



Department of General Services

FY2017 Annual Report



ONE DEPARTMENT WITH ONE MISSION

**DELIVERING
GREAT
SERVICE**





Isiah Leggett, County Executive

MESSAGE FROM ISIAH LEGGETT, COUNTY EXECUTIVE



THE DEPARTMENT OF GENERAL SERVICES (DGS) serves the many and diverse requirements of all County departments and works closely with other County agencies such as Public Schools, Park and Planning, and the Housing Opportunities Commission. DGS enables County departments to successfully complete their respective missions, and thereby, adds value to the services performed by the County government to county residents.

General Services has played a key role helping the County government and public agencies realize my commitment to sustainable communities, a strong and vibrant economy, an effective transportation network, increased affordable housing, environmental stewardship, and an inclusive and welcoming community. DGS has effectively partnered with Montgomery County Public Schools in the reuse of old schools, collocating county services, and coordinating construction of wellness clinics in schools. Likewise, DGS works closely with the Maryland-National Park and Planning Commission in coordinating the implementation of public amenities as part of master and sector plans, as well as collocating services that synchronize multiple objectives into a single outcome from which the public benefits.

General Services' successful completion of my Smart Growth Initiative resulted in the reuse of large land parcels to enhance future economic growth, implementing public sector components of master and sector plans, replacing aged facilities with state-of-the-art and sustainably designed new facilities in better locations, and working with the private sector to achieve optimal results that benefit the County and its residents. Likewise, DGS has successfully implemented the Library refresh program under my administration. This initiative was awarded the 2016 Top Innovator Award from the Urban Libraries Council. Through the refreshing of older libraries, we can deliver many more and improved library services to neighborhoods than we could ever achieve spending large sums of money to construct only a few new buildings.

Regarding sustainability, DGS leadership has resulted in innovative building designs, leading maintenance practices, green fleet innovations, aggressive implementation of solar power, significant reductions in energy consumption, lowering the price paid for electricity, and generally ensuring a "greening" of the County government. These initiatives foster collaboration, leadership, and innovation to ensure the County delivers the highest quality services at the lowest environmental impact.

General Services is true to its name; they provide a wide range of exceptional service to all County departments. There is very little the County government does that DGS has not had some involvement in at some point. In doing so, DGS staff demonstrate the "essential values" of collaboration, inclusiveness, knowledge, competence, innovation, respect for the individual, fiscal prudence, integrity and transparency that have been a part of my administration from its start.

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WELCOME MESSAGE DAVID E. DISE, DIRECTOR



David E. Dise, Director

“DELIVERING GREAT SERVICE” is more than a motto for the Department of General Services (DGS). It captures our mission and motivation; to support Montgomery County departments in their efforts to serve county residents and to directly serve those same residents in every way possible. In accomplishing this mission, DGS has assembled a team of dedicated professionals, technicians and experts driven to the highest standards of excellence in customer service. The staff is organized into divisions that individually perform a diverse array of specialties, but the underlying vision that drives and unites each employee is delivering the best possible service to our customers. This often involves a team effort that crosses division lines collaborating to achieve the result.

This year’s annual report focuses on service delivery; those things DGS does that are seen and not seen that benefit internal customer departments, county residents, and visitors. You’ll notice how multiple divisions work together, combining energy and expertise to produce a single result. You’ll also notice the breadth of services DGS performs. I frequently hear from folks who are amazed to discover the variety of things DGS does. I’m often told, “You guys are everywhere!” Yes, I agree, we are.

There are scores of unsung, unknown dedicated DGS employees delivering great service to County departments and residents. Central Duplicating, Archiving and Mail Services staff manage hundreds of thousands of records and operate the best archive system in the State of Maryland. This team installed a county-wide copier contract that saves time and natural resources. The Real Estate office manages hundreds of leases for County departments and contractors delivering critical educational and health services to residents. Building Design and Construction staff successfully deliver buildings and facilities that help departments improve the service they deliver to county residents, and do so with environmental awareness and design excellence. Over the past decade, this team has helped the County Executive deliver more new and

renovated buildings to county residents than any prior executive, and this during one of the worst economic environments in county history. Facilities Management staff maintains over 10 million square feet of commercial space and thousands of acres of property, performing routine, preventive, corrective and conditional maintenance, housekeeping, grounds maintenance, recycling, building structure and envelope repairs and maintenance, mechanical, electrical and plumbing systems operations and maintenance, snow removal, damage repair from weather events, moving services for County departments, and countless other types of customer service. The ADA staff ensure that County-owned facilities, new and old, are open and accessible to all disabled persons and that all County facilities, policies and practices comply with the applicable federal laws. The Fleet team maintains one of the largest municipal and transit fleets in the nation with a level of reliability, innovation and environmental stewardship that has earned national recognition.

I hope you enjoy reading through this annual report. The entire DGS team works hard and, I believe, successfully achieves the goals to which it expends that energy. We are very aware that we work for the residents of Montgomery County, that there is a level of service residents reasonably expect and it is our commitment and mission to deliver on that expectation.

Mission accomplished...



The Department of General Services 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.

FY17 AT A GLANCE

- ▶ Perform preventive maintenance, repair, and groundskeeping for **435 County-owned** and County-leased facilities.
- ▶ Salt, sand, plow and remove snow for **8.0 million square feet** of parking lots, and **over 75 miles** of sidewalks during snow season.
- ▶ Fleet Management operation of \$79.97 million, providing comprehensive fleet preventive maintenance, repair services, and acquisition for a fleet of **3,472** public safety and general administrative vehicles, snow plows, buses, dump trucks and other equipment.
- ▶ Maintain a fleet of **1,187** alternative fuel vehicles within a total fleet size of **3,472**.
- ▶ Lead the County's efforts to install **5.3 megawatts of solar** and other clean energy technologies on County facilities to date, producing enough clean energy to power more than **680 homes** and lowering greenhouse gas emissions as much as planting **120,000 trees**.
- ▶ Secure funds for green initiatives. Raised **\$2.1 million in grants** from the Maryland Energy Administration for energy conservation and fleet fuel savings initiatives and **\$1.1 million** in utility incentives for energy saving projects since 2011.
- ▶ Provide comprehensive real estate services from an assessment of requirements to acquisition of leases and necessary buildout. Manage an inventory of **1,017,015 square feet** of leased space for County programs.
- ▶ Fulfill the County's comprehensive mail and graphics requirements in an environmentally productive manner. The Printing and Mail program has saved **33 trees, 1.80 million gallons of water** and reduced **41,575 pounds of carbon dioxide** by implementing eco-friendly practices.
- ▶ **\$400 million** of Smart Growth projects completed.
- ▶ Print and Mail operation of **\$7.96 million**, designing and overseeing mail and graphics services to facilitate County programs.
- ▶ **Five grand opening** ceremonies of new County facilities (see page 7).
- ▶ **Five LEED Gold** and **three LEED Silver Certifications** achieved in construction projects.
- ▶ Lead the County's compliance with the American with Disabilities Act (ADA) in agreement with the Department of Justice (DOJ). The ADA Compliance program has completed remediation work on **44 of the 83 facilities identified**, a 53% achievement. In addition, another **29 facilities**, amounting to 35% are under remediation.
- ▶ Provide for the County's records management requirements, storing **4,214 boxes of documents** in FY17 and shredding **191,096 pounds of paper**.
- ▶ FY17 department complement: **426 employees**.
- ▶ Resource investment: **\$29.32 million** via the General Fund.
- ▶ Support high profile energy policy initiatives on behalf of the County Executive's Office. Among other initiatives, DGS is coordinating over **\$41 million** in direct financial benefits along with other policy commitments resulting from the merger of Exelon Corporation and Pepco Holdings Incorporated.

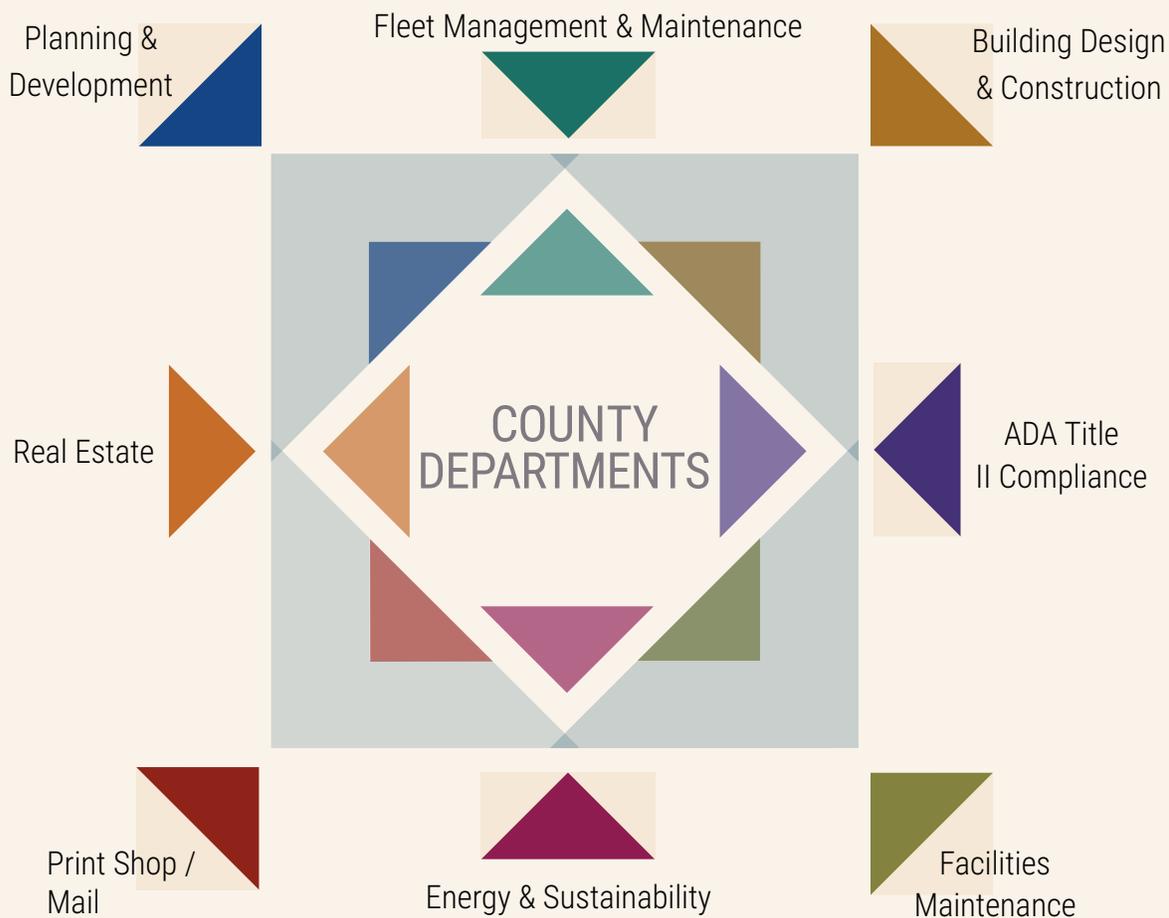
ONE DEPARTMENT

ONE MISSION:



DGS Programs—Provide a Single Point of Government to Government Service

Glenmont Fire Station



DELIVERING GREAT SERVICE

A RESPONSIVE AND ACCOUNTABLE COUNTY GOVERNMENT



Upcounty Regional Service Center Water Fountain Replacement



Aspen Hill Library Refresh



Davis Library Lighting Improvements Refresh Effort

DGS CORE VALUES

THE DEPARTMENT OF GENERAL SERVICES comprises many and diverse functions sharing a common and critical mission: providing services to Montgomery County Government departments and offices, enabling them to serve the public. Our departments set and meet the highest standards for service and delivery. DGS contributes directly towards the County Executive’s objective for “a responsive and accountable County government.” Five core values distinguish our approach:

- **GOVERNMENT EFFICIENCY** — As stewards of County resources, DGS ensures facilities, fleet, construction, real estate, and community assets operate cost effectively and efficiently. We provide 24/7 critical support services for Montgomery County government programs, buildings and properties, coordinate County-wide business support services, and ensure efficient operations.
- **CUSTOMER-FOCUSED SERVICE** — Meeting the needs of all our county residents is essential. DGS has set and continues to meet high performance standards for asset maintenance, service delivery, and building design and construction. We lead the County’s efforts to make our buildings, programs and services accessible to all, implementing ADA improvements and accessibility.
- **ENVIRONMENTAL SUSTAINABILITY** — DGS is committed to reduce the environmental impact of government operations. The mission of our Office of Energy and Sustainability is to ensure that Montgomery County operations adhere to the highest standards of sustainability, integrate assessment of environmental impacts into decision-making and maximize resource conservation at every opportunity.
- **COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION** — Our divisions work with communities from planning to ground-breaking through construction and maintenance to engage residents and assure building design reflects the neighborhood character. DGS is committed to preserving community character, our county history, and archives while Montgomery County continues to grow.
- **PUBLIC-PRIVATE PARTNERSHIPS** — The department leverages County assets and works with development partners in the private sector to design and construct County facilities using fewer public dollars. Assets are designed and constructed to meet the needs of the County and the community thereby enriching local communities.

DGS AWARDS & ACCOMPLISHMENTS

Awards

- LEED Gold Certifications achieved for Colesville Depot Renovation, construction of Dennis Avenue Health Center, Glenmont Fire Station, Montgomery County Public Schools (MCPS), Maryland-National Capital Park and Planning Commission (M-NCPPC) Maintenance Facilities and North Potomac Recreation Center.
- LEED Silver Certifications achieved for the construction of the Public Safety Training Academy, Ross Boddy Neighborhood

- Recreation Center and Progress Place.
- Received the Merit Award from the Associated General Contractors of the District of Columbia.
- National Association of Counties (NACO) Award for Innovative County Government Plan.
- National Association of Counties (NACO) Award for Sustainability Communications for the Office of Energy and Sustainability website, social media, reports, posters, videos and community outreach.



**5 Gold
3 Silver
LEED Certifications**

achieved in construction projects.

LEED™ stands for Leadership in Energy and Environmental Design, and is a voluntary, consensus-based, market-driven green building rating system.

GRAND OPENINGS OF NEW COUNTY FACILITIES

5

- North Potomac Recreation Center
- Ross Boddy Neighborhood Recreation Center
- Glenmont Fire Station #18
- Public Safety Training Academy
- Progress Place



North Potomac Recreation Center



Ross Boddy Neighborhood Recreation Center



Glenmont Fire Station #18



Progress Place

100%

MC311 service requests met service level agreement response deadlines



5

Solar Projects Completed

totaling 3.3 megawatts (MW) in capacity. The County's overall initiative, to be substantially completed in FY18, will include over 16 projects totaling 11 MW of solar energy, reducing County energy costs by \$15 million over the next 20 years.



MCPS and M-NCPPC Covered Parking



MCPS and M-NCPPC Maintenance Bays



Public Safety Training Academy City Scape Training

THE SMART GROWTH INITIATIVE (SGI) is an **award-winning comprehensive program** initiated by County Executive Ike Leggett that will provide substantial economic opportunities for future growth in Montgomery County. Acknowledging that decisions and policies today will affect the County of tomorrow, the SGI takes the following priorities into consideration:

- ▶ Maintain a competitive, resilient, and sustainable economy
- ▶ Create transit-oriented development
- ▶ Replace and modernize antiquated public facilities
- ▶ Redevelop brownfield sites
- ▶ Restore landmark buildings
- ▶ Protect the Agricultural Reserve
- ▶ Create efficiencies and synergies through co-location of related uses
- ▶ Construction of thousands of new housing units, including MPDUs and workforce units
- ▶ Encourage higher paying jobs in a transit-oriented bioscience enclave
- ▶ Reduce a significant portion of the funds spent annually on rental payments



SGI



Public Safety Training Academy Rescue Training



Public Safety Training Academy



Public Safety Training Academy Fire Rescue Training

DGS is responsible for the planning and implementation of the **Smart Growth Initiative (SGI)** and has led the effort to achieve:

MAJOR SGI IMPLEMENTATIONS

- 1) Create a Multi-Agency Service Park to co-locate facilities for several County agencies including:
 - ▶ Montgomery County Public Schools Food Distribution Center
 - ▶ Department of Transportation Ride On bus driver training facility
 - ▶ Public Safety Training Academy for County Departments of Police, Fire and Rescue Services, Correction and Rehabilitation
 - ▶ Maintenance Facility for Montgomery County Public Schools and Maryland-National Capital Park and Planning Commission
- 2) Repurpose the former County Service Park into a vibrant transit-oriented community. The 92-acre site is adjacent to the Shady Grove Metro, is bisected by Crabbs Branch Way and comprises of Westside at Shady Grove metro on the west and the future Jeremiah Park on the east.
- 3) Relocate transit and fleet facility and construct the David F. Bone Equipment Maintenance and Transit Operations Center, that serve the Departments of General Services and Transportation. These award-winning facilities are equipped to address the future growth of the County.
- 4) Create a Public Safety Headquarters to achieve substantial lease savings, co-location synergies, and modernized facilities by relocating several public safety functions.
 - ▶ Police headquarters as well as the 1st District Police Station
 - ▶ Fire and Rescue Services
 - ▶ Office of Emergency Management and Homeland Security
 - ▶ Department of Transportation, Highway Services
- 5) Redevelop the 52-acre former Public Safety Training Academy into a residential community to assist in transforming the Great Seneca Sciences Corridor into a dynamic live/work community and to support its economic and scientific sustainability.

Save the County \$38.8 million in lease payments
AS A RESULT OF THE IMPLEMENTATION OF SGI INITIATIVE

GOVERNMENT EFFICIENCY



Glenmont Fire Station



GOVERNMENT EFFICIENCY



Little Falls Library Ceiling Tile Replacement Support



Bushey Drive Recreation Center Bed Bug Inspection

DGS DIVISIONS WORK TOGETHER to fulfill the County’s objective to provide “a responsive and accountable County government.” Our divisions act as stewards of County resources, working to eliminate waste, use resources efficiently, and deliver exceptional service and accountability.

Our Facilities Management division demonstrates government efficiency, operating 24 hours a day/7 days a week to maintain facilities and keep them in optimal operating condition. Services include preventive and corrective maintenance for plumbing, electric and heating, ventilation and air conditioning (HVAC), management of building automation systems (BAS), integrated pest management, landscaping, snow removal, custodial services, elevator maintenance, groundskeeping, locksmith work, emergency clean-up and remediation.

Our teams ensure facility readiness even under unforeseeable conditions. Fiscal year (FY) 2017 challenged DGS with 1,480 unscheduled incidents that we successfully managed including sewage overflow at the American Film Institute, flooding at the Police 4th District Police Station and a water main break resulting in a major flooding event at the Little Falls Library that proved most challenging with over \$1MM in damages and required major repairs and replacements to the electrical, plumbing and mechanical systems.

- ▶ **The Division of Facilities Management (DFM) maintains over 435 County-owned and County-leased facilities. This represents over 10,000,000 square feet of institutional space.**
- ▶ **24/7 operation manages 23,853 work order requests annually and achieves a closure rate of 94%.**
- ▶ **Effectively responded to 1,480 incidents, non-planned situations that impact facilities operations which were successfully managed at a cost of over \$3.2MM.**
- ▶ **Maintain over 10,584,000 square feet (over 240 acres) of landscape.**
- ▶ **Clear 8,000,000 sq. ft. of parking/access space and 400,000 linear feet of sidewalks at 210 County facilities during snow season.**
- ▶ **Inspect and maintain 121 emergency generators located throughout the County, ensuring that systems are operational for emergency situations.**
- ▶ **Manage 87 Building Automation Systems.**

GOVERNMENT EFFICIENCY

CAPITAL IMPROVEMENT PROGRAM (CIP) PROJECTS

Division of Facilities Management leads the Level of Effort (LOE) initiatives under the County’s Capital Improvement Program (CIP). LOE projects are steered towards the planned maintenance of existing facilities to ensure they continue to be fully operational. LOE includes roof replacement, parking resurfacing, and elevator upgrades. With FY17 aggregate appropriation of \$25MM DFM began over **52** major renovation/restoration projects, **12** achieved completion and **40** are in progress.

12 COMPLETED CIP PROJECTS

- › **Roof Replacements:** Public Safety Headquarters, 105 Fleet Street House, Kidstop Child Development Center, Holiday Park Senior Center, American Film Institute
- › **Door Replacement:** Fire Station #1
- › **HVAC Improvements:** Alternate Emergency Communication Center
- › **Renovations:** Strathmore Mansion chiller replacement, Fire Station #22 building envelope repair, Public Safety Headquarters parking lot paving, Montgomery County Correctional Facility hot water heater replacement
- › **New System:** Emergency Communication Center and Alternate Emergency Communication Center Monitoring System

40 CIP PROJECTS IN PROGRESS

- › **Roof Replacements:** Pre-Release Center, Grey Courthouse, Olney Indoor Pool, Black Rock Center for the Arts, Colesville Health Center, Bethesda Library, White Oak Library, Health and Human Services 1301 Piccard Drive
- › **Elevator Modernization:** Public Safety Headquarters, Holiday Park Senior Center, Praisner Community Center, Montgomery County Detention Center
- › **HVAC Improvements:** Public Safety Headquarters, Black Rock Center for the Arts, Colesville Health Center
- › **Building Envelope Repairs:** Upcounty Regional Services Center, Kidstop Child Development Center, Potomac Community Center, Potomac Library
- › **Parking Lot Resurfacing:** Health and Human Services 8818 Georgia Ave., Aspen Hill Library, Holiday Park Senior Center, CASA de Maryland, Twinbrook Library, Quince Orchard Library, Bushey Recreation, Clara Barton Recreation
- › **Life Safety Systems Upgrade:** MLK Pool, Betty Ann Krahnke Center for Domestic Violence, Public Safety Headquarters, Coffield Recreation Center, Rockville Library, Strathmore Mansion, Pre-Release Center, KSAC Pool, Council Office Building, Praisner Library
- › **Renovations:** Public Safety Communication Center Hydrogen Detectors, Montgomery County Correctional Facility water heater replacement (2nd phase)

AWARDS & RECOGNITION

- ▶ **Division of Facilities Management received a strong rating of 3.90 for consistent performance in the annual *Buildings Aesthetics and Overall Maintenance Survey*. The rating has increased each year since the survey started in 2013.**
- ▶ **The Department achieved a perfect score from the Office of Emergency Management and Homeland Security (OEMHS) for Continuity of Operations Planning (COOP) status for completeness and compliance with recommended content guidelines, reflecting departmental preparedness to continue operations during an emergency.**



GOVERNMENT EFFICIENCY



Lease and Buildout of a Women's Shelter



Xerox iGen Digital Press

THE OFFICE OF REAL ESTATE acquires, disposes of and leases space to enable County departments to perform their missions. This office negotiates rental leases to achieve savings and improve our efficient use of available buildings, office space and facilities to deliver County services.

ACCOMPLISHMENTS/HIGHLIGHTS

- Executed 4 new leases, 14 new licenses and 23 amendments to leases and licenses
- Executed 32 rights of entry, easements, executive orders, estoppel certificates, subordination and non-disturbance agreement, deeds and Certificates of Commencement
- Completed 3 major tenant build-out projects
- Completed 25 significant lease/property management projects, including terminations and disputes over landlord charges
- Implemented the Property Manager module of Oracle which facilitates the receipts and payments of rents through the Property Manager system

THE DIVISION OF CENTRAL SERVICES provides efficient, centralized business support services for the day-to-day administrative functions of DGS. These include oversight and management of: budgets and financials, information technology, human resources for DGS personnel, contracts and procurement, and records management. DGS operates a records management program that provides timely and efficient document management services to County government.

OUR MONTGOMERY COUNTY PRINT SHOP strives to meet the highest levels of government efficiency, while providing outstanding customer service and reducing the environmental impact of print and mail.

ACCOMPLISHMENTS

- ▶ **Xerox iGen 5 digital press replaced the Xerox 1000 in the Print Shop, at no additional cost to the County. The new Xerox iGen digital press supports DGS' environmental sustainability efforts. Over 80% of the waste the iGen produces can be reused, and the digital press itself can be recycled or remanufactured. Digital press technology uses no inks. The toners in the Xerox iGen digital press are non-toxic, generating no hazardous waste. The quality of the printing is impeccable with extremely accurate and consistent color levels.**
- ▶ **Implemented the Healthy Vending Initiative at the Executive Office Building (EOB) and the Council Office Building (COB) where the vending machines exceed the 90% healthy vending target set in the Healthy Vending Standards regulation.**

Multifunction Printers by the numbers

- ▶ **Eliminated more than 1,064,330 pages being printed (690,966 pages deleted; 373,364 pages expired),**
- ▶ **Saved or reduced more than 1,796,354 gallons of water, 41,575 lbs. of carbon dioxide and 43 trees.**

Records Management and Imaging

- ▶ **Completed 3,454 imaging jobs**
- ▶ **Scanned 1,404,558 pages**
- ▶ **Received 4,214 boxes of documents, destroyed 3,591 boxes**
- ▶ **Retrieved 3,234 record requests**
- ▶ **Shredded 191,096 lbs.**

CUSTOMER-FOCUSED SERVICE



Accessible Garden Holiday Park Senior Center

HOLIDAY PARK ACCESSIBLE GARDEN

WHAT STARTED AS A SIMPLE REQUEST to designate accessible parking next to a community garden on the grounds of the Holiday Park Senior Center in Wheaton, turned into a test site for accessible gardens when the Montgomery County Americans with Disabilities Act (ADA) Compliance Team realized that the individual making the request used a motorized scooter.

In response to the request, two accessible parking spaces were constructed near the garden's main gate. A concrete pathway was built from the parking spaces, through the gate, to a new concrete path that borders the accessible garden on one side.

The garden plots themselves were made accessible by constructing four raised planter boxes each approximately 4 feet wide by 12 feet long and 24 inches tall. The width and height of the planters was selected to be within the reach range of wheelchair users without being so tall as to limit the access to taller plants.

After a little research, and with input from our volunteer gardener Ed, boxes were filled with the existing soil mixed with peat moss and quite a bit of Leafgro organic compost.

“For too long, people with disabilities have been unable to participate in activities that others take for granted. What seems like a minor matter to some—the creation of raised garden at Holiday Park—is, in fact, extremely important and serves as a real-life example of the County’s commitment to inclusiveness. Allowing all, regardless of their individual needs, to participate in activities such as gardening sends the message that all members of our society are not only important but are also welcome here. This improves individual lives and, by extension, strengthens the social fabric of the County.”

**—Dr. Seth Morgan, MD
Chairman, Montgomery County Commission on People with Disabilities**

CUSTOMER-FOCUSED SERVICE



Aspen Hill Library Exterior ADA Repairs



Assistive Listening System—County Executive Conference Room



Black Rock Center for the Arts—ADA Parking and Exterior Ramps

CUSTOMER-FOCUSED SERVICE MEANS THAT DGS divisions focus on the needs of all County residents. DGS divisions have established and continue to meet high performance standards for fleet maintenance, facility maintenance, service delivery, and building design and construction.

We lead the County's efforts to make our buildings, programs and services accessible to all, including ADA improvements and accessibility.

ADA COMPLIANCE

The Americans with Disabilities Act (ADA) is a civil rights law that guarantees equal opportunities for individuals with disabilities in public accommodations and in government programs. Our ADA Compliance Program assures that Montgomery County complies with Title II of the ADA by making the built environment and County programs accessible to all individuals with disabilities and provides compliance services including employee training, technical assistance and complaint resolution.

ADA ACCOMPLISHMENTS

- Trained more than 7,800 employees and volunteers on responsibilities under Title II of the ADA, including specialized training for Public Safety employees and staff to improve awareness of ADA challenges and compliance.
- Completed major ADA improvements at Davis, Little Falls and Aspen Hill libraries.
- Completed ADA remediation work to include parking access, path-of-travel to facility and restroom access at the Black Rock Center, the Judicial Center Annex, the Lone Oak Center, the Interfaith Clothing Closet, and the Olney Swim Center exterior.
- Expanded the services at the Executive Office conference room for effective communication with people who are deaf or hard of hearing by installing an assistive listening system.

CUSTOMER-FOCUSED SERVICE



EV Charging Station



XL Hybrid Van



Bus and Employee Parking EMTOC

DIVISION OF FLEET MANAGEMENT SERVICES (DFMS) provides a comprehensive fleet management program that meets the needs of our County customers, leading through best practices, environmental stewardship and sustainability. We strategically plan, maintain, acquire, and dispose of County fleet vehicles and equipment, providing the highest level of cost effective and efficient fleet operations, ensuring transparency and accountability through a dedicated, highly trained, and certified fleet staff.

FY17 ACCOMPLISHMENTS/HIGHLIGHTS

- ▶ **Purchase of Sixteen Chevrolet Bolt Electric Vehicles—** DFMS is one of the first government fleets in the United States to purchase Chevrolet Bolt Electric Vehicles (EVs). With a range of over 200 miles, the vehicle allows the county to accomplish its mission in an energy, efficient manner. The Bolts’ internal combustion engine, uses no oil, and has zero emissions.
- ▶ **The Transit Equipment Shop (TES)—**In conjunction with Ride On, supported Washington Metropolitan Area Transit Authority’s (WMATA’s) Safe Track Surges by supplying additional buses to provide shuttle service between Metro stations due to Red Line rail repairs. While an increased work load on TES for additional bus maintenance and repairs, it alleviated commuter inconvenience and minimized traffic congestion.
- ▶ **Multi-Agency Service Park (MASP) Fuel Site Opening—** Developed a fuel data integration process that allows for the transferring of fuel specific data and remote access control to Maryland-National Capital Park and Planning Commission (M-NCPPC) and Montgomery County Public Schools (MCPS) automated systems to enable remote monitoring and analysis of fuel usage.
- ▶ **Improved the New Technician On-Boarding and Training Program—**This comprehensive education program is contributing to improvements in equipment availability and injury reduction. Program includes assessing individual technical proficiencies, provide training classes of existing and new equipment and monitoring assigned vehicle repairs even after the vehicle is returned to service.
- ▶ **Automated Tool Boxes, Computerized Cabinet/Locker Systems—**This program contributes to lower vehicle downtime because of an automated system implemented to improve the turnover and availability of shared tools to all technicians. An automated system utilizing county issued identification which tracks the removal and return of County tools, was installed in three shops; Brookville Maintenance Facility (BMF), Heavy Equipment Shop (HES) and Transit Equipment Shop (TES).
- ▶ **Fuel Management System Project—**This program enabled remote monitoring of the entire fleet and resulted in improved fuel usage monitoring. The Fuel Management System Project consisted of installing equipment that facilitates the automated transfer of fuel usage data from 31 fuel sites and 3,400 vehicles to the Vehicle Management System was completed in Fiscal Year 2017.

CUSTOMER-FOCUSED SERVICE



Brookville Maintenance Facility



Bus Technicians



Ford Transit 350 with Hybrid Upgrade



Montgomery County CNG Station

Energy Consumption/Vehicle Use Within the Fleet

11 Vehicle Maintenance Facilities	32,664 Service Work Orders Processed	97% Administrative Fleet Availability	3 Centralized Motor Pools
32 Fuel Sites Managed	12,880 Preventive Maintenance Inspections	31% Reduction in Transit Bus Mechanical Failures	23.5% Reduction in Reported Injuries
116 Fleet Maintenance Technicians	89% Heavy Equipment Availability	23% Reduction in Road Service Calls	100 Facility Safety Inspections Completed

3,342 Fleet Vehicles	2,207 Gallons of Gasoline Eliminated by Electric Vehicles
1,187 Alternative Fuel Vehicles	36 Battery Electric Vehicles
34% of the Fleet is an Alternative Fuel Vehicle	2,144 Electric Vehicle "Charge-Ups"
16 Level II Electric Vehicle Charging Stations	36 Medium Duty Gas Cargo Vans Converted to Hybrid
6.1 Million Gallons of Fuel Consumed	43 Million Miles Driven
1.1 Million Diesel Gallons Displaced by CNG	



Ford Focus Electric



EV Charging Station



CNG Transit Bus



EV Charging Station at HHS, 1301 Piccard Drive

FLEET GREEN INITIATIVES



EV Charging Station



Ford Charging Station at HHS, 1301 Piccard Drive

GREEN INITIATIVES

Montgomery County continually chooses the most fuel efficient, lowest greenhouse gas emitting vehicles in each class for our fleet.

ELECTRIC VEHICLES

DGS replaced 14 gasoline sedans and one hybrid Prius sedan with Chevrolet Bolt Electric Vehicles (EV). The Chevrolet Bolt EV boasts a 200+ mile range. Montgomery County Government will be one of the first government fleets in the county to include the Chevrolet Bolt EV.

IDLE REDUCTION TECHNOLOGY

DGS installed idle reduction software on 35 additional vehicles. DGS has realized a 5% increase in fuel economy on those vehicles.

HYBRID VEHICLES

DGS replaced 25 gasoline sedans with hybrid vehicles. Additionally DGS converted 6 new vans with the XL Hybrid drive system.

EV Charging Station Location	Controllers at Location	Chargers at Location
1283 Seven Locks Rd, Fleet Maintenance	1	2
1301 Seven Locks Rd, Dept. of Corrections	1	2
100 Edison Park Drive, Public Safety Headquarters	2	4
8751 Snouffer School Rd, Multi Agency Service Part	3	3
*13860 Travillah Rd, North Potomac Rec. Center	1	2
1301 Piccard Drive, Health & Human Services	2	4
101 Monroe St, EOB (G-2 level)	2	4
100 Fleet St, COB	3	6
16700 Crabbs Branch Way, EMTOC	1	2
Totals	16	29

* Public Access Site.

FLEET GREEN INITIATIVES



Bolt Technical Image



2017 Chevrolet Bolt Electric Vehicle

2017 CHEVROLET BOLT EV 5DR LT ESTIMATED MORE THAN 200* MILES OF RANGE

MAINTENANCE BENEFITS

- Significantly lower than a comparable gasoline-powered vehicle
- 150,000 miles or 5 years drain and fill vehicle coolant lines
- 5 years replace brake fluid
- Engine, none
- Fuel, none
- Alternator, none
- Electric Propulsion

Full charge in 9 hours with the available 240-volt charger



Bolt 60 kWh Battery Pack



Bolt Electric Drive Motor

Battery

- Powered by 60 kWh lithium-ion battery developed with all new battery technology including a heating and cooling system for long battery life
- Battery is warranted for 8 years or 100,000 miles
- Bolt EV's 288 cells are designed to keep the battery pack lean and compact with no "tunnel" in the cabin floor

* Based on GM testing. Official EPA estimates not yet available.

ENVIRONMENTAL SUSTAINABILITY



Rooftop and Ground Mount Solar at Montgomery County Correctional Facility

DGS STRIVES TO REDUCE the environmental impact of government operations while delivering superior service. We set the highest standards for sustainability, launch innovative initiatives to reduce costs, use renewable energy, conserve energy in our buildings and fleets, and plan sustainable strategies for our future. Sustainability is core to our print and duplication, energy management, fleet management, facilities maintenance, and building construction activities. The Office of Energy and Sustainability (OES) coordinates sustainability initiatives to reduce the environmental impact across DGS and all County departments to ensure the County leads by example.

OES leads the County's efforts to implement green and cost-effective practices in its government buildings, vehicles, lands and operations. To accomplish this, OES:

PROVIDES SUPPORT AND EXPERTISE to enable DGS Divisions and our partners across the County government to adopt sustainable practices, prioritize energy and cost-saving projects, obtain funding, and communicate successes.

IMPLEMENTS LARGE-SCALE SOLAR PROJECTS and other solutions to reduce the greenhouse gas emissions and improve resiliency of government facilities and the overall utility grid.

MANAGES THE COUNTY'S ENERGY USE, by processing over 1,600 utility bills a month, analyzing the data, and developing action plans to reduce energy consumption and costs.

SUPPORTS HIGH PROFILE ENERGY POLICY INITIATIVES on behalf of the County Executive's Office to secure more reliable, cleaner, and cost-effective energy and advocate for programs that reduce consumption in public and private buildings.

ENVIRONMENTAL SUSTAINABILITY



Solar Canopy at Holiday Park Senior Center



Solar Roof at Fire Station



Outreach at Greenfest

ENERGY AND SUSTAINABILITY ACCOMPLISHMENTS

- ▶ **Achieved carbon neutrality for County buildings and fleet.**
- ▶ **Provided 100% clean electricity to County facilities and electric vehicle charging stations. Purchased additional renewable energy credits to offset greenhouse gas emissions from natural gas and oil use in buildings.**
- ▶ **Raised \$235,000 in grants for energy savings and fuel projects in County facilities in FY17, for a total of \$2.1 million since FY11.**
- ▶ **Secured more than \$29,000 in utility incentives to offset the initial premium cost of energy-efficiency equipment in FY17, for a total of \$1.1 million since FY13.**
- ▶ **Implemented nationally recognized public private partnership (P3) to improve the resiliency of critical County facilities. The first two projects—Public Safety Headquarters (PSHQ) and the Montgomery County Correctional Facility (MCCF)—will combine clean and low carbon technologies to allow the facilities to operate independently from the utility grid during emergencies. Both projects will be completed in FY2018.**
- ▶ **Installed solar and power generation on five County facilities totaling 3.3 megawatts (MW) in capacity. The County's overall initiative will reduce County energy costs by \$15 million over the next 20 years. In total these projects are expected to reduce greenhouse gas emissions as much as taking 1,630 cars off the road.**
- ▶ **Completed LED lighting retrofits at Strathmore, AFI Silver Theater, Black Box Theater, and Brookville Maintenance Facility that are expected to save the County \$139,000 per year.**
- ▶ **Coordinating over \$41 million in financial benefits and other commitments from the merger of Exelon Corporation and Pepco Holdings Incorporated. Financial benefits include funds for weatherization, workforce development, and the nation's first local Green Bank. DGS is also providing policy and technical expertise to efforts at the Maryland Public Service Commission to address other merger commitments such as improvements in reliability of the utility grid, and co-use of select utility corridors for recreational purposes.**

COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION



Future Energy System Modernization at Kensington Library



AWARDS & RECOGNITION

- ▶ **Top Innovator Award from the Urban Libraries Council.**
Urban Libraries Council represents the largest library systems in the country and Canada.



COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION



Aspen Hill Library



Davis Library



Little Falls Library

DGS DIVISIONS ENGAGE WITH COMMUNITIES from planning to ground-breaking through construction and maintenance to ensure citizens are engaged and that building and design respect the character of a community. DGS is committed to preserving community character, our county history, and archives while Montgomery County continues to grow.

The Division of Building Design and Construction (DBDC) plans, designs, and constructs County buildings to high performance standards to create valuable assets to serve citizens into the future.

DBDC REFURBISHMENT PROJECTS

IN ADDITION TO NEW CONSTRUCTION, DGS continuously updates and refurbishes existing County facilities, such as libraries and fire stations. By partially renovating or refreshing the buildings rather than completely rebuilding them, DGS ensure the facilities continue to serve community needs and save taxpayers money.

ASPEN HILL LIBRARY



EXTERIOR	INTERIOR
Painting & Cleaning	Six New Collaboration Rooms
Parking Lot ADA Upgrades and Access	Total Renovation and ADA Upgraded Public Restrooms (4)
New Bookdrop	New Sit/Stand Information/Circulation Desks
Landscape Maintenance	New Furniture for adult, teen, and children's seating areas and tables
	Enhanced Children's and Program Rooms
	Vibrant Carpet & Paint
	New Bottle Filling Station Water Fountains
	Coffee Machine
	Electric Connectivity to most seating areas
	New LED Lighting
	Renovation of Staff Lounge



Aspen Hill Library Refresh Ribbon Cutting Ceremony

DAVIS LIBRARY



EXTERIOR

- New Roof
- Painting
- Sidewalk Cleaning and Sealing
- Landscape Maintenance

INTERIOR

- Two New Collaboration Rooms
- Total Renovation and ADA Upgraded Public Restrooms (4)
- New Sit/Stand Information/Circulation Desks
- New Furniture for adult, teen, and children's seating areas and tables
- Enhanced Children's area
- Creation of 2nd Small Meeting Room
- Vibrant Carpet & Paint
- Two New Bottle Filling Station Water Fountains
- Café Area and Coffee Machine
- Electric Connectivity to most seating areas
- New LED Lighting
- Renovation of Staff Lounge

LITTLE FALLS LIBRARY



EXTERIOR

- Painting & Cleaning
- New Roof
- Landscape Maintenance

INTERIOR

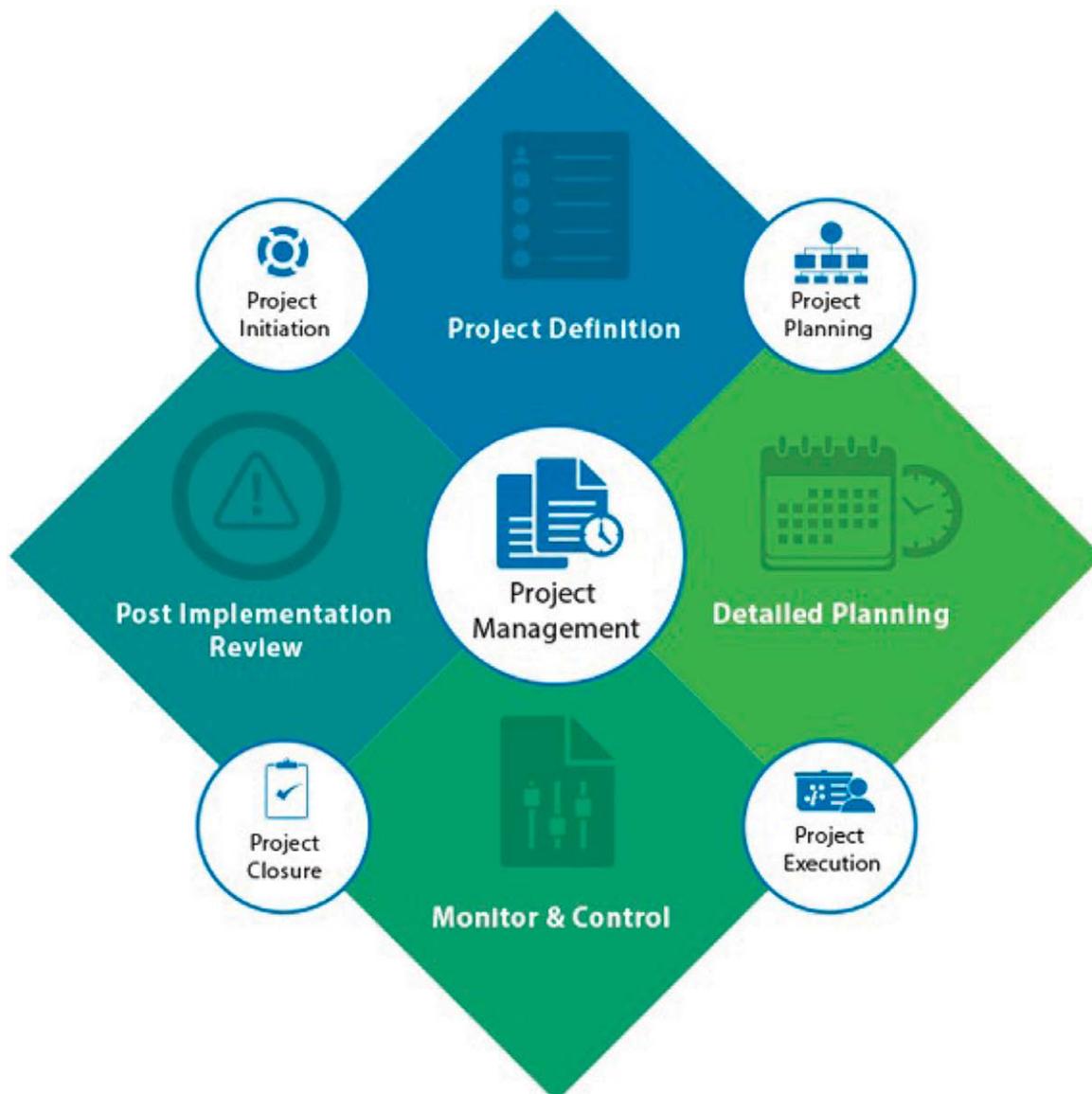
- Total Renovation and ADA Upgraded Public Restrooms (4)
- New Sit/Stand Information/Circulation Desks
- New Furniture for adult, teen, and children's seating areas and tables
- Total Renovation of Children Room
- Vibrant Carpet & Paint
- New Bottle Filling Station Water Fountains
- Coffee Machine
- Electric Connectivity to most seating areas
- New LED Lighting
- Renovation of Staff Lounge

DBDC PROJECT IMPLEMENTATION PROCESS

THE DIVISION OF BUILDING DESIGN AND CONSTRUCTION (DBDC) is responsible for planning, designing, and constructing Montgomery County’s public buildings to high performance standards while paying close attention to citizens’ input, environmental and economic concerns.

DBDC is planning, designing and constructing public buildings including fire stations, police stations, libraries, recreational facilities, civic buildings, service depots and parking garages. DBDC is committed to providing leadership that will foster conservation, protection and improvement of the environment by planning, designing, constructing and maintaining buildings that are energy efficient, environmentally friendly and resource-efficient.

The various stages involved in the construction of a public building are mapped out below to give our readers a better understanding of the entire process.



GLENMONT FIRE STATION #18

THE NEW 23,133 SQUARE-FOOT, STATE-OF-THE-ART GLENMONT FIRE STATION #18 is constructed at the site of the old Glenmont Elementary School at the southwest intersection of Georgia Avenue and Randolph Road. The new fire station has four drive-through apparatus bays, administrative space, living space and will include gear storage, decontamination, and information technology rooms. The eco-friendly design has achieved LEED (Leadership in Energy and Environmental Design) Gold Certification. It incorporates best practices for sustainable construction and reducing environmental impacts.

Volunteer firefighter historians relate: “The new Station 18 has its roots in the original Station 18 which was built in 1953 by members of the Kensington Volunteer Fire Department, Inc. to serve the increasing development of the Glenmont area.”



Glenmont Fire Station #18

NORTH POTOMAC COMMUNITY RECREATION CENTER

THE NEW 48,000 SQUARE FOOT NANCY H. DACEK NORTH POTOMAC COMMUNITY RECREATION CENTER facility features a full-sized gymnasium, auxiliary gym, rock climbing wall, exercise and weight room, spacious social hall, commercial kitchen, multi-use common room, arts/kiln room, game room, meeting rooms, offices and organic turf field. The center is the home to North Potomac Senior Center, a full-service senior center with a wide range of programs and services for adults 55 and older.



North Potomac Community Recreation Center

“I am pleased to celebrate the opening of the Nancy H. Dacek North Potomac Community Recreation Center. Nancy and I served together on County Council for many years. She was a respected colleague who did her homework and researched issues. I am proud to honor her memory by naming this great community-asset for her.”

—ISIAH LEGGETT
Montgomery County Executive

ROSS BODDY NEIGHBORHOOD RECREATION CENTER

MONTGOMERY COUNTY CELEBRATED the ribbon cutting and reopening of the Ross Boddy Neighborhood Recreation Center on Brooke Road in Sandy Spring. This newly renovated center is named in honor of Ross Boddy who served the Montgomery County community for many years as an educator and recreation leader.

The 27,400 square-foot facility features a new gymnasium, regulation-size basketball court, arts and crafts suite with a kiln, kitchen with upgraded equipment and a renovated social hall. The 8.37-acre site provides a playground and renovated soccer/softball field, volleyball court and multipurpose court that can be used for basketball and tennis. The building is built with renewable, local and recycled materials and has achieved a Leadership in Energy and Environmental Design (LEED) Silver certification.

“This first-class renovation project greatly improves the facility; and the design provides opportunity for greater programming that will benefit our residents for many years to come,” said County Council President Nancy Floreen.



Ross Boddy Neighborhood Recreation Center

“I am pleased to celebrate the reopening of the Ross Boddy Neighborhood Recreation Center which honors a man who worked to ensure all youth had access to quality recreation facilities. Like Ross Boddy, I believe community recreation is important and in the past 10 years, despite difficult economic conditions, we have opened 49 new County facilities, more than in the 12 years before I took office when the economy was booming. This will mark the ninth recreation facility project that has been built or renovated in the past nine years.”

—ISIAH LEGGETT
Montgomery County Executive



Ross Boddy Recreation Center Basketball Court

PUBLIC-PRIVATE PARTNERSHIPS



Public Safety Training Academy Demolition



2nd District Police Station East Elevation



Olney Town Commons Planning Forum

PUBLIC-PRIVATE PARTNERSHIPS

CREATING AFFORDABLE HOUSING IN AN INCLUSIVE COMMUNITY: PROGRESS PLACE

PROGRESS PLACE IS THE REALIZATION of a public-private partnership between Montgomery County and Washington Property Company. Housed in what was originally a commercial bakery, Progress Place has served downtown Silver Spring's low-income and homeless populations since 2000 by providing counseling, meals, winter shelter space and medical services. These programs expanded to the point that the old building could no longer adequately meet the needs of the community members it served.

By partnering with Washington Property Company for the design and construction of a new, expanded and purpose-built Progress Place on County-owned land, Montgomery County is now able to provide its most vulnerable populations with expanded services including meals, winter shelter space, laundry and shower facilities, counseling and vocational services, clothing and medical services. The new facility also includes 21 personal living quarters for persons transitioning out of homelessness. The inclusion of housing with the aforementioned services and programs is unique in the marketplace.

The new building is co-located with Montgomery County's Fire Station #1, a Police substation and the Silver Spring Urban District, demonstrating the County's commitment to maximizing the use of publicly-owned land by turning an underutilized surface parking lot into the location of this new County facility.

With the completion of the new Progress Place, Washington Property Company will redevelop the former site as a high-rise residential development. This partnership illustrates the County's continued commitment to smart growth by leveraging publicly-owned land, promoting transit-oriented development in Silver Spring and expanding the County's capacity to serve a community that has seen massive redevelopment over the past 16+ years.



Progress Place

"Progress Place is a shining example of a successful partnership—government, private development and non-profit partners—working together to serve some of Silver Spring's most vulnerable residents. It is emblematic of a community that is bustling but that works hard to ensure that those less fortunate are not left behind."

—ISIAH LEGGETT
Montgomery County Executive

PUBLIC-PRIVATE PARTNERSHIPS



Site II Existing Conditions



Shady Grove Westside Multifamily



Site II Existing Conditions

WHAT DOES THE OFFICE OF PLANNING AND DEVELOPMENT DO?

THE OFFICE OF PLANNING AND DEVELOPMENT (OPD) implements and manages the County’s redevelopment projects including creating opportunities for public-private partnerships that leverage County assets and facilitate public initiatives. OPD also evaluates sites for public facilities, coordinating the various interests in the project, properly disposes of County-owned real property to maximize land values and/or advance County projects. Finally, OPD advises the County Executive and elected officials on planning and land use matters related to County land and the optimal use of County resources.

SUPPORTING THE COUNTY EXECUTIVE’S MISSION BY PROVIDING...

A RESPONSIVE AND ACCOUNTABLE COUNTY GOVERNMENT through acquisition of property for public projects, such as property in Clarksburg for Fire Station #35, and disposition of property no longer needed for public purposes, such as the sale of 175 Watts Branch Parkway to the City of Rockville for parkland.

AFFORDABLE HOUSING IN AN INCLUSIVE COMMUNITY through the realization of the new Progress Place shelter and increased affordable housing requirements in the Shady Grove Westside redevelopment.

AN EFFECTIVE AND EFFICIENT TRANSPORTATION NETWORK through public improvements at Shady Grove Westside and to-be-built master planned roads at Site II.

HEALTHY AND SUSTAINABLE COMMUNITIES through facility planning for a new outdoor public space in Olney.

A STRONG AND VIBRANT ECONOMY through the redevelopment of Site II in East County to create a unique biomedical and biotechnology hub.

VITAL LIVING FOR ALL OF OUR RESIDENTS through tracking and coordination on issues related to land use plans.

OPD STATISTICS

- **Managing 6 public-private redevelopment projects and assisting other County departments with 3 additional projects**
- **Secured \$76 million in private investment in FY17, and a cumulative investment of \$173 million since FY14**
- **Generation of \$736,000 in property taxes from land sales to date**
- **Creation of 502 total new housing units including 123 units of affordable housing**
- **Oversaw the disposition of three projects in FY17, and a cumulative of ten projects since FY15.**

PROJECTS COMPLETED OR IN PROGRESS DURING FY17



Progress Place



2nd District Police Station

- ✓ **Progress Place (completed)**
- ✓ **2nd District Police Station**
- ✓ **Demolition of former Public Safety Training Academy (PSTA) to make way for new development**

FUTURE PROJECTS

- Viva White Oak (Site II)
- Redevelopment of former PSTA
- Site Selection for Fire Station (FS) #39
- Olney Town Commons
- Redevelopment of former Silver Spring Library
- 2nd Multifamily Building at Westside at Shady Grove Metro



Good Hope Neighborhood Recreation Center



Future Library Refresh—White Oak



Future Energy Modernization System at HHS Building

PROJECTS PROJECTED FOR COMPLETION IN FY18

1. LIBRARY REFRESH PROJECTS:

- › Praisner
- › Long Branch
- › Poolesville
- › Quince Orchard
- › White Oak
- › Bethesda

2. ENERGY SYSTEM MODERNIZATIONS:

- › Pre-Release Center (DOCR)
- › 8818 Georgia Avenue (HHS)
- › Twinbrook Library
- › Kensington Library
- › Longwood Recreation
- › 1301 Piccard Drive (HHS)

3. HVAC/ELECTRICAL REPLACEMENT AT BURTONSVILLE FIRE STATION #15

4. GOOD HOPE NEIGHBORHOOD RECREATION CENTER

5. STRATHMORE HALL RESTORATION

6. 2ND DISTRICT POLICE STATION

ONE DEPARTMENT

ONE MISSION

DELIVERING GREAT SERVICE

Department of General Services

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