



General Services

APPROVED FY24 BUDGET

\$47,441,484

FULL TIME EQUIVALENTS

174.30

 DAVID DISE, DIRECTOR

MISSION STATEMENT

The Department of General Services (DGS) proactively serves the diverse business and service requirements of all County departments, providing a single point of government-to-government service, enabling departments to successfully complete their respective missions, and thereby, adding value to the services performed by Montgomery County to County residents.

BUDGET OVERVIEW

The total approved FY24 Operating Budget for the Department of General Services is \$47,441,484, an increase of \$5,522,359 or 13.17 percent from the FY23 Approved Budget of \$41,919,125. Personnel Costs comprise 41.46 percent of the budget for 239 full-time position(s) and no part-time position(s), and a total of 174.30 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 58.54 percent of the FY24 budget.



In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **A Growing Economy**
-  **A Greener County**
-  **Effective, Sustainable Government**

INITIATIVES

-  Enhance facility maintenance at volunteer-owned fire stations by transferring maintenance from MCFRS to the Department of General Services. This shift adds a professional maintenance team including a Property Manager, HVAC Technician, Plumber, Electrician, and a Craftworker to oversee these fire stations in the Department of General Services. This allows a uniform Captain to return to the field and will be funded in part by Emergency Service Transporter Supplemental Payment Program funds. This shift ensures that volunteer-owned stations receive the same expert facilities maintenance service as County-owned fire stations.
-  Add funds to support facilities maintenance at the Nebel Street Emergency Shelter.

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Installed sustainability related lighting and lighting controls upgrades and additional Building Automation System upgrades throughout County facilities.
- ★ Developed the Scotland Neighborhood Recreation Center into a Resiliency Hub where residents can take refuge from the heat of summer or the cold of winter when their residences lose power. Moreover, residents will be able to refrigerate critical medicines, charge electronic devices, and safely gather with neighbors. The Scotland Resiliency Hub is the first of several that DGS plans to develop in Low-to-Moderate Income communities.
- ★ Implemented a Monitoring Based Commissioning Program across Rockville Co buildings (Executive Office Building, Judicial Center, and Judicial Center). This initial three-building pilot has established best practices that will expand the program across the County's largest energy-consuming buildings.
- ★ Initiated work needed to repair and stabilize the historic Lincoln Park High School in Rockville. Work includes a complete interior teardown, replacing of rotted floor and ceiling joists, as well as rotted interior walls. Removing antiquated electrical and plumbing systems, and the removal of hazardous materials.
- ★ Improved sustainability and resiliency through power redundancy systems at the County's Clarksburg correctional facility and installed combined heat/power systems at several locations, including power redundancy improvements at Strathmore.
- ★ Building on the County Executive's commitment to expand affordable housing in the county, solicited proposals to construct affordable housing at 18 County-owned properties, to include for-sale and rental housing. Proposals have been received and awards will take place in FY24.
- ★ Continuing the affordable housing initiative, AHC Inc. and Habitat for Humanity were selected as partners to redevelop the former Department of Recreation headquarters (the former Bushey Drive Elementary School). The partners will redevelop the site into rental apartments, for-sale condominiums, and single-family homes affordable to very low and low households earning between 30% and 70% of the area medium income.

PROGRAM CONTACTS

Contact Angela Dizelos of the Department of General Services at 240.777.6028 or Rachel Silberman of the Office of Management and Budget at 240.777.2770 for more information regarding this department's operating budget.

PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY23 estimates reflect funding based on the FY23 Approved Budget. The FY24 and FY25 figures are performance targets based on the FY24 Approved Budget and funding for comparable service levels in FY25.

PROGRAM DESCRIPTIONS

★ Administration

The Administration program provides services in three key areas: 1) The Director's Office provides overall leadership for the Department including policy development, strategic planning, emergency preparedness and operations, accountability, service

integration, performance measures, and customer service; 2) The Office of Planning and Development in the Director's Office supports the County Executive's redevelopment and other key strategic capital initiatives; 3) The Division of Central Services provides oversight and direction for the preparation and monitoring of the Operating and Capital Improvements Program (CIP) budgets for the Department; payment processing; management and administration of information technology; oversight of all personnel activities; and oversight and management for compliance with the Americans with Disabilities Act (ADA), and increasing access to County facilities for residents and employees with disabilities. The Division of Central Services also handles administration of the day-to-day operations of the Department including direct service delivery, training, and oversight of procurements and contract management for the Department.

FY24 Approved Changes	Expenditures	FTEs
FY23 Approved	3,599,492	16.86
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts	26,483	0.00
Re-align: Personnel Cost Transfer	0	1.17
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	327,139	0.00
FY24 Approved	3,953,114	18.03

Building Design and Construction

This program provides for the overall management of the Department's Capital Improvements Program (CIP) for facilities. This program includes the comprehensive, timely, economic, and environmentally efficient planning, design, and construction of buildings for County use, as well as public venues owned by the County. This program also provides comprehensive architectural and engineering services from planning through design. Functional elements include programming, contract administration, planning management, design management, and project management. Each County project includes an array of sustainable features to reduce the impact of the facility on the environment and lifecycle costs. These features are derived from an integrated design process that evaluates each measure, such as energy efficiency, onsite renewables environmental site design, and enhanced monitoring, collectively reducing utility and other costs. The planning and design of facilities follows best practices in project design and construction estimating and the timely delivery of facilities based on project schedules in the County CIP. This program is fully charged to the CIP.

FY24 Approved Changes	Expenditures	FTEs
FY23 Approved	0	0.00
FY24 Approved	0	0.00

Central Duplicating, Imaging, Archiving, & Mail Services

This is an Internal Service fund program that provides timely and efficient document management to County Government through high-speed digital printing services, graphic design, electronic publishing, high-speed color digital printing, full-service bindery, large format and banner printing, digital imaging, electronic and physical archiving of County records. The program administers and manages the countywide paper and multi-functional printer contracts, as well as a full-service mail operation that processes and scans all classes of incoming/interoffice mail. Mail operations also processes outgoing mail to the U.S. Postal Service and delivers mail/partial packages to all County departments and agencies.

Program Performance Measures	Actual	Actual	Estimated	Target	Target
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	FY21	FY22	FY23	FY24	FY25
Number of printing orders completed ¹	5,090	6,265	6,265	6,265	6,265
Print/Mail/Archives: Internal customer survey satisfaction rating (scale of 1-4)	3.49	3.48	3.49	3.49	3.49
Print/Mail/Archives: Internal customer survey responsiveness rating (scale of 1-4)	3.49	3.48	3.49	3.49	3.49

¹ The Digital Storefront (DSF) records one requisition. However, a customer may have multiple requests within one requisition.

FY24 Approved Changes	Expenditures	FTEs
FY23 Approved	8,369,856	34.57
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	330,488	0.00
FY24 Approved	8,700,344	34.57

Energy and Sustainability

The Energy and Sustainability (ES) program is responsible for facilitating comprehensive energy and sustainability strategies across County operations. It leads the County's green government programs which crosscuts County Departments and DGS Divisions. Specifically, ES supports, implements, or facilitates programs to improve energy efficiency, expand clean energy use, promote sustainable sites, enable clean transportation, encourage environmentally preferable purchasing, and foster resource saving behaviors by County employees. These initiatives foster collaboration, leadership, innovation, and performance measurement to ensure the County delivers the highest quality services at the lowest environmental impact.

Program Performance Measures	Actual FY21	Actual FY22	Estimated FY23	Target FY24	Target FY25
Amount of grants and incentives received for Energy and Sustainability initiatives (in dollars)	\$1,895,581	\$1,171,679	\$1,390,892	\$1,100,000	\$1,100,000
Utility savings delivered by Energy and Sustainability initiatives (in dollars)	\$1,846,856	\$1,018,515	\$1,579,394	\$1,579,394	\$1,579,394
Reduction in greenhouse gas emissions delivered by Energy and Sustainability initiatives (metric tons of carbon dioxide equivalent)	5,943	5,074	5,509	5,509	5,509
County facility, fleet, and streetlight greenhouse gas emissions (metric tons of carbon dioxide equivalent)	107,740	117,149	114,100	110,902	107,801

FY24 Approved Changes	Expenditures	FTEs
FY23 Approved	825,414	4.50
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	25,402	0.00
FY24 Approved	850,816	4.50

Facilities Management

The Division of Facilities Management's mission is to provide the comprehensive planning and delivery of maintenance services and oversight of building-related operations at County facilities used by County staff and residents. Components of these programs are:

- routine, preventive, and corrective maintenance;
- custodial and housekeeping, grounds maintenance, recycling, and trash removal services;
- building structure and building envelope maintenance;
- engineering support services and various project management services;

- electrical/mechanical systems operations and maintenance;
- small to mid-sized building remodeling projects;
- snow removal and storm damage repair from snow, wind, rain, and storm events; and
- internal customer services.

Through Building Automation Systems (BAS), technicians implement an energy management program to monitor and maintain heating and cooling systems, ensuring the most efficient use of these services.

In addition, Facilities Management oversees moving services and several comprehensive Capital Improvements Program (CIP) projects aimed at sustaining efficient and reliable facility operations to protect and extend the life of the County's investment in facilities and equipment.

Program Performance Measures	Actual FY21	Actual FY22	Estimated FY23	Target FY24	Target FY25
Condition of non-critical building systems and aesthetics: Dollars of custodial and ground maintenance on all County properties (\$000) ¹	\$7,597	\$7,907	\$8,073	\$10,158	\$10,158
Average percent of work orders completed in quarter	71.2%	80.4%	85.0%	85.0%	85.0%
Facilities Maintenance: Internal customer survey satisfaction rating (scale of 1-4)	3.15	3.12	3.15	3.15	3.15

¹ FY24 and FY25 include contract increases and additional funds for grounds maintenance and custodial for fire stations.

FY24 Approved Changes	Expenditures	FTEs
FY23 Approved	28,200,612	106.70
Shift: Enhance Facilities Maintenance Support of Volunteer-owned Fire Stations by Shifting Facilities Maintenance to the Department of General Services	2,000,000	0.00
Increase Cost: Custodial Services Contractual Cost Increases	1,265,875	0.00
Increase Cost: Contractual Cost Increase for Grounds and Mowing Services; Electrical Controls; and Fire Suppression System Inspection Services	134,778	0.00
Increase Cost: Nebel Street Emergency Shelter Maintenance	123,000	0.00
Technical Adj: Personnel Cost Alignment	0	0.50
Add: Enhance Facilities Maintenance Support of Volunteer owned Fire Stations	0	5.00
Re-align: One-time Budget Adjustment to Reflect Higher than Expected Vacant Positions	(31,668)	0.00
Reduce: Abolish Two Vacant Building Services Worker Positions	(136,616)	(2.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,391,301	0.00
FY24 Approved	32,947,282	110.20

Real Estate Program

This program provides for leasing, site acquisition/disposition, space management, and site evaluation. The leasing function recommends, plans, coordinates, implements, and administers the leasing of real property for both revenue and expense leases, including closed school facilities, at the best economic and operational value to the County. Site acquisition is the purchase of property for County use and disposition is the sale or lease of surplus property. The space management function provides for the efficient and aesthetic utilization of space in County-owned and leased facilities. The site evaluation function provides technical support to site evaluation committees for Capital Improvements Program (CIP) projects.

Program Performance Measures	Actual FY21	Actual FY22	Estimated FY23	Target FY24	Target FY25
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Program Performance Measures	Actual FY21	Actual FY22	Estimated FY23	Target FY24	Target FY25
Number of square feet of leased space managed	816,008	903,023	940,957	940,957	940,057
Average amount Montgomery County pays in rent (in dollars per square foot)	\$30.43	\$21.62	\$16.65	\$19.37	\$19.96
Leased Space Needs: Internal customer survey responsiveness rating (scale of 1-4)	3.33	3.29	3.30	3.30	3.30
Leased Space Needs: Internal customer survey satisfaction rating (scale of 1-4)	3.32	3.26	3.30	3.30	3.30
FY24 Approved Changes			Expenditures	FTEs	
FY23 Approved			923,751	7.00	
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.			66,177	0.00	
FY24 Approved			989,928	7.00	

BUDGET SUMMARY

	Actual FY22	Budget FY23	Estimate FY23	Approved FY24	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	12,292,148	11,648,690	12,476,351	12,520,901	7.5 %
Employee Benefits	3,566,500	3,342,887	3,382,654	3,639,310	8.9 %
County General Fund Personnel Costs	15,858,648	14,991,577	15,859,005	16,160,211	7.8 %
Operating Expenses	22,581,053	18,557,692	21,216,619	22,580,929	21.7 %
Capital Outlay	79,538	0	0	0	—
County General Fund Expenditures	38,519,239	33,549,269	37,075,624	38,741,140	15.5 %
PERSONNEL					
Full-Time	200	201	201	205	2.0 %
Part-Time	1	1	1	0	-100.0 %
FTEs	134.73	135.06	135.06	139.73	3.5 %
REVENUES					
Miscellaneous Revenues	202,771	60,000	60,000	60,000	—
FEMA Reimbursement	4,181,981	0	0	0	—
County General Fund Revenues	4,384,752	60,000	60,000	60,000	—
PRINTING & MAIL INTERNAL SERVICE FUND					
EXPENDITURES					
Salaries and Wages	2,352,451	2,423,227	2,389,745	2,650,735	9.4 %
Employee Benefits	772,630	790,739	781,859	857,474	8.4 %
Printing & Mail Internal Service Fund Personnel Costs	3,125,081	3,213,966	3,171,604	3,508,209	9.2 %
Operating Expenses	5,449,180	4,796,480	6,146,480	4,832,725	0.8 %
Capital Outlay	19,699	359,410	359,410	359,410	—
Printing & Mail Internal Service Fund Expenditures	8,593,960	8,369,856	9,677,494	8,700,344	3.9 %
PERSONNEL					
Full-Time	34	34	34	34	—
Part-Time	0	0	0	0	—

BUDGET SUMMARY

	Actual FY22	Budget FY23	Estimate FY23	Approved FY24	%Chg Bud/App
FTEs	34.57	34.57	34.57	34.57	—
REVENUES					
Imaging/Archiving Revenues	1,583,046	1,599,725	1,775,917	1,748,557	9.3 %
Mail Revenues	2,584,692	2,296,374	2,583,593	2,416,714	5.2 %
Print Revenues	2,184,118	2,632,335	3,241,025	2,722,562	3.4 %
Investment Income	2,381	9,670	55,960	88,420	814.4 %
Other Charges/Fees	1,901,952	1,869,320	2,119,320	1,869,320	—
Printing & Mail Internal Service Fund Revenues	8,256,189	8,407,424	9,775,815	8,845,573	5.2 %

GRANT FUND - MCG

EXPENDITURES

Salaries and Wages	377	0	0	0	—
Employee Benefits	95	0	0	0	—
Grant Fund - MCG Personnel Costs	472	0	0	0	—
Operating Expenses	883	0	0	0	—
Grant Fund - MCG Expenditures	1,355	0	0	0	—

PERSONNEL

Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	0.00	—
Grant Fund - MCG Revenues	0	0	0	0	—

DEPARTMENT TOTALS

Total Expenditures	47,114,554	41,919,125	46,753,118	47,441,484	13.2 %
Total Full-Time Positions	234	235	235	239	1.7 %
Total Part-Time Positions	1	1	1	0	-100.0 %
Total FTEs	169.30	169.63	169.63	174.30	2.8 %
Total Revenues	12,640,941	8,467,424	9,835,815	8,905,573	5.2 %

FY24 APPROVED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
	FY23 ORIGINAL APPROPRIATION	33,549,269 135.06
<u>Changes (with service impacts)</u>		
Add: Enhance Facilities Maintenance Support of Volunteer owned Fire Stations [Facilities Management]	0	5.00
Reduce: Abolish Two Vacant Building Services Worker Positions [Facilities Management]	(136,616)	(2.00)
<u>Other Adjustments (with no service impacts)</u>		

FY24 APPROVED CHANGES

	Expenditures	FTEs
Shift: Enhance Facilities Maintenance Support of Volunteer-owned Fire Stations by Shifting Facilities Maintenance to the Department of General Services [Facilities Management]	2,000,000	0.00
Increase Cost: Custodial Services Contractual Cost Increases [Facilities Management]	1,265,875	0.00
Increase Cost: FY24 Compensation Adjustment	661,287	0.00
Increase Cost: Annualization of FY23 Compensation Increases	656,022	0.00
Increase Cost: Motor Pool Adjustment	468,650	0.00
Increase Cost: Contractual Cost Increase for Grounds and Mowing Services; Electrical Controls; and Fire Suppression System Inspection Services [Facilities Management]	134,778	0.00
Increase Cost: Nebel Street Emergency Shelter Maintenance [Facilities Management]	123,000	0.00
Increase Cost: Annualization of FY23 Personnel Costs	32,001	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts [Administration]	26,483	0.00
Increase Cost: Printing and Mail	4,451	0.00
Technical Adj: Personnel Cost Alignment [Facilities Management]	0	0.50
Re-align: Personnel Cost Transfer [Administration]	0	1.17
Decrease Cost: Retirement Adjustment	(12,392)	0.00
Re-align: One-time Budget Adjustment to Reflect Higher than Expected Vacant Positions [Facilities Management]	(31,668)	0.00
FY24 APPROVED	38,741,140	139.73

PRINTING & MAIL INTERNAL SERVICE FUND

	FY23 ORIGINAL APPROPRIATION	8,369,856	34.57
Other Adjustments (with no service impacts)			
Increase Cost: Annualization of FY23 Compensation Increases	181,021	0.00	
Increase Cost: FY24 Compensation Adjustment	120,178	0.00	
Increase Cost: Annualization of FY23 Operating Expenses	30,000	0.00	
Increase Cost: Motor Pool Adjustment	5,604	0.00	
Increase Cost: Printing and Mail	641	0.00	
Decrease Cost: Retirement Adjustment	(6,956)	0.00	
FY24 APPROVED	8,700,344	34.57	

PROGRAM SUMMARY

Program Name	FY23 APPR Expenditures	FY23 APPR FTEs	FY24 APPR Expenditures	FY24 APPR FTEs
Administration	3,599,492	16.86	3,953,114	18.03
Building Design and Construction	0	0.00	0	0.00
Central Duplicating, Imaging, Archiving, & Mail Services	8,369,856	34.57	8,700,344	34.57
Energy and Sustainability	825,414	4.50	850,816	4.50
Facilities Management	28,200,612	106.70	32,947,282	110.20

PROGRAM SUMMARY

Program Name	FY23 APPR Expenditures	FY23 APPR FTEs	FY24 APPR Expenditures	FY24 APPR FTEs
Real Estate Program	923,751	7.00	989,928	7.00
Total	41,919,125	169.63	47,441,484	174.30

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY23 Total\$	FY23 FTEs	FY24 Total\$	FY24 FTEs
COUNTY GENERAL FUND					
Recycling and Resource Management	Solid Waste Disposal	54,624	0.10	42,162	0.10
Alcohol Beverage Services	Liquor	663,553	1.20	954,976	1.20
CIP	Capital Fund	8,381,039	56.32	8,764,621	55.15
Administration and Support	General Fund	749,029	3.50	749,029	3.50
Total		9,848,245	61.12	10,510,788	59.95

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY24	FY25	FY26	FY27	FY28	FY29
COUNTY GENERAL FUND						
EXPENDITURES						
FY24 Approved	38,741	38,741	38,741	38,741	38,741	38,741
No inflation or compensation change is included in outyear projections.						
Restore One-Time Lapse Increase	0	32	32	32	32	32
Restores one-time lapse adjustment due to higher-than average vacancies.						
Labor Contracts	0	365	365	365	365	365
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	38,741	39,138	39,138	39,138	39,138	39,138
PRINTING & MAIL INTERNAL SERVICE FUND						
EXPENDITURES						
FY24 Approved	8,700	8,700	8,700	8,700	8,700	8,700
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	105	105	105	105	105
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	8,700	8,805	8,805	8,805	8,805	8,805

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