



Division of Pretrial
Detention and Services
Directive


Approved by:
Wendell M. France
Commissioner

Title: Routine Maintenance	Directive Number: DPDS.070.0003
Related MD Statute/Regulations: N/A	Supersedes: DPDS.070.0003 titled Routine Maintenance and issued on October 16, 2009
Related ACA Standards: 4-ALDF-1A-06	Authorized by: Warden and Maintenance Manager
Related MCCS Standards: .04D	Effective Date: February 9, 2011 Number of Pages: 4

.01 Purpose.

- A. This directive established procedure to ensure that physical plant issues are properly identified, reported and resolved.
- B. This directive assigns responsibility for repair and maintenance of the Division's physical plant.

.02 Scope.

The Division of Pretrial Detention and Services

.03 Policy.

All repair and maintenance requests shall be processed in a systematic manner which ensures prioritization of issues, timely repairs and accountability of staff.

.04 Definitions.

- A. In this directive, the following terms have the meanings indicated.
- B. Terms Defined.
 - (1) "Emergency repair" means action taken to correct a serious condition which may result in a breach of safety or security, or in significant damage within a facility.
 - (2) "Maintenance Management System (MMS)" means a process that allows for the electronic:
 - (a) Filing of maintenance requests;
 - (b) Prioritization, delegation and monitoring of repair assignments; and
 - (c) Management of resources, personnel, stock, etc.

.05 Responsibility.

- A. The warden is responsible to routinely review the Maintenance Management System (MMS) in order to:
 - (1) Assess the general management of the physical plant; and
 - (2) Take corrective action as required.

- B. The maintenance manager is responsible to:
 - (1) Perform random, on-site inspections to ensure work quality;
 - (2) Review MMS to assess individual and program performance; and
 - (3) Upon notification from the duty captain of a maintenance emergency:
 - (a) Dispatch correctional maintenance officers as required;
 - (b) Report to the facility within one (1) hour of notification to direct the maintenance response; and
 - (c) Ensure that, upon completion, emergency repairs are duly entered into the MMS.

- C. The maintenance supervisor is responsible to:
 - (1) Review the MMS on a daily basis in order to:
 - (a) Identify new requests;
 - (b) Assign jobs to correctional maintenance officers;
 - (c) Record action taken in the appropriate MMS field; and
 - (d) Record any resolved emergency maintenance jobs as reported by the maintenance manager.
 - (2) Update MMS accordingly upon notification of:
 - (a) Job completion;
 - (b) Inability to complete a job, including justification; and
 - (c) Completion of periodic supervisory inspection, to include the inspection date and the inspector's name;

- D. The assigned correctional maintenance officer is responsible to:

- (1) Document job status on a Maintenance Request Printout as follows:
 - (a) Upon completion:
 - (i) Record the time, in hours, required to complete the assigned job;
 - (ii) Sign and date the printout: and
 - (iii) Submit the printout to the maintenance supervisor.
 - (b) When the job cannot be completed:
 - (i) List all pertinent information in the comment section of the printout;
 - (ii) Sign and date the printout: and
 - (iii) Submit the printout to the maintenance supervisor.
- (2) When responding as the lead correctional maintenance officer to a duty captain's notification of a maintenance emergency;
 - (a) Immediately notify the maintenance manager whenever an emergency requires a response by either:
 - (i) An outside contractor; or
 - (ii) Two (2) or more correctional maintenance officers; and
 - (b) Upon completion of emergency repairs, provide all pertinent information to the maintenance manager.
- E. Division staff are responsible to promptly report maintenance problems to the supervisor. In the event that an emergency response is required, staff shall immediately report the matter to the duty captain and then to the supervisor.
- F. Supervisors are responsible to file routine maintenance requests in the MMS. In the event that an emergency response is required, the supervisor shall ensure that the matter was reported to the duty captain.
- G. The duty captain, upon receipt of an emergency maintenance request is responsible to document notification by telephone to:
 - (1) The facility's Maintenance Department; or
 - (2) The maintenance manager if there is no answer at the Maintenance Department.
- H. Exceptions

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Complex, technology-based systems,

- (1) To be identified for inclusion by the deputy commissioner
- (2) Shall be covered by an annual contract which shall:
 - (a) Provide for all preventive maintenance and required repairs;
 - (b) To be performed by the manufacturer or technicians certified by the manufacturer.

.06 Attachment(s).

There are no attachments to this Directive.

.07 History.

- A. This directive replaces DPDS.070.003 titled, Routine Maintenance and issued on October 16, 2009.
- B. This directive supersedes provisions of any other prior existing Division communication with which it may be in conflict.

