Department of General Services Performance Review

David Dise, Director
May 29, 2013

CountyStat

CountyStat Principles

- **Require Data-Driven Performance**

- **Promote Strategic Governance**

- **Increase Government Transparency**

- **Foster a Culture of Accountability**

Meeting Purpose: To Assess the Effectiveness and Efficiency of DGS Programs and Services

- **Meeting Goals**
  - Provide an update on DGS Headline Performance Measures through FY12 and FY13 to-date
  - Incorporate new performance measures relating to MC311, Workforce Availability, and Facilities Management
  - Evaluate the objectives of DGS's (Fleet Division) pilot telematics program
  - Evaluate the objectives of DGS's (Facilities Management Division) new customer survey and proposed Work Order system
  - Provide an update on DGS's progress on a number of follow-up matters

- **How we will measure success**
  - Clearly Communicate DGS's progress on Headline Performance Measures and areas of needed improvement
  - DGS's successful implementation of County Facilities-related initiatives (customer survey and proposed Work Order system) and improved effectiveness, efficiency, and customer satisfaction of the related programs and services
  - DGS's successful implementation of the telematics pilot program and its expansion throughout the County's fleet

Meeting Agenda

- **Headline Measures Update**
  - New Customer Satisfaction Survey – Preliminary Results
- **MC311 SR Closure Performance**
- **Workforce Availability**
  - Availability and Leave vs. Overtime
  - Sick Leave Request Disapprovals vs. Unscheduled Sick Leave
- **Fleet Management Services Update**
- **Facilities Management**
  - Customer Service Requests/Work Order System
- **dataMontgomery: DGS Data Set Candidates**
- **Wrap-Up**

Headline Measures

Facilities
- Hours Offline for Critical Building Systems
- Condition of Non-Critical Building Systems and Aesthetics

Fleet
- Mean Miles Between Service Interruptions
- Turnaround Time: Average Number of Days Out of Service

Building Design and Construction
- Percent of Projects Meeting Design and Construction Goals

Business Compliance and Procurement
- Percent of Contract Dollars Awarded to MFD and LSBRP Vendors
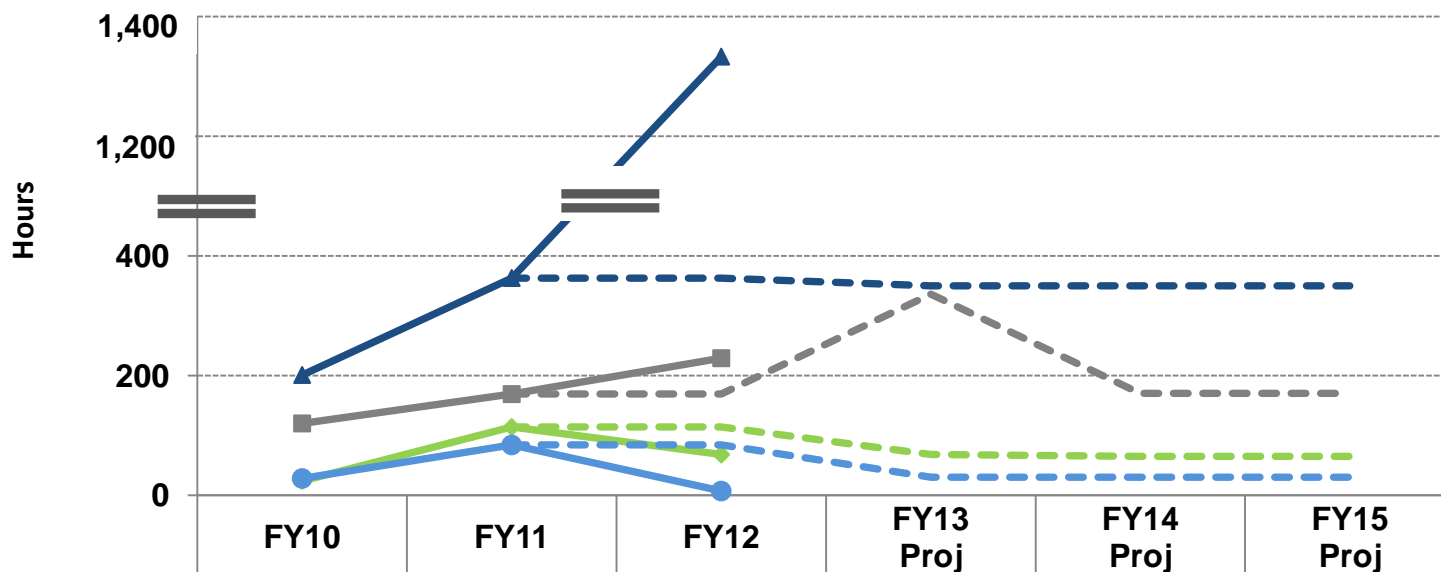- Percent of Procurements Completed in Agreed-Upon Time

Real Estate
- County Rent vs. Average Market Rent for Leased Space

General
- Environmental Stewardship
- Customer Satisfaction

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# Headline Measure: Hours Offline for Critical Building Systems

	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Power	120	169	229	336	170	170
Elevator	201	363	1,333	350	350	350
Heating/Cooling	24	114	68	68	65	65
Water/Sewage	28	84	7	30	30	30

Hours offline for heating/cooling and water/sewage decreased from FY11 to FY12.

Headline Measure: Customer Rating of Non-Critical Building Systems and Aesthetics
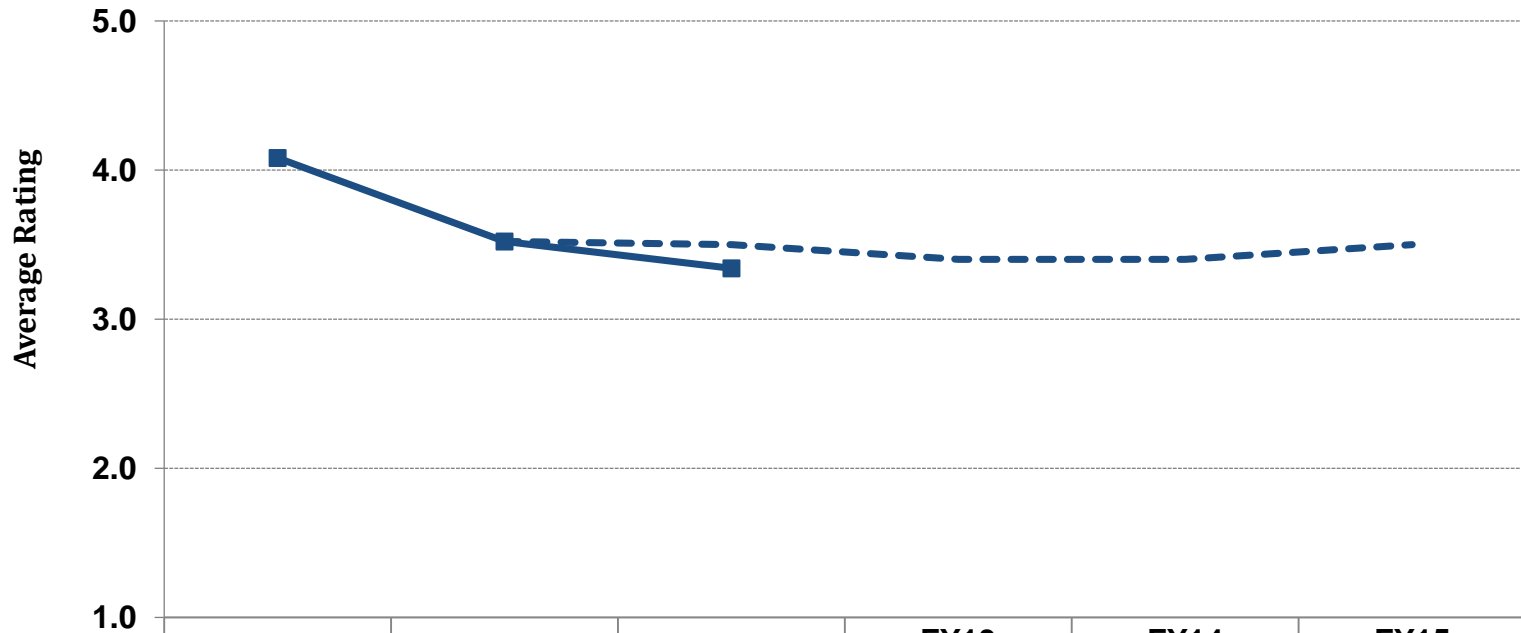
	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Actual	4.08	3.52	3.34			
Projection		3.52	3.5	3.4	3.4	3.5

In FY12, customer ratings continued to decline and were below the DGS projection.

Customer Rating of Non-Critical Building Systems and Aesthetics – FY13 Year to Date

DGS provided survey responses for FY13 Q1-Q3. CountyStat calculated average scores for each of the 55 Service Tasks*. The following Service Tasks received average scores below 3.5.

Service Task	Score
Miscellaneous - Window Blinds Cleaned	2.27
Miscellaneous - Ceiling Tiles Cleaned	2.28
Miscellaneous - HVAC: Rooms Comfortable	2.46
Miscellaneous - Walls Painted	2.70
Offices, Halls, Stairs - Walls Spot Cleaned	2.79
Class/Lab/Conf - Walls Spot Cleaned	2.86
Miscellaneous - Lights Working, Lens Cleaned	2.89
Offices, Halls, Stairs - Carpet/Tile Spot Cleaned	2.90
Class/Lab/Conf - Chalkboards, Trays Cleaned	2.92
Class/Lab/Conf - Vents/Radiators Cleaned	2.94
Offices, Halls, Stairs - Doors Cleaned	3.00
Class/Lab/Conf - Door Spot Cleaned	3.05
Offices, Halls, Stairs - Vents/Radiators Cleaned	3.06
Offices, Halls, Stairs - Area Dust-Free	3.07
Offices, Halls, Stairs - Window Sills Cleaned	3.08
Restrooms - Vents/Radiators Cleaned	3.14

Service Task	Score
Miscellaneous - Grounds Around Building Neat	3.19
Class/Lab/Conf - Window Sills Cleaned	3.21
Miscellaneous - Floor Tiles/Carpet Undamaged	3.21
Class/Lab/Conf - Sufficient Chalk, Erasers	3.25
Entryway & Lobbies - Carpet/Tile Spot Cleaned	3.25
Restrooms - Partitions/Walls Cleaned	3.31
Class/Lab/Conf - Floor Cleaned/Spot Cleaned	3.36
Elevators - Floors Cleaned, Spot Cleaned	3.38
Elevators - Stainless Polished	3.38
Miscellaneous - Ext. Walks, Steps Cleaned	3.40
Class/Lab/Conf - Area Dust-Free	3.43
Class/Lab/Conf - Marker Boards Alcohol Cleaned	3.44
Offices, Halls, Stairs - Stairs Cleaned	3.44
Restrooms - Area Odor-Free	3.45
Elevators - Ceiling Lights Adequate	3.46

*Included data from locations which provided scores for at least 35 service tasks
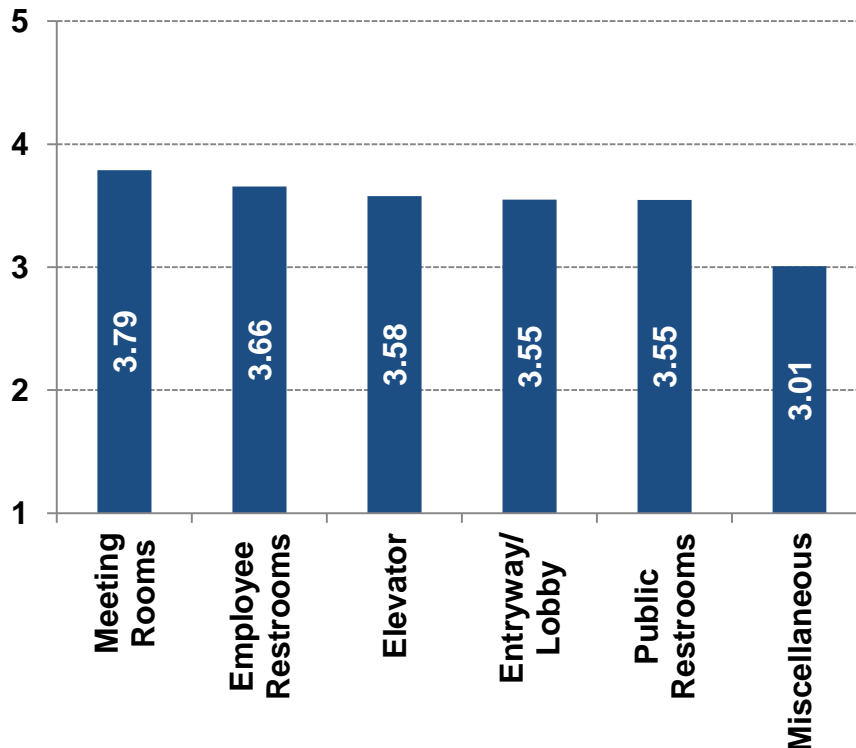
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Facilities Management Division – 2013 New Internal Customer Service Survey Preliminary Results

- **In May 2013, the Facilities Management Division conducted a new, broad County-wide Customer Service Survey to gauge MC Employees' opinions about the maintenance and cleanliness of their buildings and workspaces**
  - The survey gathered opinions on the condition and maintenance of entryways and lobbies, restrooms, classrooms, conference and meeting rooms, and elevators where applicable

- **For the first time, the survey respondents included members of all three MC Unions**
  - 1,106 total respondents representing more than 35 County departments/offices
  - Top 5 responding departments were Police, Fire and Rescue Services, Public Libraries, Transportation, and General Services

Facilities Management Division – 2013 New Internal Customer Service Survey Preliminary Results (cont.)

Average Scores by Category

Meeting Rooms	Employee Restrooms	Elevator	Entryway/Lobby	Public Restrooms	Miscellaneous
3.79	3.66	3.58	3.55	3.55	3.01

Average Scores by Service Area: Miscellaneous Category

| Service Area	Avg Score
Recyclables (Collected/Adeq. Containers)	3.59
Condition of Exterior Walks, Steps	3.21
Condition of Building Grounds	3.16
Plumbing Works	3.16
Pest/Insect Mgmt Control Outside Bldg	3.15
Pest/Insect Mgmt Control Inside Bldg	3.07
Condition of Windows (Glass, Caulking)	2.95
Condition of Ceiling Tiles	2.88
Condition of Walls (Painted, Holes)	2.88
Condition of Floor Tiles/Carpet	2.68
Room temperature Comfort	2.36

Headline Measure: Mean Distance Between Failures
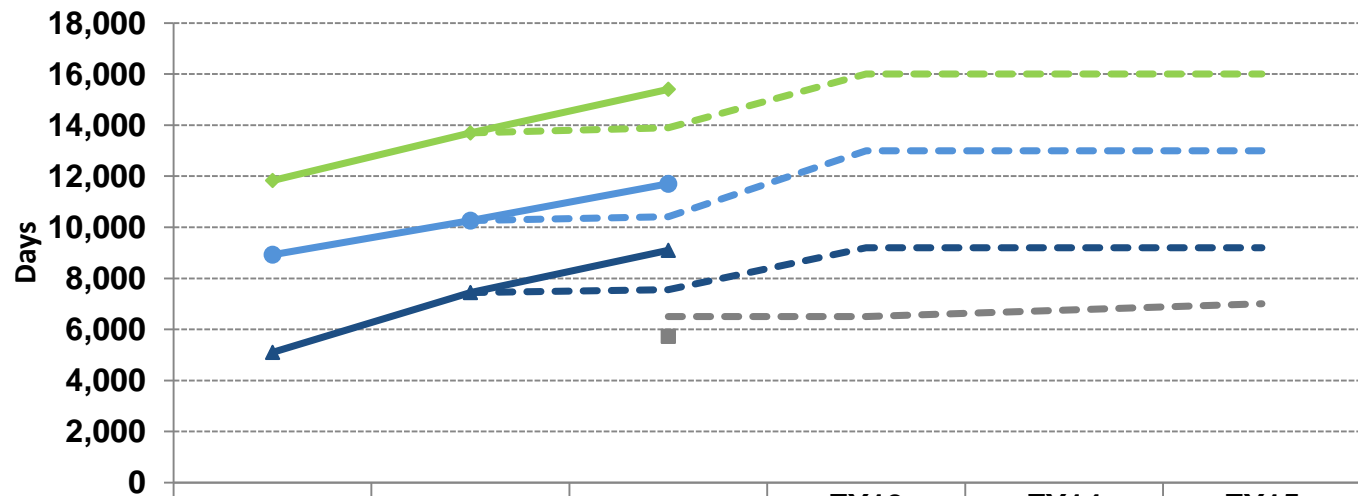
	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Transit			5,728	6,500	6,750	7,000
Heavy	5,100	7,444	9,097	9,200	9,200	9,200
Public safety light	11,833	13,696	15,407	16,000	16,000	16,000
Admin Light	8,926	10,260	11,702	13,000	13,000	13,000

Mean distance between failures increased from FY11 to FY12 for all three vehicle categories for which data was available: +22% for heavy equipment; +12% for public safety light; and +14% for administrative light.
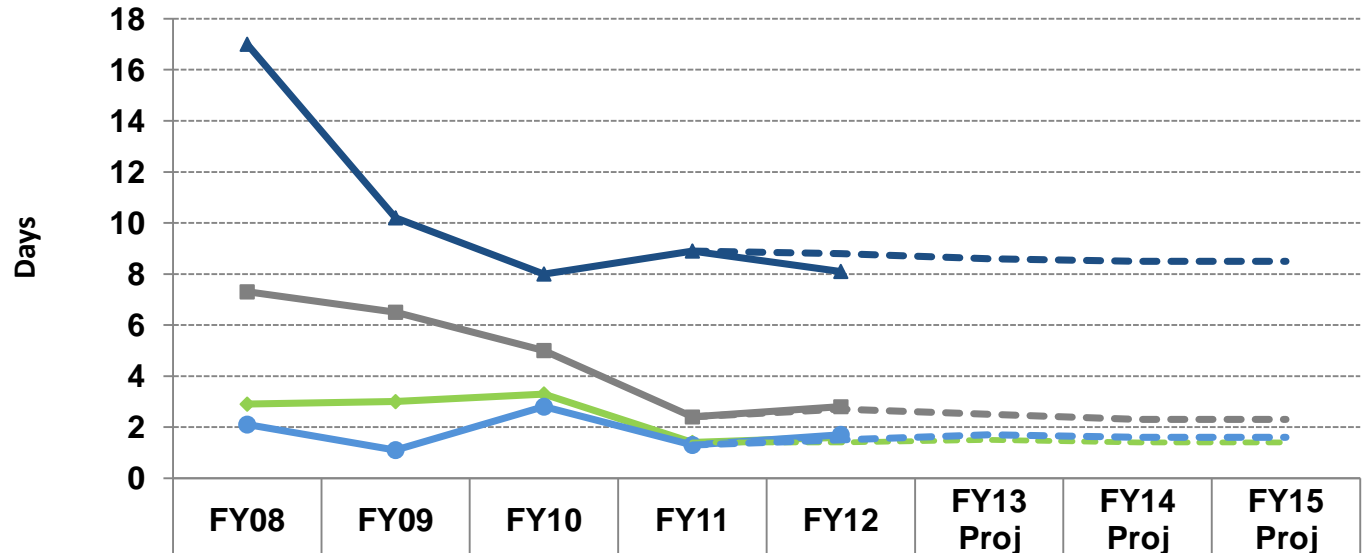
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Mean Distance Between Failures (FY13 Year to Date)
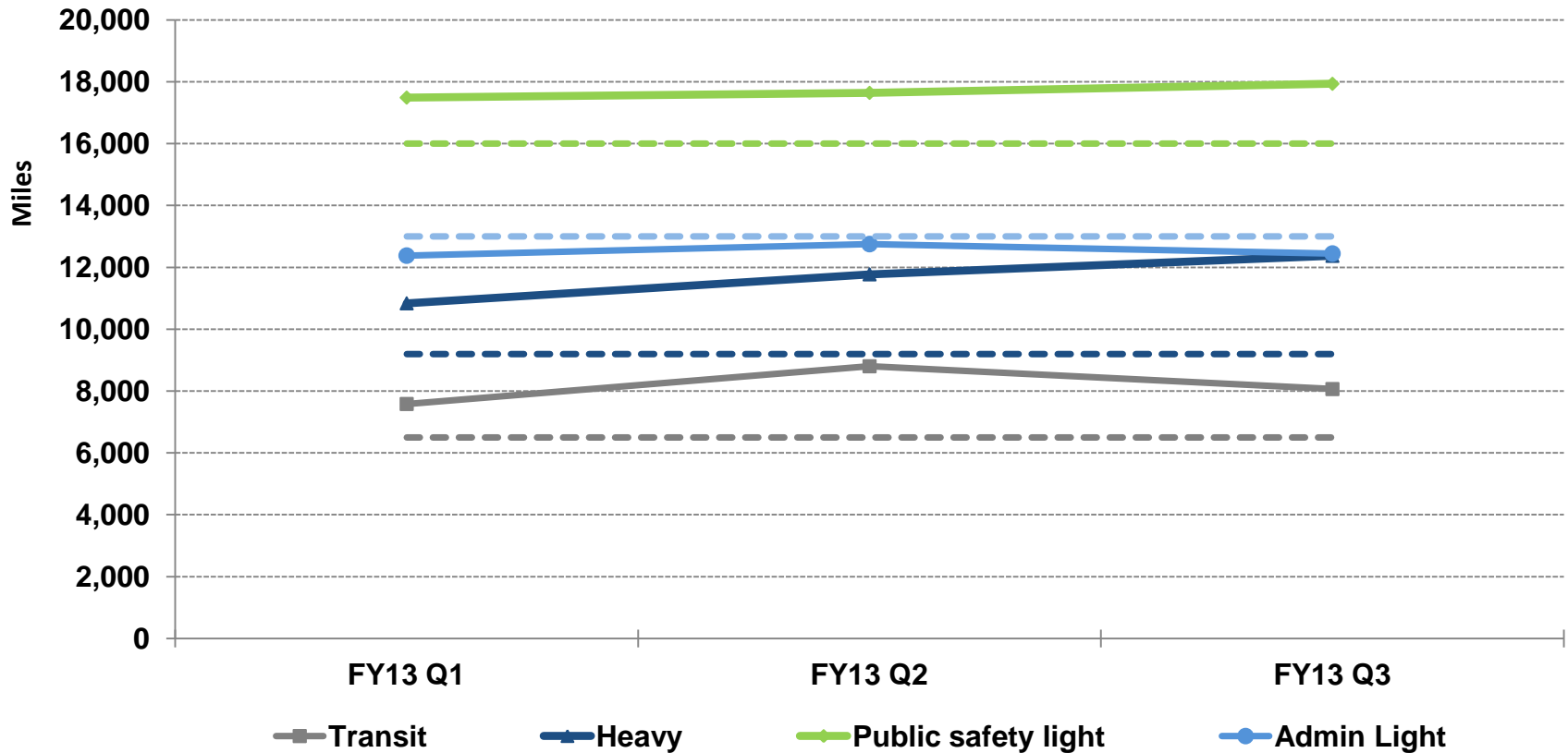
Through the end of FY13 Q3, all categories but admin light are out-performing the FY13 projection.

# Headline Measure: Turnaround Time, Average Number of Days Out of Service

	FY08	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Transit	7.3	6.5	5.0	2.4	2.8	2.5	2.3	2.3
Heavy	17.0	10.2	8.0	8.9	8.1	8.6	8.5	8.5
Public safety light	2.9	3.0	3.3	1.4	1.6	1.5	1.4	1.4
Admin Light	2.1	1.1	2.8	1.3	1.7	1.7	1.6	1.6

Turnaround times for three of the four vehicle types increased slightly in FY12, but are still within the same number of business days as FY11.

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Turnaround Time, Average Number of Days Out of Service (FY13 Year to Date)
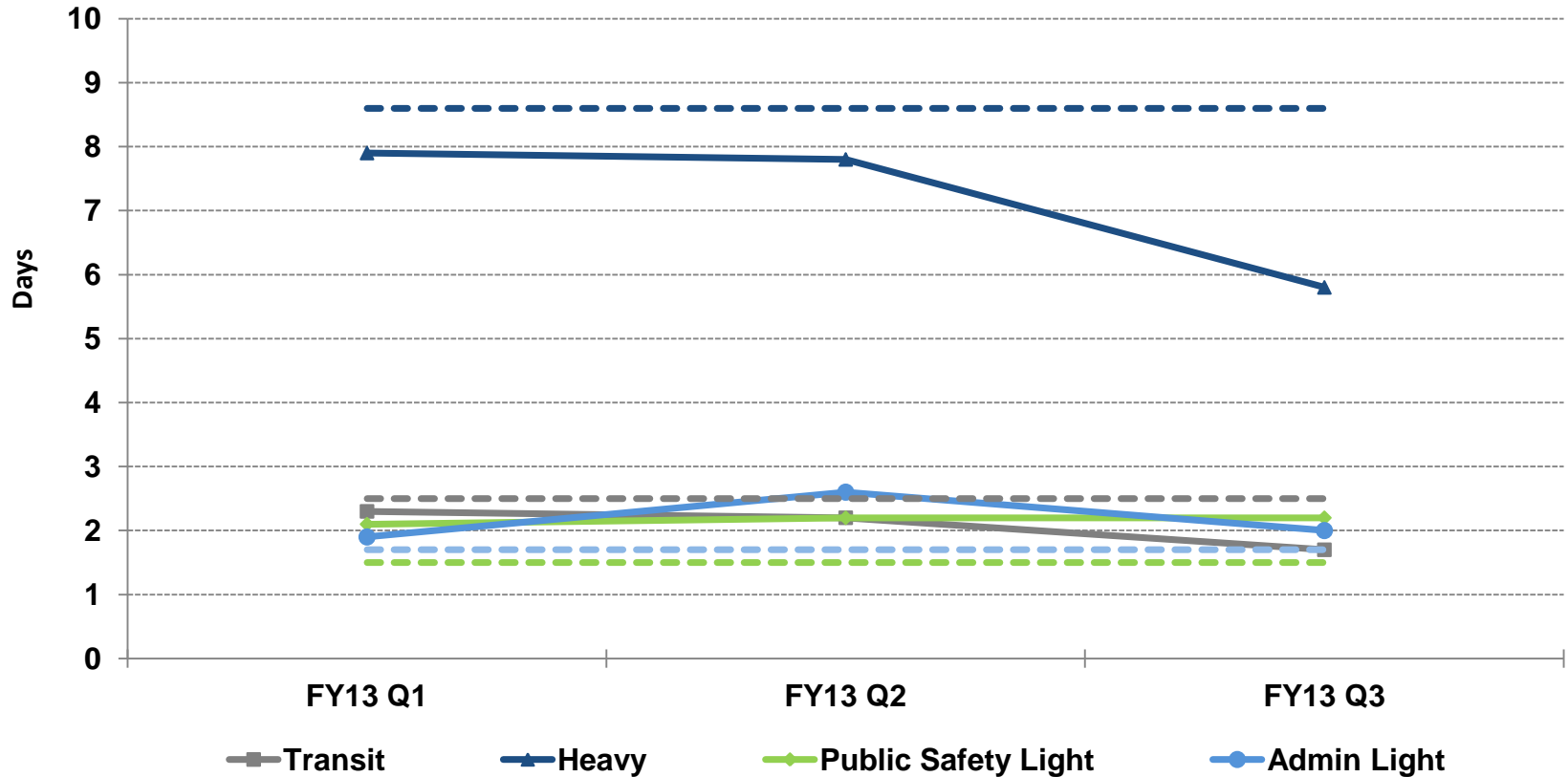
Through the end of FY13 Q3, heavy and transit equipment average days out of service are both out-performing department's FY13 projection.

Performance Context: Fleet (Transit) Workload and Expenditures

	FY06	FY07	FY08*	FY09	FY10	FY11	FY12
Total Buses (Active Fleet)	257	257	371	375	367	343	335
Number of Mechanics	63	63	85	88	88	88	88
Buses per mechanic	4.1	4.1	4.4	4.3	4.2	3.9	3.8
PMs per mechanic	13.7	16.2	15.8	14.8	18.6	21.4	26.4
% PMs late	76%	75%	79%	79%	72%	60%	38%
Expenditures per Bus	$43,795	$43,439	$41,911	$41,058	$45,193	$45,130	$44,078
Average age of bus**	6.5	6.8	6.6	6.98	6.5	6.5	7.8***

From FY11 to FY12, total PMs late decreased by 22% despite a 23% increase in PMs per mechanic.

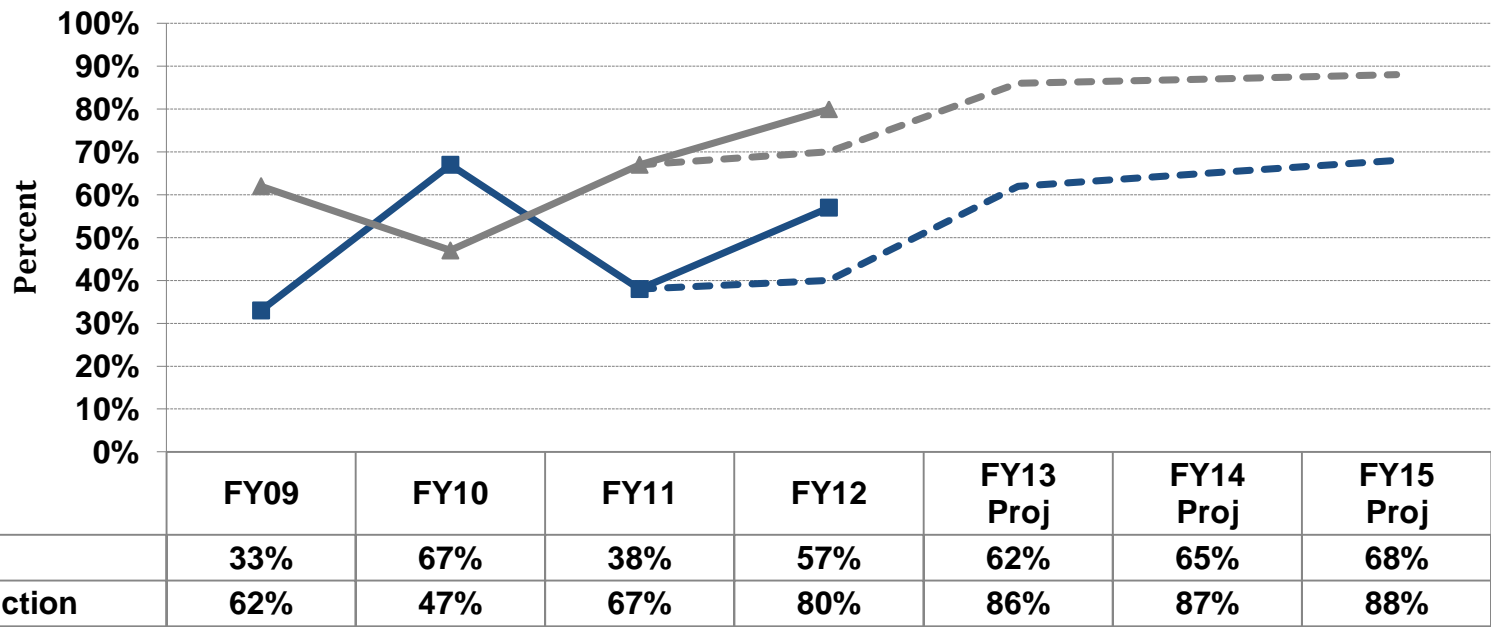*PM = scheduled preventive maintenance work order*
*Fleet became responsible for maintaining the small bus fleet in March 2008.
** Source from National Transportation Database.
***Estimate for the year; Purchased 30 15 year old buses in FY12.

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Headline Measure: Percent of Projects Meeting Design and Construction Timeline

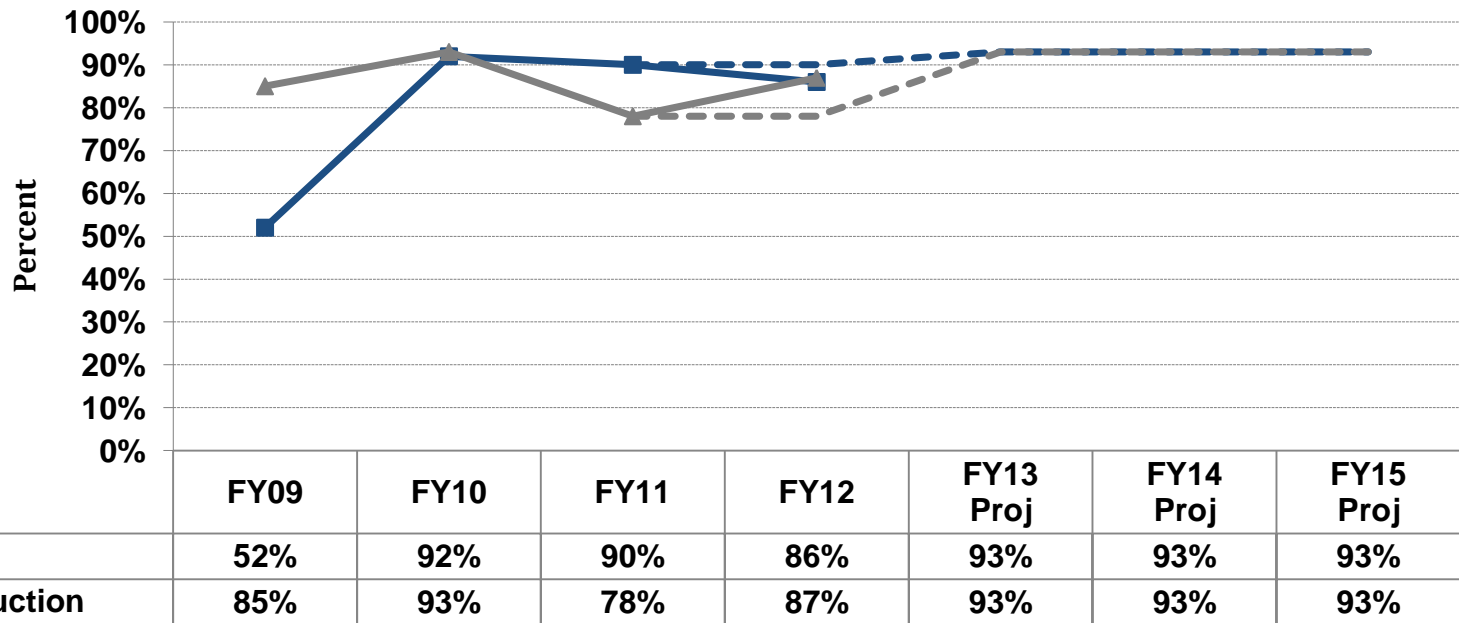|	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Design	33%	67%	38%	57%	62%	65%	68%
Construction	62%	47%	67%	80%	86%	87%	88%

At of the close of FY13 Q3, 73% of projects in the design phase were on schedule, and 88% of projects in the construction phase were on schedule.

Headline Measure: Percent of Projects Meeting Design and Construction Costs

	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Design	52%	92%	90%	86%	93%	93%	93%
Construction	85%	93%	78%	87%	93%	93%	93%

At the close of FY13 Q3, 82% of projects in design phase were on budget, and 94% of projects in construction phase were on budget.

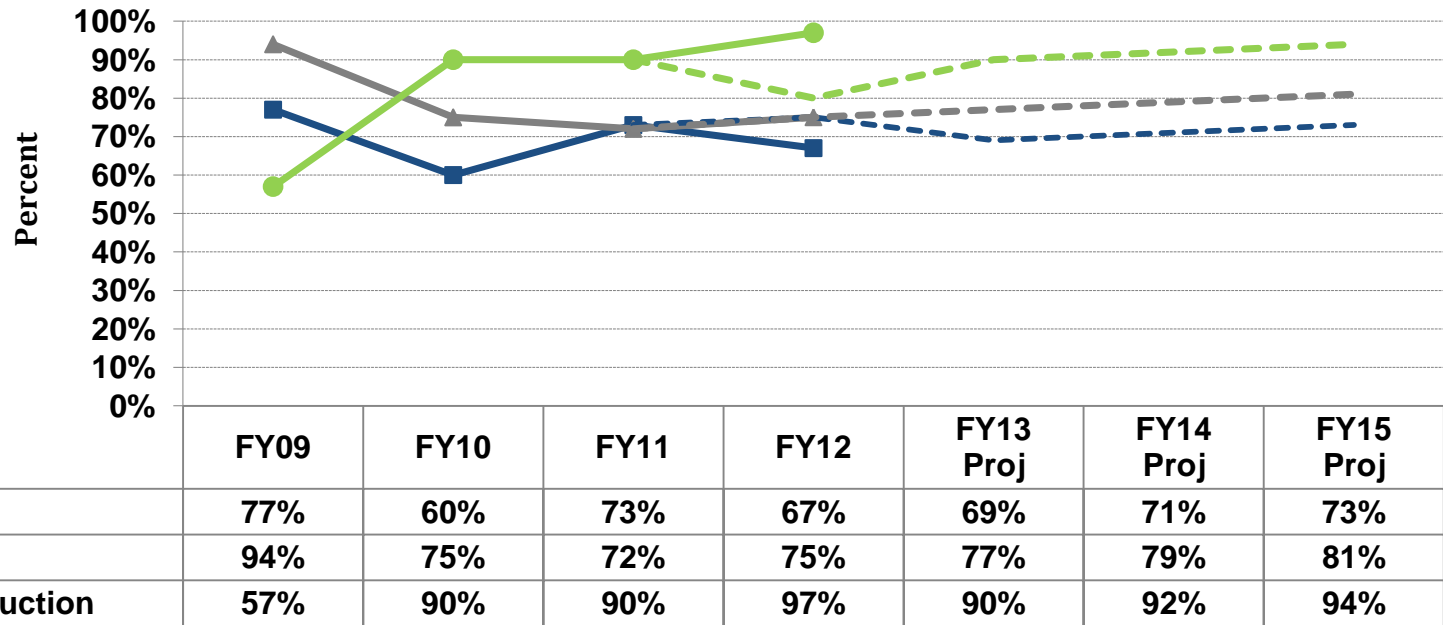# Headline Measure: Percent of Contract Dollars Awarded to MFD and LSBRP Vendors

	FY07	FY08	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
MFD	22%	18%	19%	16%	19%	19%	20%	20%	20%
LSBRP	19%	15%	17%	15%	20.00%	24%			
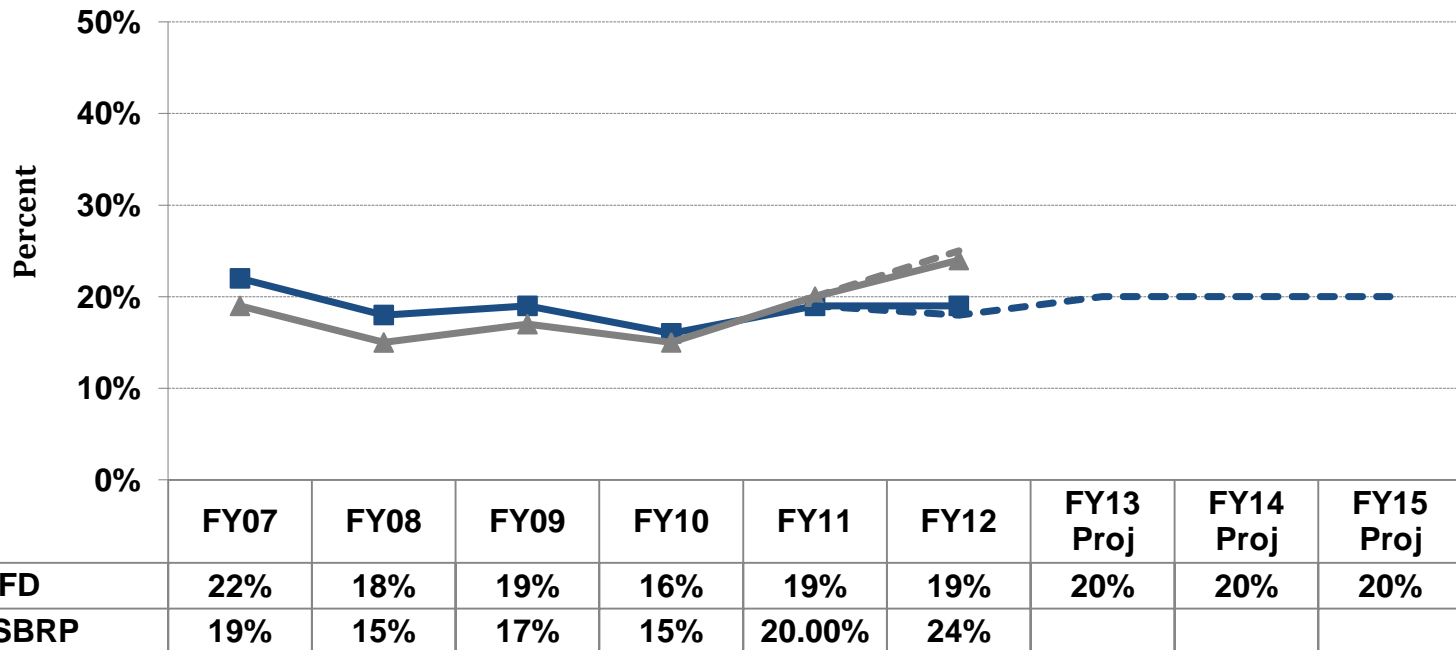
In FY13 Q1-3, the percent of total dollars awarded to MFD was 23.3%, an improvement from the FY12 total.

MFD: Minority/Female/Disabled
LSBRP: Local Small Business Reserve Program Vendors

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Headline Measure: Percent of Procurements Completed in Agreed-Upon Time

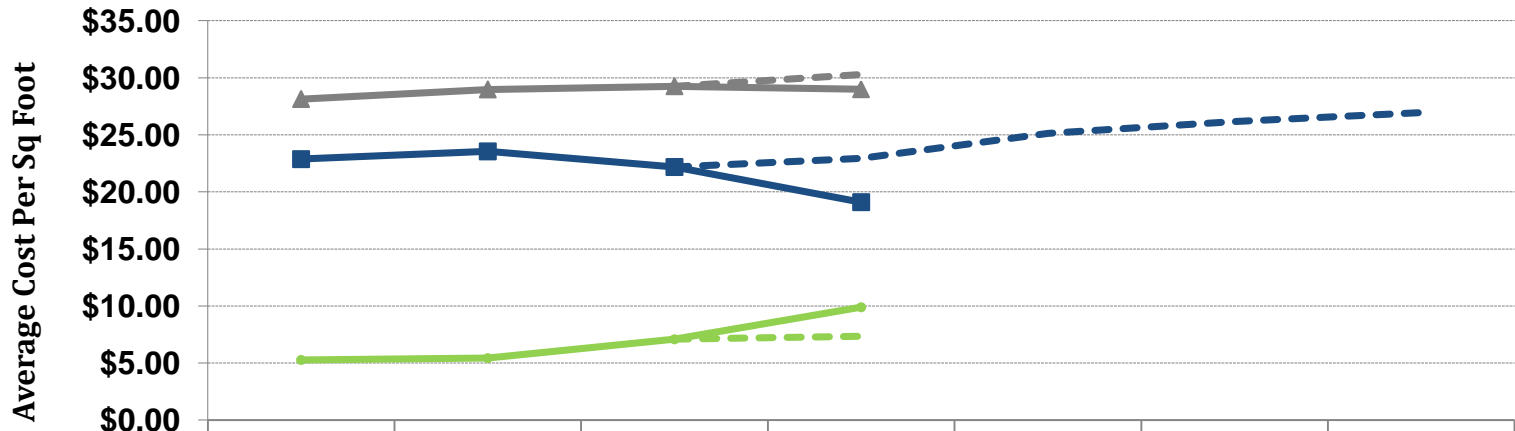|	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
IFB	77%	60%	73%	67%	69%	71%	73%
RFP	94%	75%	72%	75%	77%	79%	81%
Construction	57%	90%	90%	97%	90%	92%	94%

IFB and RFP met the department's FY12 projection while construction exceeded the projection and prior-year value.
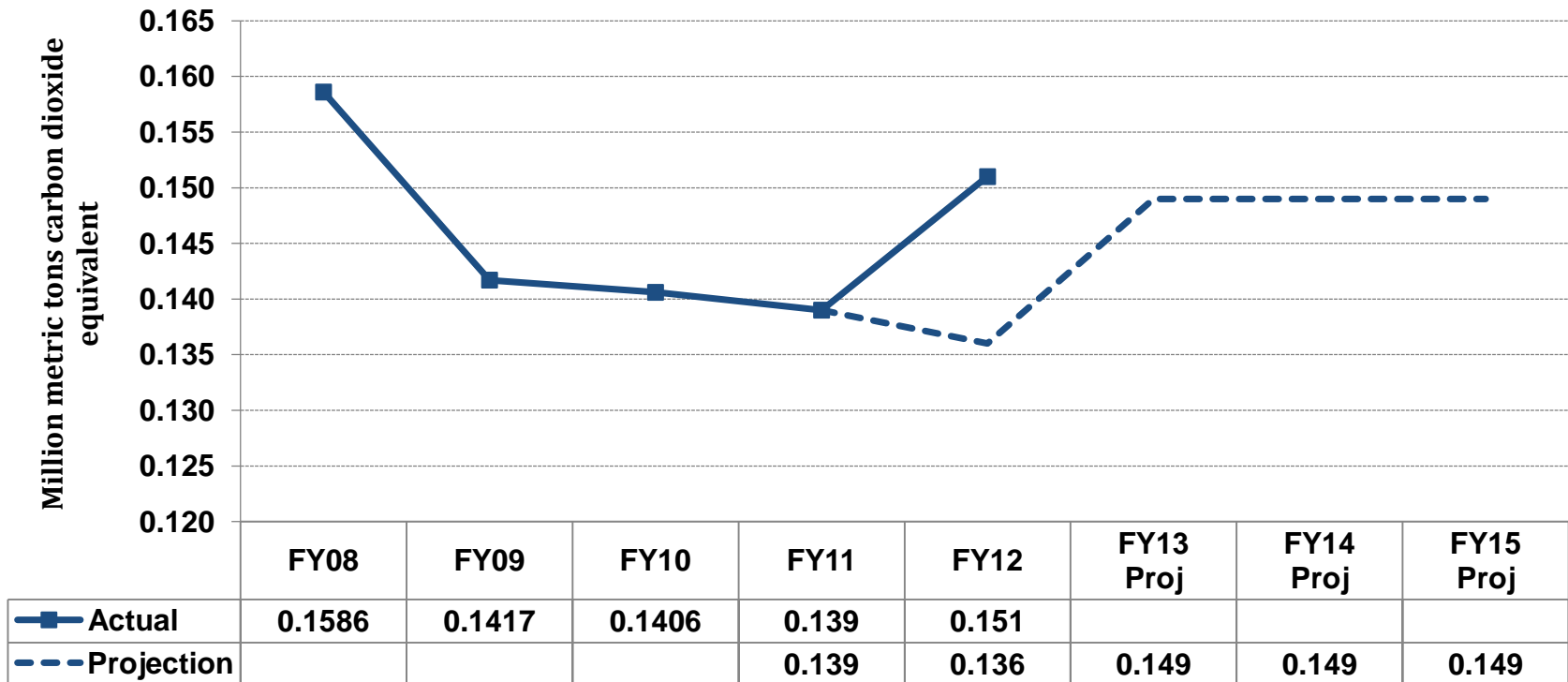
* FY09 measurement began mid-year.

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Headline Measure: County Rent vs. Average Market Rent for Leased Space

	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
Mont. Co.	$22.87	$23.55	$22.18	$19.10	$25.14	$26.17	$26.95
Benchmark	$28.14	$28.98	$29.26	$28.99			
Difference	$5.27	$5.43	$7.08	$9.89			

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Headline Measure: Carbon Footprint from Facilities and Fleet Operations

	FY08	FY09	FY10	FY11	FY12	FY13 Proj	FY14 Proj	FY15 Proj
■ Actual	0.1586	0.1417	0.1406	0.139	0.151			
- - - Projection				0.139	0.136	0.149	0.149	0.149

Y-axis: **Million metric tons carbon dioxide equivalent**

The FY12 combined carbon footprint exceeds the department's projections due to increases in electricity and contracted fleet CNG.

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Headline Measure: Environmental Stewardship

Metric Tons of CO2	FY08	FY09	FY10	FY11	FY12 Proj	FY12 Actual	FY13 Proj	FY14 Proj
Building Fuels	**99,775**	**85,769**	**83,759**	**84,354**	**84,252**	**91,971**	**93,456**	**100,580**
Electricity (Grid Average)	103,307	104,476	105,239	106,119	106,200	113,776	115,786	122,363
Electricity (Clean Energy Credit)	-15,496	-30,993	-32,899	-33,174	-33,198	-32,903	-34,113	-34,310
Natural Gas	11,546	11,604	10,722	10,528	10,600	10,171	11,097	12,110
Propane	0	56	108	107	100	80	80	80
Fuel Oil 1 through 3	417	626	589	552	550	301	626	338
Transportation Fuels	**58,783**	**55,890**	**62,560**	**55,335**	**55,335**	**59,607**	**59,607**	**59,607**
Gasoline	20,002	21,176	20,750	20,268	20,268	20,234	20,034	20,234
CNG County Fleet	10,198	6,272	8,733	7,313	7,313	6,482	6,482	6,482
CNG (Contracted Fleet)						4,572	4,572	4,572
Diesel (ULSD)	28,514	23,967	33,048	27,734	27,734	28,301	28,301	28,301
Diesel B20	0	0	0	0	0	0	0	0
Diesel B5	47	4,459	0	0	0	0	0	0
E85	21	16	29	20	20	18	18	18
Total	**158,558**	**141,659**	**146,319**	**139,689**	**139, 587**	**151,578**	**153,063**	**160,188**

Headline Measure: Customer Satisfaction Score
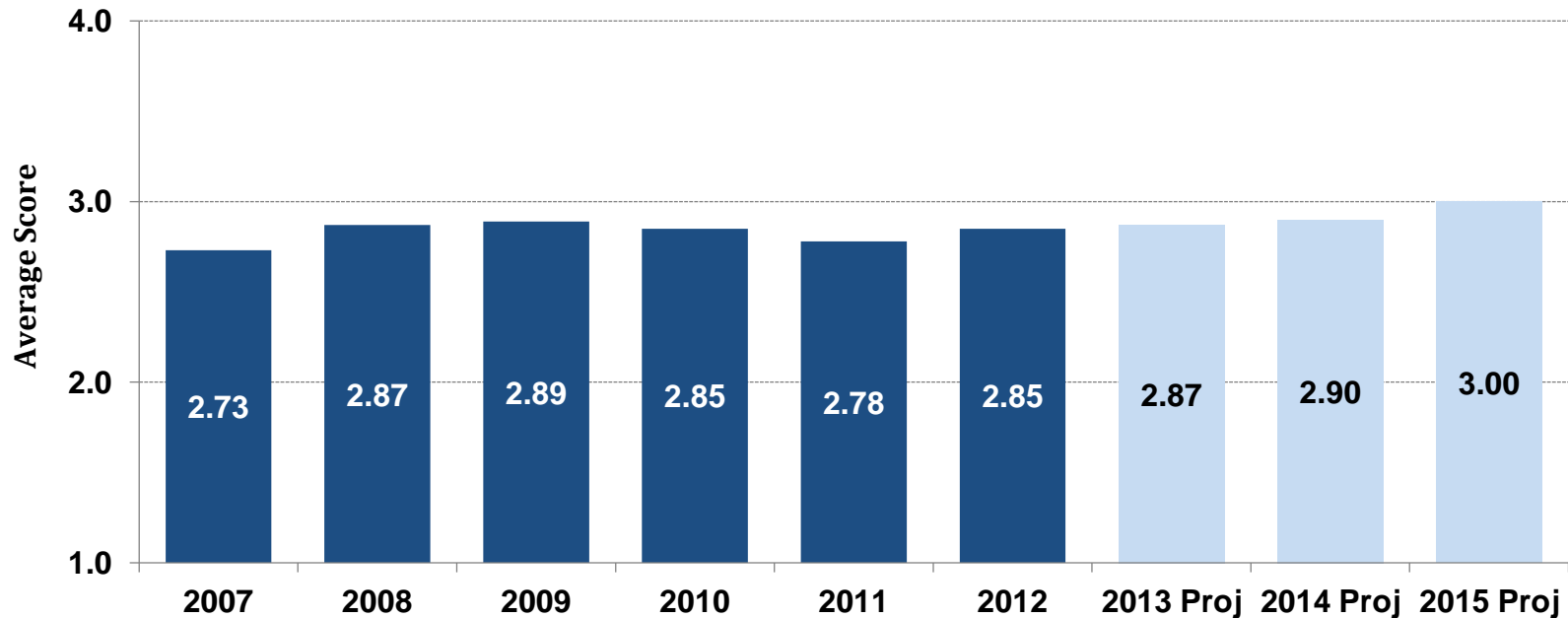
Each division within DGS showed incremental improvement in the annual internal customer service survey with the exception of print/mail/archives.

# Headline Measure: Customer Satisfaction

Customer Satisfaction Score Detail: Score given to Department of General Services operations in a survey of managers across Montgomery County government

Function	2007	2008	2009	2010	2011	2012
Bldg Services	2.67	2.81	2.88	2.68	2.51	2.66
Capital Dev Needs	2.69	2.92	2.92	2.91	2.79	2.79
Fleet Services	2.88	3.00	2.96	3.01	2.85	2.99
Leased Space Needs	2.66	2.87	2.96	2.90	2.84	2.97
Print / Mail / Archives	3.05	3.14	3.20	3.25	3.14	3.04
Procurement	2.40	2.45	2.42	2.36	2.52	2.66
Total Average	**2.73**	**2.87**	**2.89**	**2.84**	**2.78**	**2.85**

MC311 Performance Data (through 5/15/2013)
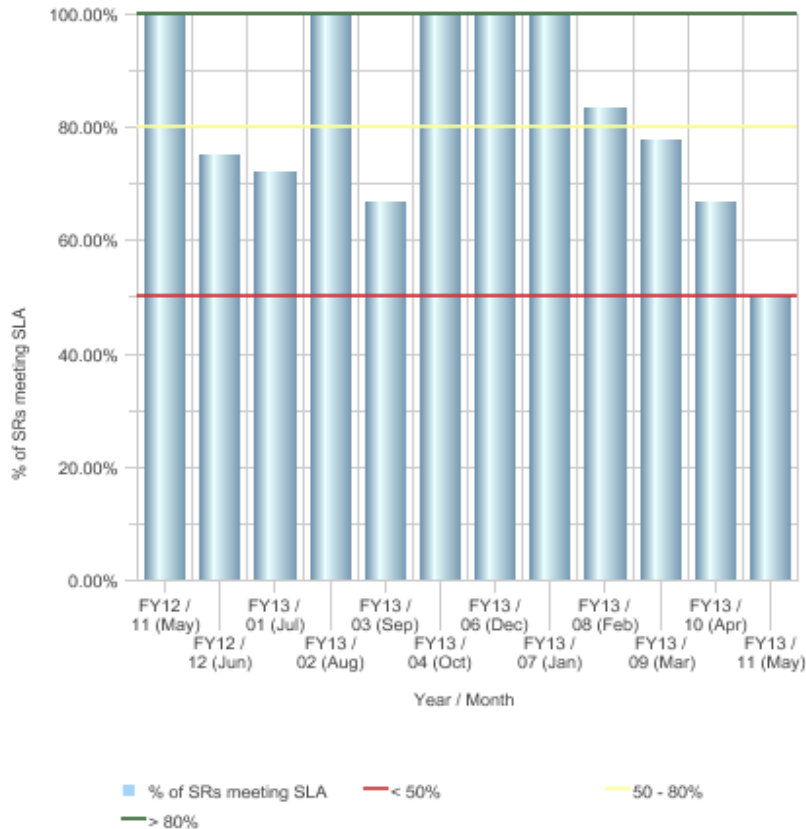
Year	Year / Month	# of SRs	# of SRs meeting SLA	% of SRs meeting SLA
FY12	FY12 / 11 (May)	9	9	100.00%
	FY12 / 12 (Jun)	12	9	75.00%
FY13	FY13 / 01 (Jul)	18	13	72.22%
	FY13 / 02 (Aug)	3	3	100.00%
	FY13 / 03 (Sep)	3	2	66.67%
	FY13 / 04 (Oct)	2	2	100.00%
	FY13 / 06 (Dec)	1	1	100.00%
	FY13 / 07 (Jan)	4	4	100.00%
	FY13 / 08 (Feb)	6	5	83.33%
	FY13 / 09 (Mar)	9	7	77.78%
	FY13 / 10 (Apr)	3	2	66.67%
	FY13 / 11 (May)	4	2	50.00%
Grand Total		**74**	**59**	**79.73%**

Of the 15 service requests that did not meet the SLA over the last twelve months, 12 used the attached solution "Facilities or Building Maintenance" and 9 of those requests dealt with downed trees on County property.

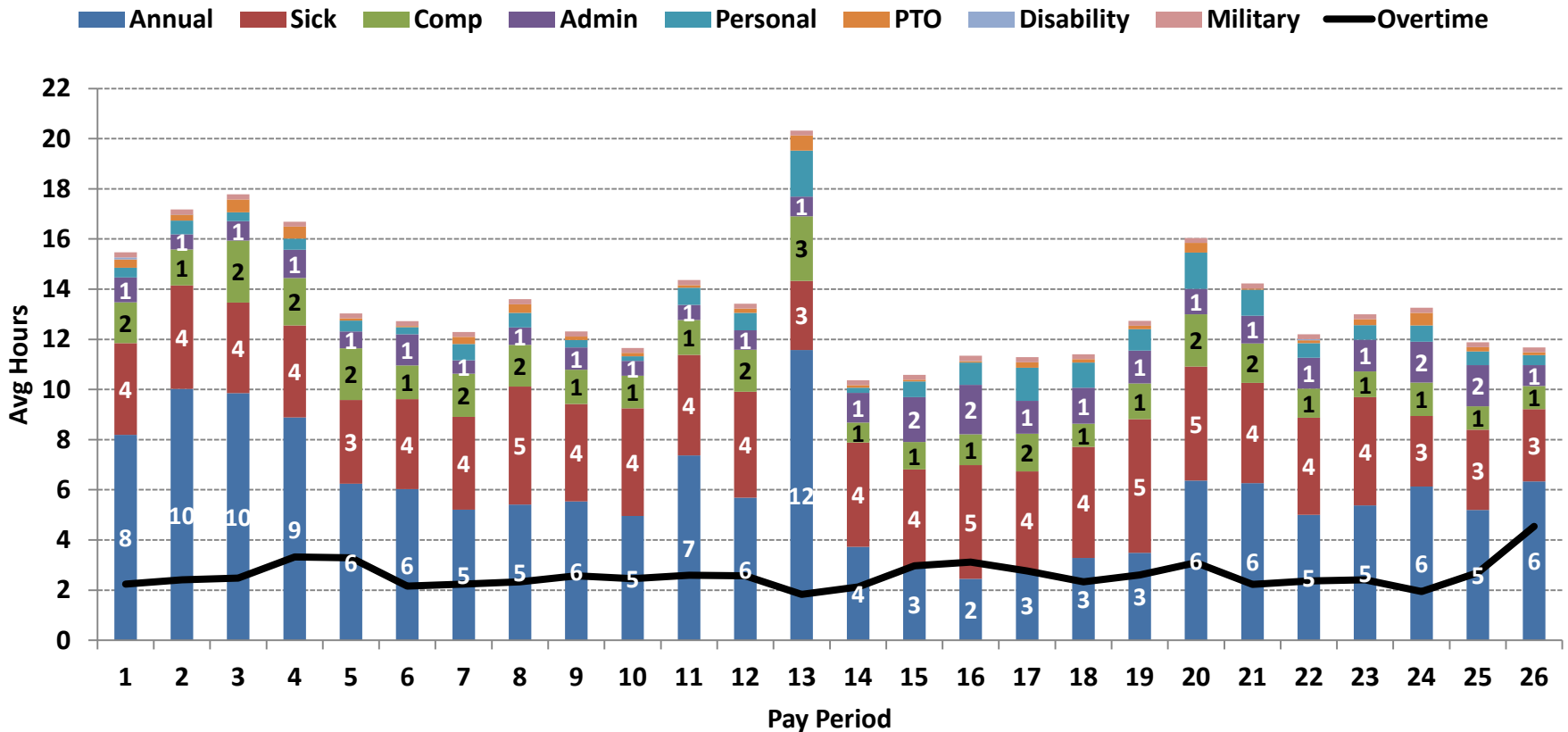# FY12 Departmental Workforce Availability (All DGS)

Overtime Correlation = 0.21
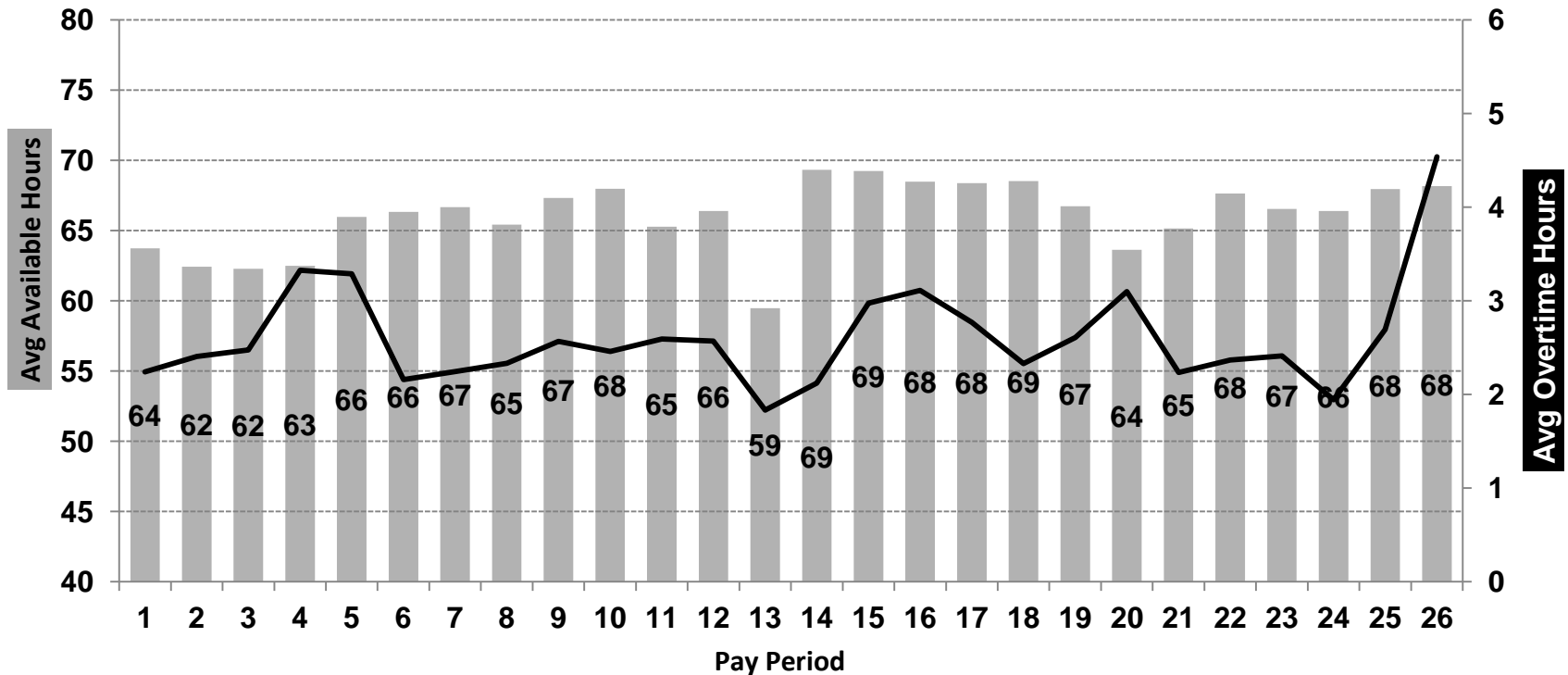
The weak positive correlation between available hours and overtime hours, indicates that a decrease available hours does not necessarily lead to an increase in overtime hours.
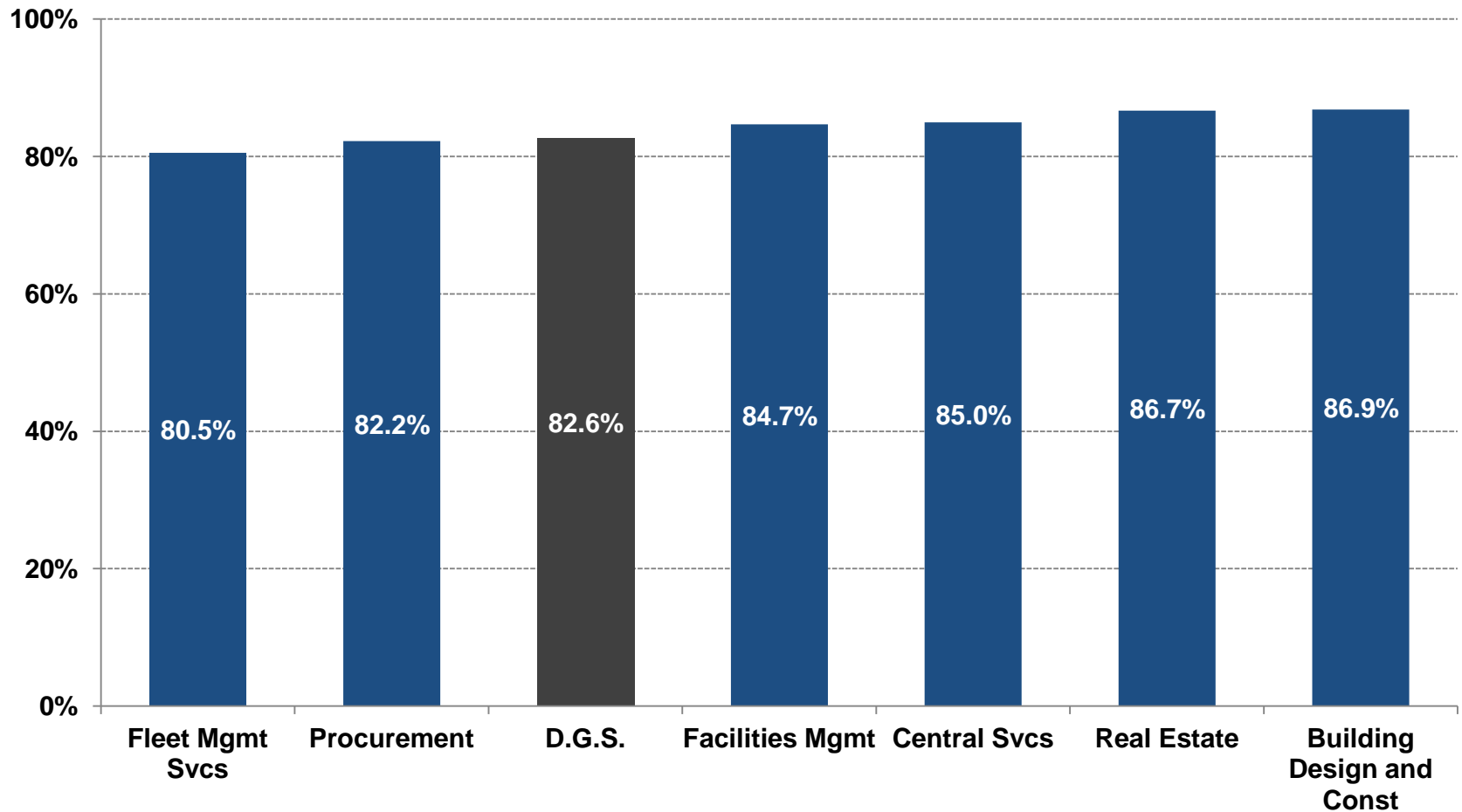
FY12 Departmental Leave Use (All DGS)

CountyStat did not find any positive correlations between a particular leave type and overtime; indicating that overtime does not increase because a particular leave type increases.

FY12 Workforce Availability by Division*

*Includes divisions with at least 10 employees

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FY12 Workforce Availability – Fleet Management Services

Overtime Correlation = 0.35

The weak positive correlation between available hours and overtime hours, indicates that a decrease available hours does not necessarily lead to an increase in overtime hours.

FY12 Leave Use – Fleet Management Services

CountyStat did not find any positive correlations between a particular leave type and overtime; indicating that overtime does not increase because a particular leave type increases.
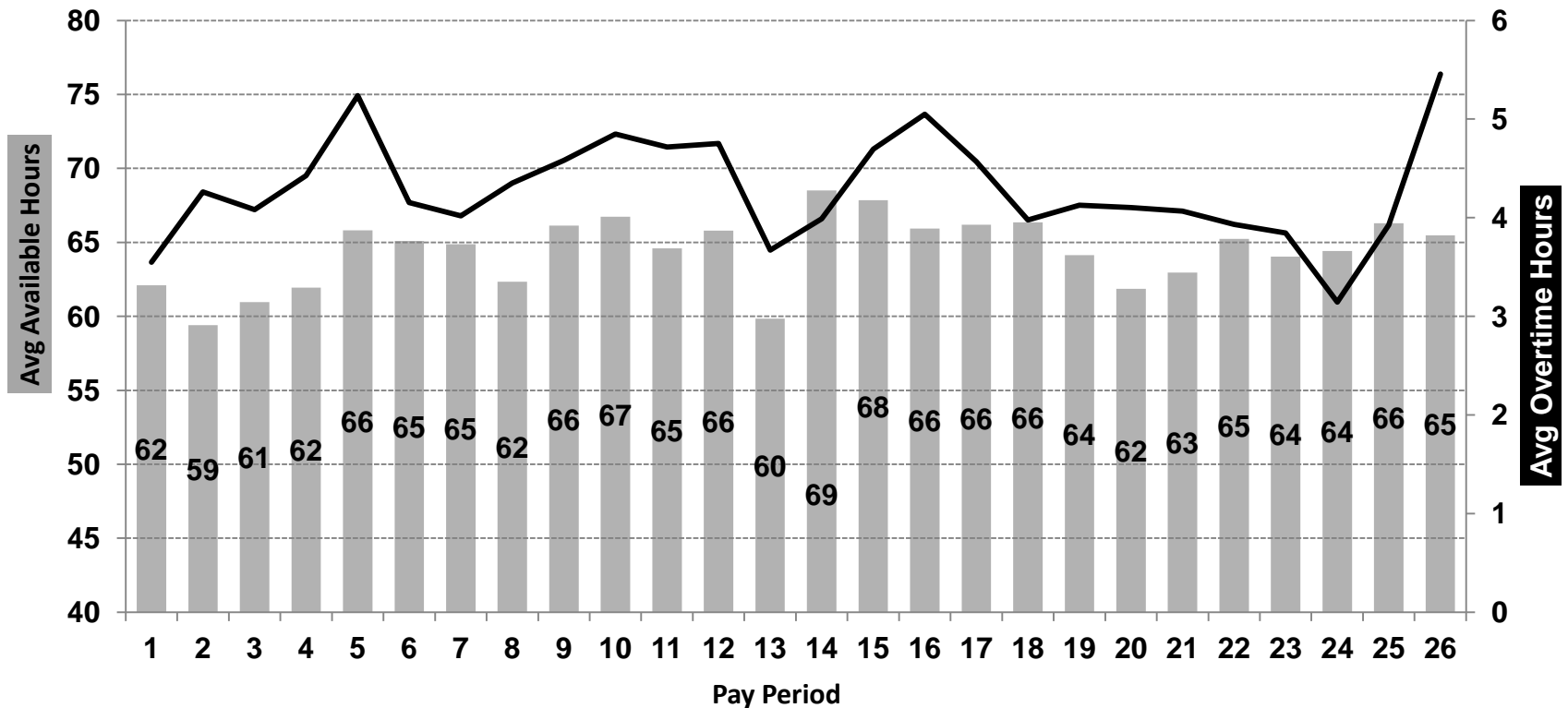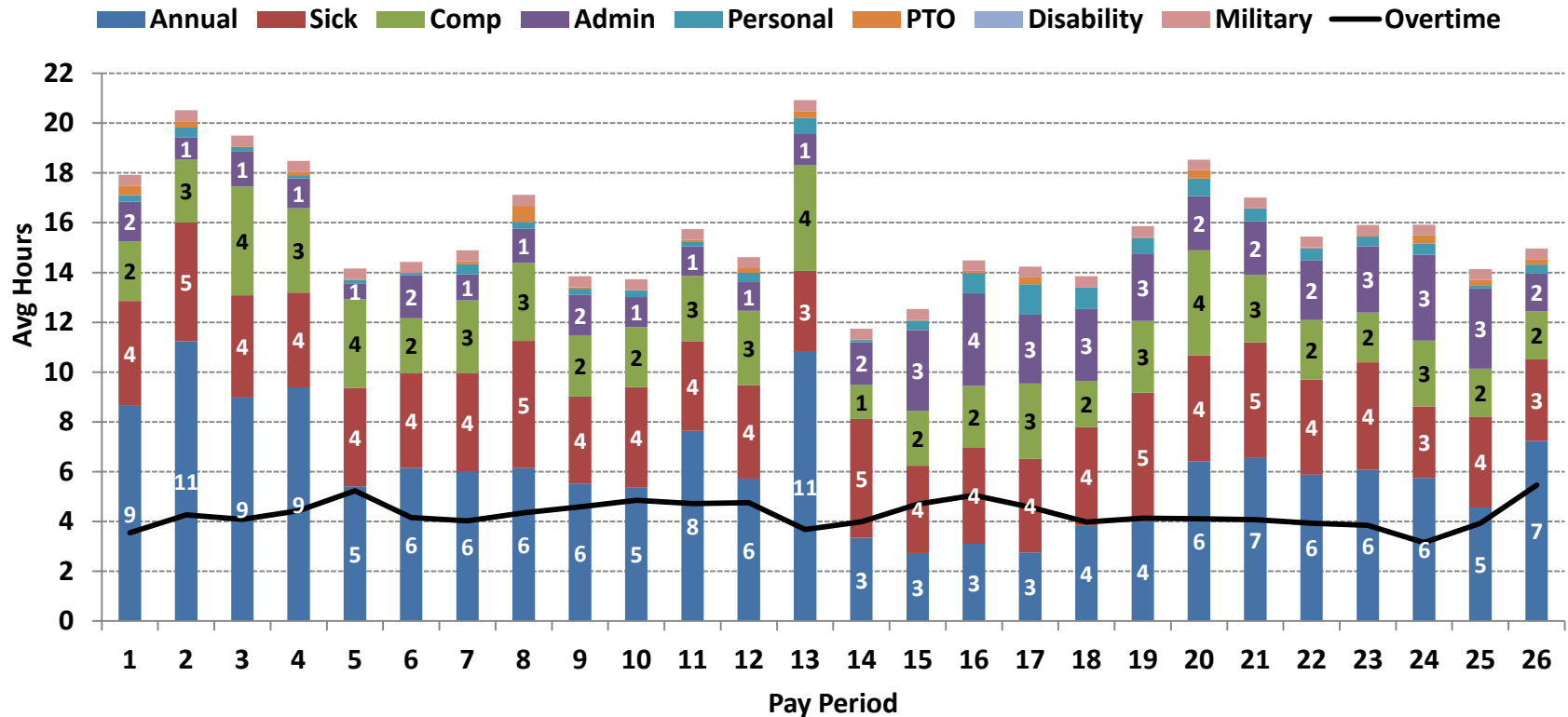
Leave Requests vs. Sick Leave – FY12

- **There were 4,723 Leave Request Instances within DGS in FY12**
  - 52 were Disapproved (1.1%)
  - Of those, 8 (15.4%) resulted in Sick Leave being taken on the same day(s) by the employee denied leave (7 unique employees)

Leave Type Req.	BDC	DREAMS	FACILITIES	FLEET	PROCUREMENT	TOTAL DISAPPROVALS	SAME DAY SICK
Annual	9	9	1	5	4	28	
Comp	2	1		2		5	
Family Sick	2	1		1		4	1
Other	1			1		2	
Personal		1	1	1		3	2
Sick	5	1		4		10	5
TOTAL	**19**	**13**	**2**	**14**	**4**	**52**	
SAME DAY SICK	**2**	**2**	**1**	**3**			**8**

Leave Requests vs. Sick Leave – FY13 (Through 5/14/13)

- **There are 4,581 Leave Request Instances within DGS in FY13**
  - 56 have been Disapproved to date (1.2%)
  - Of those, 11 (19.6%) resulted in Sick Leave being taken on the same day(s) by the employee denied leave (10 unique employees)

Leave Type Req.	BDC	DREAMS	FACILITIES	FLEET	PROCUREMENT	TOTAL DISAPPROVALS	SAME DAY SICK
Annual	5	9	1	13	5	33	6
Comp		1		9		10	1
Family Sick	3			1		4	2
Other		1				1	
Personal	1			1		2	
Sick	3		1	2		6	2
TOTAL	**12**	**11**	**2**	**26**	**5**	**56**	
SAME DAY SICK	**3**	**3**	**1**	**4**			**11**

Responsive and Sustainable Leadership

- **Effective and Productive Use of the Workforce/Resources**
  - 19% increase in average overtime hours per approved position

- **Internal Controls and Risk Management**
  - 71% of 21 Audit report recommendations were fully implemented since issuance of the audit report(s)
  - 8% increase in work-related injuries (62 in FY11 to 67 in FY12)

- **Succession Planning**
  - In the 2013 Montgomery County Succession Planning Survey, DGS identified 59 mission-critical/hard-to-fill positions.

- **Workforce Diversity**

	African Amer	Native Amer	White	Asian	Hispanic	Other
DGS	23%	0%	53%	11%	9%	4%

Percent increase/decrease is measured from FY11 to FY12

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Responsive and Sustainable Leadership (cont.)

- **MFD and LSBRP Procurement**
  - Expanded Central Vendor Registration System enrollment with the following outcomes:
    - 26% increase in MFD businesses: from 410 to 517
    - 12% increase in Local Small Businesses (LSBRP): from 932 to 1043
    - 20% increase in all vendors: from 11,157 to 13,909
  - MFD County contracting rose to 19.33% in FY12 from 18.82% in FY11
  - Local Small Business spending rose to 23.7% in FY12 from 20.3% in FY11
  - Contracts with LSBRP firms hit 38% in FY12, up from 36.5% in FY11

- **Environmental Stewardship**
  - 52% decrease in print/mail expenditures
  - 21% decrease in paper purchases

Percent increase/decrease is measured from FY11 to FY12

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Fleet Management Services Division - Telematics

- 50-vehicle pilot program to begin July 1st, to include specific vehicles within Fleet, Facilities, DLC, DPS take-home vehicles, DOT Highway, and Ride-On

- Telematics is used to analyze individual vehicle utilization, discern utilization patterns beyond simply miles driven into areas such as the number of trips and stops, etc.

- Can map data to perform analyses such as matching vehicle types (e.g. Electric Vehicles) to departments to identify the ideal location for charging stations

- The pilot program will seek to achieve, and its success will be judged on the following criteria:
  - Vehicle utilization (validating trips to ensure appropriate use of vehicles)
  - Route optimization
  - Decreased idling time (one hour of idling = approx. 1 gallon fuel)
  - Monitoring take-home vehicles
  - Employee security and safety (e.g. seat belt usage)
  - Immediate maintenance based on real-time DTCs (diagnostic trouble codes such as a check engine light/warning)

Fleet Management Services Division – Take Home Vehicles

- The County redefined its policy in late 2011 to require that all take home vehicles be approved by the CAO after written justification was submitted

- There are three types of take home vehicles:
  - Take Home (between work and residence only, typically for a Dept. Head or M1)
  - Agency-Assigned (between any MC facility within MC and residence)
  - Take Home Seasonal (Emergency responders Nov. – Feb.)

- There are 154 Take Home and Agency-Assigned vehicles and 57 Take Home Seasonal vehicles
  - DFS will assign each vehicle into the correct take home category by the end of FY14-Q2

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Facilities Management Division - Internal Customer Service Requests / Work Order Management

- **MC Employees can call (external to 311) or email the Facilities Management Division to request emergency or routine maintenance**

  – The existing Work Order system tracks the jobs performed within 25 different Work Order types at 300 different sites across the County

- **At present, the date and time of each work order creation is recorded but the system is not being used to track time to completion**

  – The Facilities Management Division is working with ERP to create a more automated system with improved reporting capabilities

CountyStat recommends that DGS begin using MC311 as the primary intake system for work-order requests.

Facilities Management Division - Internal Customer Service Requests / Work Order Management (cont.)

- **In FY13 (through 5/10/2013), there have been 14,218 Work Orders submitted to DGS/DFM**

Top Ten County Buildings by Work Order Volume	
JUDICIAL CENTER 50 MARYLAND AVENUE	702
EXECUTIVE OFFICE BLDG 101 MONROE STREET	639
COB 100 MARYLAND AVE	511
STRATHMORE MUSIC CENTER 5301 TUCKERMAN LANE	392
MCDC 1307 SEVEN LOCKS ROAD	378
PUBLIC SAFETY HQTS 100 EDISON PARK DRIVE	335
HHS PICCARD DRIVE 1301 PICCARD DRIVE	288
MCCF SENECA CORRECTIONAL 22880 WHELAN LANE	280
ROCKVILLE LIBRARY 21 MARYLAND AVENUE	275
SILVER/ROUNDHOUSE THEATER 8617 - 8623 COLESVILLE ROAD	254

Top Ten Work Order Types	
NORMAL WEAR	8134
EMERGENCY	1255
PREVENTATIVE MAINTENANCE	717
NIGHT SHIFT	583
INCIDENT	560
CUSTODIAL	532
(blank)	372
NEW WORK	343
GROUNDS	294
LIFE SAFETY	284
OTHER	193

Facilities Management Division - Internal Customer Service Requests / Work Order Management (cont.)

- **In FY13 (through 5/10/2013), there have been 14,218 Work Orders submitted to DGS/DFM**

Top Ten Buildings Reporting CIP Life Safety, Emergency, Emergency After Hours, Life Safety, and Safety Work Orders (1841 Total)	
MCDC 1307 SEVEN LOCKS ROAD	108
JUDICIAL CENTER 50 MARYLAND AVENUE	78
EXECUTIVE OFFICE BLDG 101 MONROE STREET	66
MCCF SENECA CORRECTIONAL 22880 WHELAN LANE	53
COB 100 MARYLAND AVE	46
PRE RELEASE CENTER 11651 NEBEL STREET	40
HHS PICCARD DRIVE 1301 PICCARD DRIVE	32
MAC INDOOR POOL 5900 EXECUTIVE BOULEVARD	32
ROCKVILLE LIBRARY 21 MARYLAND AVENUE	31
PUBLIC SAFETY HQTS 100 EDISON PARK DRIVE	30

Sites with More Than One Vandalism Work Order (48 Total Fiscal Year to Date)	
WHEATON GLENMONT OUTDOOR POOL 12621 DALEWOOD DRIVE	5
COB 100 MARYLAND AVE	4
3RD DISTRICT SILVER SPRING POLICE STATION 801 SLIGO AVENUE	3
BROOME SCHOOL 751 TWINBROOK PARKWAY	2
DAMASCUS LIBRARY AND SENIOR CENTER 9701 MAIN STREET	2
GERMANTOWN LIBRARY 19840 CENTURY BOULEVARD	2
GERMANTOWN RECREATION FACILITY 18905 KINGSVIEW ROAD	2
HHS PICCARD DRIVE 1301 PICCARD DRIVE	2
OLNEY INDOOR POOL 16601 GEORGIA AVENUE	2

CountyStat

Open Data – DGS 2012 dataMontgomery Initial Survey Responses

- **DGS/General**
  - Internal Customer Service Survey Responses
- **DGS/Procurement**
  - List of Active County Contracts including Buyer, Contractor, Description, and Contract Number
  - Requests for Procurement-related information under the MPIA
  - List of formal and informal solicitations put forth by Montgomery County
- **DGS/Facilities Maintenance**
  - Building Inspection Survey Results
  - Hours Offline for Critical Building Systems (# and types of outages)
  - County Building Maintenance (completion of customer service requests)
- **DGS/Building Design and Construction**
  - Monthly CIP Report (status of all Building Design and Construction CIP Projects including milestones and budget information)

What other high value data warrants inclusion in dataMontgomery?

Wrap-Up

- **Follow-Up Items**