



General Services

APPROVED FY26 BUDGET

\$55,515,923

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 FY26 Operating Budget for the Department of General Services is \$55,515,923, an increase of \$4,917,041 or 9.72 percent from the FY25 Approved Budget of \$50,598,882. Personnel Costs comprise 43.00 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 57.00 percent of the FY26 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**

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

-  DGS remains committed to expanding affordable housing, with ongoing and future developments in Burtonsville, Clarksburg, Derwood, Rockville, Wheaton, and White Flint.
-  Implemented the Asset Works inventory management system to track and manage County facility components, enabling better predictive maintenance and reducing unforeseen service disruptions.
-  DGS transformed the Executive Office Building's terrace and lobby in preparation of its renaming to the Isiah "Ike" Leggett Executive Office Building on February 24, 2025.

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- ★ The HVAC Renovation and Upgrade Project for the Executive Office Building and Judicial Center is set for completion by May 2025, replacing outdated equipment to improve energy efficiency, airflow, and comfort.
 - ★ Initiated the "Em-POWER-Maryland" program funded Pepco and Potomac Edison Virtual Commissioning (VCx) to ensure future Building Energy Performance Standards (BEPS) compliance and reduce energy use and improve efficiency.
 - ★ Completed \$3.65 million in capital repairs to ensure County facilities meet ADA Title II requirements.
 - ★ Department staff trained over 3,500 County employees on Americans with Disabilities (ADA) compliance, policies, disability etiquette, and ensuring equal access to County programs and services. DGS ensured Countywide ADA Title II compliance, fulfilling reasonable accommodation requests and achieving zero ADA complaints or related litigation.
 - ★ Over the past year, Facilities responded to 31,350 service requests, repairs, maintenance, and emergencies across 400+ buildings and properties.
 - ★ DGS plays a critical role in the County's agreement with United Therapeutics, supporting the company's growth at its urban campus in downtown Silver Spring and providing substantial public benefits. DGS is also building a new state-of-the-art fiber hub for the Montgomery County Department of Technology and Enterprise Business Solutions, marking the first phase of a multi-phase transaction.
 - ★ Completed a comprehensive community outreach and land planning effort for a new net-zero bus operations and maintenance facility serving the Department of Transportation and Montgomery County Public Schools, along with mixed-use development on Jeremiah Park in Derwood. The new depot is central to the County's goal of achieving 100% reduction in greenhouse gas emissions by 2035. DGS is working on selecting a development partner to design, build, finance, operate, and maintain the new depot.

PROGRAM CONTACTS

Contact Pooja Kapoor of the Department of General Services at 240-777-6028 or Mahnoor Anjum of the Office of Management and Budget at 240-777-2771 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 FY25 estimates reflect funding based on the FY25 Approved Budget. The FY26 and FY27 figures are performance targets based on the FY26 Approved Budget and funding for comparable service levels in FY27.

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 budget 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.

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	4,237,359	18.03
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts	27,714	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	526,127	1.00
FY26 Approved	4,791,200	19.03

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.

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	0	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	8,695	0.05
FY26 Approved	8,695	0.05

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, and electronic and physical archiving of County records. The program administers and manages the Countywide paper, novelty, 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 FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of printing orders completed ¹	7,078	16,582	9,975	9,975	9,975
Print/Mail/Archives: Internal customer survey satisfaction rating (scale of 1-4)	3.41	3.42	3.42	3.42	3.42

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

FY26 Approved Changes	Expenditures	FTEs
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FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	9,184,291	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.	235,296	0.00
FY26 Approved	9,419,587	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 FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Amount of grants and incentives received for Energy and Sustainability initiatives (in dollars)	\$1,310,925	\$1,429,697	\$1,150,000	\$1,150,000	\$1,150,000
Utility savings delivered by Energy and Sustainability initiatives (in dollars)	\$892,723	\$1,007,309	\$972,849	\$972,849	\$972,849
Reduction in greenhouse gas emissions delivered by Energy and Sustainability initiatives (metric tons of carbon dioxide equivalent)	3,536	4,517	4,376	4,376	4,376
County facility, fleet, and streetlight greenhouse gas emissions (metric tons of carbon dioxide equivalent)	113,886	116,381	113,134	109,985	106,930

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	794,159	3.50
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	52,766	0.00
FY26 Approved	846,925	3.50

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 FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Condition of non-critical building systems and aesthetics: Dollars of custodial and ground maintenance on all County properties (\$000)	\$9,598	\$9,966	\$10,552	\$11,654	\$11,654
Average percent of work orders completed in quarter	80.8%	84.6%	85.0%	85.0%	85.0%
Facilities Maintenance: Internal customer survey satisfaction rating (scale of 1-4)	3.03	2.93	3.00	3.00	3.00

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	35,271,617	110.20
Add: Operating Budget Impact (OBI) - Silver Spring Recreation and Aquatic Center	961,581	0.00
Add: OBI - 6th District Police Station in Gaithersburg	597,176	0.00
Increase Cost: Overtime Adjustment	491,068	0.00
Increase Cost: Custodial and Groundskeeping Contract-Related CPI Inflationary Adjustment	338,160	0.00
Increase Cost: Restore One-Time Lapse	258,338	0.00
Increase Cost: Countywide Maintenance and Repair Services - Contracts and Additional Services Related Increases	172,574	0.00
Add: OBI - Clarksburg Fire Station	162,724	0.00
Enhance: Support for BlackRock Center for the Arts	125,000	0.00
Increase Cost: Countywide Maintenance and Repair Services - CPI Inflationary Adjustment	107,269	0.00
Shift: LEAP4MCG Resources to DGS from Office of Human Resources	100,505	1.00
Increase Cost: Holiday Pay and Holiday Premium	52,416	0.00
Add: OBI - 260 East Jefferson	41,970	0.00
Increase Cost: Custodial and Groundskeeping Contract-Related Increases	39,216	0.00
Increase Cost: Uniforms	22,170	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	549,326	(1.05)
FY26 Approved	39,291,110	110.15

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 projects.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of square feet of leased space managed	876,698	893,118	932,056	897,083	897,083
Average amount Montgomery County pays in rent (in dollars per square foot)	\$20.40	\$21.91	\$23.00	\$24.00	\$25.00

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Leased Space Needs: Internal customer survey satisfaction rating (scale of 1-4)	3.11	3.15	3.15	3.15	3.15
FY26 Approved Changes			Expenditures	FTEs	
FY25 Approved			1,111,456	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.			46,950	0.00	
FY26 Approved			1,158,406	7.00	

BUDGET SUMMARY

	Actual FY24	Budget FY25	Estimate FY25	Approved FY26	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	14,992,660	13,967,667	15,248,183	15,230,203	9.0 %
Employee Benefits	3,900,596	4,027,683	4,655,805	4,568,540	13.4 %
County General Fund Personnel Costs	18,893,256	17,995,350	19,903,988	19,798,743	10.0 %
Operating Expenses	29,232,329	23,419,241	30,430,410	26,297,593	12.3 %
County General Fund Expenditures	48,125,585	41,414,591	50,334,398	46,096,336	11.3 %
PERSONNEL					
Full-Time	205	203	203	205	1.0 %
Part-Time	0	0	0	0	—
FTEs	139.73	138.73	138.73	139.73	0.7 %
REVENUES					
Miscellaneous Revenues	121,801	60,000	60,000	0	-100.0 %
County General Fund Revenues	121,801	60,000	60,000	0	-100.0 %
PRINTING & MAIL INTERNAL SERVICE FUND					
EXPENDITURES					
Salaries and Wages	2,687,754	2,873,588	2,928,003	3,040,571	5.8 %
Employee Benefits	866,067	929,371	953,717	1,032,840	11.1 %
Printing & Mail Internal Service Fund Personnel Costs	3,553,821	3,802,959	3,881,720	4,073,411	7.1 %
Operating Expenses	7,167,244	4,971,922	6,768,406	4,986,766	0.3 %
Capital Outlay	5,460	409,410	409,410	359,410	-12.2 %
Printing & Mail Internal Service Fund Expenditures	10,726,525	9,184,291	11,059,536	9,419,587	2.6 %
PERSONNEL					
Full-Time	34	34	34	34	—
Part-Time	0	0	0	0	—
FTEs	34.57	34.57	34.57	34.57	—
REVENUES					
Imaging/Archiving Revenues	1,858,349	1,963,234	1,963,234	2,052,722	4.6 %
Mail Revenues	2,537,977	2,500,799	3,510,746	2,616,456	4.6 %

BUDGET SUMMARY

	Actual FY24	Budget FY25	Estimate FY25	Approved FY26	%Chg Bud/App
Print Revenues	4,018,025	2,847,788	2,959,354	3,116,515	9.4 %
Investment Income	9,273	46,800	8,410	7,080	-84.9 %
Other Charges/Fees	1,998,878	1,869,320	1,959,447	1,633,894	-12.6 %
Printing & Mail Internal Service Fund Revenues	10,422,502	9,227,941	10,401,191	9,426,667	2.2 %

GRANT FUND - MCG

EXPENDITURES

Salaries and Wages	173	0	0	0	—
Employee Benefits	66	0	0	0	—
Grant Fund - MCG Personnel Costs	239	0	0	0	—
Grant Fund - MCG Expenditures	239	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	58,852,349	50,598,882	61,393,934	55,515,923	9.7 %
Total Full-Time Positions	239	237	237	239	0.8 %
Total Part-Time Positions	0	0	0	0	—
Total FTEs	174.30	173.30	173.30	174.30	0.6 %
Total Revenues	10,544,303	9,287,941	10,461,191	9,426,667	1.5 %

FY26 APPROVED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
FY25 ORIGINAL APPROPRIATION	41,414,591	138.73
<u>Changes (with service impacts)</u>		
Add: Operating Budget Impact (OBI) - Silver Spring Recreation and Aquatic Center [Facilities Management]	961,581	0.00
Add: OBI - 6th District Police Station in Gaithersburg [Facilities Management]	597,176	0.00
Add: OBI - Clarksburg Fire Station [Facilities Management]	162,724	0.00
Enhance: Support for BlackRock Center for the Arts [Facilities Management]	125,000	0.00
Add: OBI - 260 East Jefferson [Facilities Management]	41,970	0.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY26 Compensation Adjustment	817,843	0.00
Increase Cost: Overtime Adjustment [Facilities Management]	491,068	0.00

FY26 APPROVED CHANGES

	Expenditures	FTEs
Increase Cost: Custodial and Groundskeeping Contract-Related CPI Inflationary Adjustment [Facilities Management]	338,160	0.00
Increase Cost: Motor Pool Adjustment	331,167	0.00
Increase Cost: Annualization of FY25 Compensation Increases	328,002	0.00
Increase Cost: Restore One-Time Lapse [Facilities Management]	258,338	0.00
Increase Cost: Countywide Maintenance and Repair Services - Contracts and Additional Services Related Increases [Facilities Management]	172,574	0.00
Increase Cost: Countywide Maintenance and Repair Services - CPI Inflationary Adjustment [Facilities Management]	107,269	0.00
Shift: LEAP4MCG Resources to DGS from Office of Human Resources [Facilities Management]	100,505	1.00
Increase Cost: Retirement Adjustment	53,181	0.00
Increase Cost: Holiday Pay and Holiday Premium [Facilities Management]	52,416	0.00
Increase Cost: Custodial and Groundskeeping Contract-Related Increases [Facilities Management]	39,216	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts [Administration]	27,714	0.00
Increase Cost: Uniforms [Facilities Management]	22,170	0.00
Increase Cost: Printing and Mail Adjustment	21,631	0.00
Decrease Cost: Annualization of FY25 Personnel Costs	(39,622)	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY25	(328,338)	0.00
FY26 APPROVED	46,096,336	139.73

PRINTING & MAIL INTERNAL SERVICE FUND

FY25 ORIGINAL APPROPRIATION	9,184,291	34.57
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY26 Compensation Adjustment	175,810	0.00
Increase Cost: Annualization of FY25 Compensation Increases	73,228	0.00
Increase Cost: Retirement Adjustment	14,771	0.00
Increase Cost: Motor Pool Adjustment	10,523	0.00
Increase Cost: Annualization of FY25 Personnel Costs	6,643	0.00
Increase Cost: Printing and Mail Adjustment	4,321	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY25	(50,000)	0.00
FY26 APPROVED	9,419,587	34.57

PROGRAM SUMMARY

Program Name	FY25 APPR Expenditures	FY25 APPR FTEs	FY26 APPR Expenditures	FY26 APPR FTEs
Administration	4,237,359	18.03	4,791,200	19.03
Building Design and Construction	0	0.00	8,695	0.05
Central Duplicating, Imaging, Archiving, & Mail Services	9,184,291	34.57	9,419,587	34.57

PROGRAM SUMMARY

Program Name	FY25 APPR Expenditures	FY25 APPR FTEs	FY26 APPR Expenditures	FY26 APPR FTEs
Energy and Sustainability	794,159	3.50	846,925	3.50
Facilities Management	35,271,617	110.20	39,291,110	110.15
Real Estate Program	1,111,456	7.00	1,158,406	7.00
Total	50,598,882	173.30	55,515,923	174.30

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY25 Total\$	FY25 FTEs	FY26 Total\$	FY26 FTEs
COUNTY GENERAL FUND					
Recycling and Resource Management	Solid Waste Disposal	33,570	0.10	50,950	0.10
Alcohol Beverage Services	Liquor	864,542	1.20	863,757	1.20
CIP	Capital Fund	9,167,267	54.15	9,722,915	54.15
Administration and Support	General Fund	749,029	3.50	749,029	3.50
Total		10,814,408	58.95	11,386,651	58.95

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY26	FY27	FY28	FY29	FY30	FY31
COUNTY GENERAL FUND						
EXPENDITURES						
FY26 Approved	46,096	46,096	46,096	46,096	46,096	46,096
No inflation or compensation change is included in outyear projections.						
Elimination of One-Time Items Approved in FY26	0	(125)	(125)	(125)	(125)	(125)
Items recommended for one-time funding in FY26, including one-time support for the BlackRock Center for the Arts will be eliminated from the base in the outyears.						
Labor Contracts	0	74	74	74	74	74
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	46,096	46,045	46,045	46,045	46,045	46,045
PRINTING & MAIL INTERNAL SERVICE FUND						
EXPENDITURES						
FY26 Approved	9,420	9,420	9,420	9,420	9,420	9,420
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	16	16	16	16	16
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY26	FY27	FY28	FY29	FY30	FY31
Subtotal Expenditures	9,420	9,436	9,436	9,436	9,436	9,436