



# Virginia Department of Corrections

## Infrastructure and Environmental Management

### Operating Procedure 301.3

### *Preventative and Corrective Maintenance*

**Authority:**

Directive 301, *Engineering Services*

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Incarcerated Offender

**ACA/PREA Standards:**

5-ACI-3B-08, 5-ACI-3B-09; 4-4218, 4-4219;  
4-ACRS-1A-06; 2-CI-6A-7

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### REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

*The content owner reviewed this operating procedure in August 2021 and determined that no changes are needed.*

### COMPLIANCE

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

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## 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

**Total Maintenance System (TMS)** - 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



## PURPOSE

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

## PROCEDURE

- I. Preventive and Corrective Maintenance (4-ACRS-1A-06)
  - A. Each facility will be clean and in good repair.
  - B. Each facility will have a written plan for preventive and corrective maintenance of the physical plant; the plan includes provisions for emergency corrective and preventative maintenance work orders for repairs or replacements in life-threatening situations. (5-ACI-3B-08; 4-4218; 2-CI-6A-7)
- II. TMS Management
  - A. The TMS Governance Council, made up of representatives from throughout the DOC, has established a DOC [TMS Standards Guides](#) to cover the maintenance of significant classes of assets.
    1. Assets assigned to Priority Level 1 are essential to the life, health, and safety of the public, staff, and offenders.
    2. The TMS Governance Council has assigned other essential assets to Priority Level 2.
    3. The Facility Unit Head or designee may assign other facility assets to Priority Level 3 for maintenance tracking purposes.
    4. 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.
  - B. The Facility Unit Head or designee will ensure that an adequate number of staff appropriate for the needs of the facility are both trained in the operation of the TMS system and are assigned to areas where that training and knowledge are required for proper preventive and corrective maintenance of the facility.
- III. Work Orders
  - A. Work orders are required for all projects, maintenance work, and repairs made within the facility.
  - B. Each facility will 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.
  - C. 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.
    1. Fire protection and suppression equipment must be inspected and tested at least quarterly.
    2. Emergency equipment and systems are tested at least quarterly. (5-ACI-3B-09; 4-4219)
    3. Power generators are inspected weekly, and are exercised under load monthly for a minimum of 30 minutes in accordance with manufacturer's recommendations and instruction manual. (5-ACI-3B-09; 4-4219)
    4. 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.
      - a. Vehicle maintenance and safety repairs will be completed immediately.
      - b. Vehicles will not be used again until repairs are made.
  - D. Corrective Maintenance Work Orders are entered by designated facility staff as needed
    1. If the work order addresses a priority numbered asset, the TMS system will automatically assign the

Priority Level to the work order; other work orders will be assigned Priority Level 3.

2. Emergency maintenance repair work orders should be preceded or followed-up with telephone, radio, or other direct contact with the maintenance department to ensure an expedited response.
3. Work orders for food services equipment with assigned asset numbers will be a Priority Level 2, as referenced on the *TMS Asset, PM Priority and Task List*.

E. Annual Permit (AP) Project Work Orders must be submitted for any project within the facility that requires a building permit issued by or obtained through the Infrastructure and Environmental Management Unit. These projects must have a special project number and the appropriate permits before work can proceed.

F. Special Project Work Orders must be submitted for any other projects that are not AP projects, preventative, or corrective maintenance.

#### IV. Staff Assignment and Documentation

A. The Facility Unit Head or designee will ensure that the Building and Grounds Superintendent/Supervisor or designated staff will perform routine and on-going reviews of all work orders and assign them to the appropriate staff member.

B. The assigned staff member will be responsible for completing the assigned tasks and recording in TMS, the staff and offender time, materials, contracted labor, and any other costs associated with completing the work order.

#### V. Maintenance Goals

A. 100% of Priority Level 1 (life, health, and safety) corrective and preventative maintenance work orders must be completed within one month of creation.

B. 95% of Priority Level 2 corrective and preventative maintenance work orders will be completed within one month of creation.

C. Priority Level 3 corrective and preventive maintenance work orders will be completed within six months of creation.

#### VI. Reporting

A. The TMS system provides the capability to generate periodic and as needed reports of the number of maintenance work orders created and completed at each priority level for each facility.

B. These reports will be monitored and reviewed by facility management and maintenance staff to ensure that DOC equipment and facilities are being properly and adequately maintained.

### REFERENCES

DOC TMS Standards Guides

### ATTACHMENTS

None

### FORM CITATIONS

None

