delivering on their contracted responsibilities?*

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

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

For all services funded under operating appropriation, DGS implements the “Confirmation of Option Year Renewal Memorandum” process. The purpose of this memorandum is to streamline and document the annual option renewal process and require the COTR to complete the standard requirements per the DCMR for the exercise of an option period. The Contract Specialist issues an Annual Confirmation of Option Year Renewal memorandum to the Contracting Officer’s Technical Representative (COTR) and COTR Manager at least 120 days prior to the expiration of the current option period. This memorandum facilitates timely decision-making regarding the exercise of contract option years and ensures that necessary documentation is completed in accordance with procurement regulations (e.g., annual COTR contract evaluations). The memorandum is signed and returned by the COTR with the applicable evidence of completed annual contract performance evaluations and funding requisition.

84. *Has DGS terminated any contracts within FY 24 and FY 25, to date? If so, provide a list and brief explanation for each instance.*

See Attachment Q84 – Terminations (Termination Notices).

85. *Has DGS issued any cure notices in FY 24 and FY 25, to date? If so, provide a list and brief explanation for each instance.*

See Attachment Q85_Cure Notice and Notices to Comply(Cure Notices)

86. *Has DGS sued any contractors for breach of contract in FY 24 and FY 25, to date? If so, provide a list.*

DGS has not sued any contractors in FY 24 and FY 25 to date.

87. *In FY 24 and FY 25, to date, how many times were (1) DGS employees and (2) contractors found to have marked work orders complete without properly completing their task? What are the consequences for (1) DGS employees and (2) contractors found to have marked work orders complete without properly completing their task?*
a. *Provide evidence of said consequences being given out in FY 24 and FY 25, to date, including issuances of notices to cure or other form of discipline. For each instance, provide the following:*

- i. the date of consequence;*
- ii. the cause/reason; and*
- iii. whether it was for an in-house employee or contractor. For contractors, identify the company. For employees, identify their role.*

	In-House Staff (FY24)	Contract Vendors (9)
Number of completed work orders rejected	43	27
Total work orders completed by same group	28965	765
Percentage of completed work orders rejected	<1%	3.5%

The chart above demonstrates that the number of work orders by in-house staff and overall reported as completed but rejected by client agencies is less than 1%. If work orders remain unverified or do not meet the “confirmed complete” status, additional assessment is conducted by a DGS staff member.

As of the current date, DGS has not issued any cure notices for FMD projects during FY24 or FY25 to date. In the event a work order is rejected, the contractor or in-house staff must revisit and complete the work order to achieve resolution.

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

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

88. Explain DGS’ procedures for ensuring construction contractors are working only during permitted hours.

Vendors are contractually responsible for following all District regulations, including noise ordinances and the work hours defined in their building permits. DGS assigns a Project Manager to every project to ensure compliance.

89. Explain DGS’ procedures for ensuring contractors do not take up residential parking spots.

DGS alerts contractors to have their workers adhere to all parking regulations. We also work with DDOT to create awareness of major projects so they can more frequently monitor residential parking areas for ticketing.

Leases & Building Use Agreements

Overall

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

See Attachment Q90_DGS Properties.

- 91. *Has the District purchased any real property in FY 24 and FY 25, to date? If so, provide a list along with the price paid for each property.***

In FY24 and FY25 to date, the District has not purchased any real property.

In Lease

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

See Attachment Q92_DGS Leased Properties.

- 93. *Did the District enter into any new leases in FY 24 and FY 25, to date? If so, provide a list.***

See Attachment Q93_POH New Leases FY24-25.

Out Lease

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

See Attachment Q94_Outlease and Rent Received and 0 Rent Leases.

- 95. *Provide a copy of each out lease of District-owned property active in FY 24 and FY 25, to date.***

See response to Q94.

Facility Condition Assessments (FCAs)

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

Since 2009, DGS has completed 408 Facility Condition Assessments (FCAs) of municipal facilities greater than 5,000 square feet covering approximately 35 million gross square feet.

Of the 698 buildings in the DGS portfolio, 503 are greater than 5,000 square feet. To date, 81% of DGS buildings greater than 5,000 square feet have been assessed at least once.

In FY 25 DGS plans to assess between 25 - 30 buildings including schools, recreational facilities, offices, Fire & EMS, MPD, and other facilities which are CIP eligible. This plan covers approximately 2.0 million square feet and is budgeted for \$792,000. A significant portion of the remaining unassessed inventory is comprised of leased Charter Schools, trailers, mobile facilities, vacant buildings, and other relatively small structures.

DGS has developed a plan to assess substantially all the heretofore unassessed facilities, which are permanent structures more than 5,000 square feet, by 2031.

Below is a distribution by agency, square footage, and Ward of the 408 FCAs that have been completed thus far.

FCAs 2009 - 2024 Facilities > 5,000 SF

Agency	Square Feet	# Facilities Assessed
DC Public Charter Schools	2,969,451	27
DC Public Library	1,007,744	22
DC Public Schools	15,514,570	135
Department of Behavioral Health	65,767	3
Department of Corrections	992,229	3
Department of Employment Services	283,521	1
Department of Forensic Sciences	351,110	1
Department of General Services	6,423,410	39
Department of Human Services	965,409	21
Department of Mental Health	448,000	1
Department of Parks and Recreation	2,312,025	57
Department of Public Works	696,487	13
Department of Youth Rehabilitation Services	176,177	6
Fire and Emergency Medical Services	695,150	41
Metropolitan Police Department	1,183,251	25
University of the District of Columbia	1,090,767	13
Grand Total	35,175,070	408

Ward	# Facilities Assessed
1	30
2	29
3	35
4	47
5	70
6	56
7	74
8	61
(blank)	6
Grand Total	408

Total DGS Buildings	698
DGS Buildings > 5,000 SF	503
# Facilities Assessed	408
% Assessed	81%

97. How many FCAs were completed in FY 23, and FY 24, and FY 25, to date?

	# Facilities Assessed
FY23	62
FY24	27
FY25 YTD*	-
FY25 Plan	25-30

* Pending RFP for FCA Vendors

98. Explain DGS' processes for using FCAs to inform capital budget formulation. Provide at least one example from DCPS, DPR, and one other client agency.

- Facility Condition Assessments (FCAs) at the facility-wide level are comprehensive audits of all mechanical systems in a government asset.
 - An FCA report is unique to each facility surveyed, and results in a 100+ page report that includes a Facility Condition Index, a listing of the systems in the asset, a listing of capital expenditure needs for the asset, and a forecast of capital expenditures anticipated over the out years.
 - The survey of all mechanical systems for each building assessed is maintained in a centralized database and can provide capital and operating planning data including projected maintenance costs for assets.
- FCAs may be performed as part of the Design and Planning stage of an approved Capital Project, in which case the methodology of the report would be uniquely tailored per the scope of that project and anticipated planning needs.
- FCAs may also be performed or as part of the Agency’s standing FCA schedule to assess all DGS-managed facilities, even if already delivered by the Capital Construction team as an existing facility. These FCAs may inform “small cap” projects on existing facilities, usually in the form of small-scale capital-eligible construction work, such as the replacement of mechanical systems.
- In addition to the Capital Construction Portfolio, for which DGS may perform an FCA for our Client Agency Owned / DGS Implemented Capital portfolio within the CIP, agencies with scheduled facility-wide assessments not linked to the CIP include DCPL, DCPS, CFSA, DOC, DOH, DHS, DPR, DPW, DYRS, DOOT, FEMS, MPED and DMPED.
- The District’s PACE Act requires DGS to perform FCAs across District of Columbia Public School assets, and for non-legislatively mandated assessments it is industry practice to regularly re-inspect facilities to maintain an updated mechanical system database, including planning FCAs for facilities that have never been assessed.
- Certain specific mechanical systems, like elevators, also have compliance and certification requirements set forth by the Department of Buildings and the Department of Licensing and Consumer Protection. FCAs can support the agency’s responses to these mechanical systems and evaluating repair versus replacement decision points.

Agency Name	Building Name	Address	Group	Building - Size (SF)	Building - Use	Project
Department of Parks and Recreation	Emery Heights Community Center	5801 GEORGIA AVENUE NW	Recreation	36,384	Recreational Center	Upgrades to the recreation center including interior upgrades and an addition to increase programming space. Also includes upgrades to exterior elements, including the field, playground and courts.

DC Public Schools	Hardy Middle School	1819 35TH STREET NW	Education	91,644	School	Replace two (2) boilers at Hardy MS. Replace two (2) boilers at Hart MS. Replace two (2) boilers at Phelps HS.
Metropolitan Police Department	1st District MPD HQ	101 M STREET SW	Public Safety	88,171	Public Safety	This project is to upgrade the cooling system of the building and provide a building automation system. It is believed the current chillers are not providing enough cooling for the building.

Capital Construction Division

Overall

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

See Attachment Q99_Q103_Capital Projects FY24 POH.

100. *Provide a list of all DGS completed, ongoing, and planned capital construction and modernization projects in FY 24 and FY 25, to date. Provide the name, address, ward, square footage, and expected completion date for each project.*

See Attachment Q99_Q103_Capital Projects FY24 POH.

Client Agency Capital Projects

101. *Provide a list of all completed, ongoing, and planned capital construction and modernization projects by DGS in FY 24 and FY 25, to date. Provide the client agency, name, address, ward, square footage, and expected completion date for each project.*

See Attachment Q99_Q103_Capital Projects FY24 POH.

102. *Provide a list of all DCPS completed, ongoing, and planned small capital projects in FY 24 and FY 25, to date. Provide the client agency, facility name, address, ward, brief description, and expected date of completion for each project (if not yet complete).*

See Attachment Q99_Q103_Capital Projects FY24 POH.

103. *Provide a list of all DPR completed, ongoing, and planned small capital projects in FY 24 and FY 25, to date. Provide the client agency, facility name, address, ward, brief description, and expected date of completion for each project (if not yet complete).*

See Attachment Q99_Q103_Capital Projects FY24 POH.

104. *Provide a list of all DCPL completed, ongoing, and planned small capital projects in FY 24 and FY 25, to date. Provide the client agency, facility name, address, ward, brief description, and expected date of completion for each project (if not yet complete).*

DGS does not have purview over DCPL projects.

105. *Explain why there are the capital labor projects separate for high schools (AM0-100071-AM0.GM311C.HIGH SCHOOL LABOR - PROGRAM MANAGEMENT) and middle and elementary schools (AM0-100072-AM0.GM312C.ES/MS MODERNIZATION CAPITAL LABOR – PROG)*

The 3 project budgets were created and are preferred by OCFO for their budget tracking ; this has been in place for some time.

- 106.*For each of the following capital projects, provide (1) a description of the work that was done in FY 24 and FY 25, to date, (2) a description of the work that is expected to be done in FY 25.*

a. DGS

- i. AM0.PL905C.MUNICIPAL LABOR PROGRAM MANAGEMENT (100145)*
- ii. AM0.BRM03C.DC GENERAL CAMPUS RENOVATIONS (100014)*
- iii. AM0.BRM04C.MARION S. BARRY, JR. BUILDING (100015)*
- iv. AM0.BRM08C.OAK HILL CAMPUS (100017)*
- v. AM0.DLY19C.DALY BUILDING REHABILITATION - PHASE ONE (100046)*
- vi. AM0.EA710B.EASTERN MARKET (100049)*
- vii. AM0.EST01C.EASTERN MARKET METRO PARK (100051)*
- viii. AM0.GI5JAC.JUNIOR ACHIEVEMENT LAUNCHPAD (100060)*
- ix. AM0.WIL02C.WILSON BLDG (100261)*

b. DMPED

- i. AM0.AMS11C.MCMILLAN SITE REDEVELOPMENT (100007)*
- ii. EB0.AWR01C.SAINT ELIZABETHS E CAMPUS INFRASTRUCTURE (100375)*
- iii. EB0-100391-EB0.FTJEBE.FLETCHER JOHNSON*

c. DACL

- i. WARD 2 SENIOR WELLNESS CENTE*

d. MPD

- i. AM0-100024-AM0.BRM19C.7TH DISTRICT HQS RENOVATION*
- ii. AM0-100138-AM0.PL110C.MPD BUILDING RENOVATIONS/CONSTRUCTION*

e. FEMS

- i. AM0-100029-AM0.BRM29C.TRAINING ACADEMY REDEVELOPMENT STUDY*
- ii. AM0-100095-AM0.LF239C.FEMS SCHEDULED CAPITAL IMPROVEMENTS*

f. DOC

- i. AM0-100036-AM0.CGN01C.GENERAL RENOVATIONS AT DOC FACILITIES*
- ii. AM0-100037-AM0.CGN02C.CTF GENERAL RENOVATION*
- iii. AM0-100044-AM0.CRB01C.NEW CORRECTIONAL FACILITY FOR (CDF)*
- iv. AM0-IBA_100080-Central Cell Block*

See Attachment Q106_POH CCSD.

107.*For each subproject under each of the following capital projects, provide (1) a description of the work that was done in FY 24 and FY 25, to date, (2) the cost of each subproject in FY 24 and FY 25, to date, and (3) a description of the work that is expected to be done in FY 25.*

a. DGS

- i. AM0.BC101C.FACILITY CONDITION ASSESSMENT (100011)**
- ii. AM0.BRMFMC.FLEET REPLACEMENT/UPGRADE (100034)**
- iii. AM0.PL602C.ROOF REPLACEMENT POOL (100142)**
- iv. AM0.PL901C.ENERGY RETROFITTING OF DISTRICT BUILDING (100143)**
- v. AM0.PL902C.CRITICAL SYSTEM REPLACEMENT (100144)**

b. DCPS

- i. AM0-100062-AM0.GM101C.ROOF REPAIRS**
- ii. AM0-100063-AM0.GM102C.HVAC REPLACEMENT – DCPS**
- iii. AM0-100065-AM0.GM121C.MAJOR REPAIRS/MAINTENANCE - DCPS**
- iv. AM0-100067-AM0.GM15NC.DCPS SCHOOL NAME CHANGE**
- v. AM0-100068-AM0.GM303C.ADA COMPLIANCE**
- vi. AM0-100069-AM0.GM304C.LIFE SAFETY – DCPS**
- vii. AM0-100219-AM0.SG106C.WINDOW REPLACEMENT**
- viii. AM0-100236-AM0.SK120C.ATHLETIC FAC. IMPROVEMENT**
- ix. AM0-100318-AM0.YY1SPC.CENTRALIZED SWING SPACE**
- x. AM0-IBA_100062-Safety and Security**

See Attachment Q107_CCSD POH.

Controlling Costs and Staying on Schedule

108.*Provide a list of capital construction projects (DGS or within a client agency) which went over budget in FY 24 and FY 25, to date. For each project, identify the cause and the source of funds used to cover any overages.*

See Attachment Q108_Over Budget_CCSD FY24 POH.

109.*Provide a list of capital construction projects (DGS or within a client agency) which were delivered past due in FY 24 and FY 25, to date. For each project, identify the cause of delays.*

Program	Project	Reason
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DPR	Joy Evans Therapeutic Recreation Center	The Joy Evans Recreation Center delivered late due to the contractor not meeting the agreed schedule. The contractor's delay stemmed from resource constraints, and late material delivery.
Health and Human Services	Pat Handy Shelter	Request made by client agency outside of the original scope of work caused longer lead times on the specialized equipment needed. Elevator could not pass inspection due to an issue which required a long lead time for specialized part.
Public Safety & Justice	MPD - Fleet Maintenance - HVAC replacement	The project was delayed due to a prolonged Building permit process.
Public Safety & Justice	DYRS - Youth Service Center Shower and Ventilation Upgrade	This project was delayed due to GC work, which required corrections with additional lead times.
Public Safety & Justice	MPD - 2nd District Headquarters Miscellaneous Renovations - Detention Area, Generator & Exterior Facade	This project has been delayed due to GC work, which requires corrections and prolonged lead time on the generator.
Public Safety & Justice	FEMS - Engine Company 24 - Apparatus Bay Doors	This project was delayed due to the vendors in ability to provide compliance documents.

110. 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?

It is not standard practice for DGS Capital Construction to install outdoor public restrooms in all DPR facilities. This is due to constructability, funding, and location constraints. See Attachment Q110_OutdoorRestrooms_FY24 POH.

111. Explain DGS' processes to standardize construction materials to reduce costs and delays via the Owner's Project Requirements (OPR) initiative. Describe examples of such standardization from both capital and small capital projects in FY 24 and FY 25, to date.

These standard specifications have been included in all DCPS RFPs for the last 2-3 years. The standardization of construction materials and products helps to simplify the design and construction process in projects by limiting the specific scopes and reducing the number of reviews and questions DGS needs to respond to regarding different systems or materials. The OPR also addresses ongoing long-term issues that we have in facilities and eliminates any materials that have repeatedly caused work orders. This will hopefully reduce the number of work orders for these items in the future. Additionally, this means some materials can be more easily replaced over time – like doors, hardware, ceiling tiles, and plumbing fixtures.

112. *Provide the Requests for Proposal (RFP) for each school modernization project issued during FY 24 and FY 25, to date.*

- Design Build Services for Martin Luther King Jr Elementary School Modernization
- Design Build Services for Burroughs Elementary School Modernization and Modular Trailer Swing Site
- Design Build Services for Drew Elementary School Modernization
- Design Build Services for Whittier Elementary School Modernization
- Design Build Services for Hart Middle School Modernization
- Design Build Services for Euclid Middle School Modernization
- Design Build Services for Burrville Elementary School Modernization
- Design Build Services for Chisholm Elementary School Modernization
- Design Build Services for Seaton Elementary School Modernization
- Design Build Services for Ketcham Elementary School Modernization

See Attachment Q112 Requests for Proposals

113. *Provide a list of DGS' authorized playground equipment manufacturers.*

There is no pre-approved list of playground manufacturers. Playground equipment, much like technology, changes from year to year and remains contemporary. Industry standards do not advise to rely solely on pre-approved vendors list.

114. *Explain DGS' processes for ensuring timely repair of custom and discontinued items when they break?*

For custom items, DGS works with suppliers and manufacturers to expedite fabrication when necessary and expedites shipping in most cases to trim lead times. DGS looks to replace discontinued items with a comparable product as close to the original as possible.

115. *Explain DGS' processes for ensuring timely repair of unique playground equipment?*

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

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

DGS is a member of a working group that interfaces with the Deputy Mayor for Education as they develop the latest Master Facilities Plan (MFP). DGS' participation includes engagement from the following agency divisions: Capital Construction Services Division (CCSD), Sustainability and Energy, and Facilities Management Division (FMD). DGS CCSD meets regularly with DCPS on planning items. During the MFP development, we had additional meetings to detail potential impacts on facilities arising from expansions that may be required based on projected enrollments and highlighted impacts of those projects on existing facilities. The MFP was also used to update and address significant impacts to education specifications with upcoming and future modernizations.

DC Archives

117. *Provide a status update for the DC Archives regarding all work completed in FY 24 and FY 25, to date, and all work expected to be completed in the remainder of FY 25.*

The project is progressing with 100% design development completed in December 2024, which kicked off the permitting process. In addition, the CMAR contract for the construction services was awarded in December 2023 to Gilbane, following a competitive procurement process. The project is projected for substantial completion in Summer 2027.

In FY24 and FY25, completed work included:

- Award of the CMAR contract to Gilbane
- Secured the necessary GBAC Appendix Z (NetZero) approvals. This required additional time to reevaluate and redesign.
- Obtained the permit for Abatement and Interior Demolition
- Coordinated with OS and UDC to fully vacate Bldg. #41 (moving the Jazz Museum)
- Completed the abatement and interior (non-structural) demolition activities
- Applied for the Structural Demolition Permit application (the main demo permit for Bldg. #41).
- Coordinated with OUC and UDC to design, construct and relocate the OUC E-911 emergency radio system antennas from top of Bldg. #41 to Bldg. #38. The antennas' relocation was completed in early December 2024.
- DGS and ORM resolved the Builders Risk (BR) Insurance coverage for the project and an MOU is being routed.
- In FY25, the Design Team submitted applications for the Footing-to-Grade and full building permits and have issued GMP drawings and specifications

Currently, DGS is coordinating with UDC on phasing the planned UDC parking garage columns structural repair work. This is a precedence before the structural demolition activities can proceed, and therefore, it is a project critical path activity.

Plans for the rest of FY25 include securing required balance funding, submitting ESA#2 to Council to continue the project beyond demolition, on-site mobilization, and commencing structural demolition. DGS also hopes to obtain the final GMP and submit to Council.

Summary Table for the Archives Project:

Activity	Status	Details
Use & Developemnt Agreement Executed (UDC and DGS for Bldg. #41)	Completed	July 2023
Selection of CMAR Builders (Gilbane-Corenic JV)	Completed	December 2023
UDC Vacated Bldg. #41 (Future DC Archives Site)	Completed	April 2024
Council Package Approval – Construction Early Release (\$35M)	Completed	July 2024
Permits for Abatement and Interior Non-Structural Demo	Completed	<ul style="list-style-type: none"> ➤ Abatement – Issued June 2024 ➤ Non-Structural Demo – Issued August 2024
Abatement and Non-Structural Demolition On-Site Activities	Completed	December 2024
Permits for Structural Demo and Footing-to-Grade	Underway	<ul style="list-style-type: none"> ➤ Structural Demo – Submitted June 2024 ➤ Footing-to-Grade – Submitted August 2024
OUC E-911 Antennas Relocation (to new UDC Bldg. #38)	Completed	December 2024
Builder's Risk – Negotiations with ORM	Completed	December 2024
Structural Repairs Parking Garage (UDC Procured & Managed)	Planned	January 2025 – May 2025
Structural Demotion of UDC Bldg. #41	Planned	March 2025 – July 2025
Design Progress - Currently 50% Construction Documents	Underway	<ul style="list-style-type: none"> ➤ CFA/NCPC Approvals completed ➤ NetZero Compliant ➤ Permit Set (75% CD) – Issued November 2024 ➤ Issued for Construction Set (100% CD) - March 2024
ESA #2 Submission by Gilbane-Corenic JV	Underway	February 2025 - Based on the 75% CD
GMP Submission by Gilbane-Corenic JV	Planned	April 2025 - Based on the 100% CD
Archives Construction (Post-Demo)	Planned	Summer 2027

118. When does DGS expect to submit the contract for construction of the Archives to the Council?

DGS previously submitted an early release package to Council in FY24 and was approved. A second release package is being planned for Spring 2025 before the final GMP. The final GMP is planned to be submitted in summer FY25.

119. Has the anticipated construction cost of the DC Archives increased beyond the allocations in the FY 25 budget? If so, what has caused these increases and how can DGS avoid future underestimates?

The projected cost to fully implement the DC Archives project has increased beyond the FY25 budget allocation by \$52.4M. The increase in cost is primarily due to several factors including:

- The initial project budget was established pre-pandemic. The budget was rightsized to account for the pandemic and post-pandemic construction materials escalations.
- Design and construction of the project is inclusive of the implementation of the Net Zero energy goals which requires the incorporation of advanced energy-efficient technologies, renewable energy systems, and sustainable materials.
- The initial budget did not factor in any Project Labor Agreement (PLA) impacts. The requirement to implement a PLA has led to higher labor rates projections upward of 7-8% impact.
- The scope of the project expanded to account the programmatic enhancements made to better meet the agency's evolving needs, resulting in increased square footage to accommodate these needs. The design accounted for additional storage to consolidate all of today's off-site records storages (multi-locations, multi-States), including moving/transportation costs.
- Input from external stakeholders, such as the Advisory Archives Group (AAG), has led to further design changes and refinements, adding to the overall cost.
- DGS and the project team have identified a list of potential value engineering (VE) concepts for consideration

120. Under Executive Order 14057, the Federal Government has conducted or initiated several hundred millions of dollars worth of deep energy retrofits in the DC metropolitan area. Is DGS making any concrete efforts to learn from these investments? If not, how can DGS leverage the innovative work?

DGS is committed to learning from these investments. For example, the Ronald Reagan Building and International Trade Center electrification project highlighted the importance of incorporating supplemental funding into Energy Savings Performance Contracts (ESPCs) when pursuing large-scale electrification initiatives. The Federal Government allocated \$22.7 million to supplement third-party financing for this ESPC project. DGS will continue to apply this and other lessons learned in its work.

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

Facilities Management Division

Facilities Intake Response Service Team (FIRST)

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

DGS classifies Emergency Work Orders as situations which pose an immediate threat to our partner agencies' operations and missions through risk of major damage to buildings and/or equipment. Emergencies are handled immediately via a call to responsible managers. Generally, response time should be within 2 hours, depending on the nature of the request, with stabilization within 24 hours.

The following are examples of problems classified as emergency:

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

High priority situations are maintenance issues that require expedited, but not immediate attention. These issues receive priority over routine issues and are usually addressed during regular maintenance hours. The following are examples of problems classified as high priority issues:

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

Routine maintenance issues are those that do not require immediate attention and generally can be handled during normal maintenance hours. These issues are not critical or potentially damaging to health or property. The following are examples of requests classified as routine maintenance:

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

- Painting
- Leaking faucets

123. Provide a total count of work orders requested by client agency in FY 24 and FY 25, to date. Of this total, how many were approved by FIRST?

Data Parameters:

- All requested work orders have a created date of 10/1/23-12/31/24, broken out below by FY (i.e., FY24 and FY25 Q1)
- All work orders that were approved have a created date of 10/1/23-12/31/24, broken out below by FY (i.e., FY24 and FY25 Q1)
- All work orders that were archived have a created date of 10/1/23-12/31/24, broken out below by FY (i.e., FY24 and FY25 Q1)
- Archived work orders were rejected or cancelled for being a duplicate request, non-DGS responsibility, or not a repair request.

Fiscal Year Requested	Service Area	Requested Count	Approved Count	Completed Count	Archived Count
2024	DCPS	18,862	15,878	17,102	1,760
	DHS	3,262	2,928	3,071	191
	DMPED	26	23	20	6
	DPW	3	3	3	
	FEMS	3,549	3,105	3,217	332
	MPD	2,592	2,218	2,291	301
	MUNICIPAL	4,614	3,963	4,227	387
	OSSE	541	414	464	77
	PARK	386	323	325	61
	REC	5,185	4,285	4,580	605
	To Be Completed	287	224	241	46
Subtotal		39,307	33,364	35,541	3,766
2025	DCPS	4,868	3,687	4,517	351
	DHS	232	185	205	27
	DMPED	11	7	9	2
	FEMS	751	607	706	45
	MPD	549	447	520	29
	MUNICIPAL	1,000	793	896	104
	OSSE	73	62	71	2
	PARK	86	67	77	9
	REC	1,225	860	1,106	119
	To Be Completed	77	42	61	16
Subtotal		8,872	6,757	8,168	704
Total		48,179	40,121	43,709	4,470

124. Explain the factors DGS considers when determining a work order's Estimated Completion Date.

The estimated completion date is determined after a work order has been approved. The requested work is completed by in-house teams or contractors and timelines are established based on priority level (Routine, High priority and Emergency), available resources (including the client agency – if relevant), labor, and additional conditions (i.e. weather). Please see Q121 for FIRST Team procedures within the attached manual.

Work Order Timeliness

125. What percentage of work orders, by priority level and specific (not main) problem type, were completed within their SLA in FY 24?

See Attachment Q125_FIRST_FY24 SLA Data.

126. What percentage of work orders, by priority level and specific (not main) problem type, were completed within their SLA in FY 25, to date?

See Attachment Q126_FIRST_FY25 SLA Data.

127. For each work order approved in FY 24 and completed as of 12/31/2024,

a. provide the following:

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

b. If contracted, provide:

- i. Purchase order number;**
- ii. Associated contract number;**
- iii. Vendor name;**
- iv. Purchase order description or title;**
- v. Contract purpose;**
- vi. Total estimated cost;**
- vii. Total actual cost;**
- viii. Hours billed;**

- ix. *Date paid;*
 - x. *Client agency;*
 - xi. *Site name; and*
 - xii. *Ward of work order completion.*
- c. *Provide the aforementioned information separately for work orders redacted from the public work order dashboard.*

See Attachments:

- Q127_FIRST_Approved Work Orders.
- Q127_CONFIDENTIAL_FIRST_FY24 Redacted Approved.

128. *For all work orders approved in FY 24,*
- a. *provide the following:*
- i. *Work order number;*
 - ii. *Building name;*
 - iii. *Client agency;*
 - iv. *Location address;*
 - v. *Ward;*
 - vi. *Main status;*
 - vii. *Active status;*
 - viii. *Main problem type;*
 - ix. *Problem type;*
 - x. *Work order class;*
 - xi. *Budget category;*
 - xii. *Work team assigned;*
 - xiii. *Priority;*
 - xiv. *Date requested;*
 - xv. *Date approved;*
 - xvi. *Date issued;*
 - xvii. *Date ECD assigned;*
 - xviii. *Date completed;*
 - xix. *Date closed;*
 - xx. *Aging;*
 - xxi. *Out of SLA?; and*
 - xxii. *Assignment description;*
- b. *Provide the aforementioned information separately for work orders redacted from the public work order dashboard.*

See Attachment Q127_FIRST_Approved Work Orders.

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

See Attachment Q129_Building Manager BMT by Zone 2025

130. *During the 2024 Summer Facilities Readiness tours, the Committee observed*

ongoing problems with miscommunication between DGS, DCPS, contractors, and school staff. This has resulted in many work orders being open beyond their SLA not because of long lead times on parts or insufficient funds but misunderstandings and misuses of current processes and procedures.

- a. Explain DGS' processes for ensuring work orders are closed only when the work is actually completed?*
- b. Does DGS have specific processes and procedures are in place to require work orders to be completed in the proper sequence? If so, explain the processes in-detail. For example, if a leak is causing a leak causing aesthetic damage to a wall, the aesthetic damage work order should be completed only after the leak work order to ensure time and resources are not repeatedly spent on fixing the aesthetic damage when the root cause of the damage is not addressed.*

Explain DGS' processes for ensuring work orders are closed only when the work is actually completed?

Our 2024 Summer Readiness tours was one of the best yet. Staff at the DCPS schools that DGS toured were happy with our proactive outreach and engagement.

DGS ensures work orders are closed only when the work is completed through the following processes:

- **Verification by Field Staff:** Field technicians or contractors are required to update the work order status in the system with detailed notes and photos confirming task completion.
- **Supervisor Review:** Supervisors review the updates provided by field staff to ensure the reported completion aligns with the task requirements.
- **Quality Assurance (QA) Checks:** A designated QA team or supervisor may conduct onsite inspections for selected work orders to verify that the work meets agency standards.
- **Customer Confirmation:** For certain work orders, the agency seeks confirmation from the requesting party or facility manager to verify satisfaction before closure.
- **CMMS Controls:** DGS utilizes SMART DGS (Salesforce-based CMMS) to manage work orders. The system requires all fields, including completion details and documentation, to be filled out before allowing a work order to be closed.

Does DGS have specific processes and procedures are in place to require work orders to be completed in the proper sequence? If so, explain the processes in- detail. For example, if a leak is causing a leak causing aesthetic damage to a wall, the aesthetic damage work order should be completed only after the leak work order to ensure time and resources are not repeatedly spent on fixing the aesthetic damage when the root cause of the damage is not addressed.

Yes, DGS has specific processes to ensure work orders are completed in the proper sequence. These processes include:

- **Root Cause Analysis During Work Order Creation:** When a work order is initiated, staff assess whether it relates to a larger issue. For example, if a wall has aesthetic damage caused by a leak, a primary work order for the leak would be created first.
- **Related Work Order in CMMS:** Related work orders can be tagged as dependencies. The system ensures that dependent work orders (e.g., aesthetic repairs) are not scheduled for completion until prerequisite tasks (e.g., leak repair) are marked as resolved.
- **Communication Protocols:** Supervisors or project coordinators oversee related work orders and communicate with relevant teams to prioritize addressing the root cause before subsequent tasks.
- **Preventative Maintenance and Inspection Scheduling:** DGS incorporates regular inspections to identify and address issues proactively, reducing the occurrence of repeated aesthetic damage caused by unresolved underlying problems.

131. *Has DGS begun or will DGS commit to ensuring site-based staff receive notifications when DGS or contractors enter or leave the building? If so, explain how. If not, explain why?*

It is standard practice for DGS to notify school staff when in-house staff or contractors enter or leave a school facility when there are staff present. However, DGS works on facilities on a 24-hour basis, therefore it is not always possible for DGS to provide notice when DGS personnel are operating outside of normal business or school hours.

- 132.** *Explain what a related work order is.*
- What happens to a previously-approved work order for an issue that is later determined to be related to another work order? Is it closed?*
 - If it is closed, is the individual requested the work order notified it was closed and re-opened as a new related work order, or only that it was closed?*
 - How many work orders were closed because they were created as a new related work order in FY 24 and FY 25, to date?*

If a work order that has been completed is connected to a new work order or “related work order”, Salesforce can capture what is called the “Parent-Child” Ticket relationship of both work orders. FIRST Team should create one ticket based on the problem description. Data for hours/ materials from multiple crafts shops should be captured for admin purposes. If a work order needs work done by other teams, this can result in a “related” ticket for another work team to do work. The related ticket also includes information on work hours and parts/materials used. The method in Salesforce is:

Step 1: FIRST Team approves/creates work order (“Parent Ticket”) based on problem type and assigns unit to resolve.

Step 2: Work Team determines another work team is needed to do work related to close the

original work order (“child ticket(s)”).

Step 3: Next Work Team completes the work related to the “child ticket.”

Step 4: Work Team Supervisor reviews work completion and closes the “child ticket(s).”

Step 5: Work Team Supervisor formally closes the “Parent Ticket.”

Note: Sometimes it’s determined the parent ticket was not the responsibility of the original work team (e.g., Plumbing leak vs roof leak) based on the client submission. In this example, the “plumbing team” would complete their ticket to account for their time spent to assess the request. A related work order with the correct problem type and the correct work team is then created.

Elevator Maintenance

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

See Attachment Q133_FMD_FY 24 Elevator Site Listing.

134. *For all elevator approved work orders in FY 24 and FY 25 to date, provide:*
- a. *Work order number;*
 - b. *Work order main status as of 12/31/2024;*
 - c. *Assignment description;*
 - d. *Asset # or other identifying information about the specific elevator;*
 - e. *Building name; and*
 - f. *Vendor assigned.*

See Attachment Q134_FIRST_FY24 Elevator Work Orders

Quality Control

135. *Did DGS hire a quality control contractor for the summer 2024 blitz period? If so,*
- a. *Provide the contract number and signed contract for DGS’ contract for quality control during the 2024 Summer Blitz.*

b. Explain why DGS.

- See attachment Q135_FMD_EXECUTED DCAM-24-NC-SP-0069A FY24 WOR QAQC
- See attachment Q135_FMD_EXECUTED DCAM-24-NC-SP-0069B FY24 WOR QAQC
- See attachment Q135_FMD_EXECUTED DCAM-24-NC-SP-0069C FY24 WOR QAQC
- See attachment Q135_FMD_EXECUTED DCAM-24-NC-SP-0069D FY24 WOR QAQC
- See attachment Q135_FMD_EXECUTED DCAM-24-NC-SP-0069E FY24 WOR QAQC

DGS is the agency responsible for DCPS maintenance and conducting work order reduction initiatives (commonly referred to as School Readiness Project).

136.Explain in-detail how DGS supervisors and team leads are trained in quality control.

DGS relies upon the knowledge and experience of its team leads and supervisors to perform quality work. In order to effectively guide our regular wage-grade workforce in their given work orders, our supervisors and leads must possess a significant degree of past expertise in that trade. For instance, our supervisors and custodial leads have over ten years of expertise in the field, and an assessment is conducted in that field during job interviews to ascertain actual capabilities. In order to demonstrate their expertise, supervisors and team heads typically hold a District license or some other certification in their industry.

137.In FY 24, what percentage of DCPS-based work order requests marked “complete” received a Quality Control review? Specify the answer based on the following categories, assuming the same work order can be counted in more than one of the categories.

- a. % FY 24 DCPS complete WO’s reviewed in-person by a DGS trade supervisor;***
- b. % FY 24 DCPS complete WO’s reviewed online by a DGS trades supervisor;***
- c. % FY 24 DCPS complete WO’s reviewed online by a LAST staff member; and***
- d. % FY 24 DCPS complete WO’s that did not receive supervisory review.***

See context for our response below:

- DCPS Completed Total Work Orders for these responses: 16,276.
 - The “Closed” set for FY24 is 77.80% (12,662) of the total set with completed making up the 22.20% (3,614) balance, as of 1/16/2025.
- “Review” is moving a work order from “Completed” to “Closed.”
- Trade Supervisor reviews are determined as not being reviewed (Closed) by LAST; see below.
 - “Closed” by a LAST Team member is determined by a LAST Team “Claim” and “New Value” as “Closed.”

- Work orders that did not receive a review are work orders that were completed in FY 24 that remain in the “Completed” status.
 - Assume all numbers are moving targets.
 - The “Reviewed” number will continue to go up until 100% of all work orders have been closed.
 - Completed numbers may decrease during the QA/QC process.
 - Work orders can be reopened until they have reached the “Closed” status. Trades and LAST team number of “Closed” FY 24 work orders will continue to increase as they continue to review “Completed” work orders.
- a. % FY 24 DCPS complete WOs reviewed in-person by a DGS trade supervisor;
 - Physical checks for field work are ad-hoc and not systematically recorded.
 - b. % FY 24 DCPS complete WOs reviewed online by a DGS trades supervisor;
 - 7.72% (978/12662) of the closed work orders
 - c. % FY 24 DCPS complete WOs reviewed online by a LAST staff member; and
 - 92.28% (11684/12662) of the closed work orders
 - d. % FY 24 DCPS complete WOs that did not receive supervisory review.
 - 22.20% (3614/16276)

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

Each principal FMD unit's supervisors are supported by the LAST Team. A LAST team member or their supervisor must examine and approve the vendor's or craftsperson's work before the work order can be moved from completed to closed. In order to ascertain whether the repair is sufficient, the team or supervisor first examines the vendor or craftsperson's comments, then looks at the completed photos and contrasts them with the work order's “before” photos. In the absence of photographs, the completion status is typically confirmed by speaking with the vendor, craftsperson, client agency, or requestor. Once satisfactory completion is confirmed, the work order can be closed and any related cost information included. See FIRST Manual for reference.

Preventive Maintenance

139. *List the client agencies in FY 24 and FY 25, to date for which DGS performs preventative maintenance.)*

Client Agencies for preventative maintenance include:

- DCPS
- DPR
- FEMS
- MPD

- DHS
- Co-located agencies within buildings managed by contract.

140. *List the asset types in FY 24 and FY 25, to date with preventative maintenance efforts.*

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

141. *Explain what preventative maintenance looks like by asset type.*

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

142. *Provide (non-overlapping) screenshots of the preventative maintenance Salesforce module for each asset type.*

We are in the process of transitioning the module into production and anticipate implementation and data availability with a new estimated rollout in Q2 FY25.

143. *Provide the following data collected using the preventative maintenance Salesforce module:*

- Asset inspection;*
- Asset inspection start date;*
- Asset service rendered;*
- Asset service cost; and*
- Asset service checklist.*

We are in the process of transitioning the module into production and anticipate implementation and data availability with a new estimated rollout in Q2 FY25.

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

DGS is updating Salesforce to integrate all preventative maintenance or ITM (Inspection Testing and Maintenance) so the teams have appropriate centralized access. DGS currently manages and aggregates all ITM data in a separate internal system. All ITM data includes deficiencies found; reports of status updates; remediation; scheduling, etc. This data is aggregated directly by the Sustainability and Energy team and Boiler Plant Operator team.

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

See Q144 response.

146. *Has DGS created a preventative maintenance protocol? If so, what is that protocol?*

a. Provide a written copy of this protocol.

The ITM Program (DGS preventative maintenance) implements a set of tasks performed on HVAC systems to keep systems running safely and efficiently. These tasks include the following but are not limited to: thermostat and refrigerant checks, condensate drain cleanings, air filters replacements, condenser coil cleanings, etc. These procedures have been proven to help improve air quality, reduce energy use, and extend the life of HVAC systems.

Protocols are conducted at various points throughout the year for different buildings including the [annual heating and cooling switchovers](#) (See Question 180 for supplemental information). DGS is proud of its work to maintain and sustain the District’s systems and continues to identify optimal solutions to address issues before they become complex.

DGS vs. Client Agency Building Responsibilities

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

Certain client agencies have maintenance capabilities. In those cases, DGS works with the client agency to determine where the responsibility may lie. As an example, DCPS manages its own security and the Department of Correction oversees maintenance at the DC Jail. DGS works collaboratively with client agencies to determine the right distribution of responsibilities.

148. *Does DGS defer to client agencies regarding the responsibility of school-based staff? If so, why?*

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

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

Custodial level 1:

General Repair and Maintenance

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

Electrical (Following Union contract height guidance)

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

Plumbing

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

Painting

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

149. Does DGS have comprehensive lists of facility responsibilities for DCPS' school-based staff? If so, provide them for each DCPS building. If such lists do not exist, explain

how DGS ensures efficient and timely response to maintenance issues that arise in schools, including how and how quickly it is determined whether the issue is the responsibility of DGS or DCPS.

See the response to question 148.

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

a. Electrical services including repairs to lighting, outlets, power and switches;

DGS is responsible for repairs for all electrical services above what the client agency considers to be a level 1 repair such as changing a light bulb that is easily accessible to client staff.

b. Environmental services including pest control and mold remediation response;

DGS is responsible for providing environmental health services (including pest and mold remediation services) to all Client Agencies and Service Areas, with some exceptions outlined below:

- DGS and DOC share facility maintenance responsibilities for DOC operated buildings within the portfolio, which includes mold remediation.
- Public Charter Schools and DC Public Libraries – no DGS responsibility
- In Leased facilities, DGS offers supplemental environmental services to recommend Landlord corrective actions, specifically in remediations and pest control.
- DGS CMCs hold remediation and pest control responsibilities

c. Exterior services including repairs to athletic fields, exterior painting, fence & gate, flagpole, graffiti, grounds, landscaping, masonry, playground, roof, trash & recycling, and windows;

DGS is responsible for the majority of these exterior services, however client agencies such as DCPS and DPR have staff that manage low level graffiti, trash and grounds. DGS shares some responsibilities for trash collection with DPW

d. HVAC services including cooling and heating requests;

DGS is responsible for all HVAC services except standard filter replacement.

e. Interior services including repairs to appliances, building structural, ceilings, elevators, fire alarms, flooring, interior painting & walls, janitorial, lock & door, and windows;

DGS is responsible for all interior services listed with the exception of

janitorial services which, in some cases, are the responsibility of the client agency. DCPS, DHS, MPD, FEMS are responsible for their own janitorial services, for instance. DGS does not address appliance issues (washer, dryer, oven, etc).

f. Other services including repairs to electronic security, generators, overhead doors, PA and clock systems, and pools & spray parks; and

DGS is responsible for all services with exception of deactivation of key fobs - see Q154 (DCPS) for additional detail

g. Plumbing services including repairs to drains, faucets, hot water, leaks, pipes, pumps, toilets, and water fountains.

DGS is responsible for repairs for all plumbing services above what the client agency considers to be a level 1 repair such as tightening a faucet handle that is easily accessible to client staff.

Plumbing services include clearing and repairs to drains, faucets, domestic water (hot and cold), leaks from water supply lines and drain pipes, pumps, toilets, and water fountains.

Domestic water is all water not used for heating and cooling of the facility (HVAC).

Domestic water is potable water. Key points about potable water:

- Definition: Water that meets established standards for drinking, meaning it is safe to consume.
- Treatment: Often involves processes to remove contaminants like bacteria, chemicals, and parasites.
- Regulation: Government agencies set limits on contaminant levels in potable water.

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

- Dunbar and Roosevelt pool area's janitorial responsibility fall under a CMC
- Banneker/Shaw and Garrison – Exterior grounds are managed by DGS in-house teams and interior cleaning remains the responsibility of DCPS janitorial staff
- Ballou High School is managed by a CMC
- Please see answers and attachment materials for Questions 165 and 166.

152. *Clarify, in detail, whether DGS or DPR and/or DCPS is responsible for fixing the following:*

- *Basketball Nets; DPR and DCPS*
- *Tennis Nets; DPR and DCPS*
- *Soccer Nets; DPR and DCPS*
- *Football Posts; DGS*
- *Large Field Nets; DPR and DCPS*

153. *Provide a list of every active license to DGS' Salesforce CMMS. For each license, including their holder's position, agency, and facilities for which they have access.*

This information is proprietary to the agency.

Security and Safety

154. *During the 2024 Summer Facilities Readiness tours, the Committee observed some schools were not fully secure nor safe. The reasons for which included schools that did not have interior and exterior doors that were able to close or lock securely, schools that did not have functioning PA systems and/or security cameras in all or parts of the building, and schools that had fire extinguishers months or years past expiration.*

a. *Describe DGS' role in inspection and replacement of fire extinguishers.*

- The fire extinguisher (FE) preventative maintenance (PM) process requires that all extinguishers are inspected and retagged annually before the end of the fiscal year. FE "inspection" requests are not typically entered in Salesforce, due to their PM designation. The FE vendor follows a contractual list of inspection sites. The DGS COTR prepares an inspection schedule based on expiration date and/or due date.
- FE inspections are also based on funding accessibility, vendor procurement, or because of requests from DCPS or FEMS.
- When a fire extinguisher is discharged or moved, FE "replacements" are based on the FE inspection and/or direct requests from DCPS HQ, the schools, and/or FEMS.

b. *Has DGS or will DGS commit to standardizing security methods and tracking and timely collection and deactivation of keys, fobs, and cards?*

DCPS is responsible for tracking and deactivation of issued keys, fobs, and access cards.

155. *How does DGS ensure lighting structures are functioning properly in all fields (synthetic and natural), indoor basketball gyms, playgrounds, parks, and parking lots? What level of priority (routine, high-priority, or emergency) is assigned to lighting*

work orders? If it is different based on the type of lighting work order, explain.

- The lighting work order is considered high or emergency if there is a public safety issue such as a leaning or collapsing light pole, exposed wiring, or if all or the majority of lights are out. The bulk of lighting requests submitted through our work order system are prioritized as routine because they do not fall under the aforementioned emergency designation.
- DGS conducts citywide lighting assessments twice each FY to proactively identify lighting gaps, primarily related to public safety.
- DGS ensures lighting structures are functioning by performing routine maintenance/repairs on timers, bulbs, breakers, switches, photocells, etc. (primarily for Natural Grass ballfields in our inventory). We also respond to Salesforce work orders. The level of response is commensurate to the related circumstances.
- Further, we partner with Musco® Lighting to monitor and control lighting levels and associated equipment (primarily for turf ballfields in our inventory).

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

- There are various open work orders for PA/Clock repairs. Repairs for most sites are expected to be completed through a recent contract this Spring.
- See attachment CONFIDENTIAL Q156_FMD_PA and Clocks Cost Estimates.

157. *Explain the decision-making process for whether a PA system needs to be replaced.*

- a. Is the decision based on the number of areas for which the PA system is nonfunctioning? If so, what is that number?***
- b. Are other factors taken into consideration? If so what are they?***
- c. Are time, cost, and FTE's a factor when determining whether or not to fix a non-functional PA system?***

All PA systems are expected to be in working order and if repairs are not sufficient FMD and CCSD may elect to use capital funds for a replacement.

PA System replacement is based in part on the age of the system and/or parts availability. Parts are difficult to source for obsolete systems. In these situations, the system is considered for replacement vs. repair. Repeat WO requests for the same system is also taken into consideration when determining repair or replacement. Costs for PA System replacement are also a factor in the decision-making process as PA system replacement typically costs upwards of \$70-\$80,000.00.

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

DCPS has 27 schools with schoolwide fob-activated interior doors. Several other school sites have limited fob-activated doors, used to separate parts of the schools from others for after-school activities.

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

The law has been implemented by the Department.

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

MPD requested PSD to conduct threat assessments at all MPD precincts/sub-stations. A list of those sites and the date of the threat assessment is below:

- 9/12/24 - MPD Second District Headquarters – 3320 Idaho Ave, NW Washington, DC
- 9/17/24 - MPD Fourth District Headquarters – 6001 Georgia Ave NW, Washington, DC
- 10/16/24 - MPD Sixth District Headquarters – 5002 Hayes St. NE, Washington, DC
- 10/16/24 - MPD Seventh District Headquarters – 2455 Alabama Ave. SE, Washington, DC
- 10/18/24 - MPD Academy Campus – 4665 Blue Plains Dr. SW, Washington, DC
- 10/18/24 - MPD Special Operations Division – 2850 New York Ave. NE, Washington, DC
- 10/21/24 - MPD First District Headquarters - 101 M St. SW, Washington, DC
- 10/21/24 - MPD Fifth District Headquarters – 1805 Bladensburg Rd. NE, Washington, DC
- 10/21/24 - MPD Third District Headquarters – 1620 V St. NW, Washington, DC
- 10/16/24 - MPD Evidence Control Division – 17 DC Village LN, SW, Washington, DC

Additional Threat Assessments:

- 2/12/24 - Chinatown Sub-station/Safe Hub, 675 H. St. NW, Washington, DC
- 3/37/24 - Mayors Office of Returning Citizens (MORCA) – 2100 MLK Ave SE, Washington, DC
- 6/12/24 - DGS Building Plant Operations Warehouse – 1325 S. Street NW, Washington DC
- 7/23/24 - John A. Wilson Building (JWB)– 1350 Pennsylvania Ave NW, Washington DC (video system upgrade)
- 8/2/24 - John A. Wilson Building – 1350 Pennsylvania Ave NW,

- Washington DC (exterior camera assessment)
- 8/6/24 - Office of Unified Communications – 2720 MLK Jr. Ave SE, Washington DC
- 10/5/24 - 1339 Green Court NE, Washington DC
- 10/9/24 - DC Department of Rehabilitation Services (DYRS) - 2101 MLK Ave Jr. SE Washington, DC
- 12/5/2024 - DC Animal Shelter – 4 DC Village, Washington, DC
- 12/12/24 - One Judiciary Square Marion Barry Building (MBB) - 441 4th St NW, Washington, DC

Please note, all District owned and leased locations have been assessed in the past three years. Locations are re-assessed based on the District Security Level (DSL) schedule.

- High Priority locations checked every three years (ex. JAWB)
- Medium and Low Priority locations checked every five years

161. *Describe the delineation of responsibilities between DGS and DCPS regarding school security. Which agency is responsible for 1) deciding whether an issue will be fixed and 2) implementing the fix for:*

- Interior Locks;*
- Exterior Locks;*
- Interior Doors;*
- Exterior Doors;*
- PA Systems; and*
- Security Camera Systems*

For 161a-e, both agencies have responsibility for decisions on repairs, as DCPS is typically the requestor for school security issues and requesting elevation of outstanding orders for repair. DGS is responsible for implementation.

For 161f, DCPS has sole responsibility.

162. *How does DGS determine the building safety of DCPS schools?*

- Does DGS use building code/fire code violations to assess DCPS school building safety and/or whether repairs need to be made*

DGS and sister agencies take the safety of our schools and all building seriously. DCPS buildings are subject to annual and other frequent inspections from our Environmental Health Specialist (EHS) teams in addition to standard occupancy certifications from DOB, DOH and others. DGS uses fire code violations to address repairs that are brought to our attention.

- Have any building code violations in school buildings been identified?*

DGS is unaware of any building code violations that have been identified after a building received its Certification of Occupancy or outside of ongoing annual boiler inspections which we have referenced in the attachments.

c. *If so, how have they addressed those violations?*

We abate the issues that are flagged for DGS and coordinate with DOB to address the concerns.

d. *If they have not inspected the facilities for compliance with building code safety, why not?*

This question is best answered by the Department of Buildings.

e. *Does part of any potential preventative maintenance plan include an inspection/assessment process for building safety? If so, identify each assessment.*

ORM does DCPS inspections and checks fire code violations. They coordinate with DCPS Work Order Specialists on the inspections.

163. *Does FEMS inspect all DCPS buildings?*

Yes.

a. *Provide copies of all school building inspection reports conducted in FY 24 and FY 25, to date.*

DC FEMS is the record keeper of the inspection report. They would be the proper agency to seek copies of all school building inspection reports that they conduct.

DGS is in constant communication with DC FEMS regarding facility inspections to address any identified issues.

b. *What, if any, remediation efforts have DGS taken as a result of Fire Department inspections?*

DGS may receive inspection reports depending on the urgency of the circumstances. We are in constant communication with DC FEMS on a monthly basis at least. Work orders are tagged as connected to a DC FEMS event.

164. *Does the DOB inspect all DCPS school buildings?*

a. *Explain what items are inspected, including roofing, HVAC, plumbing, doors, locks, and security/PA systems.*

DOB inspects DCPS school projects which require an application for a Certificate of Occupancy or a change to the existing Certificate of Occupancy due to

construction work or because a building does not have a certificate of occupancy because of the building age. This is after many inspections are completed through a third-party inspection process.

b. Provide copies of all DOB inspection reports of DCPS school buildings, including results and repair recommendations.

DOB does a final inspection focused specifically on any code-related items impacted by construction. This is in addition to the inspections performed through third parties. Examples are Fire and Life Safety concerns including sprinkler, fire alarm and notification devices, and elevator functionality inspections.

DOB inspections reports are managed and executed through the Tertius systems.

c. What, if any, remediation efforts has DGS taken as a result of DOB building inspections?

Any items that are flagged during a DOB inspection related to the construction must be remediated before a Certificate of Occupancy is approved. Therefore all items are remediated prior to a school (re)opening.

Consolidated Maintenance Contracts (CMCs)

165. *Provide a list of CMCs active in FY 24 and FY 25, to date. For each, include the client agency, facility name, ward, whether the contract was competitively bid, the annual price paid, and the length of the contract.*

See attachment Q165_DGS CMC Contracts.

166. *Provide copies of the most recent performance evaluations for every CMC active in FY 24 and FY 25, to date.*

See attachment Q166_CMC Vendor Evaluations.

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

The terms and scopes of work for each DCPS-based or municipal Comprehensive Maintenance Contractor (CMC) contract share overarching similarities, including general building maintenance, repair, and operational services. However, there are distinct differences tailored to specific buildings. These differences reflect the unique amenities, features, and complexities of each facility's systems, which may necessitate varying levels of maintenance and repair.

To ensure consistent performance across all CMCs, the Contracting Officer's Technical Representative (COTR) actively manages each contract and collaborates closely with client agency leadership. This partnership aligns maintenance efforts with the programmatic needs of each facility, whether it is a school or a municipal building. This collaborative approach helps maintain consistent service quality while accommodating the unique requirements of each location.

Community Facilities Maintenance Requests

- 168.** *Members of the public may submit maintenance requests to DGS through their online “Community Facilities Maintenance Request Form.” How many requests were submitted via this form in FY 24 and FY 25, to date? Breakdown answers by:*
- Service request number;*
 - Location;*
 - Ward;*
 - Problem type;*
 - Request text;*
 - Request date; and*
 - Resolution date.*

As mentioned in the recent performance oversight hearing, the Community Maintenance Request Form has been discontinued. The form sunset on December 30, 2023 and was removed from the DGS website.

HVAC Systems

- 169.** *Is there a mechanism by which DGS can identify when HVAC systems are not working properly, outside of a work order being created?*

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

- EnteliWEB—web-based Building Automated Systems (BAS) monitoring of proper temperature ranges;
- Building Automation Systems- primary BAS system engineers have access to, which can adjust and monitor temps in buildings;
- Air Quality Sensors- Sensors that test for air quality, carbon dioxide levels, humidity, noxious gasses, particulates and allergens.

- 170.** *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?*

As a guideline, the American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) recommends indoor temperatures of 68–74°F during the heating season and 72–80°F during the cooling season, with a relative humidity range of 30–60%.

While these standards are informative for comfort, we do not currently have a formal, direct policy specifically governing classroom temperatures. Instead, we generally defer to the client agency's established standards (for example, DCPS). Additionally, program-specific requirements and union bargaining agreements often provide further guidance on temperature and environmental conditions for specific spaces. There are also Department of Building policies to consider.

171. *For School Year 2024 – School Year 2025, to date, provide the following for each instance cooling contingencies were implemented:*

- a. Name of School;*
- b. Ward;*
- c. Contingencies put in place;*
- d. Reason contingencies were required;*
- e. Date air conditioning became nonfunctional;*
- f. Date contingencies were completed; and*
- g. Current status of central air conditioning system.*

See Attachment Q171-172_Contingency for DCPS FY24-FY25_FINAL.

172. *For School Year 2024 – School Year 2025, to date, provide the following for each instance heating contingencies were implemented:*

- a. Name of School;*
- b. Ward;*
- c. Contingencies put in place;*
- d. Reason contingencies were required;*
- e. Date heating became nonfunctional;*
- f. Date contingencies were completed; and*
- g. Current status of central heating system.*

See Attachment Q171-172_Contingency for DCPS FY24-FY25_FINAL.

173. *Is the following an accurate description of the agreement between DGS and DCPS on how to prioritize HVAC work orders in schools?*

- Emergency Work orders: 10+ classrooms or 2 big box spaces 76°F+ in cooling season or < 68°F in heating season*
- High Priority Work order: 3-9 classrooms or 1 big box space 76°F+ in cooling season or < 68°F in heating season*
- Routine Work orders: 1-2 classrooms 76°F+ in cooling season or < 68°F in heating season. 140.*

Yes. This is accurate, however depending upon the circumstances, DGS will elevate a work order at the request of DCPS.

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

No site had HVAC systems that failed more than five times in the last two years.

175. *During the 2024 Summer Facilities Readiness tours, the Committee observed some schools are unable to keep safe and comfortable temperatures consistently due to unreliable HVAC systems and not enough effective contingencies. The Committee recommended DGS and DCPS continue their recent strategies and adopt new ones to better address under- and non- performing HVAC systems.*

- a. *Has DGS or will DGS commit to discontinuing the use of spot coolers, which are ineffective at lowering a room's temperature unless the ventilation is routed outside? If not why?*

Each location is built differently. The spot coolers can be ducted in the plenum or to an existing duct that may pull the hot air out of the space. We will continue to evaluate the space and use the system most suitable for the building and location.

- b. *In schools with unreliable HVAC systems, has DGS or will DGS commit to installing functional contingencies in every room, so a full or partial system failure does not disrupt normal operations?*

Yes, if feasible, contingencies will be provided for impacted spaces.

- c. *Explain the factors DGS considers when deciding whether to install window units or exterior ventilation of spot coolers.*

DGS considers the following when deciding whether to install window units or spot coolers:

- Long lead time on parts, manufacturer shortages, chip programming for specialized units, obsolete/outdated parts availability;
- If the location is compatible for a window unit (window size/opening capacity/safety concerns);
- If an electrical outlet and/or dedicated circuit is available;
- Will the unit comfortably cool the room given square footage with occupancy; and
- The preference of the teacher.

176. *Provide an update on DGS' HVAC Watch List as of 12/31/2024. Explain the meaning of each level and which facilities are at each level.*

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

[See our public HVAC dashboard at the link here.](#)

177. List all DC government-owned buildings with primary heating systems that are using gas boilers or gas furnaces.

a. For each such building, provide an estimate of the age of the existing boiler or furnace.

See Attachment Q177_DGS BOILER PORTFOLIO.

b. For each such building, provide an estimate for when the building is next expected to undergo major renovation.

DGS engages in major renovations at the request of the client agency as funds for these projects come from their budget. Capital projects that are full modernizations would be available to the public on the DGS website: <https://dgs.dc.gov/page/capital-construction-projects>.

c. For buildings with fossil fuel fired primary heating equipment installed over 25 years ago and no plan for full modernization in the capital improvement plan, when and how does DGS plan to replace the fossil fuel equipment?

See response to Q177(b).

178. Does DGS have a roadmap, plan, or pipeline for primary-heating replacement or boiler replacement projects, and if so, where can this pipeline be reviewed by the public? If not, provide an up-to-date list of all planned replacement projects.

For a road map for primary heating replacement projects see response to Q. 177(a) and (b). See the list of all planned replacement projects below:

- Ballou HS - Cooling Tower Enclosure Drainage
- Barnard ES - HVAC Upgrades
- Davis ES - Swing Space - HVAC Upgrade
- Emery ES - Electrical Switchgear Upgrade
- Emery School - HVAC Upgrades
- Garrison - Kitchen HVAC
- Johnson - HVAC Upgrades
- Kenilworth - HVAC Upgrades
- Maury ES - VRF Replacement
- McKinley - Chillers Replacement
- Meyer ES - HVAC Upgrade
- Payne Elementary School - HVAC Upgrades
- Randle Highlands - Cooling Tower Replacement
- Randle-Highlands Chiller and Boiler Replacement
- Roosevelt HS - HVAC Upgrades (Buildings B&C)

- Savoy ES - RTU Replacements
- Sharpe Health - Hot Water Heater Replacement

179. *Has DGS assessed the impact HVAC contingencies have on buildings' energy costs and efficiency?*

a. If not, why and is that something DGS can do in FY 25?

Contingency heaters such as hanging and plug-in heaters are generally less efficient than permanent building HVAC equipment. DGS does not have a case study on the performance of contingencies at this time, aside from assessing the electrical service demand for contingencies on a site-by-site basis. The energy use of hanging heaters is more complex to calculate than plug-in heaters. Hanging heaters are hardwired to electrical panels and breakers but are not able to integrate into a building's Building Automation System or metered for energy use. Using contingencies is necessary when the permanent HVAC equipment is in need of repair or replacement and when parts of a building need to remain operational. Assessing the energy consumption of these units is unlikely to change the need for their use during HVAC downtime.

Contingencies serve solely as temporary solutions until permanent HVAC equipment is restored or replaced. Materials for HVAC equipment can have lead times of less than two week up to 24 weeks. The lead time on equipment is, unfortunately, solely in the hands of the vendor and manufacturer.

DGS must balance occupant comfort with energy consumption. Contingencies are required for maintaining comfort when the HVAC equipment is in disrepair or in need of replacement. Contingency breakers are turned off when boilers/HVACs are fixed.

b. If so, what has DGS found to be HVAC contingencies' impact on the energy costs of the building?

See response to Question 179(a).

If so, what has DGS found to be HVAC contingencies' impact on the energy efficiency of the building? Have LEED certified buildings fallen below their standard due to HVAC contingencies?

For the first question, see the response to Question 179(a). For the second question, LEED is a onetime certification that rarely requires long term monitoring.

180. *In DGS' pre-hearing responses for Work Order Integrity Amendment Act of 2023 (Question 23), DGS mentioned starting winter readiness facility operations.*

- a. Explain was protocol used for these efforts in FY 24 and FY 25, to date.***
b. Will this protocol be used every winter?

DGS engages vendors for work beginning in January that cannot be done by in-house staff. Some elements of Winter Readiness are conducted each year with some subject to change based on client agency, locations, and conditions.

See Attachment Q180 Annual DGS Fall-Winter Readiness Operations FAQs FINAL.

181. *Does DGS have a regular winter readiness protocol for ensuring that schools are prepared for each winter?*

If so, what is that protocol? If no protocol exists, is there a plan to develop one?

DGS is continuously addressing work orders and operates in a year-round stance. We are soliciting new procurement vehicles to allow DGS to perform work at DCPS locations more efficiently and effectively year-round. In the winter, the department prepares snow removal vehicles, salt reserves and, where possible, engages in work orders that cannot be done in occupied buildings.

a. Provide a list of all DCPS schools requiring winter readiness repairs for the last fiscal year and the current status of those repairs.

See Confidential Attachment Q181 Winter WO Reduction FY24 Complete.

182. *Provide the results of the DOB's school building boiler inspections conducted in FY 24 and FY 25, to date.*

See attachment Q182_DGS BOILER PORTFOLIO_DCPS Inspection FY24_FY25.

Indoor Air Quality

- 183. *Provide every DGS School Indoor Air Quality Monthly Report completed in FY 24 and FY 25, to date. If these previously available reports are not available, provide the results of every indoor air quality test conducted in a school during FY 24 and FY 25, to date.***

The Monthly Reports refer to the COVID-19 IAQ Monitor Reports (Setty), which were funded with federal funds that are no longer available; the sensors and reporting have been discontinued.

See Q183_Indoor Air Quality Reports for formal reports completed in FY24 and FY25 to date.

Additionally, the following link is provided for air quality data gathered during the Public Facility Environmental Building Assessments: <https://dgs.dc.gov/service/dgs-public-work-order-dashboard>.

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

The Monthly Reports refer to the COVID-19 IAQ Monitor Reports (Setty), which were funded with federal funds that are no longer available; the sensors and reporting have been discontinued. DGS' enteliWEB platform enables users to monitor and control Building Automation Systems (BAS) at connected sites. At modernized schools, the platform also tracks CO2 levels, providing real-time data to help optimize air quality and energy efficiency.

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

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

Carbon dioxide (CO2) is recommended to be below the target concentration equal to exterior concentrations (typically 450 to 500ppm) plus 700ppm, resulting in a guideline threshold of 1150 to 1200ppm. Furthermore, ASHRAE, the group developing the guideline, expresses their position on the levels provided as only an indicator or trace

parameter to measure ventilation and fresh air intake, to reduce other contaminants such as perfumes and odors.

DGS applies ASHRAE standards for temperature, as seasonally dependent ranges, winter (68°F and 75°F) and summer (73°F and 79°F).

Regarding relative humidity, ASHRAE recommends less than 65% to reduce potential mold and mildew growth and promote occupant comfort. As guidelines, when these parameters are not within threshold values, adjustments are made accordingly and typically do not significantly impact facility operations.

The second category are parameters with set regulatory requirements, these being carbon monoxide and particulate matter. The National Ambient Air Quality Standards (NAAQS) sets the value for carbon monoxide at 9ppm and particulate matter based on size of the particulate.

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

DGS provides satisfactory air quality based on the guidelines and parameters discussed above. We are committed to robust, health, spaces for all residents and visitors

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

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

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

- 187. *What air quality standards does DGS currently use to monitor IAQ and determine healthy levels?***

See the response to Question 185. In addition:

- Regarding mold, indoor samples are compared to exterior levels and assessed accordingly;
- For Radon, 4pCi per liter is our current threshold;
- Additional parameters are outlined in the attached Q187_EHS_IAQ Parameters

188. *Is DGS considering adopting the ASHRAE Standard 241, issued in May 2023 into existing and/or new facilities?*

ASHRAE 241 could be a goal for new construction and modernization projects. However, full implementation would bring with it some challenges in existing building systems:

We can simplify these challenges into three broad categories:

- system capabilities,
- administrative requirements, and
- resource allocation.

Current HVAC systems are not set up for this proposed new standard airflow per person. In addition to HVAC system upgrades, the power distribution system in each building will be significantly impacted by the need to treat more outside air and power the integration of supplemental filtration systems in each space.

The proposed administrative requirements impose unestablished planning, documentation, routine system checks, and regular testing to ensure compliance.

Finally, the proposed standard will require significant resource allocation through capital improvements, and the maintenance teams will need to be bolstered with human and financial capital to implement the standard correctly. If this were to be written into law, much consideration should be given to the economic impacts on the District for building and maintaining these standards, as the financial impact for implementing these standards will be enormous.

189. *Provide an update on DGS' efforts to incorporate thermal comfort and air quality data into the public facing dashboard, including a timeline, if available.*

See the responses to Questions 184 and 188.

Summer School Readiness and Facilities Blitz

190. *Provide a copy of DGS' most recent school readiness checklist.*
a. *What, if any, changes to the school reopening protocol have been made after the initial 2023 school readiness checklist was created?*

There have been no changes made to the school readiness checklist for FY24.

See Attachment Q190 DCPS School Readiness Checklist-FY24.

- 191. *What does DGS do to ensure all school buildings are safe for students & staff at the reopening of schools at the start of each school year?***
- a. Is there a plan to standardize prioritizing necessary repairs as part of a school readiness maintenance plan? If so, what is the prioritization plan?***

DGS reviews building functions and infrastructure before school openings. This review is evidenced in part by the School Readiness Checklists. DGS also does a review with DCPS Central Office regarding facility needs that may require capital funding for additional support.

- 192. *Provide the Summer 2024 blitz list for every DCPS facility. For each list, include:***
- a. Ward;***

- b. Building Name;*
- c. Active Status;*
- d. Priority;*
- e. Date Requested;*
- f. Date Completed;*
- g. WO Number;*
- h. Problem Type;*
- i. Assignment Description; and*
- j. Explanation if WO not complete by 10/1/24.*

Please see Confidential Attachment Q192 DGS_DCPS Summer Readiness Work Completed.

- 193.** *During the 2024 Summer Facilities Readiness tours, the Committee observed schools' facilities priorities often were not reflected in DGS and DCPS' summer blitz priority lists. On several tours, schools learned about this list for the first time—after decisions were made. In fact, at least three schools provided their own priorities list, on which only a few items were aligned with DGS' provided lists. For example, only one of a school's six priorities were on DGS' list, only three of another school's twelve priorities were on DGS' list. When shown a DGS-provided priority list, one school facilities staff member said, "This list is not one that I would have created."*
- a. Explain the process for developing schools' summer blitz lists, particularly regarding when and how school-based staff are consulted*
 - b. What does DGS do when the lists of DCPS Central Office differ from the lists of school administrators?*
 - c. What does DGS do when, over the summer, a school wants to remove a priority from Central Office's list and add a school priority?*

The Department of General Services (DGS) works closely with DC Public Schools (DCPS) Central Office and school-based staff to develop and implement the Summer Readiness Initiative, ensuring that facilities are prepared for a smooth start to the school year. However, because the Summer Readiness Initiative is not funded in DGS's base budget and relies on annual enhancement requests, the prioritization of work must be carefully managed based on funding availability, school needs, and existing work orders.

Process for Developing Schools Summer Readiness Lists:

DGS follows a structured process to determine summer priorities, incorporating input from both DCPS Central Office and individual schools:

- Each spring, typically in April, the DGS Building Management Team begins engaging with on-site school staff at all 117 DCPS schools. School leaders, including Principals, Directors of Strategy and Logistics (DSL) and Managers of Strategy and Logistics (MSL), are asked to submit their top five facilities priorities for consideration.

- Simultaneously, DGS compiles a list of open work orders that require attention, ensuring that urgent and outstanding facility needs are accounted for.
- DCPS Central Office receives a consolidated list of open work orders from DGS and, through its own engagement with school staff, determines final priorities based on funding availability.
- Given that funding enhancements for summer work are typically confirmed in late May or early June, the priority list remains fluid until that time. Once funding is secured, DGS evaluates the compiled priority list and aligns work with available resources.
- DGS recognizes that school-level priorities may sometimes differ from the broader priorities set by DCPS Central Office. In such cases, DGS follows a collaborative approach:
 - DGS defers to DCPS Central Office, which considers input from both schools and DGS to establish a final prioritized list.
 - If there are significant discrepancies between school requests and DCPS Central's prioritization, DGS facilitates discussions between DCPS Central Office and the affected school to ensure alignment where possible.

DGS remains focused on addressing critical maintenance issues, health and safety concerns, and open work orders that impact school operations.

Handling Mid-Summer Priority Adjustments:

Recognizing that facility needs may evolve over the summer, DGS allows for flexibility in certain cases:

- If a school requests to remove an item from the Central Offices priority list and substitute it with a different school-based priority, DGS assesses the feasibility of the request.
- If work has not yet started that was on the originally prioritized item list, and resources from the enhancement funding allow, DGS defers to the school's updated request.
 - However, if resources are already committed or work has begun, adjustments may not always be possible.

Overall, DGS strives to balance the needs of individual schools with system-wide priorities set by DCPS Central Office, while also ensuring that available funding is utilized effectively to address the most pressing facilities needs across the district. Through continuous engagement with school leaders, on-site staff, and DCPS, DGS works to make the Summer Readiness Initiative as responsive and impactful as possible.

194. *The Committee recommended DGS and DCPS solicit schools' priorities first in the process for developing the summer blitz priority list. When solicited, schools should be allowed to submit every facilities issue that needs to be completed for their buildings to be ready for the return of educators and students.*

- By what date does DGS intend to identify DCPS' priority list of work orders in advance of School Year 25-26?*
- By what date does DGS intend to distribute its school readiness checklist*

ahead of the end of School Year 24-25 to ensure school administrators respond fully?

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

DGS is committed to a comprehensive and collaborative approach to summer readiness, ensuring that all DCPS facilities are prepared for the return of students and educators for the 2025-2026 school year. This work requires close coordination with both DCPS Central Office leadership and individual schools to address priority maintenance and facility concerns efficiently.

To develop the summer priority list, DGS will begin soliciting DCPS priorities in April 2025 directly from individual schools as mentioned in the response to Q193. By June 2025, DGS expects to finalize a list of agreed-upon priorities, detailing the nature and scope of work, available parts and resources, and a timeline for completion. This collaborative approach ensures that we are addressing the most critical needs while maximizing our available resources.

In addition to prioritizing summer work orders, DGS is dedicated to ensuring school administrators have the necessary guidance to facilitate a smooth school readiness process. To that end, we will distribute the School Readiness Checklist in alignment with the completion of our ongoing school readiness efforts, which will continue through the end of the fiscal year. This checklist serves as a key tool in helping schools identify and report facility issues that need attention before the new school year begins.

While DGS cannot guarantee responses from every school, we will continue to work closely with DCPS Central Office to encourage and support school participation in the process. This includes proactive outreach, reminders, and technical assistance to ensure school administrators are aware of the importance of their input and have ample opportunity to provide their facility concerns. Through this collaborative effort, we aim to strengthen the summer readiness process and ensure that DCPS schools are fully prepared for the return of students and staff.

195. *By what date does DGS intend to provide schools with the summer 2025 blitz list? Will DGS commit to sending schools the blitz list for all known facilities issues before the school year ends?*

DGS is unable to make unfunded commitments to finalize the summer work order reduction initiative as the agency relies on work order reduction enhancements.

196. *By what date does DGS intend to solicit contractors to complete DCPS' priority work requests? Will DGS commit to issuing solicitations for all known blitz priorities before the school year ends?*

DGS utilizes existing contracts for the summer work order reduction initiative. DGS cannot commit to issuing solicitations for all known work order reduction initiatives without confirmed resources.

197. ***During the 2024 Summer Facilities Readiness tours, the Committee observed facilities issues at older schools that are close to modernization should not be passed over until the schools are modernized. The Committee recommended DCPS and DGS consider the facilities needs of schools with upcoming modernizations the same as newly modernized schools—including preventative maintenance.***

a. Explain how the age of a facility and increased expected maintenance costs are considered when determining when a building will receive a modernization.

The order of school modernizations is determined through the PACE Act which considers several factors and facilities' conditions. In the 2024 Master Facilities Plan it was recommended that building Energy Performance be added as a subfactor to PACE determination.

b. Does DGS require more maintenance funding for a) older buildings in general and b) buildings close to modernization? If so, how? If not, why?

The order of school modernizations is determined through the PACE Act which considers several factors and facilities' conditions. In the 2024 Master Facilities Plan it was recommended that building Energy Performance be added as a subfactor to PACE determination.

DGS maximizes available funds to maintain all buildings – old and new. We find there are upward cost trends in the following ways:

Deferred Maintenance	Older schools
Unscheduled repairs	Older Schools
Routine/Schedule Maintenance	New Schools
Preventative Maintenance	New Schools

198. ***During the 2024 Summer Facilities Readiness tours, the Committee observed a lack of transparency with communities, particularly around persistent and serious facilities issues. The Committee recommended DGS and DCPS provide updates to communities that include explanations of the cause of the facilities issue, demonstration of what actions, if any, have already been taken, and a timeline of the next steps to get the issue resolved.***

a. Has DGS changed its community engagement practices since the end of the tours? If so, how? If not, why?

When tours or walkthroughs take place, work orders are developed, so that DGS can track any facility issues. The public can search the DGS work order dashboard for updates on any facility issues that have been provided work orders.

199. *What are the DGS policies/protocols for conducting the “blitz” initiatives during winter and spring breaks?*

a. What is the vendor duty assignment protocol?

Advance Planning and Prioritization:

- **Needs Assessment:** Prior to the break period, DGS conducts a comprehensive review of outstanding work orders, facility inspection reports, and stakeholder input to identify high-priority tasks.
- **Scope Definition:** Tasks are categorized based on urgency, resource requirements, and the availability of facility access. Priority is typically given to safety issues, system repairs, and preventive maintenance.

b. What are the timelines from beginning until completion?

See response to Q193 and Q194.

c. How do you ensure the work is completed?

Monitoring and Quality Assurance:

- **Real-Time Updates:** Teams use the SMART DGS system to update work order statuses in real-time, providing supervisors with visibility into progress.
- **Inspections:** Supervisors conduct on-the-spot inspections to ensure that completed work meets DGS standards.

Completion Reports: A detailed report is generated after the initiative , outlining completed tasks, resource utilization, and any outstanding issues.

Stakeholder Feedback: DGS solicits feedback from facility managers and stakeholders to evaluate the success of the initiative and identify areas for improvement.

d. How does DGS determine what priority repair should be included in the blitz?

See response to Q199(a).

e. Provide any written policies/procedures detailing this process.

There is no written policy on this process.

f. Provide a list of all repairs identified and repairs completed during these blitzes for in FY 24 and FY 25, to date.

See response to Question 181 and 192.

200. *Provide an update on DGS' 1) progress on and 2) plans to implement each of the following provisions of the Work Order Integrity Act (A25-0368).*

a. The Department's Facilities Management Division shall:

i. "Provide relevant DCPS school-based staff with training at least annually in how to enter, track, and manage work order requests in CMMS)" (D.C. Code 10-551.07f(a)(1)).

In line with the FIRST team's mission to train DCPS staff, principals, and cluster leads in SMART DGS, FIRST developed a comprehensive training video that provides a step-by-step guide to entering work orders and utilizing additional platform features. It expands training accessibility across multiple locations, reducing the need for travel, training funds, and in-person sessions. By enabling users to learn at their own pace and revisit content as needed, the video enhances both convenience and consistency.

Multiple training sessions both at DGS HQ and onsite at DCPS (selected locations) to properly train staff on all things work order related.

DGS developed a series of training videos for use by DCPS specifically.

ii. "Ensure that relevant DCPS school-based staff receive automatic email notifications from CMMS regarding status changes for work order requests at the DCPS facility" (D.C. Code 10-551.07f(a)(2)).

It is the Department's practice to provide work order updates to all DCPS emails associated with the school accounts in SMART DGS.

iii. "Create a mechanism to collect feedback from relevant DCPS school-based staff on whether a work order request has been completed to the DCPS facility's satisfaction, which shall remain open for feedback for at least 14 calendar days from the date a work order request is deemed completed by the Department.

- 1. If the relevant DCPS school-based staff's feedback affirms that the work has been completed to their satisfaction, the Department may close the work order.*
- 2. If the relevant DCPS school-based staff indicates that the work has not been completed satisfactorily, the work order shall remain open and shall be timely re-completed by the Department to the relevant DCPS school-based staff's satisfaction.*
- 3. If the DCPS school-based staff fails to provide feedback within the 14-calendar-day timeframe, is physically unable to review the work, or believes that they lack sufficient training to assess the work, a Department representative shall verify that the work order has been completed based on a review of available evidence before*

closing the work order request.” ((D.C. Code § 10– 551.07f(a)(3).

When a work order has been completed, an email reminder is sent to the requestor to verify completion and collect feedback.

In line with the FIRST team’s mission to train DCPS staff, principals, and cluster leads in SMART DGS, FIRST developed a comprehensive training video that provides a step-by-step guide to entering work orders and utilizing additional platform features. It expands training accessibility across multiple locations, reducing the need for travel, training funds, and in-person sessions. By enabling users to learn at their own pace and revisit content as needed, the video enhances both convenience and consistency.

- Multiple training sessions both at DGS HQ and onsite at DCPS selected locations) to properly train staff on all things work order related.
- DGS developed a series of training videos for use by DCPS specifically.

DGS Process Improvements Amendment Act

- 201. *Provide an update on DGS’ 1) progress on and 2) plans to implement each of the following provisions of the DGS Process Improvements Amendment Act (Title I, Subtitle H of the Fiscal Year 2024 Budget Support Act***
- a. *“Beginning no later than December 31, 2024, the Department shall publish a dashboard referencing all open facility maintenance work orders for client agencies not exempted by subsection (e)(2) of this section, updated daily (except Saturdays, Sundays, and legal public holidays) to reflect changes in work order status and newly opened work orders. The information published on the dashboard shall be available for download.” (D.C. Official Code § 10– 551.07e(a)).***

We are working to implement this requirement along with our website modernization which is scheduled to take place in early CY 2025. We also must confer with our client agencies to ensure no sensitive information is released through the publication of certain work orders. DGS has very recently hired additional staff necessary for the implementation of this subtitle.

- b. *“ . . . The Department shall also provide read-only access to its computerized maintenance management system to the chairperson.” (D.C. Code § 10– 551.07e(e)(3)(A))***

As discussed with the Committee, DGS cannot provide access to our Salesforce database as it is a database used by the Executive branch for internal communication and management between District employees and those acting on

behalf of the District as contractors and vendors. A public version of this information is available on the public dashboard.

- c. ***“The Department shall ensure that at least one client agency employee working full time at each facility has access to its computerized maintenance management system to enter and manage that facility's work orders.” (D.C. Code § 10–551.07e(f))***

DGS offers training and access to all of our client agencies and is available to provide trainings for employees identified by client agencies.

- d. ***“The Department shall assign work order requests to repair interior doors to instructional and regularly used administrative spaces in DCPS facilities as "high priority" work orders in CMMS.” (D.C. Official Code § 10–551.07f(c)).***

As discussed with the Committee, this is not an action the Department can implement without funding to swiftly repair interior doors to virtually all spaces within DCPS facilities in an expedited manner that the designation “high priority” means to the agency and to the public. Without the funds to implement work orders designated as high priority, the designation would be meaningless.

- e. ***“Beginning no later than October 1, 2024, and each year thereafter, the Department shall publish the results of the annual checklist, including all school-level responses and a summary data table, sent to all DCPS school principals to assess the Department's summer readiness efforts and to plan for future maintenance needs.” (D.C. Official Code § 10–551.07g(a)).***

DGS is working to post these documents. As discussed with the Committee, meeting the October 1st date each year will be a challenge.

Sustainability, Energy, Waste, and Plant Management

Greener Government Buildings Act and Climate Commitment Act

- 202.** ***How is DGS approaching implementing the mandate in the Climate Commitment Amendment Act of 2022 that requires the District government not install in District- owned buildings space- or water-heating appliances that rely on the combustion of natural gas, oil, or other fossil fuels starting January 1, 2025?***
- a. ***Is DGS on target to meet the statutory deadline of this law? If not, why?***
 - b. ***Has DGS budgeted to comply with implementing this law? If so, what funding is allocated in the operating and capital plans?***

Councilmember Allen introduced emergency legislation at the request of the Mayor to

clarify the Climate Commitment Amendment Act of 2022 to allow DGS to repair parts of existing systems. The current temporary is on hold as we work to provide additional documentation at the request of the Committee. As natural gas systems reach end of life and/or HVAC system retrofits are performed, DGS will replace natural gas systems with all-electric, heat pump systems. In addition, building modernizations and new construction will use all-electric, heat pump systems. Additional funds will be needed to comply with the CAA as many of these budgets were created prior to the CAA coming into effect.

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

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

DPW has been conducting a fleet study that will have clear timelines for EV fleet replacement purchases and infrastructure installation. DGS has been participating in this work.

Unfortunately, the Committee on Facility and Family Services cut all funding for DGS' capital fleet project in FY24 and FY25 so DGS does not have enough dedicated funding this year to replace its fleet with neither EV's nor traditional fuel-burning vehicles.

204. *The Climate Commitment Clarification Emergency Amendment Act would allow DGS to repair or replace units and component parts of fossil fuel-based heating and cooling systems.*

a. How many fossil fuel-based heating units are in DGS' portfolio?

See response to =See Question 177 and Attachments. To the best of our knowledge, the Department has provided best estimates. More accurate and descriptive information would require an audit.

b. How many fossil fuel-based cooling units are in DGS' portfolio

See response to Question 177 and Attachments.

c. Confirm this Act would not allow DGS to replace fossil fuel-based systems with new fossil fuel-based systems.

As written, the permanent legislation would not allow DGS to install new fossil fuel equipment. The emergency legislation would be limited to replacing component parts or a unit of an existing heating system.

d. Will allowing the repair and replacement of units and components extend the useful life of the District's fossil fuel-based systems?

The repair and replacement of units and components will not so much extend the useful life of these fossil fuel-based system as help these systems reach their intended, designed useful life.

e. Is it DGS' assessment that allowing repair or replace units and component parts of fossil fuel-based heating and cooling systems will or will not increase the likelihood of meeting the Clean Energy DC 2.0 goal of reducing District's greenhouse gas (GHG) emissions by 56% in 2032?

Allowing a system to reach its intended, designed useful life by allowing the repair or replacement of units and component parts avoids the embodied carbon emissions of material extraction, manufacture, and transportation of a new HVAC system. The DGS portfolio is not solely responsible for District greenhouse gas emissions and this question depends on whether Clean Energy DC 2.0 is based on operational emissions or operational and embodied (material) emissions.

Energy Management Plan, BEPS, Solar Source Viability Analysis

205. *For each new building project of 10,000 square feet or more that the Agency commenced in FY 24 and FY 25, to date and has not yet completed, specify whether DGS is pursuing net zero energy readiness. For each non-NZE new building project, briefly explain the agency's reasons for not pursuing NZE readiness.*

- JO Wilson ES Modernization – Yes
- Thomas ES Modernization – Yes
- Tubman ES Modernization – Yes
- Malcolm X @ Green Modernization – Yes
- MLK ES Modernization – Yes
- Brent ES Modernization – Yes
- Burroughs ES Modernization – Yes
- Barnard ES Addition – Yes
- MacArthur HS Expansion – No, received a partial exemption from GBAC in 2024 as the project was not intended to do a full renovation of the existing building and therefore could not meet all of the Appendix Z Requirements.
- Leckie EC Addition – No, received an exemption only for the onsite renewable requirement because the school is on the PACE list for a full modernization. DGS will

- install solar panels after the full modernization is completed. DGS only installs solar panels on roofs or parking lots that will be in use for the next 15-20 years.
- Whittier ES Modernization – Yes
 - Hart MS Modernization and Internal Swing (recently awarded)– Potentially Yes
 - Euclid MS Modernization (recently awarded) - Yes
 - Crummel Community Center - Yes
 - Southeast Tennis Learning Center Addition - Yes
 - Jellef Recreation Center Modernization- Yes
 - Rumsey Aquatic Center Modernization- Yes
 - Congress Heights Recreation Modernization- Yes
 - Fort Davis Recreation Center – Yes
 - Harry Thomas Recreation Center- Yes
 - Hillcrest Indoor Aquatic Center Modernization - Yes
 - Langdon Community Center Redevelopment- Yes
 - Parkview Recreation Center Modernization - Yes
 - Randall Recreation Center Modernization – Yes
 - River Terrace Recreation (New) - Yes
 - Rosedale Pool Upgrade - Yes
 - Rumsey Aquatic Center Modernization- Yes
 - Upshur Recreation Center Modernization- Yes
 - ATC at Penn Center Phase 2 - Yes

206. *Clean Energy DC 2.0 aims to reduce District’s greenhouse gas (GHG) emissions by 56% in 2032 compared to the baseline year of 2006. Are we on target to meet this goal, why or why not?*

This is a District-wide goal not specific to DC government, nor DGS. DOEE tracks District-wide GHG emissions. District Government is committed to reducing emissions and is deploying strategies across its agencies to reduce energy consumption and optimize government operations.

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

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

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

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

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

a:

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

801 East Shelter
821 Howard Road SE
Aiton Elementary School
Amidon-Bowen Elementary School
Anacostia High School
Anacostia Recreation Center and Pool
Bald Eagle Recreation Center
Ballou High School/Ballou STAY High School
Bancroft Elementary School
Barnard Elementary School
Barry Farm Recreation/Aquatic Center
Beers Elementary School
Benjamin Banneker High School
Benning Stoddert Recreation Center
Boone Elementary School
Brightwood Education Campus
Brookland Middle School
Browne Education Campus/Phelps ACE High School
Bruce-Monroe Elementary School @ Park View
Bunker Hill Elementary School
Burroughs Elementary School
Burrville Elementary School
C.W. Harris Elementary School
Car Barn Training Center
Cardozo Education Campus
Cleveland Elementary School
Columbia Heights Education Campus
Congress Heights Senior Wellness Center
Coolidge High School/Ida B. Wells Middle School/Frank Williams Center
Davis Elementary School
DC General Hospital Campus
DC Jail/Central Detention Facility/Correctional Treatment Facility
DC Village Buildings 88-93
Deanwood Recreation/Aquatic Center and Library
Department of Employment Services
Dorothy I Height Elementary School

DPW Car Wash and Fueling Station
DPW Main Garage, Packer, Welding Shop
DPW Solid Waste Transfer Station
DPW Tire Shop
Drew Elementary School
Dunbar High School
Eastern High School
Eliot-Hine Middle School
Embassy Building 10
Engine Company 11
Engine Company 15
Engine Company 25
Engine Company 30
Engine Company 32
Engine Company 33
Family Shelter 37th St SE
FEMS Training Academy
Ferebee-Hope Elementary Recreation Center
Fletcher-Johnson Middle School
Fort Stanton Recreation Center and Pool
Fort Stevens Recreation Center
Fueling Fleet Storage
Garfield Elementary School
Garrison Elementary School
H.D. Cooke Elementary School
H.D. Woodson High School
Hart Middle School
Hendley Elementary School
Hillcrest Recreation Center
Houston Elementary School
J.O. Wilson Elementary School
Jefferson Middle School
Johnson Middle School
Kelly Miller Middle School
Kenilworth Recreation Center and Pool
Ketcham Elementary School
Kimball Elementary School
King Elementary School
King Greenleaf Recreation Center
King Office Building
Kramer Middle School
La Casa Permanent Supportive Housing Program
Langdon Elementary School

Langley Elementary School
 LaSalle-Backus Education Campus
 Leckie Elementary School
 Luke C. Moore High School
 MacFarland Middle School
 Malcolm X Elementary School @ Green
 Malcolm X Opportunity Center
 Marie Reed Community Learning,
 Recreation/Aquatic Center, and Elementary
 School
 Marvin Gaye Recreation Center
 McKinley Middle School and Technology
 High School
 Metropolitan Police Academy
 Miner Elementary School
 Moten Elementary School
 MPD Bomb Squad Trailers and Tactical
 Village
 MPD Evidence Control Branch
 MPD Fleet Maintenance
 Nalle Elementary School
 Naylor Road Family Shelter
 Noyes Elementary School
 O and P Buildings
 Office of Cable Television, Film, Music and
 Entertainment
 Old Sixth District Station
 Patterson Elementary School
 Payne Elementary School
 Plummer Elementary School
 Powell Elementary School
 Randle Highlands Elementary School
 Raymond Education Campus (currently
 Raymond Elementary School)
 Ridge Road Community Center and Pool
 Riggs-Lasalle Recreation Center
 River Terrace Education Campus
 Ron Brown College Preparatory High
 School

Roosevelt High School/Roosevelt STAY
 High School
 Rosedale Community Center, Library and
 Pool
 Saint Elizabeth's Hospital Campus
 Savoy Elementary School
 Seaton Elementary School
 Seventh District Station
 Sharpe Health - SWING SPACE
 Simon Elementary School
 Sixth District Station
 Smothers Elementary School
 Sousa Middle School
 Southeast Tennis and Learning Center
 Spingarn High School
 Stanton Elementary School
 Street Alley Cleaning Building 1 and 2
 Stuart Hobson Middle School
 Takoma Education Campus
 The Horizon - Ward 7
 The Triumph - Ward 8
 Therapeutic Recreation Center
 Thomas Elementary School
 Thomson Elementary School
 Trinidad Recreation Center
 Truesdell Education Campus
 Tubman Elementary School
 Turner Elementary School
 Tyler Elementary School
 Unified Communications Center
 Van Ness Elementary School
 Walker-Jones Education Campus
 West Education Campus (currently John
 Lewis ES)
 Wheatley Education Campus and Cole
 Recreation Center
3400 Wheeler Road, SE
 Whittier Education Campus
 Winston Education Center

b:

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

c:

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

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

DGS is making every new school construction or major modernization net-zero energy (NZE) wherever feasible as we have done with Banneker HS, Bard HS, John Lewis ES, and Raymond ES. At schools where on-site NZE is infeasible due to issues such as: insufficient space for geothermal wells, insufficient space for solar arrays, historic preservation status, or insufficient budget. DGS will continue to design-build to the lowest energy use intensity (EUI) score possible, maximize solar PV, use heat pumps where possible, and strive to meet the Appendix Z requirements at all locations.

- 209. *What is the budget for FY 24 and capital plan to comply with BEPS, especially schools?***

The \$13.6M invested in the FY25 DGS HVAC preventative maintenance program is serving as the foundation to any energy efficiency projects by ensuring HVAC equipment is running as efficiently as possible. In the long-run this also reduces the need for repairs and replacements. DGS was appropriated \$2M in FY25 in its Energy Retrofit capital project, and \$1M in operating to implement capital ineligible energy efficiency and electrification measures.

- 210. *Is DGS experiencing any challenges or barriers in complying with BEPS?***

The DGS Energy Management Plan (EMP) was initially developed with the primary goal of reducing energy consumption (measured in kBTUs) across the DGS portfolio. However, the introduction of electrification laws, such as the Climate Commitment Amendment Act of 2022, added new complexities and costs to energy-reduction strategies. Electrifying HVAC systems—particularly in existing buildings—requires more detailed analysis than energy reduction alone. The cost of electrification must account for each building's unique characteristics, such as its distribution systems, the presence or absence of heat rejection systems, water loop temperature requirements, electrical service capacity, and the grid's ability to accommodate additional electrical load. This makes it difficult to estimate electrification costs without thorough, building-specific analysis.

What once could be addressed with a simple ASHRAE Level II audit for energy reduction now requires a more comprehensive approach. This includes not only the ASHRAE audit, but also an electric service analysis, possibly a Pepco localized grid analysis, an evaluation of future capital plans that could impact energy load, and an assessment of water temperature requirements and compatible equipment. What was once a one-year project may now span multiple years, with cost estimates evolving from general rule-of-thumb calculations to detailed, project-specific projections.

The Climate Commitment Amendment Act supports DGS's goal to electrify all new HVAC systems, but upgrading HVAC systems in existing buildings is now more complex and costly. The planning process has become more time-consuming, with higher and less predictable costs. Where feasible, DGS aims to electrify individual components of HVAC systems, though this can also be more complicated and costly. For example, DGS is replacing failing natural gas rooftop units at the O&P building with heat pump rooftop units. This replacement requires more extensive analysis beyond a simple ASHRAE Level II audit, which has extended the project timeline due to the increased complexity and cost.

Given the District's fiscal constraints DGS is, wherever possible, leveraging existing, funded projects to make them as efficient as possible. DGS is very close to preliminary award of District government's first Energy Savings Performance Contract (ESPC) RFP that uses third-party financing and may help the agency implement more traditional Whole System and Component Retrofits without additional upfront costs. Again, however, the new electrification mandates that followed the Energy Management Plan release may make some of these improvements cost prohibitive.

DGS has also been applying for federal grants to fund EMP implementation. The chances of winning a federal grant unfortunately are quite slim. For instance, DGS has twice applied to the Renew America's Schools federal grant. For the first grant application year, only two percent of applicants of the RAS federal grant were awarded.

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

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

The Act has called for a multiagency Task Force to determine how to define and meet this carbon neutrality mandate. The Climate Commitment Amendment Act Task Force has met twice and recently awarded a vendor to help DC government agencies collectively create the plan to carbon neutrality by 2040. Crafting this plan will take time and consensus among multiple entities. It will involve not only the efficiency elements of the EMP, but also energy supply master planning.

- 212. *The EMP includes a goal to retrofit 9% of the DGS portfolio by 2024. Did the District meet this goal?***

The Clean Energy Omnibus Amendment Act of 2018 (CEDC) states that DGS must create a plan for retrofitting 9% of the portfolio between 2021 and 2024. The Energy Management Plan fulfills the CEDC legislative intent by laying out a plan for how DGS would meet this goal. DGS is focused on meeting the retrofit goals of its Building Energy Performance Standard Alternative Compliance Pathway for 2026 and 2032. Through a combination of retro commissioning, whole HVAC system replacements, and modernizations, the agency has retrofitted 9% of the portfolio.

213. *The EMP includes a goal to transform 12.5% of the DGS portfolio to NZE by 2032. Is the District on target to meet this goal, why or why not?*

DGS is on track to meet the goal of transforming 12.5% of the portfolio to Net Zero Energy (NZE) by 2032, thanks to a strategic, cumulative approach that aligns with both the modernization and new construction processes. By leveraging these efforts, we are making buildings Net Zero Energy where feasible, while continuing to maximize solar installations on all eligible District buildings. Furthermore, all new construction and modernization projects are required to meet the NZE definition set forth in Appendix Z, ensuring that our portfolio steadily moves toward the 12.5% target.

The Clean Energy Omnibus Amendment Act (CEAA) mandated DGS to develop a plan for reaching the 12.5% Net Zero Energy target, but it did not require DGS to fully implement the plan. We believe the original intent behind the CEDC's 12.5% target was to promote ultra-low energy buildings rather than focus solely on on-site renewable energy generation. This broader interpretation supports our ongoing efforts.

According to our analysis under the EMP framework, buildings that are most likely to reach NZE are those where the modeled solar capacity exceeds the building's projected energy consumption after modernization or new construction. By fully utilizing the renewable energy potential—particularly solar—we are confident that we can achieve a Net Zero Energy portfolio for 12.5% of DGS buildings over 10,000 square feet by 2032.

214. *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)*
- b. Source Energy Use Intensity*
- c. Greenhouse Gas Emissions*

- ***A. Site Energy Use Intensity (EUI)***

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

- ***B. Source Energy Use Intensity***

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

- ***C. Greenhouse Gas Emissions***

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

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

BEST Performing

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

WORST Performing

- DPW Car Wash and Fueling Station
- Office of Cable, Television, Film, Music, and Entertainment
- Car Barn Training Center
- Metropolitan Police Academy
- William H. Rumsey Aquatic Center

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

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

The FY24 and FY25 budgets collectively allocate \$3.5M in capital for energy retrofit projects, as well as funds allocated for ultra-efficient building modernizations and HVAC preventative maintenance.

217. *The EMP includes the following key goals: Annual greenhouse gas emissions reduction: 45,000 metric tons of CO2e reduction from 2019 baseline by 2032.*

- a. *Is DGS on track to meet this 2032 goal? How many metric tons of GHG emissions reductions has DGS reached to date? b. What is DGS' strategy for early retrofit work on 9% of the DGS portfolio by 2024, and is DGS on track to achieve this goal by the end of calendar year 2024?***

See response to Question 212.

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

DGS posted District government's first Energy Savings Performance Contract (ESPC) solicitation in April 2024 and issued the notice of preliminary award, which selected the winning ESCO, on January 31, 2025. DGS will be sending the award to Council for review/approval. Once the package is approved by Council, an Investment Grade Audit Agreement (IGAA) will be developed and ultimately executed between DGS and the ESCO. Once the IGAA is executed, the ESCO will perform an investment grade audit (IGA) of roughly 20 District government buildings. During the IGA phase, which typically is about 12 months, the ESCO will submit interim deliverables for components of the IGA to DGS for review and discussion. This document will serve as an exhibit to the ultimate Energy Services Agreement.

219. *How much funding would DGS need in FY 2026 to comply with the legal requirement to implement a net-zero energy retrofit program across at least 12.5% of the DGS portfolio of District government-owned buildings between 2026 and 2032?*

- a. *How much money would be needed over the seven year period to 2032 in total?***
- b. *Has DGS identified the facilities that would be the focus of this retrofit- program endeavor?***
- a. There is uncertainty about the financial requirements between 2026 and 2032, partly because the current Capital Improvement Plan (CIP) only covers fiscal years 2025 through 2030. Additionally, it is unclear which buildings will be added to the CIP for future modernizations and new construction. Most modernizations and new construction projects require an additional \$1–4 million to install geothermal wells, depending on the building's energy load. Additionally, solar panel installation at all government own buildings would be required to take place in this time period.
- b. The DGS Energy Management Plan highlights that achieving true net zero energy for 12.5% of the DGS portfolio will require shared solar PV across all sites. The Greener Government Buildings Amendment Act mandates that new construction and modernization projects for District government buildings meet net zero energy standards, as

outlined in Appendix Z. Schools without indoor pools or historic designations, and with sufficient site area for geothermal wells, are generally the most suitable for achieving net zero energy under Appendix Z. Their height, operational characteristics, and DGS' experience with net zero energy school construction make them particularly well-suited for this standard compared to other building types. You will see from the list provided in question 205 that almost all the active school modernization projects are set to be net zero either through the appendix Z definition or on site net zero. The same is planned for the future modernizations.

220. *In 2024, DGS issued an RFP for implementation of Energy Savings Performance Contracts (ESPCs).*

a. Has the contract been awarded?

The ESPC RFP to select the winning ESCO was preliminarily awarded on January 31, 2025. The RFP award will then need to go before Council for final review/approval.

b. When do you expect energy audits to be completed?

The Investment Grade Audit phase typically takes about a year. Once Council approves the winning ESCO of the ESPC RFP, DGS and the ESCO will develop the Investment Grade Audit Agreement (IGAA). Once the IGAA is executed, the ESCO will begin performing the investment grade audit, which can take anywhere from six months to a year.

c. When do you expect energy savings measures to be installed?

The construction phase of the ESPC is estimated to begin in Spring 2026 and be completed by the end of 2027

d. Describe how the ESPCs are structured to comply with the Anti-Deficiency Act.

For contract actions funded with local operating dollars, DC government is prohibited by law from making fiscal commitments beyond the term of its current fiscal period. ESCO's compensation is contingent upon the continuing availability of DC government appropriations. Payments pursuant to this contract shall only be made from available funds encumbered for the Contract, and DC government's liability for such payments shall be limited to the amount remaining of such encumbered funds. If funds are not appropriated, or otherwise become unavailable to fund this Contract, DGS may immediately terminate the Contract in whole or in part without further liability in accordance with the Termination for Cause subsection of the Remedies section of this Contract. All payments are subject to the general Remedies section of this Contract.

- e. Does the DC government need any additional authority to enter into long-term ESPCs (10-15 years)?*

DGS is not aware of any additional authority that is required.

- f. Has the contract been awarded?*

Please see response to 220a.

- 221.** *Describe the plans for the installation of a combined heat and power gas power generator at the St. Elizabeths microgrid. During non-heating months, will the waste heat from cogeneration be used and if so, for what?*

DGS is not the party designing or installing the generator. The Homeland Security Emergency Management Agency (HSEMA) is the better agency to respond to this question.

- 222.** *In 2022, DGS published a [solar site viability analysis](#) of all DGS-owned buildings, listing which buildings are feasible sites to host solar energy systems.*

- a. What progress has DGS made in pursuing the installation of solar energy systems on viable sites since then?*

: Since publishing the Solar Site Viability Analysis list, DGS and our Solar Power Purchase Agreement partners have installed three new solar PV systems (two of which generate enough on-site electricity to begin tracking for net zero certification); re-developed and increased the installed capacity at one additional site (site also tracking for net zero certification); and continue to advise on making new roofs, modernizations, and new construction solar-ready. DGS has been finalizing terms and conditions of the next PPA, which includes 27 sites, with Office of Attorney General (OAG) and will continue to issue additional bundles once OAG concerns have been addressed

- b. When does the Department plan to publish an updated version of this document?*

The Department plans to publish an updated version of the Solar Site Viability Analysis list by close of FY25. The Department envisions nominal changes to the Solar Site Viability list as the initial upload was robust and nearly exhaustive. Anticipated updates will primarily include recently modernized or re-roofed facilities.

- c. Since the passage of the federal Inflation Reduction Act in 2022, which allowed governmental entities to receive a payment equal to the full value of tax credits for building qualifying clean energy projects, has DGS expanded its clean energy strategy to pursue District-owned solar energy systems on DGS properties in addition to hosting solar systems with which the District has a power purchase agreement (PPA)? If not, has DGS performed any financial modeling to compare long-term budget impacts*

of system ownership versus power procurement?

Can DGS articulate why certain sites with large, fully sun-exposed and low-angle roofs (generally optimal for solar) were considered “non-viable” in the viability analysis? Turkey Thicket Recreation & Aquatic Center, for example, has nearly 30,000 square feet of such rooftop on a modernized facility. Langdon Park Recreation Center is similar, with over 4,000 square feet of fully sun-exposed rooftop (still twice the space of a typical row home)

- i. Overall, over half of all DGS facilities are considered non-viable, including numerous modern facilities with excellent sun exposure. No explanation is given for these findings. Given that the Council, through the Greener Government Buildings Act, has set an expectation that net-zero be the default ambition for projects, provide the drivers of finding non-viability for each facility found to be non-viable.*

Since the passage of the federal Inflation Reduction Act (IRA) in 2022, which allows governmental entities to receive direct payments for the tax credits tied to clean energy projects, DGS has continued to refine its clean energy strategy. While DGS has not expanded its approach to directly own solar energy systems on District-owned properties, we have continued to strategically leverage the benefits of Power Purchase Agreement (PPAs) model to expand solar photovoltaics (PV) on District government properties in the DGS portfolio. Under the IRA, DGS is able to continue to pass along the benefits of the federal Investment Tax Credit (ITC) to the District through discounted solar electricity rates, rather than receiving the ITC as direct pay. This has allowed DGS to secure favorable PPA rates, such as our most recent bundle of solar installations, which provide District government with electricity at a \$0.00/kWh rate for the next 20 years. This means that the District will receive free electricity from these solar systems, with minimal upfront and ongoing costs, for 20 years.

The PPA model offers several advantages:

- **No Upfront Capital Investment:** The District does not bear the costs of system design, construction, or long-term maintenance.
- **System Ownership and Maintenance:** The system owner is responsible for the design, construction, operation, maintenance, and replacement of the solar systems over the next 20 years. This responsibility ensures that the system owner is incentivized to strike a balance between maximizing performance and minimizing the risk of system failures. To achieve this, the system owner must use reliable, proven technologies, and design and installation strategies that prioritize long-term efficiency and durability. Additionally, because the system owner bears the financial risk of system performance, they have a strong incentive to ensure that the systems are properly maintained and continue to operate at optimal levels throughout their lifespan.

- **Risk Mitigation:** The risk associated with system or component failures, or issues like manufacturer bankruptcies, rests with the system owner, not the District. This significantly reduces the financial and operational risks to the District.

In comparison, the financial modeling we've conducted indicates that District ownership of solar PV systems, while potentially offering some marginal financial benefit over the long term, would not provide a superior outcome. The costs and risks associated with ownership—such as the large upfront capital requirements, the responsibility for 20 years of operations, maintenance, and repair costs—outweigh any potential savings.

Furthermore, the PPA model also allows DGS to work with certified local businesses for the design, procurement, installation, and lifetime operations and maintenance of these solar systems. This aligns with our commitment to supporting local economies while avoiding the financial burden and long-term liabilities associated with system ownership.

In summary, after careful financial analysis, DGS has determined that the current PPA approach is the most cost-effective, low-risk strategy for the District. It provides long-term budget certainty, ensures the systems are professionally maintained, and guarantees that the District benefits from clean, renewable energy with minimal financial exposure.

- i. Solar PV viability is determined by a number of interconnected factors, further detailed below in 222(d). Specifically, regarding the two sites above, (1) Turkey Thicket Recreation & Aquatic Center has a partial roof-replacement currently underway. Upon completion of the partial roof-replacement, the site will be included in the Solar Site Viability list and will be updated to "Viable." Partial re-roof project is anticipated to be complete in Summer 2027. (2) Langdon Park Recreation Center is currently under modernization planning to include building demolition and new construction. The facility modernization will ensure this site is considered "Solar Viable and solar-ready."

Site solar viability is determined by factors including existing facility and roof conditions, future plans for facility modernization/ rehabilitation, utility grid capacity studies, and, originally, minimal PV capacities above 40kW DC. The latter subfactor has been mitigated through the Solar PPA Program's site bundling method. A Solar PV developer is awarded a bundle of sites with varied anticipated solar PV capacities within an Umbrella PPA Agreement. As such, facilities with limited allocatable space for on-site solar PV arrays, which would have historically been ruled out, are coupled with larger, more lucrative facilities within the same PPA bundle.

Additional factors, such as structural limitations and entitlement requirements (e.g., Historic Preservation, Commission of Fine Arts, Zoning, DOEE Stormwater Management), are carefully considered when evaluating a site's suitability for solar PV. These entitlements can sometimes restrict the available space for solar installations. For example, certain requirements may dictate that solar panels must not be visible from the street, necessitating design adjustments such as setbacks or

limiting installation to roof sections that are not visible from public vantage points.

Waste Collection

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

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

DGS procures privately registered collectors to collect, transport, and dispose of solid waste (trash) and recyclables generated at District-operated facilities throughout the District of Columbia and Maryland. Currently, citywide waste hauling and disposal services include twenty-five (25) District agencies, including DCPS and DPR. Collectively, there are over 136,000 trash and recycling collection services per year from approximately 425 collection points. DGS collects recycling litter cans and DPW collects trash litter cans from DPR parks on a weekly basis. DGS also provides loose litter cleaning and general maintenance services for DPR.

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

DGS collects recycling litter cans from DPR parks and recreation centers on a weekly basis. Collected materials are transported to the DPW transfer station and/or a third-party processing facility

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

DGS is responsible for assessing illegal dumping incidents at DCPS, DPR, and other municipal facilities to determine a proper response. Following the assessment, DGS' grounds maintenance team and/or hauling contractors remove the illegal dumping. DGS, which does not possess enforcement powers, occasionally depends on DPW, MPD, or DC Health to inspect some of the more severe cases of illegal dumping before proceeding with removal/cleanup. Reporting of illegal dumping is the responsibility of tenant agency representatives or DGS Quality Assurance personnel, and we welcome resident input as well.

d. Loose litter collection in DCPS, DPR and other municipal facilities

The DGS Grounds Team collects loose litter on DPR properties and is piloting collection at Garrison Elementary School field and Banneker field. DCPS staff are responsible for loose litter collection at DCPS schools.

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

DGS restructured the waste hauling contract, which was awarded in 2024, to include waste-specific tracking technologies that improve visibility into daily collections. While DGS continues to collaborate with the waste hauling contractor to work out kinks and tailor the platforms to meet DC government's needs, the availability of these tracking technologies is providing the waste team greater visibility into where and when waste is hauled by the vendor.

To prevent service challenges, DGS performs routine site visit inspections to check for issues with containers and collection areas. DGS works closely with tenant agency partners to work through site-specific challenges that can impede collections, such as vehicles consistently blocking containers. To address service challenges, DGS receives and regularly reviews emails sent to dgs.waste@dc.gov and work orders entered through the 311 system. The three new FTEs that were onboarded in 2023 regularly review, flag, verify, and close-out work orders and emails. These FTEs may also, where applicable, transfer requests to other DGS divisions or DPW.

See Attachment Q179_SE_Waste Collection Requests for FY24 trash and recycling work order requests trash and recycling collections in FY24.

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

Members of the public should report waste management concerns through DC 311. Reporting through DC 311 will help ensure that the concerns are dispatched to the proper agency or agencies for resolution. DGS is not currently utilizing smart litter cans. As part of the new citywide waste collection and disposal contract, DGS included recycling litter can service schedules to accommodate the service needs at parks.

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

There are two shifts where loose litter is collected across District government. Shift 1 reports from 6:30am to 3:00pm and Shift 2 reports from 3:00pm to 11:30pm. These shifts operate 7 days each week and services are tracked daily through route sheets.

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

The janitorial team consists of 50 full-time employees and 15 temporary staff. Staff address interior and exterior cleaning at recreation centers. Additionally, they have some site and season specific duties such as snow removal.

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

We defer to the Executive Office of the Mayor on the delineation of duties for agencies.

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

See Attachment Q229_Contracts Trash and Recycling.

- a. *The DCPS Recycles! Program is intended to bring schools into compliance with solid waste regulations, including the requirement that all schools recycle. What is the current status of the DCPS Recycles! Program? The most recent data available online is from 2019. Is the program still in operation? Does DGS have an FTE implementing the program?***

DGS continues to provide zero waste programming for all DCPS schools including services, supplies, and support. Through this programming, DGS provides the required hauling containers and services for all DCPS locations. These services have been enhanced through the new DGS waste hauling contract via cameras and scales onboard collection vehicles. Yes, DGS has an FTE managing the DCPS Recycles! Program.

- b. *As of 2019, many schools were not recycling as legally required. Provide a list of all schools indicating whether or not they are currently recycling.***

DGS provides outdoor containers and regularly hauls recycling at all DCPS schools. DCPS is responsible for requesting and managing indoor bins and DCPS janitorial staff is responsible for collecting indoor containers.

- c. *What steps is DGS taking to bring all schools into compliance with recycling laws?***

DGS is committed to hauling recycling at all DCPS schools. DGS provides indoor recycling containers when requested by individual schools. DGS offers, within the constraints of limited staff, training and engagements opportunities, as well as competitions for school students and staff to improve waste diversion. DGS is also currently in the process of updating educational materials to help improve source separation in schools, as well as offering engaging opportunities for schools to create improvements to their programs, such as the DC Recycle Right! Competition.

- 230. *The DCPS Recycles! Program is intended to bring schools into compliance***

with solid waste regulations, including the requirement that all schools recycle.

a. ***What is the current status of the DCPS Recycles! Program? The most recent data available online is from 2019. Is the program still in operation? Does DGS have an FTE implementing the program?***

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

DGS procured and manages a contract to provide compost hauling and disposal services at the following locations:

- Bruce-Monroe Elementary School
- Eaton Elementary School
- Mann Elementary School
- Marie Reed Elementary School
- School-Within-School @ Goding

Over the years, DGS has learned that the success of an organics collection program relies heavily on the active participation of all levels within the school community. This is why

the organics program is opt-in, rather than default. Schools must be motivated to sort organics and engage fully in the process. High levels of contamination in organics collection can undermine the program's effectiveness, leading to increased disposal costs and challenges in maintaining a clean and efficient system.

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

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

DGS first filled these three FTE positions; one person on 1/30/23 and the other two on 2/27/23. One Program Support Specialist position is now vacant and DGS is currently in the final stage of the process of hiring someone to fill this position again.

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

It is the responsibility of the occupying agency and building occupants to sort recyclables from trash. All agencies can procure indoor containers to assist with on-site material sorting efforts. In turn, DGS contracts a waste hauler to collect and dispose of trash and recycling from facilities in the DGS portfolio. DGS' waste hauling contractor is also responsible for providing outdoor trash and recycling containers at each site. DC government provides all agencies the opportunity to recycle.

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

With the support of the new staff mentioned in the previous response, DGS is conducting assessments of buildings to evaluate compliance with relevant laws and identify opportunities for improving waste collections, if necessary. These assessments allow DGS to gain a clear understanding of current operations and challenges within facilities, enabling more effective engagement with client agencies on ways to enhance collection practices. Based on the findings, DGS will provide agencies with assessment results and tailored recommendations for improvement. Additionally, DGS is developing educational materials to assist agencies with source separation and promote best practices across their operations.

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

See response to Question 232(c).

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

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

During FY24, DGS entered into a new citywide waste and recycling hauling services contract for DGS-managed facilities and is working closely with the hauler to incorporate the use of new onboard truck scales and reporting software to determine refuse weights for dumpsters. DGS is working on improving these reporting mechanisms towards the goal of estimating waste diversion rates across DGS-managed facilities.

Now that DGS is operating under a new city-wide waste contract, DGS is actively working with the hauler to continually improve hauling services, which helps to improve waste diversion. The building assessments will also help identify where improvements can be made within different agencies, as they all have different operations that must be considered.

In addition to implementing organics collection at schools, in FY24 DGS piloted an organics collection program at two Fire and EMS (FEMS) facilities. The pilot rendered multiple helpful insights into the suitability of organics collection in this particular building type. Due to the unique operations of these facilities, such as routinely opening bay doors and constant shift changes, the task of maintaining organics collections in a sanitary and safe manner proved difficult. Finally, the priority of FEMS employees will always first and foremost be human life and safety. Staff did not always have the time or bandwidth to prioritize organics sorting while addressing emergencies. DGS looks forward to continuing these types of pilots to address waste diversion challenges with tenant agencies.

234. *Provide current schedules for collection by DGS and/or contractors of:*
a. loose litter;

Loose litter collections at all DPR properties are completed twice a day Monday through Friday on morning shift and once a day Friday and Saturday on evening shift. Overtime shifts also collect on Saturday and Sunday mornings.

b. blue recycling cans; and

See Attachment Q234_SE_Collection Schedules.

c. trash dumpsters;

See Attachment Q234_SE_Collection Schedules.

Plant Management

235. *What mechanisms does DGS have in place to support the maintenance of native landscape installations at city facilities?*

DGS has city-wide mowing contracts.

236. *The care for native plant installations which is different from the care needed for traditional non-native horticulture installations. Are any of the maintenance crews or contractors used by DGS are trained in the identification and removal of invasive plants?*

Contractors have experience dealing with natives and non-natives. We expect to have in-house training completed within FY25 by DDOT's Urban Forestry.

237. *What criteria are used to assess landscape contractor qualifications and what training is required for them to receive maintenance contracts with the city?*

Landscape contractors seeking maintenance contracts with the city must adhere to specific requirements, though the industry does not have mandatory licensing or training qualifications nor are they any explicitly outlined in the District of Columbia Municipal Regulations (DCMR). The following criteria are what DGS typically applies:

- **Licensing:** All District contractors must, at a minimum, obtain a Basic Business License with the appropriate endorsement. In some cases, specific professional or occupational licenses are required, depending on the nature of the skilled or unskilled services provided. This ensures compliance with local business regulations and verifies the contractor's legitimacy.
- **Insurance:** Contractors are required to carry adequate liability insurance to protect against potential damages or claims arising from landscaping activities. Insurance requirements are established by the District's Office of Risk Management (ORM). The

contracting agency is responsible for providing a scope of services and conducting a risk survey to guide ORM's determination of insurance requirements and rider computations

- **Experience and Expertise:** The Department of General Services (DGS) typically solicits landscape maintenance services through a Request for Proposal (RFP). Offerors are required to submit comprehensive proposals, which often include:
 - Demonstrated experience in providing similar landscape services.
 - References and examples of past projects.
 - Proof of financial capacity, such as audited financial statements, bank references, or line of credit verifications.
 - Evidence of adequate resources for staffing and equipment.
- **Compliance with Environmental Regulations:** Contractors must comply with environmental standards, as outlined in the DCMR. This includes adherence to regulations regarding the use of pesticides and fertilizers, as well as the prohibition of gas blowers, in alignment with the District's environmental sustainability goals.
- **Training Requirements:** While the DCMR does not mandate specific training programs for landscape contractors, ongoing professional development is highly encouraged. Recommended training may include courses on sustainable landscaping practices, safety protocols, and updates on local and federal regulations.

238. *Are all new landscape installations on city properties utilizing native plants to the greatest extent possible? If not, why not? Who is responsible for purchasing landscaping plants for the city?*

DGS follows guidelines published by DOEE and DDOT for plantings on its projects. These guidelines are requirements of Stormwater Management and Green Area Ratio approvals.

239. *There are many acres of city-owned land, for which DGS is responsible for maintenance, that are overgrown natural areas with trees that are covered in invasive plants. These overgrowths are causing damage and death to the valuable native trees growing in the forested areas, leading to degradation of our local environment, thus negatively impacting the health and well-being of our citizens. What protocols can DGS employ to help mitigate this situation?*

DDOT's Urban Forestry responds to all tree maintenance requests regarding health and growth of trees.

Accessibility

240. *Facilities issues can impede accessibility of government spaces and services for*

people with disabilities and can be a barrier to compliance with the Americans with Disabilities Act (ADA). The Committee’s [Fiscal Year 25 Budget Report](#), recommended DGS should begin categorizing ADA facilities barriers as a new problem type in Salesforce and prioritize ADA work orders as high priority. Has DGS taken steps or will DGS commit to taking steps to implement this recommendation?

Categorization and Prioritization of Accessibility Work Orders:

Accessibility work orders are categorized as “ADA-related” based on the nature of the issue, such as barriers to mobility, visual impairments, or auditory needs. These work orders are assigned a High Priority designation due to:

- Legal Compliance: Ensuring adherence to the Americans with Disabilities Act (ADA) and other regulatory requirements.
- Equity and Inclusion Goals: Providing equitable access to all individuals, regardless of ability.

Criteria for Classification:

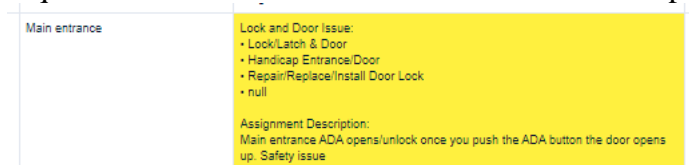
- Problem types such as inaccessible entrances, malfunctioning elevators, or improper signage automatically flag the work order as ADA-related.

Process Enhancements:

- ADA-related work orders are expedited through SMART DGS for quicker resolution.
 - Designated teams or contractors with expertise in accessibility are often assigned.
 - Status updates are closely monitored by supervisors and compliance officers.

- 241.** *During the 2024 Summer Facilities Readiness tours, the Committee observed some schools are too inaccessible for students, educators, and visitors with disabilities.*
- a. Are accessibility work orders categorized or prioritized differently than other work orders? If so, how? If not, why?*

When submitting a work order request in SMART DGS, clients can indicate that the request is related to an ADA issue. Please see example screenshot below:



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Process Enhancements:

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 - Designated teams or contractors with expertise in accessibility are often assigned.
 - Status updates are closely monitored by supervisors and compliance officers.

b. Are accessibility capital projects categorized or prioritized differently than other work orders? If so, how? If not, why?

Accessibility capital projects are also categorized and prioritized differently due to their broader impact and scope. Key factors include:

- **Strategic Alignment:** Projects are evaluated as part of a broader Accessibility Master Plan to ensure compliance and alignment with organizational and regulatory goals.
- **Funding Allocation:** ADA-related capital projects are prioritized for funding, often utilizing grants, dedicated budgets, or compliance-driven allocations.
- **Impact Assessment:** Projects addressing critical barriers, such as ramps, elevators, or restroom modifications, are given priority based on their impact on facility access.
- **Prioritization Process:** Accessibility projects undergo a comprehensive needs assessment conducted by DGS compliance officers and external consultants e.g ODR.
- **Oversight and Reporting:** Progress is monitored through detailed reports shared with leadership, ensuring transparency and accountability.

Integration of Work Orders and Capital Projects: DGS employs an integrated approach to manage accessibility-related work orders and capital projects. For example, recurring ADA-related work orders may signal a need for a capital improvement project. SMART DGS is used to identify trends and allocate resources efficiently.

General Capital Projects:

DCPS Small Capital projects has a funding project dedicated to accessibility projects. These projects typically focus on elevator/lifts and ramp projects for buildings that have levels that are not fully accessible. Additionally, there are other projects which include updating spaces to be accessible (typically focused on bathrooms). DCPS Modernizations are required to follow accessibility codes because of the level of alterations as part of the current building codes.

242. *If Does DGS collaborate with the Office of Disability Rights on accessibility-related work orders and small capital projects? If so, how?*

DCPS Small Capital projects has a funding project dedicated to accessibility projects. These projects typically focus on elevator/lifts and ramp projects for buildings that have levels that are not fully accessible. Additionally, there are other projects which include updating spaces to be accessible (typically focused on bathrooms). ODR flags ADA related work orders to DGS when needed.

243. *If Does DGS collaborate with the Office of Disability Rights on accessibility components to capital projects? If so, how?*

On new planned capital projects and renovations, the ODR components are captured and addressed by the design team. DCPS Modernizations are required to follow accessibility codes because of the level of alterations as part of the current building codes.

244. *Does DGS always notify ODR when an accessibility-related work order is created? If so, how? If not, why?*

DGS does not notify ODR each time an accessibility work order is created. When an accessibility related work order is created, DGS first determines if it is an OpEx or CapEx related task. If OpEx, DGS will proceed with necessary work based on resource availability and client coordination. If CapEx, DGS coordinates with client agency on next steps and any potential stop gap measures necessary. Please refer to 2our response to Question 241 for full explanation or process details.

245. *Provide an update on the following accessibility-related work orders and capital projects:*

a. *Lamond Rec. – fixing accessibility door near parking lot;*

This was resolved in FY 24 by replacing batteries in the sensors.

b. *Riggs LaSalle Rec.: making front door on Nicholson Ave NE an ADA door;*

This is not a work order but rather a capital funding request that should be made to the client agency rather than DGS.

c. *Takoma Rec.: Leak in women’s restroom ADA shower (WO 761805)*

This work will be addressed in Q2 FY25 during the annual pool shutdown.

d. *Takoma Rec.: women’s restroom ADA shower faucet in (WO 769830).*

This work will be addressed in Q2 FY25 during the annual pool shutdown.

Ward 4 Updates

DPR

- 246.** *On November 25 2024, ANC 4B passed a resolution entitled “Letter Raising Concerns regarding Takoma Aquatic Center Management and Maintenance”. The letter requested a response from DPR and DGS. Has DGS responded to the letter? If no, why?*
- a. The Commission made several requests of DPR and DGS. For each of the following requests, describe (1) what steps DGS took to respond to the request since the resolution was adopted and what steps DGS plans to take in the future.*
 - i. Prioritize regular and proactive facility maintenance;*
 - ii. Address long-standing issues that have been affecting the Center’s operation and safety for years, including HVAC issues affecting the comfort and air quality of the facility;*
 - iii. Provide updates to work done or planned for the weight room; and.*
 - iv. Address general upkeep of the pool and surrounding spaces.*

DGS responded to the letter. Below is the response from DGS staffer Brittany Hughes:

I am writing to inform you that we have received your resolution.

First, regarding the life vest, we will engage with DPR to follow up on this matter. Regarding the HVAC issues at Takoma Rec Center, our follow-up indicates that four related tickets have been resolved, and there are currently no open tickets. Our teams conduct quarterly visits to replace filters and address other needs as they arise. Please be aware that each facility is managed for the appropriate season and during the spring, we have [additional operations](#).

We remain committed to maintaining all our facilities to ensure they effectively serve the community. To help ensure a resolution of maintenance issues, please submit requests through 311. Attached you will find a one pager on services provided by DGS in the 311 system. You can monitor the progress of work orders via our [dashboard](#). If you notice any delays or lack of movement on a case, you can flag me directly, and I will work with the appropriate department to address the issue.”

- 247.** *During the community engagement phase of the Crestwood Triangle Park project, residents expressed concerns about the maintenance of the park, particularly regarding watering for any plants included in the project. During the construction phase, perennials shrubs thought to be resilient in heat (Little Henry Sweetspire and Arctic Fire Dogwood) were planted. No point of water access was included. The project was completed in February. The plants died in May. Apart from aesthetics, the plants*

created a safety barrier between the new playground and the road.

- b. Are Little Henry Sweetspire and Arctic Fire Dogwood, or any other perennials shrubs thought to be heat resistant, planted in any other DGS-managed properties?*

Yes, the named plants are planted at the Arboretum recreation center, and most recently Joy Evans Landscape Plans include perennial plants.

- c. Has DGS concerned forgoing the use of these perennials shrubs given that they died from heat before their first summer?*

Forgoing perennials will be considered, although soil conditions and improper drainage could be a factor in the type of shrub decision.

- d. Why was not water access point included in the project design even though plants were included?*

Little Henry Sweetspire and Arctic Fires are a native North American shrub that are well-suited for the Washington, D.C. climate. They are heat tolerant, and drought resistance once established.

The shrubs selected are versatile and can thrive in various conditions, including full sun to full shade.

- e. Given no water access point is available in the park and DGS did not plan on providing regular watering, was it DGS' plan for neighbors and or an affiliated "friends of" organization to haul water to the park to care for the plants?*

See response to Question 247(d).

- f. Has DGS begun or plans to begin watering the plans on a regular basis? If so, what is that schedule? If not why?*

The function of watering is managed by On-Call Grounds contract.

248. *The FY 24 budget included \$200,000 for the repair and renovation of the Twin Oaks Tool Library building. Unfortunately, following multiple delays and Agency-provided dates for when work would be finished, the project still is not finished 15 months after the funds became available*

a. Explain the reasons this project was not completed in FY 24.

Initially, DGS tried to sole source the procurement to expedite and meet the community request. However, when reviewing the offer, DGS decided the amount was high and competitively bid the project out to get the best offer and quality of work. The vendor was selected, and the project kick-off happened in late October. Initially, the plan was to do a partial repair which wouldn't need a design and permits but due to further deterioration to the roof DGS is doing a full roof replacement. This requires a design set, permits, and Historic Preservation approval.

b. Provide the current contract(s) for this project.

The primary design-build contract DCAM-24-CS-RFQ-0007 for the renovation work is with ARS, who was selected through a competitive bidding process. The contract includes provisions for the scope of work and a timeline.

c. Provide an update on the expected timeline for this project, including the current scope and timeline.

We anticipate completing the renovation in the Summer of 2025. The scope of work remains largely the same apart from the aforementioned full roof replacement, focusing on stabilizing the building enclosure, dormers, gutters, and repairing the awning. We are reviewing and ensuring the building meets current safety and regulatory standards. However, the building is historic and is currently waiting on HPO approval.

249. *Provide an update, including a timeline and the work DGS has done and plans to do in FY 25 for the following projects:*

a. Lamond playground replacement; and

The project is in the planning phase. DGS is finalizing the Statement of Work (SOW) and expects to begin the procurement process by early February 2025, with construction anticipated to start in Fall 2025.

b. Takoma Aquatic Center locker room renovations.

The Takoma Aquatic Center Locker Room renovations is being solicited. The Scope of Work has been written, and DGS C&P has initiated the procurement process. Contract awards are approximately expected by Spring 2025, with renovations slated to begin in late 2025.

250. *Who is responsible for grounds maintenance of the Hamilton Rec. community*

garden, DPR or DGS/ a contractor?

DGS is not responsible for grounds maintenance at community gardens. DPR has partnerships that handle maintenance.

251. *Describe all rodent abatement efforts DGS completed in the Hamilton Rec. community garden in FY 24 and FY 25, to date.*

Hamilton Rec Community Garden is positioned alongside the South border of the recreation center lot; The Recreation Center is managed by DGS. The food garden runs adjacent to the residential alley and parallel to Hamilton Street NW.

Integrated Pest Management (IPM) efforts consist of assisting the community gardening group with turning the soil (where and when appropriate) and baiting bait stations located at alley (South) and garden west fence line (at shed).

The IPM team also monitors monthly trash culture and reports to DOH (alley residential trash), DGS Sustainability Unit and DPW (park trash and recycling receptacles).

Long-term recommendations include. relocating the Community (Food) Garden away from the alley and/or provide exclusionary controls. This would essentially remove what is currently on site (boxes, pavers, etc.) and provide the appropriate controls to limit rodent activity encouraged by residential trash, site trash, and cultivated space.

Current active burrows are lower than usual due to late December and January weather patterns.

252. *Provide an update on the following open DPR work order s(1/5/25), including whether the work was complete, and if not, DGS' plan and expected timeline for completing the work order.*

a. *Emery Rec.: Playground (WO 760604);*

Not Completed- ECD 3/21/25; new panel to be procured.

b. *Emery Rec.: Pest Control in Senior Room (WO 806193);*

Completed 1/9/25.

c. *Fort Stevens Rec.: Field (780461);*

ECD February 5, 2024.

d. *Fort Stevens Rec.: Small children's seat (WO 802664);*

ECD 3/21/25; procurement needed bridge components as needed.

- e. ***Hamilton Rec.: Lighting (WO 804556);***

ECD February 5, 2024.

- f. ***Lafayette Rec. Playground (WO 754744, WO 771329, WO 781309, WO 796548,***

Not complete- **754744 & 796554** (Duplicate WO's; to be addressed as part of CCSD playground project Spring FY25). **771329** ECD 3/18/25 (FMT). **781309** ECD 3/24/25 (FMT) **796548** ECD 2/28/25 (CS; appears to be an irrigation cover) (CS) **WO 796554**).

- g. ***Lamond Rec.: Heating (WO 802673);***

Completed.

- h. ***Petworth Rec.: Lighting on basketball court: (WO 806401);***

Not complete- ECD 3/28/25; procure replacement components. (CS)

Petworth Rec.: Playground swing (WO 803369);

On Hold, awaiting funding.

- i. ***Petworth Rec.: Playground (WO 792547, WO 785281, WO 706369);***

Not complete- **792547** ECD Q3 (EWF is replenished on a recurring schedule by grounds). **785281** lighting replacement will take place in Q3. **706369** ECD 5/29/25, possible new electronic panel required.

- j. ***Raymond Rec.: Field goal post (WO 721981);***

Cancelled as the referenced goal post is a portable soccer goal that falls on the agency to replace.

- k. ***Raymond Rec.: Pest control (WO 806525);***

Completed 1/15/25.

- l. ***Raymond Rec.: Heating (WO 770715);***

Issued & in Process.

- m. ***Riggs LaSalle Rec.: Heating in gym (WO 800329);***

Completed.

- n. ***Riggs LaSalle Rec.: Lighting on field (WO 780177);***

This field's lighting was relamped in Fall 2023; it will be relamped again

in Q3, FY25.

253. Provide an update on the following facilities issues flagged for DGS during the August 2, 2024 facilities tour.

a. Riggs LaSalle Recreation Center-

The window is currently shut but it does not open easily.
The window will be repaired.

b. Riggs LaSalle Recreation Center- new blinds for computer room, senior room, ,multi-purpose Room, and arts & crafts room

This is a responsibility of the client agency.

c. Riggs LaSalle Recreation Center- Shade structure over the playground area.;

The shade structure is a special order item and is being bundled with several sites that also need replacement shades for ordering. Expected in Q3 FY25.

DCPS

254. Provide an update on the HVAC systems of Roosevelt HS, McFarland MS, and Ida B. Wells MS, Shepherd ES, John Lewis ES, and Powell ES. For each school, provide:

- a. Detailed description of all work done in FY 24 and FY 25, to date;**
- b. The identified or suspected cause of the ongoing system; and**
- c. An assessment of whether the building will require a full HVAC system;**
- d. replacement in order to have fully and reliably functioning heating and cooling.**

See Attachment Q.254 MacFarland-Powell-Shepherd.

Regarding John Lewis ES, please see below:

- The school recently underwent a full modernization and is performing very well. There are several tickets each year for some minor issues that require us to address isolated incidents of device failure causing a loss of heating or cooling but we are able to address and repair within budgeted limits and through summer readiness work to keep the school performing at near ideal level. We have had to replace some boards, blower motors and one or two heat pumps.
- The system is new and running well, and issues are addressed timely by the CMC on site and we do not anticipate any major issues.

255. For several months, MacFarland Middle School has experienced a strong sewer odor. It turns up out of nowhere and at time when the building is most active. Despite efforts to capping as many of the sewer pipes that were identified, sewer odors have not abated much.

a. Describe all work DGS has done to abate the odor so far.

We are aware of the intermittent odor present at MacFarland MS. We are trying to locate the direct source of the odor. To date, we have:

- A multitude of assessments;
- Air scrubber placement with active charcoal filters;
- Identified and capped open pipes, utilizing a smoke test;
- Rerouted roof top exhaust vents;
- Identified and removed a deceased rodent;
- Filled dry traps and worked with facility staff to continue that service;
- Serviced neutralized tanks present in science rooms;
- Serviced sump at the bottom of chase leading to impacted area;

b. Has DGS identified the cause of the odor?

We believe the source is HVAC (intake from and exterior/vented source) or plumbing originated through venting of sewer gas.

c. In light of a similar issue occurring on the ground floor last year, which was resolved by flushing the entire sewer line, does DGS plan to do so again? If not why and what is DGS' plan to abate the odor for good?

This is under consideration. DGS is committed to abating the odor.

256. *Provide an update on the following open DCPS work orders (1/5/25), including whether the work was complete, and if not, DGS' plan and expected timeline for completing the work order.*

- a. Barnard ES: Hot Water Boiler (WO 741605);***
- b. Barnard ES: Sump Pump (WO: 801834);***
- c. Barnard ES: Pest Control in Main Office (803879);***

- d. *Brightwood EC: Copy of master keys for administration (WO 755716)
Brightwood EC: playground water fountain (WO 789959 and WO 795190);*
- e. *Brightwood EC: boiler (WO 804878);*
- f. *Brightwood EC: Elevator (WO 804936);*
- g. *Brightwood EC: Fence and Gate at daycare playground (WO 768275);*
- h. *Ida B. Wells: Pest Control (WO 766322, WO 803152, WO 806509, WO 803302);*
- i. *Ida B. Wells: Outside Playground Swing (WO 769761);*
- j. *LaSalle Backus EC: Bathroom near main entrance (WO 78121, WO765709);*
- k. *McFarland MS: Leaks in library basement (WO 797441, WO 797461);*
- l. *Powell ES: Leaks (WO 717772, 773052, 802779);*
- m. *Raymond EC: Heating (WO 805525, 803123);*
- n. *Roosevelt HS: Exterior Masonry Wall/ Classroom Ceiling (WO 700125);*
- o. *Roosevelt HS: Pest Control (WO 802802, 802807);*
- p. *Roosevelt HS: door to the School Based Health Center suite;*
- q. *Truesdell EC @ Sharpe Swing Space: Power and Roof (WO 772441, WO 776213);*
- r. *Truesdell EC @ Sharpe Swing Space: Pest Control in Cafeteria (WO 803725);*
- s. *Shepherd ES: Pest Control (WO 805914); and*
- t. *Takoma ES: Outdoor Classroom (WO 801475).*

See Attachment Q256_DCPS Work Orders.

Whittier Elementary School

257. *Whittier Elementary School was planned to swing during its modernization beginning in School Year 2025-2026. The FY 24 budget included capital funds to build a modular academic space on a DPR field nearby. However, as a result, Whittier's swing was delayed by an additional year—doubling the length of time the school needed to be occupied.*

- a. *Before the Executive's decision to build the modular space and delay Whittier's swing, was DGS consulted on the feasibility of keeping the school open additional year?*
- b. *Is it DGS' assessment, from a facilities perspective, that the Whittier building is currently safe? Explain the reasoning for whether this is or is not DGS' assessment.*
- c. *Is it DGS' assessment, from a facilities perspective, that it is more likely than not Whittier will be able to remain open through the end of School Year 2025- 2026? Explain the reasoning for whether this is or is not DGS' assessment.*

Whittier ES was originally scheduled to swing to Sharpe Health for SY25-26 and SY26-27. However, due to advocacy for the addition of a dedicated modular swing space, a request was made of DGS to provide a feasibility study including a cost estimate and schedule impact. As

mentioned in past communications and testimony, DGS will require approximately (18) months to design and construct a modular campus. This also does not include that approximately 3-6 months for procurement. DGS cannot begin construction on the Whittier main building until students and staff are able to move out to the modular campus. This is why the delivery of the project was pushed back one year, since the move to the modular campus cannot take place until Summer 2026. The funding for the modular was added to the CIP in FY2025 and the funding that had not already loaded in FY24 was pushed back one year for the modernization.

Also note that the Whittier modular campus funds were in the FY2024 budget and are in the FY2025 budget

- DGS nor DCPS have reached the assessment that Whittier is not occupiable for an additional school year; this extra year is a necessary trade-off for DGS to adequately plan and prepare.
- The condition of the existing building was not included during discussions in the fall of 2023, however visits to the school at that time did not identify any known safety concerns.
- While we understand there are ongoing struggles with the building, DGS facilities have been working to resolve those issues and the building is safe.
- Whittier will be able to remain open through the end of School Year 2025- 2026

258. *Since the start of School Year 2024-2025, the facilities conditions at Whittier have worsened, particularly in regard to the building's HVAC system*

There is no question listed here for the Department to provide a response.

259. *Since the start of School Year 2024-2025, the presence of mold has been identified and confirmed throughout the building. Has DGS conducted proactive and thorough environmental testing for air quality and mold throughout the building, including all classrooms, administrative spaces, bathrooms, and gathering spaces?*

After the initial remedial response (Please see Q259_EHS_Whittier), DGS has been conducting frequent walkthroughs of the facility. We are closely monitoring condensation drips from HVAC supply and return lines and building envelope water intrusion pathways. We will continue this process until repairs have been made. The facility is proposed for modernization in SY25/26.

- 260.** *Has DGS remediated areas currently known to have mold or in which mold is discovered during testing? If not, explain why? For each remediation, provide:*
- a. The date remediation began;*
 - b. The air quality test results before remediation ended;*
 - c. The date remediation ended (if not currently ongoing);*
 - d. The remediation measures implemented; and*
 - e. The air quality test results after remediation ended.*

Please see Q260_EHS_Whittier WO and the reports reference below for the answers to a,b,c,d,e above.

- 261.** *Has DGS and DCPS identified a sufficient number of safe and academically suitable alternative instructional spaces for classrooms that have mold;*

DGS CCSD has not been asked to consider alternate space related to mold. The protocol for concerns regarding the presence of mold is to have it assessed immediately by the Safety and Health Occupation division of DGS. This division will conduct an assessment with the support of a Certified Industrial Hygienist and determine what actions are needed for remediation if necessary to preserve the health of students and staff. To date, there has not been a determination that there is instructional space that is unsafe due to a present concern of mold.

- 262.** *Had DGS (or another Executive agency) launched an inter-agency task force to explore all alternatives to the current plan of keeping the building open for the current and next academic years, including expediting construction of the modular space as soon as possible with the goal of students moving into the learning cottages by August 2025? If not, why not?*

There is no need to launch an inter-agency task force for one specific school within the entire District of Columbia public schools' portfolio. DGS works closely with DCPS to ensure all schools have appropriate swing spaces based on the requests of DCPS. A Modular Campus for DCPS, while built with "temporary" structures, is not considered a temporary building by code standards and is required to meet all the same building codes and laws as a standard building. Since the modular system has limitations for variation, the design and layout of the trailers is typically faster than a full building. However, the permitting and approvals processes are still the same. The design is still required to go to the Commission of Fine Arts and be reviewed by the Historic Preservation Office while also meeting all the requirements from DDOT, DOEE, DOB, zoning, etc. Also, a unique factor to these campuses is they are typically located on unbuilt land and require all new utilities. The current timelines for building permits are anywhere from 4 -9 months, depending on the complexity. Additionally, since modular buildings are mostly premanufactured offsite, ordering must begin about a year before the delivery to be on site on time. Typically, mobilization on site will begin 6-9 months before delivery, depending on the complexity and approval of the new utilities and permitting.

263. *What is DGS' plan for if the building is deemed unoccupiable? Has an alternative space for Whittier been identified? If not, why?*

DGS has addressed safety concerns that were raised by parents and staff at Whittier. DGS will continue to assess and remediate all new concerns involving health and safety. Regular maintenance will be provided as with all District properties. The build for swing space has been expedited and will be available for the beginning of School Year 2026. Sharpe Health, the original swing space that was identified for Whittier, is no longer an available option for swing space for Whittier.

264. *Provide all environmental testing reports at Whittier from the current and most recent school years;*

See 2 attached reports for Q264.

265. *Recently, Whittier required an urgent replacement of the centralized fire alarm system.*

- a. For each inspection of Whittier's fire alarm system in FY 24 and FY 25, to date, provide.*
 - i. The date of the inspection;*
 - ii. The entity that conducted the inspection;*
 - iii. The results of the inspection; and*
 - iv. All documentation related to the inspection.*
- b. When was it discovered Whittier's fire alarm system was not operational. What agency made this discovery?*
- c. How much did it cost to replace Whittier's centralized fire alarm system?*
- d. How long were fire watch personnel dispatched to Whittier? What were the hours of their tour of duty? Were fire watch personnel stationed at Whittier when the building was not occupied?*

- May 15, 2024 (Annual inspection); December 30, 2024 (New FACP inspection)
- The entity that conducted the inspection; DC Life Safety (May 15, 2024); DC FEMS (December 30, 2024)
- The results of the inspection; FACP panel fully functional during FY24 inspection (May 15, 2024); DC FEMS accepted new panel install (December 30, 2024- on-site/physical testing)
- A DC FEMS inspector notified DGS on December 17, 2024, to dispatch a vendor to check the FACP panel, based on a panel reading found by the inspector during a routine inspection.
- Cost to replace Whittier's centralized fire alarm system: \$35,800.00
- Fire Watch was implemented from December 18 through December 20, 2024, 6:30am-7pm. Per code, Fire Watch is not required when the building is unoccupied.

266. *Provide a list of all facilities issues at Whittier currently known to DGS related to the following areas, and an update, including all work completed done in FY 24 and FY 25, to date, and all work DGS plans to complete in the remainder of FY 25.*

- a. HVAC, including rooms that are too cold and too hot;*
- b. Plumbing;*
- c. Mold;*
- d. Indoor Air Quality;*
- e. Pest Control;*
- f. Water leaks from the roof;*
- g. Water leaks from the walls;*
- h. Broken water fountains;*
 - i. Broken and uninsulated windows;*
 - j. Exterior walkways;*
 - k. ADA barriers;*
 - l. Elevator;*
- m. Locks and Doors;*
- n. Security Camera Systems; and*
- o. PA Systems.*

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- Exterior walkways;
- ADA barriers;
- Elevator;
- Locks and Doors;
- Security Camera Systems; and
- PA Systems.

267. *Provide an update on DGS' plans to repoint the brickwork throughout the exterior of the building.*

Performing brickwork on the 1960 wing "annex" would be an inefficient use of resources because it will likely be demolished with the modernization. Any work that would be done on the historic building would stay since it will have to remain for its preservation. DCPS has not engaged DGS to pursue this work.

268. *Provide a list of each classroom in which a HVAC contingency has been placed and what the contingency is.*

See Response to Questions 171 and 172.

Other

269. *Provide an update, including a timeline, for the work DGS has done and plans to do in FY 25 for upgrades to the Fourth District Community Room.*

The community room at 4D did receive work, including: replaced lighting repaired drip ceiling, work on the light switch / plate, and some touch up painting. There are no pending projects there at this time.