



# FISCAL YEAR 2010 ANNUAL REPORT



**GEORGIA BUILDING AUTHORITY**

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*Proposed South Parking Deck on the site of the old GDOT building*

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## AUTHORITY MEMBERS

### **GOVERNOR SONNY PERDUE**

Chairman

### **GREG GRIFFIN**

State Accounting Officer

Vice-Chairman

### **BRIAN P. KEMP**

Secretary of State

Board Secretary

### **W. DANIEL EBERSOLE**

Director, Office of Treasury and Fiscal Services

Board Member

### **MICHAEL J. MANDL**

Citizen Member appointed by Governor

### **DAVID E. HOMRICH**

Citizen Member appointed by Speaker of the House

### **DR. GEORGE SNELLING, III**

Citizen Member appointed by Lieutenant Governor

### **STEVE STANCIL**

State Property Officer

### **STEVE FANCI**

Deputy Executive Director

## INTRODUCTION

The Georgia Building Authority (GBA) is responsible for all maintenance and services associated with the management of buildings and various facilities located in the Capitol Hill Complex, including the Georgia State Capitol building and the Governor's Mansion in northeast Atlanta.

GBA provides maintenance, renovations, house-keeping, landscaping, food service, event scheduling, recycling, parking, and building access services for all GBA-managed facilities. GBA believes its mission is not simply to provide building maintenance services, but also to improve the work environment for employees as well as the overall experience for visitors to Capitol

Hill. GBA takes pride in minimizing interruptions in the day-to-day state activities and uses a number of web-based tools to ensure that agencies are informed of upcoming events and maintenance schedules. Additionally, GBA provides updated information on the GBA website at [www.gba.ga.gov](http://www.gba.ga.gov).

## VISION, MISSION & VALUES



*2 Peachtree Tower*

### VISION

Setting the standard of excellence for facility management in government.

### MISSION

To provide a clean, comfortable, and safe environment on Capitol Hill.

### VALUES

We believe in . . .

- Excellence
- Integrity
- Respect

We will . . .

- Serve with competence, efficiency, and pride.
- Uphold our customers' trust.
- Demonstrate fairness, courtesy, and understanding.



## YEAR-IN-REVIEW

The Georgia Building Authority is committed to providing the highest quality facility management services for state agencies, state employees and the citizens of Georgia. The Authority is guided by its two strategic goals of providing excellent customer service and improving operational efficiencies for the benefit of Capitol Hill employees and visitors.



*Demolition of the old Department of Transportation building*

### DOT DEMOLITION

One of the core missions of GBA is to maximize the useful life of buildings to support efficient operations of state government on Capitol Hill. As part of the Capitol Hill Master Plan, it was determined that it was not cost effective to operate or renovate the vacant 50-year-old Georgia Department of Transportation Building.

*The new parking deck is expected to begin in FY 2012.*

During FY2010, GBA completed the first two phases of the master plan for this site which included the construction of a new utility tunnel and the relocation of utilities from the basement level of the DOT Building without any interruption of services to the south side of Capitol Hill. GBA also completed the demolition of the main DOT building and preserved the original historic structure which will be integrated into the design of a new multi-level parking structure. The design and construction of the new parking deck is expected to begin in FY2012 pending funding.

### CAPITAL IMPROVEMENTS

In FY2010, several major maintenance projects were completed in GBA owned and managed facilities. Significant projects include the installation of a new roof on the Coverdell Legislative Office Building; the upgrade of the fire alarm system at 1200 Tradeport to meet current state fire codes; and several repairs to the 2 Peachtree office Building. Completed projects at 2 Peachtree include the replacement of the original revolving doors, which date back to 1965, and repairs to the curtain wall which was damaged by a tornado in March of 2008.

### 90 CENTRAL

The GBA parking facility at 90 Central Avenue was built more than 40 years ago and has both monthly and daily customers. A structural evaluation of the seven story parking deck conducted in FY2009 noted structural defects including significant water intrusion and various size cracks in the walls, columns, and girders. Approximately \$2.5 million from general obligation bonds has been designated for this project. The design for repairs was completed in FY2010 and the project will be completed in FY2011.

**GSTAT**

GBA was selected winner of the 2010 Innovations Award by the National Association of State Facilities Administrators (NASFA). GBA was selected for developing a system called GSTAT, which centralizes management data and provides current, useful operational and strategic information to all levels of management. By concentrating on uniform metrics, GBA remains focused on addressing customer issues and work requests in a timely fashion and monitoring



trends to address potential problems before they develop or escalate. The prestigious NASFA Innovations Award was established in 1993 and recognizes outstanding achievement by a state facility organization in establishing an innovative new program or improving an existing program.

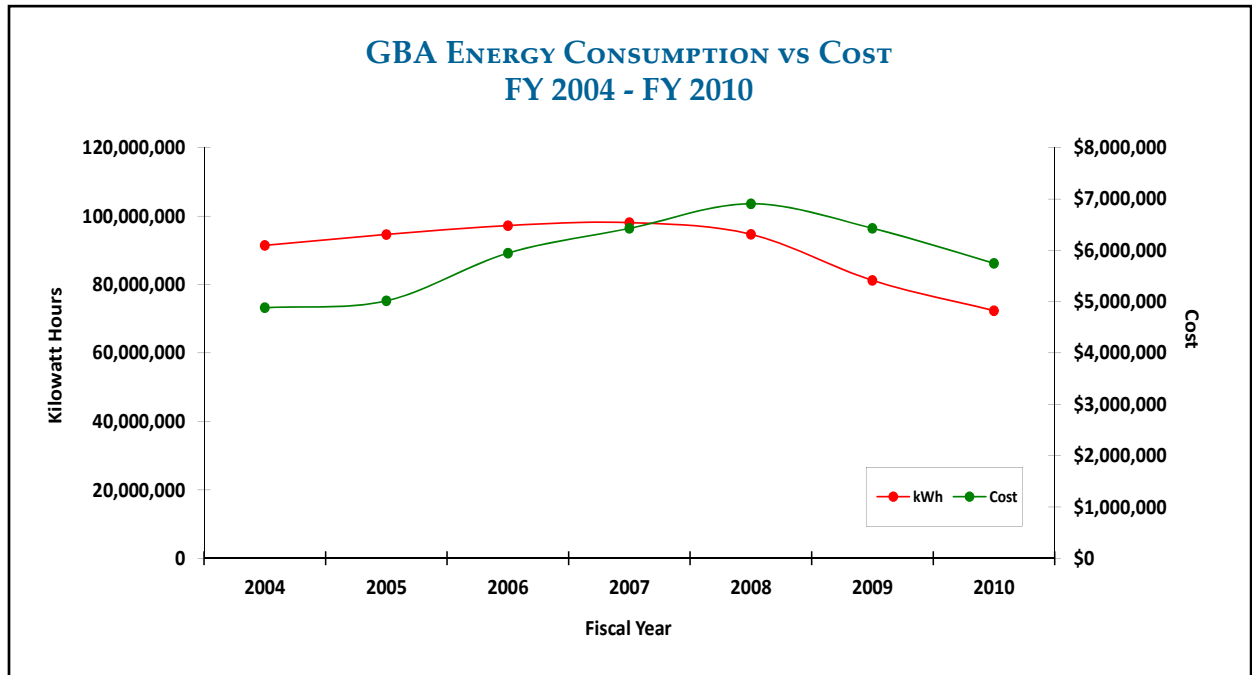
**ENERGY CONSERVATION**

During the past two years, GBA implemented several energy conservation measures that reduced energy consumption across the Capitol Hill Complex. The \$5.4 million investment was funded through General Obligation Bonds dedicated to completing energy conservation measures identified in a technical energy audit in FY2007.

GBA retrofitted, replaced or modified approximately 42,600 lighting fixtures with energy efficient components and motion sensors. The project included initiatives that reduced energy consumption at the Central Energy Plant with the installation of new HVAC controls and air distribution units. These energy conservation initiatives aided GBA in meeting the Governor's Energy Challenge by reducing energy use at least 15 percent by 2020.

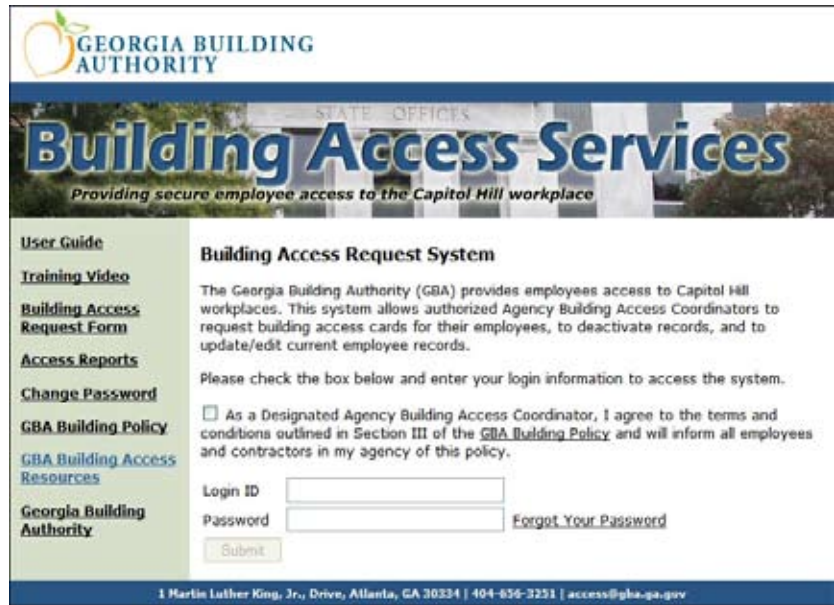
In FY2010, GBA was awarded \$4.4 million in stimulus funding through the American Recovery and Reinvestment Act. The funding is for four Energy Conservation Measures (ECMs):

- Complete chiller plant demand flow optimization in the Central Energy Plant;
- Replace two pumps and a domestic hot water heater at 2 Peachtree;
- Replace light fixtures in GBA parking decks and garages with LED fixtures; and,
- Replace can light fixtures in GBA buildings with LED fixtures.



## ACCESS CARD SYSTEM

GBA manages and maintains the system that controls employee access to all Capitol Hill facilities. During FY 2010 GBA developed an online feature to allow Agency Building Access Coordinators to electronically manage their accounts including requesting access cards for new employees, deactivating records, and updating or editing current employee records. The new system has eliminated paperwork, improved data accuracy, reduced customer lines, and provided agencies with online reporting capabilities to manage their access card inventory and monitor utilization.



*The historic Governor's Mansion in Buckhead*

## PARKING IMPROVEMENTS

In FY2010, GBA implemented several strategic initiatives designed to optimize space inventory management, strengthen operations and internal controls and improve customer service by promoting the use of technology. A new web-based parking system has provided GBA with enhanced account management, improved billing accuracy, online credit card payment options, and current customer contact information, as well as an online waitlist for monthly parking customers. GBA also implemented new permits utilizing both hang tag and automated vehicle identification (AVI) technology along with the installation of new high speed roll up doors to improve inventory management, maximize the availability of parking spaces, and improve safety and convenience for parking customers.

## GOVERNOR'S MANSION

The Georgia Building Authority is responsible for the operation and maintenance of the Governor's Mansion and is committed to preserving and improving this historical structure. In FY2010, GBA upgraded the 40-year-old elevator to comply with new safety codes and installed a new audio visual system in the 3,652-square-foot ballroom. GBA also repaired and painted the exterior of the mansion which had been subject to years of moisture penetration and sun damage. The project included wood repairs, four coats of primer, and two coats of paint to 30 25-foot columns, 86 shutters, and over 50 windows and doors.



## CAPITOL EVENTS

The State Capitol is one of Georgia's most recognized landmarks and played host to over 300 events in FY2010.

These events included campaign announcements, legislative rallies, prayer gatherings, informational displays and the performance of school bands and choruses. Other events on Capitol Hill included the Atlanta Food Bank's Hunger Walk, the Governor's Office of Highway Safety's "Scooter Commuter Day" and the State Capitol Christmas tree lighting ceremony.

One particularly patriotic display in the Capitol Rotunda was the "Lost Hero's Art Quilt," created as a tribute to our fallen soldiers in the Iraq and Afghanistan conflicts.

In addition to maintaining the facilities on Capitol Hill and hosting public events for state employees and visitors, GBA also helps promote tourism and film productions in Atlanta.

Last year, the State Capitol, Steve Polk Plaza, Pullman Yards, Archives Building and 1050 Murphy Avenue were used as film location sites by a broad spectrum of entertainment outlets including a television series called "Past Life," a Ford automobile commercial, the motion pictures "The Lottery Ticket" and "Big Mommas: Like Father, Like Son" and MTV's production of "Stomp the Yard 2."



*2009 Capitol Tree Lighting Ceremony*

*The Georgia Building Authority helps promote tourism and film productions in Atlanta.*



*Film crews utilized several state-owned sites as movie sets*



## CUSTOMER SERVICE

Exceeding customer expectations remains a top priority for the Georgia Building Authority. In Fiscal Year 2010, GBA proudly launched an employee awareness campaign by distributing “How’s My Service” cards, encouraging feedback from Capitol Hill employees.

GBA uses a web-based customer feedback tool and a team of GBA employees trained to identify areas of improvement and customer service initiatives. During FY2010, several important projects were initiated from direct customer feedback including installing color-coded wayfinding and directional signage at the Judicial/TW/Health underground parking complex, strategically locating portable hand sanitizer dispensers during flu season, replacing non-functioning water coolers and assisting the Department of Labor to expand the vending areas at the Agriculture Building and 2 Peachtree.

During FY2010, more than 18,000 work orders were received by GBA from Capitol Hill customers. The work orders cover a variety of areas including housekeeping requests, light bulb replacements, maintenance issues and temperature adjustment requests.

Employees were recognized for excellent customer service on GBA’s website and 10 employees received the Governor’s Exceptional Customer Service Award. GBA remained focused on providing customer service that is

*Ten GBA employees received the Governor’s Exceptional Customer Service Award.*

faster, friendlier and easier. Engaging employees in the philosophy of customer service and the spirit of teamwork continue to be the key to success at GBA.

Several special projects and events were designed to build team spirit, including a clothing drive, a toy drive and participation

in the American Cancer Society’s Breast Cancer Walk. Additionally, the agency recognized all GBA employees at a special Employee Appreciation Day.

In FY2011, GBA Customer Service Initiatives include 100 percent participation in ADA Customer Service training: Respectful Interaction and Excellent Customer Service for Georgians with Disabilities. Employees will have volunteer opportunities with Habitat for Humanity and the agency will again sponsor a clothing drive.

GBA’s customer- focused goals will enable Georgia to be recognized as the best managed state; Georgia will have the best customer service of any state in the nation; and, Georgia state government will be known as a great place to work.

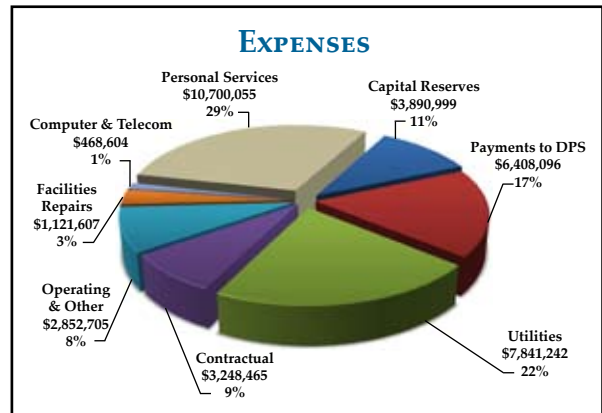
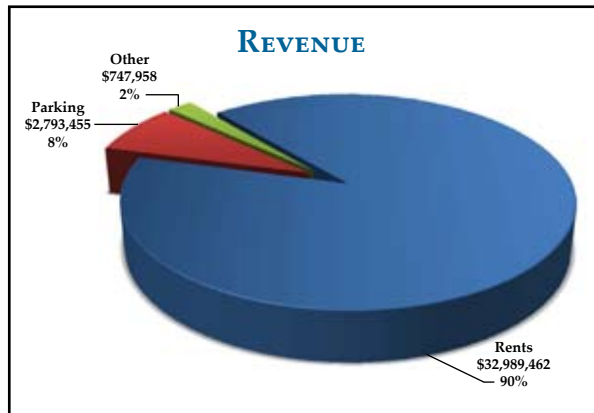
### CUSTOMER SERVICE SURVEY

<b>Customer satisfaction with the level of service</b>	<b>2010</b>
<b>MAINTENANCE STAFF</b>	94%
<b>PARKING SERVICE STAFF</b>	82%
<b>CAFETERIA STAFF</b>	78%
<b>Average ranking of General Performance</b>	<b>2010</b>
<b>TREATING CUSTOMERS IN A FRIENDLY WAY</b>	92%
<b>BEING ACCESSIBLE</b>	89%
<b>RESPONDING TO INQUIRIES IN A PROMPT AND RESPONSIVE MANNER</b>	88%
<b>BEING KNOWLEDGEABLE AND INFORMED ABOUT CUSTOMER ISSUES</b>	89%

# FINANCIAL REPORT

In FY 2010, GBA's total operating fund was over \$36 million.

Rents accounted for 90 percent of the revenue, or \$32.9 million. Other revenue generators were Parking, 8 percent, and Other, 2 percent. The Authority maintained over 6.8 million square feet of rentable space. The rates charged for tenant agencies in Fiscal Year 2010 were \$12.43 for standard space, \$14.23 for premier space and \$3.88 for storage space.



## BOMA - EXPERIENCE EXCHANGE REPORT

In Fiscal Year 2010 GBA again achieved its goal of maintaining expenses at or below industry standards. The Building Owners and Managers Association (BOMA) Experience and Exchange Report has provided the most detailed and reliable source of benchmarking data for the office building industry for over 80 years. In FY 2010, the GBA cost per rentable square foot was \$.48 below the BOMA U.S. Government Sector average and \$.53 below the BOMA U.S. Private Sector average.

EXPENSE	GBA 2010 AVERAGE	BOMA GOVERNMENT SECTOR	BOMA PRIVATE SECTOR
Cleaning	0.66	1.80	1.41
Repair/Maintenance/Parking	2.43	2.47	2.34
Utilities	2.01	2.50	2.38
Roads/Grounds	0.29	0.14	0.21
Security (DPS Only)	1.64	0.59	0.68
Administrative	1.03	1.01	1.40
Fixed Expense (Insurance)	0.30	0.33	0.47
<b>Overall Cost of Operations</b>	<b>\$ 8.36</b>	<b>\$ 8.84</b>	<b>\$8.89</b>

## STRATEGIC INITIATIVES

The Georgia Building Authority is committed to promoting excellence in public service by providing a positive work environment for the 12,000 state workers on Capitol Hill as well as ensuring that GBA staff provides excellent customer service for state personnel and visitors to GBA facilities. The Authority has identified key initiatives to ensure it continues to set the standard of excellence in facility management and customer service.



*Photographic rendering of Capitol Hill's future*

### CAPITOL HILL MASTER PLAN

One of the core missions of GBA is to maximize the useful life of buildings to support efficient operations of state government on Capitol Hill. The comprehensive Capitol Hill Master Plan, including a Portfolio Plan, identifies the needs and conceptualizes how Capitol Hill will progress over the course of the next half century.

The Portfolio Plan provides a roadmap for disposing of our non-core assets, retaining and reinvesting in core assets, reducing maintenance and operational costs and improving energy efficiency. The plan calls for the disposition of four non-core assets – only the Archives is on Capitol Hill. The plan also has specific recommendations for long-term investments for the remaining properties.

### MASTER PLAN PROJECTS SUMMARY

Major projects identified in this plan included the complete renovation of the Trinity Washington and Health buildings, completed in 2006 and 2008 respectively. Roof repairs on seven of our buildings were completed last year, along with the demolition of most of the GDOT Building. This year, the plan calls for \$2.5 million in repairs for the 90 Central Parking Deck and completion of structural façade repairs on the Coverdell building and the Judicial complex.

Looking forward, the plan calls for construction of South Parking Deck on the site of the old GDOT building; demolition of the Archives Building; programming and design for a new/renovated Judicial Complex; programming, design and construction of a State History



Museum in the old World of Coke; the closing of Mitchell Street; and, design/renovation of the Agriculture Building.

Beyond FY2015, the plan calls for a significant transformation immediately around the Capitol, including realignment of Capitol Avenue with Jesse Hill Jr. Drive, demolishing the #1 Parking Deck and constructing an underground deck and Capitol Annex and renovations at the Capitol.

GBA will request funding for FY2012 to construct the South Parking Deck. To ensure safe and secure parking for the state's employees, this deck should be constructed prior to the demolition of the Archives building. The proposed deck, costing an estimated \$35 million, will have 1,325 spaces, including designated legislative and Capitol parking. Additionally, the 500+ employees currently parking at Archives will be relocated to the new deck.

Next on the priority list is to develop a programming and design plan for the Judicial Building. The courts have outgrown this current space and the building, constructed in 1954, needs to be completely renovated or replaced. The FY2010 budget included \$2.7 million in general obligation bonds to begin the planning and programming of the project. The Governor approved \$500,000 for the fall 2010 bond sale and the study has begun. Consultant recommendations are expected summer of 2011.

In the 2011 state budget, \$3 million dollars was assigned for the demolition of the Archives Building. GBA's previous budget numbers for the demolition was \$7.5 million.



Prior to the demolition of the building there will need to be a study completed for the abatement of the hazardous building materials. GBA/GSFIC has hired an environmental consultant to identify all of the areas and materials that would need remedial action to abate the building. An architectural firm will design the demolition documents.

*The proposed South Parking Deck, costing an estimated \$35 million, will have 1,325 spaces.*

## SAFETY AND SECURITY ENHANCEMENTS

In FY2011, GBA will work with the Department of Public Safety – Capitol Police Division - to replace the current Capitol Hill emergency call box system, which was installed in 1979. The new system will use the latest technology and graphically display each activated alarm and also provide bi-directional voice communication. Other enhancements will include full internet connectivity, call management and monitoring software, self-testing, diagnostics, and reporting capabilities to determine the status of all Emergency Call Units. The project is scheduled to be completed by the end of the second quarter of FY2011.

Additionally, GBA will upgrade 50 access control units, which manage over 800 access points on Capitol Hill, to provide virtually instantaneous updating capability and will develop plans to enhance security in the state office towers at the Floyd Building and around Steve Polk Plaza.

## UTILITY DATABASE

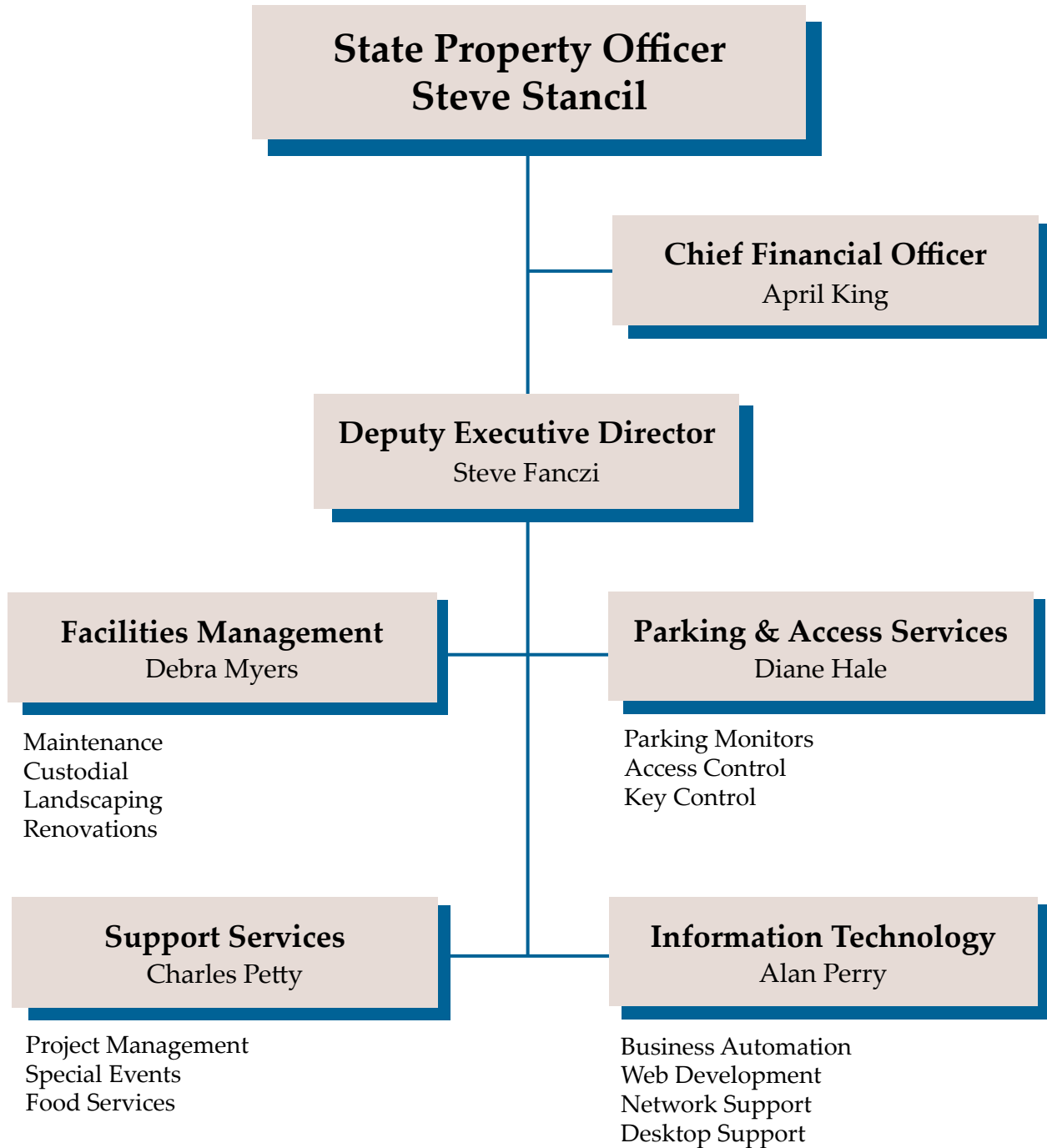
In FY2011, the Georgia Building Authority will develop a database to track utility consumption and costs by facility including electricity, gas, and water. The system will provide useful operational data as well as assist in measuring the impact or outcome of previously implemented energy conservation initiatives.

## FAÇADE AND ROOF REPAIRS

GBA will complete a major renovation project repairing the facades on the Judicial, 244/254 Washington and Coverdell Legislative Office Buildings during FY2011. An assessment of these buildings revealed multiple issues at each building including failed sealant, failed window caulking, and surface corrosion on the steel shelf support. The combination of these issues contributed to water infiltration to the interior of the buildings leading to interior plaster spalling, ceiling leaks, and exterior façade support issues including façade failure. This project was funded through General Obligation Bonds.

The roof at 2 Peachtree will be replaced during FY2011. The project consists of the installation of insulation and a new modified bitumen roof as well as the restoration of steel framing supports for the cooling towers and the waterproofing of equipment well walls. The scope of work includes new equipment supports and cable tray racks, concrete restoration, a lightning protection system and the installation of a new handrail system installed around the perimeter of the cooling towers.

# ORGANIZATIONAL CHART



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SEPTEMBER 2010