



FISCAL YEAR 2014 ANNUAL REPORT



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Artists rendering of proposed Liberty Plaza -- to be constructed on the site of the #1 Parking Lot

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AUTHORITY MEMBERS

GOVERNOR NATHAN DEAL

Chairman

ALAN SKELTON

State Accounting Officer

Board Vice-Chairman

BRIAN P. KEMP

Secretary of State

Board Secretary

STEVE MCCOY

State Treasurer

Board Member

PHIL CARLOCK

Citizen Member appointed by Governor

MIKE NIXON

Citizen Member appointed by Speaker of the House

JOHN BREAKFIELD

Citizen Member appointed by Lieutenant Governor

STEVE STANCIL

State Property Officer

STEVE FANCI

Deputy Executive Director

INTRODUCTION

The Georgia Building Authority (GBA or Authority) owns and is responsible for the management of office buildings and other 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 services, event management, recycling, parking, and building access services for all its facilities. The Authority's mission is clearly focused on GBA's core responsibilities to provide building maintenance services while enhancing the work environment for employees, as well as visitors to Capitol Hill.

GBA takes pride in minimizing interruptions in 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.

VISION, MISSION & VALUES



Capitol Hill Electric Vehicle Charging Station

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 in managing its facilities in downtown Atlanta. The plan attempts to maximize the useful life of buildings in order to support efficient operations of State government on Capitol Hill, identify future space needs, and conceptualize how Capitol Hill will progress over the course of the next half century.

Projects recently completed or initiated as part of the Capitol Hill Master Plan include construction of the South Parking Deck, retrofit of the remaining DOT Building for office space, structural repairs to the West Capitol steps, installation of an ADA accessible ramp at CLOB, demolition of #1 Parking Lot, and construction of Liberty Plaza. In addition, GBA has an on-going number of renovation projects including replacement or upgrade of mechanical and electrical equipment at multiple facilities, several elevator modernizations, and interior and safety improvements to the Floyd Building.

2014 SOUTHERN LEGISLATIVE CONFERENCE STAR AWARD

The Southern Legislative Conference's (SLC) State Transformation in Action Recognition (STAR) Award identifies and promotes innovative ideas and programs from a wide array of state agencies within the executive, legislative, and judicial government branches in the Southern region. GBA was a finalist of the 2014 SLC STAR Award for its G-STAT system. G-STAT is GBA's internally developed management reporting system that centralizes performance data from facility management, parking services, support services, and administrative services.

To manage its multiple business functions, GBA uses several non-integrated systems and processes ranging from stand-alone home grown systems, web-based applications, vendor-hosted applications, and manual processes. GBA had an abundance of data from these independent systems, but had no efficient way to consolidate it for management review and performance monitoring. GBA developed a system called G-STAT to centralize program data and provide current, useful operational and strategic information to all levels of management. Managers can review performance data, reports, strategic initiatives, and real-time budget and financial data at a glance. G-STAT performance measures are used to determine strategic initiatives that improve operational efficiencies and/or increase customer satisfaction.

G-STAT centralizes program data and provides current, useful operational and strategic information to all levels of management.

INTERNATIONAL PARKING INSTITUTE AWARDS FOR SOUTH PARKING DECK

In FY2014, GBA's newly constructed South Parking Deck received International Parking Institute (IPI) Merit Awards in two categories: **Best Design of a Parking Facility with 800 or More Spaces** and **New Sustainable Parking & Transportation Facilities Excellence**. The IPI is recognized as the largest and leading worldwide association of parking professionals in the parking industry. The South Parking Deck, located across from the State Capitol, provides 1,169 parking spaces with a total of 447,193 interior gross square feet and a price tag of \$24.3 million.

Best Design features include 10 parking levels with dual helipads, which are used to transport state officials including the Governor, two pedestrian bridges to adjacent office buildings, and a tunnel allowing parkers to reach work locations without weather and pedestrian traffic exposure. The efficient spiral like ramp design maximizes the number of parking spaces on the available land. The exterior appearance of the South Parking Deck compliments the historic marble faced buildings surrounding Capitol Hill.

Award winning **Sustainable Features** include an LED lighting system with motion sensors proving 40% more cost efficient than traditional lighting, an underground water retention vault, which holds 70,000 gallons of rainwater for irrigation on Capitol Hill, and use of Automatic Vehicle Identification (AVI) to reduce traffic congestion. AVI immediately raises the parking deck's entry doors and gate arm, eliminating the need for the parker to stop for gate access. The cast-in-place concrete structure with its precast concrete spandrels and coated concrete and stone veneer exterior will be virtually maintenance free.

PARKING PROFESSIONAL OF THE YEAR – DIANE HALE

GBA's Director of Parking and Access Control, Diane Hale, was named 2014 Professional of the Year by the Parking Association of Georgia. Ms. Hale, along with her staff, manages and maintains 20 parking facilities on Capitol Hill, which provide more than 6,000 parking spaces to employees, contractors and visitors. Ms. Hale was hired in 2006 and assigned the mission to improve the management and operation of a parking program, which was primarily manual, paper based, labor intensive, and not customer focused.

Her first step was to evaluate the existing parking program and develop realistic recommendations for improvement. She contracted with a parking and engineering firm to assess the parking operation and conduct a peer review. The parking program assessment included a comprehensive evaluation of parking operations and a local market analysis of rates and parking availability. The peer review provided a comparison to other parking management programs, including comparisons of parking priority systems, staffing levels, car-pooling incentive programs, and the use of technology.

Ms. Hale then worked with her staff and customer agencies to develop practical strategies to optimize the use of existing space; improve management and policies of parking operations; ensure appropriate audit controls; develop incentive programs to reduce demand; improve the maintenance of parking facilities; improve customer service; and utilize technology effectively.

Ms. Hale led the implementation of several strategic initiatives including re-designating each parking facility as either employee parking or public parking and outsourcing most public parking to third parties. Focusing on customer type by facility allowed GBA to optimize inventory management, strengthen internal controls, reduce staffing, improve customer service, and increase revenue while still maintaining parking rates 75% below the local market average.

Additionally, Ms. Hale led the application of a web-based parking system that provided GBA with enhanced account management, improved billing

accuracy, allowed for online credit card payment, and updated customer contact information. By capitalizing on new technology, Ms. Hale was able to improve inventory management to maximize the availability of parking spaces for customers.

Other improvements include establishing customer parking policies, structural repairs and modernization of 90 Central Parking facility, installation of pay-in-the lane equipment at Pete Hackney Parking Deck, improving way-finding for customers through deck color-coding and signage, installing new high speed doors and new magnetic gate arms in multiple facilities, and implementing an annual parking renewal process to ensure that GBA has current contact and vehicle information for monthly parking customers. Under Ms. Hale's leadership, the customer satisfaction rating for GBA Parking Services has increased from 74% in 2007 to 88% in 2014.



HOLLYWOOD OF THE SOUTH

GBA continued to promote the use of its surplus properties as available for film production rentals. In FY2014, GBA had its best year ever in film production

GBA has earned over \$1.54 million in film production revenues since FY2009.

with revenues totaling \$530,734, a 70% increase from FY2013. GBA properties used in film productions included the State Capitol building, Archives Building, Pullman Yard, 1050 Murphy Avenue, and

Steve Polk Plaza. During FY2014, seven major movie productions were filmed on GBA property: "The Hunger Games-Mockingjay", "Fast and Furious 7", "Kill the Messenger", "Taken 3", "Solace", "Selma", and "Insurgent". GBA has earned over \$1.54 million in film production revenues since FY2009.

NATIONAL LEADER AND INDUSTRY PROFESSIONAL – DEBRA MYERS

Debra Myers, GBA Facilities Director, served as President of the National Association of State Facilities Administrators (NASFA) in FY2014. NASFA is a professional organization consisting of state facility managers and industry professionals with a mission to foster communication and provide leadership in the development and implementation of state facility administration practices.



During her tenure, Ms. Myers provided a forum for the study of effective state facilities administrators and developed mechanisms for the improvement of state facilities administration. Her leadership promoted more effective regional cooperation and the development of programs of mutual interest to adjacent states. Additionally, she provided education opportunities for state facilities administrators by ensuring programs were available routinely for training through webinars, seminars, and regularly scheduled meetings. These opportunities allowed NASFA members to gather, analyze, and distribute information on state facilities policies and practices, legislation, new programs, and other items of interest to the states.

Ms. Myers is a current board member of the Georgia Association of State Facilities Administrators (GASFA). GASFA is an affiliate of NASFA and was founded in order to give state facility managers from State of Georgia entities and industry professionals opportunities to promote cooperation between state and system level facility administrators and promote professional growth.

Ms. Myers and her facility staff remain committed to providing facilities that are comfortable, environmentally-sound, energy efficient, technologically up-to-date, attractive, healthy, and financially affordable, while faced with ongoing multiple challenges that include: 1) Managing an aging workforce with rising retirements; 2) Recruiting, hiring and training technologically-savvy employees; 3) Creating and managing a team that reflects true diversity; and 4) Assuring that all employees have the skills needed to succeed.

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PROCUREMENT AWARDS AND ACCOMPLISHMENTS

For the fourth year in a row, GBA Procurement Services achieved the prestigious “Award of Excellence in Procurement” (AEP) from the National Procurement Institute (NPI). GBA was one of only 10 government agencies selected in the United States to receive the award. The AEP recognizes organizational excellence in public procurement. The award is based on achievement of rigorous standardized criteria. The criteria measures in part professionalism, innovation, productivity, electronic means for procurements, and leadership attributes. GBA achieved a score of 94.4% in the AEP. The AEP continues to be GBA’s baseline to improve its procurement functions by becoming more efficient, streamlined, and responsive.

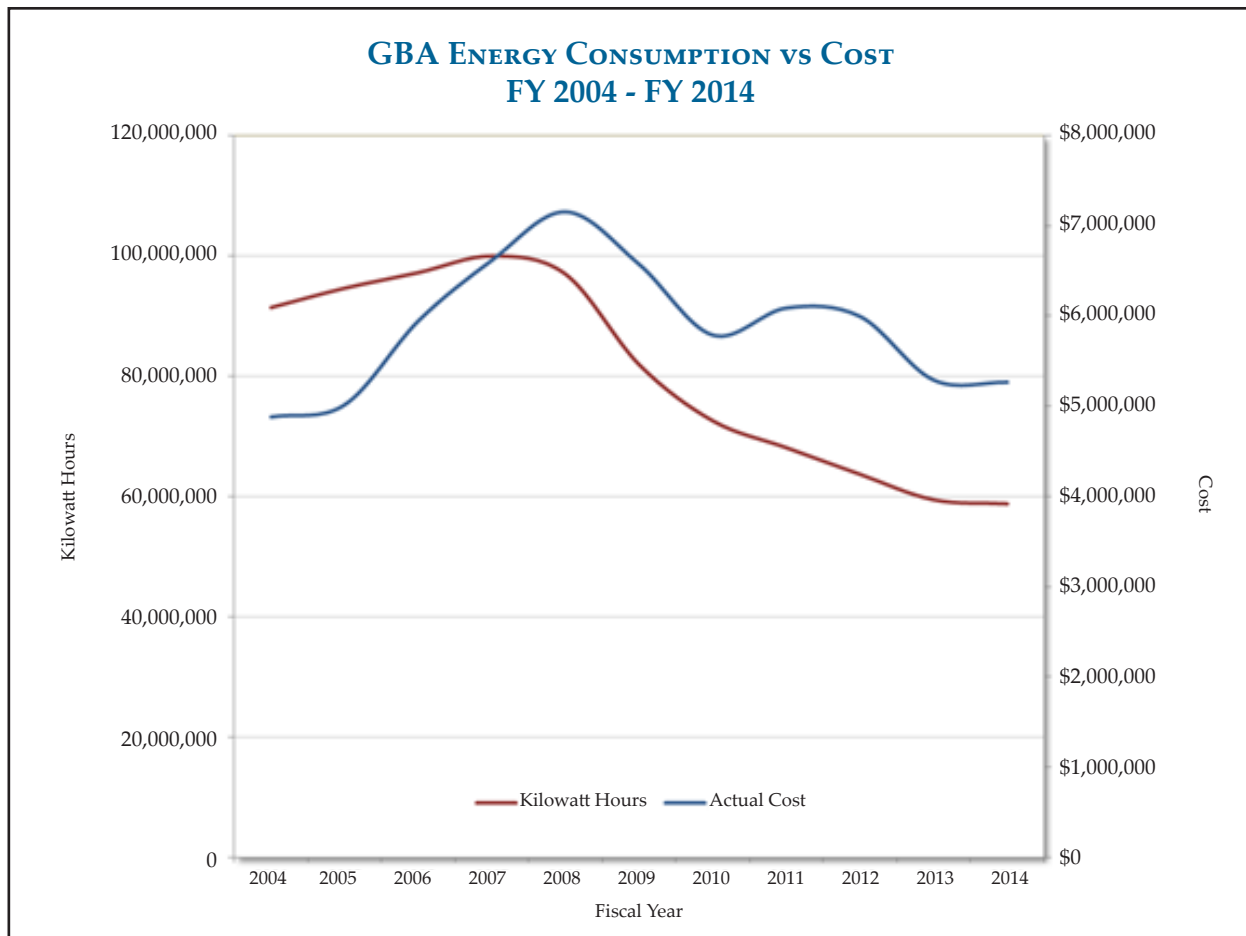
The AEP recognizes organizational excellence in public procurement.

GBA’s Procurement Manager, Rey Palma, is the chairman of the Diversity Council for the National Institute of Governmental Purchasing (NGIP). The Diversity Council ensures that current diversity issues and trends remain an integral part of the procurement life cycle. GBA’s procurement team assisted with hosting NGIP’s Vendor Expo held at the America’s Mart in Atlanta.



Danny Swann, Rey Palma & Denise Washington

GBA’s Procurement Services performed in an exemplary manner once more with its Stockroom/Distribution Center by achieving a variance on its fiscal year-end inventory counts of less than .01 of a percentage point for the eighth year in a row. This is a remarkable statistic considering the nearly 10,000 issues and transfers managed by the assigned staff during each fiscal year.



MAINTENANCE SERVICES

One of the most significant measureable projects for GBA's Maintenance Services occurred at the Judicial Building. The Judicial Building has a total of 120,176 gross square feet. Its supplemental heating, ventilation, and air conditioning (HVAC) operated on domestic water supply. Within the last few years, the domestic water consumption and costs continued to escalate for this building. The building's average water consumption was 1,740 hundred cubic feet (CCF) per month and the average cost was \$37,450 per month. In FY2014, GBA's Maintenance Services completed the installation of a supplemental water source heat pump in the Judicial Building. Judicial's average water consumption dropped to 224 CCF per month and the average cost to \$4,818 per month. This equated to a reduction of 1,516 CCF per month and reflected more than an 80% cost reduction with an average cost of **\$32,632 monthly** or **\$391,584 annually**.

GBA building engineers determined that utilizing a supplemental water source heat pump would increase operational efficiency and significantly reduce domestic water costs. The cost of this project was less than \$300K and payback will be realized by the end of FY2015.

GBA faced challenges while installing piping for the chilled water system in a very tight area that did not allow ample room to install scaffolding and accommodate the piping at the same time. To overcome this hurdle, it was necessary to assemble and disassemble the scaffolding progressively in each area as the new piping was being installed. Another challenge was low ceiling heights impeding the natural gravitational flow needed for condensate to drain from the facility. Since pipes could not be afforded the proper downward slant needed for drainage, it was necessary to install condensate pumps at strategic points to ensure adequate drainage.

GBA's Maintenance Services completed or initiated numerous renovation or repair projects in several Capitol Hill buildings in FY2014. Some of the completed projects included electrical repairs and upgrades, energy savings projects, restroom upgrades at Floyd Towers, interior improvements to the Floyd Towers lobby and plaza levels, elevator modernizations at the Agriculture Building and Pete Hackney Parking Deck, and the completion of assessments to develop maintenance plans for all parking decks on Capitol Hill.

ELECTRIC VEHICLE CHARGING STATIONS



GBA's Parking Services installed the first ever electric vehicle (EV) charging units on Capitol Hill in FY2014. Governor Nathan Deal and Lt. Governor Casey Cagle officially opened the two EV charging units in October 2013. The EV units provide a total of four charging stations in a centralized location for use by employees and the public. GBA joined the Charge Point Network, which is the largest online network of independently owned EV charging stations in the world.

A NEW JEWEL ON CAPITOL HILL - SOUTH PARKING DECK

A sparkling new jewel was completed in FY2014 in the form of a new parking facility on the south side of Capitol Hill. Assessments of two existing parking facilities, #1 Parking Deck and Archives Parking, identified numerous issues affecting the safety of parkers. Both facilities provided 1,153 spaces collectively and had significant corrosion in the structures, poor traffic circulation, and minimal security. Additionally, State employees had to park and cross two major intersections to reach their work locations during peak traffic and full weather exposure. The Capitol Hill Master Plan identified that it would be more cost effective and better serve the State to build a new parking deck on the site of the former Department of Transportation Building (DOT) rather than continue to occupy or modernize the aging structures. Completed in late 2013, the South Parking Deck resolved critical safety issues for parkers on Capitol Hill, including bridge-walks and a tunnel providing a secured path to work locations without exposure to the weather or traffic.

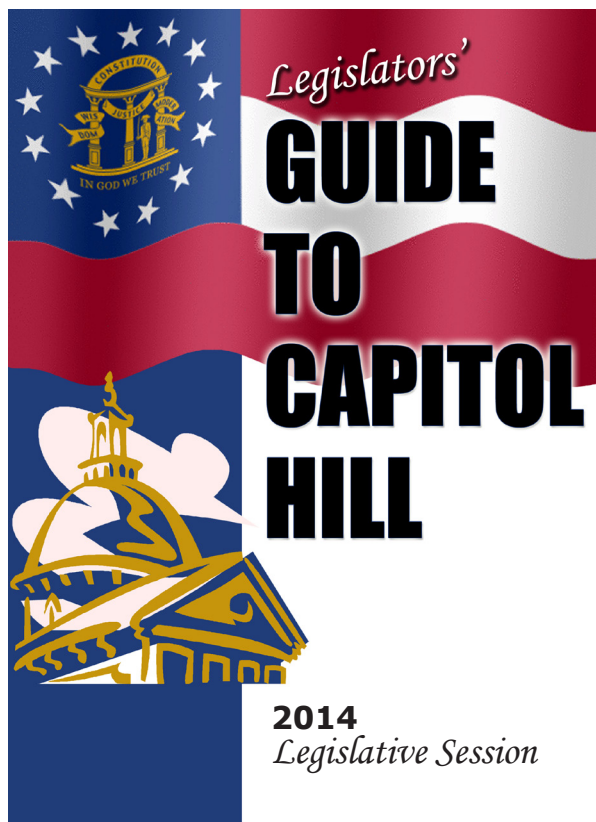
The South Parking Deck provides 250 Legislator parking spaces, 890 employee parking spaces, and 29 ADA parking spaces. The deck is cast-in-place construction totaling 21,000 cubic yards of concrete and 4 million tons of reinforced steel. There are 1,096 pieces of marble and 733 pieces of granite – all Georgia materials. The South Parking Deck offers the following features:

- **Automatic Vehicle Identification (AVI)** developed specifically for GBA enhances security for each registered parker. There are nine AVI readers installed at exits and entrances to the deck.
- **Reduced vehicle emissions** because of RFT, which immediately scans the parker's hang-tag and raises doors/gate arms thereby eliminating idling emissions and queues.
- **Improved security** measures by providing secured entry and exit points while hang tags monitor time and dates when the parker enters and exits the facility.
- **56 life safety call boxes** connect directly to Capitol Police. Safety call boxes are installed with an IP address-based system located throughout pedestrian areas and can be easily audited.
- **26 digital cameras** record 24X7 and are monitored by Capitol Police.
- **12 access control readers** at building entry points.
- **6 access control readers** secure the dual helipads.
- **LED lighting system** with motion sensors proves 40% more cost effective than other equivalently sized state parking facilities with high intensity discharge lighting.
- **Underground retention vault** will hold 70,000 gallons of rainwater to be used for irrigation on Capitol Hill.



CUSTOMER SERVICE

In Fiscal Year 2014, exceeding customer expectations remained a top priority for the Georgia Building Authority. GBA utilized multiple strategies for understanding its customers' needs and achieving high customer satisfaction ratings, including direct customer feedback, annual surveys, and GBA's "How's My Service" reporting system. The "How's My Service" reporting system is readily available to all state employees to report a maintenance need or suggestion, as well as comment on services provided by GBA. Annual customer surveys focusing on facilities, maintenance, parking, and food services were distributed to more than 5,000 state employees who work on Capitol Hill.



GBA projects in FY2014 that focused on customer service included the expansion and enhancement of the Commend System, a security and communication system used throughout GBA facilities, and the new South Parking Deck that removed parking customers from high traffic and inclement weather areas. To further ensure the safety of employees, visitors, and guests, GBA continued to partner with Georgia Department of Public Safety (DPS) on the Capitol Hill Emergency Alert notification system. Any active state employee or contractor working in state office buildings located on Capitol Hill can sign up to receive voice, text, and/or email notifications on both work and personal devices when emergency situations occur, including severe weather advisories.

In January 2014 for the 153rd Session, GBA produced and provided the third edition of the Legislative Guide. The guide included: overviews of GBA, 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.

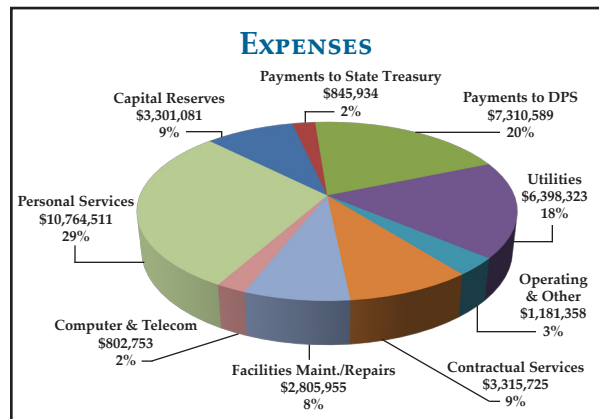
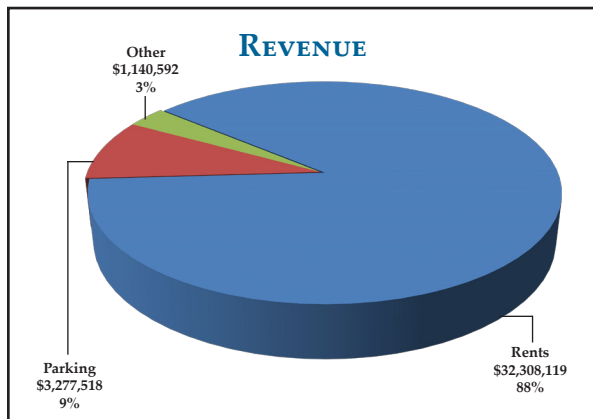
CUSTOMER SERVICE SURVEY

Customer satisfaction with the level of service	2012	2013	2014
FACILITIES MAINTENANCE	95%	88%	94%
PARKING SERVICE STAFF	90%	91%	88%
CAFETERIA STAFF	86%	89%	89%
Overall Customer Service	90%	89%	90%

FINANCIAL REPORT

In FY2014, GBA's total operating fund was \$36.7 million.

With the completion of its annual audit for Fiscal Year ended June 30, 2014, the Authority recognized its sixth straight year of receiving an unqualified (clean) audit opinion with no internal control deficiencies or noncompliance. The Authority maintained over 6.8 million total square feet of space with 3.6 million in rentable space. Rental income and parking proceeds accounted for almost all of GBA's total revenues. The Authority offers tiered rental rates based on space conditions - \$12.63 for standard and \$14.43 for premier.



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 FY2014, the GBA cost per rentable square foot was \$1.88 below the BOMA U.S. Government Sector average and \$1.08 below the BOMA U.S. Private Sector average.

EXPENSE	GBA 2014 AVERAGE	BOMA GOVERNMENT SECTOR	BOMA PRIVATE SECTOR
Facility/Maintenance/Parking/Cleaning	3.46	4.79	3.77
Utility	1.77	2.52	2.15
Roads/Grounds	0.33	0.16	0.22
Administrative	1.24	1.07	1.50
Fixed (Insurance)	0.17	0.31	0.41
Cost of Operations	\$ 6.97	\$ 8.85	\$ 8.05

FY2015 STRATEGIC INITIATIVES

GBA remains committed to improving operational efficiencies in its facilities. The age, design, and infrastructure of the buildings on Capitol Hill present challenges to maintaining standards for occupancy costs per square foot established by BOMA. GBA's strategic initiative to achieve and maintain BOMA occupancy costs standards for government facilities began in FY2009 and efforts continue today. BOMA typically includes security costs with their occupancy costs. However, since security costs are governed by the Department of Public Safety, GBA excludes them in BOMA's standard measure for government facilities. The adjusted rate that GBA will seek to maintain is \$8.85 per square foot. Other challenges to achieving GBA's strategies include rising energy costs, economic challenges, budget cuts, limited resources to improve aging facilities, and evolving statutes.

GBA began a long term strategy to improve customer satisfaction from 88% in FY2009 to 92% by FY2017. This measure is not an easy feat for the services provided by GBA, which include Food Services, Parking and Access Services, and Facilities and Maintenance Services. For Food Services, food quality, cleanliness of the facility, and professional customer service are measured. Parking Services measures include parking at the agency level, the state employee level, and the daily public parking level. Access Services measures include ratings of the issuance process of building access cards to GBA facilities on Capitol Hill and the Governor's Mansion. Facilities and Maintenance Services are measured by the cleanliness of restrooms, responsiveness and problem resolution, timeliness to building service requests, landscape noise and grounds appearance, project implementation, workplace environment, and comfort.

OPERATIONAL EFFICIENCIES

GBA has numerous strategic initiatives to improve operations on Capitol Hill. GBA will continue to change the landscape of Capitol Hill with the completion of Liberty Plaza, which will accommodate over 3,000 visitors for assemblies. Liberty Plaza replaces the structurally deficient and aging parking deck that was located on this site. The State Capitol Building hosts over 100 outdoor events each year resulting in many street closures that adversely affect local traffic. Liberty Plaza will minimize traffic congestion, as well as provide ample space for the large groups that hold public rallies throughout the year. The construction of Liberty Plaza will be complete in January 2015. Plans include relocating the Liberty Bell

and Statue of Liberty replicas currently on the Capitol grounds to prominent locations in Liberty Plaza.

GBA will complete the much needed renovation of the west steps of the State Capitol in this time period as well. Prior to the start of the renovation, the west steps of the Capitol were designated for special events and assemblies. Liberty Plaza will become the new assembly area and will allow the west steps to return as a normal point of entry to the Capitol.

Another exciting improvement on Capitol Hill will be the renovation of the original 1931 Department of Transportation Building for modern office space. The historic structure was integrated into the design of the South Parking Deck and will accommodate the Governor's Office of Planning and Budget. Retrofit will also be complete in January 2015.

An additional strategy to improve operational efficiencies includes plans to build a new Judicial Complex on the site of the Archives Building. GBA has been appropriated \$7.5 million in bonds for design, which will begin in winter of 2014 and continue through spring of 2016. The estimated date of construction for the new Judicial Complex is January 2018.

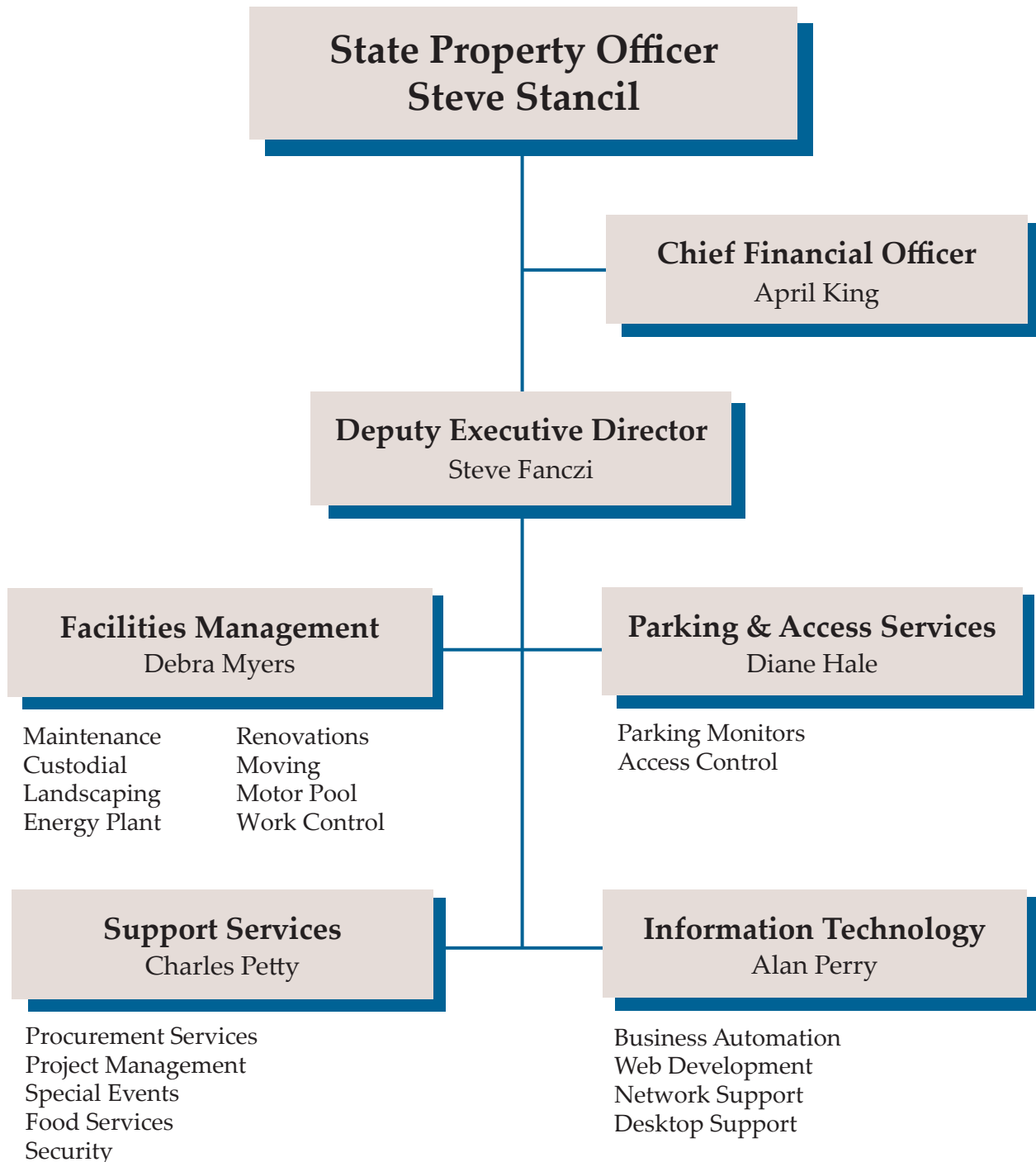
Other projects scheduled for completion in FY2015 include Pete Hackney Parking Deck elevator modernization, State Capitol elevator modernization and window repairs, and Floyd Towers Plaza and Balcony renovations. Other long term strategies include future consolidation of warehousing space and the development of maintenance plans resulting from parking facility assessments.

CUSTOMER SERVICE

GBA continues to focus on improving customer services in all facets of their organization. Food Services will continue to seek feedback to improve customers' dining experiences in the two cafeterias on Capitol Hill, as well as in catering services. Parking and Access Services will continue annual parking updates where employees confirm contact information, vehicle information, and their hire date, which is used to determine waitlists for preferred parking facilities. GBA will update their websites for "How's My Service" and "Report a Problem". The updates will allow customers to be more interactive and upload attachments for the ease of reporting issues or success stories when desired. GBA will continue their upgrade to Maximo Work Control System, which facilitates building service work orders. The upgrade will render more timely response and work order tracking.

Liberty Plaza will accommodate over 3,000 visitors for assemblies.

ORGANIZATIONAL CHART



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