



General Services

APPROVED FY25 BUDGET

\$50,598,882

FULL TIME EQUIVALENTS

173.30

 DAVID DISE, DIRECTOR

MISSION STATEMENT

The Department of General Services (DGS) proactively serves the diverse business and service requirements of all County departments, providing a single point of government-to-government service, enabling departments to successfully complete their respective missions, and thereby, adding value to the services performed by Montgomery County to County residents.

BUDGET OVERVIEW

The total approved FY25 Operating Budget for the Department of General Services is \$50,598,882, an increase of \$3,157,398 or 6.66 percent from the FY24 Approved Budget of \$47,441,484. Personnel Costs comprise 43.08 percent of the budget for 237 full-time position(s) and no part-time position(s), and a total of 173.30 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 56.92 percent of the FY25 budget.




In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **A Growing Economy**
-  **A Greener County**
-  **Effective, Sustainable Government**

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

-  Continuing the lighting and lighting control upgrades and monitoring-based commissioning of facilities to reduce energy use and improve efficiency.
-  Initiating a Virtual Commissioning program for future Building Energy Performance Standards (BEPS) in buildings in conjunction with Pepco to reduce energy use and improve efficiency.
-  Performing a feasibility study of the Oaks Landfill in conjunction with the Department of Environmental Protection to determine the viability of potential solar and hydrogen production on site.

-
- ✦ Initiating the construction of a large solar array and battery system at the Equipment, Maintenance, and Transit Operations Center (EMTOC) facility to produce solar energy and support green hydrogen production in support of the County initiative to move to a zero-emissions bus fleet.
 - ✦ Continuing the affordable housing initiative, AHC Inc. was selected as a partner 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). This project has come to completion and a groundbreaking ceremony was held in January 2023. This project is the County's largest-ever affordable housing project.
 - ✦ Building on the County Executive's commitment to expand affordable housing in the County, the Office of Planning and Development continue to refine a plan to redevelop the Burtonsville Park & Ride site. This will include a new County-owned parking garage and approximately 300 apartments, of which 30% will be affordable for households earning between 30% and 85% of the AMI. In FY23, the office received a State grant to support the project.
 - ✦ Collaborating with the multifamily developer, Montgomery Housing Partnership, on development agreements and refining concept plans for locating the Wheaton Arts and Cultural Center (WACC) in a future affordable multifamily building within Wheaton Arts and Entertainment District. WACC will be a community-oriented arts incubator that will include performance spaces, classrooms, gallery space, and administrative space for local arts organizations.

PROGRAM CONTACTS

Contact Pooja Kapoor of the Department of General Services at 240.777.6028 or Mahnoor Anjum of the Office of Management and Budget at 240.777.2771 for more information regarding this department's operating budget.

PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY24 estimates reflect funding based on the FY24 Approved Budget. The FY25 and FY26 figures are performance targets based on the FY25 Approved Budget and funding for comparable service levels in FY26.

PROGRAM DESCRIPTIONS

✦ Administration

The Administration program provides services in three key areas: 1) The Director's Office provides overall leadership for the department including policy development, strategic planning, emergency preparedness and operations, accountability, service integration, performance measures, and customer service; 2) The Office of Planning and Development in the Director's Office supports the County Executive's redevelopment and other key strategic capital initiatives; 3) The Division of Central Services provides oversight and direction for the preparation and monitoring of the operating budget and Capital Improvements Program (CIP) budgets for the Department; payment processing; management and administration of information technology; oversight of all personnel activities; and oversight and management for compliance with the Americans with Disabilities Act (ADA), and increasing access to County facilities for residents and employees with disabilities. The Division of Central Services also handles administration of the day-to-day operations of the department including direct service delivery, training, and oversight of procurements and contract management for the department.

FY25 Approved Changes	Expenditures	FTEs
FY24 Approved	3,953,114	18.03
Increase Cost: Support for BlackRock Center for the Arts	70,000	0.00
Increase Cost: Restore One-Time Lapse Increase	31,668	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts	26,907	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	155,670	0.00
FY25 Approved	4,237,359	18.03

Building Design and Construction

This program provides for the overall management of the department's Capital Improvements Program (CIP) for facilities. This program includes the comprehensive, timely, economic, and environmentally efficient planning, design, and construction of buildings for County use, as well as public venues owned by the County. This program also provides comprehensive architectural and engineering services from planning through design. Functional elements include programming, contract administration, planning management, design management, and project management. Each County project includes an array of sustainable features to reduce the impact of the facility on the environment and lifecycle costs. These features are derived from an integrated design process that evaluates each measure, such as energy efficiency, onsite renewables environmental site design, and enhanced monitoring, collectively reducing utility and other costs. The planning and design of facilities follows best practices in project design and construction estimating and the timely delivery of facilities based on project schedules in the County CIP. This program is fully charged to the CIP.

FY25 Approved Changes	Expenditures	FTEs
FY24 Approved	0	0.00

Central Duplicating, Imaging, Archiving, & Mail Services

This is an Internal Service fund program that provides timely and efficient document management to County Government through high-speed digital printing services, graphic design, electronic publishing, high-speed color digital printing, full-service bindery, large format and banner printing, digital imaging, and electronic and physical archiving of County records. The program administers and manages the Countywide paper and multi-functional printer contracts, as well as a full-service mail operation that processes and scans all classes of incoming/interoffice mail. Mail operations also processes outgoing mail to the U.S. Postal Service and delivers mail/partial packages to all County departments and agencies.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Number of printing orders completed ¹	6,265	7,078	7,078	7,078	7,078
Print/Mail/Archives: Internal customer survey satisfaction rating (scale of 1-4)	3.48	3.41	3.41	3.41	3.41

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

FY25 Approved Changes	Expenditures	FTEs
FY24 Approved	8,700,344	34.57
Add: New Lease for Warehouse at 8528 Anniversary Circle	190,352	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	293,595	0.00
FY25 Approved	9,184,291	34.57

☀ Energy and Sustainability

The Energy and Sustainability (ES) program is responsible for facilitating comprehensive energy and sustainability strategies across County operations. It leads the County's green government programs which crosscuts County departments and DGS divisions. Specifically, ES supports, implements, or facilitates programs to improve energy efficiency, expand clean energy use, promote sustainable sites, enable clean transportation, encourage environmentally preferable purchasing, and foster resource saving behaviors by County employees. These initiatives foster collaboration, leadership, innovation, and performance measurement to ensure the County delivers the highest quality services at the lowest environmental impact.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Amount of grants and incentives received for Energy and Sustainability initiatives (in dollars)	\$1,171,679	\$1,310,925	\$1,100,000	\$1,100,000	\$1,100,000
Utility savings delivered by Energy and Sustainability initiatives (in dollars)	\$1,018,515	\$892,723	\$1,252,698	\$1,252,698	\$1,252,698
Reduction in greenhouse gas emissions delivered by Energy and Sustainability initiatives (metric tons of carbon dioxide equivalent)	5,074	3,536	4,851	4,851	4,851
County facility, fleet, and streetlight greenhouse gas emissions (metric tons of carbon dioxide equivalent)	117,149	113,886	110,706	107,621	104,628

FY25 Approved Changes	Expenditures	FTEs
FY24 Approved	850,816	4.50
Shift: Long-term Vacant Position Transferred from DGS to OHR to Support Countywide Human Resources Efforts	(123,410)	(1.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	66,753	0.00
FY25 Approved	794,159	3.50

☀ Facilities Management

The Division of Facilities Management's mission is to provide the comprehensive planning and delivery of maintenance services and oversight of building-related operations at County facilities used by County staff and residents. Components of these programs are:

- routine, preventive, and corrective maintenance;
- custodial and housekeeping, grounds maintenance, recycling, and trash removal services;
- building structure and building envelope maintenance;
- engineering support services and various project management services;
- electrical/mechanical systems operations and maintenance;
- small to mid-sized building remodeling projects;
- snow removal and storm damage repair from snow, wind, rain, and storm events; and
- internal customer services.

Through Building Automation Systems (BAS), technicians implement an energy management program to monitor and maintain heating and cooling systems, ensuring the most efficient use of these services.

In addition, Facilities Management oversees moving services and several comprehensive Capital Improvements Program (CIP)

projects aimed at sustaining efficient and reliable facility operations to protect and extend the life of the County's investment in facilities and equipment.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Condition of non-critical building systems and aesthetics: Dollars of custodial and ground maintenance on all County properties (\$000) ¹	\$7,907	\$9,598	\$10,158	\$10,552	\$10,552
Average percent of work orders completed in quarter	80.4%	80.8%	81.2%	81.6%	82.0%
Facilities Maintenance: Internal customer survey satisfaction rating (scale of 1-4)	3.12	3.03	3.05	3.06	3.08

¹ FY24 and FY25 include contract increases and additional funds for grounds maintenance for fire stations.

FY25 Approved Changes	Expenditures	FTEs
FY24 Approved	32,947,282	110.20
Increase Cost: Custodial and Groundskeeping Contract-Related CPI Increases	393,863	0.00
Increase Cost: Countywide Maintenance and Repair Services - CPI Inflationary Adjustment	379,010	0.00
Enhance: On-going Maintenance Cost for Additional Vehicles	54,591	0.00
Enhance: Contract Replacement Increase, HVAC Water Treatment	38,147	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,458,724	0.00
FY25 Approved	35,271,617	110.20

Real Estate Program

This program provides for leasing, site acquisition/disposition, space management, and site evaluation. The leasing function recommends, plans, coordinates, implements, and administers the leasing of real property for both revenue and expense leases, including closed school facilities, at the best economic and operational value to the County. Site acquisition is the purchase of property for County use and disposition is the sale or lease of surplus property. The space management function provides for the efficient and aesthetic utilization of space in County-owned and leased facilities. The site evaluation function provides technical support to site evaluation committees for Capital Improvements Program (CIP) projects.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Number of square feet of leased space managed	903,023	876,698	932,056	922,193	922,193
Average amount Montgomery County pays in rent (in dollars per square foot)	\$21.62	\$20.40	\$21.21	\$22.06	\$22.06
Leased Space Needs: Internal customer survey satisfaction rating (scale of 1-4)	3.26	3.11	3.20	3.250	3.50

FY25 Approved Changes	Expenditures	FTEs
FY24 Approved	989,928	7.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	121,528	0.00
FY25 Approved	1,111,456	7.00

BUDGET SUMMARY

	Actual FY23	Budget FY24	Estimate FY24	Approved FY25	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					

BUDGET SUMMARY

	Actual FY23	Budget FY24	Estimate FY24	Approved FY25	%Chg Bud/App
Salaries and Wages	12,408,742	12,520,901	14,778,086	13,967,667	11.6 %
Employee Benefits	3,392,073	3,639,310	3,891,508	4,027,683	10.7 %
County General Fund Personnel Costs	15,800,815	16,160,211	18,669,594	17,995,350	11.4 %
Operating Expenses	21,244,707	22,580,929	28,867,507	23,419,241	3.7 %
County General Fund Expenditures	37,045,522	38,741,140	47,537,101	41,414,591	6.9 %
PERSONNEL					
Full-Time	201	205	205	203	-1.0 %
Part-Time	1	0	0	0	—
FTEs	135.06	139.73	139.73	138.73	-0.7 %
REVENUES					
Miscellaneous Revenues	74,631	60,000	60,000	60,000	—
County General Fund Revenues	74,631	60,000	60,000	60,000	—
PRINTING & MAIL INTERNAL SERVICE FUND					
EXPENDITURES					
Salaries and Wages	2,452,050	2,650,735	2,650,000	2,873,588	8.4 %
Employee Benefits	784,694	857,474	871,443	929,371	8.4 %
Printing & Mail Internal Service Fund Personnel Costs	3,236,744	3,508,209	3,521,443	3,802,959	8.4 %
Operating Expenses	6,159,861	4,832,725	6,378,901	4,971,922	2.9 %
Capital Outlay	150,712	359,410	359,410	409,410	13.9 %
Printing & Mail Internal Service Fund Expenditures	9,547,317	8,700,344	10,259,754	9,184,291	5.6 %
PERSONNEL					
Full-Time	34	34	34	34	—
Part-Time	0	0	0	0	—
FTEs	34.57	34.57	34.57	34.57	—
REVENUES					
Imaging/Archiving Revenues	1,650,872	1,748,557	2,206,981	1,963,234	12.3 %
Mail Revenues	2,782,647	2,416,714	2,833,937	2,500,799	3.5 %
Print Revenues	2,663,141	2,722,562	3,354,295	2,847,788	4.6 %
Investment Income	36,240	88,420	59,450	46,800	-47.1 %
Other Charges/Fees	2,078,919	1,869,320	2,434,939	1,869,320	—
Printing & Mail Internal Service Fund Revenues	9,211,819	8,845,573	10,889,602	9,227,941	4.3 %
GRANT FUND - MCG					
EXPENDITURES					
Salaries and Wages	466	0	0	0	—
Employee Benefits	156	0	0	0	—
Grant Fund - MCG Personnel Costs	622	0	0	0	—
Grant Fund - MCG Expenditures	622	0	0	0	—

BUDGET SUMMARY

	Actual FY23	Budget FY24	Estimate FY24	Approved FY25	%Chg Bud/App
PERSONNEL					
Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	0.00	—
Grant Fund - MCG Revenues	0	0	0	0	—

DEPARTMENT TOTALS

Total Expenditures	46,593,461	47,441,484	57,796,855	50,598,882	6.7 %
Total Full-Time Positions	235	239	239	237	-0.8 %
Total Part-Time Positions	1	0	0	0	—
Total FTEs	169.63	174.30	174.30	173.30	-0.6 %
Total Revenues	9,286,450	8,905,573	10,949,602	9,287,941	4.3 %

FY25 APPROVED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
	FY24 ORIGINAL APPROPRIATION	38,741,140 139.73
<u>Changes (with service impacts)</u>		
Enhance: On-going Maintenance Cost for Additional Vehicles [Facilities Management]	54,591	0.00
Enhance: Contract Replacement Increase, HVAC Water Treatment [Facilities Management]	38,147	0.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY25 Compensation Adjustment	706,569	0.00
Increase Cost: Annualization of FY24 Compensation Increases	687,127	0.00
Increase Cost: Annualization of FY24 Personnel Costs	498,934	0.00
Increase Cost: Custodial and Groundskeeping Contract-Related CPI Increases [Facilities Management]	393,863	0.00
Increase Cost: Countywide Maintenance and Repair Services - CPI Inflationary Adjustment [Facilities Management]	379,010	0.00
Increase Cost: Overtime Adjustment	258,338	0.00
Increase Cost: Support for BlackRock Center for the Arts [Administration]	70,000	0.00
Increase Cost: Retirement Adjustment	34,251	0.00
Increase Cost: Restore One-Time Lapse Increase [Administration]	31,668	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts [Administration]	26,907	0.00
Increase Cost: Printing and Mail	4,995	0.00
Shift: Long-term Vacant Position Transferred from DGS to OHR to Support Countywide Human Resources Efforts [Energy and Sustainability]	(123,410)	(1.00)
Decrease Cost: Motor Pool Adjustment	(129,201)	0.00
Decrease Cost: Lapse Adjustment	(258,338)	0.00
	FY25 APPROVED	41,414,591 138.73

FY25 APPROVED CHANGES

	Expenditures	FTEs
PRINTING & MAIL INTERNAL SERVICE FUND		
FY24 ORIGINAL APPROPRIATION	8,700,344	34.57
<u>Changes (with service impacts)</u>		
Add: New Lease for Warehouse at 8528 Anniversary Circle [Central Duplicating, Imaging, Archiving, & Mail Services]	190,352	0.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Annualization of FY24 Compensation Increases	155,951	0.00
Increase Cost: FY25 Compensation Adjustment	151,469	0.00
Increase Cost: Printing and Mail	3,150	0.00
Decrease Cost: Motor Pool Adjustment	(4,305)	0.00
Decrease Cost: Retirement Adjustment	(12,670)	0.00
FY25 APPROVED	9,184,291	34.57

PROGRAM SUMMARY

Program Name	FY24 APPR Expenditures	FY24 APPR FTEs	FY25 APPR Expenditures	FY25 APPR FTEs
Administration	3,953,114	18.03	4,237,359	18.03
Building Design and Construction	0	0.00	0	0.00
Central Duplicating, Imaging, Archiving, & Mail Services	8,700,344	34.57	9,184,291	34.57
Energy and Sustainability	850,816	4.50	794,159	3.50
Facilities Management	32,947,282	110.20	35,271,617	110.20
Real Estate Program	989,928	7.00	1,111,456	7.00
Total	47,441,484	174.30	50,598,882	173.30

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY24 Total\$	FY24 FTEs	FY25 Total\$	FY25 FTEs
COUNTY GENERAL FUND					
Recycling and Resource Management	Solid Waste Disposal	42,162	0.10	33,570	0.10
Alcohol Beverage Services	Liquor	954,976	1.20	864,542	1.20
CIP	Capital Fund	8,764,621	55.15	9,167,267	54.15
Administration and Support	General Fund	749,029	3.50	749,029	3.50
Total		10,510,788	59.95	10,814,408	58.95

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY25	FY26	FY27	FY28	FY29	FY30
COUNTY GENERAL FUND						
EXPENDITURES						
FY25 Approved	41,415	41,415	41,415	41,415	41,415	41,415
No inflation or compensation change is included in outyear projections.						
Annualization of Positions Approved in FY25	0	123	123	123	123	123
New positions in the FY25 budget are generally assumed to be filled at least two months after the fiscal year begins. Therefore, the above amounts reflect annualization of these positions in the outyears.						
Elimination of One-Time Items Approved in FY25	0	(328)	(328)	(328)	(328)	(328)
Items recommended for one-time funding in FY25, including overtime and BlackRock Center for the Arts will be eliminated from the base in the outyears.						
Restore One-Time Lapse Increase	0	258	258	258	258	258
Restores in FY26 the one-time lapse increase made in the FY25 budget.						
Labor Contracts	0	310	310	310	310	310
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	41,415	41,778	41,778	41,778	41,778	41,778

PRINTING & MAIL INTERNAL SERVICE FUND

EXPENDITURES						
FY25 Approved	9,184	9,184	9,184	9,184	9,184	9,184
No inflation or compensation change is included in outyear projections.						
Elimination of One-Time Items Approved in FY25	0	(50)	(50)	(50)	(50)	(50)
Items recommended for one-time funding in FY25, including the renovations of 8528 Anniversary Circle warehouse, will be eliminated from the base in the outyears.						
Labor Contracts	0	73	73	73	73	73
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	9,184	9,207	9,207	9,207	9,207	9,207

ANNUALIZATION OF FULL PERSONNEL COSTS

	FY25 Approved		FY26 Annualized	
	Expenditures	FTEs	Expenditures	FTEs
Long-term Vacant Position Transferred from DGS to OHR to Support Countywide Human Resources Efforts	(123,410)	(1.00)	0	(1.00)
Total	(123,410)	(1.00)	0	(1.00)

THIS PAGE INTENTIONALLY LEFT BLANK