



# FISCAL YEAR 2011 ANNUAL REPORT



**GEORGIA BUILDING AUTHORITY**



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*Governor Nathan Deal on Inauguration Day 2011*

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## AUTHORITY MEMBERS

**GOVERNOR NATHAN DEAL**

Chairman

**GREG GRIFFIN**

State Accounting Officer

Vice-Chairman

**BRIAN P. KEMP**

Secretary of State

Board Secretary

**TOMMY HILLS**

State Treasurer

Board Member

**MICHAEL J. MANDL**

Citizen Member appointed by Governor

**MIKE NIXON**

Citizen Member appointed by Speaker of the House

**DR. GEORGE SNELLING, III**

Citizen Member appointed by Lieutenant Governor

**STEVE STANCIL**

State Property Officer

**STEVE FANZI**

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.

GBA provides maintenance, renovations, house-keeping, landscaping, food service, event scheduling, recycling, parking, and building access services for all its facilities. The Authority’s mission is not simply to provide building maintenance services, but also to enhance 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



2011 NPI Procurement Award

### 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 dedicated 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: providing excellent customer service and improving operational efficiencies for the benefit of Capitol Hill employees and visitors.



*Renovation of the 90 Central Avenue Parking Deck*

GBA's Capitol Hill Master Plan serves as a guide to managing the State facilities in downtown Atlanta and attempts to maximize the useful life of buildings to support efficient operations of State government on Capitol Hill. The comprehensive plan identifies future space needs and conceptualizes how Capitol Hill will progress over the course of the next half century.

Major projects identified in the plan that have been completed include the renovation of the Trinity Washington Building and the Health Building, completed in 2006 and 2008 respectively. Demolition of the old DOT Building was completed in 2010 as well as a number of other projects.

### 90 CENTRAL

The GBA parking facility at 90 Central Avenue was built more than 40 years ago. A structural evaluation of the seven-story, 700-space parking deck conducted in FY2009 confirmed structural defects, including significant water intrusion and cracks in the walls, columns and girders. Approximately \$2.5 million from the

Authority's capital outlay fund has been designated for repair of 90 Central. The design was completed in FY2010 and work began in FY2011. The scope of the project includes waterproofing the exterior walls, repairs of spalling concrete, replacement of the roof on the stairs and elevator shaft portion of the building, removal of an out-dated helipad and replacement of the deck barrier structure. The work is expected to be completed in the 2nd quarter of FY2012.

*\$2.5 million has been designated for 90 Central Avenue parking renovations.*

The lot, which previously provided monthly parking to State employees and daily parking for visitors, is now reserved for State employees. Three hundred additional requests for monthly parking were fulfilled when the lot became dedicated as employee only parking.

## 2 PEACHTREE

GBA's facilities staff managed a re-roofing project for 2 Peachtree in FY2011. Built as a bank in 1965, the building was purchased by the State of Georgia in 1992 and primarily houses the Department of Community Health, the Department of Human Services and the Department of Behavioral Health and Developmental Disabilities.

The re-roofing project on the 45-story building included installation of insulation and a modified bitumen roof, as well as the restoration of the framing supports for the cooling towers and the waterproofing of equipment well walls. New equipment supports and cable tray racks, concrete restoration, a lighting protection system and the installation of a new handrail system around the perimeter of the cooling towers completed the project. The project cost was approximately \$800,000 and was paid for with both General Obligation Bonds and GBA capital funds.

The devastating tornado in March 2008, which caused millions of dollars of damage in downtown Atlanta, skirted the 2 Peachtree building and damaged its façade. After repairing three floors on the southwest corner of the building, it was determined that additional repairs were needed on the 46-year-old building. In FY2009, GBA received \$1.5 million in General Obliga-

tion Bonds to complete the project. The repairs involve remediation of the curtain wall to the building structure and will be completed in early FY2012.

GBA also installed new ADA accessible doors at the building and a security fence at the Broad Street entrance.

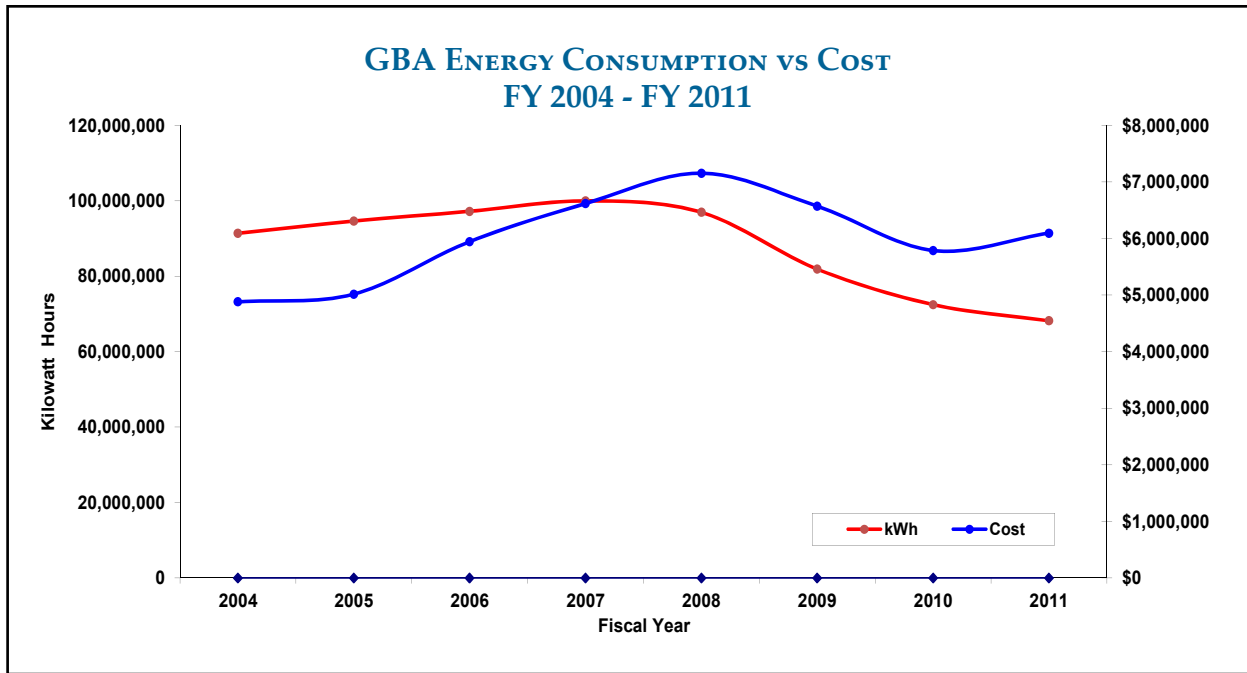
## CAPITOL HILL FAÇADE REPAIRS

Ensuring the historic buildings on Capitol Hill remain in good condition and meet the needs of the agencies housed in these offices is a priority of GBA. In FY2011, a year-long façade renovation project was completed on the Judicial Building, the Coverdell Legislative Office Building and the 244 and 254 Washington Street buildings. Funded with General Obligation Bonds, the \$4 million project repaired the poor condition of the exteriors of these buildings, including failed sealant, failed window caulking and surface corrosion on the steel shelf support. The combination of these issues contributed to water infiltration, which in turn led to plaster damage, ceiling leaks and failure of the façades.

Because of the nature of business conducted in many of these offices, much of the work took place after-hours and on weekends to ensure no disruption occurred to the State's Courts.



*Capitol Hill Façade Repairs*



**ENERGY CONSERVATION**

The Information Technology Division at GBA developed a database to track utility consumption and costs by facility, including electricity, gas and water. The system provides useful operational data as well as assisting in measuring the impact of previously implemented energy conservation initiatives.

The system, which is the repository for multiple years of utility data, will assist GBA in tracking and providing information for the Governor’s Energy Challenge. That challenge requires all state agencies to reduce energy consumption in facilities 15 percent by 2020. GBA met that challenge in FY2009, but will continue its work to reduce consumption and research new conservation techniques.

**SAFETY AND SECURITY**

Safety and security on Capitol Hill are top priorities for GBA and many projects are dedicated to these areas.

In FY2011, the fire alarm systems in the Judicial Building and 244 and 254 Washington Street buildings were replaced. GBA began upgrading and replacing older systems in 2002, and the completion of these three buildings ensures all Capitol Hill buildings are monitored by a centralized, state-of-the-art system. In addition to new pull stations, heat and smoke detectors and strobe lights, the system provides a public address system. The project cost \$1.17 million and was funded through the GBA Reserve Fund.

Operating 18 parking facilities with more than 7,000 spaces, GBA is dedicated to convenient and safe access to parking in the Capitol Hill area. These lots have been equipped with emergency call boxes since 1979, but the system began to show its age and in FY2011 was replaced with a new state-of-the-art system. Replacing the less-than-reliable telephone dial-up, the new blue lights provide for full internet connectivity and direct access to the Department of Public Safety. The software provides graphical mapping of any activation along with two-way voice communication. The system provides self-testing and manages its own diagnostics, including notification if one of the boxes is malfunctioning. The Department of Public Safety received 93 calls from these blue lights in FY2011.

GBA manages over 825 access points on Capitol Hill that are controlled by an electronic door and lock system. This year, GBA replaced all access controllers to ensure instantaneous reporting on access activity, as well as the ability to update or change employee or contractor access to State buildings. Previously, updates to access facilities would take 24 hours to complete.

The Steve Polk Plaza, located in front of the Historic Freight Depot on Martin Luther King Drive, is not the center of activity that it once was when the World of Coca-Cola was located there. During FY2010, the Department of Public Safety responded to nearly 150 calls of suspicious persons in the area. After consultation with DPS, a decorative fence – locked only at night – was erected around the Plaza. Capitol Police reported zero calls of suspicious persons in the months following the fence’s construction.



## GOVERNOR'S MANSION

GBA is responsible for the operation and maintenance of the Governor's Mansion, including preservation of this historic home. In FY2011, GBA coordinated with the Georgia State Patrol in upgrading the camera system with new infrared point-tilt-zoom cameras. GSP, a division of the Georgia Department of Public Safety, is responsible for the safety and security of the Governor and all family, friends and citizens visiting the mansion.

Many of those citizens visit during the holiday season for the annual Lighting of the Mansion Christmas Tree. Each year, a 25-foot native red cedar tree is donated and the tree is transported to the mansion with the assistance of the Georgia Forestry Service. This year, GBA began a new tradition by planting a 15-foot native red cedar tree in the front lawn of the mansion. Once the tree matures, it will become the living Mansion Christmas Tree and replace the harvested trees.

## INVENTORY

During FY2011, GBA initiated a complete physical inventory of the Governor's Mansion with assistance from the Heritage Preservation Program at Georgia State University. A total of 738 items were recorded, photographed and updated in GBA's inventory system. With the cataloguing and verification of assets completed, a new appraisal will be conducted in FY2012. The last appraisal was completed in 2004.

Valued at nearly \$20 million, the mansion's art pieces include a portrait of George Washington commissioned by John Hancock in 1778 and a vase of vieux Paris porcelain which contains a portrait of Benjamin Franklin (c1810).

The notable pieces of art, along with books and furnishings, can be seen during the public tours offered Tuesday, Wednesday and Thursday at 10 a.m. and during the holiday season.

*Notable pieces of art, along with books and furnishings, can be seen during the public tours.*



*The sitting room in the Georgia Governor's Mansion*

## LIGHTS, CAMERA, ACTION!

GBA facilities and locations promote tourism and film productions in Atlanta. The State Capitol, Steve Polk Plaza, Pullman Yards, the Archives Building and two state-owned warehouses on Murphy Avenue are often used by production crews filming in Atlanta. During FY2011, films and television programs filmed on GBA property include "Always and Forever," "The Change up," "Foot Loose," "The Proxy," "Partners," "Hail Mary," "Marry Me," "Odd Life – Timothy Green," "The Magic Eye," "The 3 Stooges" and "Single Ladies." From re-creating a WWII-era train station in the State Capitol for "Lost Valentine" to harrowing scenes at the Archives and Pullman Yard for "Fast and Furious 5," GBA continues working with the Department of Economic Development's efforts to bring film productions – including music videos and traditional commercials – to the State. In the past two years, more than 700 projects have been shot in Georgia, investing more than \$647 million in the State. The overall economic impact is estimated at more than \$1.15 billion.



*"Lost Valentine" filmed in the capitol*

## PARKING IMPROVEMENTS

GBA's Parking Division operates 18 parking facilities, including surface lots, decks and garages that provide monthly parking to State employees. An additional three GBA properties, dedicated to daily parking for those visiting downtown Atlanta, are managed by third parties.

Just one year after going online to allow state employees to manage their parking accounts, GBA added the option of online credit card payments for individuals, including contractors and lobbyists, who do not qualify for payroll deduction.

The online parking system also requires annual renewal by customers to ensure GBA has current contact information and vehicle make and model. The first renewal period was completed in FY2011 with 100 percent participation from parking customers.

High speed doors were installed at four parking facilities, allowing for safe and secure ingress and egress by customers. Additionally, 16 gate arms, which were older and occasionally malfunctioned, were replaced to improve customer service.

## PROCUREMENT SERVICES

The National Purchasing Institute (NPI) has awarded GBA the Achievement in Excellence in Procurement Award. GBA is one of 11 government agencies in the State of Georgia to earn the award. Nationally, only 16 state agencies were recognized for excellence in procurement.

The award is recognized as the gold standard for achievement of excellence, innovation and best practices in the profession of public procurement. GBA's procurement practices were reviewed by the NPI evaluation committee composed of purchasing professionals from throughout the United States. The committee measures innovation, professionalism, e-procurement, productivity and leadership attributes when considering an organization for the award.

Responding quickly to needs on Capitol Hill is a top priority for GBA. During FY2011, GBA awarded three Task Order contracts to specialty companies that can provide fast, reliable and efficient services to both GBA and its customers.

Procurement updated three of its policies: Surplus Property Policy, Protest Policy and P-Card Policy.

The Surplus Property Policy and Procedures was updated to streamline the administrative management and processing of surplus property. The process was simplified by reducing the lengthy forms to a single page and a short two-page policy outlining proper disposal of property.

The update to the Protest Policy was to re-establish proper administrative procedures. Responsibilities and processes were redefined for when and how a bidder or offeror may challenge the solicitation process or award.

The updated Purchasing Card Policy allows for easier user interface and compliance with the Statewide P-Card guidelines. All P-Card users received training that outlined the responsibilities when using the card.

## CUSTOMER SERVICE

Exceeding customer expectations is the top priority for the Georgia Building Authority. In Fiscal Year 2011, GBA launched a number of projects to improve the experience of State employees and visitors to Capitol Hill.

GBA uses a web-based customer feedback tool and a team of GBA employees trained to identify areas of improvement. Several important projects were initiated from direct customer feedback, including improved signage and directional information at the Capitol Parking Lot and Plaza Park Underground Parking Deck. The parking spaces at Lower Wall Street were repainted and the 90 Central parking office and parking booth were cleaned and refurbished to enhance the experience for both visitors and staff. This was completed in coordination with renovations to the parking facility. New ADA-compliant doors were installed at the GBA office, the Agricultural Building and the Coverdell Legislative Office Building. The ADA access doors at Two Peachtree were reconfigured to better serve customers.

During FY2011, more than 13,000 work orders were received by GBA from Capitol Hill customers, down from 18,000 the previous year. The work orders cover a variety of areas including housekeeping requests, light bulb replacements, maintenance issues and temperature adjustment requests.

Going “above and beyond” is part of the culture at GBA. In FY2011, seven employees were recognized by the Governor’s Office of Customer Service with special commendations. Additionally, the “GBA Transition Team” – a team of more than 50 employees – was recognized for its outstanding dedication during the transition from Governor Sonny Perdue’s administration to Governor Nathan Deal’s administration. This team was responsible for all of the space needs of the new administration, as well as providing support during the inauguration, as well as providing support during the inauguration.

This year’s inauguration was a challenge for everyone on Capitol Hill as it coincided with one of the worst snowstorms in Atlanta in recent history.

GBA is focused on providing customer service that is faster, friendlier and easier. Engaging employees in the philosophy of customer service and the spirit of teamwork continues to be the key to success at GBA. This year, employees worked on a special Thank You card to all State employees, visitors to Capitol Hill, tourists and legislators. GBA staff passed out the cards during Customer Appreciation Week and it encouraged recipients to visit the “How’s My Service” website and share great experiences and how we could improve those experiences.

Several other special projects and events designed to build team spirit included a GBA garage sale to raise money for employee activities, Toys for Tots collection and an agency-wide celebration during Employee Appreciation Week where senior staff cooked hot dogs and served up a delicious picnic lunch for the GBA team.

In FY2011, customer surveys were distributed to more than 4,000 employees who work on Capitol Hill. The annual survey focuses on facilities, maintenance, parking and food services.

*The GBA Transition Team was recognized for its outstanding dedication during the Governor’s transition.*

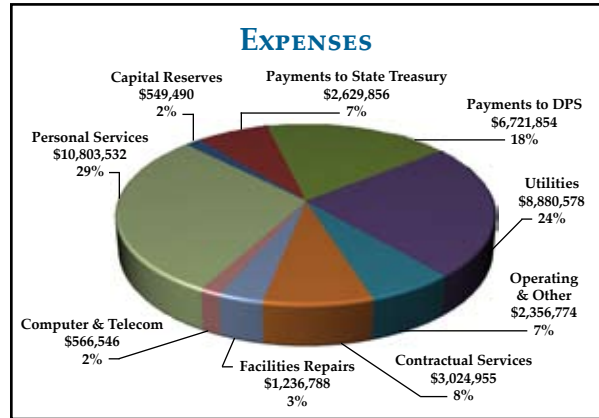
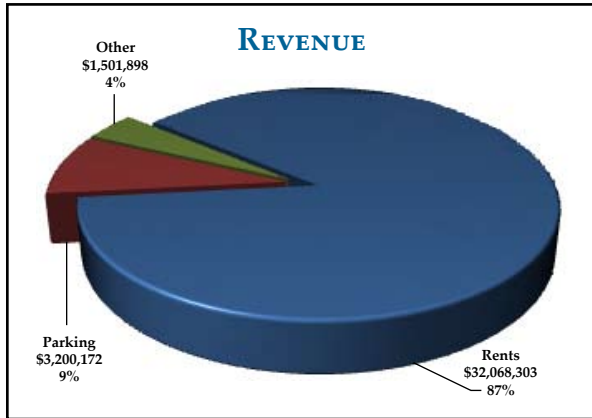
### CUSTOMER SERVICE SURVEY

	2010	2011
<b>Customer satisfaction with the level of service</b>		
MAINTENANCE STAFF	94%	98%
PARKING SERVICE STAFF	82%	88%
CAFETERIA STAFF	78%	79%
<b>Average ranking of General Performance</b>	<b>2010</b>	<b>2011</b>
TREATING CUSTOMERS IN A FRIENDLY WAY	92%	92%
BEING ACCESSIBLE	89%	93%
RESPONDING TO INQUIRIES IN A PROMPT AND RESPONSIVE MANNER	88%	90%
BEING KNOWLEDGEABLE AND INFORMED ABOUT CUSTOMER ISSUES	89%	90%

# FINANCIAL REPORT

In FY2011, GBA's total operating fund was \$36.7 million.

Rent accounted for 87 percent of the revenue, or \$32 million, and parking accounted for 9 percent of revenue. The Authority maintained over 6.8 million square feet of rentable space in FY2011 and the rates charged for tenant agencies were \$12.43 for standard space, \$14.23 for premier space and \$3.88 for storage space. These rates are below market for comparable properties in Atlanta. Rates have not increased for tenant agencies since FY2008.



## BOMA - EXPERIENCE EXCHANGE REPORT

GBA continues 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 FY2011, the GBA cost per rentable square foot was \$.38 below the BOMA U.S. Government Sector average and \$.43 below the BOMA U.S. Private Sector average.

EXPENSE	GBA 2011 AVERAGE	BOMA GOVERNMENT SECTOR	BOMA PRIVATE SECTOR
Cleaning	0.55	2.20	1.37
Repair/Maintenance/Parking	2.46	2.42	2.28
Utilities	2.28	2.44	2.34
Roads/Grounds	0.27	0.16	0.23
Security (DPS Only)	1.72	0.56	0.64
Administrative	1.08	0.95	1.79
Fixed Expense (Insurance)	0.23	0.25	0.38
<b>Overall Cost of Operations</b>	<b>\$ 8.60</b>	<b>\$ 8.98</b>	<b>\$ 9.03</b>



## STRATEGIC INITIATIVES

Like our accomplishments, our initiatives are based on the recommendations of our Comprehensive Master Plan. Many of the elements of the plan will take years to analyze, develop and complete.



*A rendering of the Capitol Hill Master Plan's proposed assembly area*

### ENERGY CONSERVATION

Dedicated to conservation and sustainability, GBA continues to identify opportunities to reduce its consumption of energy on Capitol Hill. In FY2010, GBA was awarded \$4.4 million in stimulus funding through the American Recovery and Reinvestment Act (ARRA). The funding is for four specific energy conservation measures:

- **Chiller plant demand flow optimization at the Central Energy Plant (CEP).** This includes equipment upgrades attached to the CEP cooling and heating loops and reprogramming of the CEP software to a variable flow demand system to achieve considerable savings in the operating costs of the CEP systems. This project is estimated to reduce energy costs by \$385,000 annually.
- **2 Peachtree chill water and condenser water pump replacement with new Variable Frequency Drives (VFD) pumping systems.** The replacement of these 45-year-old pumps that support the chiller plant is expected to save GBA an estimated \$78,713 annually.
- **Replacement of parking garage lighting with LED technology.** This will replace the current garage lighting systems with new LED technology that will provide a yearly savings of \$132,357 with an added savings and benefit of reduced emissions costs since these lamps are designed to burn in excess of 50,000 hours.
- **Replacement of office can light fixture lamps with LEDs.** This replaces the typical fixture lamps with low wattage and long life LED lamps. Some high usage conference rooms will also be outfitted with new technology LED ceiling fixtures. These efforts will provide a yearly energy savings of \$180,058 and reduced maintenance costs.

The scope and design for the projects were completed in FY2011 and work has begun. All four projects are expected to be completed in FY2012. Combined, these projects will save GBA more than \$775,000 annually and have a projected payback of approximately 5.5 years.

In FY2011, GBA contracted an energy services company (ESCO) to perform a physical audit of the Governor’s Mansion to identify energy conservation opportunities. The company audited the HVAC, lighting, water, building envelope and energy management controls systems. Energy conservation measures (ECMs) identified in the audit include installation of new lighting controls, application of window film, installation of rain water harvesting and irrigation control and retrofit of the original air handling units. In addition to lower energy costs, the application of UV protecting film to the windows will help protect many of the Mansion antique furnishings. The project will be completed in late FY2012.

**PARKING**

Looking ahead into FY2012, the Capitol Hill Master Plan calls for construction of the South Parking Deck on the site of the old DOT building. In FY2011, GBA completed a pre-design study to build the South Parking Deck and is optimistic the project will begin this year. The proposed deck, costing an estimated \$24 million, will have 1,200 parking spaces, including designated legislative and Capitol parking.

Construction of the deck was identified as a top priority because both the Archives Building and the Capitol Parking Deck are slated for demolition, meaning GBA would lose about 2,000 parking spaces for legislators, State employees and the public.

**SECURITY**

The demolition of the Capitol Parking Deck, located on Capitol Avenue, is two-fold. First, the deck is old and is in need of repair. Second, if the deck was demolished, it would allow GBA to establish a safe assembly place for events held at the Capitol.

Currently, rallies, protests and celebrations are held on the Washington Street side of the Capitol. In FY2011, nearly 300 events were held at the Gold Dome with an estimated attendance of 65,000. The street was closed 25 times, often during rush hour, because there is very little space for crowds to gather.

The creation of the assembly area goes hand-in-hand with another project GBA is working on with the City of Atlanta and the Department of Transportation. Following the recommendation by Homeland Security and a study conducted by the U.S. Marshal’s Office, GBA would like to close Mitchell Street (Capitol

Place) between Washington Street and Capitol Avenue. With the Capitol situated on one side and the Coverdell Legislative Office Building and the Judicial Building on the other, keeping this narrow road open leaves all three buildings vulnerable to terrorist attack. In addition to security, there is a safety factor. During the legislative session, the foot traffic between these buildings far outnumbers the vehicular traffic and GBA wants to mitigate the situation for pedestrians.

Another security measure slated for FY2012 is to improve security at the Floyd Towers. The security enhancement, a collaboration between GBA and the Department of Public Safety, will allow greater access to the public areas – Capitol Commons Café, the gift shop and banking facilities – while better controlling secured access to the offices located in each of the towers. The project includes a state-of-the-art visitor management system that will allow security personnel to scan state identification, record the information and print a temporary visitor’s badge with photo for all visitors.

**GROWTH ON THE HILL**

Recognizing the needs of the Judicial Branch of state government have changed, GBA conducted an assessment on the needs of the Supreme Court, Court of Appeals, administrative Office of the Courts and Law Department. Currently these agencies are split among four buildings on Capitol Hill. There is not sufficient space for future growth, certain security concerns cannot be addressed in the current buildings and the facilities are older and in need of major repair.

While the renovation of the Judicial Building would address the short-term need for improved space, it does not address the business and security needs or space requirements for future growth. The recommendation from a space assessment team is to build a new 174,000-square-foot judicial building on Capitol Hill.

**TECHNOLOGY UPGRADE**

In recent years, Capitol Hill has experienced power spikes and low voltage failures on equipment of 24 volts or less. GBA surveyed all blue light emergency call boxes, IP controllers, IP cameras, access door controls, duress alarms and fire alarms to determine the voltage of equipment which is subject to failure. Sixty-three locations were identified and GBA will replace existing power supplies with uninterruptible power supply units in FY2012. These new power units will use some of the latest technology to immediately notify GBA’s Information Technology Division when a power supply issue occurs.



GEORGIA BUILDING AUTHORITY  
1 MARTIN LUTHER KING, JR. DRIVE, ATLANTA, GEORGIA 30334  
404-656-3253 • FAX 404-657-0337  
[www.gba.georgia.gov](http://www.gba.georgia.gov)  
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