Department of General Services

FY2018 Annual Report

DGS

Celebrating 10 years

ONE DEPARTMENT WITH ONE MISSION

DELIVERING GREAT SERVICE

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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.

Marc Elrich, County Executive

IT IS MY PLEASURE to invite you to join me in celebrating the many accomplishments achieved by the Department of General Services since its creation 10 years ago. DGS is unique among county departments in its varied functions, services and areas of expertise. The common characteristic of DGS, the focus that permeates its many functions, is a commitment to deliver superior service and support to all county government departments and the residents of Montgomery County. DGS has played a key role in Montgomery County's recognition as a leader among local governments in areas such as environmental sustainability, records management, building design and construction practices, fleet management, and public-private partnerships. In fulfilling its mission DGS contributes significantly to my vision for a growing economy, greener county and sustainable government. Please join me in recognizing DGS for its 10 years of *Delivering Great Service.*

David E. Dise, Director

THE DEPARTMENT OF GENERAL Services is a team of over 400 technical and professional experts from a wide variety of disciplines and specialties who share a common commitment to public service, supporting the many County government departments in achieving their respective missions, and service to the general public at the highest possible level. In one way or another, DGS is involved in every area of government service; the buildings from which public services of every sort are delivered; the maintenance of vehicles that carry commuters, repair roads, plow snow and help make neighborhoods safe; ensuring energy-efficient, well designed and maintained libraries, recreation centers, police and fire stations, and health centers; promoting local business opportunity and a growing economy. Since its creation in Fiscal Year 2009 the DGS team has successfully placed Montgomery County in the forefront of Maryland local governments in the areas of environmental sustainability, fleet management, records management, public-private partnerships, and capital project planning and development. It has been an amazing decade of accomplishment that shows no sign of diminishing over the coming decade. Please join me in celebrating with the entire DGS team a wonderful and amazing decade of dedicated service.

FY18 AT A GLANCE

▶ Performed preventive maintenance, repair, and groundskeeping for **435 County-owned** and County-leased facilities.

▶ Salted, sanded, plowed and removed snow for **8.0 million square feet** of parking lots, and **over 75 miles** of sidewalks during snow season.

▶ Led a Fleet Management operation of $80.06 million, providing comprehensive fleet preventive maintenance, repair services, and acquisition for a fleet of **3,568** public safety and general administrative vehicles, snow plows, buses, dump trucks and other equipment.

▶ Maintained a fleet of **1,204** alternative fuel vehicles within a total fleet size of **3,568**.

▶ Led the County's efforts to install **7.6 megawatts of solar** and other clean energy technologies on County facilities to date, producing enough clean energy to power more than **800 homes** and lowering greenhouse gas emissions as much as planting **192,000 trees.**

▶ Secured funds for green initiatives. Received **$1.4 million in grants** from the Maryland Energy Administration for energy conservation and fleet fuel savings initiatives and **$1.4 million** in utility incentives for energy saving projects since FY2013.

▶ Provided comprehensive real estate services from an assessment of requirements to acquisition of leases and necessary buildout. Managed an inventory of **1,003,667 square feet** of leased space for County programs.

▶ Fulfilled the County's comprehensive mail and graphics requirements in an environmentally productive manner. The Printing and Mail program has saved **55 trees, 1.38 million gallons of water** and reduced **51,803 pounds of carbon dioxide** by implementing eco-friendly practices.

▶ Led Print and Mail operation of **$8.05 million,** designing and overseeing mail and graphics services to facilitate County programs.

▶ Administered the County's **$1.8 million** Non-Competitive Grant Program. Processed **45 contracts,** audited expenditures of grant awardees and disbursed funds in compliance with the program mandate.

▶ Led 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 **45 of the 83 facilities identified,** a 54% achievement. In addition, another **31 facilities** are under remediation.

▶ Provided for the County's records management requirements, storing **3,536 boxes of documents** in FY18 and shredding **234,178 pounds of paper.**

▶ FY18 department complement: **433 employees.**

▶ Resource investment: **$30.96 million** via the General Fund.

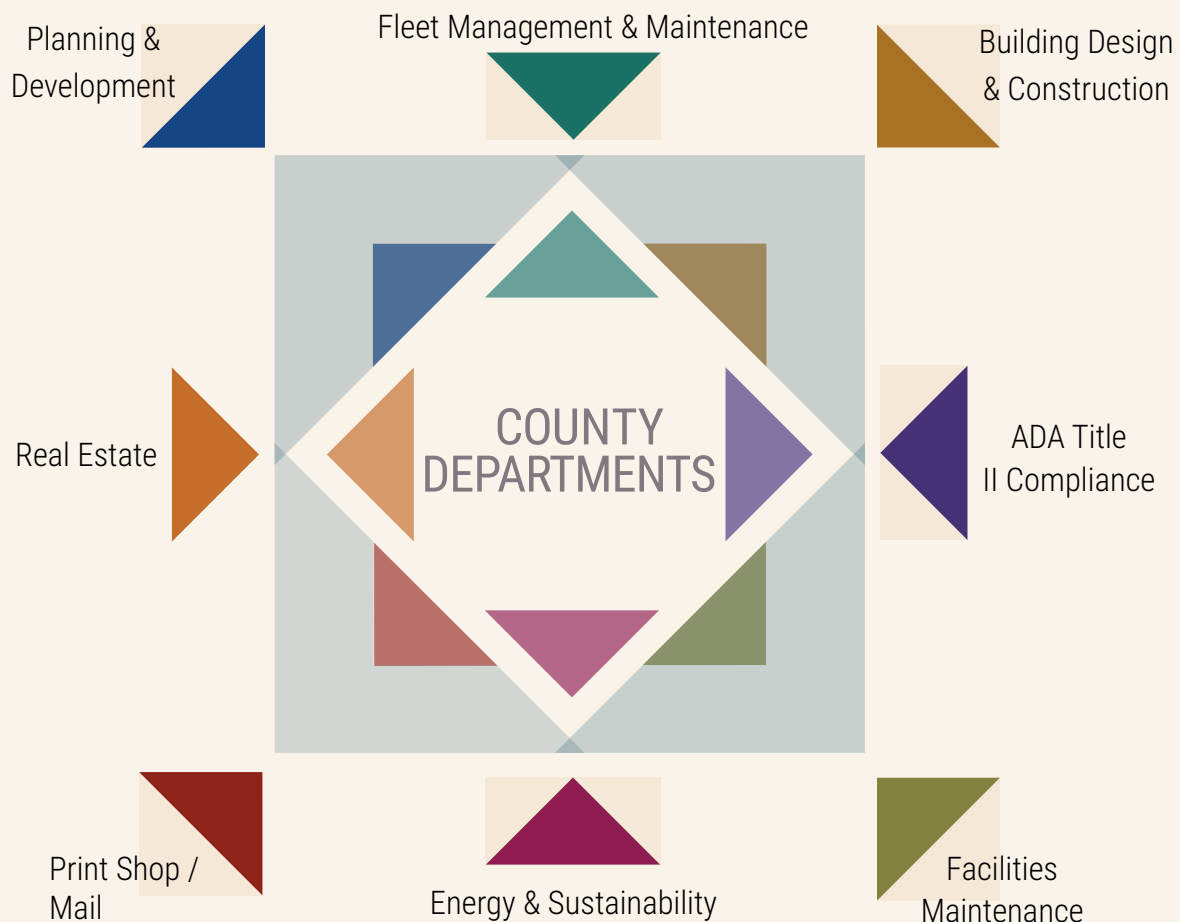**ONE DEPARTMENT**

ONE MISSION:

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

Colesville Health

Planning & Development

Fleet Management & Maintenance

Building Design & Construction

Real Estate

COUNTY DEPARTMENTS

ADA Title II Compliance

Print Shop / Mail

Energy & Sustainability

Facilities Maintenance

DELIVERING GREAT SERVICE

A RESPONSIVE AND ACCOUNTABLE COUNTY GOVERNMENT

Bethesda Library April 2018

Snow duty March 2018

Little Falls Library July 2017

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 divisions set and meet the highest standards for service and delivery. Five core values that are aligned with our County Executive Marc Elrich's vision 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.

PARTNERING WITH THE COMMUNITY

THE DEPARTMENT OF GENERAL SERVICES is committed to working in the community and helping our neighbors. Each year, the department selects a local nonprofit organization that receives a monetary support, realized from a bake sale organized by the employees, and a day of community service wherein employees help the organization improve the appearance of its facility.

In 2018, the Department of General Services selected Cornerstone Montgomery. The employee bake sale realized $2,560 and a check was presented to the organization to enhance their goals.

Cornerstone Montgomery is an independent, nonsectarian, nonprofit 501(c)3 organization with the capacity to serve more than 2,200 adults and transition aged youth. The organization specializes in the provision of comprehensive, community- and evidence-based mental health and co-occurring mental health and substance use disorder treatments and interventions. Cornerstone Montgomery empowers people living with mental health and co-occurring mental health and substance use disorders to live, work and integrate successfully within the community.

Celebrating 10 years

42
New projects/buildings/facilities

7
Library Refreshes

14
Energy Savings Modernization

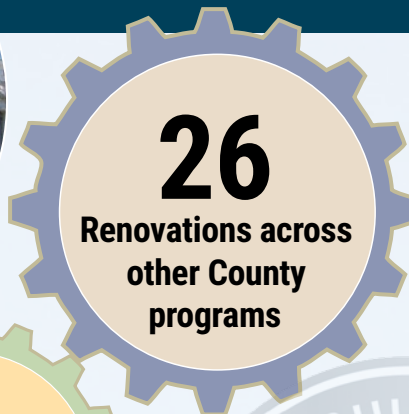# 10 year
HIGHLIGHTS

THE NEIGHBORHOOD PROJECT WEBSITE:

▶ Easy-to-use public access to current information about all major building capital improvement projects in Montgomery County.

▶ This information is presented and updated regularly to keep stakeholders informed of the building's progress from the design phase through bidding and construction.

▶ It received the National Association of Counties (NACO) 2010 Achievement Award. https://www.montgomerycountymd.gov/DGS-BDC/NeighborhoodProjects.html

THE OFFICE OF PLANNING AND DEVELOPMENT LEVERAGES COUNTY ASSETS BY WORKING WITH DEVELOPMENT PARTNERS IN THE PRIVATE SECTOR:

▶ Montgomery County, Maryland is one of the country's leaders in creating opportunities for public-private partnerships (P3s).

▶ Recent P3s include: The Fillmore Silver Spring, Progress Place, 2nd District Police Station, Westside at Shady Grove Metro, Silver Spring Library Reuse, White Oak Science Gateway Redevelopment and Willow Manor Senior Housing.

DIVISION OF FACILITIES MANAGEMENT MAPPED 210 COUNTY FACILITIES:

▶ Over 400,000 linear feet of sidewalk and over 8,000,000 square feet of parking space to improve response time during snow storms.

▶ During the last major snow storm, 86 percent of the facilities were operational within 48 hours and 100 percent were operational within 72 hours of the event termination.

26
Renovations across other County programs

6
Recreation Renovations

8 Gold
6 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.

Major SGI implementations

THE SMART GROWTH INITIATIVE (SGI) is an award winning comprehensive program to replace and modernize antiquated public facilities and create transit-oriented development.

1. Create a Multi-Agency Service Park to co-locate facilities for several County agencies including:
   ▶ Montgomery County Public Schools Food Distribution Center
   ▶ DOT's Ride On bus driver training facility
   ▶ Public Safety Training Academy for County Police, Fire and Corrections
   ▶ Maintenance Facility for Montgomery County Public Schools and Maryland-National Capital Park and Planning Commission

2. Relocate and construct the sustainable David F. Bone Equipment Maintenance and Transit Operations Center, a collection of 13 buildings that serve multiple departments. These award-winning facilities are equipped to address the future growth of the County.

3. Create a Public Safety Headquarters thereby realizing substantial lease savings, co-location synergies, and modernized facilities by relocating the following 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
   ▶ Department of Liquor Control

GOVERNMENT EFFICIENCY

Snow Day March 2018

GOVERNMENT EFFICIENCY

Avery Road Complex November 2017

Chevy Chase Library April 2018

Bethesda Library April 2018

DIVISION OF FACILITIES MANAGEMENT

▶ **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. We facilitate County operations ensuring that facilities are in optimal condition allowing our County colleagues to carry out their mission of serving Montgomery County residents.**

▶ **DFM runs a 24 hours/7 days a week operation. During FY18 the Division received 24,131 work order requests with a closure rate of 87%.**

▶ **DFM is responsible for ensuring facility readiness even under unforeseeable conditions. FY18 challenged us with 1,732 incidents that we effectively managed at a cost of over $1.5MM.**

▶ **DFM maintains over 10,584,000 sq. ft. of landscape.**

▶ **DFM is a key partner during emergency response operations. The Division's work directly contributes to ensuring the County continuity of operations. Through in-house and contract forces we perform snow removal at 210 County facilities, clearing over 440,000 linear feet sidewalks and over 8,000,000 sq. ft. of parking/access space.**

▶ **DFM leads 8 Level of Effort (LOE) initiatives under the County's Capital Improvement Program (CIP) from roof replacement, to parking resurfacing and elevator upgrades. With FY18 aggregate appropriation of $25MM DFM began over 96 major renovation/restoration projects, 62 achieved final completion and 34 are in progress.**

▶ **DFM manages the County's Building Automations Systems (BAS), we remotely respond and control energy and environmental conditions at 96 County facilities.**

▶ **DFM inspects and maintains 121 emergency generators located throughout the County, ensuring that systems are operational for emergency situations.**

▶ **Customers agree that DFM provides consistently good services, with a solid rating of 3.88 as shown on the *Buildings Aesthetics and Overall Maintenance Survey.***

▶ **2018 NACO Award : *Using GIS Maps to Improve Contract Management in Facilities Maintenance.***

GOVERNMENT EFFICIENCY

COMPLETED

- **Roof replacements:** Pre-Release, Olney Pool, Bethesda Library, White Oak Library, Black Rock Center for the Arts, Grey Courthouse, Writer's Center

- **HVAC improvements:** Black Rock Center for the Arts, Strathmore Mansion, Montgomery County Correctional Facility (MCCF) domestic water heaters replacement, Public Safety Communications Center (PSCC) Hydrogen Detectors, Bethesda library, Broome School, Kidstop Child Development Center, MacDonald Knolls Daycare, Olney Pool

- **Elevators:** Public Safety Headquarters (PSHQ), Holiday Park Senior Center, Praisner Community Center

- **Parking Lot resurfacing:** Aspen Hill Library, Holiday Park Senior Center, CASA de Maryland, Twinbrook Library, Quince Orchard Library, Bushey Recreation Center, Clara Barton Recreation Center, Poolesville Depot, Schweinhaut Senior Center, Long Branch Recreation Center, Coffield Recreation Center, Germantown Recreation Center, PSHQ Loading dock, Bauer Drive, Gude Men's Shelter, Potomac Community Center

- **Environmental:** Council Office Building (COB) Fuel Station repairs, Fire Station #25 UST Removal/AST Installation, 1301 Piccard UST Removal, Damascus Fire Station #13 UST Removal

- **Building Envelope repairs:** Center for Domestic Violence window replacement, FS#28 overhead door replacement, FS#29 overhead door replacement, Wheaton 4th District Police Station

- **Life Safety:** PSHQ, Strathmore Mansion, PSCC UPS Battery replacement, PSCC TMC UPS battery replacement, Potomac Community Center, Potomac Library, Center for Domestic Violence

- **Other:** White Oak Recreation Center patio repair, Executive Office Building (EOB) Stairwell tread replacement, Montgomery County Detention Center (MCDC) Grease interceptor replacement, Animal Services and Adoption Center (ASAC) barn repairs, ASAC dog pen repairs, Avery Road Treatment Center carpet replacement, Center for Domestic Violence carpet replacement, Brookeville Depot Building D sewage pump replacement, PSCC Water Heater replacement, MCCF Sanitary Grinder replacement, Oaks Landfill Well Pump replacement, Gaithersburg Library Parking Lot Sidewalk repairs

IN PROGRESS

- **Roof replacements:** Health and Human Services (HHS) 1301 Piccard Drive, Colesville Health Center

- **Elevator modernization:** MCDC

- **HVAC Improvements:** PSHQ, Colesville Health Center, Clara Barton Recreation Center

- **Building Envelope repairs:** UpCounty Regional Services Center, Kidstop Child Development Center, FS#6 overhead door replacement

- **Parking Lot resurfacing:** Colesville Health Center

- **Environmental:** Alternate Emergency Communications Center (AECC) UST Removal/AST Installation, Germantown FS#34 UST Removal/AST Installation, Travilah FS#32 UST Removal/AST installation

- **Life Safety Systems upgrade:** PSCC UPS Monitoring System, Martin Luther King (MLK) Pool, Coffield Recreation Center, Rockville Library, COB, Praisner Library, AECC UPS Battery replacement, Brookeville Depot building D, Long Branch Recreation Center, White Oak Library, Damascus Transmitter Generator/AST replacement, Pre-Release Center, AECC Hydrogen detection System, COB Data Center Hydrogen Detection System, EOB Fire Pump Electrical Feeder upgrade, KSAC Pool

- **Others:** COB Switchgear Replacement, Germantown Library masonry wall repairs, Strathmore Music Hall Lighting Controls replacement, COB Garage Lighting repairs, Lawton Community Center masonry/drainage repairs

GOVERNMENT EFFICIENCY

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

- In FY18, Office of Real Estate completed four new leases, 16 new licenses, and 17 amendments. We also completed 19 miscellaneous documents, managed 31 significant property management issues and completed 15 special project assignments.

- Four new leased locations were Casa de Maryland's Wheaton Welcome Center, 451 Hungerford, Suite 701 for Risk Management, Ghandi Brigade's space in the Silver Spring Library and a new antenna lease in the 800MHz program. We also executed a new license for Postal Service to occupy space in the Silver Spring Library.

- Completed the build-out and relocation of 2424 Reedie occupants into space leased in 2017 at 11002 Veirs Mill Road in Wheaton. Relocated the Gilchrist Center, a medical clinic operated by Proyecto Salud, a food pantry and HHS's Adult Behavioral Clinic. Together, they occupy approximately 20,000 sf on two floors.

- Completed a Right-of-Entry document for all County owned land needed for Purple Line construction. Subsequently recorded easements where permanent access is required, but ownership is not.

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

Multifunction Printers by the numbers

- ▶ Eliminated more than 1,000,000 pages being printed (676,666 pages deleted; 406,108 pages expired),

- ▶ Saved or reduced more than 1,382,397 gallons of water, 51,803 lbs. of carbon dioxide and 55 trees.

Records Management and Imaging

- ▶ Completed 2,541 imaging jobs
- ▶ Scanned 1,175,844 pages
- ▶ Received 3,535 boxes of documents, destroyed 5,128 boxes
- ▶ Retrieved 2,966 record requests
- ▶ Shredded 234,178 lbs.

CUSTOMER-FOCUSED SERVICE

BEFORE	AFTER

Bethesda Library ADA remediation including parking access and improving the path-of-travel to the facility.

BEFORE	AFTER

Executive Office Building restroom ADA remediation on the Lobby Level to service the public visiting the government center as well as county employees.
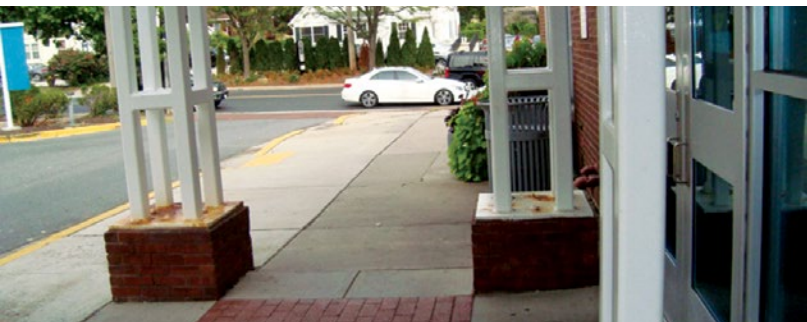
BEFORE	AFTER

Olney Swim Center replacement of the men's sauna to allow for accessible entrance and accessible path-of-travel.

one department with one mission: delivering great service

CUSTOMER-FOCUSED SERVICE

Bethesda Library Sidewalk Ramp Before ADA Remediation

Bethesda Library Sidewalk Ramp After ADA Remediation

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

▶ Reviewed and revised the County's Emergency Operations Plan for compliance with the ADA, and presented training for staff designated to work emergency shelters in the event of a disaster or severe weather emergency. Training focused on employee responsibilities under Title II of the ADA, with a goal of improving awareness of ADA challenges and compliance.

▶ Completed major ADA improvements at Bethesda, Quince Orchard, Potomac, and White Oak libraries.

▶ Supported the Department of Technology Services to improve accessibility of the County's website, including creating accessible map solutions to replace older non-accessible static maps.

▶ Completed ADA remediation work to include parking access and path-of-travel to the facility at the Holiday Park Senior Center, the Strathmore Mansion, and the Red Brick Courthouse; the Executive Office Building lobby level restrooms, and the Olney Swim Center men's sauna to make them fully accessible per ADA standards.

▶ Expanded the services for effective communication with people who are deaf or hard of hearing by providing assistive listening systems in County meeting rooms. As of June 30, 2018, twenty-six (26) assistive listening devices have been installed in County buildings and six (6) portable systems have been procured for use by departments using other department meeting rooms.

FLEET MANAGEMEMENT SERVICES

Electric Vehicle (EV) Fast Charging Station (Level 3) at Edison Park.

Ride On extRa Bus at EMTOC. Equipped with WIFI Upgrade Interior Coordinated with traffic control lights to expedite travel time .

Fueling Station at Gaithersburg Depot (Diesel, Unleaded, E-85 and CNG)

THE 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, acquire, maintain 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.

FY18 ACCOMPLISHMENTS/HIGHLIGHTS

▶ **Extended the trial of Absorbed Glass Mat (AGM) battery technology** to include a seasonal van from the Department of Recreation. AGM batteries are more reliable and efficient than traditional lead-acid batteries. DGS DFMS is currently exploring if the use of AGM batteries can reduce maintenance costs associated with the storage of seasonal equipment.

▶ **Realized $313,720 from auction proceeds** by disposing buses, heavy equipment and shop tools discontinued from active inventory.

▶ **Assisted the Department of Transportation,** National Highway Traffic Safety Administration (NHTSA) with the investigation of the Ford Explorer/Utility Interceptor exhaust fume into the cabin. Implemented carbon dioxide monitoring cards in approximately 360 specific at-risk vehicles for the safety of county drivers.Applied for reimbursement from Ford for Explorer/Interceptor Utility for exhaust into cabin on "out of warranty" vehicles. Received a total of $49,407 in reimbursement from Ford.

▶ **Developed and implemented an automated process** of the Electronic Vehicle Repair Request Form thereby eliminating errors caused by illegible handwriting and human error. Notifies Fleet Coordinators by email of where the vehicle is in the process and maintains a historical digital trail.

▶ **Developed a plan to increase Maintenance bay capacity** to meet the customers' future demand to provide maintenance for the Articulated 60' buses.

▶ **Completed multiple campaigns on 2016 Gilligs,** including Engine Control Module (ECM) recalibration that will reduce exhaust catalyst failures, and increase service reliability

▶ **Increased in-house body work** which will decrease subletting costs and down time. As an example, a vendor, Middleton & Meads, estimated a bus repair at over $80K with an estimated 6 months downtime. In-house, the job was done in just over 3 months, for less than $60K. Doing this one vehicle in house saved the County $20K and the bus was back in service 3 months earlier.

FLEET MANAGEMEMENT SERVICES

Energy Consumption/Vehicle Use Within the Fleet

11 Vehicle Maintenance Facilities	**29,974** Service Work Orders Processed	**95%** Administrative Fleet Availability	**3** Centralized Motor Pools
31 Fuel Sites Managed	**11,820** Preventive Maintenance Inspections	**19%** Reduction in Transit Bus Mechanical Failures	**23.5%** Reduction in Reported Injuries
112 Fleet Maintenance Technicians	**89%** Heavy Equipment Availability	**20%** Reduction in Road Service Calls	**44** Facility Safety Inspections Completed

3,568 Fleet Vehicles

3,906 Gallons of Gasoline Eliminated by Electric Vehicles

1,204 Alternative Fuel Vehicles

39 Battery Electric Vehicles

34% of the Fleet is an Alternative Fuel Vehicle

3,296 Electric Vehicle "Charge-Ups"

16 Level II Electric Vehicle Charging Stations

39 Medium Duty Gas Cargo Vans Converted to Hybrid

5.2 Million Gallons of Fuel Consumed

43 Million Miles Driven

1.8 Million Diesel Gallons Displaced by CNG

REMSTAR Parts Storage Closed.

REMSTAR Parts Storage Open.

FLEET MANAGEMEMENT SERVICES

RIDE ON BUS TRAINING

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.

Rodney Hunt (Senior Technician Trainer) is demonstrating on the Transit A/C System, Alfredo Merino (New Probationary technician) in training, Tim Bungato (New Probationary technician), Jack Kehoe (Senior Technician Trainer), in the back ground (With The Blue Bump Cap On)

FLEET MANAGEMEMENT SERVICES

BUS MODERNIZATION

FLEET MANAGEMENT SERVICES HAS 334 GILLIG BUSES which are equipped with the new generation of components to include Modine electric Cooling Fans and Air Disc Brakes. In addition, 56 Gillig buses are equipped with the Thermo King all electric HVAC systems. This new generation components have substantially improved fleet performance and enhance fleet availability via improved reliability.

MODINE ELECTRIC COOLING FAN ADVANTAGES

► Increased fuel economy (8-10%) compared to standard hydraulic system

► Alleviated the cost associated with servicing a conventional hydraulic system

► Increased horse power and acceleration while in operation

► Reverse fan feature aids in cleaning the radiator/air charge cooler during maintenance intervals

► Fully automated diagnostic capability to assist in monitoring cooling system operation

THERMO KING ALL ELECTRIC BUS HVAC BENEFITS

► Increased fuel economy by eliminating engine RPM on load and demand

► Optimum air conditioning at all bus speeds regardless of load

► Improved reliability – energy efficient R-407C refrigerant

► Hermetically sealed to reduce maintenance requirements

► Fully automatic diagnostic capability to assist in maintenance

AIR DISC BRAKE ADVANTAGES

► Decreased brake pad replacement reduces maintenance intervals by 75%

► Minimal vehicle downtime for inspection and pad replacement compared to conventional drum brakes

► Disc brakes provide more reliable stopping performance during extreme heat conditions

► Enhanced durability and In-service reliability

► Advanced brake wear warning systems to help determine brake wear during routine maintenance inspections

ENVIRONMENTAL SUSTAINABILITY

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 INNOVATIVE AND ADVANCED ENERGY PROJECTS 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.

MICHAEL YAMBRACH, *Capital Energy Projects Manager, Office of Energy and Sustainability, Montgomery County, Maryland*

MICHAEL IS RESPONSIBLE FOR developing, financing, contracting for, and implementing advanced energy projects for Montgomery County, Maryland. He has developed, contracted and managed the installation of 7.6 MW of solar in a portfolio that ultimately will exceed 11 MW of solar PV systems for Montgomery County, saving the County $10 million in utility costs over the next 20 years. Additionally, he oversaw the construction of the County's first two microgrid projects. He has worked in the energy industry for over 30 years managing both supply and demand programs and brings experience from the government and private sectors.

ENVIRONMENTAL SUSTAINABILITY

ABOUT THE MICROGRID

MONTGOMERY COUNTY IS EMBRACING microgrids to improve the resiliency of public facilities, reduce their environmental impact and reduce operational costs to taxpayers. Microgrids are local power systems that use clean and renewable energy sources on an ongoing basis while enabling the system to operate independently from the electric utility. When considering building microgrids, the Department of General Services focuses on facilities essential for the continuity of public services during disasters or other events when those services are needed most. The microgrid initiative was prioritized due to the County's history with extended large-scale power outages during major storms and the County government's goal of reducing greenhouse gas emissions 80% by 2027. Montgomery County has finalized construction of microgrids at its Public Safety Headquarters (PSHQ) in Gaithersburg and the Montgomery County Correctional Facility (MCCF) in Boyds.

PSHQ is the County's primary administrative hub for a number of departments that are essential in an emergency. MCCF is a correctional and rehabilitation facility responsible for approximately 1,000 inmates. The County leveraged its innovative energy purchasing regulations to create a public private partnership to select a team of private entities to finance, own and operate the systems. The PSHQ microgrid incorporates canopy-mounted solar, providing shade to cars while powering the facility. The facility benefits from credits and policies that favor clean energy sources. The MCCF microgrid expands the facility's power generation capabilities by adding a Combined Heat and Power (CHP) system to its existing generators. CHP systems along with other technologies provide heating and cooling to facilities. Collectively the two systems will generate most of the energy needs and reduce greenhouse gas emissions by over 6,800 metric tons annually. PSHQ is the first facility of its kind to achieve Platinum certification from the Green Business Certification Inc.'s (GBCI) Performance Excellence in Electricity Renewal (PEER) rating system recognizing sustainable infrastructure.

ENVIRONMENTAL SUSTAINABILITY

Energy sweep at Germantown Library

Tree planting at Kensington Library

Electric vehicle charging station at PSHQ

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.**

▶ **Received $1.4 million in new grants for energy savings and fuel projects in County facilities and received $1.4 million in new utility incentives for energy savings projects since FY2013.**

▶ **Implemented two nationally recognized microgrid projects under a public private partnership (P3) structure to improve the resiliency of critical County facilities to storms and major electric grid outages. The Public Safety Headquarters (PSHQ) and the Montgomery County Correctional Facility (MCCF) projects combine clean and low carbon technologies to allow the facilities to operate independently from the utility grid during emergencies. Both projects were completed in FY2018.**

▶ **Installed two new solar projects totaling 4.5 megawatts (MW) in capacity. The County has installed over 7.6 MW of solar and other clean energy technologies to date which will reduce County energy costs by $10 million over the next 20 years and reduce greenhouse gas emissions equivalent to taking 1,600 cars off the road.**

▶ **Substantially completed building envelope, HVAC lighting, HVAC controls and water conservation retrofits at Pre-Release Center, Longwood Community Center, Twinbrook Library, Kensington Park Library and Silver Spring Health Center that are expected to save the County $240,439 per year.**

▶ **Continue to coordinate the public use of $41 million in direct financial benefits and other policy commitments as a result of the merger of Pepco Holdings Incorporated and Exelon Corporation. Financial benefits included seed capital for the nation's first Green Bank, funding for low and moderate-income weatherization, energy improvements to public buildings, workforce development and other programs.**

▶ **Continue to coordinate the policy and public benefits package from the merger of Altagas Ltd and WGL Holdings Incorporated. The resulting order from the Maryland Public Service Commission provides the County $12.1 million in funding to support energy distribution-related customer or educational programs, a commitment to develop 2.5 megawatts of renewables and other advanced technologies in public facilities.**

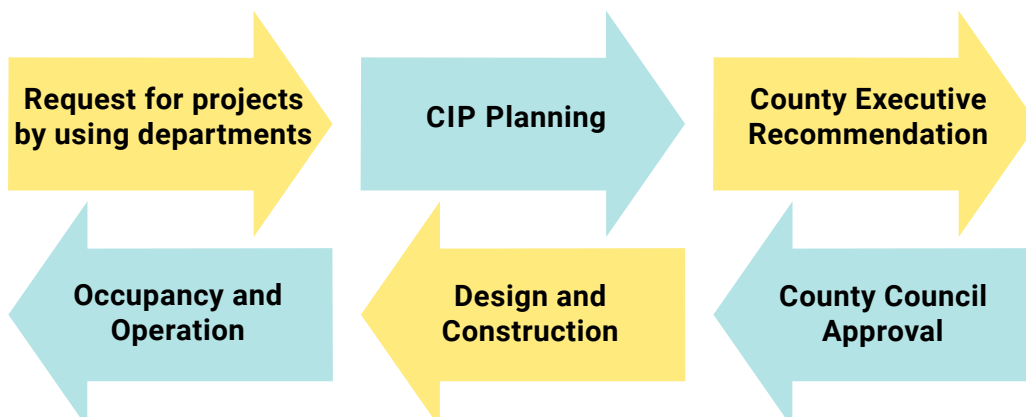# COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION

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 residents' 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.
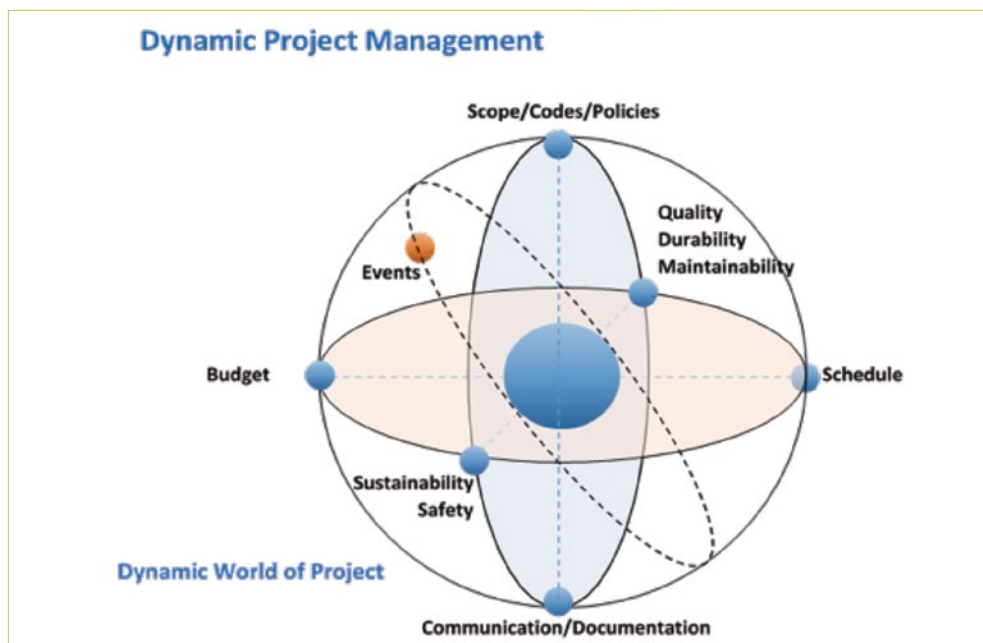
The following figure shows summary of the CIP process from start to finish.

COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION

Quince Orchard Library

White Oak Library

Connie Morella Library

DGS DIVISIONS ENGAGE WITH COMMUNITIES from planning to ground-breaking through construction and maintenance to ensure residents are engaged and that building and design respects 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 residents 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.

QUINCE ORCHARD LIBRARY

EXTERIOR	INTERIOR
ADA Upgrades to Parking Lot & Access	Renovation/ADA Upgrades to Restrooms (5)
Upgrade Restrooms (5)	New Sit/Stand Service Desks
New Bicycle Rack	Select New Furniture
New Book Drop	Color Coordinated Carpet & Paint
Landscape Maintenance	New Staff Room Counters, Furniture, and Paint
	Retrofitted LED Lighting
	Electric Connectivity to Seating Groups
	Water Fountain with Bottle Filling Station

White Oak Library service desk

WHITE OAK LIBRARY

EXTERIOR	INTERIOR
ADA Upgrades to Parking Lot & Access	Two New Glass Storefront Collaboration Rooms
New Roof	Renovation/ADA Upgrades to Two Sets of Restrooms
New Book Drop	New Sit/Stand Service Desks
New Bicycle Rack	New Lounge, Table and Chair Furniture
Paint and Landscape Maintenance	Color Coordinated Carpet & Paint
	Retrofitted and New LED Lighting
	New Staff Room desks, chairs, flooring and paint
	New Ceiling Tiles
	Electric Connectivity to Seating Groups
	New Stair Railing
	Renovated Staff Kitchen and Restroom
	Water Fountain with Bottle Filling Station
	New Vending/Coffee Machine
	New Ceiling Tiles

CONNIE MORELLA LIBRARY

EXTERIOR	INTERIOR
ADA Upgrades to Parking Lot & Access	Two New Glass Collaboration Rooms New Sit/Stand
New Roof, Windows, & Chiller	New Children's Furniture
New Exterior Monument / LED Message Sign	Renovation/ADA Upgrades to Restrooms
Landscape Maintenance	New Sit/Stand Service Desks
	Connie Morella Proclamation Plaque
	Wall Art Hanging Display
	Foyer Pendant Lighting
	Color Coordinated Carpet & Paint
	New Staff Room Desks, Chairs, Flooring, and Paint
	Retrofitted and New LED Lighting
	Electric Connectivity to Seating Groups
	Water Fountain with Bottle Filling Station
	DOT Transit Monitor

COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION

ON APRIL 14, 2018, a dedication and ribbon-cutting ceremony was held to rename and reopen the refurbished Montgomery County Public Library's Connie Morella Library (formerly Bethesda Library). The library was renamed to honor Connie Morella.

Connie Morella served Montgomery County in the Maryland General Assembly from 1979–1986 and represented Montgomery County and Maryland's 8th Congressional District in the United States House of Representatives from 1987–2003. Following her congressional service, Ms. Morella was appointed by President George W. Bush to service as Ambassador to the Organization for Economic Cooperation and Development from 2003 until 2007. Ms. Morella is a founding member of the Maryland Women's Hall of Fame and served as second President of the Montgomery County Commission for Women.

COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION

COUNCIL OFFICE BUILDING RENOVATION

THE COUNCIL OFFICE BUILDING was last reconfigured more than 25 years ago. This is the second phase of the renovation. The emphasis is to renovate the auditorium on the first floor, which is utilized as a meeting place by civic organizations and for County staff training, and reconfigure office space for the Council offices, and the Office of Legislative Oversight (OLO) staff.
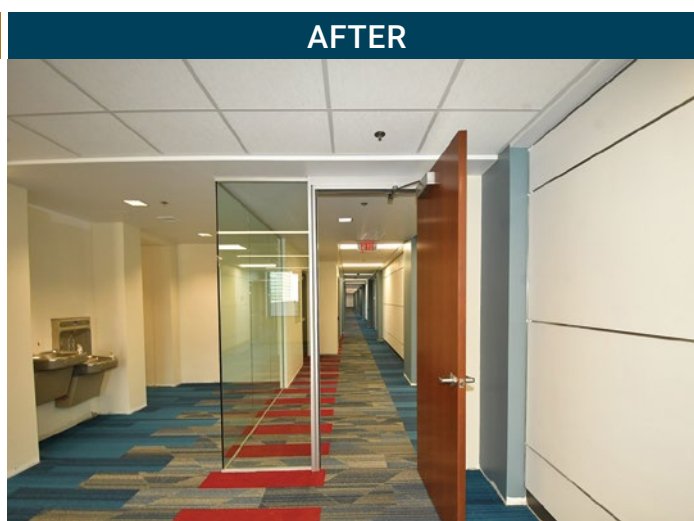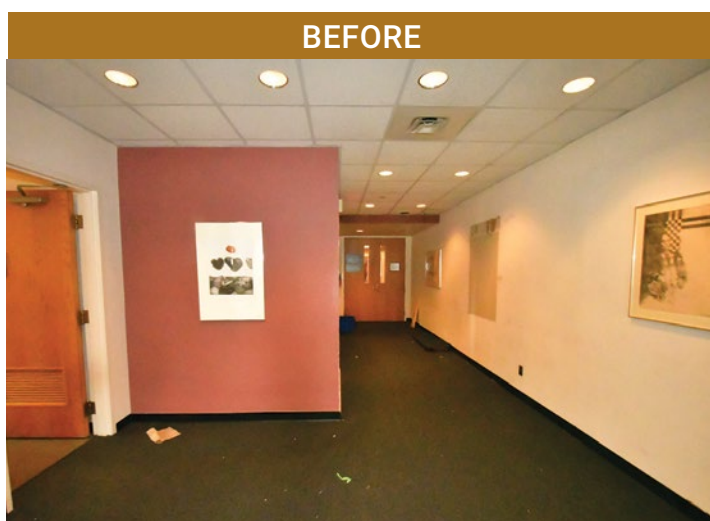
BEFORE

AFTER

COUNCIL OFFICE before and after renovation
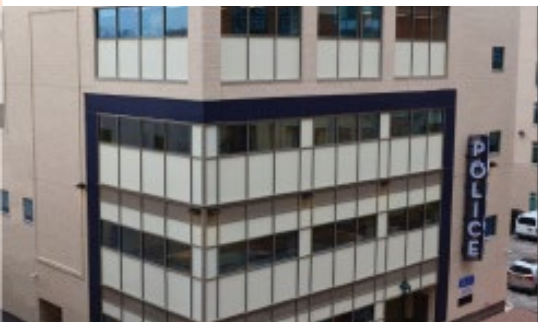

BEFORE

PROPOSED

AUDITORIUM before and after renovation

PUBLIC-PRIVATE PARTNERSHIPS

Shady Grove Westside and rebuilt Crabbs Branch Way Townhomes.

PUBLIC-PRIVATE PARTNERSHIPS

2ND DISTRICT POLICE STATION

THE NEW 2ND DISTRICT Police Station is the result of a public-private partnership between Montgomery County and developer StonebridgeCarras. The former 2nd District station was constructed in 1961. At nearly 60 years old, the facility required major building repairs and had multiple site constraints that made it difficult to meet the needs of a growing police district.

StonebridgeCarras designed and constructed the new state-of-the-art facility on an underutilized vacant lot. The new four-story, 28,000-square-foot police station meets police requirements and is Leadership in Energy and Environmental Design (LEED) Silver certified. The new station maximizes the use of public land by utilizing a portion of the adjacent public garage for police vehicles and ancillary requirements.

The 2nd District Police Station serves areas of Bethesda, Potomac, the Pike District/White Flint, Somerset, Chevy Chase, Kensington, Garrett Park and parts of Silver Spring.

In return for building the new station, the County transferred the old 2nd District site, which is only one block from the WMATA Bethesda Metro station and a large transit hub, to StonebridgeCarras. StonebridgeCarras will maximize the potential of the old police station site as part of a 500,000-square-foot redevelopment that will include an office building and hotel.

This new private development project returns this valuable piece of property back to the County tax base, supports the vibrant business community in the central business district, and meets the transit-oriented smart-growth goals identified in the recently adopted Bethesda Downtown Plan. It also allows for the environmental remediation of the old station site.

The redevelopment project on the former site exemplifies transit-oriented development by building office and a hotel near mass transit. The new police station allows for the expanded provision of public safety services in a rapidly growing area of the County.

> This project is another excellent example of creative County partnerships with the private sector that deliver state-of-the-art public facilities at little or no cost to the County, while returning highly-valued publicly-owned property to the County tax base. This project is a win for everyone and exemplifies our continued commitment to making the most of how we use our publicly-owned land.
>
> —ISIAH LEGGETT
> Montgomery County Executive

PUBLIC-PRIVATE PARTNERSHIPS

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, and 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…

OPD PROJECTS ARE MULTIFACETED IN NATURE, providing staff the opportunity to work on multiple phases of projects with a variety of partners, both inside and outside the government. Prior to entering into any public-private partnerships utilizing County land, OPD staff start with activities to prepare a site for redevelopment. Ensuring the site is "clean" from an environmental standpoint is a key pre-redevelopment activity for both the site itself as well as any existing buildings. OPD works closely with various environmental entities including the Maryland Department of the Environment and environmental consulting firms.

OPD staff might next coordinate with the County's public safety agencies prior to any building demolition for training purposes. For example, the Montgomery County Police K9 and SWAT teams trained at the former Montgomery County Parks site on Crabbs Branch Way before demolition occurred; across the street Montgomery County Fire and Rescue Services trained at the former County Service Park before the buildings were demolished and the site redeveloped with the now-built Shady Grove Westside project. Even as a site is being prepared for demolition, OPD staff is ensuring that these County assets are being fully utilized.

OPD prepares and manages any permits and approvals that might be required for demolition including forest conservation plans and erosion and sediment control permits. OPD, with assistance from DGS' Division of Building Design and Construction, might coordinate with utility companies for utility disconnects required before the demolition contractor can secure a demolition permit. OPD staff procure and work side by side with demolition contractors to ensure that existing structures are removed safely, securely, and with as little environmental impact as possible. Staff manages contracts, monitors progress, addresses issues, and reviews and approves payment applications.

OPD staff utilize their versatile skills to prepare County land for redevelopment through public-private partnerships. OPD's goal is to maximize the value of underutilized County-owned land to finance the cost of new County facilities while at the same time creating new economic development opportunities for private sector developers.

OPD STATISTICS

▶ **Managed 6 public-private redevelopment projects and assisted other County departments with 2 additional projects, as well as planning 4 future projects**

▶ **Secured $80 million in private investment in FY18, and a cumulative investment of $178 million since FY14**

▶ **Generated $2.5 million in property taxes from land sales to date**

▶ **Created 502 total new housing units including 123 units of affordable housing**

▶ **Oversaw the disposition of 4 projects in FY18 and more than a dozen projects since FY15, and site selection of 2 properties.**

PROJECTS COMPLETED
OR IN PROGRESS DURING FY18

√ **GOOD HOPE NEIGHBORHOOD RECREATION CENTER (COMPLETED)**

Good Hope Neighborhood Recreation Center

FUTURE PROJECTS

- Viva White Oak (Site II)
- Redevelopment of former PSTA
- Site Selection for Fire Station (FS) #19

- Redevelopment of former Silver Spring Library
- 2nd Multifamily Building at Westside at Shady Grove Metro

Praisner Library Entrance Concept

Long Branch Library Entrance Concept

PROJECTS PROJECTED FOR COMPLETION IN FY19

1. LIBRARY REFRESH PROJECTS:

› Germantown
› Long Branch
› Poolesville
› Praisner

2. RENOVATION/ADDITION:

› Council Office Building Garage
› Council Office Building
› Kennedy Shriver Aquatic Center Building Envelope Improvement
› Public Safety Communication Center (PSCC)

Celebrating 10 years

ONE DEPARTMENT

ONE MISSION

DELIVERING GREAT SERVICE

Montgomery County **DEPARTMENT OF GENERAL SERVICES**

DGS

Delivering Great Service!

CELEBRATING 10 YEARS

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