Multiple Failures in Department of General Services Management of Work Orders November 28, 2022						
Recommendations	Last reported status	Agency Action Reported Status	Action Dates, As Appropriate	Action Description / Explanation	ODCA Comments	DGS Response
1. DGS should explore options for implementation of an inventory management system that integrates with the District's CMMS.	In progress	Implemented	10/1/2024	DGS has analyzed comprehensive work order data to determine which supplies are best bulk ordered in bulk versus what should be procured on an as- needed basis. For areas of work with common parts, such as plumbing and electrical, DGS is developing an internal inventory system, which may be integrated into SmartDGS.	None	
3. We recommend DGS begin tracking preventative maintenance activities in a CMMS. This should include the import of manufacturer	In progress	Implemented	10/1/2024	DGS tracks preventive maintenance in its CMMS, including manufacturer-recommended	Please provide supporting documentation for preventive maintenance tracking CMMS.	See folder with attachment.

recommended maintenance schedules as well as warranty requirements for each asset.				schedules and warranty requirements tied to each asset. Preventive work orders are generated, completed, and tracked in the system for full accountability and reporting.		
5. Understanding that capturing an inventory of all assets will require significant effort, we recommend DGS begin with inventory of all new critical assets installed in the District. DGS should also identify other critical assets currently in operation to be inventoried.	In progress	Implemented	10/1/2024	DGS inventories all new critical assets at commissioning and continues to document existing ones through condition assessments. The CCSD Turnover Manager provides warranty data to FMD, and a designated staff member tracks warranty-related repairs in the CMMS. The FIRST Team ensures warranty work orders are routed	Please provide supporting documentation for procedure document and/or screenshots from an inventory management system that supports inventorying new critical assets.	See folder with attachment.

				to the proper team.		
8. To facilitate additional accountability, we recommend DGS consider associating work order responsiveness to performance evaluations	In progress	Implemented	10/1/2024	To facilitate additional accountability, DGS added an official Key Performance Indicator (KPI) to the agency's FY25 Performance Plan to evaluate work order responsiveness: "Percent change in the average aging rate for completed work orders." This KPI continues to be a part of DGS' FY26 Performance Plan. DGS considered associating work order responsiveness with individual employee performance evaluations; however, work order	Please provide supporting documentation showing the addition of the Key Performance Indicator (KPI) to the DGS's FY25 Performance Plan.	See folder with attachment. Please see pages 7-8 for the following work order related KPI's: 1. Percent of 311-generated work orders received in current fiscal year completed within Service Level Agreement (SLA) 2. Percent of emergency work orders completed within Service Level Agreement (SLA) 3. Percent of nonemergency work orders completed within Service

				responsiveness involves many external factors out of an employee's control, including but not limited to available resources.		Level Agreement (SLA) 4. Percent change in the average aging rate for completed work orders.
Multiple Failures in Roosevelt High School HVAC System March 30, 2023						
Recommendations	Last reported status	Agency Action Reported Status	Action Dates, As Appropriate	Action Description / Explanation		
5. Establish a Salesforce Warranty Manager to identify whether service requests are covered under a warranty.	In progress	Implemented	3/30/2023	As previously stated, DGS Capital Construction Services Division (CCSD) Turnover Manager oversees the collection of closeout documents, including warranty information, and shares this data electronically with the Facilities Maintenance	Please provide supporting documentation for examples and/or a procedure document showing that CCSD shares data electronically with FMD.	See folder with attachments.

				Division (FMD). DGS also assigns a dedicated staff member responsible for monitoring warranty-related repairs to ensure timely and proper resolution. The CMMS is used to track all warranty issues, linking them to the corresponding asset records for accountability and documentation. The DGS FIRST Team further ensures that work orders are properly routed to the Warranty Team when applicable, maintaining an integrated workflow between construction turnover, warranty		

				management, and ongoing maintenance operations.		
6. Hold quarterly leadership meetings with maintenance to plan future projects and identify funding.	In progress	Implemented	10/1/2024	BPO and CCSD meet at least quarterly to identify major heating and cooling needs that necessitate capital investment. This information is used to inform the development of the Capital Improvement Plan (CIP).	Please provide supporting documentation for BPO and CCSD quarterly meeting agenda and/or screenshots of calendar invites.	See folder with attachment.
7. Establish a Project Team as a central document repository of turnover and warranty documentation related to each project.	In progress	Implemented	3/30/2023	DGS Capital Construction Services Division (CCSD) uses the Project Team software to store closeout information regarding capital projects, including warranty documentation. This information is shared with	Please provide supporting documentation for warranty and turnover information.	See folder with attachment. Please view attachments in response to 5 regarding turnover.

				DGS' Facilities Maintenance Division (FMD).		
10. Developing procedures to document consultant observations, recommendations, and action plans including documentation when DGS elects not to act on consultant recommendations.	Not yet started	No Action Will Be Taken; Management Accepts Risk	Click or tap to enter a date.	DGS' mission 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. As the executive agency tasked with managing the District's properties, DGS takes into account all relevant information when developing action plans and	None	

				stewarding public resources.		
Urgent Need for New D.C. Jail May 28, 2025						
Recommendations	Last reported status	Agency Action Reported Status	Action Dates, As Appropriate	Action Description / Explanation	ODCA Comments	
5. DOC and DGS should ensure the design plans for the new jail include architectural elements to reduce the need for air conditioning.	Requirement identified and will be implemented in the detailed design.	Not Yet Started		Recommendation identified and may be implemented in the detailed design. The jail design will adhere to energy standards best practices, required by the District and subject to all applicable laws.	None	
21. DOC and DGS should ensure that new jail facility plans utilize best practices in correctional design and include features like modular design, as well as increased natural light, calming spaces, sufficient healthcare spaces, and access to outdoor space and recreation.	Requirement identified and will be implemented in the detailed design.	Not Yet Started	Click or tap to enter a date.	DGS is working with the DC Department of Corrections (DOC) and industry experts to design a new facility that conforms to best practices in correctional design and complies with	None	

				correctional standards and all relevant laws and regulations, including the standards of the American Correctional Association (ACA).		
32. DOC and DGS should ensure that new jail facility plans include sufficient space for both video and contact visits for all residents, with visitation rooms that are welcoming and appropriate for children and other visitors	Requirement identified and will be implemented in the detailed design.	Not Yet Started	Click or tap to enter a date.	There will be sufficient space to provide video visits and contact visits for residents who qualify for such visits. Not all residents may qualify to have contact privileges due to high security; security/safety restrictions.	None	