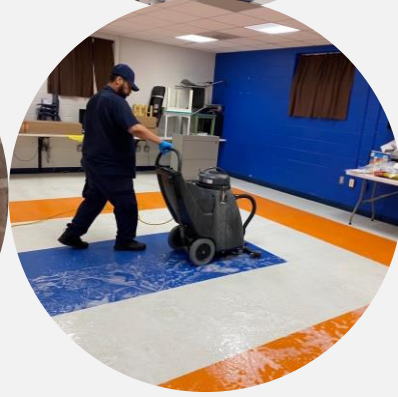
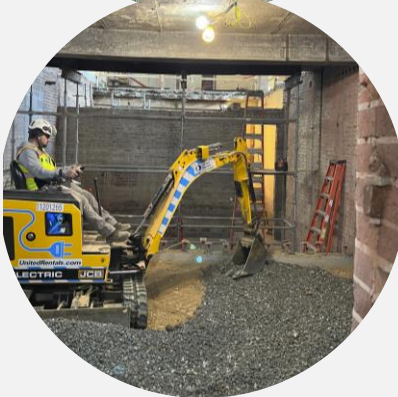


DEPARTMENT OF GENERAL SERVICES

2023 PERFORMANCE OVERSIGHT HEARING



AGENCY DIRECTOR DELANO HUNTER

February 29, 2024

DGS MISSION

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 **35 million square feet of District-owned and leased property and roughly \$19.8 billion** in assessed District owned property in Washington, DC.

This work allows the agency to foster economic viability, environmental stewardship, and equity across all eight wards.



RAYMOND ELEMENTARY RIBBON CUTTING, AUGUST, 2023

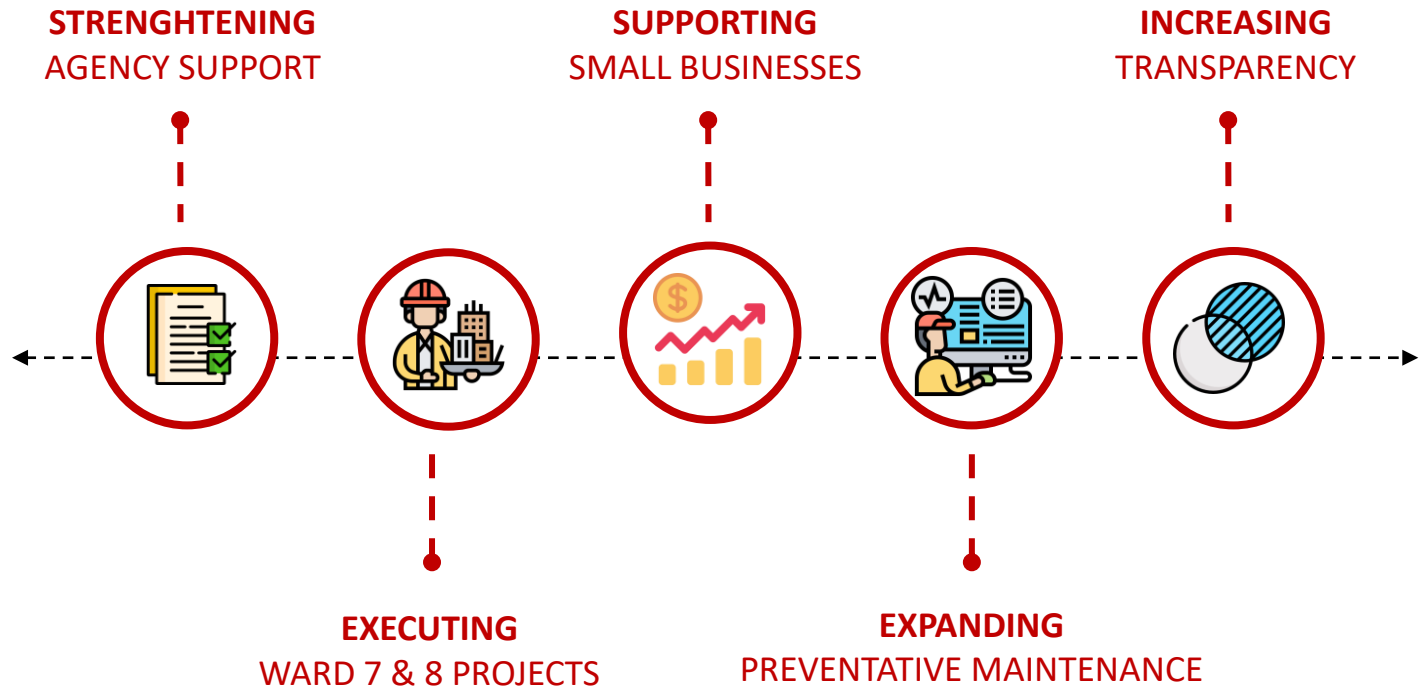


SUMMER 2023 DCPS READINESS SITE VISIT

DGS VISION

With integrity, we work each day to bring excellent services to our customers. In performing this work, we value our people, District properties, and our performance.

AGENCY PRIORITIES



FY23 SUCCESSES & STRATEGIES

FY23 ACHIEVEMENTS

Slides 5 -58

1

1. Work Orders & Repairs
2. Routine Maintenance Services
3. Preventative Maintenance
4. Special Initiatives
5. Protective Services Division
6. Capital Construction Projects
7. Economic Development Impact
8. Transparency and Engagement

OPTIMIZING RESOURCES

Slides 59-62

2

1. Owned and Leased Portfolio
2. Maximizing Agency Resources
3. Impact by Divisions

STRATEGY & PLANNING

Slides 63-75

3

1. Revised Procurements
2. Building Managers
3. Personnel Development
4. PM Expansion
5. Revised Serviced Agreements
6. Seasonal Projects

SECTION 1 FY23 ACHIEVEMENTS




SMOTHERS
Elementary School
4400 Brockus Street NE
PUBLIC SCHOOLS


DGS
DEPARTMENT OF
GENERAL SERVICES

BUILD
MAINTAIN
SUSTAIN

FY23 ACHIEVEMENTS SUMMARY

REPAIRS ----- 





Historically high work order completions, and increased productivity in the non-DCPS portfolio.

ROUTINE SERVICES ----- 


Focuses on regular inspection, cleaning, and maintenance of **non-mechanical systems**.

PREVENTATIVE MAINTENANCE -----   

Structural preventative improvements to DCPS HVAC assets, and expansion into additional agencies.

SPECIAL INITIATIVES -----    

Agency wide response to emerging District initiatives

PROTECTIVE SERVICES ----- 

Cross-functional portfolio of city-wide security solutions

CONSTRUCTION PROJECTS -----    

Robust city-wide portfolio of new state-of-the-art buildings and strategic “small cap” projects.

ECONOMIC DEVELOPMENT -----  

Over \$1B of contract authority procured across DC

AGENCY TRANSPARENCY ----- 

Strengthened communications and process management across all key stakeholder.



OOD



FMD



PSD



S&E



CCD



C&P

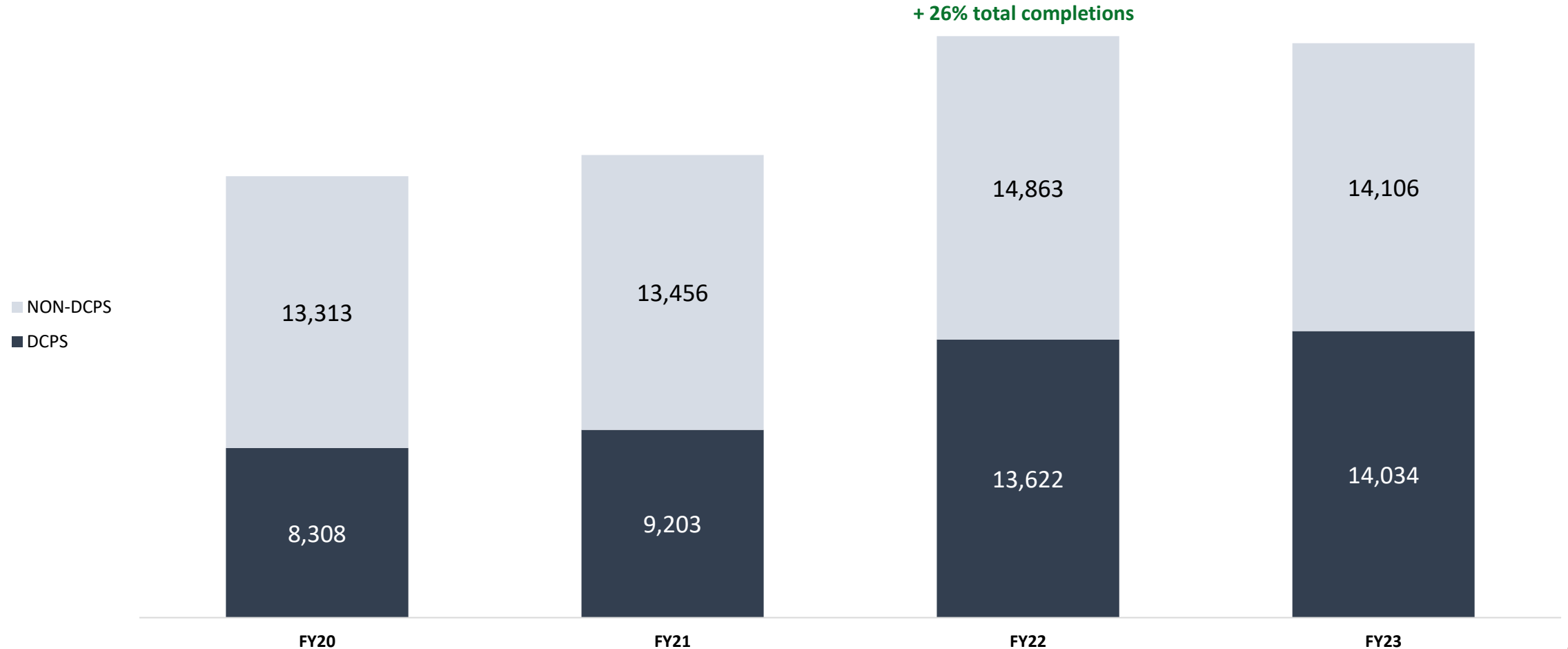


PORTFOLIO

REPAIRS: INCREASED COMPLETIONS

FY23 marked the second consecutive year of a new baseline for annual work order completions, driven primarily by a 70% increase in DCPS work order completions compared to FY20.

DGS WORK ORDER COMPLETIONS



REPAIRS: INCREASED COMPLETIONS



Eastern HS Field Renovations



Deep Cleaning



Repairs @ SWWHS



Painting @ Eaton ES



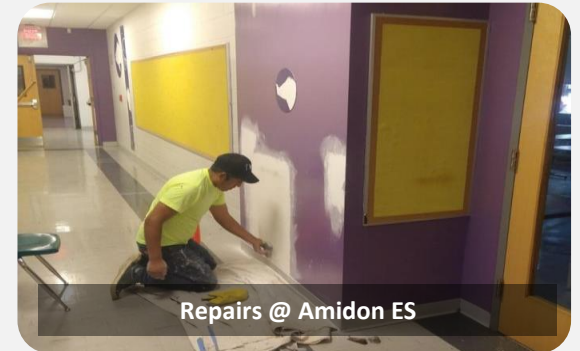
Ft. Lincoln Firework Cleanup



Marvin Gaye Trail Lighting Work



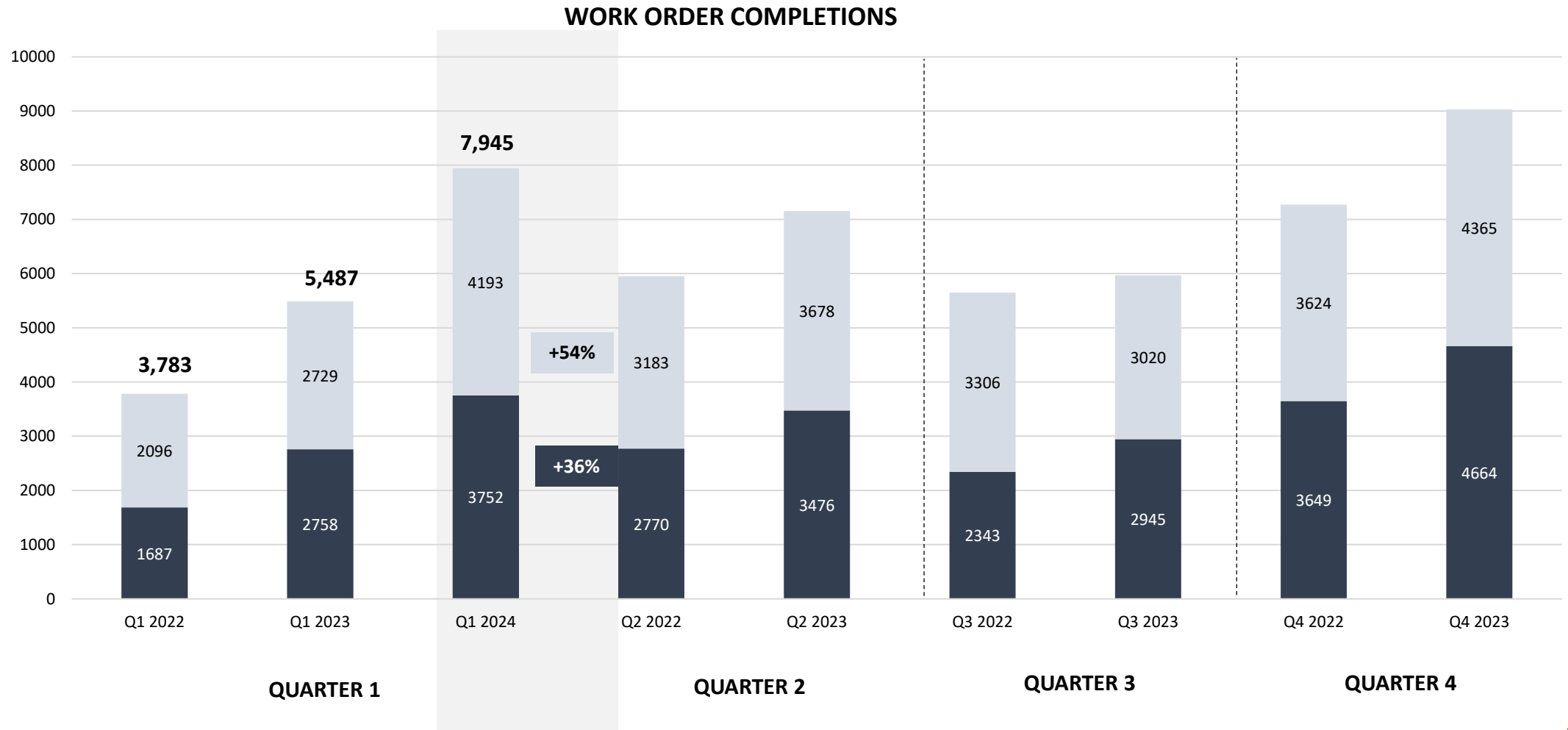
Repairs @ CHEC



Repairs @ Amidon ES

REPAIRS: COMPLETION GROWTH

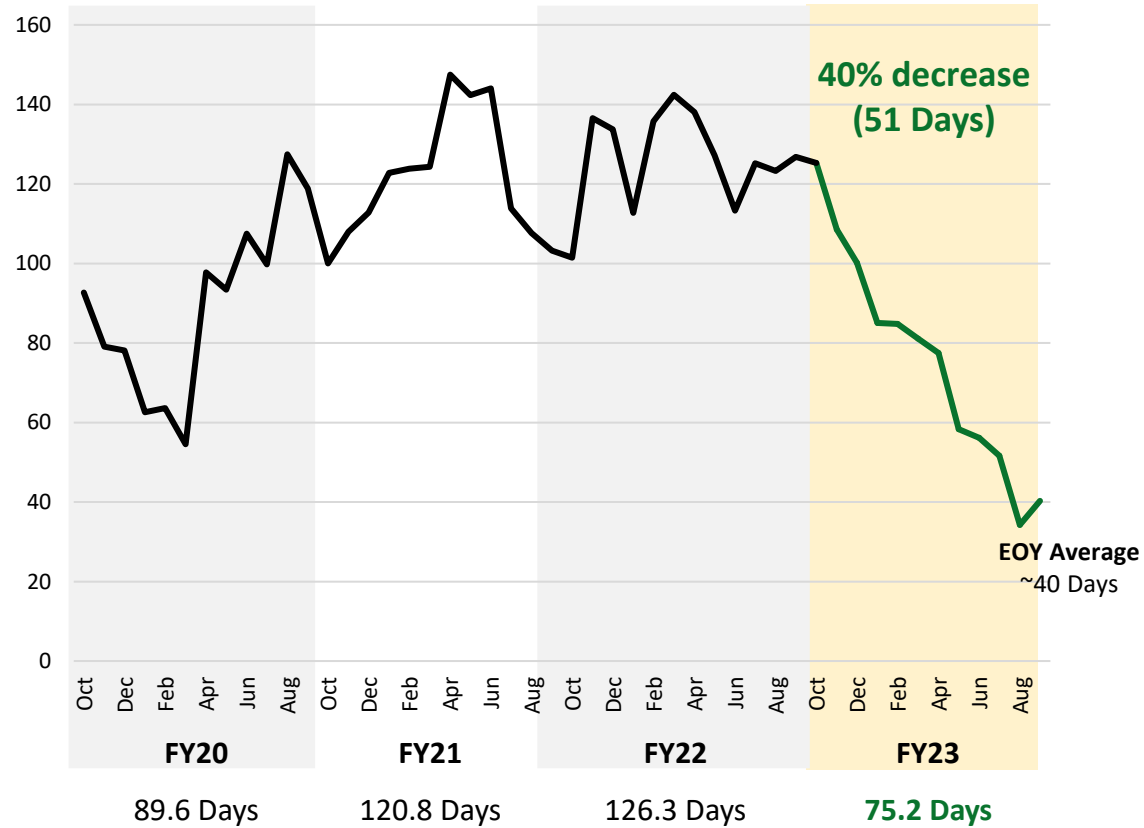
FY24 marks a 45% increase total completions in Q1 compared to previous fiscal year, and Non-DCPS work orders are experiencing a higher completion rate growth this fiscal year.



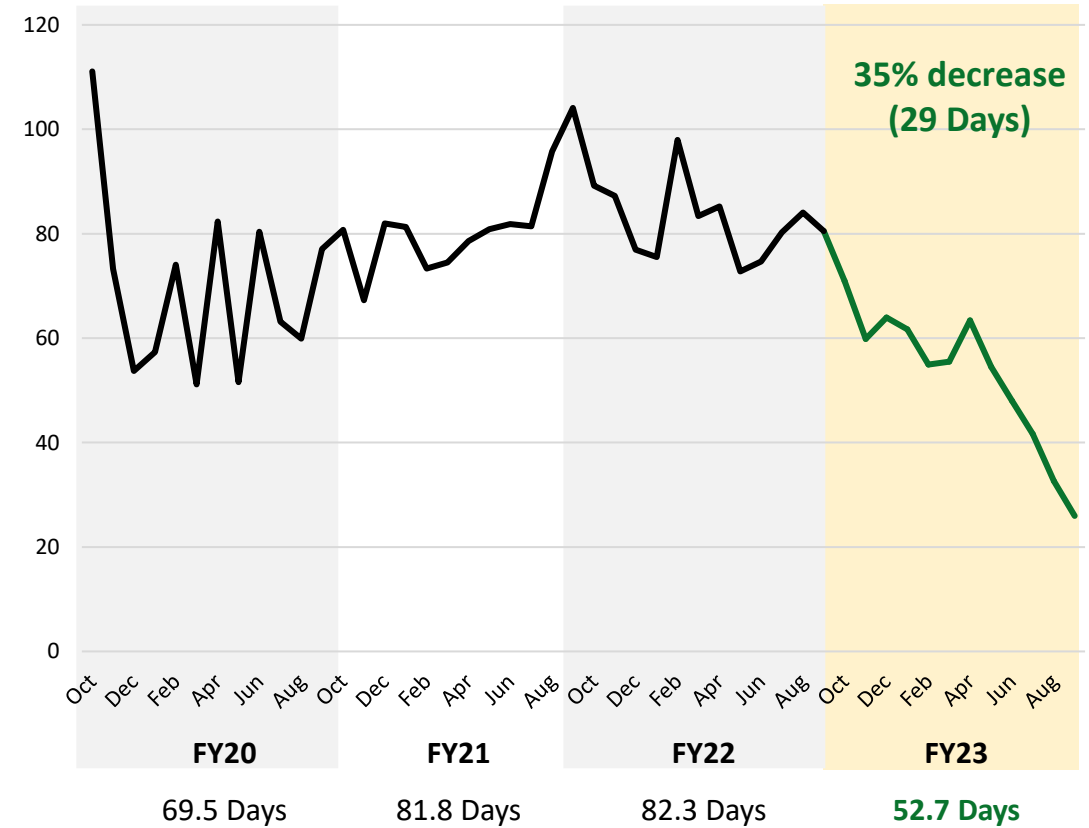
REPAIRS: FASTER COMPLETIONS

The Average Aging Rate for Completed Work orders has decreased 35%+ across DCPS and NON-DCPS Work Order Completions

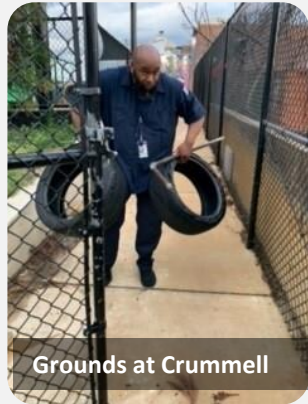
Average Aging for Completed DCPS WOs



Average Aging for Completed NON-DCPS WOs



REPAIRS: FASTER COMPLETIONS



Grounds at Crummell



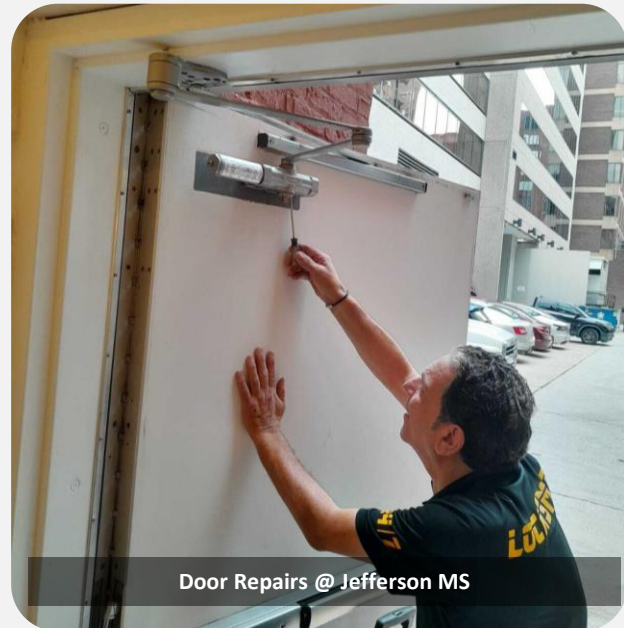
Deep Cleaning



Water Fountain Repairs @ Key ES



Lighting Repairs



Door Repairs @ Jefferson MS



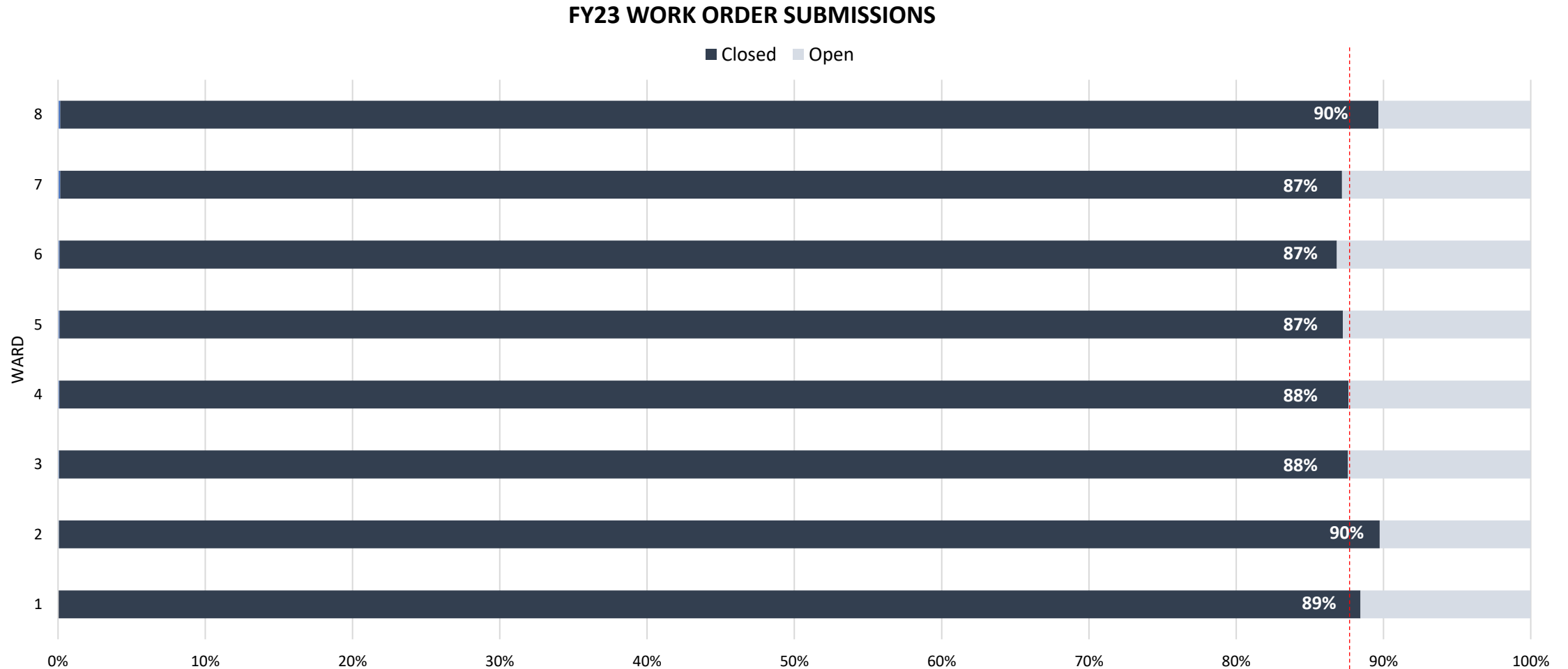
Floor Repairs @ Thomson ES



Repairs @ Ballou

REPAIRS: EQUITABLE COMPLETIONS

FY23 work orders had an average closure rate of 88%. Ward 8 and Ward 2 had the highest closure rate of WOs submitted in FY23.



AVERAGE (88%)

REPAIRS: DCPS YEAR-ROUND RESPONSE

FY23 marked the fourth consecutive year of historic DCPS work order completions. DGS has increased DCPS work order completions by approx. 70% compared to FY20 and is expanding this increased work order response to a year-round posture.

	FY20	FY21	FY22	FY23	Annual Growth	Growth Since FY20
Oct	458	678	952	1107	16%	142%
Nov	725	1011	2207	977	-56%	35%
Dec	651	559	1158	751	-35%	15%
Jan	1112	638	734	1423	94%	28%
Feb	1081	661	1026	1042	2%	-4%
Mar	853	827	1364	1055	-23%	24%
Apr	584	551	808	857	6%	47%
May	556	693	848	1000	18%	80%
Jun	477	587	779	1110	42%	133%
Jul	452	570	1079	1035	-4%	129%
Aug	594	1200	1538	1646	7%	177%
Sep	765	1228	1129	2031	80%	165%
Total	8,308	9,203	13,622	14,034	3%	69%

1000+ Monthly Completions

REPAIRS: DCPS YEAR-ROUND RESPONSE



OCA + DGS +DCPS Summer Walkthroughs | CHEC



OCA + DGS +DCPS Summer Walkthroughs | Whittier

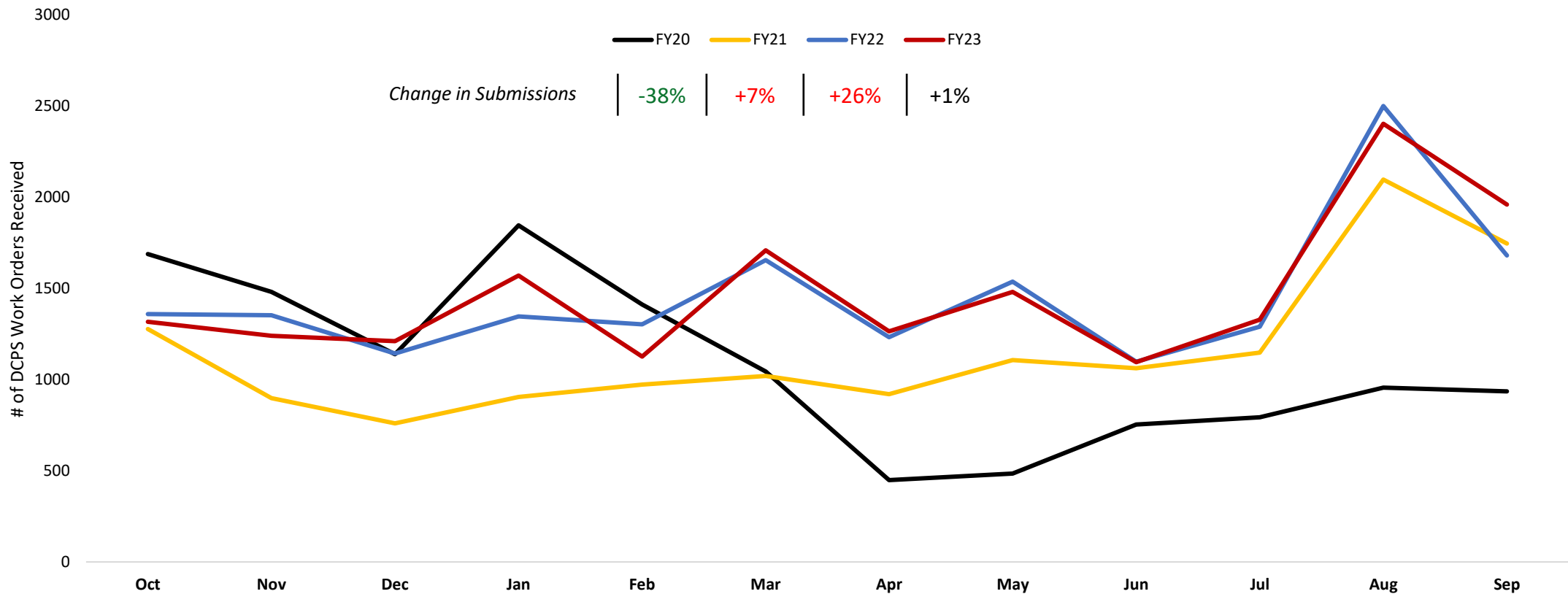


OCA + DGS +DCPS Summer Walkthroughs | Raymond ES

REPAIRS: DCPS STABILIZING SUBMISSIONS

The DCPS work order submission rate stabilized in FY23, compared to the unpredictable portfolio experienced in pandemic and post-pandemic environments. FY23 submissions were nearly identical to FY22, compared to previous years in which DCPS experienced significant annual growth in Work Order submissions.

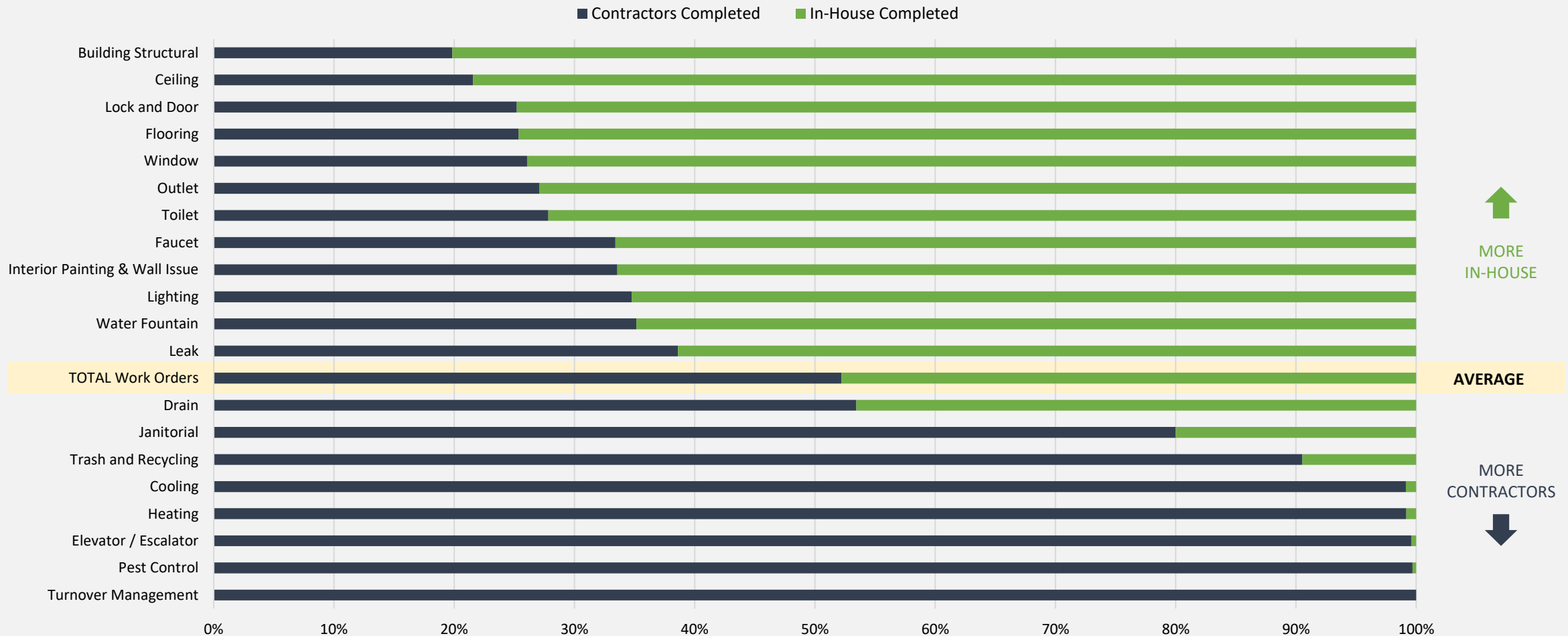
DCPS WORK ORDERS SUBMISSIONS



REPAIRS: IN-HOUSE vs. CONTRACTORS

48% of all FY23 work orders were completed by DGS staff, and 52% through contractor support.

FY23 DGS TOP 20 PROBLEM TYPE WOs



↑
MORE
IN-HOUSE

AVERAGE

↓
MORE
CONTRACTORS

ROUTINE SERVICES: FACILITIES



SNOW

Pretreatments & Removal

3 Removals

FMD performed 4 pretreatment and 3 removals this season with roving support during events for locations operating 24 hours.



LANDSCAPING

Mowing & Loose Litter

27 Cycles

27 cycles of landscaping from March 1st through December 31st.

In-house has 17 sites that they perform routine landscaping services during same period.



JANITORIAL

Cleaning & Supplies

67+ Sites Services

67 DPR sites are services by inhouse teams Monday thru Friday 6:30am to 11:30pm with additional weekend support.

Select District sites received janitorial services during their core hours.



PEST CONTROL

Integrated Pest Management (IPM)

2,100+ Monthly Srvs.

2,120 monthly pest services along with 1,599 pest control work order responses were provided to DCPS, DPR, MPD, Shelters, and FEMS locations.

30 specialized canine rat detection and abatement services were provided in FY23.



WATER QUALITY

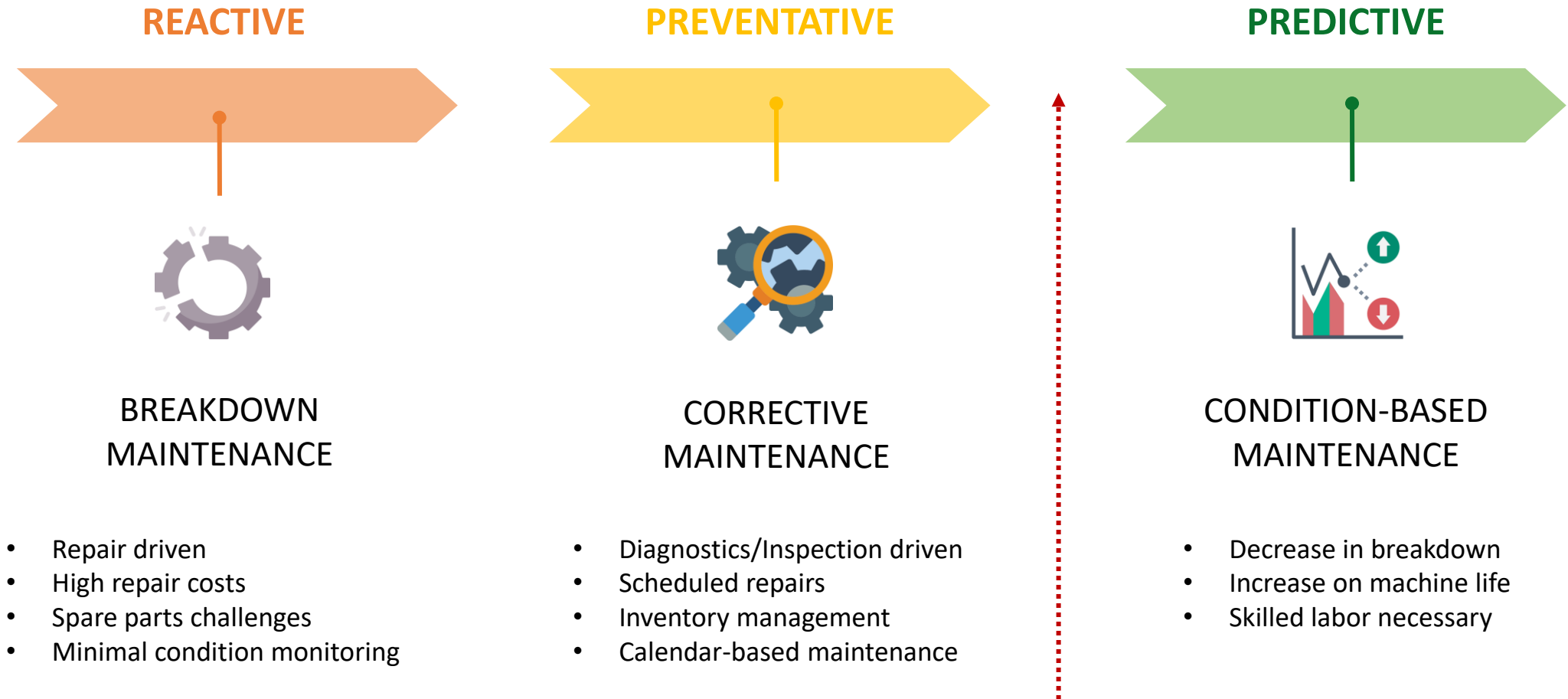
Testing and Filtration

9,574 Samples

All drinking water devices have remained filtered, and filters have been changed at least annually. 16 samples of the 9,574 samples collected (0.002%) tested above the 5ppb actionable level and were remediated.

MAINTENANCE STRATEGY SPECTRUM

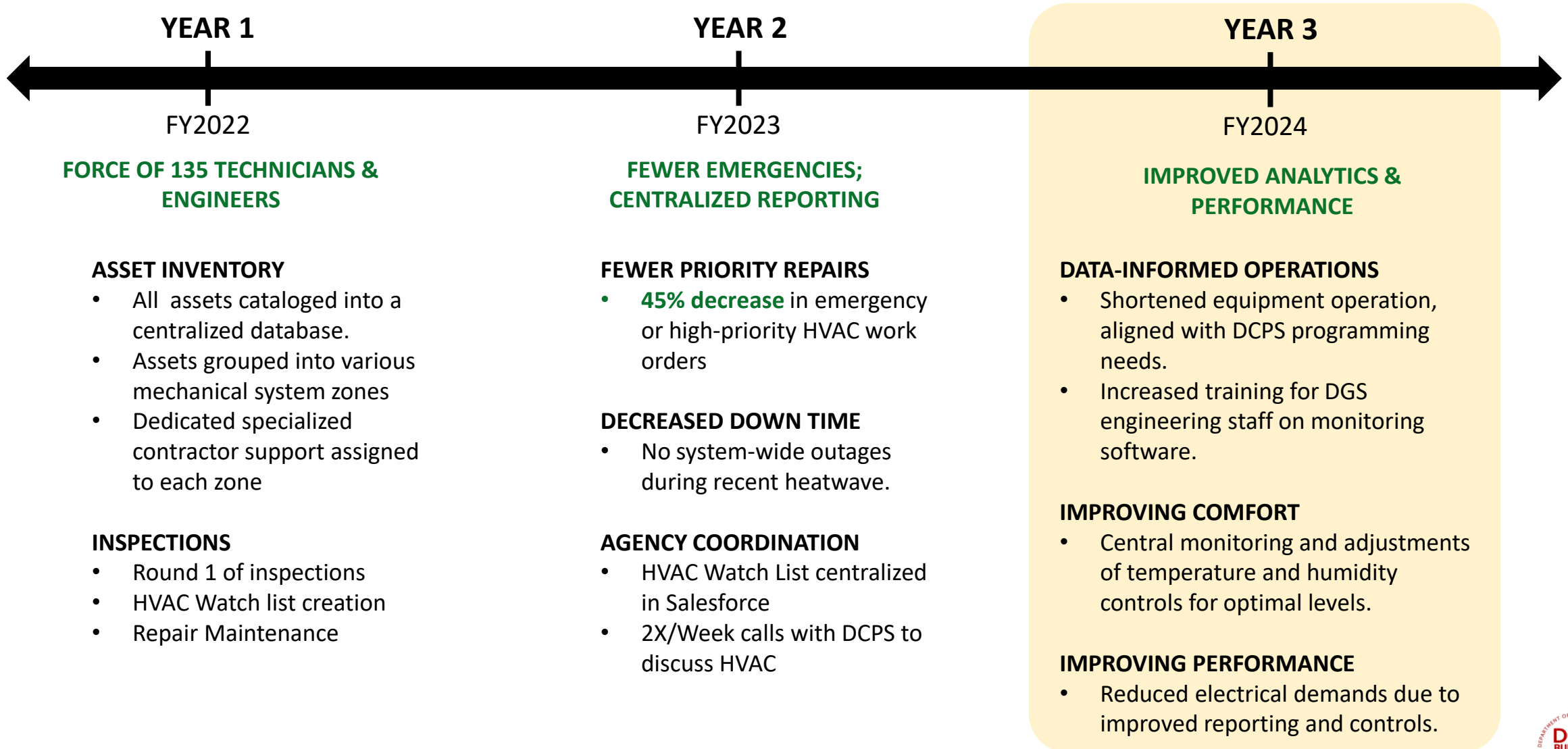
DGS has advanced through the maintenance strategy spectrum to reduce reactive maintenance and expand preventative maintenance. As current and future preventative maintenance initiatives are implemented, maintenance can evolve into a predictive status.



WE ARE HERE

PREV. MAINTENANCE: DCPS HVAC

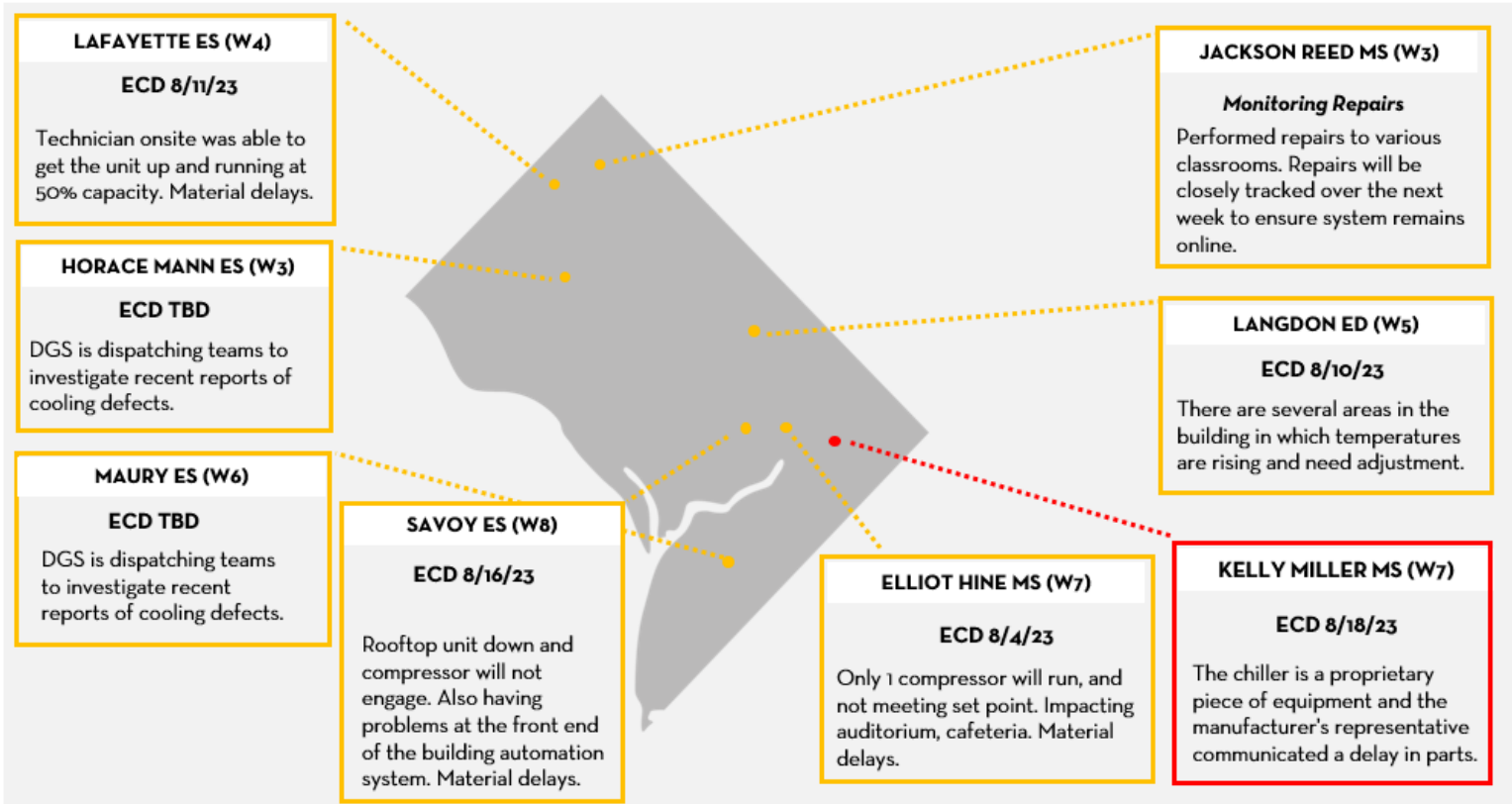
DCPS HVAC Preventative Maintenance is a multi-year approach to address historical asset problems across DCPS.



PREV. MAINTENANCE: DCPS HVAC

DGS created the HVAC watch list, informed by Preventative Maintenance assessments, to prioritize response to HVAC problems impacting schools. The goal of the HVAC watch list is to closely monitor red and yellow status schools with DCPS and City Leadership.

RED	YELLOW	GREEN
(Facility Wide Disruptions)	(Isolated but Impactful Disruptions)	(<5 spaces Disrupted)



COORDINATION SUCCESSES

- DGS and DCPS meet every Tuesday and Thursday for HVAC-only coordination call
- Regular updates to city leadership during seasonal switchovers, and ahead of school opening
- Volume of issues discussed during meetings is decreasing
- Coordination increasingly focused on unexpected emergencies and extreme weather events
- Strong partnership and positive feedback from DCPS

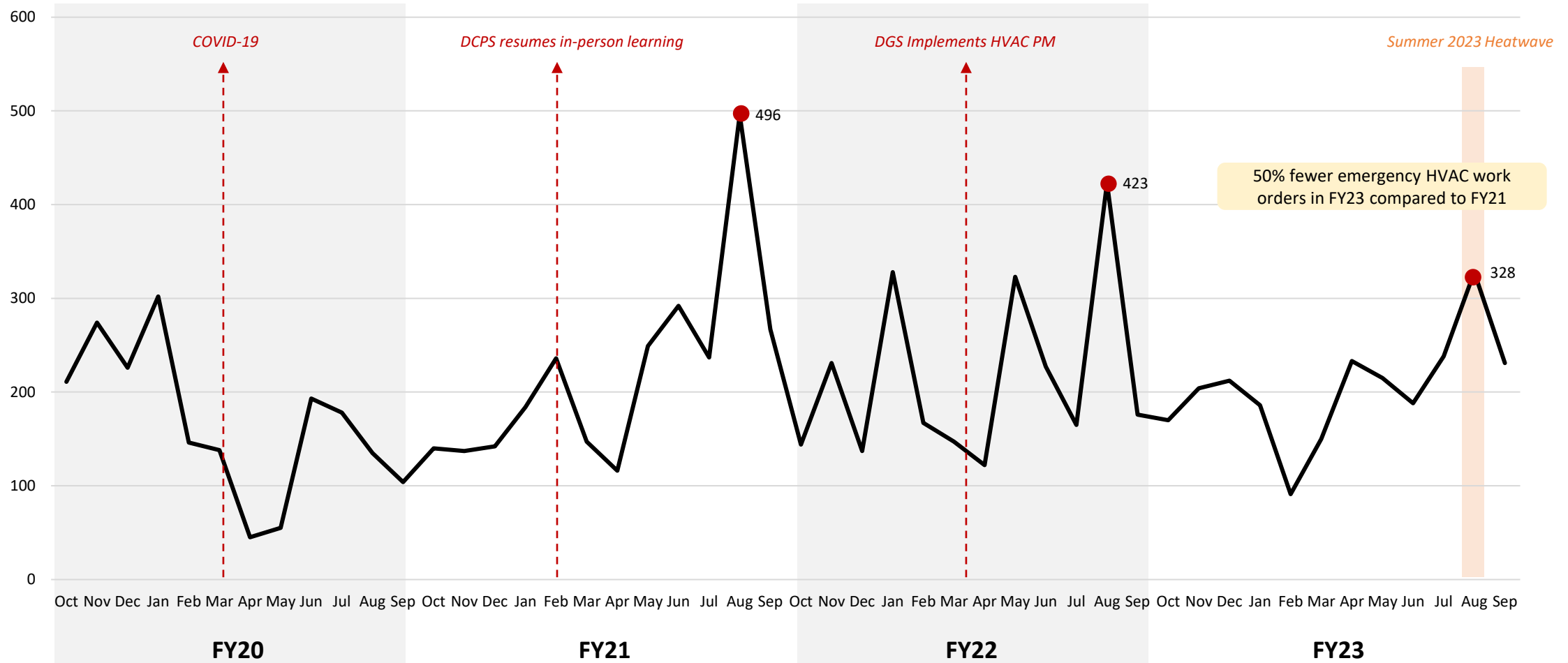
May 2023 HVAC Watch List Example

PREV. MAINTENANCE: DCPS HVAC

DCPS HVAC Work Order Submissions have not peaked in three summers, and overall submission rates are decreasing.

During this past summer's unprecedented heatwave in August, work order volume remained stable, and no schools shut down.

DCPS HVAC WORK ORDER SUBMISSIONS



50% fewer emergency HVAC work orders in FY23 compared to FY21

YEAR 1 of PM

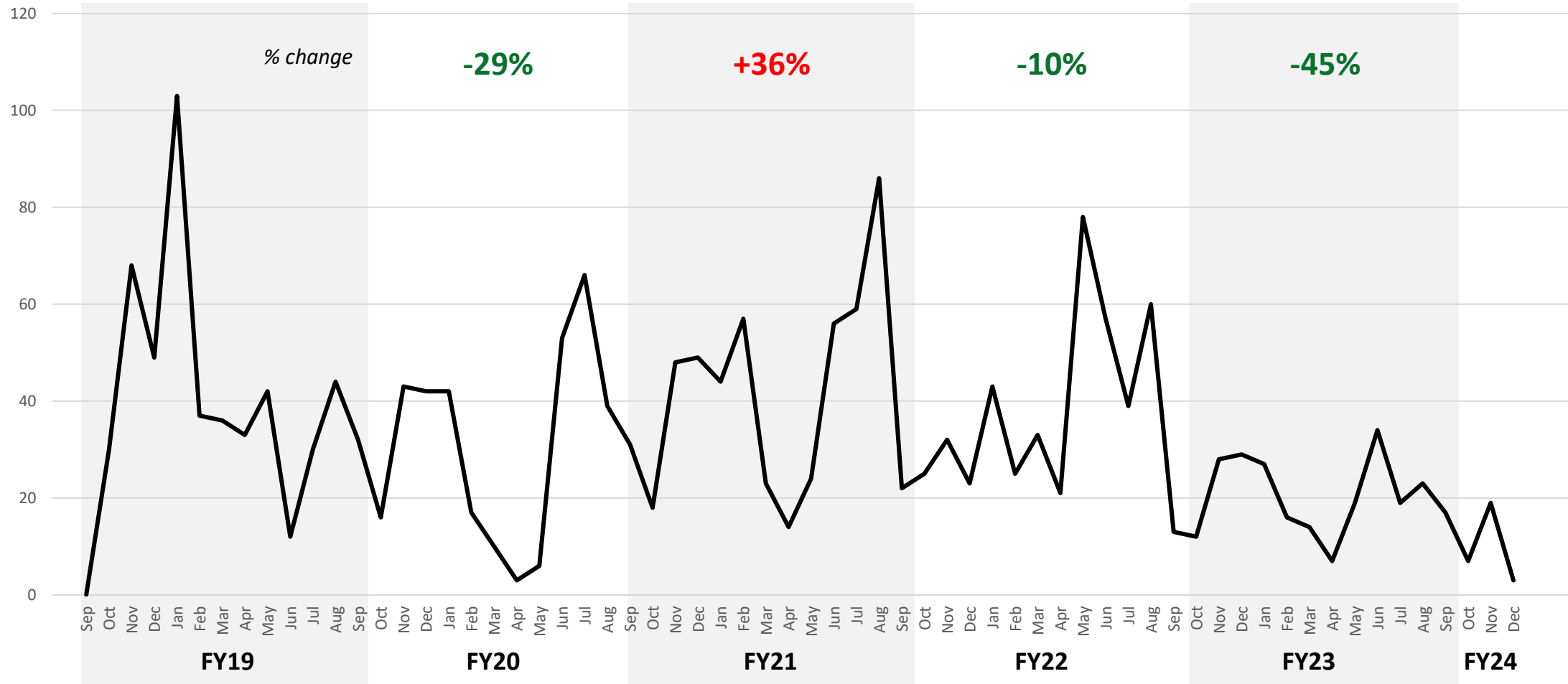
YEAR 2 of PM



PREV. MAINTENANCE: DCPS HVAC

As the HVAC PM program enters its third year of implementation, emergency and high priority work orders have decreased.

DCPS EMERGENCY & HIGH PRIORITY HVAC WO SUBMISSIONS



PREV. MAINTENANCE: DCPS HVAC



IMPROVED SYSTEMS PERFORMANCE

Improved mechanical performance due to regular inspections

Improved air quality and energy efficiencies

Areas are comfortable with improved air ventilation and quality



REDUCED SYSTEM DOWNTIME

Analytics to know when it's time to service or replace key parts

A well-maintained system is less likely to break down under extreme weather

Fewer unexpected repairs and better contingency coordination



EXTEND EQUIPMENT LIFESCALE

Addressing potential issues before they cause equipment failure

Routine maintenance prevents wear and tear on systems

Reduces need for costly replacements and achieves a better return on investment



FEWER INTERRUPTIONS

Fewer HVAC system wide failures

Fewer interruptions results in fewer system re-boots or facility wide replacements

Supports system performance at peak levels



REDUCED EMERGENCIES

Fewer Emergency and High Priority Work Orders

50% less emergency work orders compared to FY20

No school wide closures during Sep. 2023 heatwave



LOWER COSTS ACROSS REPAIRS

Identifying small issues early on, preventing expensive repairs

Regular Maintenance can prevent up to 95% of all HVAC repairs

Routine Maintenance can reduce HVAC Cost Repairs by up to 40%

CITY WIDE SPECIAL INITIATIVES

Throughout the year, DGS provides maintenance support for known and unknown city-wide special initiatives.



CCNV Federal City Shelter

In support of the District's Hypothermia Season Programming



Harbor Light Facility

In support of the District's Office of Migrant Services



Safe Commercial Corridor Hubs

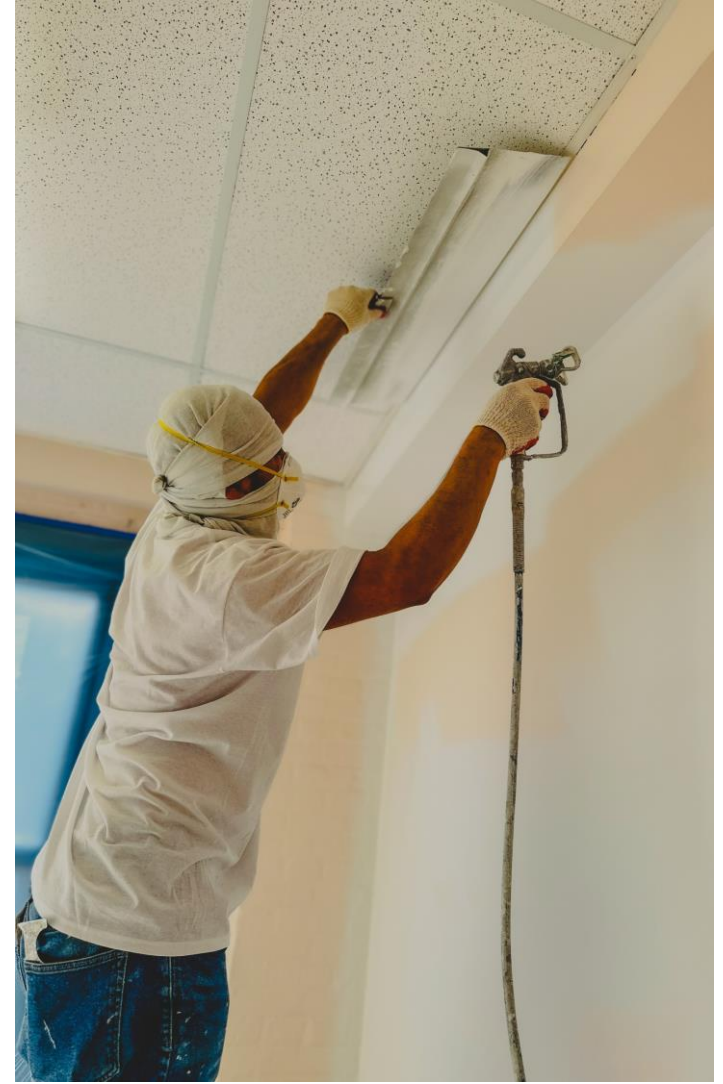
In support of the Mayor's Public Safety & Justice Goals

CCNV FEDERAL CITY SHELTER

Ahead of this season's hypothermia operations, the FMD team provided various maintenance services at CCNV shelter.



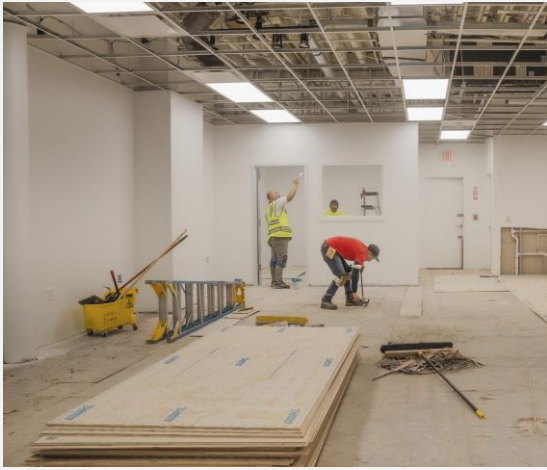
Director Hunter and Deputy Director Gonzalez survey facility.



SAFE COMMERCIAL CORRIDOR HUBS

In support of the Mayor's Safe Commercial Corridor Hubs Initiative, DGS provided various maintenance services

BEFORE



AFTER



PROTECTIVE SERVICES



SECURITY GUARDS

1,000+
Security Guards

PSD manages the largest citywide security contract.

There are seven security companies and more than 1000 security guards that work on this contract.

Approx. 70 PSD FTE Officers



ELECTRONIC SECURITY

3,300+
Security Cameras

Via the Central Communications Center, PSD monitors and manages over 2300 closed circuit cameras (CCTV) throughout the district.



ACCESS CONTROL

37,000+
Access Cards

Programming access control cards (DC One Cards) for all DC government employees, more than 37,000.



SECURITY ASSESSMENTS

32
Full Assessments

PSD identifies risk and vulnerabilities in the security plans of District client agencies via the Threat Management Section



SCREENING SERVICES

87
Screening Devices

PSD assists client agencies in the procurement of x-ray and magnetometers machines for their buildings.

SECURITY REQUEST PORTAL

In FY23, PSD launched the District-Wide Additional Security Service Request portal for client agencies to submit security enhancement requests. Previously this process was handled manually over-email via electronic forms. The portal is now centrally managed in Salesforce.

CLIENT AGENCY PORTAL VIEW

Start Request Entry Below

[New ASR](#) [Ask a Question](#)

Step 1 - Information Step 2 - Security Detail Breakdown Step 3 - Supporting Documents Step 4 - Request Summary

Requester Contact Information

Buyer Agency: [Dropdown]
 Requester Last Name: Ramirez
 Requester First Name: Silverio
 Requester Email: silverio.ramirez@dcs.gov

On-Site Supervisor

*ASR Supervisor First Name: [Text]
 *ASR Supervisor Last Name: [Text]
 *ASR Supervisor's Phone Number: [Text]

Authorizing Authority

*Authorizing Authority First Name: [Text]
 *Authorizing Authority Last Name: [Text]
 *Authorizing Authority Title: [Text]
 *Authorizing Authority Email: [Text]
 DC Government Email Address: [Text]

Agency Fiscal Officer

*Agency Fiscal Officer's First Name: [Text]
 *Agency Fiscal Officer's Last Name: [Text]
 *Agency Fiscal Officer's Email: [Text]
 DC Government Email Address: [Text]

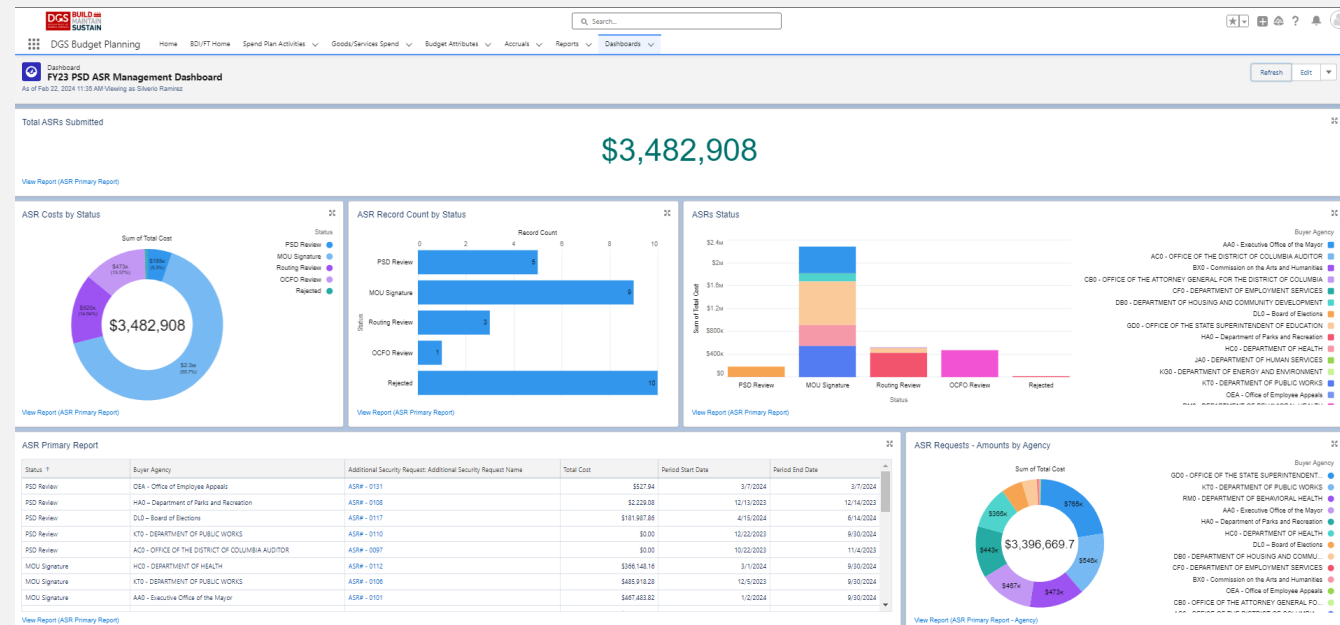
Period of Performance

Period Start Date: [Text] *Period End Date: [Text]

[Next](#)

PSD developed, launched, held trainings, and developed help guides to District partners on the ASR portal use. Client agencies can request one-time security enhancements for PSD review and approval.

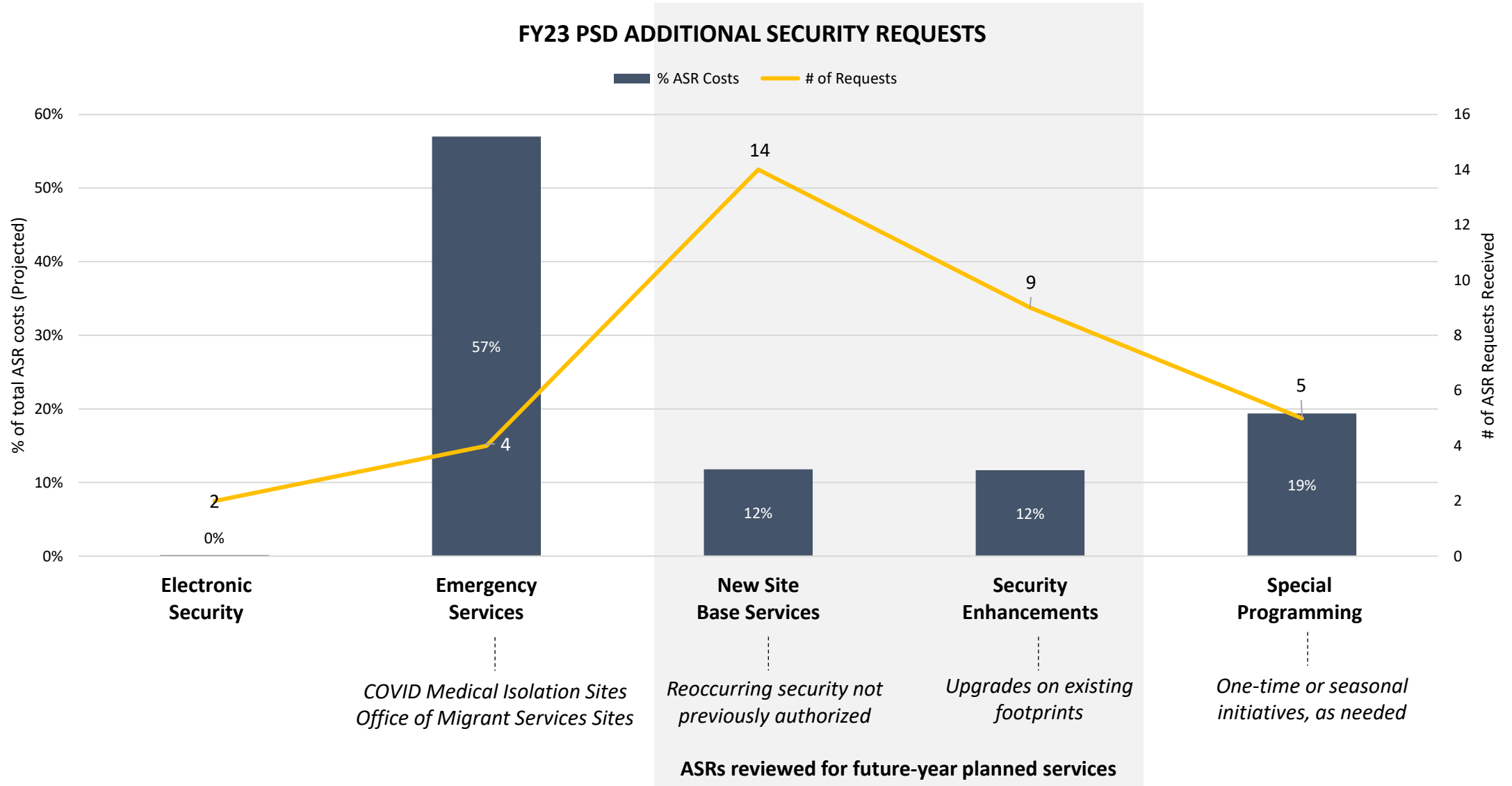
PSD ASR MANAGEMENT DASHBOARD



The PSD ASR dashboard tracks all requests from submission, programmatic review and approval, automated MOU drafting and execution, and coordination with budget and OCFO staff.

ADDITIONAL SECURITY REQUESTS

In FY23 PSD responded to 30+ ASR requests, the majority of them for new sites or new security footprints not previously planned for.



PROTECTIVE SERVICES

Approx. **70 uniformed** PSD officers performed the city-wide checks and assessments below.



60,722

ASSESS CONTROL
ENTRIES

4,971

HIGH VISIBILITY
SITES CHECKS

1,350

POOLS & REC
CENTER CHECKS

2,128

SPECIAL ATTENTION
CHECKS

3,088

SECURITY GUARD
POST CHECKS

174

SERVICE DISPATCH
CALLS

32

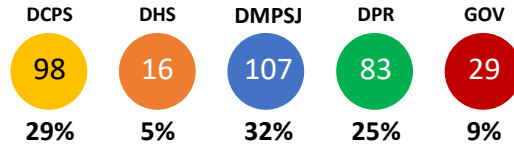
THREAT
ASSESSMENTS

24

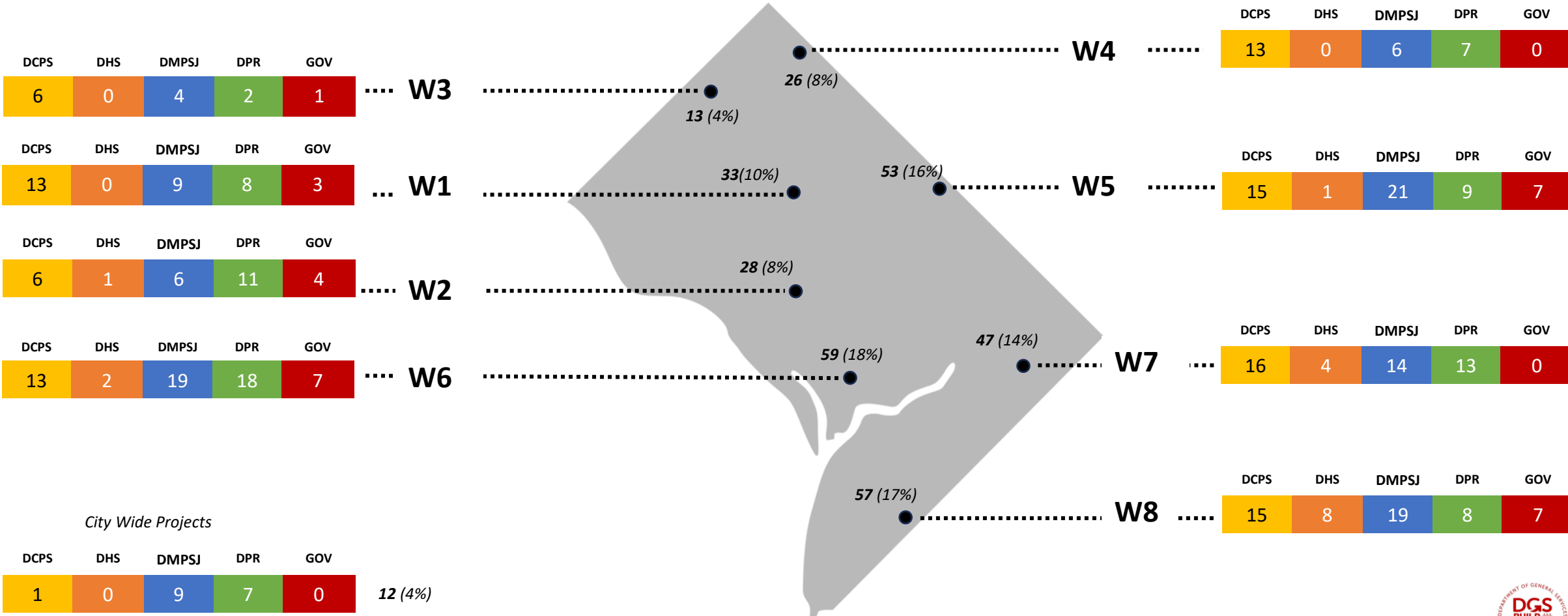
INTRUSION
TESTING

333 ACTIVE CAPITAL PROJECTS

As of February 2024



FY23 ACHIEVEMENTS



CCD PROJECTS COMPLETED IN FY23



Arboretum Rec Ribbon Cutting (Nov. 2022)

The District's **FIRST** Stabilization Center



DBH Stabilization Center (Oct. 2023)

The District's **FIRST** Net Zero Rec. Center



Stead Park Rec Ribbon Cutting (Oct. 2024)



Raymond ES Ribbon Cutting (Aug. 2023)



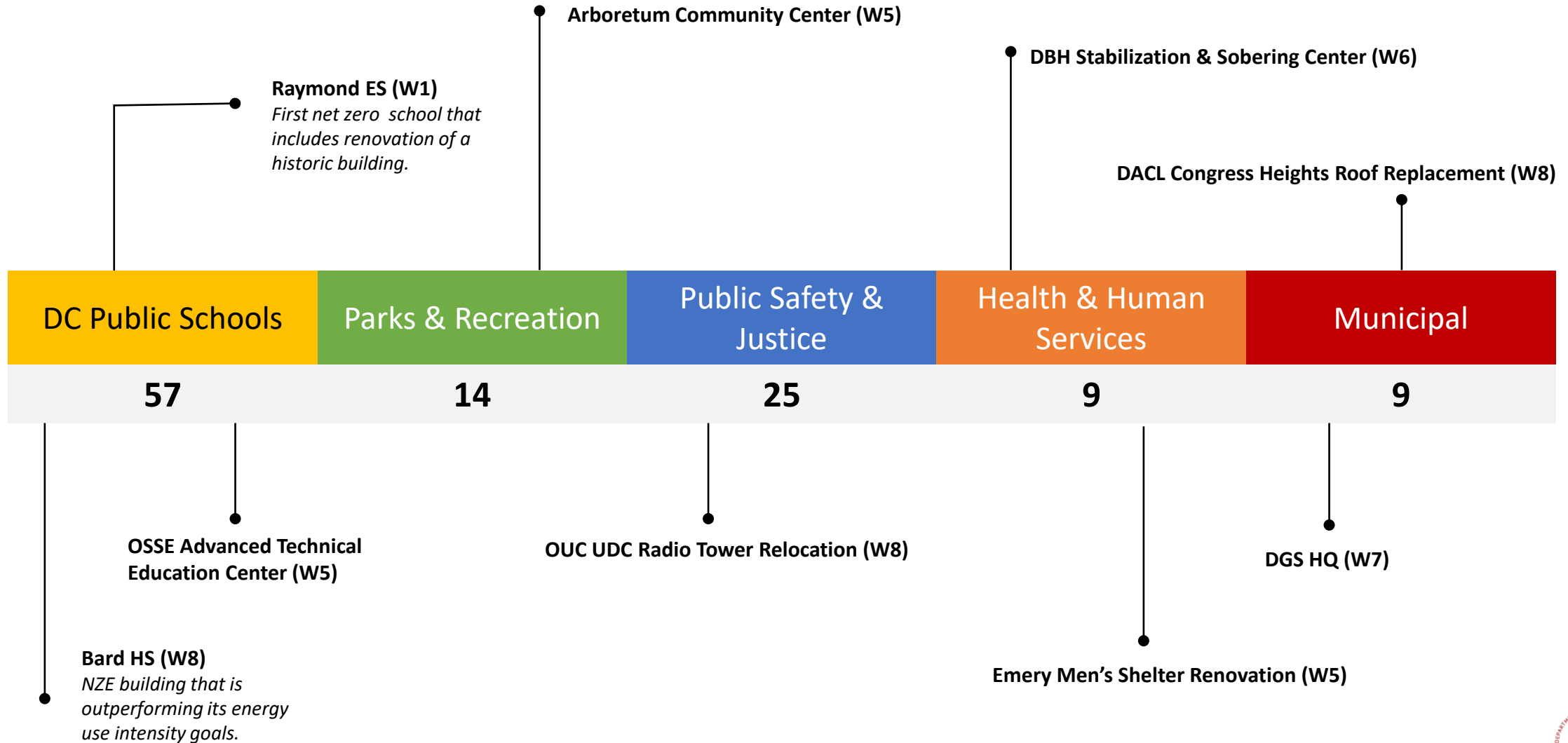
OSSE ATC Center (Aug. 2023)



Bard HS Ribbon Cutting (Jan. 2023)

CCD PROJECTS COMPLETED IN FY23

The Capital Construction team delivered 114 projects in FY23.



PROJECTS EAST OF THE RIVER

DGS delivered 40 capital projects in Ward 7 and Ward 8 in FY23.

DC Public Schools	Parks & Recreation	Public Safety & Justice	Health & Human Services	Municipal
17	4	10	4	5
<ul style="list-style-type: none"> Bard HS -Modernization Anacostia HS- Re-Keying Ballou HS- Pool Public Entrance Beers ES- Playground Replacement Burrville ES- Stairwell Railings Garfield ES- Fire Alarm Replacements Miner ES - Fire Alarm Replacements Hart MS - HVAC Upgrade Hart MS - Lower-Level Classroom Fit-out Hendley ES - Exterior Fence Replacement Johnson MS - Gym Improvements Kenilworth ES - Smartboard Installation Leckie EC- Classroom Trailer Upgrades Leckie EC - New Marquee Sign Plummer ES - Cafeteria Upgrades Savoy ES - Playground Replacement Misc. Projects <ul style="list-style-type: none"> <i>School Kitchen Upgrades (Round 21)</i> <i>Water Fountains (Round 22)</i> <i>Security Fencing and Gates</i> 	<ul style="list-style-type: none"> Hillcrest Splash Pad Replacement Fort Davis ADA / Security Upgrades Kenilworth Roof Replacement Ridge Road Phase II 	<ul style="list-style-type: none"> DC Jail Exterior Upgrade DOC Insulation and Heat Trace DOC Fire alarm system upgrade DOC Building Automation System FEMS Engine 30 Washer & Dryer FEMS Engine 30, 32, 33 Vehicle Exhaust System FEMS - Engine 15 Kitchen Renovation FEMS -Harbor Patrol 7,8 Apparatus Bay Doors MPD - 7th District Door Replacement MPD - Training Academy HVAC Upgrades 	<ul style="list-style-type: none"> DHS - 342 37 Street SE HVAC Upgrades DHS - Naylor Road HVAC and Roof Replacement Saint Elizabeth East Phase 1B Dry Barn Utility Upgrades Saint Elizabeths - 13th Street Substation Relocation - Phase 2 	<ul style="list-style-type: none"> DACL Congress Heights Roof Replacement DACL Washington Roof Replacement DGS Headquarters Saint Elizabeth's Hospital Nursing Station Upgrades St. Elizabeth's Hospital Mechanical Systems Upgrade

AWARD WINNING BUILDINGS

DEPARTMENT OF GENERAL SERVICES HQ

“Best Project: Government/Public Building”, Engineering News Record Mid-Atlantic
Silver Winner, MUSE Creative Award, Architectural Design, Office Building
NAIOP DC/MD (Commercial Real Estate Development Association)



LEED SILVER STATUS by US GREEN BUILDING COUNCIL (USGBC)

AWARD WINNING BUILDINGS

ARBORETUM RECREATION CENTER

Gold Winner, Global Future Design Awards



AWARD WINNING BUILDINGS



St. Elizabeth's East Campus
2023 CMAA Project Achievement Award



The Brooks (W3 Short Term Housing)
American Institute of Architects DC Chapter Award



Arboretum Recreation Center
Gold Winner, Global Future Design Awards



Ferebee Hope Recreation Center
Best Project: K-12 Education, Engineering News



RECOGNIZED THOUGHT LEADERS

GREENBUILD CONFERENCE



DGS CCD and S&E team members presented at the U.S. Green Building Council “Greenbuild International Conference and Expo” **on the agency’s approach to sustainability across school modernizations.**

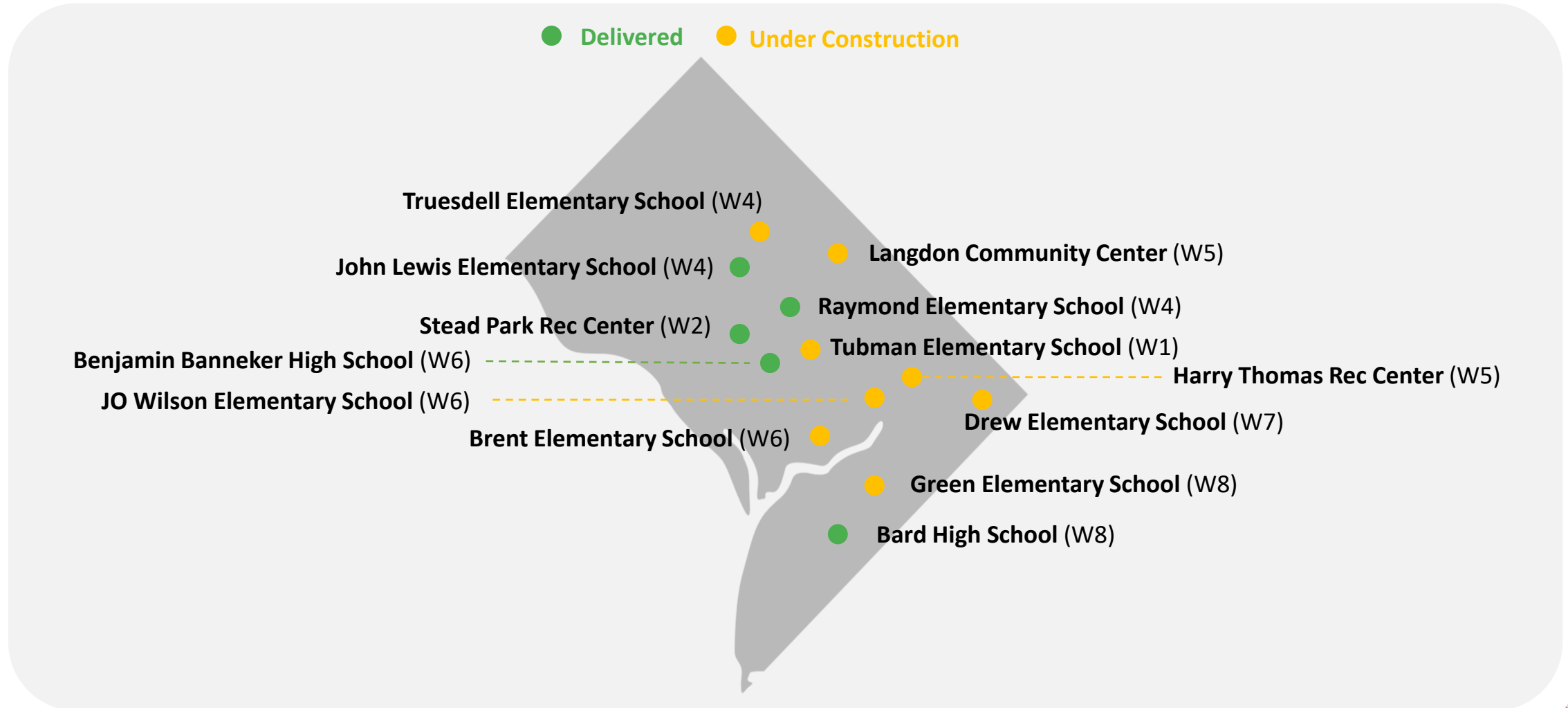
WOMEN IN CONSTRUCTION CONFERENCE



Jenna Bolino, Elyse Roeder, and Lexie Mayewski of the DGS CCD Team for school modernization presented on sustainability in the school portfolio and the partnerships required in our team to be successful.

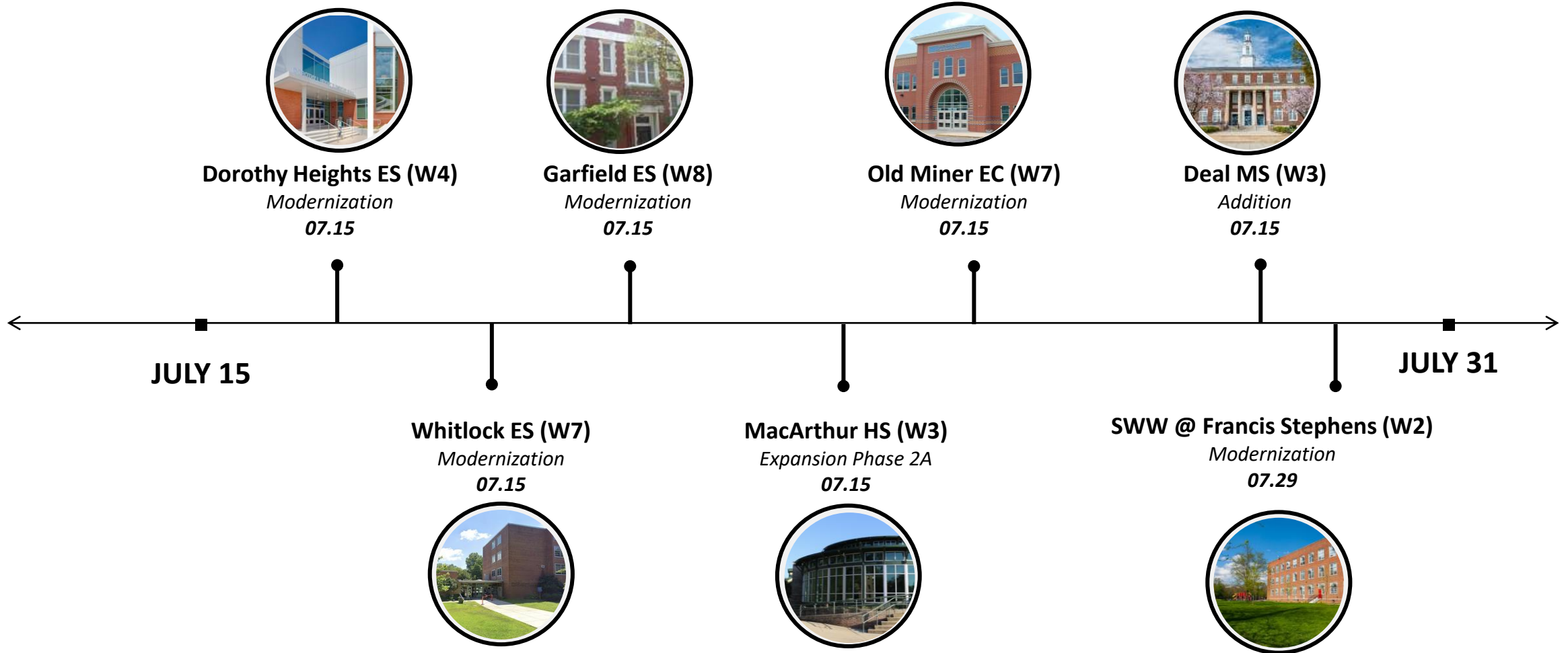
DGS NET-ZERO PROJECTS

13 net-zero facilities, including 5 delivered projects, compose over 850,000 square feet of Net-Zero Facilities



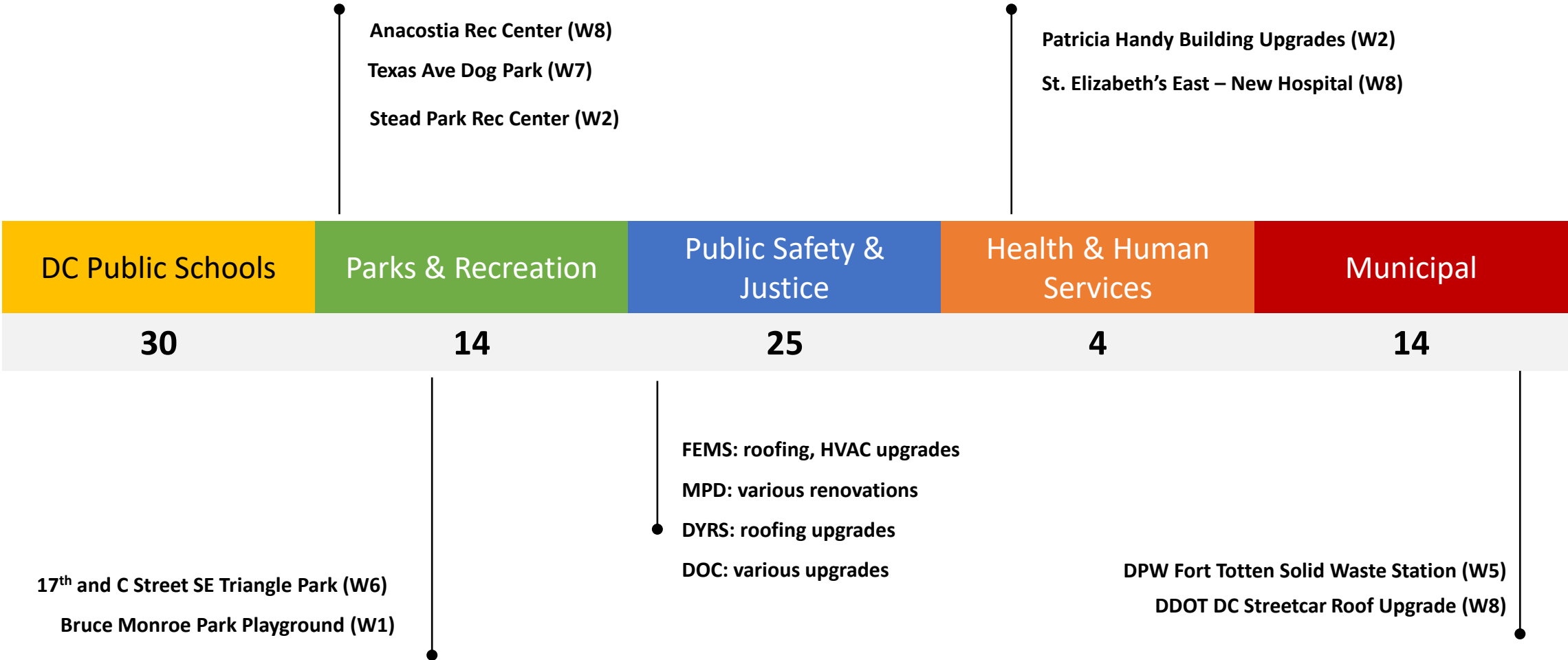
SUMMER 2024 DCPS PROJECTS

DGS expects to deliver 5 school modernizations this summer.



OTHER NOTABLE FY24 PROJECTS

Additional CCD projects delivering in FY 2024.



CITY WIDE ECONOMIC CATALYST

DGS is a key stakeholder in the District’s Economic Development goals and Mayor’s Comeback Plan



PROCUREMENT AUTHORITY

In FY23, DGS authorized **\$1.3B+** in contract authority across operating and capital funds.



CBE FOCUS

DGS is responsible for approx. **30-35% of the District’s annual CBE investment goal.**



BUSINESS MENTORSHIPS

DGS launched a **Mentor-Protégé program** for CBE partners, and host an annual CBE symposium



LEASING INVESTMENTS

DGS stewards the District’s leasing portfolio, and proudly implement’s the Mayor’s Order prioritizing leasing East of the River.

ECONOMIC DEVELOPMENT

Across Operating and Capital Budgets, the DGS C&P team issued over \$1.8 **BILLION** dollars in total contract awards.

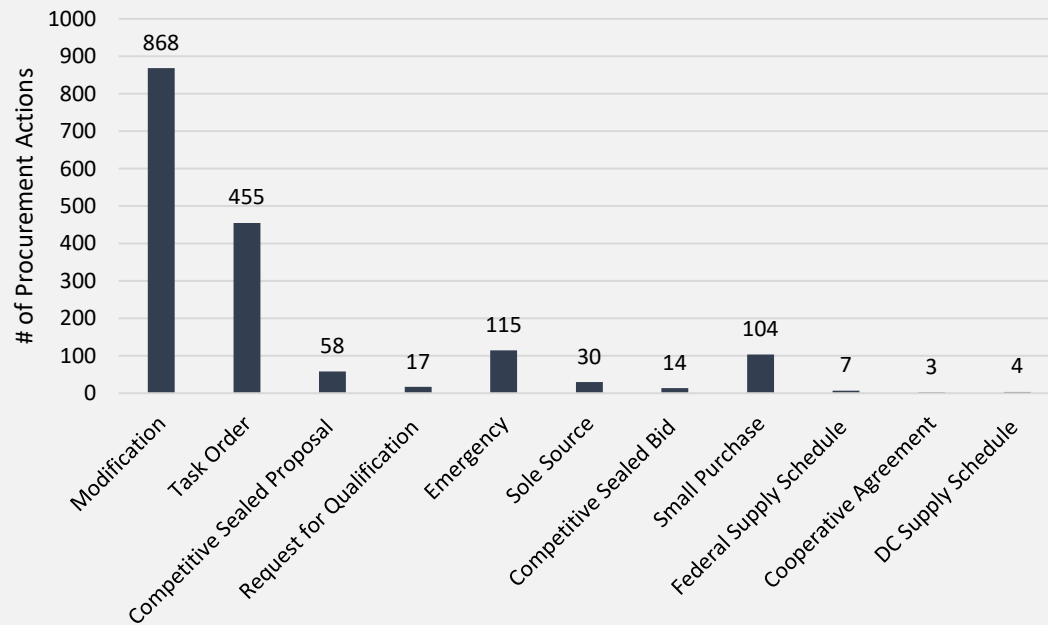
1,625

PROCUREMENT ACTIONS

\$1,822,205,065

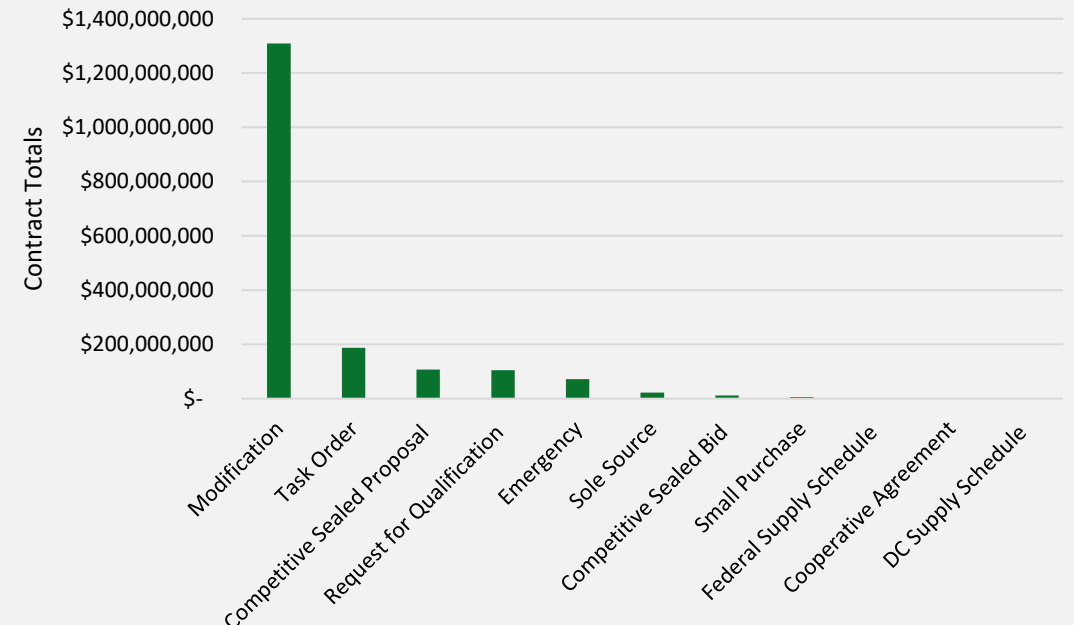
TOTAL CONTRACT AWARDS

PROCUREMENT ACTIONS



1,531 (91%) CBE Procurement Actions

CONTRACT AUTHORITY



\$1.6B (90%) CBE Procurement Total

CERTIFIED BUSINESS FOCUS

Annually, DGS is responsible for approx. 30-35% of the District's annual CBE investment goal. In FY24, DGS contributes **\$368M (31%)** of the District's \$1.2B small business enterprise goal.

The Mentor-Protégé Pilot Program (MPP) is designed to build capacity of small businesses by offering mentorship with established construction companies to support the growth and development of small businesses.

1. **Encourage seasoned mentors** to provide mentorship to CBE protégés
2. **Enhance capabilities of CBEs** working on DGS projects at the prime and subcontractor level
3. **Build a pipeline for CBE protégés** to successfully deliver projects as prime contractors
4. **Increase the capacity of CBE protégés** to successfully deliver larger District projects
5. **Foster long-term business relationships.**



DGS Mentor-Protégée Info. Session at DGS HQ

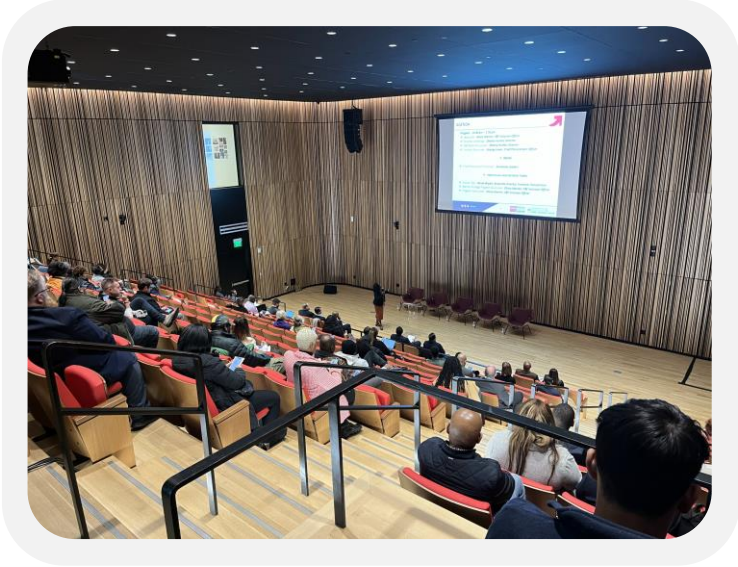
DGS believes that through continuous feedback loop of targeted outreach, DGS can build a small business pipeline.

ANNUAL CBE SYMPOSIUM

During the annual CBE Symposium, District Business partners participate in one-on-one sessions with DGS senior leaders on their specific needs and concerns.

250-300 SMALL BUSINESS REPS.

register and attend each year.



50% OF REGISTRANTS NEW

to DGS business

DISTRICT's LEASING PORTFOLIO

Leasing Projects – *inclusive of proposed and active leases* – have a projected total **\$281M** of investment power.



	OFFICE	WAREHOUSE	CLINICS/HOUSING	PARKING/LAND
	<i>Office Space, and Government Operation Facilities</i>	<i>Government Operation Facilities, Various Agency Storage (DPW, etc.)</i>	<i>Homeless Services, Youth and Community Services (DHS, etc.)</i>	<i>Impound lots, Gov Ops Facilities, Gross Land Areas (DDOT, DPW, DPR, Etc.)</i>
Rentable Square Footage	4,364,885 rsf	564,094 rsf	156,158 rsf	209,158 rsf
Projected Rent Costs	\$255M	\$12M	\$9.5M	\$4.8M



J.A. Wilson Building: Total Square Footage - approx. 300,000 sf

DC HEALTH HQ: 2201 Shannon Place SE (W8)

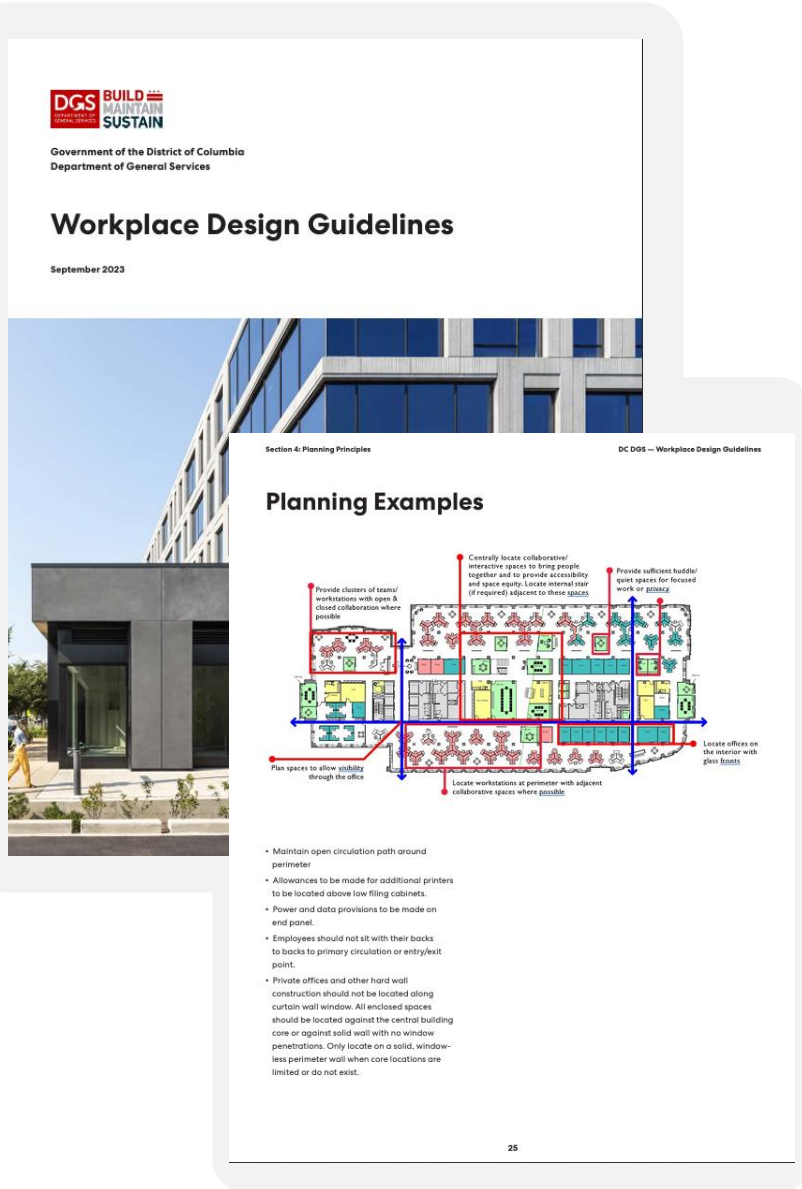


Project Timeline: July 12, 2021 - February 26, 2024

NEW DHCD HQ: 1909 MLK Ave SE (W8)



REVISED WORKPLACE DESIGN GUIDELINES



DGS has revised its 2009 DGS Workplace Design guidelines with the support of its real estate management partners Jones Lang LaSalle (JLL).

The District of Columbia Department of General Services (DGS) developed these guidelines to **provide agencies, planners, space programmers, and designers a reference guide and toolkit for creating a high-performance workplace.**

These guidelines provide ways to:

1. Integrate sustainable principles
2. Leverage technology
3. Understand generational thinking and impact on workplace
4. showcase unique “brand” features in District space

INCREASED AGENCY TRANSPARENCY

The DGS **Legislative Affairs**, **External Affairs** and **FIRST Team** work closely to increase transparency, intra-government coordination, and public engagement



LEGISLATIVE AFFAIRS

Engages primarily with District Council stakeholders in formal and informal response management.



EXTERNAL AFFAIRS

Engages primarily with members of the press, members of the public, social media platforms, and District communication partners.



F.I.R.S.T. TEAM

Engages primarily with DGS staff and District colleagues regarding Work Order data.

LEGISLATIVE AFFAIRS

The DGS Legislative Affairs team coordinated **970+ formal inquiry responses to Council**, 60+ briefings, and 100+ walkthroughs in FY23.

325

**GOV. INQUIRY
RESPONSES**

100+

**FACILITIES
WALKETHROUGH**

436

**POH
RESPONSES**

115

**BOH
RESPONSES**

2

**PUBLIC
ROUNDTABLES**

2

PUBLIC HEARINGS

100+ hearing responses

30+

**REGULAR WORK
ORDER BRIEFINGS**

15

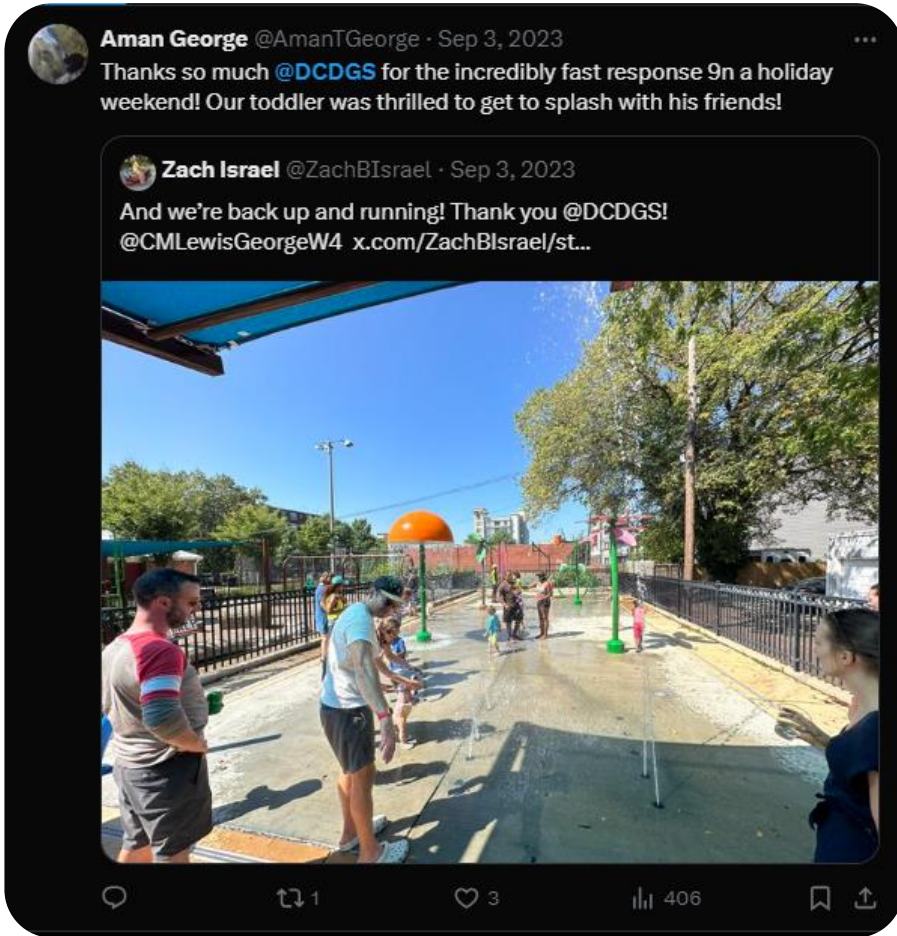
**REGULAR WARD
LEVEL BRIEFINGS**

15

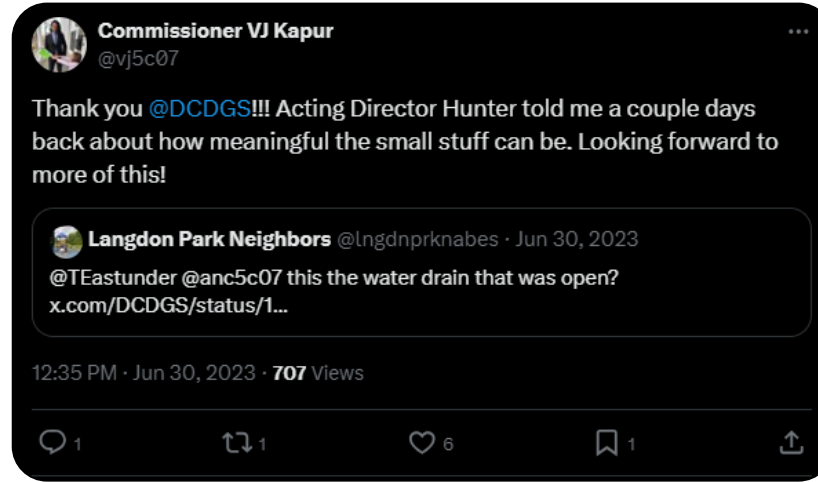
**SECURE SENSITIVE
BRIEFINGS**

EXTERNAL AFFAIRS

In FY23, DGS Social Media Accounts created **365,391 impressions** across all digital platforms.



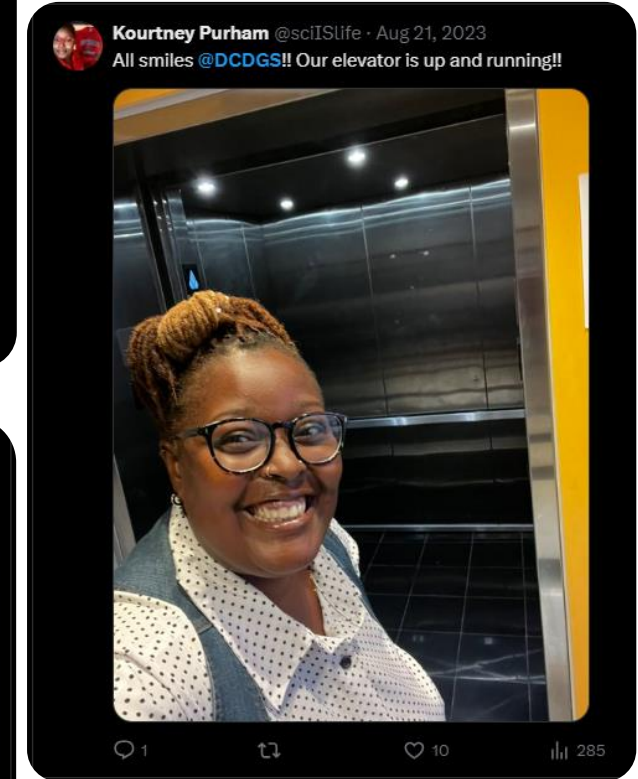
ANC 406 Commissioner re: Splashpad Response



ANC 5C07 Commissioner re: Drain fixes



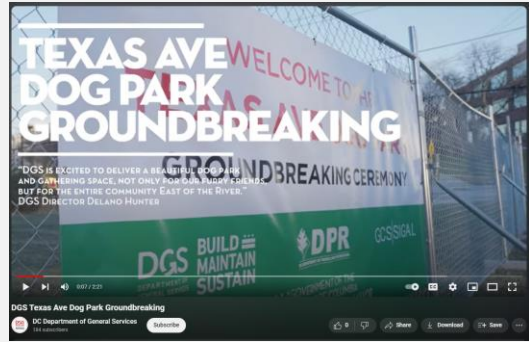
Malcom ES Leadership re: Custodial



Kramer MS re: elevators

EXTERNAL AFFAIRS

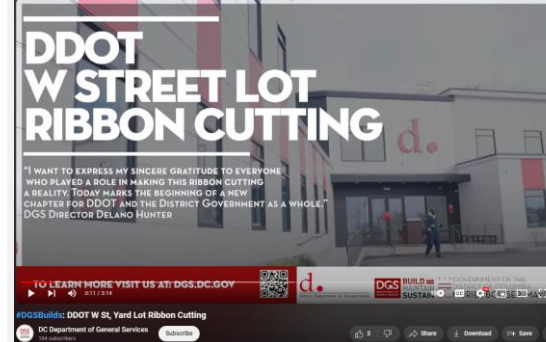
DGS is expanding community engagement through video campaigns. In FY23, the DGS YouTube channel received **12,043 views** and **208.8 watch hours**.



Texas Ave Dog Park



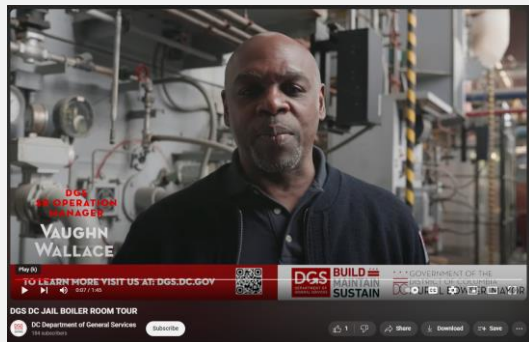
Federal Center City Tour



DDOT W Street Lot



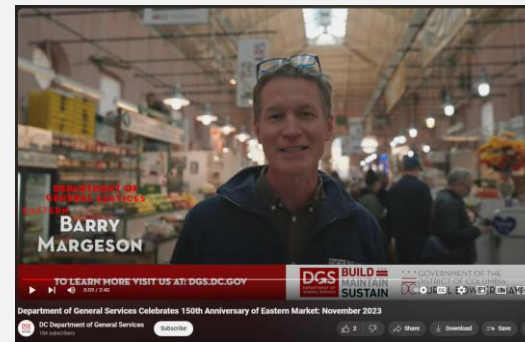
DCIA Infrastructure Academy



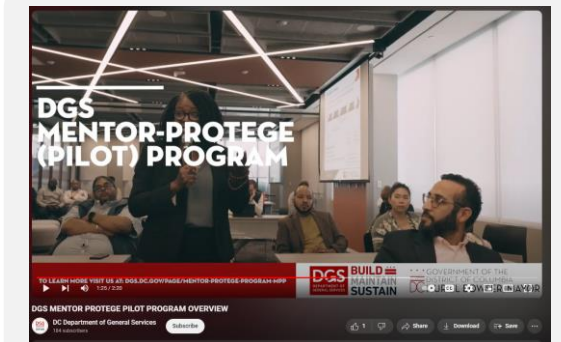
DC Jail Boiler Room Tour



CBE Symposium



Eastern Market 150th



CBE Mentor-Protegee

EXTERNAL AFFAIRS

Collateral and Infographics drafted by external affairs to share with stakeholders as part of public education campaigns

"About Us" Brochure

Work Order Lifecycle

Work Order FAQ Brochure

Construction Lifecycle



EXTERNAL AFFAIRS


DGS pitches their efforts and has been recognized by local media outlets, further sharing the DGS story.

DC NEWS NOW

WASHINGTON, DC NEWS

Here are the people working to clear streets, provide services in the DMV after the snow.

by: [Foster Meyerson](#)
 Posted: Jan 16, 2024 / 11:38 AM EST
 Updated: Jan 16, 2024 / 11:42 AM EST



Crews shoveling (DC Department of General Services)

The Washington Informer

About Calendar Contact Us **SUBSCRIBE** **DONATE**

News Business Calendar Opinion Media WI Bridge E-Editions Our House DC

Money Talk Black History Month

BUSINESS

District of Columbia Launches Mentor-Protégé Pilot Program to Boost Small Business Growth

by James Wright Jr. October 25, 2023



BENNING RIDGE, DOG PARK, FORT DUPONT, PETS

"This will be the first dog park to open East of the River"


Prince Of Petworth December 14, 2023 at 1:15pm

4 WASHINGTON LOCAL WEATHER U.S. & WORLD THE SCENE INVESTIGATIONS SPORTS NEWSLETTERS

ENVIRONMENT

Net zero rec center opens on P Street in Northwest

By Mark Segraves, News4 Reporter • Published February 1, 2024 • Updated on February 1, 2024 at 9:30 pm



D.C. opened a net zero recreation center Thursday. News4's Mark Segraves reports Stead Park in Northwest will offer all the traditional components of a new rec center.

EXTERNAL AFFAIRS

The DGS External Affairs Team mission is to create a strong brand for DGS and proactively tell the optimal story of the Agency to internal and external audiences as well as governing bodies. In FY23, various public engagement measures increased compared to FY22.

+32%

683,701

DGS WEBSITE VIEWS

+8%

365,391

SOCIAL MEDIA IMPRESSIONS

49%

% INCREASE OF FOLLOWERS ON SOCIAL PLATFORMS

+41%

277

COMMUNITY MEETINGS ATTENDED

ANC Monthly Mtgs, Civic and Neighborhood Associations, Community Walkthroughs, DCPS and Modernizations Mtgs, School Site Visits etc.

+22%

1,084

TOTAL NUMBER OF SOCIAL MEDIA POSTINGS

+65%

177

DGS@DC.GOV INQUERIES RESPONDED TO

AGENCY F.I.R.S.T TEAM

The role of the DGS FIRST team has expanded beyond a data-intake team, to now include wholistic work order business intelligence, Partner Service Agreements, SOP's, data reporting, and best practices management.

DPR WO DASHBOARD

the FIRST Team developed a user-friendly dashboard that displayed detailed information about DPR work orders alongside the previously published DCPS work order data.

- DPR WOs added 10/01/23
- Real Time WO Status Updates
- Browser and Mobile Friendly
- Public Work Order Metrics
- Decreased Inquiries

311 EXPANSION

Through strategic planning and collaboration with key stakeholders, the FIRST Team successfully implemented a series of enhancements to the 311 Service intake system.

- Expanding service coverage
- Optimizing service requests
- Deploying user-friendly interfaces
- Identified bottlenecks
- Streamlined processes

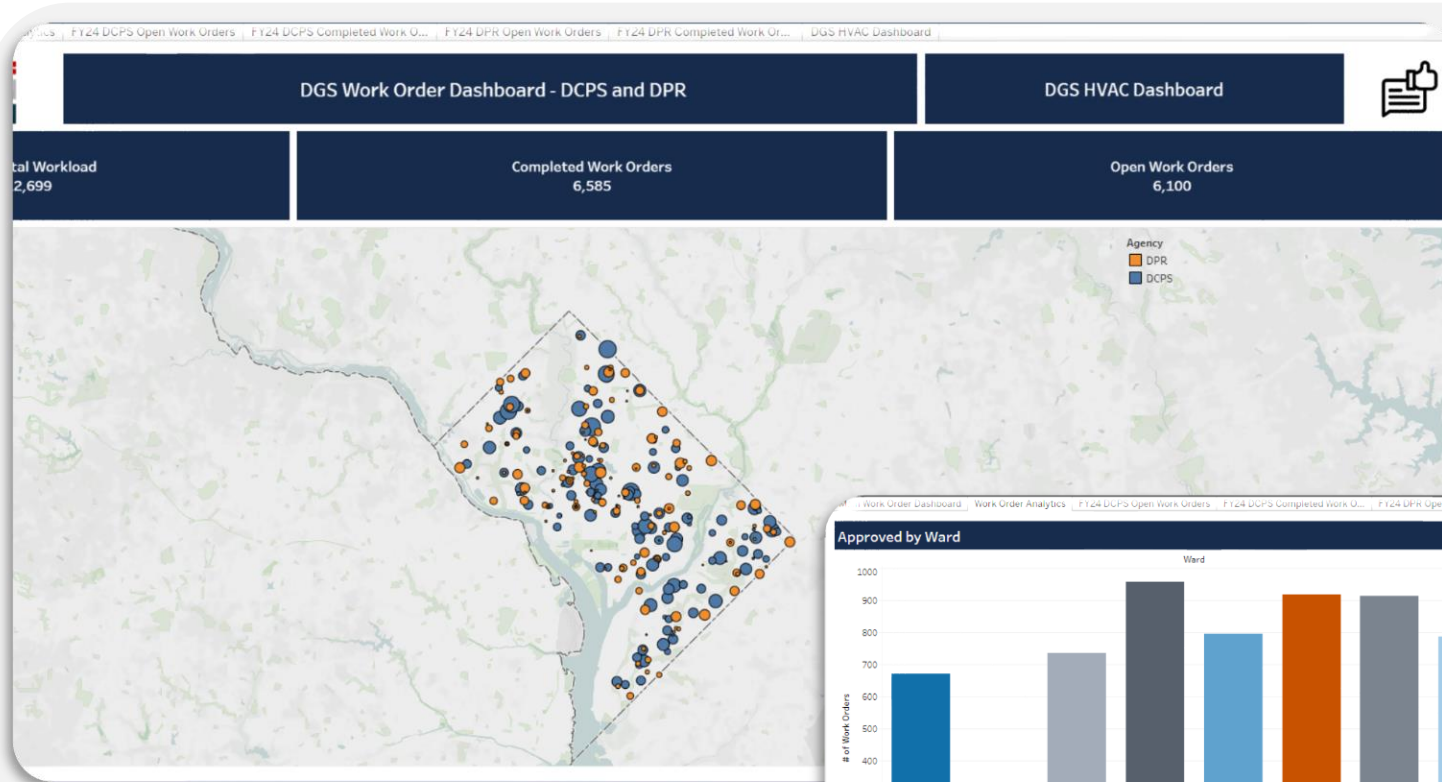
SALESFORCE

FIRST team designed tailored training modules to cater to diverse skill levels and job roles within client agencies on system navigation, reporting, workflows, and data management best practices.

- Classroom sessions
- Hands-on workshops,
- Interactive e-learning modules
- 50+ staff trained in FY24 Q1
- More trainings scheduled

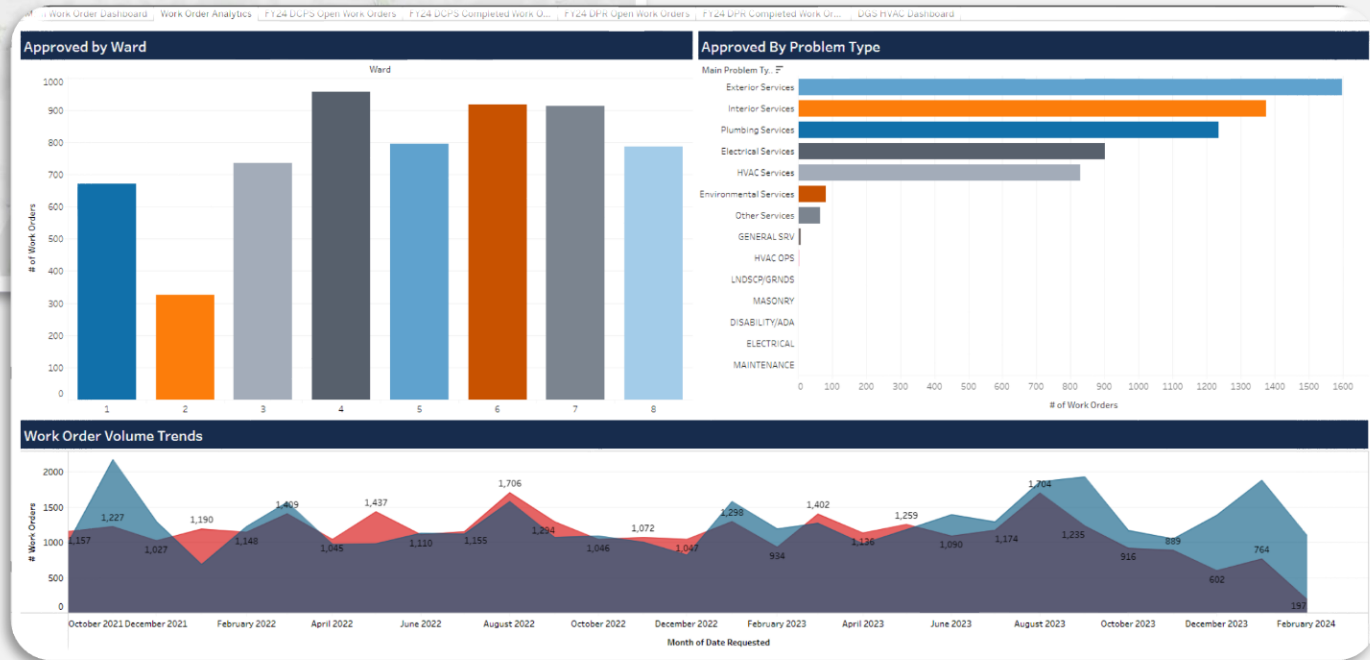
Salesforce adoption rates have soared, and improvements in operational efficiency, data accuracy, and overall performance are emerging.

DGS WORK ORDER DASHBOARD



3,100 unique external views in the last 180 days

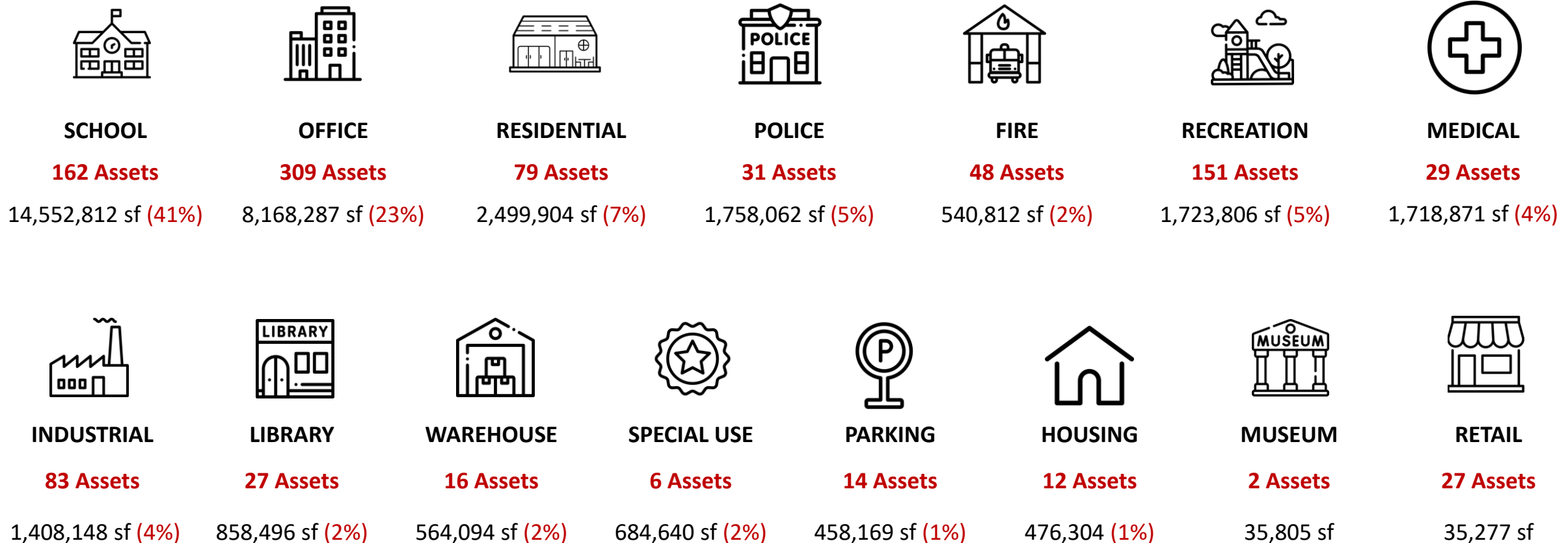
140,000 views since launch in October 2021



SECTION 2 OPTIMIZING RESOURCES

DISTRICT OWNED & LEASED PORTFOLIO

1000+ PROPERTY ASSETS ACROSS **35M** SQUARE FEET

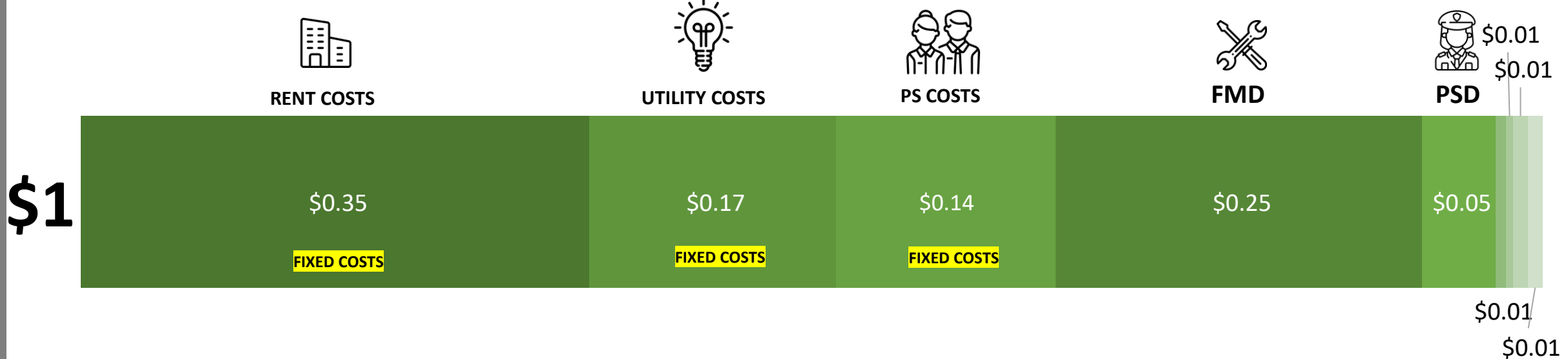


Assets include **owned & leased** buildings, fields, and non-permanent structures

MAXIMIZING AGENCY RESOURCES

For every DGS operating dollar, the agency allocates it in the following breakout across division needs.

\$0.67 of every DGS Operating Dollar is spent on District Wide non-discretionary financial obligations.



\$0.01 Divisions: Agency Management, Asset Management, CCD (Operating), C&P

AVERAGE DGS DOLLAR ALLOCATION



AGENCY MANAGEMENT

\$0.01

Office of the Director, and other teams including

- Human Resources
- General Counsel
- Communications
- Legislative Affairs
- Performance
- IT
- Fleet Management



AGENCY WIDE PS COSTS

\$0.14



ASSET MANAGEMENT

\$0.01

Management team of real estate experts who oversee the District's owned and leased property portfolio.



Rent: In-Lease

\$0.35

5 million plus square feet of leased space.



FACILITY OPERATIONS

\$0.25

Maintenance services across over 840 District properties, including

- Landscaping
- Snow Removal
- Electrical Repairs
- Playgrounds
- Fields/Turfs
- Roofing
- Emergency Repairs
- Elevators
- Environmental
- Pool/Spray Parks
- Plumbing
- Fire, Life & Safety
- HVAC



PROTECTIVE SERVICES

\$0.05

Monitoring of CCTV cameras, alarms, and access control devices through 24/7 Central Command Center.

Provides electronic security (x-ray machines and metal detectors) and security guard services at District owned and leased properties.



CAPITAL CONSTRUCTION

\$0.01

Program/Project Management, contract support, Quality Assurance, Safety, and other capital project implementation resources.



CONTRACTING & PROCUREMENT

\$0.01

Team overseeing the successful procurement and contract actions required to implement our work.



SUSTAINABILITY & ENERGY

\$0.01

Team responsible for transforming the District's utilities and building footprint in support of citywide climate and sustainability initiatives.



Utility Costs

\$0.16

District-Wide energy costs including electricity, water, waste, natural gas, and steam.

SECTION 3 STRATEGY & PLANNING

IMPLEMENTING OUR VISION



STRENGTHENING AGENCY SUPPORT

1.1 REVISED PROCUREMENTS

1.2 BUILDING MANAGERS

1.3 PERSONNEL DEVELOPMENT

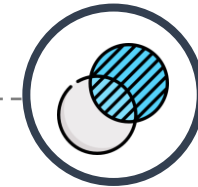


EXPANDING PREVENTATIVE MAINTENANCE

2.1 DCPS LOCKS PM

2.2 CITY WIDE HVAC PM

2.3 ENERGY MGMT. STRATEGY

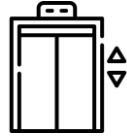


INCREASING TRANSPARENCY

3.1 REVISED SERVICE AGREEMENTS

3.2 SEASONAL PROJECTS STRATEGY

REVISED PROCUREMENTS



ELEVATORS

New contract **adds an evening shift** to expand response.

259 Elevators

- Provides 8-10 Mechanic availability
- 6 Mechanics for DCPS
- 4 Mechanics for other agencies
- M-F year-round response
 - 7AM to 3:30PM
 - 8:30AM to 5PM
- 40 hours/week Procurement



WASTE AND RECYLING

New contract **combines** trash and recycling services into one award.

136,000 pick ups 425 collection points

- Streamlined Service Delivery
- Real Time Service Data
- GPS Track Service Verification
- Onboard Cameras & Recording
- Testing Onboard scale technology



CMCs

Restructuring of the existing CMC program to a Property Management Program

- Reassessing contract line items for future solicitations underway in FY24
- DCPS CMCs are in the process of restoration from COVID-related service reductions
- Municipal CMCs are fully restored from COVID related service reductions

REVISED PROCUREMENTS



The new Waste contract includes recordings of all front load trash collections accessible to DGS

These recordings can collaborate service delivery, including truck #, container ID, and date of service.



Recorded on Monday, February 19th 2024 @ 8:12AM, Truck 502, Container ID J1396, Unit Size 8YD



BUILDING MANAGERS

The FMD Building Management Team (BMT) is undergoing Business Process Re-Engineering under the following principles.



INCREASED ON-SITE PRESENCE

Development of an electronic inspection form centrally managed in Salesforce to perform property inspections.

- Inspection process consistency
- Onsite presences transparency
- Branded clothing

Increased and **standardized transparent communications**

WORK ORDER AUDIT

Assessment of current open work orders to determine validity and for visual inspection of all opened tickets.

- Centrally tracked visual inspections in salesforce
- Picture evidence for Work Orders deemed complete, duplicative, or to be archived

Review of all open Work Orders and **increase status accuracy**

EXPANDED SERVICE AREA LIAISONS

Additional direct support to client agencies through expanded oversight of service areas.

- Expanded assignments of managers and specialists for service areas
- Single Point of Contact for comprehensive service area coordination.

Increased client **agency customer service**

UPGRADED TECH. SUPPLIES

Use of tablets for inspections, data entry, and reporting.

- Increased efficiency
- Centralized reporting
- Improved data management

Improved analytics and increased in-house staff morale

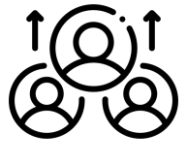


PERSONNEL DEVELOPMENT

DGS is committed to investing and building the District's tradespeople employment pipeline.

APPRENTICESHIP PROGRAM

DGS is engaging current employees who expressed interest in becoming a licensed tradesperson in a new field.



- Employees who received their apprenticeship license are allowed to shadow and learn.
- This has led to 5 painters and 2 plumber helpers gaining experience and transitioning into new positions within the department.

YOUTH ENGAGEMENT

DGS will engage the 2024 MBSYEP program to allow trade students to gain real world experience.



- Identify youth within the District's MBSYEP
- Identify youth within trade schools such as Phelps that would be able to gain experience shadowing and helping our staff within their respective trades.

DC INFRASTRUCTURE ACADEMY

Exploring a partnership with **DOES DC Infrastructure Academy** to create an additional pathway to possible trades candidates.



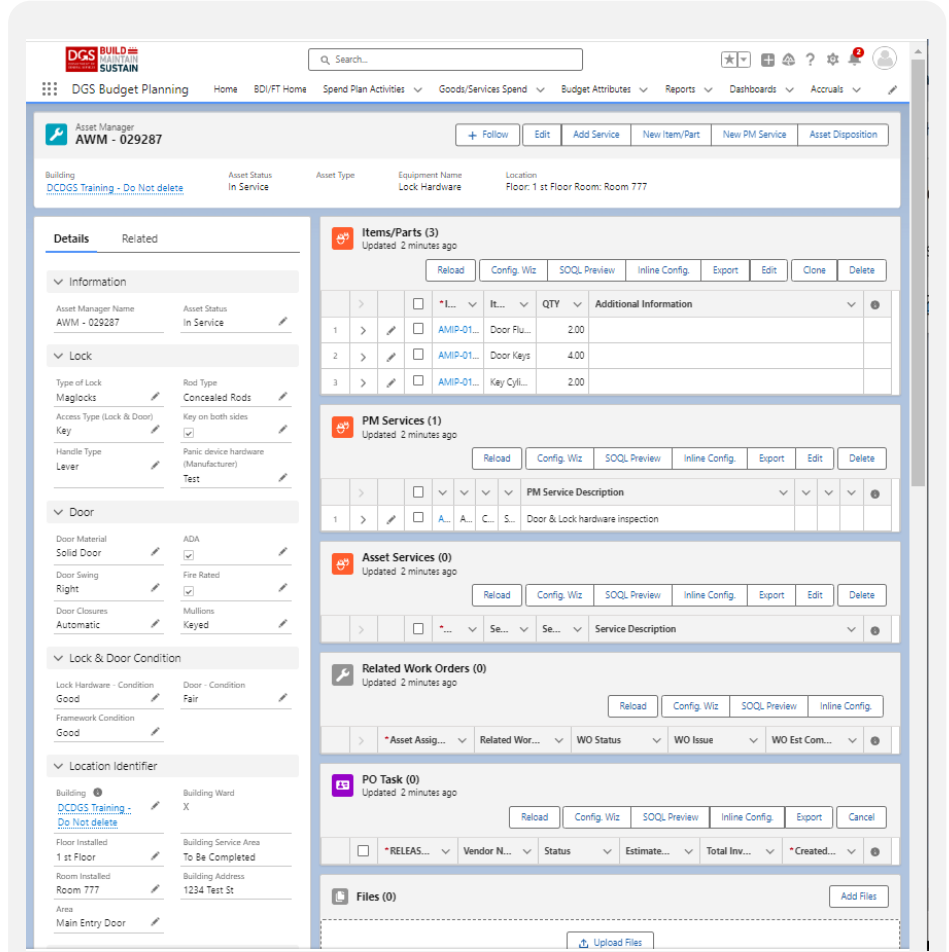
- We have identified 2 candidates from the DCIA electrical cohort whom we are working to give an opportunity within our electrical helper positions.

PM EXPANSION: DCPS LOCKS



DGS received an FY24 budget enhancement to conduct an inventory of locks and door hardware at DC Public School facilities.

FY24 IMPLEMENTATION PLAN



Salesforce Door and Lock PM Database Record

LOCK AND DOOR INVENTORY



- Salesforce database
- Detailed parts data for each door and associated hardware
- Integration of work orders and services and eventual parts standardization

CONDITION ASSESSMENT & INITIAL REPAIRS



- Includes a basic overview of the condition of the door and its associated components
- Includes simple repairs during assessment (adjusting and tightening screws, strike plates, hinges and closures).

REPAIRS DATA INTEGRATION & PREDICTIVE SCHEDULES.



- Repairs and work order data can be connected to each door to provide a service history for each door that can lead to predictive replacements.



PM EXPANSION: HVAC



43 additional facilities are identified for implementation of HVAC preventative maintenance.



DACL	DMV	DPW	DHS	DPR
<ol style="list-style-type: none"> Bernice Fonteneau SWC Hattie Holmes SWC Model Cities SWC Hayes SWC Washington SWC Congress Heights SWC 	<ol style="list-style-type: none"> DMV Inspection Station DMV SW Service Center 	<ol style="list-style-type: none"> PEMA SACD, Mechanical Branch SWEEP PS Impound Lot Street & Ally Cleaning Division SACD Leaf Transfer Station Ft. Totten Transfer Station PS Impound Lot SACD Nuisance Abatement Admin Office / Tire Shop Fleet Repair Abandoned Bicycle Shop Solid Waste Collections Fort Drive Salt Storage Facility South Capitol Salt Storage Facility W Street Salt Storage Facility 42nd Street Fueling Facility 5th Street Fueling Facility Adams Place Fueling Facility Alabama Ave Fueling Facility DC Village Fueling Facility Idaho Ave Fueling Facility McCormack Road Fueling Facility Laurel, MD Fueling Facility V Street Fueling Facility Water Street Fueling Facility West Virginia Ave Fueling Facility 	<ol style="list-style-type: none"> Adam's Place Men's Shelter New York Ave Shelter Harriett Tubman Women's Shelter Pat Handy Naylor Road N Street La Casa Spring Road La Casa Irving Street Girard Street (Community of Hope) House of Ruth 37th Street Valley Place 	<ol style="list-style-type: none"> Wilson Aquatic

ENERGY MGMT. STRATEGY



Solar Power Purchase Agreement (PPA) Bundle 1

- CBE installed 1.9 MW on two net zero energy schools and one aquatic center.
- 2,375,771 kWh generated annually = equivalent to powering 220+ homes
- **Costs DC government \$0/kWh for all generated electricity for 20 years**
- **Saves DC taxpayers ~\$13M+ over 20-year PPA term**

Solar Power Purchase Agreement (PPA) Bundle 2

- Includes ~20 DC government sites
- Solicited to only CBEs

Energy Savings Performance Contract (ESPC)

- Includes 20-30 DC government sites
- **Will be DC government's first ESPC!**

EQUIVALENT



Powering 220 average homes annually

OR



2 football fields of solar panels running for 1 year

PARTNER SERVICE AGREEMENTS

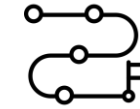


DGS will revise partner agreements to clearly delineate roles and responsibilities, and service expectations.



Existing partner service agreements may not reflect the **complex and dynamic partnerships** between DGS and client agencies

- **Outdated Roles and Responsibilities**
- **Increasing unanticipated duties** from DGS
- **Increasing DGS duties without defined scopes of work**
- **Reactionary resource allocation** and planning
- **Minimal policies for discrepancies** resolution



Planned revisions to Partner Service Agreements will focus on the following clarifications:

- Explicitly detail the scope and timeline of services from DGS
- Clarify the roles and responsibilities of DGS
- Specify the partner agency's responsibilities

INCREASED DGS & CLIENT AGENCY COORDINATION ON



COMMUNICATION EXPECTATIONS



FACILITY ACCESS



REGULATION COMPLIANCE



RESOURCE ALLOCATION

PARTNER SERVICE AGREEMENTS



DGS is developing the below **agency responsibility framework** as part of district-wide revisions.

UNIVERSAL SERVICES (U)	PROPERTY SPECIFIC (P)	SHARED RESPONSIBILITY (S)	LEASE SPECIFIC (L)	MOU CONDITIONAL (M)	NON-DGS RESPONSIBILITY (N)
<i>Services performed across all facilities</i>	<i>Services dependent on facility type</i>	<i>Services jointly managed between agencies</i>	<i>Services outlined in terms of executed lease</i>	<i>Services outlined terms of executed MOU</i>	<i>Services not performed by DGS</i>

	DCPS	DOC	DHS
Facilities Services			
Plumbing	U	N	U
HVAC	U	S	U
Electrical	U	N	U
Janitorial	N	N	S, M
Sustainability			
Waste/Recycling	U	N	L
Environmental	U	N	L
Security			
Base Services	N	N	S, M

SCHOOL READINESS STRATEGY



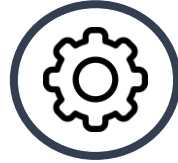
Work Order RESPONSE



Strategic planning for already existing work orders.

- Expanding to a year-round work order response.
- Increasing the total number of work orders completed annually.
- Smart use of capital funds to perform eligible repairs.

Work Order PREVENTION



Investing in Preventative Maintenance.

- HVAC Preventative Maintenance Program
- Permanent replacements of Boilers/Heaters instead of continuing repairs.
- Permanent replacements of Fire, Life, and Safety Systems instead of continuing repairs.

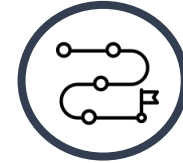
Increased DCPS COORDINATION



Close coordination across all DCPS stakeholders.

- Year-round coordination on work order priorities
- Year-round coordination on contingency planning
- DCPS Principal engagement for summer readiness

Increased Analytics & PERFORMANCE



Data-Informed project management and updates.

- DCPS HVAC Watch List
- DCPS Summer Readiness Work Order Dashboard
- DCPS School Readiness Checklist

SEASONAL PROJECTS TIMELINE

