



Department of General Services

ONE DEPARTMENT WITH ONE MISSION

FY2021 Annual Report



DELIVERING GREAT SERVICE



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.



David E. Dise, Director

IF YOU HAVE READ A PRIOR ANNUAL REPORT from the Department of General Services, you are about to be amazed. If you have not seen one of our earlier reports, you are about to be amazed even more. General Services, or DGS, is comprised of over 400 amazing and talented staff members dedicated to delivering the widest variety of services you can imagine to County departments and residents. From professional architecture and engineering to graphic design, logistics, and archives and records management. We offer real estate and land development expertise, and maintenance and repair of major automotive, transit, construction, and heavy equipment, environmental monitoring, and planning maintenance, repairs and refurbishment of over 500 properties, ensuring buildings and grounds are accessible to people with disabilities and free from winter weather hazards for all patrons. The list is staggering, and behind every function are professionals and experts in every field imaginable whose individual commitment is excellence in public service. Therefore, we proudly state the DGS is all about Delivering Great Service!

In this annual report we highlight how DGS supports all County departments to achieve their respective missions. Our core mission is to help each County Government department achieve its commitments to the residents of Montgomery County. Whether it's building and maintaining healthy, efficient, and safe public buildings, servicing one of the nation's largest public transit fleets, ensuring a healthy environment today and well into the future, helping to preserve our history, and ensuring open access to public records, DGS is involved in almost every aspect of government services to the public. You may not see us out front, but we're there, mostly behind the scenes to make sure it happens. Over the past couple years, this is nowhere more evident that DGS' support of the County's response to COVID pandemic. From the earliest stages of response, creating supply resources where few existed, standing up a warehouse and distribution system to get critical supplies to healthcare providers, and coordinating field distribution and testing sites for these same health professionals.

The most frequent comment I hear is, "What does DGS do?" I think after reading this report you'll be informed, educated, and perhaps a bit surprised to learn the breadth of our work and the efforts expended to help Montgomery County continue its national leadership in many areas and excellent services provided to County residents.



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FY21 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 83 miles** of sidewalks during snow season.
- ▶ Led a Fleet Management operation of \$73.5 million, providing comprehensive fleet preventive maintenance, repair services, and acquisition for a fleet of **3,111** public safety and general administrative vehicles, snow plows, buses, dump trucks and other equipment.
- ▶ Maintained a fleet of **1,061** alternative fuel vehicles within a total fleet size of **3,111**.
- ▶ Secured funds for green initiatives. Received a total of **\$10.4 million** in grants and utility incentives for energy saving, advanced energy and fleet fuel saving projects since FY13.
- ▶ Provided comprehensive real estate services from an assessment of requirements to acquisition of leases and necessary buildout. Managed an inventory of **832,911 square feet** of leased space for County programs.
- ▶ Led Print and Mail operation of **\$7.7 million**, designing and overseeing mail and graphics services to facilitate County programs.
- ▶ Administered the County's **\$2.40 million** Non-Competitive Grant Program. Processed **23 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 **56 of the 83 facilities identified**, a 62 percent achievement. In addition, another **18 facilities** are under remediation.
- ▶ Provided for the County's records management requirements, storing **2,000 boxes of documents** in FY21 and shredding **200,000 pounds of paper**.
- ▶ FY21 department complement: **440 employees**.
- ▶ Resource investment: **\$32.9 million** via the General Fund.

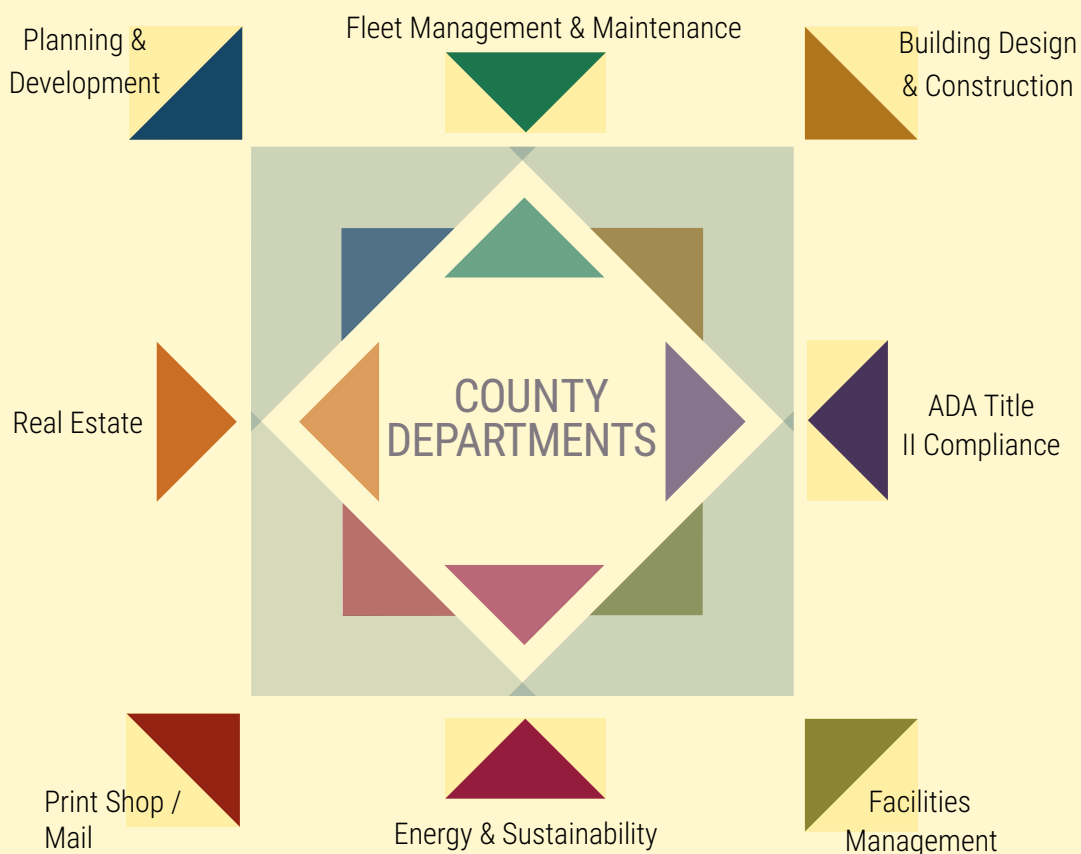
ONE DEPARTMENT

ONE MISSION:



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

Shady Grove West Side-2nd Multifamily Building



DELIVERING GREAT SERVICE

A RESPONSIVE AND ACCOUNTABLE COUNTY GOVERNMENT



Public Safety Headquarters Paving

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.

DIVISION OF FACILITIES MANAGEMENT



BEAM Solar Charger



Up County Elevator Modernization



Crabbs Branch Way-Mens Shelter

- ▶ 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 citizens.
- ▶ DFM is a key partner during emergency response operations. The Division's work directly contributes to ensuring the County continuity of operations. During the second half of FY20, the COVID-19 pandemic caused a dramatic change in mission focus for DFM, having to establish major COVID related supply storerooms. This also included delivery of several hundred thousand items to both public and private entities. These logistic efforts continued through FY21.
- ▶ To ensure a safe working environment for employees and visitors alike, DFM managed the cleaning and sanitation for **265** reported exposure incidents throughout our various facilities. The cost was **\$258,587** during the fiscal year, as a direct result of having to remediate COVID-19 related exposures.
- ▶ 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 maintains over **10,584,000** sq. ft. of landscape.
- ▶ 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.
- ▷ DFM replaced or upgraded 30 Heating, Ventilation, Air Conditioning (HVAC) units at **13** different locations at a cost of approximately **\$3,200,000**.
- ▷ DFM modernized the 6 elevators at the Executive Office Building, including the modernization of the door operating system, and improvement of the electrical supply for the elevator.
- ▷ DFM replaced the Fire Alarm Systems at **12** different locations throughout the County at a value of **\$1,100,000**.
- ▷ DFM completed 1 roof replacement in FY21 at **\$100,000**.
- ▷ DFM was able to complete the resurfacing of **3** parking lots as part of the Level of Efforts initiatives in FY21, at a cost of **\$675,000**.
- ▷ With respect to the environment, DFM replaced existing Underground Storage Tanks with Above Ground Storage Tanks at **6** key locations, and completed upgrades to one County Fueling Station.
- ▷ DFM completed exterior building upgrade and replacement projects at **7** locations, including Fire Stations, Recreation Centers, and a Child Care Facility, spending approximately **\$1,025,000**.
- ▷ In support of our public safety building computer and phone systems, DFM replaced **2** Uninterruptible Power Supply (UPS) systems at a cost of **\$120,000** and maintained **40** UPS systems.
- ▶ 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 **122** emergency generators located throughout the County, ensuring that systems are operational for emergency situations.

THE OFFICE OF REAL ESTATE

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 FY21, Office of Real Estate completed four new leases, six new licenses, and eighteen amendments. We also completed twenty-three miscellaneous documents and managed a number of significant property management issues.
- ▶ Four new leases: Wheaton HQ, 1500 E. Gude, 8703 Flower Avenue, Clara Barton (Childcare).
- ▶ Six new licenses were: 2 Taft Court (Interfaith Works), 12100 Darnestown Rd (T-Mobile and Verizon), 4301 Brookeville Rd (WMATA, Columbia Pike (WMATA), 26149 Ridge Rd (Verizon)
- ▶ We amended, renewed and extended eighteen lease and license agreements:
 - ▷ 19633 Fisher Ave, – Poolesville Library
 - ▷ 8528 Anniversary Circle – Covid Warehouse
 - ▷ 2301 Research Blvd – Stress Management
 - ▷ Hampshire Greens Water Tower – TEBS
 - ▷ Antenna11155 Rockville Pike – TEBS Antenna
 - ▷ 101 Monroe – Revenue Authority
 - ▷ Germantown Campus Montgomery College – TEBS Antenna
 - ▷ New Hampshire Ave – Liquor store
 - ▷ Burtonsville – Liquor store
 - ▷ 4733 University Blvd – Liquor Store
 - ▷ Lawton Center – renewal notice
 - ▷ Olney – Liquor store
 - ▷ 5202 River Rd – TEBS Antenna
 - ▷ 12100 Darnestown Rd – (AT&T)
 - ▷ Wheaton HQ Parking – WMATA
 - ▷ Clara Barton – Childcare license renewal
 - ▷ Shady Grove Metro Childcare – Kindercare
 - ▷ Kafar Café and Bump ‘n Grind – SS and Wheaton Libraries
- ▶ We also processed one deed, nine estoppels, two right of entries, two Easements, one Right of Recovery for the State, numerous Delay of Rental Payment letters, numerous Decision Memos and four Letters of Termination.
- ▶ We managed two buildouts and space reconfigurations of leased spaces, oversaw this installation of five three-tiered contagion mitigation systems and coordinated two moves.
- ▶ We handled a multitude of property management issues, ranging from rent disputes with landlords to coordinating Covid level deep cleaning from Landlords, to HVAC and water infiltration issues at various facilities. We also handled rental waivers for childcare centers and various rental deferral requests in the Covid pandemic.

SIGNIFICANT WORK IN PROGRESS

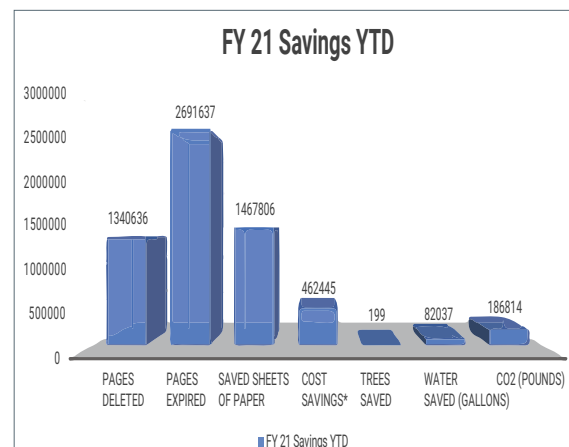
- ▶ Examine square footage requirements in the post-Covid environment on all renewals and new requirements, with the goal of decreasing leased footprint
- ▶ Glen Echo – Licenses for Vendors
- ▶ Master Agreement with MCPS for childcares in open schools
- ▶ Multi-Agency Service Park Agreement with MNCP&PC
- ▶ Relocation of TESS Center
- ▶ Re-let house at 19420 Wasche Road and the Draper Farm in Dickerson – Develop Costs
- ▶ 7300 Calhoun – Reconfigure space
- ▶ Strathmore Renewal
- ▶ Leland Renewals.

CENTRAL SERVICES

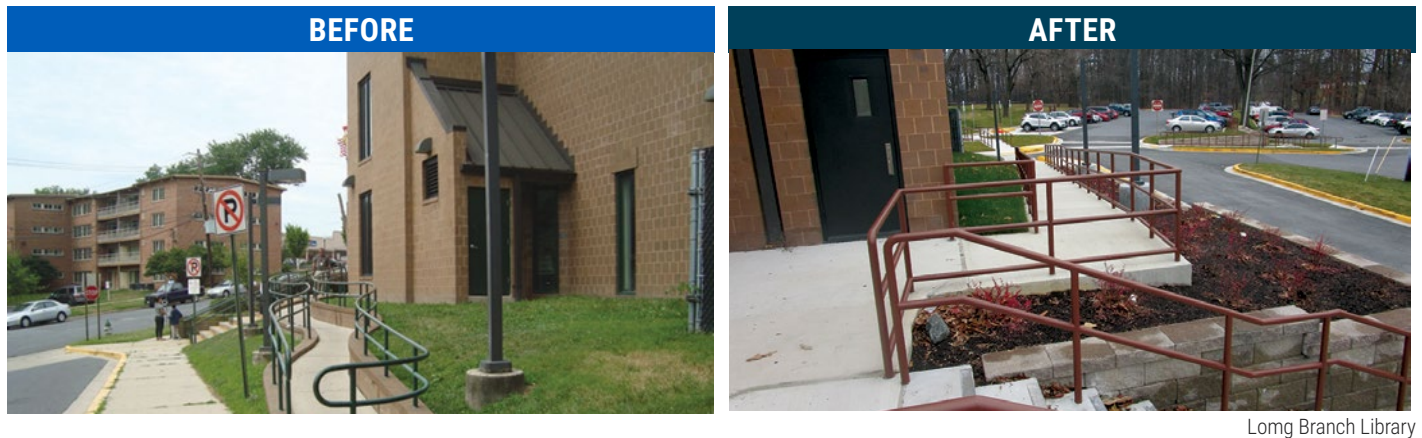
THE DIVISION OF CENTRAL SERVICES provides efficient, centralized business support services for the day-to-day administrative functions of DGS. These include oversight and management of: budgets and financials, information technology, human resources for DGS personnel, contracts and procurement, and publishing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

PUBLISHING AND DOCUMENT SERVICES strives to meet the highest levels of government efficiency, while providing outstanding customer service and reducing the environmental impact of print and mail.

- ▶ **DGS Publishing and Document Services (MCPADS), supported County departments and the community throughout the pandemic**
 - ▷ Provided uninterrupted mail and package services to all county departments and agencies throughout the Pandemic
 - ▷ Expanded service to include daycare centers, community clinics, special needs, food banks, and non-profits and other facilities around the County
 - ▷ The Print Shop printed numerous “How to stop the spreading of COVID 19” and the Mail Room delivered them throughout the County
 - ▷ The Print Shop handled all the signs for the mass vaccine sites
- ▶ **DGS Publishing and Document Services is dedicated to running a green environment. Some of the ways we do that are:**
 - ▷ 90% of our equipment is Energy Star Certified
 - ▷ All toner we use is environmentally friendly
 - ▷ 90% of paper used is recycled
 - ▷ Clean Planet toner recycling program is offered to all departments free of charge
- ▶ **During FY21, Mail Services supported 178 county mail stop locations**
 - w Handled 911,628 pieces of metered mail
 - w Processed 1,322,036 bulk mail
 - w Processed 215,611 pieces of Every Door Direct Mail
 - ▷ Processed 2,084,020 of Business Reply Mail
- ▶ **Implemented Web Tracking Services (WTS) reducing inquiries for missing packages to near zero**
- ▶ **Processed mail-in ballots in 2020 general election (188,672 ballots)**
- ▶ **Supported 2 major moves and established mail services to the new locations:**
 - ▷ DPS, DEP, CUPF, Recreation, HHS (Licensing and Regulatory, Wheaton Urban district, and MNCPPC moved to 2425 Reddie Drive in Wheaton
 - ▷ OMS, Treasury, Procurement, TEBS(ERP), OHR-Training, HHS (Mental Health), and MC Innovation moved to 27 Courthouse Square
- ▶ **Processed 13,378 online print shop requests**
- ▶ **Scanned over 6000 active employee medical records (about 550,000 pages) into SharePoint allowing Occupational Medical Services doctors and nurses shared access to medical charts**
 - ▷ Currently scanning all Fire and Rescue Services active medical records
- ▶ **In FY21, the Records Center received over 2,000 boxes for archiving, shredded nearly 200,000 documents and scanned over one million records**



CENTRAL SERVICES



Long Branch Library

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 ensures 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

- ▶ Made remote meetings more accessible for people with disabilities during the pandemic by emphasizing use of Closed Captioning, Assistive Listening Systems, Sign Language Interpreters and maximizing potential of accessibility features in remote meeting software frequently utilized by Montgomery County.
- ▶ Collaborated with the Office of the County Attorney and the Office of the County Executive to distribute a memo to all Montgomery County employees stressing the importance of ADA compliance including instructions on how to successfully accommodate reasonable accommodation requests.
- ▶ Ongoing remediation ensuring full ADA compliance of Longwood Community Recreation Center.
- ▶ Conducted numerous well received ADA trainings for hundreds of Montgomery County employees on best practices when working with people with disabilities and tips on complying with ADA requirements.
- ▶ Completed site and interior ADA remediation of Long Branch Community Recreation Center.
- ▶ Responded to hundreds of inquiries from Montgomery County agencies, businesses, organizations, and individuals with disabilities regarding complex and sophisticated aspects of the ADA.
- ▶ Designed and installed Audio/Video systems complete with ADA compliant Assisted Listening Systems in various facilities throughout Montgomery County.

CENTRAL SERVICES

ADA COMPLIANCE PROJECTS FOR FY21

- ▶ **1301 Piccard HHS Programs**—ADA remediation of Crisis Center, as well as multiple public and employee restrooms resulting in full ADA accessibility and usability of all restrooms.
- ▶ **1651 Nebel Street-Montgomery County Department of Corrections Pre-Release Center**—Complete ADA remediation of both residential suites and the medical unit
- ▶ **18900 Middlebrook Road-Up-County Regional Service Center**—Significant ADA site work remediation upgrades and reconstruction including accessible parking and accessible routes to the building.
- ▶ **20000 Aircraft Drive-District 5 Police Station & Fire Station # 29**—ADA site remediation upgrades including accessible parking and routes to easily access the building.
- ▶ **8800 Garland Avenue-Long Branch Library**—ADA remediation of building access including installation of new ADA compliant ramp and stairway.

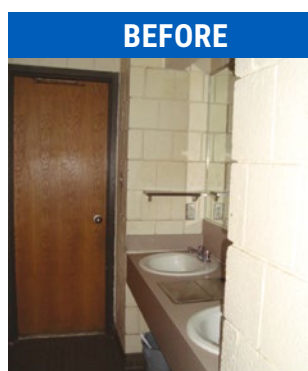
1301 Piccard HHS Programs



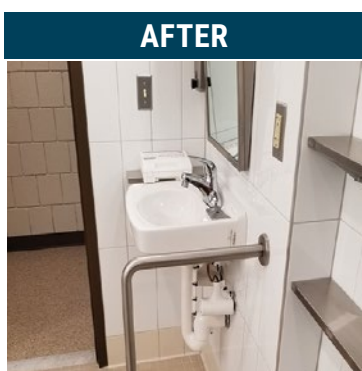
BEFORE



AFTER

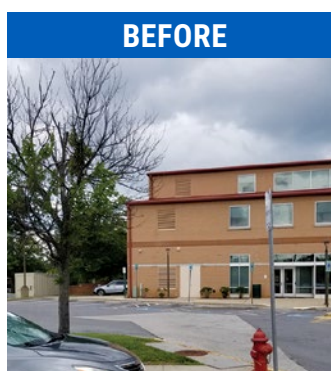


BEFORE



AFTER

Department of Corrections Pre-Release Center



BEFORE



AFTER

Up-County Regional Service Center



BEFORE



AFTER

District 5 Police Station & Fire Station # 29

FLEET MANAGEMENT SERVICES



Automotive Equipment Shop-Seven Locks

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.

- ▶ Led a Fleet Management operation of **\$87.9 million**, providing comprehensive fleet preventive maintenance, repair services, and acquisition for a fleet of **3,111** public safety and general administrative vehicles, snowplows, buses, dump trucks and other equipment.
- ▶ Maintained a fleet of **1,016** alternative fuel vehicles within a total fleet size of 3,111.

FLEET MANAGEMENT SERVICES



ACCOMPLISHMENTS

LOGISTICS

- ▶ **Fuel**—Started bringing Fire and Rescue Services (FRS) sites online and operational for Fuel Master; of the 21 sites we have 18 of them online and operational.
- ▶ **Parts**—Changed the responsibilities for parts processing for the Silver Spiring Highway Depot from our main shop location at Equipment Maintenance and Transit Operations Center (EMTOC) to Brookville Maintenance Facility (BMF), which is co-located at the same address but primarily supports the Ride On bus service.
- ▶ **Drinking Water Systems**—Instituted process to change the drinking water systems to stay abreast of the CDC recommendations for water cooler usage. Project continued into FY22.

SAFETY/FACILITIES/ENVIRONMENTAL

- ▶ **Fall Arrest Systems**—Acquired fall arrest systems for seven heavy equipment depots located around the County where DFMS employee's work. Fall arrest systems are a federally mandated OSHA requirement for all employees working on an elevated surface, on top of vehicles and heavy equipment. While DFMS has fall arrest equipment in the shops, the relocation of technicians to satellite Highway Services Depots mandated installation of fall arrest equipment to ensure the County remains OSHA compliant.
- ▶ **Upgraded the Storm Water Management (SWM) System**—The SWM system at the Small Transit Shop located in Kensington was upgraded to include filters to help better treat the storm water run-off.
- ▶ **Bus Wash Overhaul**—Commenced renovation overhaul repairs to the EMTOC Bus Wash.
- ▶ **Installed Air/Noise/Light pollution sensors** at BMF around the perimeter of the property to further monitor the environmental impact.
- ▶ **Replaced old Koni lifts** with new Earth Lift regenerative low voltage vehicle wheel lifts, further reducing electric usage. These lifts employ an on-board battery to store energy created by lowering the vehicle to use to lift the vehicle when necessary.

INNOVATION

- ▶ **Developed and proposed** a plan to remove the underground fuel storage tanks at the County Council Office Building (COB) and demolish the current fuel station building. This location will then become an electric vehicle charging station lot with multiple chargers.
- ▶ **Electronic Invoice Processing**—Through a collaborative effort among all sections of DFMS and the DGS IT Team, an Electronic Invoice Processing Pilot was completed, and the rollout of full implementation was initiated.



FLEET MANAGEMEMENT SERVICES

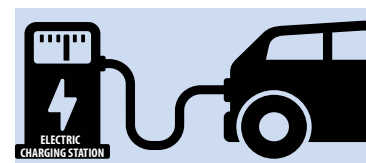
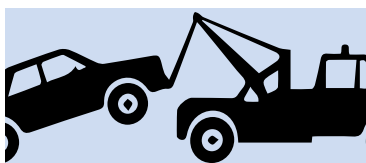


ACCOMPLISHMENTS

ZERO-EMISSION TRANSITION

- ▶ Began construction on the Brookville Depot P3 Electrification Grid, a large solar array system to be built over the existing parking lot at the Brookville Bus Depot. This microgrid technology will be part of the County's sustainability plan. This project is one of the first microgrids to be used to support transit bus charging in the Country.
- ▶ Completed design and construction phase layout, coordinated a publicized "groundbreaking" event, and worked with contractors and multiple County divisions to start construction on a 5.6MW microgrid P3 project to charge up to 70 fully electric buses. Will maintain 24/7 operations simultaneously with microgrid project, including Highway leafing and snow operations, and Purple Line construction.
- ▶ Initiated a pilot program to evaluate the use of battery-electric vehicles in the County fleet. DFMS is purchasing six (6) Mustang Mach E electric vehicles to explore utilization in Police patrol and Ride On incident response applications.
- ▶ DFMS is purchasing two portable solar-powered electric vehicle charging stations with battery storage. An off-grid, construction-free power solution that fits in a parking space, the system can be configured for any type of electric vehicle to provide sufficient electricity to drive approximately 245 miles per day.
- ▶ Awarded Gillig the contract for 10 electric buses. These buses are being procured with funds awarded by Federal Transit Administration's (FTA's) Bus and Bus Facilities Grant.
- ▶ Developed a technical specification for the County's electric bus program and a Request for Proposals (RFP) to procure 56 electric buses as part of a Federal Transit Administration (FTA) Bus and Facilities Grant. Buses will operate out of the Brookville Depot in Silver Spring in order to fully leverage the Microgrid currently under construction at that location. These buses are scheduled to be procured with funding from FY23–FY26.
- ▶ Researched alternative funding strategies for the County vehicle and Ride On Bus fleets by executing a Request for Information (RFI) to gauge market interest in and concept development for procuring transit assets as a service, with an emphasis on Public-Private Partnerships (P3) and Vehicle as a Service procurement models.
- ▶ DFMS is developing a Zero Emission Fleet Plan to reduce emissions and streamline the County's fleet of light-duty vehicles and heavy trucks and equipment. Vehicle allocations will be re-examined to leverage the use of telework and reduced vehicle use while maintaining the current level of service delivery. Where practical, County vehicles will be targeted for either elimination due to low utilization or replacement with zero-emissions models. County fleet users will be encouraged to use mobility alternatives such as pooled vehicles, public transportation, or ride-sharing services.
- ▶ Purchased an electric box truck currently on order for Library Services. The Electric truck is being built by Kenworth and will be one of the first on the east coast. The vehicle is currently scheduled to be delivered in early 2022.
- ▶ Assisted DOT Ride On in the development of a US Raise Grant Submission for 13 Fuel Cell Electric Buses and a Hydrogen fuel station to support a new bus service scheduled to run from the Gaithersburg Depot. The project includes the development of green hydrogen through electrolysis with the electricity being provided by a microgrid. If awarded, this project will be one of the first of its kind on the east coast.
- ▶ As a part of leading the adoption of Zero Emission vehicles in the region, DFMS staff participated in the Electric Vehicle Show in Poolesville as a part of the Poolesville Day celebration. The Poolesville EV show is lone of the largest EV shows in the Country. DFMS staff also participated in an EV Show in Annapolis. DFMS was proud to display 2 Mustang Mach E's; one outfitted as a Police patrol vehicle and the other as a parking enforcement vehicle. The police vehicle is one of the first in the country and is being used as a part of a pilot with Montgomery County Police Department.

FLEET MANAGEMENT SERVICES



Energy Consumption/Vehicle Use Within the Fleet

11	Vehicle Maintenance Facilities	26,981	Service Work Orders Processed	97%	Administrative Fleet Availability	4	Centralized Motor Pools
32	Fuel Sites Managed	9,020	Preventive Maintenance Inspections	92.8%	Heavy Equipment Availability	116	Fleet Maintenance Technicians

3,111 Fleet Vehicles

5,357 Gallons of Gasoline Eliminated by Electric Vehicles

1,016 Alternative Fuel Vehicles

43 Battery Electric Vehicles

33% of the Fleet is an Alternative Fuel Vehicle

2,501 Electric Vehicle "Charge-Ups"

41 Level II Electric Vehicle Charging Stations

39 Medium Duty Gas Cargo Vans Converted to Hybrid

4.2 Million Gallons of Fuel Consumed

21.6 Million Miles Driven

1.3 Million Diesel Gallons Displaced by CNG

107 Facility Safety Inspections Completed



Electric Bus



Mustang Mach Electric Vehicles

ENVIRONMENTAL SUSTAINABILITY



EV Charging Station

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.

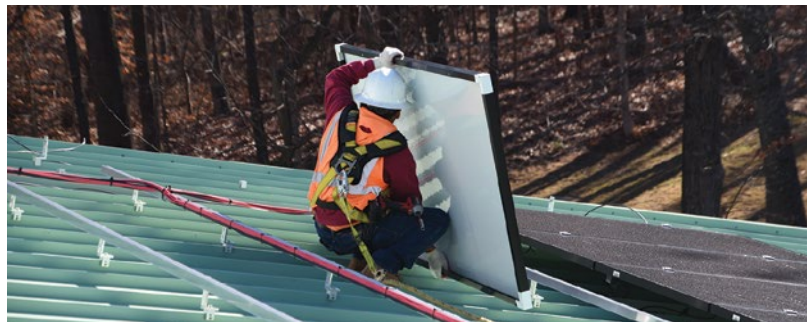
MANAGES THE COUNTY'S ENERGY USE, by processing over 1,600 utility bills a month, analyzing the data, and developing action plans to reduce energy consumption and costs.

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 Roofing—County Liquor Warehouse



Scotland Neighborhood Recreation Center Resilience Hub Panel Installation

THE COUNTY HAS ADVANCED its' greenhouse gas elimination efforts through a reuse of approximately 16 acres of the former Oak's Landfill facility for a 6MW ground mounted solar project. This completed project utilized a power purchase agreement with Ameresco, which designed, constructed, financed, owns, and operates the facilities with no up-front cost to the County. The system generates 11.4 million kWh of energy annually through 3 separate arrays; array 1 delivers 3.8 million Kilowatts that power County facilities and arrays 2 and 3 generate 7.6 million Kilowatts for Low to Moderate Income households through the community solar program, which enables participation in renewable energy while also providing a discount on energy costs.

The Bette Carol Thompson Scotland Neighborhood Recreation Center provides equitable and resilient community benefits using "microgrid" planning. The project incorporates energy efficient lighting upgrades, the installation of a 64- kW rooftop solar system, a battery backup storage system, and emergency power generation. The Centers' completed upgrades enable independent operation during power outages or other weather-related emergencies for an extended period, critical services to be delivered to the community, such as refrigeration for medicines, mobile phone charging centers, and centralized communications.

PROJECTS COMPLETED IN FY21

► NETZERO (PLANNING PHASE)

- Holiday Park Senior Center

► ADVANCED ENERGY (PLANNING PHASE)

- Brookville Depot- "Smart Energy" Depot
- Oaks Landfill- Two Solar Projects
- Scotland Recreation Center- Resilient Facility

► ENERGY EFFICIENCY

- **Lighting & Lighting Controls Upgrades – 6 facilities**
 - › 933,780 kWh savings
 - › 662 metric tons of CO2 saved

• Building Automation Systems Upgrades

- › Bethesda Chevy Chase Center
- › Margaret Schweinhaut Senior Center
- › Potomac Library
- › Upper County Community Recreation Center

• Completed Monitoring Based Commissioning

- › Executive Office Building
- › Circuit Court North Tower
- › Circuit Court South Tower

ENVIRONMENTAL SUSTAINABILITY



Holiday Park Senior Center Solar Roof.



Scotland Neighborhood Recreation Center
Resilience Hub



Holiday Park Senior Center Solar Canopy Lights

ENERGY AND SUSTAINABILITY ACCOMPLISHMENTS



Achieved carbon neutrality of county facilities and fleet through the purchase of Renewable Energy Credits (REC). The REC's offset the equivalent of 100% of the Greenhouse Gas generated by the energy supply for our facilities, including electric and conventional vehicle fuels and additional offsets tied to the use of heating fuels.



Deployed 7.6 megawatts of solar and other clean energy technologies on County facilities, including microgrids at the Thomas Manger Public Safety Headquarters and the Montgomery County Correctional Facility. The microgrids now produce clean and low-carbon energy to meet the needs of these crucial facilities, enabling these locations to operate independently of the energy grid during normal operations and prolonged power outages.



FY21 completed LED lighting and lighting control projects delivered 933,780 kWh electric savings, \$111,114 utility savings and 662 MTCO2e GHG emissions savings FY21 while improving occupant comfort, working conditions and safety.



FY21 completed Monitoring Based Commissioning (MBCx) Pilot project cost \$325,000 delivered \$328,717 utility savings and 1,843 MTCO2e GHG emissions savings after year one.



Received \$1.9 million in grants and utility incentives for green initiatives FY21; DGS has received \$10.4 million in grants and utility incentives for energy saving, advanced energy and fleet fuel saving projects since FY13 with another \$1 million anticipated for FY22.



Processed almost 16,000 utility bills for all County facilities and resolved billing errors and collected water credits totaling over \$143,000 for FY21; DGS has resolved billing errors and collected water credits totaling over \$2.67 million since FY13 with another \$261,000 plus for FY22.



Continuous monitoring of energy and water use in facilities to identify opportunities for energy efficiency projects through utility data analysis and energy sweeps. In FY21, energy sweeps were conducted in 8 County facilities and potential energy savings of 1,400,000 kWh annually.

BUILDING DESIGN AND CONSTRUCTION



Germantown Library

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. Public buildings include 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.



GERMANTOWN LIBRARY REFURBISHMENT 19840 Century Boulevard Germantown, MD 20874

Refurbishment of the Germantown Library started in the fall of 2020 and was completed in the fall of 2021. The refurbishment consisted of renovating 44,193 sf on two levels. The Library Refurbishment program enables MCPL to introduce new technologies and services that reflect the latest in best practices in library management. The refurbishment provided for new flooring, paint, restroom improvements, LED lighting, new furniture, addressing ADA issues, 2 new water fountains, and 2 new sit/stand service desks, and exterior parking lot improvements and landscaping.

LEADING EDGE TECHNOLOGY

- ▶ 30 public use internet computers and 2 catalog computers
- ▶ 7 public use internet computers and 1 catalog computer in the children's area
- ▶ Assistive Technology Workstation with magnifier and computer with large print keyboard
- ▶ 2 early literacy computer workstations
- ▶ 10 laptops for in-building use
- ▶ 7 self-checkout machines
- ▶ Enhanced Wi-Fi
- ▶ 2 Charging stations for mobile devices

The project contributes to a Greener County by renovating existing facility instead of building new and expanding footprints and achieving energy savings in retrofitting lighting. **The project contributes to Effective, Sustainable Government** by preserving the County's existing infrastructure.

BUILDING DESIGN AND CONSTRUCTION



Grey Courthouse Office Building

GREY COURTHOUSE OFFICE BUILDING

CONSTRUCTION OF THE NEWLY RENOVATED GREY COURTHOUSE OFFICE BUILDING commenced in fall of 2019 and was completed in Summer of 2021. The Grey Courthouse Office Building is located at 27 Courthouse sq, Rockville Maryland 20850. This project consisted of renovating 91,000 square feet and as a result provided office space for the following departments: Office of Procurement, Finance Treasury Division, HHS, Technology and Enterprise Business Solutions (TEBS), FROMS/OMS, Human Resources Training, and Office of County Executive Innovation. All these Departments were previously located in leased space saving substantial taxpayer dollars from rent payments.

INNOVATIONS, UNIQUENESS, AWARD

- ◆ This project was innovative by **transforming** a historic Courthouse into an inviting and modern office environment. The renovation preserves the historic exterior of the building and the ceremonial courtroom. 1931 Grey Courthouse is designated on the Local, State, and National Historical Landmarks registry.
- ◆ **Leading edge technology**—This renovation also accomplished a state of the art energy efficient infrastructure with VRF HVAC system, LED lighting, water saving devices, lighting controls, and high-speed wireless internet throughout the interior building (currently no other county building has this latest wireless infrastructure) which is tracking LEED gold.
- ◆ **The project contributes to A Greener County**
 - › renovating existing facility instead of building new and expanding footprints.
 - › being in central Rockville allows for both bus transportation and metro access in lieu of depending on automobiles for exclusive access.
- ◆ **The project contributes to Effective, Sustainable Government** by consolidating tenants within the Rockville Core from previously leased spaces into County owned facilities. The County is and will continue to save millions of dollars in rent. The project was financed with appropriation-backed debt funded through lease savings.

BUILDING DESIGN AND CONSTRUCTION



Kensington Fire Station #25 Renovated



KENSINGTON FIRE STATION 25 (RENOVATION AND ADDITION)

Kensington (Aspen Hill) Fire Station #25 was an existing 12,000 square foot facility serving a densely populated area, opening in 1990. The project provided for an additional of 13,443 square feet, for increased office and administrative space, dormitory space, living and dining areas, two new apparatus bays, and operations storage areas. The renovation of the existing interior finishes and replacement of the existing heating/ventilation system was also included in the project.



BUILDING DESIGN AND CONSTRUCTION



LEVEL OF EFFORT CAPITAL REPAIR/REPLACEMENT PROGRAMS

LEVEL OF EFFORT PROJECTS are programs that span both General Government and Fire Stations. The projects are by their nature building system replacements including HVAC, Electrical, Fire Alarms, Roofs, and Resurfacing Parking Lots at the end of their useful life. The projects generally are accomplished with an occupied building, working with the tenant agencies/departments. The project fulfills several sustainability goals,

- ▶ A Growing Economy, as many of the projects are smaller and are part of the County's efforts to business to Local and MFD contractors.
- ▶ A Greener County, as often, the older equipment is replaced with new more energy efficient equipment
- ▶ Effective, Sustainable Government by continuing/maintaining the built infrastructure resources that the County has for providing services to residents.

SAMPLE LEVEL OF EFFORT PROJECTS FOR FY21

- ▶ Resurfacing Volunteer Fire Station #29 and District 5 Police Station Parking
- ▶ Gaithersburg Fire Station No. 8—Roof Replacement HVAC/Electrical Replacement
- ▶ General Government Fire Alarm System Upgrade Various County Buildings
- ▶ Silver Spring Volunteer Fire Station No. 1 Life Safety System Upgrade

BUILDING DESIGN AND CONSTRUCTION



AVERY ROAD TREATMENT CENTER

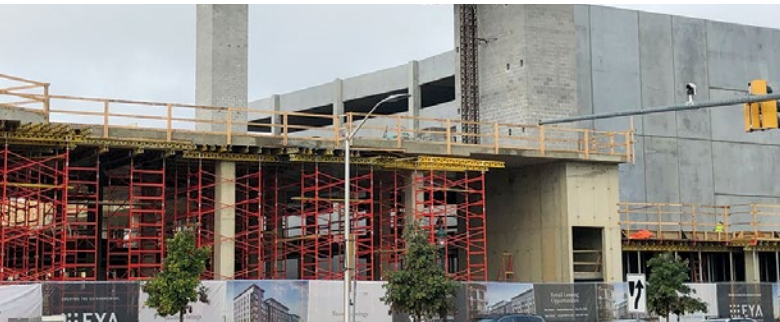
CONSTRUCTION OF THE NEW state-of-the-art Avery Road Treatment Center began in the Spring of 2019 and was completed in the Spring of 2021. The new 37,682 square-foot Avery Road Treatment Center (ARTC) located at 14703 Avery Road provides 64 residential beds for non-hospital detoxification and intermediate-care residential substance use disorder treatment. The facility provides new outpatient programming for a broad range of treatment options in a “one stop shop” recovery campus. The project was a Public-Private Partnership (P3) between the County, Potomac Healthcare Foundation Ltd., and Maryland State agencies.

INNOVATIONS, UNIQUENESS

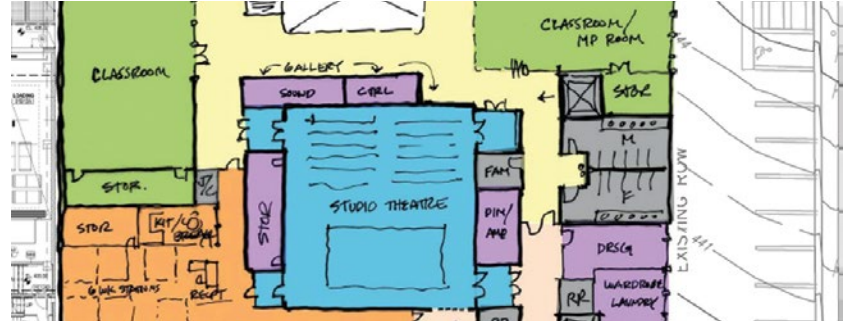
- ▶ Leading edge treatment technology, leveraging clinical and administrative leadership by co-locating programming and increased coordination of services resulting in greater engagement and retention of clients.
- ▶ Provides access to a broad continuum of care: from acute inpatient admissions with medical services, to high intensity residential, to long-term residential, to outpatient, and ability to easily move patients between intensities of services and levels of care without losing continuity.
- ▶ Increased access to medication assisted treatment across all levels of care in direct response to the opioid crisis.



PLANNING AND DEVELOPMENT



Shady Grove Westside-2nd Multifamily Building



Wheaton Arts and Cultural Facility Test Fit

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. OPD advises the County Executive and elected officials on planning and land use and spearheads special projects as needed.

In FY21 OPD continued to advance work on its ongoing public-private partnerships and other projects including:

4010 RANDOLPH ROAD

OPD selected AHC Inc. to redevelop the former Department of Recreation headquarters property with 195 for sale and rental housing units affordable to households earning between 30% and 70% of the area median income (AMI). OPD completed the disposition of the property under the closed school regulations and the Mandatory Referral review by the Maryland-National Capital Park and Planning Commission (M-NCPPC) of the sale of the property. AHC Inc. received Preliminary Plan and Site Plan approvals from M-NCPPC and is currently finalizing its plans for building permit submission and financing from the State.

WHEATON ARTS AND CULTURAL FACILITY

The proposed Wheaton Arts and Cultural Facility will be a community-oriented arts incubator that will include performance spaces, classrooms, gallery space, and administrative space for local arts organizations. OPD continued its work to locate a site in the Wheaton Arts and Entertainment District and test fit the facility.

FORMER SILVER SPRING LIBRARY

OPD continued to oversee the redevelopment of the former Silver Spring Library site for use as an early childhood education and development center. The Martha B. Gudelsky Child Development Center secured entitlements for the project and is finalizing plans for building permit submission. When completed, the center, operated by CentroNia, will have the capacity to accommodate 150 children, 75% of which will be from low income families.

SHADY GROVE WESTSIDE

OPD continued to oversee its developer partner and the completion of the public infrastructure improvements, as well as manage environmental remediation and land transactions. Located adjacent to the Shady Grove Metro station with 23% of the units designated as either Moderately Priced Dwelling Units (MPDUs) or Workforce Housing, the first townhome phase and multi-family building are complete. The second multifamily building, the condominiums, and the balance of the townhomes are under construction.

PLANNING AND DEVELOPMENT



Disposition of Land for Oaks Landfill Solar

FORMER PUBLIC SAFETY TRAINING ACADEMY

OPD continued to coordinate with its development partner to redevelop the former 46-acre PSTA site while obtaining land use approvals. The site is envisioned as a residential community which will include 30% MPDUs with supporting retail and open space with connectivity to a future Corridor Cities Transitway stop.

CHEVY CHASE LIBRARY BUILDING PROJECT

OPD explored options for the Chevy Chase Library including a full-scale renovation of the existing 16,000 square foot building or a newly constructed 20,000 square foot library achieved through a public-private partnership as a mixed-use project to include residential development to offset the costs of a replacement library.

MONTGOMERY COUNTY PUBLIC SCHOOLS SHADY GROVE BUS DEPOT RELOCATION

OPD continued its efforts to relocate the MCPS Shady Grove Bus Depot on Crabbs Branch Way which included analyses of sites, test fits of the depot operations and pricing potential construction costs. The redevelopment of the site, known as Jeremiah Park, is approved to include 345 townhomes and 344 multifamily units, and approximately eight acres for a park and elementary school.

DISPOSITIONS

OPD manages the disposition of land no longer needed by the County so that property can be returned to a more productive use that advances County initiatives and/or is a more profitable use. In FY21, some of the dispositions OPD either completed or was in the process of disposing include:

- ▶ Disposition of land to allow for the development of six megawatts of solar on a closed landfill for County government use and community solar for low-to-moderate income subscribers.
- ▶ Two acres of land to be included in a future redevelopment project in exchange for affordable units ranging from 30% of the AMI to 70% AMI and market rate affordable units.
- ▶ Request for Development Proposals for the potential redevelopment of a County park and ride site to include a new parking garage and redevelopment that generates economic and community activity.
- ▶ Marketing the sale of property originally acquired for a new fire station that was no longer needed.
- ▶ Disposition of property that contains a power plant that serves the needs of three buildings in the Shady Grove Life Sciences Center.
- ▶ Long-term lease for two houses for homeless veterans.
- ▶ Long-term lease for colocation of communications equipment on a County telecommunications tower.

PLANNING AND DEVELOPMENT



Nebel Street Acquisition -Future Homeless Shelter



4010 Randolph Road Rendering



Disposition of Land with Power Plant Aerial

ACQUISITIONS

OPD manages property acquisitions, identifies potential sites, and provides site evaluations for new projects. In FY21, OPD managed the following:

- ▶ Purchase of an existing office building to be renovated by DGS for a homeless shelter.
- ▶ Reacquisition of a former school site to reserve it for future public use.
- ▶ Site selection for a new fire station.

PLANNING

OPD tracks land use plans and coordinates with M-NCPPC to ensure that current and future County government needs are addressed on land use matters. In FY21, OPD tracked the following land use plans.

- ▶ Shady Grove Minor Master Plan Amendment
- ▶ Ashton Village Center Sector Plan
- ▶ Thrive Montgomery 2050 — General Plan Update
- ▶ 2020–2024 Growth and Infrastructure Policy
- ▶ Silver Spring Downtown and Adjacent Communities Plan
- ▶ I-495 and I-270 Managed Lanes Study
- ▶ Pedestrian Master Plan
- ▶ Rockville 2040 Comprehensive Plan Update
- ▶ Affordable Housing Strategies Initiative
- ▶ Fairland and Briggs Chaney Master Plan

COVID-19 SUPPORT



IN RESPONSE TO COVID-19, Department of General Services, has been assigned the responsibility of procuring COVID-19 related supplies, warehousing supplies, and distributing the supplies to other county departments as needed.

The Department has procured life saving N95 mask, Level #3 medical gowns, nitrile gloves, disinfectant spray, medical disposal mask, clorox and alcohol based sanitizer, ventilators, freezer trailers etc.



Clockwise from top left: County team transporting COVID supplies; COVID supplies stocking; County staff unloading COVID disinfectant supplies; County staff warehousing COVID supplies; County contractors disinfecting front line service locations.



ONE DEPARTMENT

ONE MISSION

DELIVERING GREAT SERVICE

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