

 <p>DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS</p> <p>POLICY AND PROCEDURE</p>	EFFECTIVE DATE:	July 20, 2023	Page 1 of 8
	SUPERSEDES:	7500.2D March 3, 2017	
	OPI:	FACILITY MAINTENANCE	
	REVIEW DATE:	July 20, 2024	
	Approving Authority	Thomas Faust Director	
	SUBJECT:	FACILITIES MAINTENANCE	
NUMBER:	7500.2E		
Attachments:	Attachment A – Preventive Maintenance Service Schedule		

SUMMARY OF CHANGES:

Section	Change
Revisions	<i>Minor Revisions throughout the policy</i>
	<i>The Correctional Treatment Facility (CTF) was added throughout the policy.</i>
§16.	<i>Reporting Maintenance Problems.</i> <ul style="list-style-type: none"> <i>The DOC Maintenance email was added for reporting measures.</i>

APPROVED:



Thomas Faust, Director

7/20/2023
Date Signed

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1. **PURPOSE AND SCOPE.** To provide uniform procedures for physical plant preventive and corrective maintenance at DC Department of Corrections (DOC) facilities, and other areas where DOC has responsibility for maintenance and repair of equipment and/or fixtures, including the Central Detention Facility (CDF) and Correctional Treatment Facility (CTF), and ancillary facilities.
2. **POLICY.** It is the DOC's policy to provide a safe environment for staff, volunteers, contractors and inmates.
3. **APPLICABILITY.** This directive applies to all DOC employees, contract employees and inmates committed to the custody of the DOC.
4. **PROGRAM OBJECTIVES.** The expected results of this directive are:
 - a. DOC shall utilize and document a preventive maintenance and corrective maintenance program.
 - b. DOC shall conform to applicable federal and local building codes and accreditation standards at the CDF and CTF.
 - c. DOC shall inspect facilities as outlined in this directive to identify and report maintenance problems for timely repair.
 - d. Appropriate governmental agencies will inspect DOC facilities at specified intervals. DOC shall take remedial action when indicated.
 - e. DOC shall maintain an inventory controls system for all tools, supplies, and equipment required for the preservation of DOC facilities.
5. **NOTICE OF NON-DISCRIMINATION**
 - a. In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code Section 2-1401.01et seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sex discrimination which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subjected to disciplinary action.

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6. DIRECTIVES AFFECTED

a. Directives Rescinded

- 1) PP 7500.2D Facilities Maintenance (3/3/17)

a. Directives Referenced

- 1) PP 2920.1 Fire Safety/Inspections and Abatement
- 2) PP 2920.4 Inspections and Abatement Program
- 3) PM 2930.1 DOC Emergency Response and Evacuation Plan
- 4) PP 2920.8 Environmental Safety and Sanitation Inspections
- 5) PP 4210.2 Inmate Institutional Work Program
- 6) PP 5010.1 Security Inspections
- 7) PP 5010.2 Accountability for Inmates
- 8) PP 5010.3 Contraband Control
- 9) PP 5022.1 Tool Control
- 10) PP 5320.1 Key Control

7. **AUTHORITY.** DC Code Section § 24-211.02, Powers; Promulgation of Rules.

8. STANDARDS REFERENCED

- a. American Correctional Association (ACA) 4th Edition Performance-Based Standards for Adult Local Detention Facilities: 4-ALDF-1A-06, 4-ALDF-1A-20, 4-ALDF-1C-13, and 4-ALDF-1C-14.

9. **DOC RESPONSIBILITIES.** The Warden, in conjunction with Facilities Manager and the DOC Environmental Safety and Sanitation (ESS) team shall ensure that the CDF and CTF is maintained in compliance with applicable federal and local building and life safety codes.

10. EMERGENCY EQUIPMENT AND SYSTEMS

- a. The Facilities Manager shall ensure that the following are conducted:
 - 1) Quarterly tests of emergency equipment and systems.
 - 2) Weekly inspections and not less than quarterly load tests of power generators (more frequent tests shall be applied if provided in the manufacturer's recommendations and instruction manual).

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- 3) Annual potable water source and supply testing and certification.
 - 4) Every three years measurement of light levels in inmate cells.
 - 5) Annual measurement of noise levels in housing units, one measurement during the night, the other measurement during the day.
 - 6) Every three years air quality testing.
- b. Essential lighting and life-sustaining functions are maintained inside the facility and with the community in an emergency.

11. INVENTORY CONTROL

- a. The Facilities Manager shall ensure an accurate accounting and a complete, accurate, and current inventory for all tools, supplies and equipment assigned to the Facilities Maintenance's tradesmen.
- b. The Facilities Manager shall ensure that the maintenance staff reorders materials as needed to replenish the inventory and removes and disposes of excess or obsolete items from the physical inventory on an annual basis.

12. ENERGY CONSERVATION

- a. The Facilities Manager shall institute an energy conservation program for all department facilities.
- b. During cooling season, the temperature shall be maintained at a level no higher than 84 °F.
- c. During heating season, the temperatures shall be maintained at a level no lower than 65°F in occupied areas and 55°F in unoccupied areas.
- d. Primary hot water temperatures shall be maintained as low as possible while still ensuring an adequate supply of 100° to 120°F water at the tap in inmate housing areas. Shower water temperature in the housing areas shall be between 90° F to 105° F.
- e. If lowering the primary water temperatures restricts the supply of adequate hot water for dishwashers and laundry operations, booster heaters shall be installed and operated. The final rinse cycle temperature shall be 180°F for dishwashers and 160°F for laundry operations.

13. CAPITAL IMPROVEMENT PROGRAM.

The Facilities Manager shall administer and manage all Capital Improvements Program (CIP), Environmental Remediation

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(ER) and Externally Contracted Construction (ECC) projects in DOC, to include coordinating budget, design, project management and construction activities related to the project, and provide coordination efforts on all Department of General Services (DGS) managed projects.

14. FACILITIES MAINTENANCE REQUIREMENTS. The DOC Facilities Manager shall:

- a. Operate, maintain, monitor, and adjust the day-to-day operations of all mechanical, electrical, and building systems as per the DOC Computerized Maintenance Management System (CMMS) MicroMain Maintenance requirements.
- b. Develop and implement an effective, consistent, and documented preventive maintenance program that targets system performance, life cycle, cost, energy consumption, and safety.
- c. Receive, record and respond to maintenance trouble calls and perform routine, after-hours and emergency maintenance repairs needed to resolve the problems and prevent recurrence.
- d. Receive, record, and respond to user requests for maintenance services such as “hot/cold” complaints, minor building maintenance, minor repairs, light tube replacement, and other miscellaneous services related to customer comfort.
- e. Provide assistance as related to the physical plant and equipment shutdowns during emergencies to include but not be limited to emergency evacuations.
- f. Provide assistance and collaboration, based upon their expertise, with city engineers after an emergency that may have affected the physical structure to determine if the facility is habitable.
- g. Develop checklists for survey and documentation of regular inspections of equipment critical to the reliable performance of the facility infrastructure.
- h. Conduct facility inspections, and (during the course of work) ensure that based upon expertise and routine observations, maintenance staff also input work orders.
- i. Participate in DOC, DC Fire and Emergency Services (DCFEMS), DC Department of Health (DOH), and DC Occupational Safety and Health Authority (DC OSHA) inspections at the CDF and CTF. When possible, take immediate corrective actions to cited deficiencies and/or participate in development a plan of action to abate deficiencies.
- j. Maintain a skilled workforce.

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- k. Provide inmate work opportunities and manage the workforce to include safety orientation and training, payroll, performance evaluations, and basic work activities supervision.
- l. Adhere to DOC safety and security policies and procedures to include but not be limited to employee ethics and conduct, tool and key control and control of hazardous materials.
- m. The Tool Control Officer and Maintenance staff shall control use of keys, tools, equipment and materials pursuant to security policies and procedures in accordance with PP 5320.1 *Key Control* and PP 5022.1, *Tool Control*.

15. INMATE WORKERS

- a. Facilities Management may utilize detail inmates to assist in accomplishing maintenance work at DOC facilities.
- b. Pursuant to PP 4210.2 *Inmate Institutional Work Program*, maintenance staff shall prepare and submit performance evaluations for inmate workers.
- c. The respective tradesman shall:
 - 1) Ensure inmates are orientated regarding rules for inmate employment in the respective trade;
 - 2) Provide technical instruction/direction to inmates regarding building trades activities, work safety to include but not limited to equipment safety and accident prevention;
 - 3) Supervise and check inmates' work for quality and quantity;
 - 4) Maintain accountability and control of the inmates assigned to them in accordance with PP 5010.2, *Accountability for Inmates* and PP 5010.3, *Contraband Control*; and
 - 5) Prepare monthly progress reports, using the Squad Monthly Rating Form.
- d. Inmate workers shall be searched prior to return to their housing unit at the end of the workday. If contraband is found on the inmate's person or in his/her possession, the inmate shall be subject to disciplinary action in accordance with the institutional disciplinary code.

16. REPORTING MAINTENANCE PROBLEMS

- a. Housing unit officers, Command Center staff, correctional supervisors, and all

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other employees at CDF, CTF, and ancillary sites shall report maintenance problems that they observe by calling (202) 523-7120 or emailing www.docmaintenance@dc.gov.

17. MAINTENANCE PROBLEM PRIORITIZATION

a. **Priority One Maintenance Problems**

- 1) Priority One Maintenance Problems include sewage spills, non-working water, clogged sinks, major leaks, non-working toilets, power failures, non-working laundry equipment, no light in cell, exposed wires, broken switches, major air quality and ventilation problems and cell temperatures below 65 degrees or above 84 degrees. Priority One Maintenance Problems may pose a threat to health and/or safety of the affected inmate(s).
- 2) The Lead Foreman shall make every effort to address Priority One problems as expeditiously as possible.

b. **Priority Two Maintenance Problems.** Priority Two maintenance problems are minor deficiencies (i.e., leaky faucets or missing/broken vacuum breakers) not of sufficient urgency that they cannot be handled in a normal work-planning schedule. These maintenance tasks problems shall be corrected as soon as possible.

c. **Priority Three Maintenance Problems.** Priority Three Maintenance problems include, but are not limited to, painting and other routine, non-emergency maintenance projects. The Lead Foremen shall ensure Priority Three problems are scheduled and completed in a timely manner.

18. PREVENTATIVE MAINTENANCE PLAN

- a. The agency is guided by a policy of providing preventative maintenance.
- b. The Preventative Maintenance Plan (PMP) (Attachment A), is a proactive maintenance response that includes regular inspections, planned service and operational trend assessment to identify and correct maintenance issues before failures occur.
- c. The policies and procedures outlined in the PMP ensures facility equipment is maintained in peak operational condition.
- d. The PMP is an in-depth preventative schedule tailored to the needs, repairs and/or replacement in life-threatening situations.

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19. INMATE RELOCATION FOR NON-CORRECTION OF PRIORITY ONE MAINTENANCE PROBLEMS

- a. If a Priority One problem in an inmate cell is not fixed within four (4) hours, a Maintenance Supervisor shall determine whether to declare the cell inoperable because the condition poses a threat to health and/or safety of the affected inmates(s).
- b. If the Maintenance Supervisor declares the cell inoperable he/she shall notify the Shift Commander immediately. The Shift Commander shall decide whether to move the cell occupants into another cell based upon stipulations in accordance with PP 2920.4, *Inspections and Abatement Program*.
- c. If the problem does not pose a threat to the health and/or safety of the inmate(s), or there are overriding security concerns, the Shift Commander or higher authority may make the decision not to move the inmate(s).
- d. In cases where a decision is made not to move inmate(s), the Shift Commander shall document the reason, using the “override” field in the database and make notification to the applicable Deputy Warden for Operations prior to the expiration of the four-hour time limit.
- e. The Deputy Warden for Operations and the Facilities Manager shall continuously monitor the situation and ensure that the problem is expeditiously addressed.

20. ABOVEGROUND & UNDERGROUND FUEL STORAGE TANKS

- a. Inventory levels of each tank are to be monitored weekly recording such levels on a monitoring log.
- b. Adequate fuel levels must be maintained to provide sufficient power generation should an electrical outage occur.
- c. Leak Detection Systems, if present, on each tank for detecting leaks in the tank and/or tank piping must be monitored at least every thirty (30) days.
- d. If a release from an underground storage tank or aboveground storage tank occurs, the Facilities Maintenance Supervisor shall be notified immediately.

Attachment(s): Attachment A - Preventative Maintenance Plan (PMP)

District of Columbia

Department of Corrections

MAINTENANCE DIVISION

PREVENTATIVE MAINTENANCE PROGRAM

Last updated 5/15/2023

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Attachment A – Preventive Maintenance Service Schedule

Attachment B -- Facilities Maintenance Program Statement No.
7500.2E

I. Narrative

The D.C. Department of Corrections (DOC) is committed to establishing a "Benchmark Facility" in the District of Columbia, which will provide a safe, secure, functional, and clean environment for its inmates, staff, contractors, and visitors alike. The Maintenance Division of the Department of Corrections at the Central Detention Facility, Correctional Treatment Facility, and ancillary facilities are guided by a philosophy of preventive maintenance. Preventive maintenance is a proactive maintenance response that includes regular inspections, planned service, and operational trend assessments to identify and correct maintenance issues before failures occur. The policies and procedures outlined in this program will ensure facility equipment is maintained in peak operational condition, by following an in-depth preventive maintenance schedule tailored to the service needs of the respective equipment.

II. Preventive Maintenance Objective

The primary objective of an effective Preventive Maintenance program is a proactive maintenance response that includes regular inspections, planned service and operational trend assessment to identify and correct maintenance issues before failures occur.

Preventive maintenance seeks to retain equipment and infrastructure in as near original condition as possible including buildings, grounds, and fixed equipment assets, by means of proper operation, maintenance, repair, and component replacement throughout the required lifecycle of their intended use. Other requirements consist of:

- Ensure that both facilities are operated, in an effective, efficient, and safe manner.
- Manage all aspects of facility maintenance so that the maximum amount of manpower output is achieved with the resources provided.
- Facilitate the continuous use of the facilities without disruption to the programs and operations by reducing the interruptions caused by unanticipated repairs.
- Support the Agency goals of the Director, Deputy Directors, Warden, and Deputy Wardens
- Set sights on establishing a "Benchmark" Correctional Facility nationwide.

Preventive maintenance activity of the Department of Correction's Maintenance Division

is directed and managed through the work order process of the Agency's Computerized Maintenance Management System (CMMS) – MicroMain XM. Preventive Maintenance tasks are created in the MicroMain System for equipment and inspection zones (i.e. assets). Each task identifies specific maintenance actions customized to the requirements of the asset and the appropriate frequency of service.

Mechanical equipment shall be serviced according to the manufacturer's guidelines. Filters shall be changed and equipment adjusted and lubricated according to appropriate operations and maintenance instructions.

The Facilities Maintenance Manager, Facilities Supervisor and appropriate area Lead shall regularly review work order logs to identify trends and equipment failures and identify required adjustments to PM tasks as necessary. Special attention will be given to equipment under warranty to ensure prompt warranty service and replacement of deficient equipment as necessary.

III. Maintenance Division Staffing

The DC Department of Correction's Maintenance Division is headed by the Facilities Operations Manager. This supervisory managerial level position is responsible for overseeing all maintenance operations at both facilities. The Facilities Manager is assisted by a Facilities Supervisor, who oversees the daily assignments of the staff. The current staffing of the Maintenance Division consists of four Plumbers/ three Electricians, two Locksmiths, one Door Mechanic, two HVAC Mechanics, one Electronics Technician, one Brick Mason, eight maintenance mechanics, one Assistant Facilities Maintenance Manager, and one Clerical Assistant . The Maintenance Division currently is assigned to one shift, which covers the hours of 6:00 am until 2:30 pm, Monday through Friday. All Maintenance technicians are considered essential employees and are available for emergencies, overtime, and weekends with the assistance of one on-call technician that rotates weekly to assist with after-hour emergencies.

IV. Work Management

The Maintenance Division is guided by Agency Program Statement Facilities Maintenance (7500.2E) which provides uniform procedures for preventive and corrective maintenance for all agency facilities. The program statement specifies guidelines for emergency response, inventory control, energy conservation, capital improvement and general facilities maintenance. The Program Statement also establishes a maintenance problem prioritization system with response goals.

- 1. Priority One maintenance problems** pose *immediate health or safety concerns* such as sewage spills, non-functional toilets or sinks in cells, major leaks, power failures, no light in cells, exposed wires, non-functioning security doors, major air quality issues and cell temperatures in indoor living and work areas are appropriate to the summer and winter comfort zones and temperature is mechanically raised or lowered to acceptable comfort levels between 65°F and 84°F. Priority one problems are considered top priorities and every effort shall be made to correct these deficiencies within eight (8) hours of the initial report.
- 2. Priority Two maintenance problems** are *minor or routine deficiencies* such as leaking faucets, non-functioning plumbing fixtures outside of cells, door and lock repairs on non-security doors, replacement of light bulbs, filter changes on equipment, wall repair and painting, etc. Priority two problems are addressed during the normal work planning schedule and are not to take precedence over Priority One maintenance issues.
- 3. Priority Three maintenance problems** are *non-emergency routine items* and projects requiring advance planning or lead time. Actions include planned renovations, or deferred maintenance tasks awaiting parts, contractor involvement or other special circumstances. Priority three maintenance issues are scheduled and completed in a timely manner as resources allow, but do not take precedence over Priority One maintenance issues

The Maintenance Division's Computerized Maintenance Management System- MicroMain XM – is a vital tool for managing all work flow for the Division and capturing accurate data about all maintenance service actions. MicroMain XM is a complete computerized maintenance management system (CMMS) that uses industry standard terms, file structures, and components, to keep track of all maintenance performed. The CMMS is administered by a full- time assistant assigned to input daily work orders, generate scheduled preventative maintenance tasks by assets code and close out

completed work orders with service actions and labor data.

V. Preventive Maintenance Service Schedule – Attachment A

The Maintenance Division Preventive Maintenance Service Schedule is organized by building and equipment systems consisting of emergency power/generators, HVAC, Security/cell doors, steam systems, domestic and waste plumbing systems, and other systems throughout the facilities.

VI. PREVENTIVE MAINTENANCE CONTRACTS

The DC Department of Corrections currently utilizes preventive maintenance service agreements (agreement) and contracts to maintain various complex equipment with technical service requirements within the facilities. The frequency of the maintenance contracts consists of daily, monthly, quarterly and yearly inspections provided by specialized companies. Each maintenance agreement and contract is evaluated and renewed on an annual basis. The services provided under the current PM contracts consists of the following:

1. Computer Room Air Conditioner (Vertiv-Liebert) -This is a quarterly service that is done by a contracted vendor for the four Computer Room Air Conditioners (CRAC) units located at the Central Detention Facility. This equipment provides dedicated critical space conditioning to protect the computer server and surveillance systems on the first floor of the CDF. The preventative maintenance work consists of inspecting the electrical panels and controls, examining refrigerant lines and checking proper pressures levels, examining the glycol pump, glycol condenser, and glycol levels, cleaning the condenser unit, checking belts and pulleys, and replacing air filters as needed.
2. Cooling Tower Maintenance –This is a monthly service agreement with a contracted vendor to maintain the chemical treatment of the water supply for the four cooling tower units located on the roof of the Central Detention Facility. The primary function of this service is to introduce a chemical agent into the cooling tower's make-up water, which reduces both organic and inorganic material. The monthly inspection and testing protect against water quality problems that impede HVAC performance, which can shorten the equipment lifetime, and or increases the consumption of both water and energy.

3. HVAC Controls, Metasys and Entelliweb Systems – They both are building automation systems that are managed by Intellimation LLC. These systems offer data communications and information management via PC based workstations, that control and monitor building automation devices of our HVAC equipment. Intellimation provides continual maintenance that maintains a host of Personal Machine interface software, Network control modules, Unitary Controllers, VAV Box Controllers, Digital expandable Controllers, OX XP Controllers, OX XT Translators, ADS servers, and Network Integrators. Intellimation provides continual maintenance that maintains the Apogee Insight Workstation, Modular Equipment Controller, Modular Equipment Expansion Modules, Service Modem, and the Unitary Control Unit.
4. Elevators – The DC Department of Corrections Correctional Treatment Facility has ten elevators and one freight elevator and the Central Detention Facility has five elevators, which are designed to transport inmates, staff, freight, and visitors to the various levels throughout the facility. The elevators are currently on a preventive maintenance contract provided by an onsite contracted vendor. The annual maintenance services consist of annual and routine elevator inspections, annual hydraulic pressure test, standby service, and a five-year full load test, to assure continued operation, safety, and performance of the elevators. The vendor also provides hoist rope replacement, repacking of hydraulic cylinders, oil changes, and emergency response services.
5. Emergency Generators -The DC Department of Corrections has one emergency generator at the Central Detention Facility, one emergency generator at the Ready Center – Video Visitation, and one emergency generator at the Correctional Treatment Facility that provides emergency power in the event of an electrical outage. The current contract with Mona and Fidelity Solutions provides an annual maintenance inspection and service to cover items such as air filter changes air filter inspections, valve adjustments, changing of lubricant oil, lubricating fittings, inspecting coolant levels, adjusting fan belts as needed, checking flex connections and mounting, inspecting battery levels auto start-stop mode, and to also simulate safety shutdown, and provide load testing.
6. HVAC System -The DC Department of Correction's Correctional Treatment Facility has six Trane and Daklin units and the Central Detention Facility has four York Chillers which are maintained by A.L. Merton that provide cooling throughout the Facilities. The contract covers annual pre-startup preventive maintenance service consisting of Megger testing of the compressors and oil pump motors, changing all refrigerant and oil filters, changing the variable

speed drive cooling fluid draining condensers, removing and brushing all tubes, inspecting and testing all safety controls and settings, checking the chiller with an electronic leak detector, and clean water side of drive heat exchanger and checking for scaling.

7. Electrical Transformer Equipment -The DC Department of Corrections has a preventative maintenance contract of every three years with ABM to service the nine electrical transformers at the Central Detention Facility and three transformers at the Correctional Treatment Facility and an associated switch gear equipment. This maintenance service consists of the inspection of 15Kv and 600v equipment, testing, repairing, and cleaning of the Automatic Transfer switch, instrumentation, circuits, breakers, bus ways, ground fault systems, grounding systems, batteries, surge arrestors, lightning protection systems, motor start test, power vaults, and infrared thermal scanning when necessary. All inspections and tests are completed in accordance with International Electrical Testing Association (NETA) standards.

VII Emergency Response

The procedure for obtaining after hour repair work at the Central Detention Facility Correctional Treatment Facility, and ancillary facilities is as follows:

- The staff person shall contact the Maintenance on-call phone at (202)276-9031 and state the nature of the emergency repair requested.
- The employee shall notify the command center upon the completion of the work and provide a detailed report of the work that was performed.
- Should the employee be unable to make the necessary repair for any reason they shall immediately contact the Facility Manager and or designee to explain the nature of the problem to develop an action plan to stabilize the situation until permanent repairs can be completed.