



BALTIMORE CITY COUNCIL HEALTH COMMITTEE

Mission Statement

On behalf of the Citizens of Baltimore City, the mission of the Health Committee is to study, examine and propose regulations concerning health and environmental issues; and to make recommendations and propose legislation for improving the overall health and welfare of all residents of Baltimore City.

The Honorable Kristerfer Burnett Chairman

PUBLIC HEARING

**TUESDAY, AUGUST 18, 2020
10:05 AM**

VIRTUAL WEBEX MEETING

Council Resolution #20-0220R
Department of General Services Update on Sanitizing
City-Owned Building

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BILL SYNOPSIS

Committee: Health

Council Resolution: 20-0220R

Department of General Services Update on Sanitizing City-Owned Buildings

Sponsor: Councilmember Stokes, et al

Introduced: May 11, 2020

Purpose:

For the purpose of requesting that the Department of General Services provide the City Council with an update on how employees of DGS have been keeping City-owned buildings clean during the COVID-19 pandemic and post information about cleaning schedules in these buildings.

Effective: Upon enactment

Agency Reports

Department of General Services
Mayor's Office
Health Department

Comments

Background

Baltimore City's Department of General Services is an agency made up of more than 400 skilled employees with expertise in the areas of construction, building management and maintenance, fleet management, sustainability, and the management of Baltimore City-owned transportation and facility assets; accomplished through the following divisions:

- Administration
 - Business Process Improvement
 - Fiscal
 - Human Resources
 - Change Management

- o Facility Maintenance
- o Fleet Management
- o Capital Project & Energy

The Department of General Services has an array of functions with the ultimate goal of supporting the work, as well as, services of Baltimore City agencies. The sole purpose the department is to empower City agencies to serve Baltimore residents at the highest levels of customer service.¹

Facilities Maintenance – [see attached literature for same.](#)

On Tuesday, August 18, 2020 the committee will hold a hearing with pertinent representative(s) from the Department of General to receive an update(s) on how the Department's employees have been keeping City-owned buildings cleaned during the COVID-19 pandemic.

Per the primary sponsor of the Resolution, "I like to know who are cleaning, and when the buildings are sanitized. In addition, would like to see documents and have something posted to clarify what was cleaned."

Additional Information

Fiscal Note: None

Information Source(s): Department of General Services website, Council Resolution 20-0220R and all agency reports received as of this writing.

Marguerite M. Currin

Analysis by: Marguerite M. Currin
Direct Inquiries to: 443-984-3485

Analysis Date: August 14, 2020

¹ Department of General Services - website

Facilities Maintenance - DGS

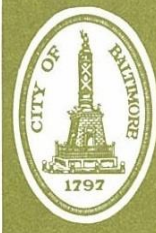
The Facilities Maintenance Division manages and maintains a diverse portfolio of city owned properties. The Division consists of over 100 quality staff members including engineers, superintendents, pipe fitters, electricians, mechanical and electrical technicians, and carpenters. Our staff provides around-the-clock construction, repair and maintenance of city facilities, fire stations, and libraries, etc. We also provide custodial staff and building security services for public buildings. Facilities Maintenance strives to improve operations and reduce expenditures by embracing preventative maintenance and proactive measures that will reduce reactive work.¹

The Archibus office provides a sustainable system which assists in our business processes along with providing accurate data to senior staff in order to make managerial decisions. We are effectively managing over 60,000 work orders that are routed through the Archibus system which consists of building information, maintenance costs and problem types that are associated with over 200 buildings. Overall our goal is to be in an alignment with our Department's mission to maintain our data efficiently, provide an effective resource and red carpet customer service to our system users.²

¹ Department of General Services website

² Ibid

Council Resolution 20-0220R
AGENCY REPORT

FROM	NAME & TITLE	Chichi Nyagah-Nash, Director	CITY of BALTIMORE MEMO	
	AGENCY NAME & ADDRESS	Department of General Services 800 Abel Wolman Municipal Building		
	SUBJECT	Report on City Council Bill 20-0220R		

DATE: June 26, 2020

TO The Honorable President and Members
of the Baltimore City Council
Attn: Marguerite Currin, Staff, Health Committee
City Hall
100 N. Holliday Street
Baltimore, Maryland 21202

Re: City Council Bill 20-0220R- Update on Sanitizing City Owned Buildings

Dear President and City Council Members:

The Department of General Services (DGS) is responsible for managing and maintaining 71 buildings in the City’s portfolio of assets. These range from multi-tenant buildings such as City Hall, the Abel Wolman Municipal Building and the Councilman Cummings (formerly MECU) building, along with single-occupant facilities such as Police districts and DGS repair facilities. Other agencies, such as DOT, Rec & Parks and DPW, are similarly responsible for buildings within their portfolios. The update provided herein is specific to the steps taken by DGS in the buildings we operate and manage. We will also make reference to collaboration with other agencies who have similar responsibilities.

At the onset of the COVID-19 pandemic DGS immediately recognized that we needed to implement a plan of action, putting in place procedures intended to prevent the spread of the disease to the occupants of, and visitors to, these facilities.

Custodial Services

DGS manages contracts with 4 janitorial companies who are responsible for specific (as laid out in their contractual Scope of Work) daily, weekly and monthly cleaning activities in our buildings. The existence of these existing contracts made it such that to address the increased level of janitorial services required in response to COVID, DGS needed only to define an enhanced Scope of Work and collaborate with the contractual vendors to ensure that the new requirements were implemented. Examples of changes to the previous Scope of Work include daily sanitizing of high touch points and horizontal services. All of DGS’s increased custodial requirements are aligned with Centers for Disease Control (CDC) recommendations and best practices.

Hand Sanitization/Hand Washing and PPE Disposal

DGS has supplied and installed additional hand sanitizer and stations in city owned facilities that it manages. These stations have been placed in common areas such as elevator lobbies, hallways and high traffic public offices. In addition, DGS has provided disinfectant soap in all bathrooms and posted flyers produced by the Health Department on proper hand-washing techniques. Additionally, throughout the buildings, DGS has prominently displayed posters produced by the Health Department on proper steps to protect ones-self from COVID risk. In a continued effort to protect employees from cross contamination DGS is providing touchless PPE disposal units installed throughout DGS operated facilities, which will include a routine monthly service for disposal of the materials.

Sanitization Efforts

Above and beyond the regular and enhanced cleaning activities undertaken by the janitorial companies, DGS has also engaged them to perform sanitization services. The sanitizing of high touch areas occurs at least twice daily, or as frequently as is practical, and is performed using a neutral detergent followed by a disinfectant solution. The disinfectant being used is Oxivir 1(US) which contains benzyl alcohol and hydrogen peroxide. This product is not classified as hazardous according to OSHA 29CFR 1910.1200.

Hard surfaces may include (but are not limited to) handrails, doorknobs/handles, elevator buttons, countertops, windowsills, light switches, equipment controls, cabinet and file drawer knobs/handles and vending machines.

Trash receptacles are wiped down daily including office receptacles and communal receptacles in hallways/ common areas (if applicable). Conference room surfaces are wiped down with sanitizer daily after close of business. Employees are responsible for wiping down certain items including their assigned computer, phone, desktop supplies, etc.

Decontamination Activities

DGS follows the guidelines set forth in the city-wide decontamination Standard Operating Procedures released by OEM and the process to request these services via the WebEOC platform. Having worked with OEM and the Bureau of Procurement to vet the vendors performing the services of site decontamination following a confirmed or suspected case of COVID in the workplace, DGS is intimately familiar with the protocols these vendors are following.

Signage

DGS and the Restoration of City Services Workstream IV are coming out with standard sign packages for agencies, outlining cleaning regimens. The signs will be available for agencies to acquire through the OEM storeroom. This information will be posted in common areas of all DGS facilities. Signage that is already in place includes the COVID prevention, How to Cough, and Handwashing posters referenced above.

Collaboration

DGS has communicated the cleaning regimen to representatives from several other agencies who are responsible for the cleaning of their own buildings and is in the process of creating a summary document to be posted in facilities to inform occupants of cleaning regimen. DGS facilities and spaces that are occupied by NGO's or agencies responsible for securing their own custodial services are made aware of guidelines and are advised to follow the same regimen as DGS. As a key part of the Restoration of City Services, Workstream IV (Facilities, Equipment and Logistics), DGS is playing the primary role in the creation of a full set of recommendations to be disseminated City wide. These recommendations will advise agencies on administrative and engineering controls, space utilization boundaries, cleaning practices, and new pedestrian paths of travel factoring in social distancing requirements.

Throughout this pandemic, DGS has been approaching this challenge of maintaining the cleanliness of our facilities with a City-wide lens, both in our role in the Restoration of City Services Workstream and in leveraging the relationships we have with other agencies. We have researched and referenced guidance from the CDC, American Institute of Architects, the Baltimore City Health Department and reached out to other jurisdictions such as the City of Seattle, to learn from other's experiences. Upon request from the Council, DGS would be pleased to furnish examples of the SOPs, signage and cleaning recommendations referenced herein. We welcome the opportunity to stand in front of you and provide additional details as you may require.

Chichi Nyagah-Nash

Director

**CITY OF BALTIMORE
COUNCIL BILL 20-0220R
(Resolution)**

Introduced by: Councilmembers Stokes, Middleton, Bullock, Clarke, President Scott,
Councilmembers Burnett, Henry, Cohen, Pinkett, Dorsey
Introduced and read first time: May 11, 2020
Assigned to: Health Committee

REFERRED TO THE FOLLOWING AGENCIES: Department of General Services, Mayor's Office,
Health Department

A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

2 **Department of General Services Update on Sanitizing City-Owned Buildings**

3 FOR the purpose of requesting that the Department of General Services provide the City Council
4 with an update on how employees of DGS have been keeping City-owned buildings clean
5 during the COVID-19 pandemic and post information about cleaning schedules in these
6 buildings.

7 **Recitals**

8 **WHEREAS**, Baltimore City residents and employees are in danger of getting very ill or dying
9 from COVID-19;

10 **WHEREAS**, One way to prevent the spread of the virus is to frequently sanitize areas used by
11 the general public as well as work spaces;

12 **WHEREAS**, The Department of General Services (“DGS”) provides custodial staff and
13 building security services for City-owned buildings; and

14 **WHEREAS**, The City Council is interested in learning how often DGS employees are cleaning
15 City-owned buildings, what cleaning agents DGS employees are using to clean the buildings, and
16 what, if any, other changes DGS has made to keep City-owned buildings safe for the public and
17 for City employees.

18 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE**, That the City
19 Council requests the Department of General Services provide the City Council with an update on
20 how employees of DGS have been keeping City-owned buildings clean during the COVID-19
21 pandemic and post information about cleaning schedules in those buildings.

22 **AND BE IT FURTHER RESOLVED**, That a copy of this Resolution be sent to the Mayor, the
23 Director of the Department of General Services, and the Mayor's Legislative Liaison to the City
24 Council.

EXPLANATION: Underlining indicates matter added by amendment.
~~Strike out~~ indicates matter deleted by amendment.