



DEPARTMENT OF GENERAL SERVICES

FY2023 Annual Report



One Department with One Mission
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

The Department of General Services plays a critical role in enabling the successful operation of Montgomery County's libraries, recreation, and aquatic centers, police and fire stations, public health centers and shelters, public transit system, emergency shelters, environmental sustainability and resiliency, and various other services and systems. Despite DGS' significant contribution to the outstanding and well-deserved reputation of

the Montgomery County government as a leader in a myriad of areas, many residents are unaware of our work, which is mostly behind the scenes. DGS staff of dedicated employees, subject matter experts, visionaries, and highly trained technicians are responsible for designing, constructing, and maintaining almost 500 buildings representing nearly 10 million square feet of space and managing one of the nation's largest municipal fleets. To an individual, they are known for their innovative, initiative, and customer-focused approach to their work.

This report provides insight into the daily activities of DGS staff. It highlights their ability to overcome unexpected challenges like the pandemic and its aftereffects on the economy and supply chain. Further, DGS is dedicated to achieving aggressive climate goals and implementing nationally recognized new strategies to develop energy-efficient, grid-independent facilities and replace a fossil-fueled fleet with zero-carbon emission vehicles. This report provides an inside look into the contributions made by a great team to a great community and how they make Montgomery County a wonderful place for everyone to live, work, and play. We encourage you to review our diversity of services and accomplishments.

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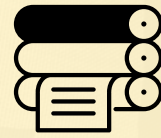
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DGS—Delivering Great Service!

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.



At DGS, equity isn't just a value - it's our driving force. We're dedicated to creating a Montgomery County where everyone thrives, regardless of ability or zip code. Join us in building a brighter future for all!"

The Department of General Services (DGS) works tirelessly every day to ensure that Montgomery County residents benefit equally from all the wonderful programs and services the County has to offer. While various factors guide the initiatives we address, every component of everything we do is steered by our commitment to maximizing the potential of everyone in Montgomery County.

Equity can have different values depending on various perspectives, but for DGS it is the driving force behind all of the work that we do. Whether we're making Montgomery County fully accessible for people with disabilities via our Office of Americans with Disabilities Act Compliance, or maximizing the impact of our Capital Improvement Projects like the Scotland Community Center or other resiliency hubs to enable marginalized populations throughout the county to thrive, DGS is committed to making our equity focused areas a model which other jurisdictions in the DMV, MD and across the country strive to match.

While all of us are beholden to the taxpayers of Montgomery County, and DGS is no exception to that, we primarily serve behind the scenes making sure that agencies countywide are fully capable of utmost customer satisfaction. Agencies like the Department of Transit, Board of Elections, Health and Human Services, the Department of Recreation, Montgomery County Public Libraries and our valued emergency first responders from Montgomery County Police all depend on DGS to do the work they do.

While DGS may not actually be the ones directly providing vital health and human services or access to recreational programs, we keep the lights on, HVAC working and the water flowing. Beyond that, Montgomery County employees and patrons can feel safe, secure and comfortable in the over 400 buildings and facilities maintained by DGS.

DGS provides services to the public front facing, service providers throughout Montgomery County who serve the residents including underserved,



marginalized populations. We work diligently on equity focused areas under ADA and capital projects to name a few Scotland community and resiliency hubs.

FY 2023 was a very productive year for DGS, and included in this report are just some of our success stories. While DGS stands for the Department of General Services, to everyone on our team it means Delivering Great Service consistently, efficiently, equally and responsibly every day serving our customer agencies within the county so they can focus on making Montgomery County a place for everyone to work, play, live and thrive!



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



DGS is where community service meets public service. We're not just Montgomery County employees—we're neighbors, volunteers, and change-makers. Join us as we proudly give back to our community and make a positive difference!"

MONTGOMERY COUNTY EMPLOYEES are dedicated to giving back to their community by volunteering and making charitable donations. Every fall, the County holds an employee donation drive that typically raises over \$250,000 for various charities. Individual employees and departments also team up with local nonprofits to host charity drives and volunteer opportunities. These nonprofits have a wide range of missions that aim to improve the community's environmental, social, and financial well-being. The Department of General Services (DGS) is also committed to working in the community and supporting its neighbors. Each year, the department selects a local nonprofit organization to receive monetary support from organized employee donations. Additionally, DGS employees dedicate a day of community service to help the organization improve its facility's appearance. In 2023, the DGS employee breakfast sale and silent auctions raised \$2,438, and the department presented Empowering the Ages (ETA) with a check to further their mission. DGS also selected Madison Fields for a day of community service.



Division of Building Design and Construction (DBDC)



DGS is Net Zero and proud supporting a sustainable future, one building at a time. Our Holiday Park building envelope improvement leads the way as we also shelter hope and support the community with our Nebel Street Shelter venture.”

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’ inputs, 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, durable, using sustainable materials and resources with carbon reduction strategies.

HOLIDAY PARK ENVELOPE IMPROVEMENT 3950 Ferrara Dr., Silver Spring, MD 20906 This project consists of exterior façade improvement which involves window replacement for increased energy efficiency, better thermal insulation for the building envelope, new cladding of existing brick along with Photo voltaic (PV) panels at certain locations. The Division of Building Design and Construction is extremely proud of this project being the first County project that is a “Net Zero” green project that provides zero Green House Gas (GHC) emissions from the operation of this County facility. This building is the first step of supporting the County’s 2035 goal of zero GHG for County facilities.

NEBEL STREET SHELTER 11600 Nebel Street, Rockville, MD 20852 This project in Montgomery County, Maryland includes acquisition and construction of a building to provide emergency shelter with supportive services to meet the urgent needs of men experiencing homelessness

Division of Building Design and Construction (DBDC)



to return them to stable housing as quickly as possible. This new facility increased the County's emergency shelter capacity for men from 60 to 200 24/7 year-round beds in response to the exigencies presented by the COVID-19 pandemic: to create social distancing and quarantine opportunities in a congregate environment, and to the increased numbers of men seeking emergency shelter due to the loss of employment and/or housing. The design and Construction of this facility was accelerated from 18 months duration.

Services and Facilities Include: On-site psychiatric and somatic health care; two medical exam rooms; laundry and bathroom facilities; flexible classroom/meeting space for events and workshops; employment lab; housing location services; and a robust meal program providing three meals per

day year-round to all clients. A separate entrance houses the program's diversion services that helps many clients to identify appropriate housing alternatives to emergency shelter and such serves diversion, conflict mediation, one-time financial assistance, and/or connections to community resources. This project is an excellent achievement due to close participation, commitment, and dedication of various public and private entities to address chronic homelessness issue in our community in a fast track 9 months period from planning to implementation. The new renovation provides a complete HVAC/Electrical Systems and Domestic Water has been upsized to meet the new demand for the Potable water and Fire Sprinklers. New elevator had been installed to accommodate the vertical transportation for the new building.



MAGGIE NIGHTINGALE LIBRARY 19633 Fisher Ave, Poolesville, MD 20837 Before Construction: Main Library Area The project consists of addressing ADA deficiencies to create a fully accessible facility for Library patrons and staff, infrastructure for future Open Plus automated system, reconfiguration of shelving and seating areas, replacement of finishes and furniture. Providing an ADA accessible ramp to the meeting room, also providing an enlarged window to the meeting room to provide a welcoming and inviting environment for the patrons.

GAITHERSBURG VOLUNTEER FIRE STATION 801 Russell Avenue, Gaithersburg, MD 20879 Resurface fire station travel ways as needed to include both concrete and asphalt repairs and replacements. Provide required number of ADA parking spaces, signage, and ADA access from parking spaces to the front door that meets code. Project Innovation: On-site psychiatric and somatic health care; two medical exam rooms; laundry and bathroom facilities; flexible classroom/meeting space for events and workshops; employment lab; housing location services; and a robust meal program providing three meals per day year-round to all clients. A separate entrance houses



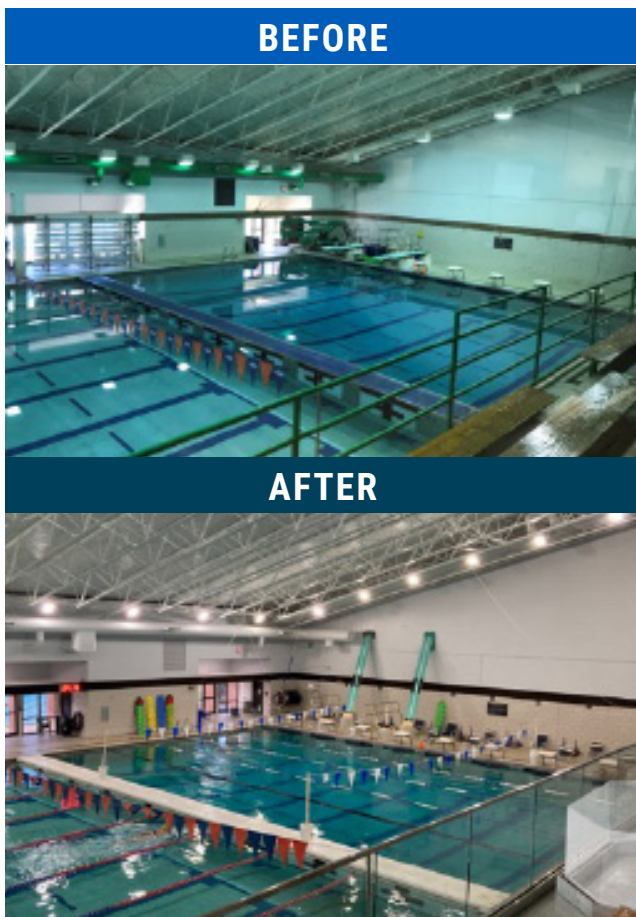
the program's diversion services that helps many clients to identify appropriate housing alternatives to emergency shelter and such serves diversion, conflict mediation, one-time financial assistance, and/or connections to community resources.

MLK SWIM CENTER RENOVATION THE MLK SWIM CENTER had been in operation for 35 years without any major renovation/modernization. The renovation, which started in the summer of 2019, focused on replacing the roof, HVAC, painting, new flooring, replacement of furniture, restrooms and locker rooms renovation, ADA railing, pool

equipment, pool filtration and pumps and installing LED lighting. The facility was reopened in December 2020, but some additional work done afterwards was completed in November 2021. Project achieved substantial savings by managing the construction inhouse and using 12 different DGS-DFM contracts for construction, by performing interior design in-house and by using two design-build contracts. COVID provided an opportunity to close the MLK Swim Center for longer than would have been possible in normal circumstances, which allowed to complete all the scope of work for the project (including unforeseen extensive drainage piping replacement work and extensive full depth asphalt replacement work) with only one closing, with less impact to the public, quicker and more efficiently.



FIRE ALARM SYSTEMS REPLACEMENT LEVEL OF EFFORT This continuing Level of Effort project provides Countywide Fire Alarm System Upgrade to ensure the safety of the occupants. Project provides the removal the existing outdated fire alarm systems and replaces them with a complete new addressable Fire Alarm/Life Safety system, The entire replacement has minimum impact to on-going operations of the facilities. Completed projects are: Black Rock Center for Arts, Resnick/ Hadley Farm, Watkins Mill Daycare, Clara Barton Community Center, Stonemill Daycare, Shady Grove Modular Daycare, Moneyworth Farmhouse and Police Vehicle Recovery.



HVAC-ELECTRICAL SYSTEMS REPLACEMENT Bethesda Volunteer Fire Station 26 THE BETHESDA VOLUNTEER FIRE STATION #26 project provides the removal and complete orderly



Division of Building Design and Construction (DBDC)

replacement of outdated Heating, Ventilation, and Air Conditioning (HVAC) systems, modifications to the electrical and structural system to support the HVAC upgrades, and necessary fire alarm device replacement, and other systems that will support the new HVAC system. We are proud of the successful outcome of our HVAC retrofit upgrade project at the Bethesda Volunteer Fire station and achieving much greater energy efficiency, lower utility costs, and gaining much tighter temperature and humidity controls for our fire station rescue staff. The new HVAC system improves the overall air quality in the station, helping make it appropriate for human breathing and comfort.

DBDC is using BIM360 project collaboration and quality control software which is cloud based. We coordinate all aspects of design and construction using this system. Using this software enables us to track all changes and improvements with all disciplines at all times rather than waiting for the end of each phase to receive documents and review.

DBDC has an in-house project budget tracking that enables project managers to track their planned budget with the actual and monitor risks associated with any budget decision.

DBDC use a Project Data collection system that allows project managers to verify the reasons behind delays or change orders and be able to analyze the data and decide the best course of action to improve our consultants or contractors' performance to avoid such delays or changes.

DBDC asks consultants to prepare Energy Report and in past few years for projects that require Net Zero Energy Design, a Net Zero analysis leading to make the best and most optimal solution for total building systems including, architectural envelope, mechanical, electrical, plumbing, site design, and utilities design.

Since the start of Pandemic, DBDC has utilized the best practices in the teleworking by eliminating need for travel for face-to face meetings with consultants that increased our productivity about 20% contributing to better quality control and helps to keep environment and air cleaner and roads used less. Now we can share all project data and design that is accessible to the meeting digitally by us or our consultants at all times.

Highlights of DBDC activities in 2023 include making significant improvements to Clarksburg Fire Station #35, the Nebel Street Shelter, Potomac Library and Progress Place.



Division of Facilities Management (DFM)



THE DIVISION OF FACILITIES MANAGEMENT (DFM) maintains over 400 County-owned 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.

Our work gets us “down and dirty” so that we can ensure safe, comfortable, reliable, efficient, operational, and aesthetically pleasing facilities for our internal customer departments and all County stakeholders.

Through in-house and contract forces we perform snow removal at 210 County facilities, clearing over 440,000 linear feet of sidewalks and over 8,000,000 sq. ft. of parking/access space. DFM maintains over 10,584,000 sq. ft. of the landscape.

Every month, DFM responds to and resolves an average of over 400 work order tickets per month. These work order tickets vary from heating/cooling issues, plumbing issues, electrical needs, custodial services, landscaping, and other Property Management concerns of our customers. We manage operations 24 hours a day, 7 days a week, and 365 days per year.

DFM leads 9 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, and Air Conditioning (HVAC) units at 19 different locations at a cost of approximately \$3,019,117.

Division of Facilities Management (DFM)

- DFM modernized the elevator at the Strathmore Mansion Building, including electrical and machine room HVAC value of \$552,611.
- DFM replaced the Fire Alarm Systems at 5 different locations throughout the County at a value of \$900,000.00
- DFM completed 1 roof replacement in FY2022 at the Long Branch Recreation center at a cost of \$631,890. Design efforts for Roof replacements were completed at the Public Safety Communication Center, and the Avery Road Treatment center.
- DFM was able to complete the resurfacing of the Germantown Library and the Germantown 5th District Police Station and Fire Station. Waterproofing and sidewalk improvement projects were also completed at the Davis library, Germantown Recreation Center, Wheaton Police station, Pre-Release Center, and Sign Shop.
- With respect to the environment, DFM replaced existing Underground Storage Tanks with Above Ground Storage Tanks at the Colesville Highway Depot refueling site and maintained stormwater quality structures and Pollution Prevention compliance at the County Regional Highway maintenance facilities.
- RADON testing was conducted at 53 County facilities, and mitigation work was performed at 3 County facilities, as recommended.
- DFM completed exterior building upgrade and replacement projects for County-wide Library windows condition assessments and studies at 10 locations, including Fire Stations, Recreation Centers, and indoor Pools, spending approximately \$765,995.
- In support of our public safety building a computer and phone systems, and at JC T44 room in support of the county phone system of



Division of Facilities Management (DFM)

the Department of Technology and Business Enterprise, DFM replaced 2 Uninterruptible Power Supply (UPS) systems at these 2 key locations costing approximately \$200,000.

- Systems Building Automation System (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 emergencies.

DFM consists of Facilities Management, Engineering Services, Maintenance Repairs, Building Renovations and Inspection Services.

DFM is a customer-driven support organization responsible for providing facilities management services to all agencies and offices. We are committed to planning, developing and maintaining a safe, sustainable and high-quality working environment for Montgomery County residents and employees.

Property Management: The County is divided into seven areas. Each area has a Property Manager who is responsible for the day-to-day maintenance needs, requests, and requirements. In addition, a Second Shift Property Manager handles the maintenance needs and requests in all areas after 4:00 P.M.

Business Operations comprises several sections within the Division of Facilities Management.

Maintenance Renovation Inspectors: This section has six Maintenance Renovation Inspectors (MRIs) and one Master Plumber in charge of planning, estimating, and managing repair/renovation/remodeling projects throughout the County. This unit also performs Capital Improvement Projects which involves Roofing, Electrical, HVAC, Elevator Modernization and Life Safety.

Engineering Services: This section provides a comprehensive review and analysis of design documents and specifications for new and existing facilities. This review includes compliance with design, energy, and efficiency guidelines. The Engineering Services section also performs complete and comprehensive investigations regarding indoor air quality concerns and other engineering-related issues.

Administrative Support: This section performs Operating and Capital Accounting which involves tracking over 500 invoices on a monthly basis and coordinating the review and payment to ensure timely payments. This section also coordinates the proper review of contracts within DFM and provides written correspondence to the County and public as required.

Supply Section: This section provides Maintenance Repair and Operations supplies for nearly 300 County owned and leased facilities.

Highlights of 2023 for DFM Include the following projects:

- Twinbrook Library
- Installation of Gender Neutral Bathroom Signs
- Strathmore Mansion Roof Repair
- East County Service Center Painting
- Western Area Office Child Care Driveway and Sidewalk Replacement
- Radon Mitigation Equipment Southlawn Lane
- Brookville Maintenance Facility
- Glen Echo Roof Repair
- CASA Wheaton Restroom Leak Repairs
- Fire Station 16 Pier Replacement
- Strathmore Switchgear Replacement
- EOB Skylight Replacement

Montgomery County Publishing and Document Services (MCPADS)



Product

Price

Promotion

Professionalism and

People-First Attitude

CUSTOMER SATISFACTION

MCPADS has a long and proud tradition of serving Montgomery County, providing in-house services that support all departments, and locations throughout Montgomery County Government. Our work is both a craft and a commodity. and locations throughout Montgomery County Government. Our work is both a craft and a commodity.

In the beginning of FY23 we piloted a Specialty Promotional Items site, accessible through the Online Print Shop. It was a success. We listened to our customers desire for novelty items to promote themselves and their events. On June 1, 2023 the Specialty Promotional Items offering was made available permanently through the Online Print Shop and the orders came pouring in. Another exciting highlight, the Print Shop has introduced new ways to optimize print products, and production. The Print Shop added new team members and purchased new equipment, to further enhance in-house work performed.

MCPADS provides custom solutions and document management through high-speed digital printing; desktop and electronic publishing; bindery; digital scanning; electronic and physical archiving of County records; as well as processing and delivering United States Postal Service mail, and inter-office mail delivery to and from over 200 County locations across 500 square miles. We have converted many facets of our business to green practices and have integrated innovative technologies that save the County money, time, and optimize efficient and sustainable solutions.

Montgomery County Publishing and Document Services (MCPADS)

In MCPADS customer satisfaction is our number one goal. Whether it is rushing a job for an event, suggesting cost saving changes to a bulk mailing or helping get multi-function devices (MFD) back online over the weekend, we strive to be proactive, professional, and accountable.

The Online Printshop continues to be a vital link to County employees working remotely. The Mail Services staff is on-site to receive and deliver mail securely. The Record and Scanning Production Center process and store County records as well as continue to digitize records. The Print Shop takes pride in printing important information for the County, letters to residents, signs, posters, health information, election information, public safety forms, and much more. Our fleet of 626 multi-function devices (MFDs) is maintained, their software updated, and customer emergency calls resolved.

The Print Shop is a full-service operation with state-of-the-art equipment and a highly trained and experienced team of operators, technicians, and graphic designers. Team prints a broad range of high-quality publications and products such as forms, business cards, brochures, vinyl banners, magnets, and signs, to name just a few.

We know that not every job can fit into a two-page document and our team of experts is available to help County employees plan their projects and offer professional design and marketing services to showcase their project. Design services help our customers from the beginning of a project by assisting with concept, graphics, branding, page design and layout throughout the project and print process. The Online Print Shop is an ecommerce website that provides on-demand services with 24/7 flexibility. Employees can securely log on to order products and create print jobs whenever convenient.

The Print Shop offers complete print services from one-color to full-color printing to full-service binding and finishing. The Print Shop supports County operations by printing a wide variety of high quality informational and promotional materials concerning the missions, operations, policies, programs, services, messages, and public service announcements of Montgomery County Government for dissemination to the public and County employees. Our high-quality products include—but are not limited to—signage, posters, banners, fliers, brochures, booklets, stationery, and other publications.

In FY23, The Print Shop Processed				
QUARTER	ORDERS	COLOR WIMPRESSIONS	BW IMPRESSIONS	TOTAL IMPRESSIONS
Q1	1,271	1,102,929	1,320,417	2,427,670
Q2	1,645	1,779,345	2,557,173	4,340,378
Q3	1,859	2,873,009	1,554,742	3,564,781
Q4	2,303	2,553,356	1,259,229	3,813,309

Montgomery County Publishing and Document Services (MCPADS)

The Online Print Shop is the portal to the production/commercial level printing operation. We track all our scanning and paper orders through the Online Print Shop. The Online Print Shop is ideal for teleworkers because users can place their orders from home. Training for using and navigating the Online Print Shop is ongoing and as requested.

Online Print Shop Overview				
FY23	FY22	FY21	FY20	ONLINE PRINT SHOP ELEMENTS
1,812	1,595	1,451	1,375	Users Registered with the Online Print Shop
904	837	764	717	Products Offered
7,078	6,265	5,090	6,917	Print Jobs Processed
7,143	6,287	7,430	10,139	Paper Orders
612	859	758	1,881	Scan Jobs Processed
14,833	13,411	13,278	18,937	Total Transactions Captured in DSF

FY23 Top 10 Products	
TOP 10 ORDERED PRODUCTS	TOP 10 PRODUCTS BY REVENUE
Business Cards	Copies 8.5 X 11
Copies 8.5 X 11	Specialty Promotional Items
Specialty Promotional Items	Copies 12 x 18
White Paper Case- 8.5 x 11	White Paper Case- 8.5 x 11
Digital Design- Customer Supplied file	Saddle Stitched Manuals 8.5 x 11
Certificate- Years of Service	Coil Bound Manuals 8.5 x 11
Poster- 24 x 36	White Paper Case- 100% Recycled 8.5 x 11
White Paper Case- 100% Recycled 8.5 x 11	Brochures
Envelope- #10	Custom Large Format
Brochures	Copies- Custom Sized

Montgomery County Publishing and Document Services (MCPADS)



MAIL SERVICES

Mail Services Center, as part of the Montgomery County Publishing and Document Services (MCPADS) section of the Department of General Services (DGS,) has been executing its role as the centralized mail center for the entire County Government.

Mail Services Center is now equipped with state-of-the-art full-service technology and processes about 3 million USPS outgoing mail and delivers around 2 million interoffice mail and packages annually. Mail Services Center provides over 170 daily mail stops in County offices as well as affiliated agencies throughout Montgomery County.



Services We Provide:

- Pick up, sort, and delivery of US mail, interoffice mail, print shop orders, and boxes from over 170 county offices and affiliated agencies in the county.
- Processing outgoing USPS mail including sealing and applying postage:
 - ▷ 1st Class (Letters, Flats, and Cards)
 - ▷ Priority Mail (Discounted Commercial Based Rates)
 - ▷ Library and Media Mail
 - ▷ Package Shipping (Discounted Commercial Based Rates)
 - ▷ Certified Mail (Traditional or Electronic Return Receipts)
 - ▷ Insured Mail
 - ▷ Registered Mail
 - ▷ Priority Mail Express – Overnight (Discounted Commercial Based Rates)
- Bulk mail processing – Consulting, Addressing, Folding, Inserting, and Tabbing:
 - ▷ Every Door Direct Mail (EDDM) – Targeted zip codes, Routes, Age groups, Residential, and Businesses etc.
 - ▷ Folded Self Mailers (FSM)
 - ▷ Postcards
 - ▷ Letters with # 10, 6”X9”, 9”X12” or any other size in between
- Electronic Return Receipt service for Certified Mail (Connect suite eCertify)
- Providing real time tracking for all accountable mail, packages, and print shop orders (Web Tracking System).
- Scanning of inbound USPS and interoffice mail to facilitate remote work.
- Consultation on mailing projects including address list validation.

FY23 Mail Services Production in Numbers:	
DESCRIPTION OF SERVICE	NUMBER OF PIECES PROCESSED
Metered Mail	1,129,937
Bulk Mail (Permit 138)	1,708,352
Business Reply Mail (BRM)	104,197
ConnectSuite E-certify	2,263
Web Tracking System (WTS) Deliveries	14,439
Addressing	723,952
Inserting	2,696,057
Envelopes used for Inserting	988,864
Tabbing	355,298
Pressure Sealing	8,948
Every Door Direct Mail (EDDM)	51,315

Records Center and Scanning Production Center

The Montgomery County Records Center is a secure facility capable of storing over 70,000 boxes of inactive and permanent records. These records must be retained for audits, legal requirements, fiscal purposes, and administrative requirements. Each year the Records Center takes in over 3,600 boxes of records for short-term and long-term storage. In addition, the Scanning Production Center of our Electronic Records Management System is located adjacent to the Records Center where paper records are converted to electronic records and currently stores over 60 million additional documents.

Records Management Program

The Records Management Program’s goal is to provide timely and efficient service to support decision making and meet business needs, legal, evidential and accountability requirements and fulfill Montgomery County Government expectations.

What Is Records Management?

The practice of maintaining the records of an organization from the time they are created up to their eventual disposal.

The Records Management Program works in partnership with the Record and Scanning Center to advise Departments on proper Records

Montgomery County Publishing and Document Services (MCPADS)

Management practices. All public records in Montgomery County Government are managed according to Record Retention and Disposal Schedules that must be approved and be on file with the State of Maryland. The Records Management staff is on hand to assist with the process of creating an inventory of a department's records, the final step in developing a retention and disposal schedule. These schedules cover both electronic and paper records as well as both permanent and non-permanent records. The schedule informs the Records Center how to manage and dispose of County records. As soon as a record becomes inactive, the records management process begins until the record is either shredded, deleted or transferred to the Maryland State Archives for permanent retention.

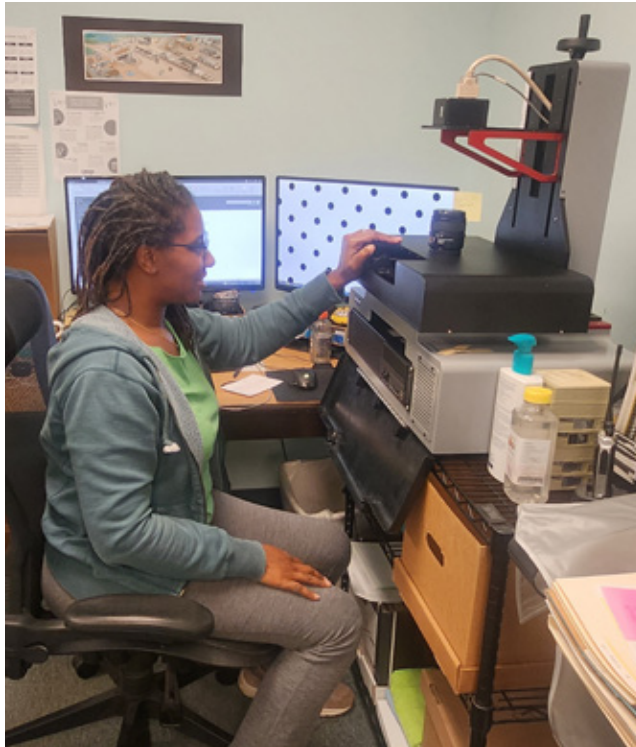
In FY23 the Records Management Program worked with and is continuing to collaborate with the Department of Permitting Services, the Department of Police and the Department of Health and Human Services on their Records Retention Schedules.

FY23 Quarter Performance

On average, employees pulled an estimated 556 records per month per Department request:



FY22	NEW BOXES RECEIVED	BOXES DESTROYED	RECORD REQUEST	RECORDS REFILED	SHREDDING	SCANNING
Q1	456	1695	403	739	90,631	219,954
Q2	474	1106	377	999	63,639	280,130
Q3	724	746	346	638	55,882	144,528
Q4	398	742	441	739	59,461	202,899
Quarterly Average	513	1072	392	779	67,403	211,878



Scanning

The Montgomery County Scanning Production Center currently has 6 full-time scanning operators.

On a monthly basis, an estimated 100,000 pages are scanned. All scanned images are put through a rigorous quality control process where the integrity of every image is approved. Metadata is frequently added by the scanning operator to make the image easier to find in our Electronic Records Management System.

The Scanning Production Center currently operates six high speed Kodak scanners, one microfilm/microfiche scanner, one large format scanner, one desktop Kodak scanner, one X-ray scanner and one large format printer. The variety of machines permits the scanning of multiple types of media: paper, engineering drawings, microfilm and X-rays.

Archiving

Archiving system tracks all files/boxes current status when a department archives their files/records, to include if the box was Checked out or Returned to the department with a time stamp and the requester's information. Approvers (DGS staff) can review, approve, or disapprove all transmittal sheets online before boxes are picked up. Departments have access to their transmittal sheet online to request or return their files/boxes. All security access can be set to division level.

MCPADs worked with TEBS and the Office of the CAO to create an online platform for archiving. This system is currently in stage one with the Office of the CAO as a using department. MCPADs plans to expand this offering and eventually train all departments.



Montgomery County Publishing and Document Services (MCPADS)



Multi-Functional Device (MFD) Management Program

DGS has committed to incorporating environmental, social, and fiscal sustainability into County operations while keeping customer satisfaction at its core. Many program advantages have been realized and the Department continues to drive towards the goals and metrics in support of our mission: Delivering Great Service. Montgomery County Publishing and Document Services entered a five-year contract with Meridian in 2018 to lease the County's fleet of Konica Minolta Multi-Functional Device (MFDs). Meridian has been a successful partner over the years.

Our MFD Management Program encompasses:

- Customer focused Program ensuring almost 100% up time, 24/7 service and support.
- Efficient, effective centralized management of an expanded fleet of approximately 616 MFDs, 19 different models for 36 Departments at 150 locations.
- Technologies that encourage energy savings, resource conservation, recycling, pollution prevention, and reducing environmental impact in each life-cycle stage of MFDs.

- The consolidated lease of MFDs provides efficient centralized management.
- All maintenance and supplies are provided efficiently through our contract with Meridian. When service or supplies are needed the user can contact Meridian with the phone number and serial number from the label on the front door of the machine.
- Software solutions including secure print, which holds users print jobs securely until the user releases them, and scanning software provide efficiency and sustainability. The secure print prevents waste of paper and toner because print jobs are not thrown away by mistake before the user gets them and users who change their mind about jobs can cancel them at the Konica MFD. The scanning software provides an efficient way to share documents easily from the Konica MFDs.
- MFDs offered under this program are efficient and sustainable. They are ENERGYSTAR® compliant, EPEAT-rated GOLD, and come with many features that are aligned with the County's green initiatives.

FY23 ACTIVITY

In FY23 over 423 devices were connected to the MCGOV network and reporting to FM-audit. FM-audit is the software application used to retrieve Konica MFD meter readings for the Konica MFD contract. With this application we ran the following quarterly reports for FY22 and FY23. The FY22 data is shown below for comparison.

FY23 Activity			
QUARTER	BW PAGES	COLOR PAGES	PAGES
Q1	3,900,728	726,961	4,627,689
Q2	3,631,466	698,358	4,329,824
Q3	3,931,203	761,985	4,693,188
Q4	2,689,864	556,477	3,246,341
TOTAL	14,153,261	2,743,781	16,897,042

FY22 Activity			
QUARTER	BW PAGES	COLOR PAGES	PAGES
Q1	3,547,174	622,475	4,169,649
Q2	3,233,590	609,303	3,842,893
Q3	3,478,927	668,040	4,146,967
Q4	3,789,616	709,300	4,498,916
TOTAL	14,049,307	2,609,118	16,658,425

- All MFDs are Section 508 compliant, with accessibility features that support the County's Americans with Disabilities Act (ADA) Compliance Program.

Montgomery County Publishing and Document Services (MCPADS)

Our partner Meridian’s Customer Service has been outstanding, and the quality of their products has been incredibly reliable. Below is the service call history associated with the 660 devices we lease from them. We have a lot to consider when analyzing the numbers of service calls. Some of the years we had employees mainly working from home and then once employees returned, we had machines that were rarely used. Given these circumstances, we still had less than an average of one service call per year, per machine.

Meridian service call history:

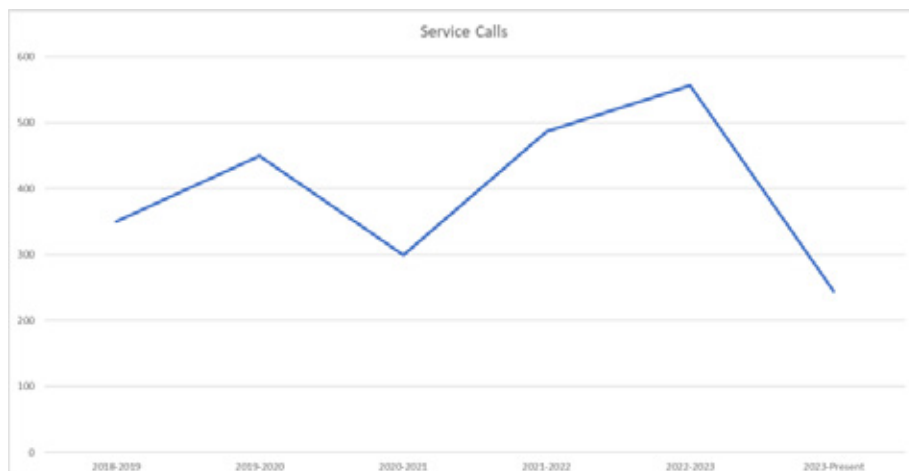
CONTRACT YEAR	SERVICE CALLS
2018-2019	350
2019-2020	450
2020-2021	299
2021-2022	487
2022-2023	556
2023-Present	245
Total	2,387

GREEN INITIATIVES

MCPADS is committed to building a sustainable work environment by taking actions that conserve natural resources, reduce waste, and minimize pollution to support the County Executives Greener County Vision. Any opportunity we find to help these goals, we pursue. Some ways we are doing this are:

Recycling

- Clean Planet Consumables Recycling Program
- Equipment Recycling Program
- Green Products



Office of Energy and Sustainability



THE COUNTY COMPLETED its most complex greenhouse gas elimination “Microgrid” project known as the Brookville “Smart Bus” Depot. The project was funded through a Public Private Partnership (PPP) under a Power Purchase Agreement (PPA) with AlphaStruxure. The PPP/PPA model allowed AlphaStruxure to design, construct, finance, own, operate, and maintain the Microgrid with little to no up-front cost to the County. The integrated Microgrid comprises of renewable energy (Solar PV), battery backup storage, EV charging, and system controls.

The Brookville “Smart Bus” Depot Microgrid comprises of 2 megawatts solar PV, 1.3-megawatt battery energy storage system (BESS), and 1.8 megawatts of generation supporting the County’s Department of Transportation’s EV “Ride-On” bus fleet. The EV Buses can provide mobile, independent, and reliable energy to County residents during power outages or other weather-related emergencies for extended periods.



Table 1.- Electric-GRID**

	FY19	FY20	FY21	FY22	FY23	FY24*
Use (kWh)	89,910,809	82,551,993	80,000,121	82,981,914	82,445,156	81,765,293
Unit Cost (\$/kWh)	\$ 0.1211	\$ 0.1159	\$ 0.1132	\$ 0.1401	\$0.1646	\$ 0.1904
Cost	\$ 10,887,361	\$ 9,564,194	\$ 9,058,000	\$ 11,624,455	\$ 13,573,167	\$ 15,564,867
# of Electric-GRID Facilities	170	177	190	193	192	192
Use (kWh)/# of Electric-GRID Facilities	528,887	466,395	421,053	429,958	429,402	425,861

Table 2.- Electric-GRID** (% Rate of Change Compared to FY24*)

	%Δ FY24* VS FY19	%Δ FY24* VS FY20	%Δ FY24* VS FY21	%Δ FY24* VS FY22	%Δ FY24* VS FY23
Use (kWh)	-9.1%	-1.0%	2.2%	-1.5%	-0.8%
Unit Cost (\$/kWh)	57.2%	64.3%	68.1%	35.9%	15.6%
Cost	43.0%	62.7%	71.8%	33.9%	14.7%
# of Electric-GRID Facilities	12.9%	8.5%	1.1%	-0.5%	0.0%
Use (kWh)/# of Electric-GRID Facilities	-19.5%	-8.7%	1.1%	-1.0%	-0.8%

* Electric-GRID data based on projected figures as of 2/14/24

** Electric-GRID data represents electricity from the GRID serving NDA Facilities. NDA Facilities does not include Schools, Recreation, Parking Lots, Parking Garages, Solid Waste, Motor Pool, Liquor, or Streetlights and Traffic Signals



THE COUNTY COMPLETED another Microgrid at the Animal Services and Adoption Center (“Animal Shelter”). This project was funded through a Public Private Partnership (PPP) under a Power Purchase Agreement (PPA) with GreenStruxure. The PPP/ PPA model allowed GreenStruxure to design, construct, finance, own, operate, and maintain the Microgrid with little to no up-front cost to the County.

The Animal Shelter Microgrid comprises of a 500-kilowatt canopy and rooftop solar system. The facility will serve as a gathering point for local citizens to locate lost family pets during a critical, extended power outage. The completed upgrades enable independent operation during power outages or other weather-related emergencies for an extended period. Additionally, the Animal Shelter will undergo multiple energy efficiency measures in FY23 (i.e., lighting upgrades, building automation systems upgrades and monitoring based commissioning).

Projects Completed In FY2023

Advanced Energy (Completed FY2023)

- Brookville “Smart Bus Depot” Microgrid
- Animal Services and Adoption Center Microgrid
- Scotland Neighborhood Recreation Center Resiliency Hub

Advanced Energy (Planning And Design FY2023)

- Equipment Maintenance Transit Operation Center (EMTOC)- Microgrid
- Oaks Landfill- Solar PV
 - ▷ 4 MW Community Solar PV.
 - ▷ 2 MW for County facilities
 - ▷ Received “Permission to Operate” from electric utility 2024.
 - ▷ Fully functional first quarter 2024.
- Resiliency Hub/Microgrid- Request for Proposal (RFP)
 - ▷ In coordination with OEMHS
 - ▷ Release early 2024.
- EV Charger- Request for Proposal (RFP)
 - ▷ Awaiting Federal grant 2024Q2

Energy Efficiency Upgrades (Completed FY2023)

- 20 Lighting & Lighting Controls (L&LC) Upgrades
 - ▷ \$290k annual utility savings
 - ▷ 2,488,286 annual kWh savings
 - ▷ 1,763 metric tons of CO2 avoided.
- Two Building Automation Systems (BASU) Upgrades
 - ▷ Equipment Maintenance Transit Operations Center (EMTOC)
 - ▷ Holiday Park Senior Center
- 11 Monitoring Based Commissioning (MBCx) Projects
 - ▷ Supports mandated Building Energy Performance Standard (BEPS)
 - ▷ Expected to reduce between 7.5% to 10% energy use and energy costs annually.

Efficient Government Operations (FY2023)

- Saved \$708k in utility billing errors and water credits.
- Received \$1.3 million in grants and incentives.
- Reviewed 16,000 utility bills and processed for payment.

Office of Energy and Sustainability Accomplishments



From FY12 through FY23 completed 20 Solar PV/Microgrid projects; projects expected to deliver resiliency benefits for critical County facilities, plus:

- ▶ \$7,028,865 aggregate utility savings
- ▶ 100,993,736 aggregate kWh electricity generated, and
- ▶ 71,572 aggregate MTCO_{2e} GHG emissions avoided.



From FY18 through FY23 completed 59 LED Lighting and Lighting Control (L&LC) projects; L&LC projects expected to deliver improved occupant comfort, working conditions and safety conditions, plus:

- ▶ \$1 million aggregate utility savings
- ▶ 7,678,642 aggregate kWh electric savings, and
- ▶ 5,439 aggregate MTCO_{2e} GHG emissions avoided.



From FY20 through FY23 completed 14 Building Automation System Upgrades (BASU) projects; BASU projects expected to deliver improved occupant comfort, working conditions and safety conditions, plus:

- ▶ \$202,833 aggregate utility savings
- ▶ 1,368,617 aggregate kWh electric savings, and
- ▶ 2,452 aggregate MTCO_{2e} GHG emissions avoided.



From FY21 through FY23 completed 14 Monitoring Based Commissioning (MBCx) projects; MBCx projects expected to deliver improved occupant comfort, working conditions and safety conditions, plus:

- ▶ \$1.55 million aggregate utility savings
- ▶ 10,693,962 aggregate kWh electric savings, and
- ▶ 7,579 aggregate MTCO_{2e} GHG emissions avoided.



Received \$1.3 million in grants and utility incentives for green initiatives in FY23; DGS has received \$12.0 million in grants and utility incentives for energy saving, advanced energy and fleet fuel saving projects since FY13.



From FY13 through FY23 County contractor has processed on average 16,000 utility bills for all County facilities annually while collecting over \$3.9M in billing errors and water credits. For every \$1 DGS spends on County contractor, the County receives back \$1.50.

Electric-GRID Narrative:

- Good news- Electric use and the electric use per #electric-GRID facilities goes down due to DGS efforts.
- Bad news- Unit costs, costs, and number of electric-GRID facilities increase over time which are out of DGS control.

Electric-GRID Notes:

- We'll use FY19 through FY23 data ONLY within attached.
- Attached is one of three other commodities (i.e., electric-SOLAR, natural gas, and water & sewer)



Office of Planning and Development



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. OPD is often tasked with handling special projects as they arise, given its multi-disciplinary skill set and nuanced expertise.

PROJECTS

In FY23 OPD continued to advance work on its ongoing public-private partnerships and other projects including:

County Executive’s Affordable Housing Sites

OPD is leading the offering of nearly two dozen County-owned properties for the development of affordable housing. After hosting an open house to present the properties in May 2022, the County solicited letters of interest which were due in June 2022, and received an overwhelming response. OPD, in collaboration with the Montgomery County Department of Transportation, published Requests for Developer Proposals (RFDPs) for nearly a dozen of these sites.

One of the sites, 107 Fleet Street in Rockville, will be developed by Habitat for Humanity Metro Maryland. Habitat proposes to build a duplex home.



Each unit will be two stories and contain four bedrooms, creating much needed affordable housing for larger families. One of the bedrooms in each unit will be located on a fully accessible first floor. One unit will be available to a household earning 50% Area Median Income (AMI) or below, the other unit will be available to a household earning at or below 65% AMI. Habitat is working through the entitlement process with the City of Rockville.



Another site, south of the future White Flint Fire Station, will be developed by Victory Housing, Inc. (VHI). VHI proposes to build a ten-story multifamily senior rental project containing a total of 104 units. The project will contain a mix of one and two bedrooms. The majority of the units will be affordable to households earning between 30 and 60 percent AMI; five units will be available to households earning 100% AMI. The project will occupy the portion of the property not utilized for the planned White Flint Fire Station. VHI is in the initial planning and entitlement phase.



4010 Randolph Road Redevelopment

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 continued to work with AHC Inc. on pre-construction and closing activities to prepare for construction, which began fall 2022. A groundbreaking ceremony was held January 2023. The project is the County's largest-ever affordable housing project.

Affordable Housing at Clarksburg Library

OPD began exploring options for collocating affordable housing at the site of the future Clarksburg Library, as required by recently revised legislation to submit an affordable housing feasibility study to Council on certain capital projects. OPD worked with an architecture consultant to study various housing typologies at the Clarksburg Town Center site, including townhomes, two-over-two duplexes, garden style multifamily complexes and a multifamily apartment building.

Burtonsville Park and Ride Site

The redevelopment of this park and ride site 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, OPD continued refining a concept site plan and received a State grant to support the project.

Gudelsky Child Development Center (Former Silver Spring Library)

OPD continued to work with the Martha B. Gudelsky Child Development Center (MBGCDC) on the redevelopment of the former Silver Spring Library site for use as an early childhood education and development center for 150 children, 75% of which will be from low-income families. OPD managed the required sewer upgrades needed for delivery of the facility and MBGCDC submitted building plans for permit. Construction began summer 2023.



Heritage Emory Grove

The County owns three parcels in the Emory Grove area of Gaithersburg that was once part of

a unified, 300-acre community begun by formerly enslaved peoples. The Housing Opportunities Commission (HOC) working with the Emory Grove United Methodist Church plans to incorporate the County property into a redevelopment proposal which includes new rental and for sale mixed-income housing and conservation areas. OPD completed the disposition of these parcels, which is required for redevelopment to move forward.

Montgomery County Public Schools Shady Grove Bus Depot Relocation

OPD continued its efforts to explore potential relocation and replacement options for the MCPS Shady Grove Bus Depot on Crabbs Branch Way which included analyses of sites and test fits of the depot operations. 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.

Shady Grove Westside

OPD continued to oversee its developer partner, and managed 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 two-over-two condominiums and most of the townhomes have been completed, as well as the first two multi-family buildings.



Wall Park Garage

Bethesda-based developer Stonebridge has proposed redevelopment of the properties immediately north of the Kennedy Shriver Aquatic Center. The redevelopment project includes three life sciences buildings totaling approximately 675,000 square feet and a parking garage. Included in the garage will be parking spaces for the Kennedy Shriver Aquatic Center and Wall Park, as suggested in the 2010 White Flint Sector Plan. The garage project will allow for the removal of most of the current surface parking at Wall Park, and eventually the creation of a new park with varied amenities. OPD is assisting with representing County interests for the public portion of the parking garage, as well as disposition of two publicly-owned parcels of land to be included in the redevelopment.

Western County Community Facility Program of Requirements

OPD began work on a Program of Requirements (POR) for a new multi-use community facility in Poolesville. The facility is proposed to include recreation and health and human services uses. To determine what gaps in public services and spaces currently exist in the Western County, OPD led several in-depth interviews with various community groups during the fall of 2022. OPD also interviewed and is collaborating with the Departments of Recreation, Health and Human Services, and representatives from the Town of Poolesville and surrounding areas on the POR.

Wheaton Arts and Cultural Center

The proposed Wheaton Arts and Cultural Center (WACC) will be a community-oriented arts incubator that will include performance spaces, classrooms, gallery space, and administrative space for local arts organizations. After test fitting numerous sites, in FY23 the County determined that the WACC will be located on the ground floor of a future affordable multifamily building fronting on Georgia Avenue within the Wheaton Arts and Entertainment District. OPD is working with the multifamily developer, Montgomery Housing

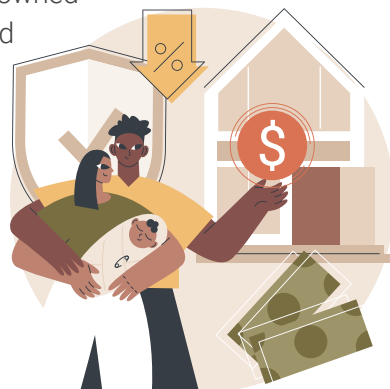


Partnership, on development agreements and refining concept plans for the WACC within the larger building.

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 a more profitable use. In FY23, some of the dispositions OPD either completed or was in the process of disposing of include:

- Disposition in the form of a long-term lease to a non-profit organization that provides employment, training, and supportive services for low-income, multi-cultural residents.
- Disposition of vacant property to be developed as affordable, for sale single family housing.
- Disposition of a portion of a County Park and Ride facility to develop a parking garage to be shared by commuters and residents of a new mixed-income residential rental community.
- Disposition in the form of a long-term lease to a non-profit housing developer for construction of a mixed-income senior residential rental community.
- Disposition of two publicly-owned parcels of land to be included in a mixed-use redevelopment with life sciences buildings and a parking garage.
- Disposition of County-owned property for a proposed mixed-income homeownership development in a community founded by freed African Americans in 1864.



ACQUISITIONS

OPD manages property acquisitions, identifies potential sites, and provides site evaluations for new projects. In FY23, OPD managed the following:

- Continued site selection for a new fire station
- Continued site selection for a new MCDOT bus depot including participation on an internal County team to develop the depot Program of Requirements and the test fit of several properties.

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 FY23, OPD tracked the following land use plans:

- Thrive Montgomery 2050 – General Plan Update
- Silver Spring Downtown and Adjacent Communities Plan
- Pedestrian Master Plan
- Rustic Roads Functional Master Plan Update
- Corridor Forward: The I-270 Transit Plan
- Fairland and Briggs Chaney Master Plan
- Great Seneca Master Plan
- Takoma Park Minor Master Plan Amendment
- University Boulevard Corridor Plan
- Rockville Town Center Master Plan Update
- City of Gaithersburg Housing Element

Office of Real Estate



DGS enhances lives throughout Montgomery County by facilitating new spaces, new opportunities and providing real estate solutions for a better community through 2 new leases, 17 leasing amendments, and 15 new licenses. This countywide community partnership supports our community through Interfaith Works, Childcare and More.”

IN FY23 THE OFFICE OF REAL ESTATE COMPLETED two new leases, 17 lease and license amendments, and 15 new licenses. We also completed numerous miscellaneous documents and managed multiple significant property management issues.

New Leases:

- 8512 Anniversary Circle – DGS storage
- 51 Monroe St – OIG Expansion

New Licenses:

- Eleven Cooperator’s Agreements at Glen Echo Park
- Interfaith Works – Fleet Street
- Interfaith Works – Marinelli Shelter
- 1401 Rockville Pike – Generator License
- 600 E Gude Dr. – DEP consultant

Lease and License Renewals:

- First Amendment to Seneca Meadows – ABS
- First Amendment to Wheaton – ABS
- Montrose Crossing Letter Agreement
- Second Amendment - Black Rock Arts Center
- Viers Mill Rd. Retail Store – ABS
- Nine Renewals for Childcare in MCPS locations
- Third Amendment to Kindercare Agreement – Childcare

- 18753 N Frederick Ave Renewal – Board of Elections
- Strathmore Music Center Renewal

Miscellaneous Documents:

We handled numerous miscellaneous documents, including: three Estoppels

One Right of Entry – Germantown Flea Market

Numerous Decision Memos

Variety of Letters of Approval, Audit responses, etc.

Property Management:

We handled multiple Property Management issues, from rental disputes to calls for maintenance and repair and everything in between, including:

4901 Nicholson Court – Bus Depot – Inspection and Negotiation for Roof, Garage Door, Exterior Door Replacements; Inspection and Negotiation of Outfall repairs and tree cutting.

Buildouts for 2301 Research Lease and 51 Monroe OIG Expansion

Test Fits, space plans and pricing acquired for 2 possible new locations for ATEU

Significant Work in Progress:

- Examine Lease portfolio for opportunities, given new hybrid work schedules, for consolidating or shrinking leased spaces.
- Three documents with MNCPPC – Multi-Agency Service Park, Leland Rec Center, Agricultural Farm Park.
- Re-let house at 19420 Wasche Rd and Draper Farm in Dickerson
- Update Rents for all Childcares
- Update all Recreation Agreements

- Expansion Space for Board of Elections
- Decommissioning Leased FS 35 and return to Landlord
- Expand AETU space for MCPD
- Two Closed School Reuse Processes – Georgetown Hills and Forest Grove
- Review and resolution of temporary telecom facility at Montgomery Hills



Office of Americans with Disabilities Act (ADA) Compliance



THE DGS OFFICE OF ADA COMPLIANCE led the County's compliance with the Americans with Disabilities Act (ADA) in agreement with the Department of Justice (DOJ). The ADA Compliance program has completed remediation work on 59 of the 83 facilities identified, a 64 percent achievement. In addition, another 16 facilities are currently under remediation.

Ensuring that all programs and services offered to the public are fully accessible for people with disabilities is a human rights issue, and it is aligned with Montgomery County's Racial Equity initiative. According to the World Institute on Disability, more than 50% of Black disabled people will be arrested by the time they turn 28.

ADA Compliance

The Americans with Disabilities Act (ADA) is a civil rights law that guarantees equal opportunities for people with disabilities in public accommodations and government programs. Our ADA Compliance Program ensures that Montgomery County complies with Title II of the ADA by ensuring that all programs and services are fully accessible for people with disabilities through site remediation, compliance services, employee training, technical assistance, and complaint resolution.



Office of Americans with Disabilities Act (ADA) Compliance

ADA Compliance Program Accomplishments



- Made Montgomery County more accessible for people with disabilities by enhancing options for use of Closed Captioning, Assistive Listening Systems, Sign Language Interpreters, Alternate Formats, and other means of effective communication between the County and our valued patrons with disabilities.
- Successfully completed numerous comprehensive ADA remediation projects for the physical accessibility of Montgomery County facilities. Most notably the Montgomery County Correctional Facility, the Longwood Community Recreation Center, the Pre-Release Center, and the District 5 Police Station.
- Conducted dozens of well-received ADA trainings for hundreds of Montgomery County employees on best practices when working with people with disabilities and tangible advice on complying with ADA requirements in a variety of diverse scenarios.
- Effectively addressed and resolved hundreds of inquiries from Montgomery County agencies, businesses, organizations, and individuals with disabilities regarding complex aspects of the ADA.
- Managed ADA initiatives throughout Montgomery County to ensure that people with disabilities have equal access to all programs and services avoiding costly complaints and lawsuits that may arise because of non-compliance.

ADA
Americans with Disabilities Act

Fleet Management Services



DGS is recognized nationwide as alternative fuel leaders by keeping Montgomery County moving sustainability and efficiency towards electrifying our growing fleet of 1,927 vehicles with 3 new level III DC fast chargers and counting! DGS fleet management strives for excellence by supporting our community while protecting our environment at the same time”

OVERVIEW:

- **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 \$89 million, providing comprehensive fleet preventive maintenance, repair services, and acquisition for a fleet of 3,405 public safety and general administrative vehicles, snowplows, buses, dump trucks and other equipment.
- Maintained a fleet of 1,927 alternative fuel vehicles within a total fleet size of 3,405.

ACCOMPLISHMENTS:

Logistics

- **Installation of Electric Chargers**
 - **Level III DC Fast Chargers** — Installed 3 additional 62.5 kW chargers to be installed around the County to provide opportunity charging for vehicles operating around the County.
 - **Level II Chargers** — Added two level II chargers
 - ▷ Installed two additional chargers at the Equipment Maintenance

Fleet Management Services

Transit Operations Center (EMTOC) to support County Fleet and public charging.

- Solar Chargers** – Received and deployed two portable solar-powered electric vehicle charging stations to be deployed around the County. The Beam solar chargers are portable Level II chargers capable of being relocated around the County without the addition of infrastructure. The chargers have a 43kW solar array and a 43-kW battery capable of providing 245 miles of electricity daily. In the event of an emergency, the solar can also be used to provide emergency power.
- Executed a contract for Renewable Natural Gas** – The Division of Fleet Management Services in conjunction with the Office of Energy and Sustainability executed a Renewable Natural Gas Contract with Washington Suburban Sanitary Commission (WSSC). The will provide renewable natural gas to fuel approximately 100 transit buses that run using compressed natural gas (CNG) providing a net zero-emission transportation solution.
- Parts Vending Machines** – The parts vending machine pilot was expanded to Brookville Maintenance Facility. The vending machines

are offered by Grainger at no additional cost to the County. Grainger owns the machine and the parts in it, the County pays when they get parts from the machine. In addition to increased accountability, the vending machines also minimize the amount of contact between technicians and supply technicians, thereby increasing the safety during periods when COVID levels are high.

Safety/Facilities/Environmental

- Lift Replacements** – Purchased 20 lifts to replace existing lifts that are over 20 years old. Additionally, a parallelogram lift for a truck/Bus wash application was purchased to replace an existing lift that was at the end of its useful life.
- Refresh of Bus Repair Facility at Brookville Rd.** – Phase I of the facility refresh consisted of repainting the interior and the exterior of the facility. Performed an inspection of the HVAC system, exhaust evacuation system, deep cleaning the ventilation system, and other initial enhancements. Phase II of the refresh will consist of upgrading the HVAC and exhaust evacuation system and make facility improvements to discourage birds from roosting in the shop.





- **Bus Steam bay Lift** – Improvements were made to repair the bus steam bay lift at the bus maintenance facility at Brookville Rd. The existing lift is over 10 years old and used nightly. The enhancements will extend the life of the lift for another 10 years.

Training/Quality Assurance

- **Apprenticeship Program** – In response to hiring challenges brought on by the pandemic and the need for developing technicians capable of supporting zero-emission technologies, the Division of Fleet Management Services developed an Apprenticeship Program without the addition of any operating funds. DFMS leveraged existing mechanic vacancies by downgrading 4 positions to apprentices initially and downgraded 4 additional positions to the program in 2023. The program is a 2-year program where an apprentice will become a Level 1 Technician at the completion of the program. The cost difference between the budgeted technicians and the apprentice position will be used to invest in the training and development of apprentices. DFMS is the State of Maryland to enhance the training experience for the apprentices in the program.
- **Heavy Equipment Maintenance Training** – HES received training on MACK Truck MP3 GU series Trucks, Muncie/Boss snowplows, Ford diagnostics, publications and tools, and Allison Transmissions. Revamped Preventive Maintenance schedules and forms. Completed Safety Training for lift equipment and automated tire changing machine. Completed performance and trouble-shooting training for Fuel Master, Certified Power and Ex225 Meritor Disc Brakes.
- **Transit Bus Maintenance Training** – Transit shops received diagnostic and troubleshooting training for Cummins coolant systems, Gilligs CNG, AGM Battery, charging systems, and KAP starter systems. Revised the Preventive Maintenance Format for new Diesel and CNG applications, including inspecting wear indicators. Implemented Manufacturer recommendations for Meritor EX 225 Air Disc Brakes and created line cards for new disc applications. Completed Twin Vison training

including proper identification of replacement Parts to alleviate replacing parts that are covered under warranty. Completed CNG Tank inspections and repairs. Updated software and implemented new testing procedures for Gilligs. Completed training for Thermoking Int II and III.

- **Electric Bus Training** – The Transit shop at Brookville Maintenance Facility (BMF) received training to support Gillig electric buses received in FY22 and FY23. The training includes propulsion system, auxiliary systems and high-voltage system training. The training program also includes training for 1st responders to teach them how best to respond to emergencies involving electric buses.

Operational Support Services

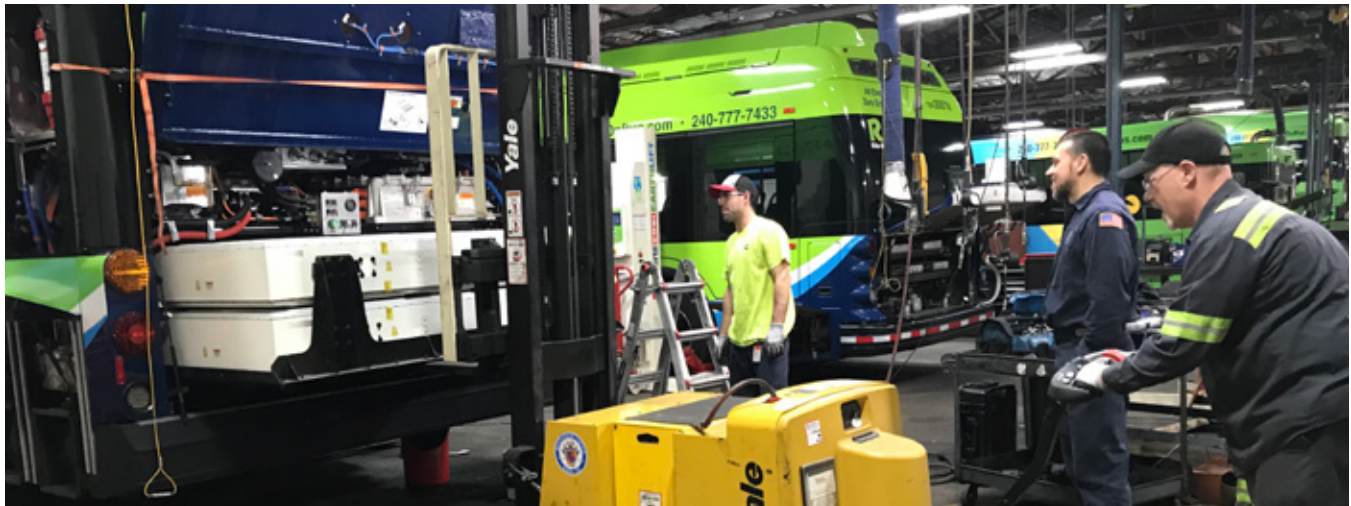
- **Retrofit 30ft Buses at Nicholson Ct.**- In order to continue to move forward with the County's Zero Emission goals, Fleet Management Services is repowering 56 2009 30ft diesel buses with newer more efficient engines that produce 75% less NOx emissions than the engines installed when the buses were manufactured. The Nicholson Ct. facility is a leased space that the County will be leaving once a replacement facility is built. The retrofits will allow the County to be able to continue to provide reliable service with less emissions until the construction for the replacement facility is complete. The 1st bus was completed in May of 2023. The remainder of the buses are scheduled to be completed in 2024 and 2025.
- **Preventive Maintenance Performance** – Maintained 98-100% PM compliance throughout entire year
- **Improved Performance** – Increased Mean Distance Between Failure, while dealing with extended downtimes for parts and vendors as a result of supply chain disruptions.

INNOVATION:

Zero-Emission Transition

- Completed the 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. The array will collect sunlight during the day and transfer the energy collected into batteries for future use. The electric buses will be charged using the collected energy stored in the batteries. Additional energy, not needed for the buses, potentially will be sold back to the power company at a predetermined price. If needed, additional power can be purchased from the power company during peak times. This microgrid technology is 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 County and has been featured on CNBC as one of the innovative strategies to vehicle electrification.
 - Completed the majority of construction during FY22. All of the solar and all of the major components have been installed. The ribbon cutting is expected at the end of October 2022 to complete phase 1 of the project. The site is a 6.5MW microgrid P3 project to charge up to 70 fully electric buses. Phase 2 of the project was completed in June of 2023.
- While supply chain issues severely hampered the County's ability to purchase vehicles, the County still managed to purchase 59 EVs in FY23. The types of vehicles include Ford Mach Es and Lightnings, Chevrolet Silverados, Bolts, and Blazers. A portion of the Blazers are Pursuit-Rated and will be deployed at multiple police stations. The goal will be to evaluate the performance in police service in order to develop strategies to transition the public safety fleet to zero-emissions.

Fleet Management Services



- Ordered an electric Outreach Van for Library Services. The van is an electric conversion that removes the engine and transmission of a fossil-fueled vehicle and replaces it with a self-contained electric propulsion system that includes energy storage, inverters, drive motors, and other electrical components necessary to build an electric vehicle.
- Received the first 5 electric buses of a 10 order. The buses are being manufactured by Gillig and procured with funds awarded by FTA's Bus and Bus Facilities Grant.
- Awarded a Request for Proposals (RFP) to procure 100 electric buses to Gillig 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 newly constructed Microgrid. These buses are scheduled to be procured with funding from FY23-FY26.
- Place the initial 31 bus order of the new 100 electric bus contract with Gillig. The Gillig electric buses are constructed with an electric propulsion system manufactured by Cummins.
- Worked in conjunction with the Department of Transportation to develop a Zero-Emission Transition Plan for the Ride On Bus Fleet. The plan provides the pathways and the potential cost impacts to transition the fleet prior to the 2035 deadline identified in the County's Climate Action Plan. The plan identifies bus, facility, and infrastructure needs to support the County's fleet of approximately 400 buses as well as approved BRT projects scheduled to begin in 2027.
- Took delivery of 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. Grant funds from the State of Maryland were used to offset some of the additional capital cost for the truck. Due to supply chain delays the truck was received in June of 2023.
- Worked in partnership with MCDOT to be awarded an FTA Low or No Emissions Bus Grant for 13 Fuel Cell Electric Buses and a Hydrogen fuel station to support a new bus service scheduled to run out of the Gaithersburg Depot. The project includes the development of green hydrogen through electrolysis with the electricity being provided by a microgrid. The project is scheduled to start in early 2023 with completion in 2026.

STATISTICS:

FY23 Annual Data			
11 Vehicle Maintenance Facilities			
19,800 Service Work Orders Processed			
91% Administrative Fleet Availability			
8,351 Preventive Maintenance Inspections			
87% Heavy Equipment Availability			
116 Fleet Maintenance Technicians			
3,405 Fleet Vehicles & Equipment			
	kWh	# of kWh to equal 1 gallon of gasoline	gallons of fuel saved
3,993 Gallons of Gasoline Eliminated by light-duty Electric Vehicles	134,569	33.7	3,993
	kWh	# of kWh to equal 1 gallon of diesel	gallons of diesel saved
4,922 Gallons of Diesel Eliminated by electric buses	186,800	37.95	4,922
1,927 Alternative Fuel Vehicles *			
75 Battery Electric Vehicles			
14 Battery Electric Buses			
33,124 charging sessions			
57% of the Fleet is an Alternative Fuel Vehicle			
62 Level II Electric Vehicle Charging Ports; 4 Level 3 DC Charging Port			
6.1 Million Gallons of Fuel Consumed			
31,659,785 Million Miles Driven	8,802,000		Transit
1,278,626 Million Diesel Gallons Displaced by CNG	4,708,640		admin
107 Safety Inspections	16,673,145		Public Safety
36 Environmental Inspections	1,476,000		HES
	31,659,785		

* includes hybrids and plug in hybrids



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