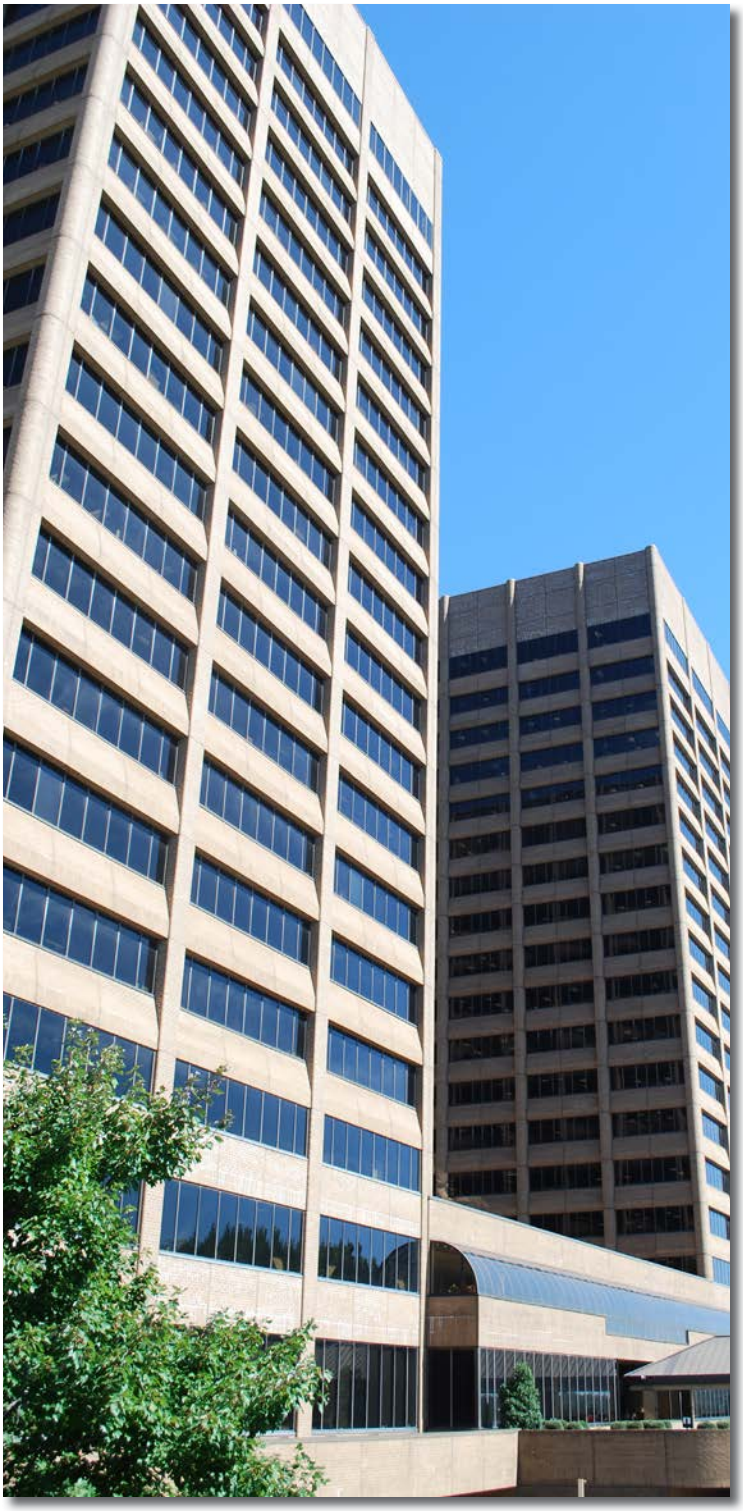
Fiscal Year 2009 Annual Report

Georgia Building Authority

Cover photograph: Georgia Governor's Mansion

Table of Contents



Authority Members 2

Vision, Mission & Values 3

Year in Review 4

Customer Service 9

Financial Report 10

Strategic Initiatives 11

Organizational Chart. 12

Authority Members

Governor Sonny Perdue
Chairman

Greg Griffin
State Accounting Officer
Vice-Chairman

Karen Handel
Secretary of State
Board Secretary

W. Daniel Ebersole
Director, Office of Treasury and Fiscal Services
Board Member

Kent Alexander
Citizen Member appointed by Governor

James B. Talley, Jr.
Citizen Member appointed by Speaker of the House

Dr. George Snelling, III
Citizen Member appointed by Lieutenant Governor

Steve Stancil
State Property Officer

Steve Fanczi
Deputy 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, housekeeping, landscaping, food service, event scheduling and catering, 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 via the new GBA website at www.gba.ga.gov.

Vision, Mission & Values

Vision

Setting the standard for facility management in government.

Mission

Promoting excellence in public service by building a positive work environment.

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

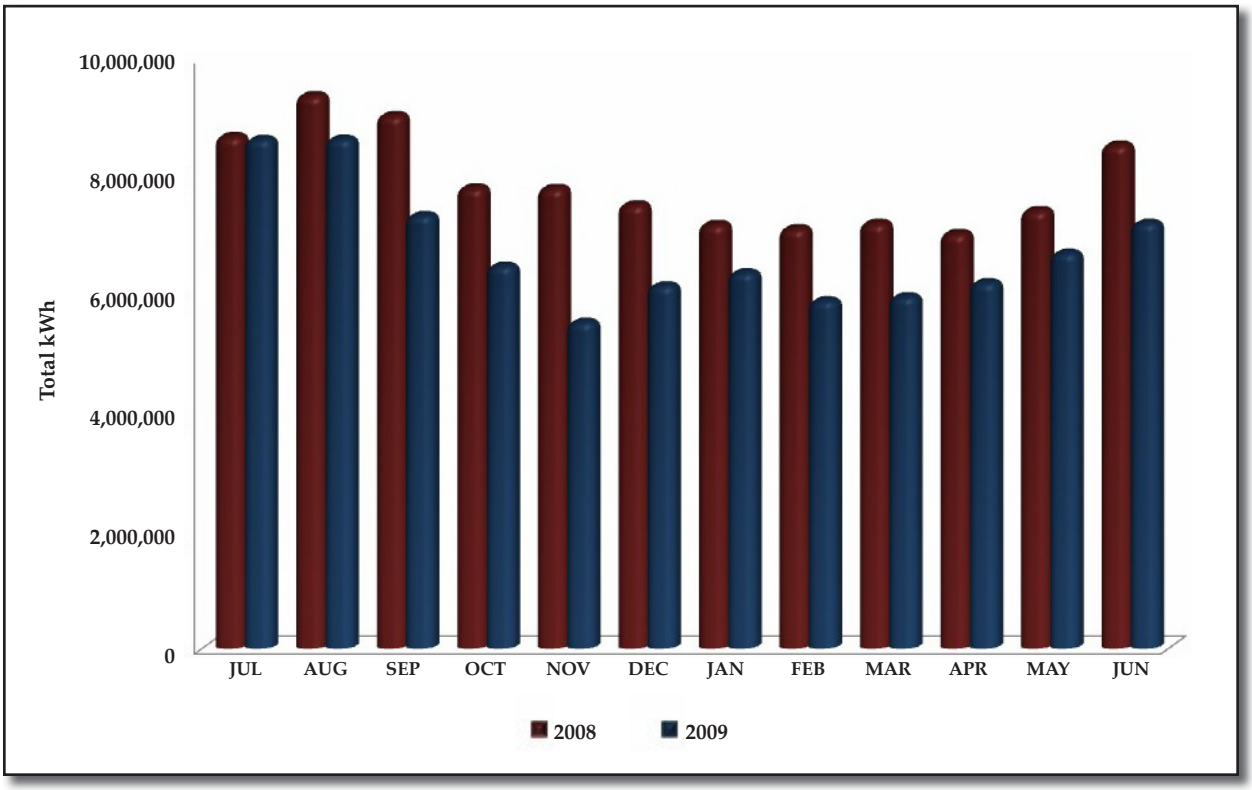
The Georgia Building Authority is committed to providing the highest quality facility management services for state agencies, state employees and the citizens of Georgia. The Authority is guided by its two strategic goals of providing excellent customer service and improving operational efficiencies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

Energy Savings Initiatives

The Georgia Building Authority launched a $5.4 million energy conservation program on Capitol Hill during FY 2009. The project, which is funded through General Obligation Bonds, is designed to reduce expenses by decreasing the energy consumption at GBA-maintained facilities. After completion of the project in FY 2010, GBA is expecting to reduce energy-related costs by nearly $1 million annually which would generate a project payback of 5.9 years. The project includes the replacement or modification of more than 42,000 lighting fixtures and the installation of occupancy sensors in offices throughout the Capitol Hill complex. The work also includes the optimization of heating and air conditioning units and the inspection and repair of 800 variable air boxes. These energy conservation measures are expected to both reduce energy consumption and enhance the comfort levels for the building occupants.

In addition to managing capital projects that will reduce energy costs, GBA led a complex-wide initiative to promote conservation and cost savings by implementing best practices and encouraging individual awareness and involvement. Employees on Capitol Hill were receptive to the cost-cutting campaign and over 200 individuals submitted energy conservation and cost-cutting "Bright Ideas" to the GBA website. GBA also reset thermostats in all facilities to the ASHRAE standard of 78 degrees during the summer and 68 degrees in the cooler months and also adjusted the timing of when the heating and air systems were turned on and off. With the support and involvement of Capitol Hill workers, energy consumption on Capitol Hill decreased over 13 million kilowatt hours, or 16 percent, from FY 2008 and was reduced to below FY 2004 levels. As a result of the GBA energy savings initiatives, energy expenses were down nearly seven percent despite an increase in the cost of energy.

GSTAT - Utilities 1.0 kWh by Month 2008 vs 2009



Recycling

The Georgia Building Authority has a long history of being a leader in recycling. In fact, in FY 2009 an estimated 2 million pounds of paper was recycled on Capitol Hill. GBA partnered with the Georgia Recycling Coalition and the Department of Community Affairs to expand the recycling program on Capitol Hill last year. The Coalition donated 500 green recycling bins designed to collect bottles, cans and glass, and coordinated over 50 volunteers to assist in distributing the bins at the State Capitol, the Floyd Twin Towers and the Coverdell Legislative Office Building. The program will expand to all Capitol Hill buildings in FY 2010.

Emergency Preparedness

During FY 2009, GBA published an Emergency Management Policy and outlined the responsibilities for entities involved in preparing for and responding to emergency situations. GBA also produced a new Emergency Preparedness Guide as a resource for tenant agencies to develop, implement and maintain evacuation plans for their agencies. An online database was developed and implemented for Agency Emergency Coordinators to maintain critical information about employees who would need assistance during an emergency. GBA also coordinated with Capitol Police and the State Fire Marshal to conduct emergency fire drills at each state office building on Capitol Hill during Fire Prevention Week.

Security Cameras

The Georgia Building Authority contracts with the Capitol Police Division of the Department of Public Safety to provide general security to the Capitol Hill Complex. As part of their service, Capitol Police monitors all elevator alarms, fire alarms, building and access control activities, emergency call boxes and duress alarms and provides video surveillance for Capitol Hill. During FY 2009, GBA inventoried over 275 closed-circuit television cameras, repaired or replaced defective cameras and recorders, installed new cameras at key points and installed new technologies allowing video transmission of all cameras over the local area network. This project was coordinated with the move of the Capitol Police Communications Center from Capitol Hill to the new consolidated center at the Public Safety Complex in East Atlanta. All of the connectivity for these life saving services were successfully transferred to the new communications center and the improved technology allows officers to monitor all video transmissions from the communications center as well as view previously recorded video data.

Building Assessments

In FY 2009, with the support of an engineering consultant, GBA completed building condition assessments on 13 buildings in and around the Capitol Hill area. The assessments provide a baseline of building systems including existing deficiencies, recommended corrective actions and associated costs. GBA will use the facility metrics to track deteriorating conditions, plan capital improvements and determine funding requests for critical building repairs.

Repairs to Georgia State Capitol

In FY 2009, GBA completed two important projects at the State Capitol Building. The first project was the repair of the plaster in the south atrium including the restoration of damaged ornamental plaster. All repairs and painting were completed prior to the 2009 Legislative Session. The second project was the repair of the steps at the east entrance to the Capitol. The steps, which were sagging and cracking, were removed and a new concrete waterproof foundation was installed to provide additional structural support. The original limestone and granite treads were cleaned and restored to preserve the historical integrity of the building.

Governor's Mansion

During FY 2009, GBA completed significant repair and renovation projects at the historic Governor's Mansion in Buckhead. The first project was to excavate and waterproof the basement level, which had experienced water infiltration and significant damage in recent years. The area around the building was excavated down to the foundation to ensue proper installation of the waterproofing system. The project also included construction of a new ADA ramp, replacement and sealing of all pavers, and repairs to the water-damaged plaster in the ballroom. Because the mansion was not originally built with an adequate storage facility, GBA took advantage of the massive excavation project to build a 4,000-square-foot storage bay under the east garden. The bay, which is accessible from both inside the mansion and from the driveway, provides a safe, secure, and convenient storage area to support mansion activities.

Renovations to the Mansion's 40-year-old kitchen facility were completed last year.

Renovations to the 40-year-old kitchen facility were also completed last year. The improvements to the kitchen were required to meet current building codes and included the installation of fire suppression equipment, upgrades to the electrical systems and the installation of energy efficient appliances. The modernization project improved the functionality and efficiency of the kitchen, which serves as the primary cooking facility for all mansion-related functions.

Fuel Storage Tank Removal

The U.S. Environmental Protection Agency requires the removal of steel underground fuel storage tanks with the goal of protecting groundwater resources and creating safer environments around storage tank sites. Working with the Georgia Environmental Facilities Authority, GBA completed the removal of five underground fuel storage tanks on Capitol Hill. Two storage tanks in the GBA motor pool were removed and a new fueling station was installed to provide more convenient access for state vehicles. Additionally, fuel tanks at the Butler Street Parking Deck and the Judicial Complex were removed and new EPA approved tanks to support emergency generators were installed at both the Coverdell Legislative Office Building and the Judicial Building.

Capitol Hill Access

In FY 2009, GBA developed and implemented a uniform access card for all Capitol Hill workers.

Traditionally, state agencies on Capitol Hill each had uniquely designed access cards, making it difficult for Capitol Police to verify the authenticity of the badges. With support of the Governor's Office, GBA worked with coordinators in over 100 agencies to successfully issue and distribute more than 12,000 new access cards. Full-time state employees were issued blue building access cards while temporary workers and contractors were issued red cards, making it easier for Capitol Police to verify employees and visitors to state buildings. Replacement of all cards on Capitol Hill also provided an immediate clean up of the access control database which resulted in the deactivation of over 4,000 cards.

Food Services

In FY 2009, the 30-year-old cafeteria in the Floyd Building underwent a complete renovation. Customers were welcomed by several new eating and refreshment options, including Willy's Mexicana Grill, Quiznos and Starbucks as well as the traditional serving lines. In addition to the new offerings, expanded seating, brighter lighting and fresher colors, the café also received a new name. During construction, Capitol Hill employees were engaged in a "Name the Café Contest" and "Capitol Commons" was selected as the new name from over 200 entrants.

At the Coverdell Legislative Office Building's café, customers also experienced a new look and expanded food offerings. New kitchen equipment now allows for food to be prepared on-site, rather than being transported from the Capitol Commons. Both locations were upgraded to provide free Wi-Fi for employees and guests.

Banquet Facilities

GBA contracts with Eurest Dining Services to operate several banquet facilities on Capitol Hill. To ensure the facilities remain competitive in the hospitality industry and provide a superior value to customers, GBA initiated several projects including upgrading the sound system at the historic Freight Depot and constructing a new conference room on the 20th floor of the Floyd Towers, providing stunning views of the Capitol and the city's skyline. All banquet rooms, including the Floyd Room and the Empire Room, received fresh paint, new carpet and flooring and new banquet chairs and tables.

Garden room

Thousands of school children from throughout Georgia visit the State Capitol each year. Working with the Secretary of State's Capitol Tours program, GBA renovated the Garden Room to provide a snack and lunch location for students. Located just across Washington Street from the Capitol's front entrance, the Garden Room and adjacent Park Plaza provides plenty of dining space, as well as restrooms, for visitors to the Capitol.

Customer Initiated Projects

GBA regularly solicits input from Capitol Hill employees using a web-base customer feedback tool and a team of GBA employees trained to identify areas of improvement. During FY 2009 several smaller, but important projects were initiated from direct customer feedback including installation of ADA accessible doors at the Twin Towers-Butler Parking Deck, construction of a bus stop at the Tradeport facility and installation of entrance heating systems in the Twin Towers. The GBA customer service employee group also identified key locations in underground parking decks for posting directional signage and facilitated way-finding by implementing a color-coded system. The enhancements make it easier for employees to find building entrances, elevators and vehicle locations.

Capitol Events

In addition to maintaining the facilities on Capitol Hill and providing a great work environment for state employees and visitors, the Georgia Building Authority also helps promote tourism and entertainment in downtown Atlanta.

The Steve Polk Plaza, Pullman Yards in east Atlanta and the downtown Archives Building all were film location sites during FY 2009, generating approximately $35,000 in revenue for the agency and promoting the Georgia Entertainment Industry Investment Act, which encourages television and film production in the state. A television series is slated for filming in and around the State Capitol in FY 2010 and another feature film is expected to roll the camera on GBA property next year.

The State Capitol played host to more than 300 events in FY 2009. These events include everything from campaign announcements and legislative rallies to prayer gatherings and information booths set up in the Rotunda. The largest event held in recent years took place in the spring, when an estimated 15,000 people gathered for the Atlanta Tea Party rally. Other events on Capitol Hill include the Atlanta Food Bank's Hunger Walk, the Governor's Office of Highway Safety "Scooter Commuter Day" and the Capitol tree lighting ceremony.

Recognized as one of Atlanta's most revered landmarks, the Capitol holds a special place in the hearts for many citizens. In FY 2009, more than 350 U.S. and Georgia flags were flown over the Capitol at the request of citizens. These flags, often flown in remembrance or honor of family and friends, and a certificate are made available to the public for a small charge.

Customer Service

Exceeding customer expectations and providing stellar customer service continues to be top priorities for the Georgia Building Authority. Three established goals for Fiscal Year 2009 were to expand the customer survey to ensure a solid baseline for future measurement, ensure complete customer service training for all staff and provide community outreach and volunteer opportunities for staff.

The customer service survey results allow supervisors, in coordination with management and human resources, to address specific areas for improvement as well as areas of success. By developing a solid benchmark, GBA will be able to monitor, and respond, to trends in our customer service delivery. While the agency is scoring a B+ or better in most categories, the goal is to earn A's across the board in customer satisfaction.

During FY 2009, nearly 18,000 work orders were received by GBA from customers on Capitol Hill. Work orders, which are primarily received via the Internet, are submitted for a variety of reasons: housekeeping requests, light bulb replacements, temperature adjustments and a variety of other requests that when fulfilled will enhance the work environment for employees. The number of work orders received in FY 2009 is down 14 percent from the previous year GBA's dedication to identifying issues before they become problems has lead to this decrease.

The agency continued to engage all employees in the philosophy of customer service and continued the "Art of Exceptional Customer Service" program, designed by the state's Office of Customer Service.

Additionally, all prospective employees are prescreened for customer service skills and all new hires receive training on the goals of the Office of Customer Service: Georgia will 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.

The State Property Officer recognized all GBA employees during Employee Appreciation Week and one employee was recognized with a special commendation for customer service from Governor Sonny Perdue.

During FY 2009, GBA provided employees an opportunity to support the local community. Organized work days with Habitat for Humanity were sponsored by the agency as well as a successful summer clothing drive benefiting the Atlanta Day Shelter for Women and Children and the fall charitable contributions drive.

Customer service and employee engagement goals for FY2010 include 100 percent participation in the Art of Exceptional Customer Service, the launch of an employee awareness campaign for the "How's My Service" cards, the rollout of a new Rewards and Recognition Program, publication of a twice-monthly customer service message from the customer service champion on the Intranet. Employees recognized for customer service also will be featured on the agency's Intranet. Additionally, employees will have volunteer opportunities, including partnerships with Habitat for Humanity, the Breast Cancer Walk and the Atlanta Day Shelter.

Customer Service Survey

Customer satisfaction with the level of service	2009
Maintenance Staff	79%
Parking Service Staff	87%
Cafeteria Staff	84%

Average ranking of General Performance	2009
Treating customers in a friendly way	90%
Being attentive	94%
Responding to inquiries in a prompt and responsive manner	88%
Being knowledgeable and informed about customer issues	88%
Providing useful information	86%

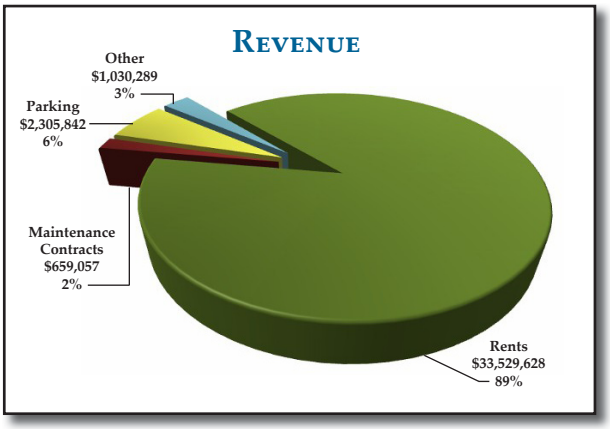
Financial Report

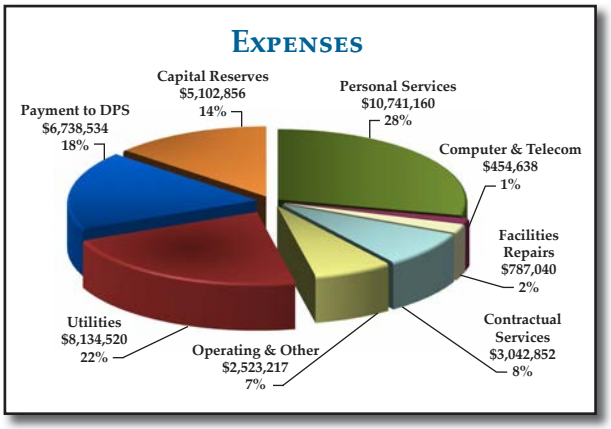
In FY 2009, GBA's total operating fund was over $37.5 million.

Rent accounted for 89 percent of the revenue, or $33.5 million. Other revenue generators were Parking, 6 percent, and Maintenance Contracts, 2 percent.

The Authority maintained over 6.8 million square feet of rentable space. The rates charged for tenant agencies in Fiscal Year 2009 were $12.43 for standard space, $14.23 for premier space and $3.88 for storage space.

The Authority spent approximately 85 cents of each dollar collected for utilities, maintenance, custodial services, grounds keeping and security.





BOMA - Experience Exchange Report 2008
U.S. Government Sector - All Buildings

In Fiscal Year 2009 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 2009, the GBA cost per rentable square foot was $2.03 below the BOMA U.S. Government Sector average.

Expense	GBA 2009 Average	BOMA Government Sector
Cleaning	0.74	2.02
Repair/Maintenance/Parking	2.31	2.65
Utilities	2.33	2.49
Roads/Grounds	0.25	0.19
Security	1.73	1.20
Administrative	0.98	1.19
Fixed Expense	0.22	0.98
Overall Cost of Operations	**$ 8.54**	**$ 10.72**

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 ensuring GBA staff provides excellent customer service for state personnel and visitors to GBA facilities. The Agency has identified key initiatives to ensure it continues to set the standard in facility management and customer service.

Capitol Hill Master Planning

The Georgia Building Authority understands and respects the importance, complexity and heritage of the buildings and grounds that make up the Capitol Hill Complex. To support the Capitol Hill Master Plan of improving functional usefulness while preserving historical integrity, GBA proactively analyzes existing facility conditions, implements immediate corrective actions and develops recommendations for long term solutions. During FY 2010, GBA will begin developing comprehensive recommendations to address the current deficiencies and future space requirements for the Judicial Building and preparing the old Department of Transportation Building site for the future construction of a new parking deck.

In FY 2009, the Department of Transportation moved out of its Capitol Hill offices, making way for the demolition of the building and construction of a new parking deck. The first phase of the project is to relocate existing utilities from the basement level of the DOT Building to a new utility tunnel that will provide support to the south side of Capitol Hill. The next phase will be demolition of the main building while preserving the original historic structure that faces Capitol Square. The final phase will be the design and construction of a new 1,300 space parking deck that will complement existing office buildings on Capitol Hill. GBA will request capital outlay funding for the construction project, which includes office space, during the 2010 Legislative Session.

Parking & Access Control Initiatives

The Authority's Parking Division manages nearly 7,000 parking spaces at 20 decks and surface facilities. In FY 2010, parking will complete the implementation of a web-based parking system allowing for online payment options, improved space inventory management and an online waitlist for preferred parking. The new system will provide accurate customer contact information. Additionally, the issuance of new parking hang tags will help reduce the number of improperly parked vehicles and maximize the availability of parking space for customers.

The Parking Division will pilot an automatic vehicle identification (AVI) system in the Health and Agriculture Building underground decks. This system will improve traffic flow in peak periods, provide customers with a safe convenient way to enter the facilities and provide GBA accurate vehicle count information.

GBA will roll out a new web-based system for agencies to request access cards and improve management of entry point traffic. This new system will expedite the card issuance process, shorten lines on the days that new hires report to work and allow agencies to review and validate their active card holders online.

90 Central Repairs

The GBA parking facility at 90 Central Avenue was built more than 40 years ago and has both monthly and daily rate customers. A structural evaluation of the building conducted in FY 2009 recommended significant structural improvements if the deck is to remain open. Approximately $2.5 million from the Authority's capital outlay fund has been designated for this project. Design will begin this year with completion slated for FY 2011.

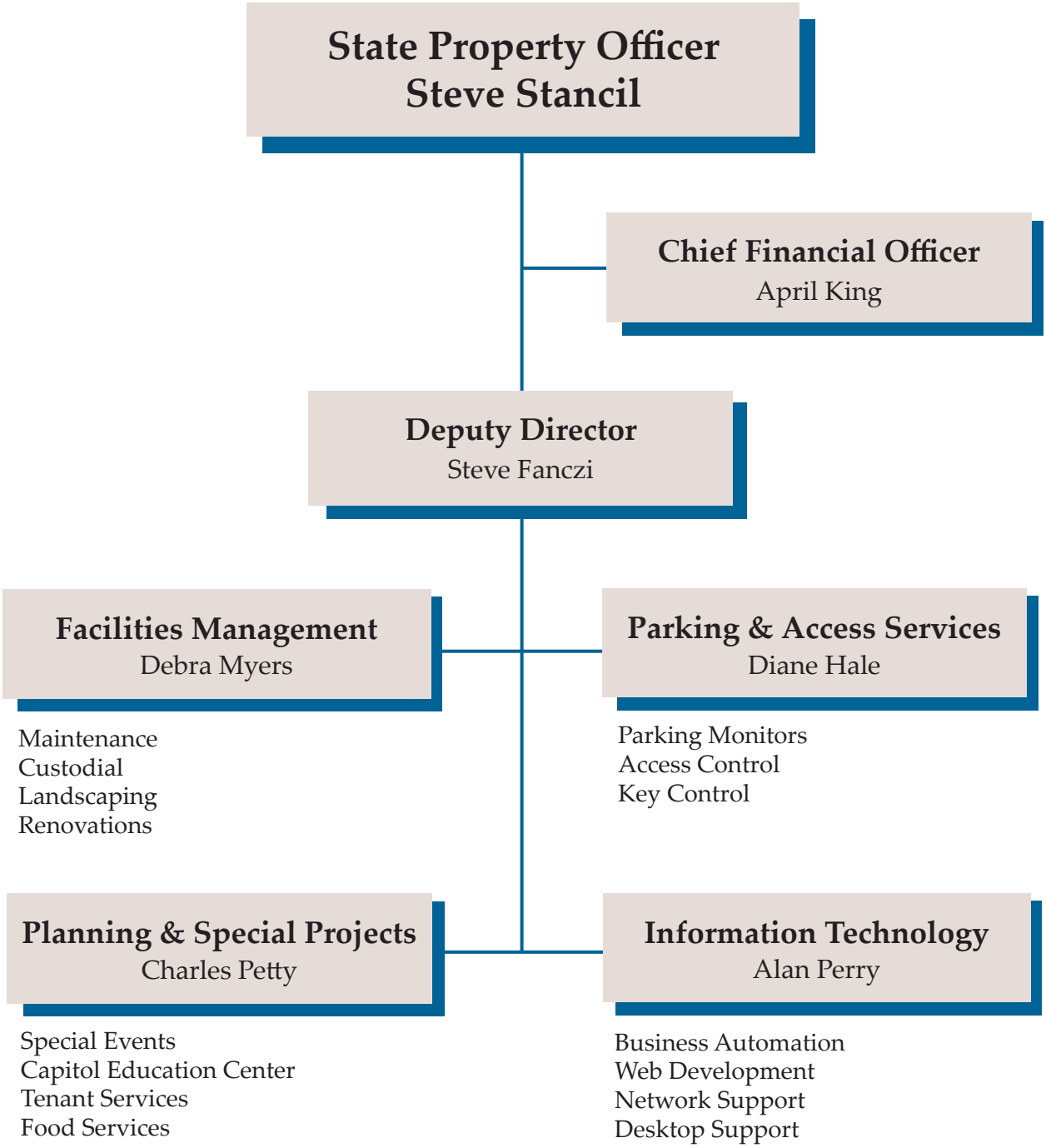
Backflow Prevention Devices

In FY 2010, GBA will complete the final phase of a project to install backflow prevention devices on Capitol Hill. Backflow prevention devices are required by the Environment Protection Agency and the City of Atlanta and are used to protect water supplies from contamination or pollution. Eight locations have been completed with the six remaining required locations scheduled to be completed by the end of FY 2010. The project was funded through General Obligation Bonds issued in Fiscal Year 2005.

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 FY 2010, GBA will upgrade the 40-year-old elevator to comply with new safety codes, install a new security camera system using infrared and license plate recognition technology and paint the exterior of the mansion to both enhance the outdoor appearance of the facility and protect the wood features from moisture penetration.

Organizational Chart



Georgia Building Authority
1 Martin Luther King, Jr. Drive, Atlanta, Georgia 30334
404-656-3253 • Fax 404-657-0337
www.gba.georgia.gov
November 2009