
Department of General Services

www.dgs.dc.gov

Telephone: 202-727-2800

Description	FY 2014	FY 2015	FY 2016	% Change
	Actual	Approved	Proposed	from FY 2015
Operating Budget	\$390,696,424	\$439,573,617	\$464,752,558	5.7
FTEs	681.6	670.9	700.0	4.3

The goal of the Department of General Services (DGS) is to ensure the delivery of new or modernized, well-equipped, well maintained, safe and secure buildings and facilities for the benefit of District residents and employees. Further, the agency's mission is to promote the efficient and effective management of the District's real estate investments and interests through strategic portfolio management, construction, and facilities management. To this end, DGS will incorporate best management practices from both the public and private sectors where useful.

Summary of Services

DGS carries out a broad range of real estate management functions. In addition to managing capital improvement and construction programs for a variety of District government agencies, DGS also executes real property acquisitions by purchase or lease; disposes of property through sale, lease or other authorized method; manages space in buildings and adjacent areas; and provides building management services for facilities owned or operated by the District. Among the services provided are engineering, custodial, security, energy conservation, utility management, general maintenance, inspection, planning, and capital repairs and improvement. In all of its endeavors, DGS is dedicated to the following:

- Achieving Efficiency in Operations;
- Achieving Quality in Design and Execution;
- Achieving Excellence in Service and Maintenance;
- Delivering Secure and Safe Places of Work for District Employees; and
- Delivering Aggressive and Attentive Management of the District's Resources.

The agency's FY 2016 proposed budget is presented in the following tables:

FY 2016 Proposed Gross Funds Operating Budget, by Revenue Type

Table AM0-1 contains the proposed FY 2016 agency budget compared to the FY 2015 approved budget. It also provides the FY 2013 and FY 2014 actual expenditures.

Table AM0-1
(dollars in thousands)

Appropriated Fund	Actual FY 2013	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	Percent Change*
General Fund						
Local Funds	239,275	248,468	300,860	317,877	17,017	5.7
Special Purpose Revenue Funds	3,994	4,480	6,325	6,376	51	0.8
Total for General Fund	243,269	252,948	307,184	324,253	17,068	5.6
Private Funds						
Private Donations	0	200	0	0	0	N/A
Total for Private Funds	0	200	0	0	0	N/A
Intra-District Funds						
Intra-District Funds	130,473	137,548	132,389	140,500	8,111	6.1
Total for Intra-District Funds	130,473	137,548	132,389	140,500	8,111	6.1
Gross Funds	373,742	390,696	439,574	464,753	25,179	5.7

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2016 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2016 Proposed Full-Time Equivalents, by Revenue Type

Table AM0-2 contains the proposed FY 2016 FTE level compared to the FY 2015 approved FTE level by revenue type. It also provides FY 2013 and FY 2014 actual data.

Table AM0-2

Appropriated Fund	Actual FY 2013	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	Percent Change
General Fund						
Local Funds	598.0	671.2	655.4	667.5	12.1	1.8
Special Purpose Revenue Funds	14.0	10.4	15.5	10.5	-5.0	-32.3
Total for General Fund	612.0	681.6	670.9	678.0	7.1	1.1
Intra-District Funds						
Intra-District Funds	0.0	0.0	0.0	22.0	22.0	N/A
Total for Intra-District Funds	0.0	0.0	0.0	22.0	22.0	N/A
Total Proposed FTEs	612.0	681.6	670.9	700.0	29.1	4.3

FY 2016 Proposed Operating Budget, by Comptroller Source Group

Table AM0-3 contains the proposed FY 2016 budget at the Comptroller Source Group (object class) level compared to the FY 2015 approved budget. It also provides FY 2013 and FY 2014 actual expenditures.

Table AM0-3
(dollars in thousands)

Comptroller Source Group	Actual FY 2013	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	Percent Change*
11 - Regular Pay - Continuing Full Time	36,739	40,587	41,166	44,925	3,759	9.1
12 - Regular Pay - Other	1,564	498	885	2,134	1,249	141.3
13 - Additional Gross Pay	1,186	1,291	1,397	1,490	94	6.7
14 - Fringe Benefits - Current Personnel	8,897	9,523	9,924	11,116	1,192	12.0
15 - Overtime Pay	2,571	3,088	2,591	2,482	-109	-4.2
Subtotal Personal Services (PS)	50,957	54,988	55,962	62,147	6,185	11.1
20 - Supplies and Materials	4,773	5,451	5,136	5,118	-18	-0.3
30 - Energy, Communication and Building Rentals	85,585	91,643	104,119	99,972	-4,147	-4.0
31 - Telephone, Telegraph, Telegram, Etc.	85	76	190	190	0	0.0
32 - Rentals - Land and Structures	122,166	121,696	145,248	157,678	12,430	8.6
33 - Janitorial Services	120	0	144	0	-144	-100.0
34 - Security Services	0	0	26,669	29,345	2,676	10.0
35 - Occupancy Fixed Costs	0	0	75,686	82,611	6,925	9.1
40 - Other Services and Charges	6,664	8,102	13,241	12,659	-582	-4.4
41 - Contractual Services - Other	90,391	98,230	12,383	14,316	1,933	15.6
70 - Equipment and Equipment Rental	598	524	796	716	-79	-10.0
80 - Debt Service	9,988	9,988	0	0	0	N/A
91 - Expense Not Budgeted Others	2,415	0	0	0	0	N/A
Subtotal Nonpersonal Services (NPS)	322,785	335,709	383,611	402,605	18,994	5.0
Gross Funds	373,742	390,696	439,574	464,753	25,179	5.7

*Percent change is based on whole dollars.

Division Description

The Department of General Services operates through the following 8 divisions:

Asset Management – plans and manages the District’s real estate to achieve its highest and best use. This division engages in activities such as lease administration, allocation of owned and leased properties to District agencies, property acquisition and disposition, fixed cost forecasting for District facilities, and rent collection from entities leasing District-owned property.

This division contains the following 4 activities:

- **Lease Management (DGS Realty)** – provides space location and management services for District agencies in both owned and leased buildings;
- **Swing Space** – provides support for services associated with moving agencies from one space to another;
- **Eastern Market** – provides for the operations and management of Eastern Market through the revenue-generating Eastern Market Enterprise Fund; and
- **Public Education Realty** – provides asset management services to public and private entities, allowing access and utilization of school building and grounds by entering into use agreements, licenses, and lease agreements.

Facility Operations – is responsible for the day-to-day operation of many District-owned properties, vacant lots, and homeless shelters, and acts as a liaison for operating purposes between agencies and landlords in leased buildings by maintaining building assets and equipment; performing various repairs and non-structural improvements; and providing janitorial, trash and recycling pickup, postal, and engineering services.

This division contains the following 7 activities:

- **Postal Services** – provides certain postal services to various District agencies in owned property;
- **Facilities/Occupancy** – includes costs associated with operating DGS-managed District buildings. Specifically, Facilities/Occupancy is responsible for elevator and fire alarm maintenance, landscape, air quality, pest control, HVAC and electrical repairs and maintenance, water treatment, salaries for these services, and other related building services contracts;
- **Parking** – provides parking space allocation services and parking revenue monitoring services to the District;
- **RFK/Armory** – provides facilities and security services for Robert F. Kennedy Memorial Stadium and the District of Columbia Armory (non-military portion) based on a Memorandum of Agreement with the District of Columbia Washington Convention and Sports Authority;
- **Janitorial Services** – includes costs associated with operating DGS-managed District buildings;
- **Facilities - Public Education** – includes facility maintenance and repair costs for the District of Columbia Public Schools (DCPS); and
- **Facilities - Parks and Recreation** – includes facility maintenance and repair costs for parks and recreation centers under the Department of Parks and Recreation (DPR);

Protective Services – includes the budget for the Protective Service Department (PSD). PSD provides 24-hour security and law enforcement services to government operations by protecting employees, resources, and facilities at District-owned and leased properties. Security includes patrol operations, contract security guard management, and electronic access control and security systems. PSD also assists District and federal agencies during special events and criminal investigations.

Construction Services – implements and manages the public building needs through the Capital Improvements Plan (CIP) for most District government agencies. The CIP outlines agencies’ capital needs, including the rehabilitation of existing properties and construction of new facilities. This division ensures the

timely and cost-effective delivery of superior quality engineering, design, and construction, as well as a variety of other technical services on all relevant capital development projects in the CIP.

This division contains the following 3 activities:

- **Construction Services** – houses the operating budget costs of the division including non-capital eligible positions and administrative costs;
- **Office of Planning** – works closely with the District’s Office of Planning on conducting analyses on the feasibility of construction projects; and
- **Public Education Construction Services** – houses the operating budget costs of the Public Education activity including non-capital eligible positions and administrative costs.

Contracting and Procurement – provides service and support to DGS (and other agencies as needed) in procuring goods and services that fall into the following categories: construction, architecture, and engineering; facilities maintenance and operation; real estate asset management (including leasing and auditing); utility contracts; and security. Additionally, Contracting and Procurement is responsible for vertical construction procurements for any District agency without independent contracting authority.

Energy - Centrally Managed – contains the forecasted expenditures for utility and energy commodities purchased by DGS: fuel, natural gas, electricity, steam, and water.

This division contains the following 7 activities:

- **Auto Fuel** – includes forecasting for auto fuel expenditures. The District purchases four types of fuel - Oil, Unleaded Gasoline, E85 Ethanol, and Diesel Oil - that are used to fuel vehicles;
- **Heating Fuel** – includes forecasting expenditures for fuel used to heat facilities and to fuel generators;
- **Natural Gas** – includes forecasted natural gas expenditures;
- **Electricity** – includes forecasted electricity expenditures;
- **Steam** – includes forecasted steam expenditures;
- **Water** – includes forecasted water and sewer expenditures; and
- **Sustainability D.C.** – includes efficiency measures that both (a) reduce demand on resources and support a healthy, productive life for employees and citizens and (b) improve building performance and avoid excess energy consumption. Specific measures that reduce the demand on resources involve enhanced waste diversion from landfills (e.g., recycling and composting), improved storm water management and water reuse, localized urban agriculture, and upgrades to the pedestrian-transit built environment. Specific measures that improve building performance involve capturing and managing highly granular data on building usage by zone, equipment schedules, and specific equipment performance data to guide preventative maintenance and system retrofits.

Rent: In-Lease – includes the budget for in-leasing space, which is the cost of leasing non-District government-owned buildings. Rent is comprised of four individual components: base rent, operating expenses, real estate tax, and parking. Each one of these four charges is unique to the terms and conditions of the lease agreement with each landlord.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

Division Structure Change

The Department of General Services has no division structure changes in the FY 2016 proposed budget.

FY 2016 Proposed Operating Budget and FTEs, by Division and Activity

Table AM0-4 contains the proposed FY 2016 budget by division and activity compared to the FY 2015 approved budget. It also provides the FY 2014 actual data.

Table AM0-4

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015
(1000) Agency Management								
(1010) Personnel	529	969	986	17	6.1	9.0	10.0	1.0
(1030) Property Management	416	471	363	-108	0.0	0.0	0.0	0.0
(1040) Information Technology	360	1,242	997	-245	1.0	4.0	3.0	-1.0
(1045) Legal Services	0	0	903	903	0.0	0.0	6.0	6.0
(1051) Financial Services - Public Education	1,749	2,136	2,401	266	12.2	15.0	16.0	1.0
(1055) Risk Management	128	134	2	-132	1.0	1.0	0.0	-1.0
(1070) Fleet Management	1,216	1,419	1,466	48	0.0	0.0	0.0	0.0
(1080) Communications	78	811	545	-266	0.0	3.0	2.0	-1.0
(1085) Customer Service	53	0	0	0	1.0	0.0	0.0	0.0
(1090) Performance Management	2,208	2,937	2,797	-141	13.3	17.0	17.0	0.0
(1095) Energy Management	903	1,023	1,046	23	5.1	5.0	5.0	0.0
(1110) Personnel - Public Education	254	0	0	0	3.1	0.0	0.0	0.0
(1140) Information Tech - Public Education	431	0	0	0	3.1	0.0	0.0	0.0
(1180) Communication - Public Education	255	0	0	0	2.0	0.0	0.0	0.0
(1190) Performance Management - Public Education	635	0	0	0	2.0	0.0	0.0	0.0
(1195) Environmental - Public Education	876	642	667	25	5.1	5.0	5.0	0.0
No Activity Assigned	2,719	0	0	0	0.0	0.0	0.0	0.0
Subtotal (1000) Agency Management	12,810	11,785	12,174	389	55.1	59.0	64.0	5.0
(2000) Asset Management								
(2001) Lease Management	6,338	4,761	4,660	-102	11.2	11.0	9.0	-2.0
(2002) Utility and Fuel Management	0	0	0	0	1.0	0.0	0.0	0.0
(2004) Swing Space Funding	1,176	1,638	1,638	0	0.0	0.0	0.0	0.0
(2006) Eastern Market	820	893	823	-70	0.6	1.0	1.0	0.0
(2101) Realty- Public Education	364	444	454	10	5.1	5.0	5.0	0.0
Subtotal (2000) Asset Management	8,698	7,737	7,575	-162	18.0	17.0	15.0	-2.0
(3000) Facility Operations								
(3001) Postal Services	684	727	769	43	6.1	6.0	6.0	0.0
(3002) Facilities	40,914	69,286	83,682	14,396	114.2	149.5	179.9	30.4
(3004) Parking	526	1,138	927	-211	1.0	1.0	1.0	0.0
(3005) RFK/DC Armory (Non-Military) Maintenance	2,116	3,009	2,429	-580	9.7	14.5	9.5	-5.0
(3008) Janitorial Services	416	445	475	30	5.1	6.0	6.0	0.0
(3009) Facilities - Public Education	45,189	31,916	31,580	-336	223.6	91.9	95.5	3.6
(3010) Facilities - Parks and Recreation	10,887	17,105	17,552	447	96.9	158.4	158.1	-0.3
(3012) Facilities - MPD	1,313	2,153	0	-2,153	5.1	15.4	0.0	-15.4
(3013) Facilities - FEMS	606	1,930	0	-1,930	0.0	11.2	0.0	-11.2
Subtotal (3000) Facility Operations	102,651	127,709	137,414	9,705	461.7	453.9	456.0	2.1

(Continued on next page)

Table AM0-4 (Continued)

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015
(4000) Protective Services								
(4001) Protective Services	39,001	37,805	44,754	6,949	112.2	108.0	130.0	22.0
Subtotal (4000) Protective Services	39,001	37,805	44,754	6,949	112.2	108.0	130.0	22.0
(5000) Construction Services								
(5001) Construction Services	2,145	2,420	2,085	-335	11.2	13.0	11.0	-2.0
(5010) Office of Planning	0	0	452	452	0.0	0.0	3.0	3.0
(5101) Construction Division - Public Education	242	238	235	-3	2.0	2.0	2.0	0.0
Subtotal (5000) Construction Services	2,387	2,658	2,773	114	13.3	15.0	16.0	1.0
(6000) Contracting and Procurement								
(6001) Contracting and Procurement	1,205	2,646	2,414	-232	11.2	18.0	19.0	1.0
(6101) Contracting and Procurement Public Education	730	0	0	0	10.2	0.0	0.0	0.0
Subtotal (6000) Contracting and Procurement	1,935	2,646	2,414	-232	21.4	18.0	19.0	1.0
(7000) Energy- Centrally Managed								
(7001) Auto Fuel	15,699	21,422	17,388	-4,033	0.0	0.0	0.0	0.0
(7002) Heating Fuel	238	1,007	911	-96	0.0	0.0	0.0	0.0
(7003) Natural Gas	12,139	10,929	10,640	-288	0.0	0.0	0.0	0.0
(7004) Electricity	48,592	50,466	50,237	-229	0.0	0.0	0.0	0.0
(7005) Steam	1,672	1,953	1,952	0	0.0	0.0	0.0	0.0
(7006) Water	13,191	16,157	16,272	115	0.0	0.0	0.0	0.0
(7007) Sustainability DC	0	2,054	2,570	516	0.0	0.0	0.0	0.0
Subtotal (7000) Energy - Centrally Managed	91,530	103,987	99,972	-4,015	0.0	0.0	0.0	0.0
(8000) Rent: In-Lease								
(8001) Rent: In-Lease	131,684	145,248	157,678	12,430	0.0	0.0	0.0	0.0
Subtotal (8000) Rent: In-Lease	131,684	145,248	157,678	12,430	0.0	0.0	0.0	0.0
Total Proposed Operating Budget	390,696	439,574	464,753	25,179	681.6	670.9	700.0	29.1

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's divisions, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2016 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2016 Proposed Budget Changes

The Department of General Services' (DGS) proposed FY 2016 gross budget is \$464,752,558, which represents a 5.7 percent increase over its FY 2015 approved gross budget of \$439,573,617. The budget is comprised of \$317,876,985 in Local funds, \$6,375,840 in Special Purpose Revenue funds, and \$140,499,733 in Intra-District funds.

Current Services Funding Level

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2015 approved budget across multiple divisions, and it estimates how much it would cost an agency to continue its current divisions and operations into the following fiscal year. The FY 2016 CSFL adjustments to the FY 2015 Local funds budget are described in table 5 of this agency's budget chapter. Please see the CSFL Development section within Volume 1: Executive Summary for more information regarding the methodology used and components that comprise the CSFL.

DGS' FY 2016 CSFL budget is \$343,991,956, which represents a \$43,132,443, or 14.3 percent, increase over the FY 2015 approved Local funds budget of \$300,859,513.

CSFL Assumptions

The FY 2016 CSFL calculated for DGS included adjustment entries that are not described in detail on table 5. These adjustments include a reduction of \$186,000 to account for the removal of one-time funding appropriated in FY 2015 for the Smoking Restriction Amendment Act of 2013. Additionally, adjustments were made for a net increase of \$1,668,092 in personal services to account for the impact of cost-of-living adjustments, and approved compensation agreements implemented in FY 2015, and an increase of \$223,843 in non-personal services based on the Consumer Price Index factor of 2.2 percent.

DGS' CSFL funding for Fixed Costs Inflation Factor reflects an adjustment for an increase of \$37,798,773 to account for an adjustment to reflect Fixed Costs estimates from DGS. Additionally, adjustments were made for the restoration of one-time salary lapse for an increase of \$3,500,000, and for an increase of \$127,735 for Other Adjustments to account for proper funding of compensation and classification reforms within the Workforce Investments fund for Compensation Groups 1 and 2, which is associated with the transfer of 2.0 FTEs from the Office of the Attorney General.

Agency Budget Submission

Increase: DGS provides cost-effective and centralized fixed cost, utilities, security and facilities management services for buildings owned and leased by the District of Columbia. To facilitate this objective, DGS' Local funds budget proposes an increase of \$1,163,314 and 10.1 Full-Time Equivalent (FTEs) in personal services. This adjustment is primarily due to 4.1 FTEs based on transfer of attorneys previously budgeted in the Office of Attorney General's Intra-District funds budget. Only the FTEs were transferred because the funding to support them was already in DGS' budget, 5.0 FTEs operationally shifted from Special Purpose Revenue funds, and 1.0 FTE created in the Construction Services division for the Strategic Planning Officer position. Also included in the adjustment are increases for projected salary step increases and Fringe Benefits costs.

In Special Purpose Revenue funds, the proposed budget includes an increase of \$416,467 based primarily on projected increase in revenue generated from the Eastern Market Enterprise fund and the facilities and security services provided for Robert F. Kennedy Memorial Stadium and the District of Columbia Armory (non-military portion). DGS' operation of these latter funds is based on a Memorandum of Agreement (MOU) with the District of Columbia Washington Convention and Sports Authority.

The proposed budget in Intra-District funds includes an increase of \$17,903,805. This is primarily due to a reforecast of the Fixed Cost estimates based on usage and agreed in a citywide MOU between DGS and the Exception Agencies (agencies that retain Fixed Costs in their budgets, instead of being budgeted in DGS, based on certain criteria). Other adjustments in the proposed Intra-District budget are reflected in an increase of \$1,291,515 to account for the costs of an additional 22.0 FTEs in the Protective Services division for security services provided to the D.C National Guard through an MOU in compliance with the requirements of the funding grantor.

Decrease: The proposed Local funds budget reflects a decrease of \$287,441 in nonpersonal services, primarily due to a decrease in Supplies and Materials and Equipment and Equipment Rentals. The cost savings derived from these reductions in nonpersonal services provide offsets to the increased cost of personal services. Other adjustments in the proposed budget for Local funds are reflected in a reduction of \$875,873 to account for DGS' Fixed Costs projections in the Rent: In-Lease division. This is primarily due to a reforecast of projected usage.

In Special Purpose Revenue funds, the proposed budget was decreased by \$365,520 and 5.0 FTEs. This is due to a shift of 5.0 FTEs from the Special Purpose Revenue funds to Local funds in order to increase operational efficiency.

Technical Adjustment: An adjustment to the Rent: In-Lease division in DGS' Local funds increased the budget by \$1,427,331 to align funding with the revised estimates for Fixed Costs.

Mayor's Proposed Budget

Reduce: The proposed Local funds budget includes adjustments for reductions of \$950,000 in personal services costs based on projected salary lapse savings and \$16,842,303 in nonpersonal services to align Fixed Costs with the most current revised estimates for Rent, Fuel, and Facilities.

In Intra-District funds, the proposed budget includes a reduction of \$11,084,799. This adjustment was made to align Fixed Costs with the most current projected estimates.

District's Proposed Budget

Reduce: In Local Funds, the proposed budget was reduced by a total of \$9,750,000 to streamline operational efficiencies. The reduction consists of \$250,000 in vacancy savings across multiple divisions, \$6,500,000 in Security Services in the Protective Services division, and \$3,000,000 in Occupancy Fixed Costs in the Facility Operations division.

FY 2015 Approved Budget to FY 2016 Proposed Budget, by Revenue Type

Table AM0-5 itemizes the changes by revenue type between the FY 2015 approved budget and the FY 2016 proposed budget.

Table AM0-5
(dollars in thousands)

DESCRIPTION	DIVISION	BUDGET	FTE
LOCAL FUNDS: FY 2015 Approved Budget and FTE		300,860	655.4
Removal of One-Time Funding	Multiple Programs	-186	0.0
Other CSFL Adjustments	Multiple Programs	43,318	2.0
LOCAL FUNDS: FY 2016 Current Services Funding Level (CSFL) Budget		343,992	657.4
Increase: To adjust personal services	Multiple Programs	1,163	10.1
Decrease: To align funding with nonpersonal services costs	Multiple Programs	-287	0.0
Decrease: To align Fixed Costs with proposed estimates	Multiple Programs	-876	0.0
Technical Adjustment: Reforecast of fixed costs commodities like rent, fuel, electricity, etc.	Multiple Programs	1,427	0.0
LOCAL FUNDS: FY 2016 Agency Budget Submission		345,419	667.5
Reduce: To adjust personal services	Multiple Programs	-950	0.0
Reduce: To align Fixed Costs with proposed estimates(Rent,Fuel, and Facilities)	Multiple Programs	-16,842	0.0
LOCAL FUNDS: FY 2016 Mayor's Proposed Budget		327,627	667.5
Reduce: To streamline operational efficiencies	Multiple Programs	-9,750	0.0
LOCAL FUNDS: FY 2016 District's Proposed Budget		317,877	667.5
SPECIAL PURPOSE REVENUE FUNDS: FY 2015 Approved Budget and FTE		6,325	15.5
Increase: To align budget with projected revenues	Multiple Programs	416	0.0
Decrease: To recognize savings from a reduction in FTEs	Multiple Programs	-366	-5.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2016 Agency Budget Submission		6,376	10.5
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2016 Mayor's Proposed Budget		6,376	10.5
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2016 District's Proposed Budget		6,376	10.5
INTRA-DISTRICT FUNDS: FY 2015 Approved Budget and FTE		132,389	0.0
Increase: To align budget with projected revenues	Multiple Programs	17,904	0.0
Increase: To support additional FTEs	Multiple Programs	1,292	22.0
INTRA-DISTRICT FUNDS: FY 2016 Agency Budget Submission		151,585	22.0
Reduce: To align budget with projected revenues	Multiple Programs	-11,085	0.0
INTRA-DISTRICT FUNDS: FY 2016 Mayor's Proposed Budget		140,500	22.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2016 District's Proposed Budget		140,500	22.0
Gross for AM0 - Department of General Services		464,753	700.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Agency Performance Plan

The agency's performance plan has the following objectives for FY 2016:

Capital Construction Services Division

Objective 1: Enhance project management procedures, project oversight and reporting capabilities to support effective management.

Objective 2: Efficiently and effectively manage the planning, modernization and new construction of all capital construction projects (public safety facilities, municipal, education, and recreation).

Objective 3: Fully implement project turnover procedures across functional divisions within DGS, to include electronic document sharing and facility specific critical systems training

Objective 4: To maximize the Stormwater Retention Credits (SRC) credits received on the playground and athletic field projects for the District by exceeding the District Department of the Environment's (DDOE) SRC requirement which will be eligible to be applied toward other DGS capital projects.

KEY PERFORMANCE INDICATORS

Capital Construction Services Division

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of construction projects on schedule	90%	90%	97%	90%	90%	90%
Percent of construction projects on budget	97%	90%	97%	90%	90%	90%
Percent of eligible active municipal construction projects that are tracking Leadership in Energy and Environment (LEED) Silver or better ¹	100%	90%	90%	90%	90%	90%
Percent of eligible active construction projects that are tracking higher than LEED Gold or Platinum	5%	5%	6%	5%	5%	5%
Percent of SRC credits achieved above DDOE requirements	Not Available	Not Available	Not Available	Not Available	25%	25%
Percent of eligible active education construction projects that are tracking LEED Silver [Sustainable DC Plan: BE 3.5]	Not Available ²	5%	6%	5%	5%	5%
Percent of eligible active education construction projects that are tracking LEED Gold or Platinum [Sustainable D.C. Plan: BE 3.5]	100%	25%	22%	25%	25%	25%
Number of public schools with modernization/new construction projects started	21	31	26	31	21	19
Percent of public schools modernized or newly constructed	18%	26%	23%	26%	18%	16%

(Continued on next page)

KEY PERFORMANCE INDICATORS (continued)

Capital Construction Services Division

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of recreation construction projects on schedule	94%	90%	74%	90%	90%	90%
Percent of recreation construction projects on budget	100%	90%	93%	90%	90%	90%
Percent of eligible active recreation construction projects that are tracking LEED Silver or better	Not Available ³	5%	6%	5%	5%	5%
Percent of eligible active recreation construction projects that are tracking LEED Gold or Platinum	Not Available ⁴	5%	5%	5%	5%	5%

Contracting and Procurement Division

Objective 1: Monitor placement of required documentation in contract files.

Objective 2: Provide quality trainings that result in increased procurement knowledge and more efficient procurement processing.

Objective 3: Ensure transparency and accountability throughout the procurement process.

Objective 4: Support D.C. Hiring programs through incentive programs and increased compliance monitoring on existing and upcoming contracts.

Objective 5: Minimize procurement costs and processing times for routine services.

Objective 6: Increase participation of Certified Business Enterprises (CBE) through increased compliance on existing and upcoming contracts.

KEY PERFORMANCE INDICATORS

Contracting and Procurement Division

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Average processing time for a Request for Proposal (RFP) \$1 million (in days)	64	75	111	75	75	75
Average processing time for a RFP more than \$1 million (in days)	61	105	96	105	105	105
Average processing time for small purchases under \$10,000 (Business days)	6	5	5	5	5	5
Average processing time for small purchases from \$10,001 - \$100,000 (Business days)	9	10	7	10	10	10
Percent of District residents hours worked on construction projects	43%	35%	40%	35%	35%	35%
Percent of District residents hours worked on non-construction projects	46%	35%	44%	35%	35%	35%
Percent of dollars awarded to Community Small Business Enterprise (CSBE) ⁵ firms (Capital)	55%	50%	67%	50%	50%	50%
Percent of CSBE awards (Operating)	82%	50%	72%	50%	50%	50%
Total dollar of operating contracts available for CSBE award	\$21M	\$25M	\$20M	\$25M	\$25M	\$25M
Total dollar of capital contracts available for CSBE award	\$107M	\$100M	\$134M	\$100M	\$100M	\$100M

Facility Management Division⁶

Objective 1: Provide a clean, safe, and operational work environment for District agencies through effective and efficient facility management and maintenance.

KEY PERFORMANCE INDICATORS

Facility Management Division

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Emergency maintenance requests responded to within 2 hours	89	350	729	450	450	450
Percent of outdoor swimming pools operational by opening day	100%	100%	100%	100%	100%	100%
Percent of facilities with boilers operational and certified by Department of Consumer and Regulatory Affairs (DCRA) by September 30th	60%	100%	Not Available	90%	90%	90%
Average cost of consolidated maintenance for modernized building ⁷	Not Available	Not Available	Not Available	Not Available	\$1,076	TBD
Average cost of maintenance for non-consolidated maintenance modernized building ⁸	Not Available	Not Available	Not Available	Not Available	\$224	TBD

Portfolio Management Division¹⁴

Objective 1: Facilitate the development of government centers and other municipal facilities on District-owned property.

Objective 2: Promote LEED Certification and Renewable Energy in the District's leasing program.

Objective 3: Generate revenue by leasing underutilized space and save taxpayer dollars by avoiding holdover costs.

Objective 4: Identify and help to facilitate the development of affordable housing units (Age-Friendly DC Goal: Domain # 3).

Objective 5: Dispose of vacant schools in the DGS portfolio.

KEY PERFORMANCE INDICATORS

Portfolio Management Division

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Total dollar amount paid for leased space	\$131,526,729	\$135,671,788	\$131,821,060	\$139,741,942	\$143,934,200	\$148,255,225
Percent of rent due actually collected	96%	96%	102%	96%	96%	96%
Total revenue generated from District-owned assets	\$13,729,028	\$14,140,898	\$15,799,511	\$14,565,125	\$15,002,079	\$15,542,141
Percent of office space leased versus owned	45%	45%	49%	45%	45%	45%
Vacancy rate of leased space ¹⁰	2%	2%	1.1%	2%	2%	2%
District actual rent as a percent of market ¹¹	92%	93 %	91 %	93%	94%	95%

Protective Services Division (PSD)

Objective 1: Provide a safe and secure work environment managed by highly-trained and professional security personnel.

KEY PERFORMANCE INDICATORS

Protective Services Division (PSD)

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Number of building assessments conducted ¹²	Not Available	48	58	48	48	48
Number of Access Control Guard Post Inspections (compliance check) ¹³	Not Available ¹⁴	72	169	72	84	96
Number of Screening Posts Inspection (e.g. X-ray and magnetometer) ¹⁵	Not Available	80	101	80	80	80
Percent of eligible officers receiving training and re-training as scheduled ¹⁶	Not Available	90%	94%	90%	90%	90%
Percent of working alarms and Closed-Circuit Television (CCTV) cameras ¹⁷	Not Available	90%	100%	90%	90%	90%
Total dollar value of liquidated damages ¹⁸	Not Available	\$50,000	\$15,642	\$50,000	\$25,000	\$10,000
Average cost per contracted guard ¹⁹	Not Available	Not Available	Not Available	Not Available	\$36.05/hr ²⁶	TBD
Average cost per PSD officer ²⁰	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Sustainability and Energy Division²¹

Objective 1: Limit portfolio resource consumption and environmental impacts.

Objective 2: Provide cost savings to District agencies and departments.

Objective 3: Increase digital control and system knowledge of building portfolio.

KEY PERFORMANCE INDICATORS

Sustainability and Energy Division

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Lower Portfolio Energy Intensity (kbtu/sf)	8%	7%	-22%	5%	5%	5%
Increase portfolio energy storage systems ^{22,23}	Not Available	Not Available	Not Available	250kw	250kw	250kw
Increase portfolio renewable kWh	526,124	1,500,000	641,491	2,500,000	100,000,000	150,000,000
Decrease portfolio waste	84%	56%	32%	10%	10%	10%
Reduce greenhouse gas emissions (by tons) ²⁴	Not Available	Not Available	Not Available	5%	5%	5%
Average electrical usage per square foot in District-owned modernized buildings ²⁵	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Average electrical usage per square foot in District-owned non-modernized buildings ²⁶	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Office of the Director

Objective 1: Provide oversight, support and program evaluation of DGS divisions to drive agencywide performance improvement.

Objective 2: Provide quality customer service for all agency stakeholders.

KEY PERFORMANCE INDICATORS

Office of the Director

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of DGS Employees trained in Customer Service Standards ²⁷	Not Available	60%	54%	80%	90%	90%
Percent of customer service complaints and inquiries resolved within 30 days ²⁸	Not Available	95%	83%	95%	95%	95%

Performance Plan Endnotes:

- ¹LEED Silver, Gold, and Platinum projects meet the industry standards established by the U.S. Green Building Council.
- ²N/A refers to data not captured during benchmark period.
- ³Ibid.
- ⁴Ibid.
- ⁵Certified Business Enterprise changed to Certified Small Business Enterprise.
- ⁶This Division corresponds to (3000) Facility Operations on DGS's FY 2014 Proposed Operating Budget and FTEs, by Division and Activity (Table AM0-4) in the FY 2014 Proposed Operating Budget and Financial Plan.
- ⁷This FY 2016 baseline measure will no longer be tracked in FY 2016. The agency removed the measure to ensure that they can verify how they will track the measure in the future.
- ⁸Ibid.
- ⁹This Division corresponds to (2000) Asset Management on DGS's FY 2014 Proposed Operating Budget and FTEs, by Division and Activity (Table AM0-4) in the FY 2014 Proposed Operating Budget and Financial Plan. This Division also manages the leases budgeted under (8000) Rent: In Lease of (Table AM0-4).
- ¹⁰Although not an industry standard, per se, the industry uses five percent in cases of underwriting. This measure is based on the District's specific usage and not the industry. With typical turnover, DGS should not have more than 60,000 square feet of vacant space.
- ¹¹DGS updated the way this Key Performance Indicator (KPI) is reported in FY 2014.
- ¹²Risk assessments will be conducted at least every five years for level I and II facilities and at least every three years for level III, IV, and V facilities as per the current federal guidelines and best practices.
- ¹³New KPI that will be used as a benchmark during FY 2014
- ¹⁴N/A refers to data not captured during benchmark period.
- ¹⁵Ibid.
- ¹⁶Ibid.
- ¹⁷Ibid.
- ¹⁸Ibid.
- ¹⁹This cost driver is a new KPI in FY 2016. Future projections will be provided after the initial baseline year.
- ²⁰This FY 2016 baseline measure will no longer be tracked in FY 2016. The agency removed the measure to ensure that they can verify how they will track the measure in the future.
- ²¹This Division's FTEs and resources are budgeted under (1095) Energy Management in DGS's FY 2014 Proposed Operating Budget and FTEs, by Division and Activity (Table AM0-4) in the FY 2014 Proposed Operating Budget and Financial Plan. This Division also manages the commodities under (7000) Energy- Centrally Managed.
- ²²Ibid.
- ²³Exploring feasibility of expansion and will change upon analysis. This KPI relies heavily upon assistance of DDOT - DPW
- ²⁴New KPI for FY 2016.
- ²⁵This FY 2016 baseline measure will no longer be tracked in FY 2016. The agency removed the measure to ensure that they can verify how they will track the measure in the future.
- ²⁶Ibid.
- ²⁷New KPI as of 10/1/13 with FY 2014 being a benchmark period.
- ²⁸Ibid.