



**GEORGIA**  
BUILDING AUTHORITY

# **FISCAL YEAR 2012 ANNUAL REPORT**





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*GBA leadership team with The Outstanding Building of the Year (TOBY) award*

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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

**STEVE McCOY**

State Treasurer

Board Member

**VACANT**

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 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.

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 and 2012 NPI Procurement Awards

### 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

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.

### BOMA AWARD

The GBA's Health Building earned the esteemed TOBY (The Outstanding Building of the Year) Award from the Building Owners and Managers Association (BOMA) at both the local Atlanta level (February 2012) and at the Southeast Regional level (April 2012). Winning in the government category, the Health Building was built in the mid-1950s and renovated by GBA in 2007. The seven-story building was originally home to the State Department of Public Health and currently houses a number of state agencies including GTA, SRTA, SPC, and Court of Appeals.

The TOBY award is the most prestigious and comprehensive program of its kind in the commercial real estate industry. The award recognizes building quality and management excellence. To earn the award, all facets of a building's operations are evaluated, including tenant-relations programs, community involvement, emergency preparedness, security standards and continuing education for building personnel. "It is an honor to be recognized not only by our Atlanta peers, but by building managers throughout the southern region," said GBA's Deputy Executive Director Steve Fanczi. "We are really living up to our Vision: setting the standard of excellence for facility management in government."

"This award illustrates the hard work and professionalism of the GBA staff," said State Property Officer Steve Stancil. "The TOBY award exemplifies their dedication to serving the state employees who work here and the citizens of this state."

*Winning in the government category, the Health Building was built in the mid-1950s and renovations were completed by GBA in 2007.*

### 2012 GASFA AWARD

The Georgia Association of State Facilities Administrators (GASFA) Innovations Award was established in 2009 to recognize outstanding achievement by a state facility organization in establishing an innovative new program or improving an existing program. The program is intended to enhance efficiency and effectiveness in state government. The Overall Innovations Award, displaying significant results and utilizing innovative facility administration solutions, was awarded to GBA on September 11, 2012.

Since fiscal year 2005 (FY2005), GBA has implemented significant measures to reduce energy consumption through a variety of efforts that included multiple energy conservation (ESCO) projects and conservation initiatives. As part of its commitment to Energy Management, GBA designated an agency energy manager and an energy management team including members from GBA's operating and financial units. Team members include the Energy Manager, Facilities Director, Assistant Director of Facilities Maintenance, Property Managers, and the Chief Financial Officer. In FY2005, GBA contracted for a technical energy audit on 16 of its buildings to develop recommendations for energy conservation measures.

After the audit, GBA decided to use capital reserves to fund a pilot project and install lighting occupancy sensors in the Floyd Tower with the goal of minimizing unnecessary consumption during unoccupied hours. The pilot resulted in an immediate reduction of 3,025,438 kilowatt hours from FY2007 to FY2008 and a cost avoidance of over \$223,279.



In FY2009, GBA was appropriated \$5.4 million of General Obligation Bonds to complete further ESCO projects identified in the technical energy audit. The second phase of ESCO projects included replacement or modification of lighting fixtures, installation of occupancy sensors, optimization of heating and air conditioning controls, and inspection and repair of variable air boxes throughout the Capitol Hill Complex. In addition to its ESCO initiatives, GBA also implemented conservation projects by employing best practices and encouraging individual awareness and involvement across Capitol Hill.

In FY2010, GBA was awarded \$4.4 million in American Recovery and Reinvestment Act (ARRA) funding to complete four additional energy projects relating to chiller optimization and lighting projects. By the end of FY2012, GBA reduced kilowatt hours from 99,971,630 in FY2007 to 63,278,757 – a reduction of over 37%. Although over 67% of GBA facilities are over 50 years old, GBA is currently using over 31% less energy than they did eight years ago.

**2012 ACHIEVEMENT OF EXCELLENCE IN PROCUREMENT AWARD (EAP) - NATIONAL PROCUREMENT INSTITUTE (NPI)**

For the second consecutive year, GBA has achieved the prestigious Excellence in Procurement Award (EAP) from the National Procurement Institute. The EAP recognizes organizational excellence in procurement. The judging criteria are designed to measure innovation, professionalism, use of electronic means for procurement, productivity and leadership attributes. The EAP is nationally recognized by all the major procurement organizations including the prestigious National Association of State Procurement Officials (NASPO), the National Institute of Governmental Procurement (NIGP), and the Institute for Supply Management (ISM).

GBA was one of only eleven state agencies in the United States to receive the award. Over 300 applications were submitted for consideration from state, county, and municipal governments. The 2012 Achievement of Excellence in Procurement Award (EAP) continues to be a baseline for our continued desire to improve our procurement functions by becoming more efficient, streamlined, and responsive.

*GBA was one of only eleven state agencies in the United States to receive the award.*

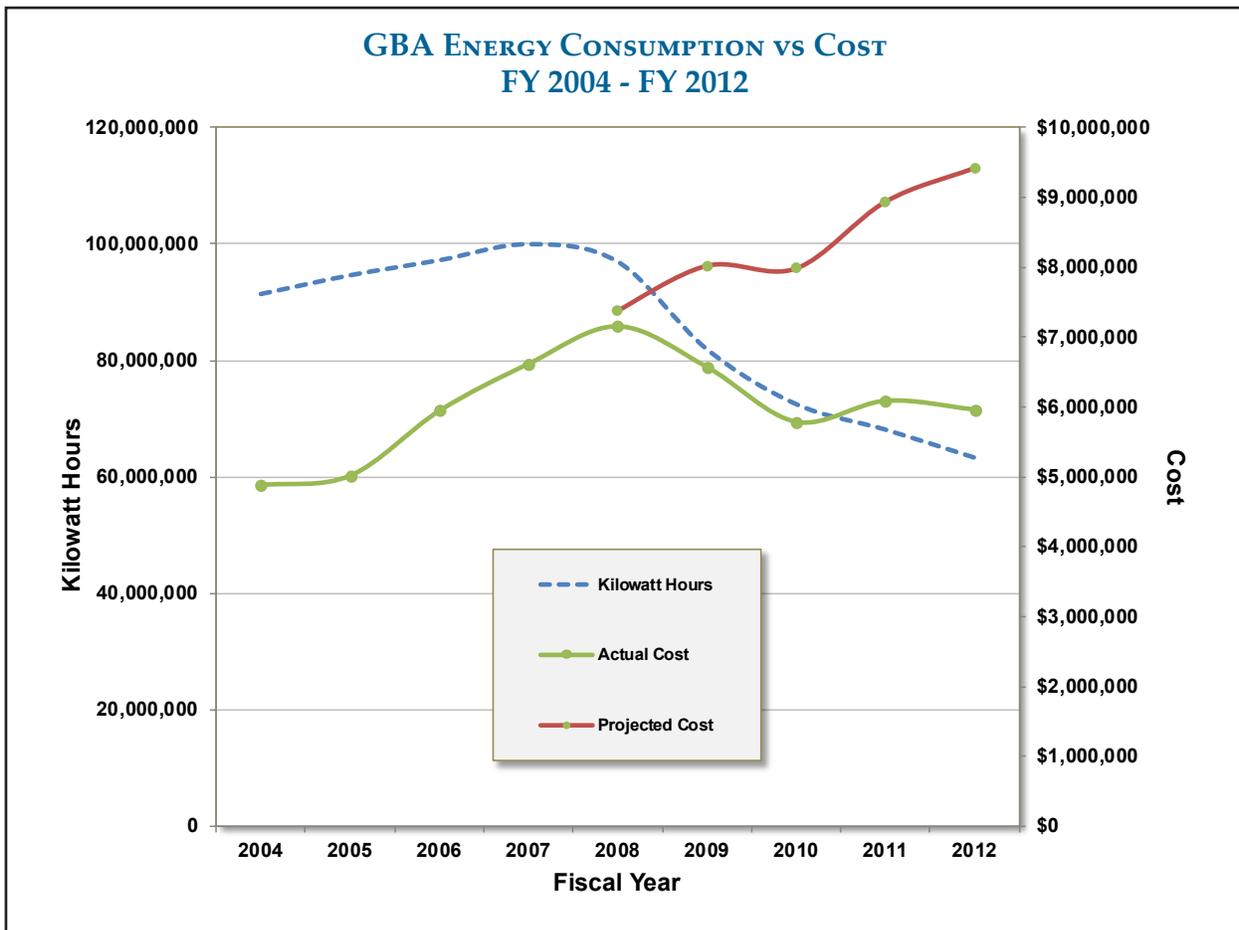


**90 CENTRAL**

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 outdated helipad and replacement of the deck barrier structure. The work was completed FY2012.

**GOVERNOR’S MANSION**

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. As a result of the audit energy conservation measures (ECM), new lighting controls were installed, window film was applied, and the 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 was approved FY2011, implementation began in FY2012 and it is targeted for completion in FY2013.



## ENERGY CONSERVATION

Dedicated to conservation and sustainability, GBA continued 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) which funded four specific energy conservation measures:

- Chiller plant demand flow optimization at the Central Energy Plant (CEP). Equipment upgrades attached to the CEP cooling and heating loops and reprogramming of the CEP software to a variable flow demand system achieved considerable savings in the operating costs of the CEP systems. This project is estimated to reduce energy costs by \$385,000 annually.
- 2 Peachtree chilled 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 will save GBA an estimated \$78,713 annually.
- Replacement of parking garage lighting with LED technology. The current garage lighting systems were replaced with new LED technology that is estimated to provide annual 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. Typical fixture lamps were replaced with low wattage and long life LED lamps. Some high usage conference rooms were outfitted with new technology LED ceiling fixtures. These efforts will provide estimated annual energy savings of \$180,058 and reduced maintenance costs.

The scope and design for the projects were completed in FY2011 and all four projects were completed in FY2012. Combined, these projects will save GBA more than \$775,000 annually and have a projected payback of approximately 5.5 years.



*"I.D. Theft" filmed in the Archives Building*

### LIGHTS, CAMERA, ACTION!

GBA facilities and locations promoted tourism and film productions in FY2012. The State Capitol, the Archives Building and two state-owned warehouses on Murphy Avenue are often used by production crews filming in Atlanta. During FY2012, movies and television programs filmed on GBA property include "Walking Dead Commercial," "The Reluctant Fundamentalist," "Madea's Witness Protection," "I. D. Theft," and "Revolution." GBA continued working with the Department of Economic Development's efforts to bring film productions – including music videos and traditional commercials – to the State. Not only do the film productions improve and enhance state properties when utilized; but, they also provided \$171K in revenues to GBA.

### ACCESS CONTROL

GBA provides employees and temporary workers access to Capitol Hill workplaces through an online access card request system. This web application allows agency coordinators to add cards, update records, and de-activate building access for Capitol Hill. Additional report writing features were added that reflects all cardholders' usage within the agency. Further, a web feature designed to provide each agency with an electronic list of all card holders that validated more than 12,202 building access cards on Capitol Hill. Agency Coordinators annually certify and review their respective agency access cards and cardholder information of building locations within each facility on Capitol Hill.

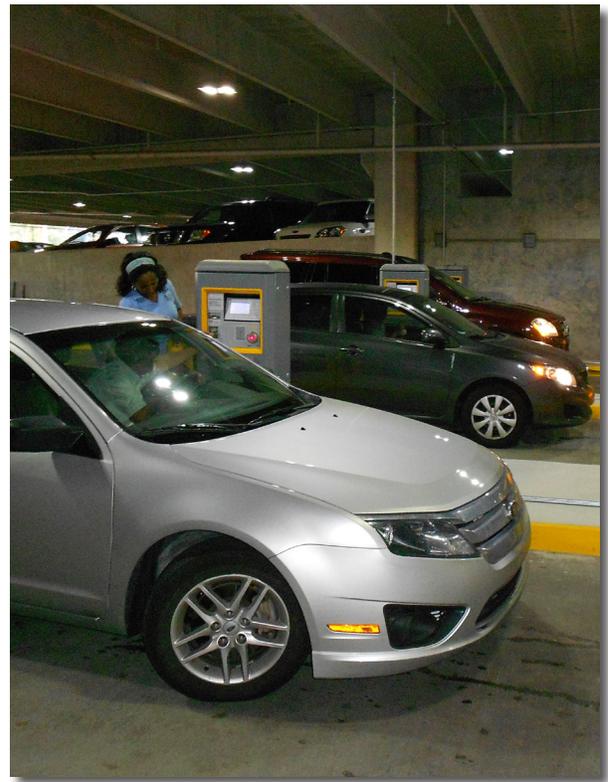
GBA inventoried all 900 card readers on Capitol Hill to assist in monitoring reader issues for each agency, track individual usage by agency personnel, and proactively track any system failures to improve customer service.

### PARKING IMPROVEMENTS

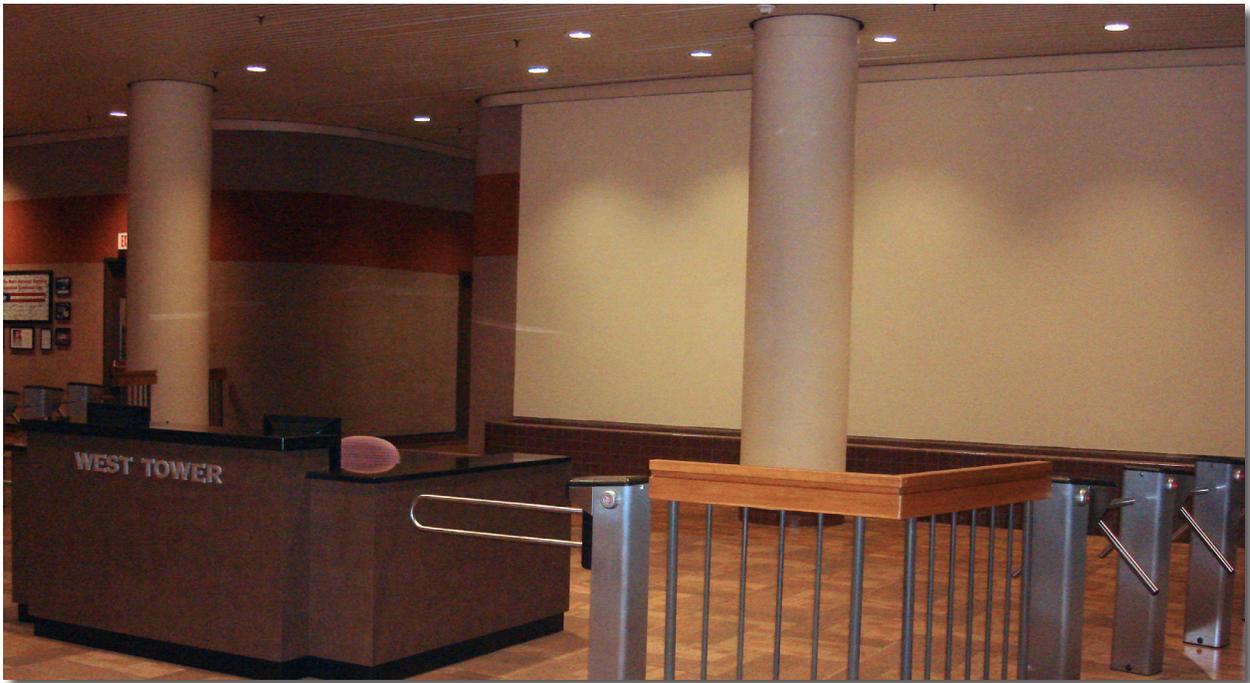
GBA's Parking Division operates 18 parking facilities, including surface lots, decks and garages that provide monthly parking to State employees. Additionally, three properties, dedicated to daily parking for those visiting downtown Atlanta, are managed by third parties.

In 2012, GBA installed three Pay in the Lane parking machines at the Pete Hackney parking facility for collecting daily revenue and credit card payments. Automated payments allow GBA to network revenue information prior to depositing funds collected daily from visitors. The machines enable the parking staff to focus on better serving customers using our facilities.

Restriping the Capitol #1 Lot and repainting reserved stall numbers was completed in the second quarter of FY2012. Way finding directional signage and painting in the 90 Central, Judicial, Trinity Washington and Health parking decks was completed to assist customers to reach pedestrian areas and provide more enhanced safety. Emergency call boxes were installed at The Archives lot to enhance safety for the employees and guests parking in the facility.



*Pay in the Lane parking at Pete Hackney parking facility*



*Sloppy Floyd Building security desk and access card-only turnstiles*

### SECURITY PLAN AND VISITOR MANAGEMENT SYSTEM

The safety and security of employees working on Capitol Hill is a top priority for the Department of Public Safety and GBA. In recent years efforts have been made to improve and manage access to state buildings for employees and the public. In FY2012, Security Plans and Visitor Management Systems were implemented at both Floyd Towers and Two Peachtree facilities. In Floyd Towers, building access card-only turnstiles were installed at the elevators on the Balcony and Plaza Levels with new security desks at both the East and West Towers on the Plaza Level. At Two Peachtree, security was enhanced with the addition of new access card activated gates at the lobby entrances of the 1st floor north & south lobby entrances. At both facilities, visitors are required to register at the security desks. The Department of Public Safety worked with State Agencies to determine proper protocol for visitor access to agency offices.

*At the Floyd Towers and Two Peachtree facilities, visitors are required to register at the security desks.*

### ELEVATOR UPGRADES

The Georgia Building Authority completed the modernization and upgrade project on seven (7) elevators in the Trinity Washington building in FY2012. The elevator modernization project improves the systems performance and efficiency while reducing energy consumption. Upgrades to these elevators resulted in a 46% decrease of work orders from FY2010 to FY2012.

### PROCUREMENT SERVICES

Procurement Services developed and implemented a fully automated contract administration system during this past year. The system allows for the electronic routing of documents beginning with the initiation of a solicitation through the issuance of a contract, the monitoring of same through a user questionnaire process and culminating in fully catalogued and electronically filed documentation. Not only has the system streamlined the approval processes, but it also provides an ongoing and useful tool for monitoring progress of contracts relative to schedules, product and encumbrances. Our pride in the system compelled us to submit it for consideration to the National Institute of Governmental Purchasing (NIGP) for a national award. We received a second place finish amongst many nationwide submittals.

## CUSTOMER SERVICE

Exceeding customer expectations is the top priority for the Georgia Building Authority. In Fiscal Year 2012, GBA launched a number of projects to improve the experience of State employees and visitors to Capitol Hill.

These projects were identified by direct customer feedback, annual surveys, and GBA's "How's My Service" reporting system available to all employees on Capitol Hill. Additionally, GBA's ongoing Customer Focus Team is comprised of employees representing all facets of GBA who perform routine walk-throughs of all areas on Capitol Hill to identify and resolve potential issues or hazards proactively.

GBA projects completed in FY2012 that focused on customer service included concrete repairs at #1 Parking Deck, improved signage and way finding at 90 Central Parking Deck, a new security plan and visitor management system at Floyd Towers, electronic confirmation for the annual parking renewal process and a new visitor management system at Two Peachtree facility.

During FY2012, approximately 14,500 work orders were received by GBA from Capitol Hill customers. The work orders cover a variety of areas including house-keeping requests, light bulb replacements, maintenance issues and temperature adjustment requests.

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. 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 FY2012, customer surveys were distributed to more than 5,000 employees who work on Capitol Hill. The annual survey focuses on facilities, maintenance, parking and food services. Through customer feedback,

GBA continues to provide amenity improvements on Capitol Hill. Several state employees made suggestions to add bicycle racks at buildings on the Hill, to encourage a healthy lifestyle and help the environment. GBA installed conveniently located bike racks in the Butler parking deck; lobby of 2 Peachtree St., and in front of the Trinity-Washington building.

In August 2011 for the Special Session and January 2012 for the 151st Session, GBA produced for the first time a Legislative Guide which was well received and supported by the General Assembly, Casey Cagle, Lt. Governor and David Ralston, Speaker Georgia House of Representatives. Their letter stated "The Georgia Building Authority is dedicated to ensuring your time on Capitol Hill is comfortable, pleasant, and productive. This guide "provides important information about parking, your building access cards, food service, and public safety". The guide included an overview of GBA, our partners on Capitol Hill - DPS Capitol Police Division and the State Fire Marshal, information on buildings, parking, use of the State Capitol and Grounds, food service, catering, emergency reference guide, and more. The guide was provided to all Legislators and their offices, along with the Governor's Office and the Secretary of State.

Throughout the year, many visitors come from miles around to tour Georgia's State Capitol. The front steps of Capitol host many public demonstrations and/or rallies. Georgia State Patrol/Capitol Police requests GBA to provide barricades for crowd control. The old traffic barricades did not make a 'pretty picture' for visitors capturing their day at the Capitol. GBA replaced the old barricades with new decorative barricades that can be removed when not need for crowd control during events.

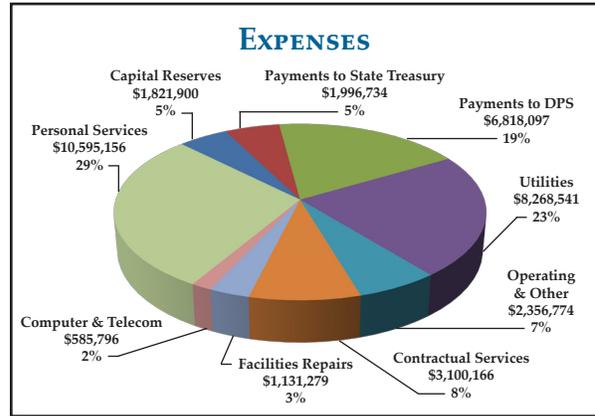
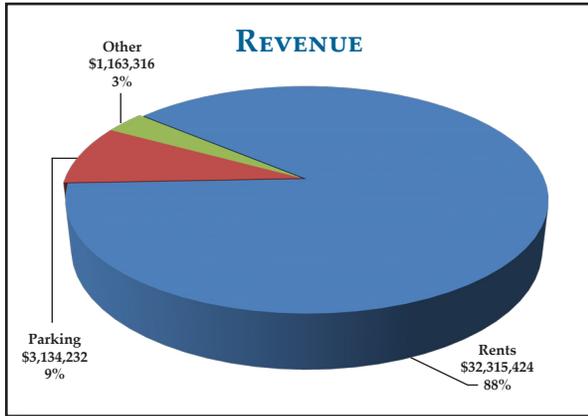
### CUSTOMER SERVICE SURVEY

Customer satisfaction with the level of service	2010	2011	2012
<b>MAINTENANCE STAFF</b>	94%	98%	95%
<b>PARKING SERVICE STAFF</b>	82%	88%	90%
<b>CAFETERIA STAFF</b>	78%	79%	86%
Average ranking of General Performance	2010	2011	2012
<b>TREATING CUSTOMERS IN A FRIENDLY WAY</b>	92%	92%	94%
<b>BEING ACCESSIBLE</b>	89%	93%	93%
<b>RESPONDING TO INQUIRIES IN A PROMPT AND RESPONSIVE MANNER</b>	88%	90%	91%
<b>BEING KNOWLEDGEABLE AND INFORMED ABOUT CUSTOMER ISSUES</b>	89%	90%	93%

# FINANCIAL REPORT

In FY2012, GBA's total operating fund was \$36.6 million.

Rent accounted for 88 percent of the total GBA revenues and parking accounted for 9 percent of revenues. The Authority maintained over 6.8 million square feet of space in FY2012. The rental rates for FY2012 were \$12.43 for standard space which was 15% below the industry rate and \$14.23 for premier space which was less than half of the average industry rate. Rental rates have not increased for tenant agencies since FY2008. The GBA standard unreserved parking rate was \$20 a month which was 79% lower than the average monthly parking rate in Atlanta.



## 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. Because GBA does not manage the security functions for Capitol Hill, security costs are excluded in the BOMA cost of operations comparison. In FY2012, the GBA cost per rentable square foot was \$1.14 below the BOMA U.S. Government Sector average and \$1.33 below the BOMA U.S. Private Sector average.

EXPENSE	GBA 2012 AVERAGE	BOMA GOVERNMENT SECTOR	BOMA PRIVATE SECTOR
Facility/Maintenance/Parking/Cleaning	3.05	4.09	3.80
Utility	2.20	2.26	2.33
Roads/Grounds	0.30	0.16	0.22
Administrative	1.14	1.24	1.50
Fixed (Insurance)	0.22	0.30	0.39
<b>Cost of Operations</b>	<b>\$ 6.91</b>	<b>\$ 8.05</b>	<b>\$ 8.24</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.

### SOUTH PARKING DECK

GBA in partnership with GSFIC-Construction Division began construction on the new South Parking Deck at the site of the old DOT building at the corner of Memorial Drive and Capitol Avenue. The nine story parking deck will provide 1,200 parking spaces. Additionally, the new deck will be constructed with a new helipad on the roof of the structure. The project is expected to be completed mid-summer 2013.



*A rendering of the South Parking Deck*

### MAINTENANCE

GBA continues to complete maintenance projects identified in FY09 facility assessments performed on Capitol Hill buildings. Projects include painting the facades on the Butler and Pete Hackney decks; exterior repairs and painting of the #1 and #7 MLK, Jr. Dr. building and GBA's motor pool facility. Projects funded through obligated bonds will be the modernization of three (3) elevators in the Agriculture building, roof replacement of the 244 and 254 Washington buildings, and the upgrade of the HVAC and ventilation in the restrooms of the Floyd Towers.

### INFORMATION TECHNOLOGY

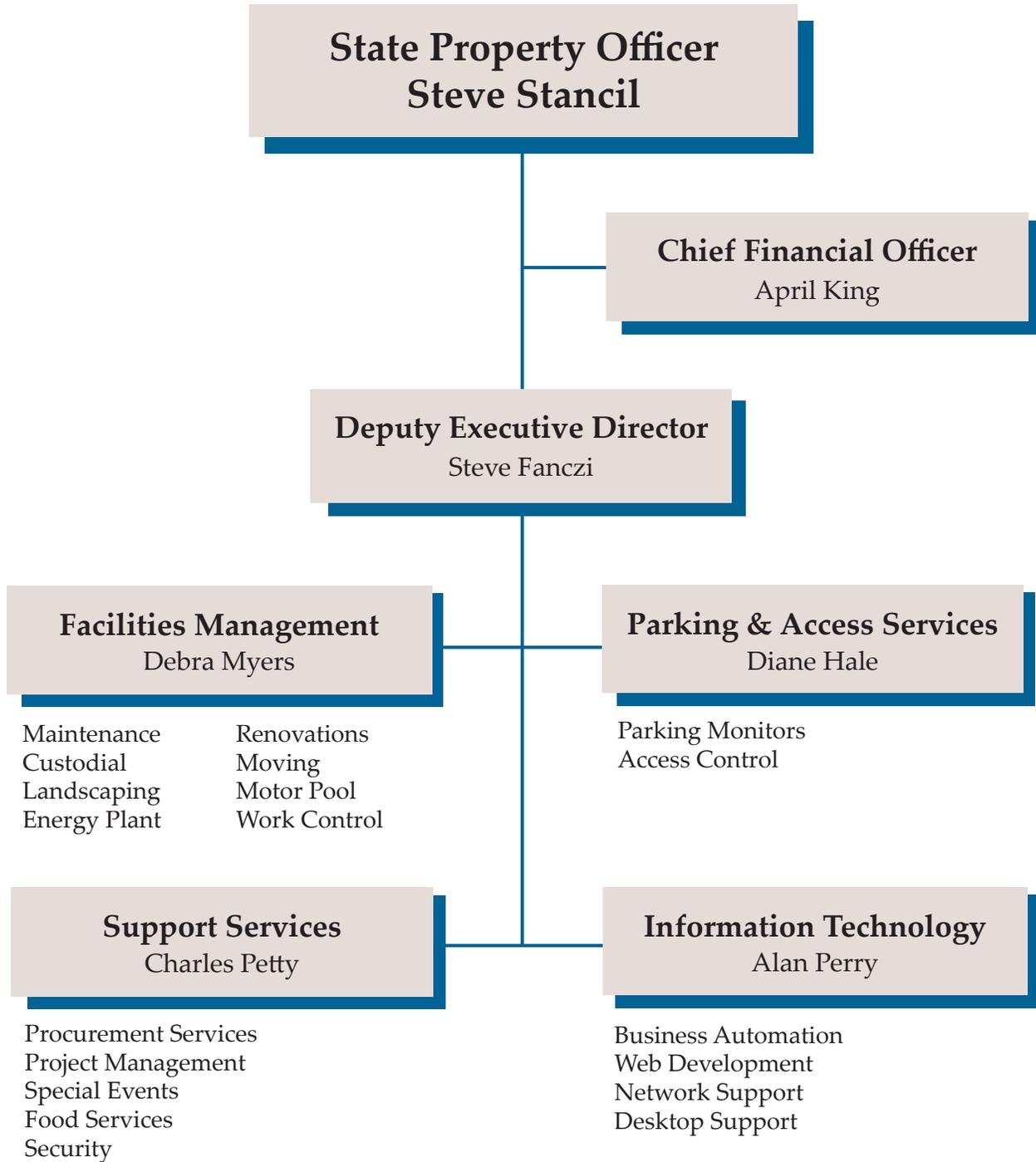
GBA is nearing the end of supported levels with the hosted Maximo application. Maximo is used to handle all aspects of facility work orders including parts inventory, preventive maintenance, workflow routing, purchase orders, etc. Upgrading the Maximo software will also require moving the application to SQL Server 2008. GBA will move the hosted solution in-house utilizing an SLA with the existing vendor to maintain the application. The benefits will be internal access to applications still available even if internet connectivity is down; increased transmission speed; real-time reporting; allowing GBA the ability to leverage communication between accounting and work order systems.

### POST 50

A newly renovated Capitol Education Center funded through capital appropriations will house, a new Department of Public Safety - Georgia State Patrol Post 50 and Capitol Police Division. The Georgia State Patrol and Capitol Police control the access into the State Capitol by checking all State employees, guests and other personnel for valid identification. This includes screening all incoming packages, deliveries and mail. They provide security for all elected officials, state employees and guests at the State Capitol. The troopers of Post 50 also provide security by conducting patrols in and around all the buildings on Capitol Hill. Capitol Police's primary responsibility includes protecting life and property; preventing and detecting criminal acts, and enforcing traffic regulations throughout Capitol Hill.

*The Georgia State Patrol and Capitol Police control access into the State Capitol by checking all State employees and guests...*

# ORGANIZATIONAL CHART





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