



Operating Procedure

Effective Date November 1, 2017	Number 301.3
Amended	Operating Level Department
Supersedes Operating Procedure 301.3 (11/1/14)	
Authority COV §53.1-10	
ACA/PREA Standards 4-4218, 4-4219; 4-ACRS-1A-06	
Office of Primary Responsibility Buildings and Grounds Director	

Subject
PREVENTIVE AND CORRECTIVE MAINTENANCE

Incarcerated Offender Access Yes No
Public Access Yes No
Attachments Yes No

I. PURPOSE

This operating procedure provides protocols to establish and maintain a comprehensive preventive and corrective maintenance program for all Department of Corrections owned facilities, equipment, and vehicles.

II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

Asset - Anything that requires maintenance to be tracked through the TMS system

Corrective Maintenance - The repair of an asset that is found to be defective during operation, preventive maintenance, or other inspection and the adjustment or repair is not included in the preventive maintenance work orders

Emergency Maintenance - An unanticipated repair that, if not completed immediately, has the potential to cause harm to staff or offenders, cause a major breach in security, or otherwise have an adverse effect on the overall daily operation of the facility

Inspection - A predetermined and scheduled procedure operating on a continuing basis, implemented to monitor and assure maintenance requirements are met, and to detect and plan for potential maintenance problems, thus prolonging the useful life of equipment and buildings at minimal cost

Preventive Maintenance - A series of periodic scheduled inspections, adjustments, cleaning, lubrication, testing, and minor repairs of an asset designed to ensure efficiency, minimize deterioration, and prevent major breakdowns

Resource - Person responsible to make the repair or perform the service

TMS (Total Maintenance System) - A web-based software system that provides a computerized system for managing materials and supplies inventories and a maintenance management system to schedule, track, and report maintenance work performed on DOC owned facilities, equipment, and vehicles

Work Order - The electronic document that identifies and tracks the asset, work needed, skill required, resource assigned, time and material used, and completion of the maintenance task

IV. PROCEDURE

A. Preventive and Corrective Maintenance

1. Each facility will be clean and in good repair, with a written plan for preventive maintenance of the physical plant; the plan includes provisions for emergency repairs or replacement in life-threatening situations. (4-4218, 4-ACRS-1A-06)

2. TMS (Total Maintenance System) will be utilized to schedule and track all maintenance functions.

B. TMS Management

1. Adequate staff will be assigned to appropriate user access level groups and trained to operate the TMS system.
2. The TMS Governance Council, made up of representatives from throughout the DOC, has established VDOC TMS Standards to cover the maintenance of significant classes of assets.
 - a. Assets assigned to Priority Level 1 are essential to the life, health, and safety of the public, staff, and offenders.
 - b. The TMS Governance Council has assigned other essential assets to Priority Level 2.
 - c. The facility may assign any other assets to Priority Level 3 for maintenance tracking purposes.
 - d. For each Priority Level 1 and Level 2 asset, the TMS Governance Council has established a Preventative Maintenance Template that lists the mandatory tasks and frequency for preventative maintenance of that asset.
3. The facility is responsible for maintaining an accurate, current listing of all relevant assets in the TMS system.
4. Each resource that will perform maintenance tasks must be listed by the facility in the TMS system with appropriate type and skill.

C. Work orders are required for all projects, maintenance work, and repairs made within the facility.

1. Each facility shall provide adequate access for administrative and other necessary staff to enter work orders, generally by assignment to a user access level group or through use of a generic computer account.
2. Preventative Maintenance Work Orders will be generated automatically by the TMS system on the first of each month for each asset that is scheduled for preventative maintenance during that month.
 - a. Fire protection and suppression equipment shall be inspected and tested at least quarterly.
 - b. Emergency equipment and systems are tested at least quarterly. (4-4219)
 - c. Power generators are inspected weekly and exercised under load monthly for a minimum of 30 minutes in accordance with manufacturer's recommendations and instruction manual. (4-4219)
 - d. An annual safety inspection of all vehicles is conducted by qualified individuals and in accordance with state statutes for any vehicle that is owned, leased, or used in the operation of the facility. Safety repairs are completed immediately. Vehicles are not used again until repairs are made.
3. Corrective Maintenance Work Orders are entered by designated facility staff as needed.
 - a. If the work order addresses a numbered asset, the TMS system will automatically assign the Priority Level to the Work Order; other work orders will be assigned Priority Level 3.
 - b. Emergency work orders should be preceded or followed-up with telephone, radio, or other direct contact with the maintenance department to ensure an expedient response.
 - c. Work orders for food services equipment with assigned asset numbers shall be a Priority Level 2, as referenced on the *TMS Asset, PM Priority and Task List* (see Food Service Manual, Chapter 12, *Equipment Maintenance*).
4. AP (Annual Permit) Project Work Orders must be submitted for any project within the facility that requires a building permit issued by or obtained through DOC Architecture and Engineering Services. These projects must have a Special Project number and the appropriate permits before work can proceed.
5. Special Project Work Orders must be submitted for any other projects that are not AP Projects, Preventative, or Corrective Maintenance.

D. Resource Assignment and Documentation

1. The facility Building and Grounds Superintendent/Supervisor or designated staff shall review all work orders and assign them to the appropriate resource.
2. The assigned resource will be responsible for completing the assigned tasks and recording in TMS the staff time, offender time, materials, contracted labor, and any other costs associated with completing the work order.

E. Maintenance Goals

1. All (100%) of Priority Level 1 (life, health, and safety) Corrective and Preventative Maintenance Work Orders shall be completed within one month of creation.
2. The goal for Priority Level 2 Corrective and Preventative Maintenance Work Order completion is 95% completed within one month of creation.
3. The goal for Priority Level 3 Corrective Maintenance Work Order is for completion within six months of creation.

F. Reporting

1. The TMS system provides the capability for each facility to generate periodic and as needed reports of the number of Maintenance Work Orders created and completed at each priority level.
2. These reports should be monitored and reviewed by facility management and maintenance staff to ensure that DOC equipment and facilities are being properly and adequately maintained.

V. REFERENCES

Food Services Manual, Chapter 12, *Equipment Maintenance*
VDOC TMS Standards

VI. FORM CITATIONS

None

VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years after the effective date.

Signature Copy on File

9/12/17

A. David Robinson, Chief of Corrections Operations

Date