ANNUAL REPORT FY25











DEPARTMENT OF GENERAL SERVICES

Whatever Needs to Be Done

MONTGOMERY COUNTY 1776 MARYLAND

DGS Delivering Great Service!

The Department of General Services proactively serves the diverse business and service requirements of all County departments, providing a single point of government to government service, enabling departments to successfully complete their respective missions and, thereby, adding value to the services performed by Montgomery County to county residents.



Marc Elrich, County Executive

As I look back on another year of progress across Montgomery County government, I am compelled to note the vital role played by the Department of General Services in shaping our community's present and future. DGS is central to the County government's operations across its varied functions. The work DGS does to support our commitment to public health, public safety, community wellbeing, environmental security and other values and programs is essential. DGS regularly proves itself to be a catalyst for innovation, equity, sustainability, inclusiveness and a thriving Montgomery County.

In FY25, our county faced new challenges which we turned into opportunities for improvement. In that same spirit, DGS characteristically displayed ingenuity and commitment for which it is well known and regarded. Continuing to transition a carbon-free County fleet from dream to reality, advancing energy resilience and independence through microgrids and leading technology in all new construction and renovations, or ensuring that all county residents have equal and unfettered access to all county buildings, DGS continues to set the standard for public service excellence.

As you will read in this report, DGS has been instrumental in:

- Driving Climate Action Plan implementation by expanding electric vehicle charging infrastructure and commissioning renewable energy projects with meeting ambitious climate goals and building a healthy environment for future generations.
- Fostering community wellbeing through investment in facility accessibility or expanding affordable housing opportunities through public-private partnerships, DGS helps the County ensure that every resident can fully participate in the vibrant life of our county.
- Supporting the ongoing operation of County government and public services provided at over 400 buildings and sites, performing best practices in document archiving and mail services, and otherwise doing what must be done to enable all County departments to be successful in their respective missions.

I am proud of the dedicated staff of the Department of General Services and the excellent work they do. Their innovation, initiative, and industry inspire my confidence in our County's future. They reflect the best of public service; making a difference every day, for every resident. I know as you look through this report you will share my appreciation for the extraordinary work DGS performs. Together, we are building a strong, equitable and forward-thinking community ready for future challenges and opportunities.

With gratitude,
Marc Elrich, Montgomery County Executive



David E. Dise, Director

I'm often asked, "What does DGS actually do?" My answer hasn't changed: "Whatever needs to be done." It may sound simple, but it's the truth. Our staff are everywhere, quietly making sure Montgomery County's government runs smoothly, efficiently, and with heart. If you see a new building rising, a fleet vehicle on the road, or a community space bustling with activity, chances are DGS had a hand in it. The ability of these service-delivering county departments to have resources to aid county residents is, in large measure, our success. It is our privilege to support every department and every resident, every day.

This past year, DGS continued to deliver on our promise of great service. In FY25, we completed transformative projects like the 6th District Police Station, the first Net Zero public safety facility in Maryland and second in the nation, demonstrating our commitment to sustainability and innovation. Our teams tackled major renovations at the Kennedy Shriver Aquatics Center and the Damascus Library & Senior Center, ensuring these spaces are accessible, welcoming, and able to provide enhanced services to the community well into the future. We began work on the Diversion Center, and the Stabilization Center, both of which are the first such centers in Montgomery County for residents in crisis. We neared completion of the largest microgrid powered transit operations and maintenance depot in the nation, representing our leadership in pursuing environmentally responsible facilities and advancing the goal to reduce the County's carbon footprint.

Our Facilities Management team kept over 400 County-owned buildings operating 24/7, handling everything from major HVAC overhauls to supporting the logistics of a presidential election. Our publishing and document services division processed millions of mail pieces and print jobs, while upgrading technology to save time, money, and resources. Our Office of Energy and Sustainability commissioned new microgrids and expanded the electric vehicle charging infrastructure, pushing us closer to our climate goals. And our Fleet Management team put more zero emission cars, trucks and buses on the road than ever before, leading the way in green transportation.

But it's not just about buildings, vehicles, or technology. It's about people. DGS is committed to equity and accessibility, whether it's making playgrounds ADA compliant, supporting affordable housing, or ensuring every County facility is a place where everyone feels welcome. Our staff are neighbors, volunteers, and problem solvers. They give back through charity drives, partnerships, and a genuine desire to make Montgomery County a better place for all.

As you read this report, I hope you see what I see: a department that embraces change, faces challenges head on and never settles for "good enough." I am deeply proud of the DGS team, their resilience, creativity, and unwavering dedication to service. Thank you for trusting us to serve you. Together, we're building a brighter, more sustainable, and more inclusive Montgomery County.

With gratitude,
David E. Dise Director,
Department of General Services Montgomery County Government

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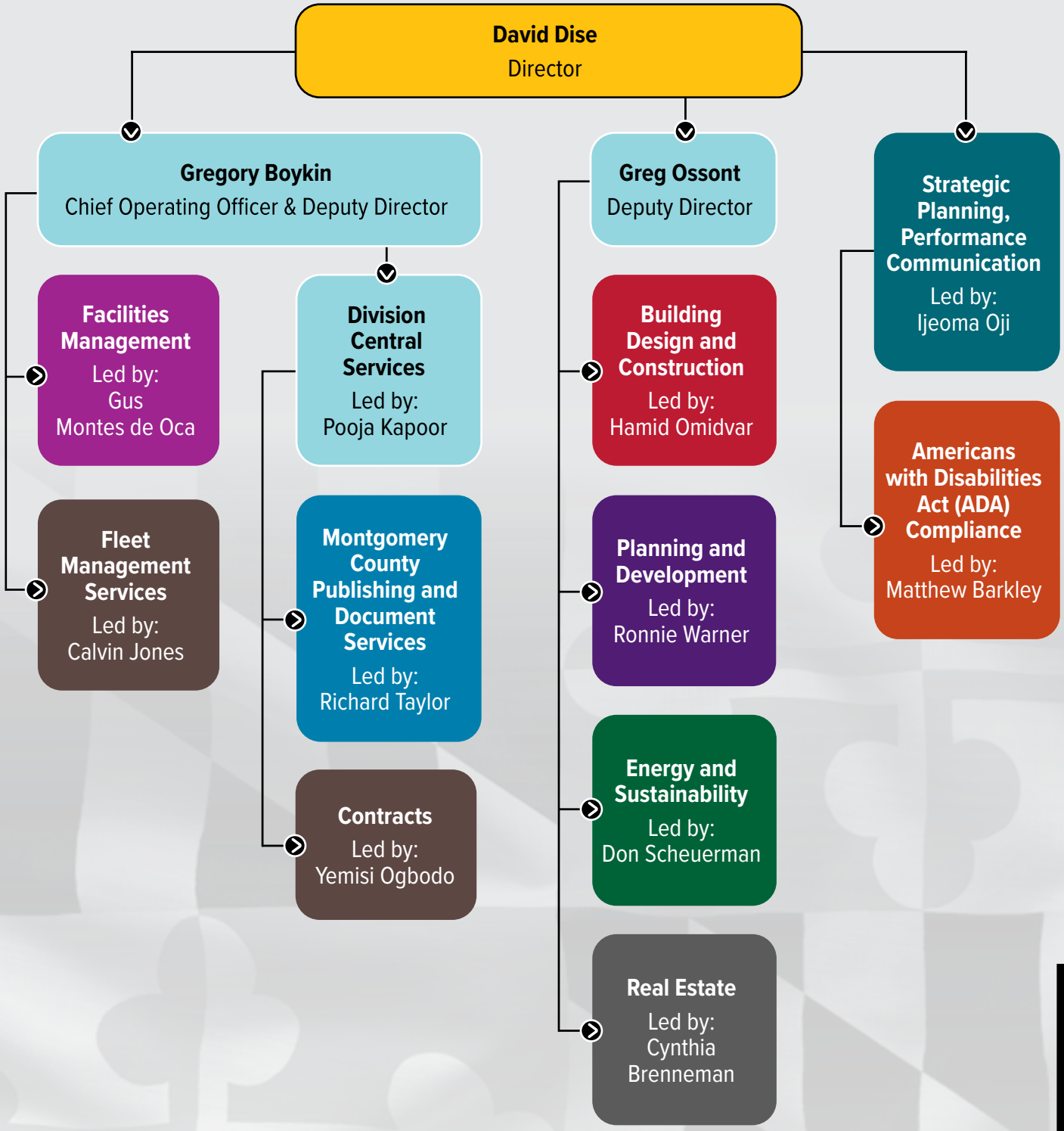

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Provide a Single Point of Government to Government Service

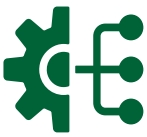


CORE VALUES



ONE DEPARTMENT, ONE MISSION: DELIVERING GREAT SERVICE

The Department of General Services (DGS) is committed to serving Montgomery County with excellence, equity, and sustainability. Our work is guided by a shared vision to create a thriving community where every resident benefits from accessible, efficient, and environmentally responsible services. We are proud to be the backbone of Montgomery County's operations, ensuring that government departments can focus on their missions while we provide the infrastructure and support they need.



GOVERNMENT EFFICIENCY

As stewards of County resources, DGS ensures that facilities, fleet, construction, real estate, and community assets operate cost-effectively and efficiently. We provide 24/7 critical support services for Montgomery County government programs, buildings, and properties, coordinate County-wide business support services, and ensure seamless operations.



CUSTOMER-FOCUSED SERVICE

Meeting the needs of all County residents is at the heart of what we do. DGS sets high performance standards for asset maintenance, service delivery, and building design and construction. We lead efforts to make County buildings, programs, and services accessible to all, implementing ADA improvements and ensuring equity in every project.



ENVIRONMENTAL SUSTAINABILITY

DGS is dedicated to reducing the environmental impact of government operations. Through innovative projects like microgrids, solar PV installations, and zero-emission fleet transitions, we are building a greener future. Our Office of Energy and Sustainability ensures that every decision maximizes resource conservation and adheres to the highest standards of sustainability.



COMMUNITY ENGAGEMENT AND ENRICHMENT

DGS is where community service meets public service. We actively engage with residents to ensure that our projects reflect the character and needs of Montgomery County neighborhoods. From preserving historical sites to creating spaces for recreation and cultural enrichment, we are committed to enhancing the quality of life for all.



EQUITY AND ACCESSIBILITY

Equity is not just a value—it's our driving force. DGS is dedicated to creating a Montgomery County where everyone thrives, regardless of ability or zip code. Through initiatives like ADA compliance, affordable housing projects, and community-focused resiliency hubs, we ensure that underserved and marginalized populations have access to the resources they need to succeed.



INNOVATION AND PUBLIC-PRIVATE PARTNERSHIPS

DGS leverages County assets and collaborates with private sector partners to design and construct facilities that enrich local communities while reducing public costs. By embracing cutting-edge technologies and sustainable practices, we are setting new standards for government operations.



NEIGHBORLINESS

At DGS, we are not just employees—we are neighbors, volunteers, and change-makers. We take pride in giving back to our community, whether through charity drives, volunteering, or creating spaces that bring people together. Every project we undertake is infused with care and a commitment to making Montgomery County a wonderful place to live, work, and play.



OUR PROMISE

DGS stands for more than just the Department of General Services—it stands for Delivering Great Service. Every day, we work behind the scenes to ensure that Montgomery County's agencies, residents, and employees can thrive. Together, we are building a brighter, more sustainable, and equitable future for all.



DIVISION OF BUILDING DESIGN AND CONSTRUCTION (DBDC)

LED BY:
HAMID OMIDVAR

THE DIVISION OF BUILDING DESIGN AND CONSTRUCTION (DBDC) is responsible for planning, designing, and constructing Montgomery County's public buildings to high-performance standards while carefully considering residents' feedback, environmental issues, and economic factors. Public buildings include fire stations, police stations, libraries, recreational facilities, civic buildings, service depots, and parking garages. DBDC is dedicated to providing leadership that promotes conservation, protection, and improvement of the environment by planning, designing, constructing, and maintaining buildings that are energy-efficient, environmentally friendly, durable, and made with sustainable materials and resources, incorporating strategies to reduce carbon emissions.





DBDC utilizes BIM360, a cloud-based project collaboration and quality control software. We coordinate all design and construction aspects through this system. By using this software, we can continuously track changes and improvements across all disciplines, eliminating the need to wait for each phase's completion to receive documents for review.

DBDC has an in-house project budget-tracking system that enables project managers to compare planned budgets with actual spending and monitor risks associated with budget decisions. DBDC uses a Project Data collection system that

allows project managers to verify the reasons behind delays or change orders, analyze the data, and decide the best course of action to improve the performance of our consultants or contractors to prevent such delays or changes.

DBDC requires that consultants prepare an Energy Report. For projects requiring Net Zero Energy Design, a Net Zero analysis has been conducted to identify the most effective solution for the entire building system, including the architectural envelope, mechanical, electrical, plumbing, site design, and utilities design.

Since the start of the pandemic, DBDC has adopted best practices for teleworking, eliminating the need to travel for face-to-face meetings with consultants. This has increased our productivity by about 20%, improved quality control, and helped keep the environment cleaner by reducing air pollution and traffic. Now, we can share all project data and designs digitally, making them accessible to our consultants or us at all times.

Highlights of DBDC projects completed in FY25

6TH DISTRICT POLICE STATION:

Strategically located along the Watkins Mill Road corridor, the modern, 24/7 facility enhances public safety operations, supports the Central Traffic Unit, and strengthens community engagement. The facility officially opened on **June 2, 2025**.

The new 6th District Police Station is the 2nd NetZero Public Safety facility in the Country, and the first in the State of Maryland. The Micro Grid project is being delivered in partnership with the County Office of Energy & Sustainability (OES) and GreenStruxure.

The facility is built to contribute to the comfort and well-being of the police who will occupy the building, as well as to have minimal impact on the environment by incorporating sustainable building design elements such as:

- large windows to allow daylight into occupied



6th District Police Station

spaces as well as views to the exterior, while providing privacy for the officers and staff by providing high windowsills.

- Energy-efficient building envelope and HVAC design.
- Use of triple insulating glazing at all windows and storefronts, which will contribute to energy conservation as well as sound isolation.
- Green building elements are all major contributors to the sustainability and operational efficiency of the building.
- Building systems are fully electrified in keeping with Montgomery County's carbon-neutral goals.



North-East view of the 6th District Police Station



Aerial view of the 6th District Police Station

FEMALE FACILITY UPGRADE, GAITHERSBURG FS#8:

This project involved upgrading the female locker room and restroom facilities, as well as adding a new unisex restroom and storage room. The project was successfully carried out with minimal disruption to facility access.



Gaithersburg FS#8 female locker room upgrade: new sinks, showers and toilets.





Highlights of ongoing DBDC activities in FY2025:

KENNEDY SHRIVER AQUATICS CENTER:

The original scope of the project involved removing and restoring existing windows and louvers, replacing the 4-inch masonry veneer block, and addressing issues with louvers, windows, and flashings. Additionally, the project included installing spray-applied wall insulation that serves as both an air and vapor barrier. The project replaced the exterior masonry veneer wall system and replaced the existing roof.

During the design evaluation, a structural review of the existing conditions revealed that the exterior walls required more extensive modifications than initially anticipated, thereby increasing the project's scope, budget, and schedule. It was also determined that both the pool equipment and HVAC systems were at the end of their useful life and needed to be fully replaced.

The Office for Americans with Disabilities Act (ADA) Compliance within the Department of General Services also conducted a review of the center's design to address all non-compliance issues. Due to the extensive work required, the facility will be closed for at least 18 months. To minimize the impact of this closure, the project was coordinated with the Recreation Department and other CIP projects, such as the MLK Aquatic Center and the upcoming South County Regional Recreation and Aquatic Center.

To support the extended outdoor pool during the closure, a new water-heating system was installed, and improvements were made to the Glenmont Outdoor Pool. These upgrades enabled extended use of the outdoor pool both before Memorial Day and after Labor Day, ensuring that swim meets







and revenue-generating activities continue despite the closure of the Kennedy Shriver Aquatic Center.

Below are photos of the new lighting, HVAC, and ceiling systems for all three pools, as well as the front exterior metal wall panel system.

CHILDCARE RENOVATIONS:

The Childcare in Public Space (CCIPS) program, managed by the County's Department of Health and Human Services (DHHS), supports childcare providers in continuing to offer safe and accessible services to families with young children while maintaining compliance with federal safety and accessibility standards.

DBDC Childcare Renovation projects involve renovating or replacing CCIPS childcare facilities to ensure compliance with the Americans with Disabilities Act (ADA) and safety standards.

The program began general planning in FY19, with design of individual facilities starting in FY21 and construction commencing in FY22. Renovation and construction will continue through FY29.

Facilities are located across County properties, schools, and parks. Key activities within the program include

1) ADA Remediation at childcare centers in County buildings, *such as Clara Barton Community Center, Colesville Health Center, the Upcountry Regional Service Center, and Potomac Community Center.*

2) Replacement of modular facilities at schools and community centers *such as Brooke Grove Elementary School, Woodlin Elementary School, and Martin Luther King Jr. Recreational Park;* and

3) Playground Replacements and upgrades at various childcare centers, *such as Bethesda Regional Services Center and Thurgood Marshall Elementary School.*





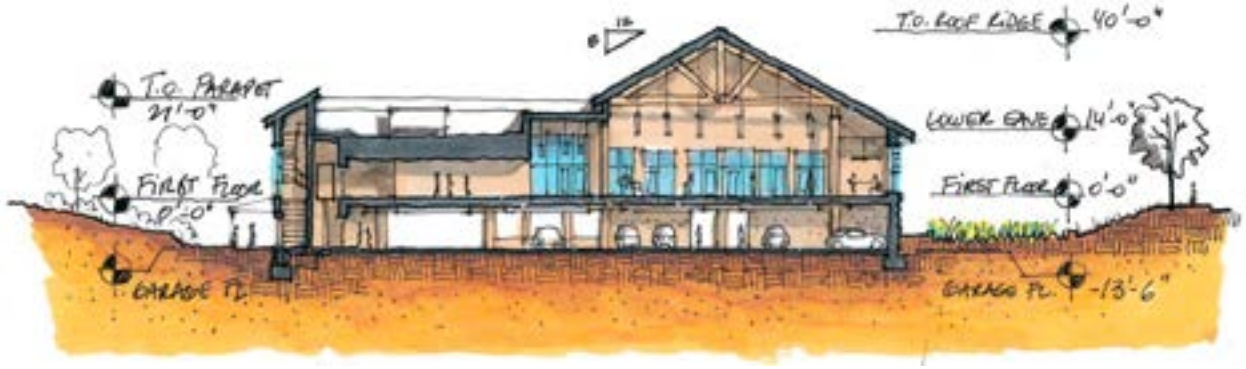




Clarksburg Library:

The Clarksburg Library project symbolizes a visionary investment in the community's future and highlights our team's leadership in sustainable and forward-thinking design. The project began in October 2021, with design starting in May 2024. This state-of-the-art facility at the intersection of Frederick Road and Stringtown Road will serve a rapidly growing population while setting a new standard for library innovation. Construction is planned to start in January 2027, with completion in February 2029 and a ribbon-cutting ceremony in March 2029. Through careful site planning and close collaboration with all stakeholders, we strategically raised the building to minimize cut-and-fill, preserved valuable green space, and included lower-level parking beneath the structure. The large windows on all sides take advantage of natural daylight, improve energy efficiency, and create a lively connection to the surrounding streetscape and public transit.

This facility is designed to be a fully electric, Net Zero building. The project is designed to accommodate high-wattage photovoltaic panels, high-efficiency MEP systems, and EV charging stations—showing our dedication to sustainability and long-term operational savings. The project redefines modern library programming by expanding flexible, non-book spaces for teens and adults. The eye-catching aluminum plank panel façade, spanning up to 25 feet without joints, showcases both technical skill and architectural excellence. With Design Development expected to be completed in May 2026 and ongoing collaboration with the Historic Preservation Committee, our team continues to proactively manage regulatory processes, maintain momentum, and deliver a transformative community resource.





View From Clarksridge Road and Rear Access Road



View From Stringtown Road and Clarksridge Road

DAMASCUS LIBRARY & SENIOR CENTER REFURBISHMENT PROJECT:

This is a comprehensive refurbishment project that represents a transformative investment in accessibility, performance, and community experience. Based on the Facility Assessment findings, our team successfully implemented extensive ADA upgrades, critical building systems remediation, and a complete redesign of the customer service front counter and lobby to create a more welcoming, functional, and technology-driven environment. The redesigned lobby now features a dedicated gathering area and computer stations. The Senior Center has been expanded with a larger fitness room, fully renovated restrooms, upgraded storefront entrances, new finishes such as carpeting and paint, all-new furniture and select shelving, a dedicated lactation room, and a thoughtfully improved warming kitchen area. A major mechanical upgrade involved reconfiguring the two-wing HVAC system so that the Senior Center operates independently from the Library wing, significantly enhancing comfort, efficiency, and operational control.

The project also enhances outdoor amenities by transforming the existing patio into an inviting wellness-focused space. The outdated pergola is being replaced with a modern, durable structure that boosts aesthetics while creating a comfortable, shaded environment that encourages seniors to enjoy fresh air and sunlight. An outdoor fitness area further supports health and engagement. Due to strong leadership and proactive management, construction has progressed smoothly over the past eight months, with more than 75% completed, demonstrating our team's commitment to excellence, efficiency, and exceptional community-focused results.









COB CAFETERIA AREA RENOVATION:

Delivered under a design-build contract, the cafeteria renovation at the Executive Office Building, 100 Maryland Avenue, demonstrates our team's ability to handle complex interior upgrades while maintaining operational continuity. The project reached substantial completion in July 2025. The scope involved demolishing a noncompliant commercial kitchen and dining area, and constructing a modern cafeteria, warming kitchen, open office space, conference room, and a fully code-compliant enclosed staircase. The renovated space now offers a safe, efficient, and welcoming environment that complies with current building standards and improves daily operations.

Throughout construction, our team demonstrated resilience, adaptability, and proactive problem-solving. Early detection of asbestos was quickly addressed through coordinated remediation efforts, preventing long-term delays. When security operations required temporary relocation to accommodate construction, we implemented thoughtful wayfinding solutions to ensure accessibility for all visitors. After the City inspection identified staircase code deficiencies, we promptly obtained a new permit and replaced the structure to ensure full compliance and safety. Construction activities were carefully managed around Council hearings, requiring significant schedule adjustments and precise coordination to minimize noise impacts. Despite reduced workweeks and a 122-day schedule extension, the team maintained progress and quality.

The café officially opened on August 25, 2025, marking the successful delivery of a highly visible, community-serving amenity and highlighting our ability to navigate complexity while delivering excellence.









NORTH BETHESDA FIRE STATION:

Initiated in July 2022, this transformative Fire and Rescue Station project (initially named White Flint Fire Station) demonstrates the County's ongoing leadership in delivering innovative, resilient, and community-focused public safety facilities. Design of the station began in October 2023, with construction set to begin in November 2026 and completion, including ribbon-cutting, planned for November 2028.

Located at the corner of Josiah Henson Parkway and Chapman Avenue, the new one-story, five-bay station will house Fire and Rescue operations, along with a reserved space for a satellite Police substation, strategically combining County services to improve interagency collaboration, efficiency, and community response. The project follows prototype program square-footage standards and will meet IGCC requirements, with a formal net-zero study underway to assess full net-zero performance.







This facility sets a new benchmark for inclusiveness and sustainability in public safety design. Recognizing the evolving and increasingly diverse workforce within fire and rescue services, the station incorporates flexible, gender-neutral sleeping quarters, restrooms, locker areas, and private bunkrooms to support all personnel equitably. The building is designed with a strong commitment to sustainability, including EV charging stations, photovoltaic panels, advanced stormwater management systems, and native landscaping. An innovative exterior cladding system enhances energy performance while reducing construction time and cost. The main street façade will feature a public art mural, reinforcing the station's civic presence. Despite a significant WMATA easement bisecting the site, the building footprint has been strategically designed to avoid underground transit infrastructure. The completed station will include apparatus bays, dormitory and administrative spaces, training rooms, and on-site parking, delivering a high-performance, future-ready public safety hub for the community.

DIVERSION CENTER:

The Diversion Center will be an innovative facility focused on strengthening the "Crisis Now" model in Montgomery County. This state-of-the-art center will serve as a crucial resource for residents experiencing crises, providing comprehensive behavioral health support tailored to individual needs. It will offer a wide range of essential services, including specialized treatment for mental health issues and substance use









disorders, along with various other crisis-related assistance. The center is designed to foster a compassionate and supportive environment, ensuring that individuals in distress receive timely care and resources and begin their journey toward recovery and stability.

The project started in September 2021, with the design phase beginning in November 2023. The project received support from a Steering Committee comprising subject matter experts and community members. The project was presented and received community feedback. This exciting new building is the first of its kind in the county, offering a welcoming alternative to jail for residents. The building features a multi-family townhome design, contributing to the community's residential context.

The demolition of the interior began in December 2025 and was completed in January 2026. Construction is projected to start in November 2026, and the ribbon-cutting ceremony is scheduled for July 2028.

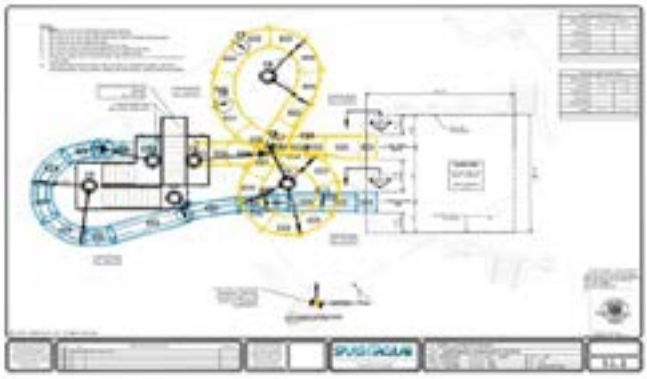
The project is designed to be all-electric and has the potential to reach net-zero energy with the installation of PV panels.

Site retaining walls are being constructed to reduce the soil load on the building, thereby reducing the need for expensive structural reinforcement.

GERMANTOWN OUTDOOR POOL:

The slide replacement project at the Germantown Outdoor Pool, located at 18905 Kingsview Road, Germantown, Maryland 20874, represents a significant capital improvement initiative to be completed in advance of the 2026 summer season.





This project involved the full replacement of the existing water slides with a new slide system and associated support structures. The scope of work included demolition of the original slides, installation of new foundations, replacement of the shade canopy, and upgrades to the mechanical infrastructure, including new piping and valving beneath the slide tower to enhance operational efficiency and reliability.

Construction is scheduled for completion in April 2026, ensuring readiness for the facility's public reopening on May 25, 2026. This improvement enhances both the safety and overall guest experience, supporting continued community engagement and recreational opportunities at the Germantown Outdoor Pool.

BETHESDA FIRE STATION 20

This project involves replacing and renovating heating, ventilation, and air conditioning (HVAC) and electrical systems at various fire stations that are in poor condition. Funding will support one station each fiscal year. Bethesda Fire Station 20 is currently under construction. Replacing and repairing HVAC systems at fire stations helps reduce costly emergency repairs and improves energy efficiency. Because each facility has a unique HVAC design, the scope and costs vary for each station. The current candidate projects were identified through a condition assessment.



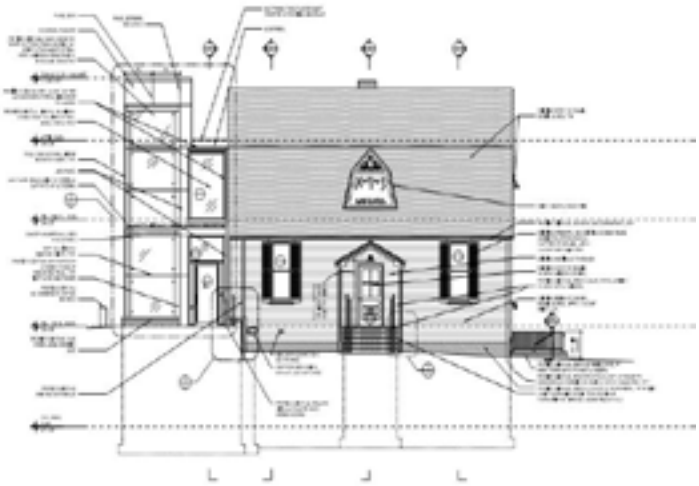


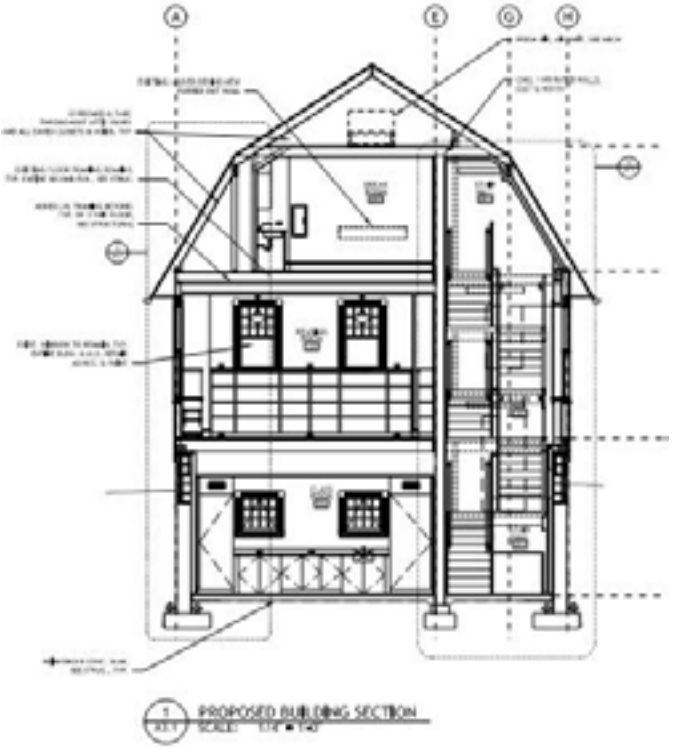
NOYES LIBRARY FOR YOUNG CHILDREN REHABILITATION AND RENOVATION:

The Noyes Library is a small, historically designated institution dedicated to prekindergarten education and early childhood services for children from infancy through approximately age eight. Its intimate scale and welcoming environment create a distinctive, signature experience for young children and their families; however, the building is not currently compliant with the Americans with Disabilities Act (ADA).

Since that time, the County and the Noyes Children's Library Foundation have collaborated on a more comprehensive rehabilitation plan that preserves the library's unique character while significantly improving accessibility, expanding staff work areas for program preparation and collections management, and increasing space for programming. This project will undertake a full rehabilitation of the historic facility, including converting the attic into a finished second floor, renovating the first floor, and constructing a finished basement. The scope also includes installation of a connecting exterior elevator, ADA-compliant restrooms, and new egress stairs to ensure accessibility and life-safety compliance. Upon completion, the enhanced facility will accommodate greater attendance and a broader array of programs and services, advancing a shared vision for the future of the Noyes Library for Young Children through a proposed County partnership.









DIVISION OF FACILITIES MANAGEMENT (DFM)

LED BY:
GUS MONTES DE OCA

(DFM) MAINTAINS OVER 400 COUNTY-OWNED FACILITIES. This represents over 10,000,000 square feet of institutional space. We facilitate County operations ensuring that facilities are in optimal condition, allowing our county colleagues to carry out their mission of serving Montgomery County citizens. Our work gets us “down and dirty” so that we can ensure safe, comfortable, reliable, efficient, operational, and aesthetically pleasing facilities for our internal customer departments and all County stakeholders. Through in-house and contract forces we perform snow removal at 210 County facilities, clearing over 440,000 linear feet of sidewalks and over 8,000,000 sq. ft. of parking/access space. DFM maintains over 10,584,000 sq. ft. of the landscape. Every month, DFM responds to and resolves an average of over 1,000 work order tickets per month. These work order tickets vary from heating/cooling issues, plumbing issues, electrical needs, custodial services, landscaping, and other Property Management concerns of our customers. We manage operations 24 hours a day, 7 days a week, and 365 days per year.



Several highlighted projects from FY25 are listed below:

- DFM completed 31 Heating, Ventilation, and Air Conditioning (HVAC) projects at various County facilities costing approximately $2,300,000.

- A major HVAC renovation project took place simultaneously at the Legget Executive Office Building and the Judicial Center. At a cost of over $15 million dollars, DFM replaced 6 chillers, 4 cooling towers, 2 large air handlers and all associated essential equipment for both systems. This endeavor required multiple levels of coordination with DFM and vendor teams working in tandem, to complete the project on time and within budget.
- In February 2025, the Executive Office Building was renamed to the *Isiah 'Ike' Leggett Executive Office Building*. DFM played a key role in the renaming of the building by coordinating various activities and projects to support the effort. The rebranding culminated with a grand event the evening of February 24, 2025. The "LEOB", as it is affectionately now referred to, serves as a reminder to the great contributions to the county by the former CEO, Isiah "Ike" Leggett.



- The staff of DFM is ready and willing to offer assistance whenever called upon by other county agencies. In Fiscal Year 2025, staff assisted with the coordination and collection of ballots for Montgomery County Board of Elections during the General elections of November 5, 2024. From assisting loading of judge's equipment and delivery of election equipment to coordination voting centers to collection of electronic ballot media and



general activities on election night, DFM was there to ensure a smooth and seamless transition of materials for this Presidential election.

- Division of Facilities Management Structure:
  - **Property Management**: The County is divided into 8 areas, to include a dedicated area for county fire facilities. Each area has a Property Manager who is responsible for the day-to-day maintenance needs, requests, and requirements. In addition, a Second Shift Property Manager handles the maintenance needs and requests in all areas after 4:00 P.M. and staff are available on a 24-hr rotation to ensure continuity of operations for all County facilities.



  - **Division of Facilities Management In-House Maintenance Shop**: DFM provides contracted and in-house maintenance to over 400 County owned and leased facilities. To ensure work is performed in an efficient and timely manner the county employees 19 HVAC technicians, 10 Electricians, 8 plumbers, 20 craftworker/ inspectors and 2 locksmiths. This talented crew is assigned to respond to work orders submitted to DFM throughout all county departments. They are also tasked with performing preventive maintenance on most mechanical equipment across a diverse portfolio of equipment. The day-to-day dedication of this talented group is what keeps our county facilities running.







  - **Major Maintenance Project Managers**: This section is staffed with six MMPMs and one Master Plumber who are charged with the planning, estimating, and management of repair, renovation and remodeling projects throughout the County. This unit also performs Capital Improvement Projects which involves Roofing, Electrical, HVAC, Elevator Modernization and Life Safety.



- **Engineering Services**: This section provides a comprehensive review and analysis of design documents and specifications for new and existing facilities. This review includes compliance with design, energy, and efficiency guidelines. The Engineering Services section also performs complete and comprehensive investigations regarding indoor air quality concerns and other engineering-related issues.
- **Accounting Support**: This section performs Operating and Capital Accounting which involves tracking over 500 invoices on a monthly basis and coordinating the review and payment of these invoices to ensure timely payments. This section also coordinates the proper review of contracts within DFM and provides written correspondence to the County and public as required.
- **Supply Section**: This section provides Maintenance Repair and Operations supplies for County owned and leased facilities. The DFM Supply Section is an integral part of the new Assetworks work order system, using "real-time" inventory throughout the facilities organization.

Highlights of Other Notable FY25 Projects

- DFM ADA Projects:
  - Martin Luther King Outdoor Pool ADA renovation
  - Germantown Library ADA Parking Project
  - HHS Betty Ann Krahnkey Facility various ADA projects
- Support of the PSCC Generator Replacement Project by providing supplemental backup power to facility
- Various Day Care facilities owned by Montgomery County and leased to individual childcare centers.
- Elevator Modernization – Longbranch Library
- Major Concrete Repairs:
  - Fire Station #4
  - Fire Station #40
- Bay Door Replacement
  - Fire Station #8
  - Fire Station #10
  - Fire Station #33
- Roof Replacements:
  - 401 Hugerford Drive
  - HHS Betty Ann Krahnkey Facility
  - Praisner Library





MONTGOMERY COUNTY PUBLISHING AND DOCUMENT SERVICES (MCPADS)

LED BY:
RICHARD TAYLOR

Stand-outs:

- Processed over one million pieces of first-class mail.
- Delivered high-quality print orders and processed thousands of county records.
- Managed 600+ Multi-Functional Devices throughout the county.
- Digitized thousands of documents, streamlining access to critical information.

MCPADS honors a long-standing tradition of providing essential in-house services across Montgomery County Government. **Innovative technology** and **self-reliance** are at the core of our mission to continually improve services and bolster efficiency.





Key Highlights:

- **Custom Solutions**: With High-speed printing, electronic publishing, and comprehensive document management, we cater to the needs of **over 200 County locations**
- **Sustainable Practices**: Initiatives like the **Online Printshop** have generated significant savings, averaging 15% in printing costs for the County via a contract for specialty promotional items.
- **Mail Services Efficiency**: With real-time tracking and secure handling, we processed approximately **three (3) million pieces of outgoing USPS mail** and **two (2) million interoffice deliveries**.

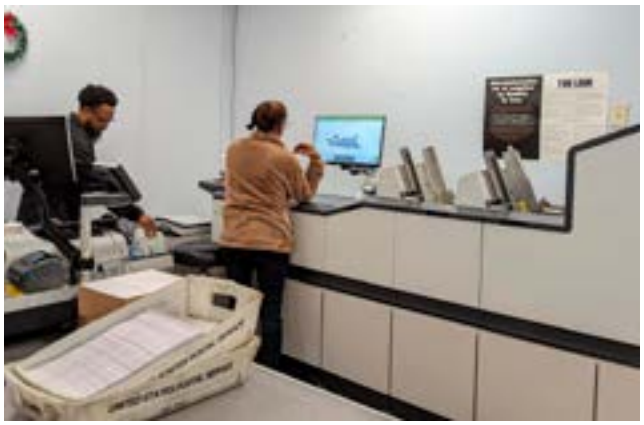
MCPADS provides custom solutions and document management through high-speed digital printing, desktop and electronic publishing, bindery, digital scanning, electronic and physical archiving of County records, as well as processing and delivering United States Postal Service mail and inter-office mail delivery to and from over 200 County locations across 500 square miles. We have converted many facets of our business to green practices and have integrated innovative technologies that save the County money and time and optimize efficient and sustainable solutions.

The Online Print Shop continues to be a vital link for county employees working remotely. At the beginning of FY24, we entered into a contract for Specialty Promotional Items, filling our customers' needs and saving the County, on average, 15% of what they could pay without this contract. The Mail Services staff is on-site to receive and deliver mail securely. The Record and Scanning Production Center processes and stores County records and continues digitizing records. The Print Shop takes pride in printing important information for the County, letters to residents, signs, posters, health information, election information, public safety forms, and much more. Our fleet of **626** multi-function devices (MFDs) is maintained, their software updated, and customer emergency calls resolved.

Print Shop Excellence

The Print Shop is a cornerstone of our operation. It has state-of-the-art technology and a highly skilled, experienced team of operators, technicians, and graphic designers. Our Team prints a broad range of high-quality publications and products, such as forms, business cards, brochures, vinyl banners, magnets, and signs, to name just a few. We know that not every job can fit into a two-page document. Our team of experts is available to help County employees plan their projects and offer professional design and marketing services to showcase their projects. Design services help our customers from the beginning of a project by assisting with concept, graphics, branding, page design, and layout throughout the project and print process. The Online Print Shop is an e-commerce website that provides on-demand services with 24/7 flexibility. Employees can securely log on to order products and create print jobs whenever convenient.





The Print Shop continues to invest in smarter, more efficient technology to streamline production, reduce costs, and improve turnaround times. In FY25, a contract was finalized to install four new digital presses in the Print Shop. These machines have state-of-the-art software to make us more efficient and uses the latest technology. An updated version of Fiery allows our operators a greater level of manipulation for files and a more remarkable ability to adjust the color and set up

jobs that the old software didn't allow. Thanks to this update, our team is more responsive to customer requests and able to do higher quality work, as well as saving money by not having to send these jobs to a graphic designer to change.

Key Accomplishments:

COMMERCIAL DIGITAL PRODUCTION PRESS PRINTING ENHANCEMENTS

We utilize high-performance digital printers equipped with inline finishing capabilities, including booklet making, stapling, 3-hole drilling, and scoring. These machines can print, bind, and trim both standard and full-bleed booklets in a single workflow.

By printing on 12"x18" up to 14.33"x22.5" sheets, we can efficiently "multi-up" large postcard jobs for mailing, significantly reducing paper waste and production time. Our ability to pre-punch documents for coil binding also speeds up the bookbinding process.

SOFTWARE OPTIMIZATION

Advanced printing software allows us to impose multiple pages per sheet, minimizing paper usage and reducing loading times for large-volume jobs. This not only saves resources but also increases overall productivity.

WIDE FORMAT PRINTING

- **Mutoh 1680UH Printer**: Enables in-house production of yard signs, indoor/outdoor signage, and banners up to 5 feet tall, eliminating the need for outsourcing and saving both time and money.
- **Canon 4600S Color Plotter**: Offers faster print speeds for large-format color jobs.



FINISHING EQUIPMENT

- **Duplo Die Cutter**: Cuts business card orders in seconds and performs perforation on both cardstock and regular paper. This reduces reliance on external vendors and accelerates delivery for custom-cut jobs.

The Online Print Shop allows employees to:

- See estimated cost as they select options
- Upload multiple file formats
- 24/7 access to easily upload files, track spending, receive email confirmations
- Print job completion
- Create a library of jobs for reprinting in the future
- Order specialty promotional items

It allows Print Shop staff to:

- View orders immediately as they are placed
- Assign jobs to specific operators and machines
- Update the job's status as it is printed
- Track jobs in real-time, ensuring timely delivery
- Run reports

The Print Shop offers complete print services from one-color to full-color printing to full-service binding and finishing. The Print Shop supports County operations by printing a wide variety of high-quality informational and promotional materials concerning the missions, operations, policies, programs, services, messages, and public service announcements of Montgomery County Government for dissemination to the public and County employees. Our high-quality products include – but are not limited to:

- Signage
- Posters
- Banners
- Fliers
- Brochures
- Booklets
- Stationery
- Magnets
- Bookmarks
- Calendars
- Vinyl banners
- Yard signs
- Bus signs
- Window wraps
- Parking Garage tickets
- Parking signs
- Nameplates
- Coloring Books



Mail Services

As the county's centralized mail hub, our Mail services have modernized their technology and processes to enhance efficiency. The Montgomery County Publishing and Document Services (MCPADS) section of the Department of General Services (DGS), Mail Services, has been executing its role as the county government's centralized mail center.

Mail Services is now equipped with state-of-the-art full-service technology. It processes about 3

In FY25, The Print Shop Processed

QUARTER	ORDERS	COLOR IMPRESSIONS	BW IMPRESSIONS	TOTAL IMPRESSIONS
Q1	1,374	2,033,735	1,068,002	3,102,135
Q2	1,923	1,537,816	1,382,536	2,923,602
Q3	1,576	3,365,760	1,360,135	4,727,255
Q4	2,314	1,574,407	1,877,343	3,452,005



million pieces of USPS outgoing mail and annually delivers around 2 million interoffice pieces of mail and packages. Mail Services provides over 170 daily mail stops in county offices and affiliated agencies throughout Montgomery County.

Mail Services has nine full-time employees. The primary Mail Center is in the Montgomery County Circuit Court building at 50 Maryland Avenue, Room T-33, Rockville, Maryland, 20850. A satellite Mail Center supports the Montgomery County Public Safety Headquarters operations in the Thomas J. Manger Public Safety Headquarters building at 100 Edison Park Drive, Gaithersburg, Maryland 20879.

Key Stats from FY25:

- **765,942 metered mail pieces processed.**
- **2,691,915 bulk mail items handled, contributing to substantial cost savings.**
- **Coordinated a total savings of $ 990,786.17 across numerous departments.**

SERVICES WE PROVIDE:

- Pick up, sort, and deliver US mail, interoffice mail, print shop orders, and boxes from over 170 county offices and affiliated agencies in the county.
- Processing outgoing USPS mail, including sealing and applying postage:
- 1st Class Presort (Letters, Flats, and Cards)
- 1st Class (Letters, Flats, and Cards)
- Priority Mail (Discounted Commercial Based Rates)
- Library and Media Mail
- Package Shipping (Discounted Commercial Based Rates)
- Certified Mail (Traditional or Electronic Return Receipts)
- Insured Mail
- Registered Mail
- Priority Mail Express – Overnight (Discounted Commercial Based Rates)
- Bulk mail processing – Consulting, Addressing, Folding, Inserting, and Tabbing:
- Every Door Direct Mail (EDDM) – Targeted zip codes, Routes, Age Groups, Residential, Businesses, etc.
- Folded Self Mailers (FSM)
- Postcards
- Letters with # 10, 6”X9”, 9”X12” or any other size in between
- Electronic Return Receipt service for Certified Mail (Connect suite certified)
- Providing real-time tracking for all accountable mail, packages, and print shop orders (Web Tracking System).
- Scanning of inbound USPS and interoffice mail to facilitate remote work.
- Consultation on mailing projects, including address list validation.

Montgomery County Records Center

The Montgomery County Records Center has four full-time employees. Two employees operate a County truck to pick up paper to be shredded and to deliver boxes and reams of paper to over 150 locations throughout the County. Another full-time employee operates the heavy-duty shredder, pallet jack, and forklift, handling warehouse duties such as shredding paper and pulling, placing, and refilling archived records. The final full-time employee is the Records Manager, who oversees the Records Center and the Scanning Production Center.

The Montgomery County Records Center has outgrown its current capacity and began leasing additional warehouse space in FY24. The Records Center houses close to 700,000 records. To free up space, they scan long-term records for future growth. Many County records have long retention periods, some as long as 99 years. County offices are consolidating due to the hybrid work model. During any move, many records are transferred to the Records Center. The Records Center saves the County a yearly average of 6% by storing and managing its records over the cost of having an outside vendor store and manage them.

Staff delivered an average of 173 reams of colored or specialty paper and 436 cases of white paper per month, and they picked up an estimated 20,000 lbs. of shredding material per month.

ZAZIO is the software used to keep track of all records in the warehouse, down to the box and file level. It tracks the warehouse's inventory, who has the record when it was requested, and whether the record has been returned.

The equipment maintained in the Warehouse includes a scissor lift, a heavy-duty shredder, and a pallet jack. Training is required for operating and maintaining each piece of equipment.





SCANNING

The Montgomery County Scanning Production Center currently has six full-time scanning operators.

Every month, an estimated 150,000 pages are scanned. All scanned images are processed through a rigorous quality control process, during which the integrity of every image is approved. The scanning operator frequently adds metadata to make the image in our Electronic Records Management System easier to find.

Scanning records in-house is cost-effective and secure. Having records scanned and stored by an outside vendor can be very costly. There is much preparation involved in scanning records. Not only can there be physical preparation, such

as removing staples and identifying document types, but planning needs to be done. Each scanning job has different organizational needs, naming conventions, and metadata requirements. The scanning operators type in the file names and metadata. Sometimes, this can be pulled from a barcode, which the operator creates. Many outside firms charge per keystroke, which can be very expensive when you have long file names or much metadata to apply. The scanning center charges a flat rate with unlimited keystrokes, keeping our cost below the commercial market.

The Scanning Production Center currently operates six high-speed Kodak scanners, one microfilm/microfiche scanner, one large-format scanner, one desktop Kodak scanner, one X-ray scanner, and one large-format printer. The variety of machines permits scanning multiple types of media: paper, engineering drawings, microfilm/microfiche, and X-rays.

Imaging Highlights

DELIVERY & PICKUP

In FY25:

- On average, we pick up 70,000 pounds of material to be shredded monthly.
- On average, we pick up 300 + archive boxes on a monthly basis.

We assist with the notable pickup/drop-off of unique print products for all departments free of charge. After we shred material from the departments, all the by-products are recycled.

ARCHIVING

Our archiving system tracks all files/boxes in our warehouse. This includes their location, current status, whether a box was Checked out or Returned to a department with a time stamp, and the requester's information. Approvers (DGS staff) can review, approve, or disapprove all transmittal sheets online before boxes are picked up.

Departments can access their transmittal sheet online to request or return their files/boxes. All security access can be set to the division level.

MCPADs worked with TEBS and the Office of the County Attorney to create an online platform for archiving. This system is currently in stage one with the Office of the CAO as a department. MCPADs plans to expand this offering and eventually train all departments.

Multi-Functional Device (MFD) Management Program

DGS has committed to incorporating environmental, social, and fiscal sustainability into County operations while keeping customer satisfaction at its core. Many program advantages have been realized, and the Department continues to drive towards the goals and metrics supporting our mission: Delivering Great Service. Montgomery County Publishing and Document Services leases from Konica/Meridian, the County's Konica Minolta Multi-Functional Device (MFDs) fleet. Konica/Meridian has been a successful partner for years.

MCPADS maintains a fleet of 609 MFDs, driving efficiency and sustainability across county departments.

Program Highlights:

- **An average 10% cost savings achieved with the Konica Minolta.**
- **Eco-friendly practices with ENERGY STAR certification.**

During FY25, we worked with the departments to replace all the Konica MFDs throughout the County. Our previous contract expired in December of 2024, meaning all Konica Minolta MFDs needed to be picked up and returned and new devices installed. With so many departments and locations, this was no small organizational task. Many departments upgraded their Konica's

from black and white to color. Switching to color saves money for the County by moving from expensive desktop printers to Konica MFDs, which include supplies and service at a much lower cost and eliminates the need for additional desktop printers. We also worked to right-size the Konica MFD fleet, as they had less usage with many employees teleworking. Therefore, some machines were not replaced because they were no longer needed or other machines could be used. Under the new contract, the County saw an average 10% savings over the previous one.

Our MFD Management Program encompasses:

- Efficient, effective centralized management of an expanded fleet of approximately 612 MFDs, 11 different models for 39 Departments at 150 locations.
- Technologies that encourage energy savings, resource conservation, recycling, pollution prevention, and reducing environmental impact in each life-cycle stage of MFDs.
- The consolidated lease of MFDs provides efficient centralized management.
- Our contract with Konica/Meridian efficiently provides all maintenance and supplies. When service or supplies are needed, the user can contact Konica/Meridian using the phone number and serial numbers on the machine's front door label.
- Software solutions, including secure print, which holds users' print jobs securely until the user releases them, and scanning software, provide efficiency and sustainability. Secure print prevents paper and toner waste because print jobs are not thrown away by mistake before the user gets them, and users who change their minds about jobs can cancel them at the Konica MFD. The scanning software provides an efficient way to share documents easily from the Konica MFDs.
- MFDs offered under this program are efficient and sustainable. They are ENERGYSTAR® compliant, EPEAT-rated GOLD, and have many features aligned with the County's green initiatives.

FY25 Activity

In FY25, over 434 devices were connected to the MCGOV network and reported to Equitrac. Equitrac is the software application used to retrieve Konica MFD meter readings for our report. With this application, we ran the following quarterly reports for FY25 and FY24. The FY24 data is shown below for comparison.

- All MFDs are Section 508 compliant, with accessibility features that support the County's Americans with Disabilities Act (ADA) Compliance Program.

Our partner Konica/Meridian's Customer Service has been outstanding, and the quality of their products has been incredibly reliable. Below are the service calls for FY23, FY24 and FY25 for the 660 devices we lease from them. We had less than an average of two service calls per year per machine.

FISCAL YEAR	SERVICE CALLS FOR 612 MFDS
FY23	766
FY24	781
FY25	444
Total	**1991**

Power BI generated the charts below. The environment savings are calculated using the number of jobs deleted at the MFD and the number of expired jobs (jobs sent to the machine but never printed out).



OFFICE OF ENERGY AND SUSTAINABILITY

LED BY:
DON SCHEUERMAN

ENERGY, RESILIENCE, AND ELECTRIFICATION INITIATIVES.

Overview

In FY2025, Montgomery County advanced a substantial portfolio of energy, sustainability, and electrification initiatives that strengthened operational resilience, supported aggressive climate commitments, and reduced greenhouse gas (GHG) emissions across County facilities. Major accomplishments included commissioning new microgrids, advancing long-term renewable energy planning, executing efficiency upgrades, and expanding electric vehicle (EV) charging infrastructure to support County fleet electrification and public EV access.



OES' Don Scheuerman and Chris Weatherly receive a ceremonial check from Pepco's Tima Jenks representing the accumulated incentives received by OES in Pepco's Energy Savings for Business Program.

Advanced Energy & Microgrid Development

MICROGRID COMMISSIONING AND CONSTRUCTION

- 6th District Police Station Microgrid – Completed. This newly completed microgrid, which includes 360 kW of parking garage solar canopies, provides resilient, cleaner onsite power to a mission-critical public safety facility.



6th DISTRICT POLICE STATION Microgrid



David F. Bone Equipment Maintenance and Transit Operation Center (EMTOC) Microgrid

- Public Safety Communications Center Microgrid – Under Construction. Construction progressed on this high-priority microgrid supporting emergency communications, which includes 360 kW of parking lot solar canopies.
- EMTOC Microgrid Phase 1 – Under Construction. Phase 1 construction advanced resilience capabilities for emergency management operations. The project includes 4.88 MW of solar panels across the entire site. The project includes 6.22 MWh of Battery Electric Storage Systems. Also included are 32 Battery Electric Bus charging dispensers, which will support the goal of a Zero Emissions Bus Fleet.
- Holiday Park Senior Center Microgrid – Planning phase commenced, which will update the existing onsite solar canopies as part of a distributed energy microgrid to make the site net-meter-zero, and allow the site to function as a Senior Center Resiliency Hub.
- Schneider Electric Contract (RFEP No. 2025-001) – After an energy procurement, a microgrid/resiliency hub contract was awarded to support expansion of the County's microgrid and sustainability portfolio.



OES Capital Projects Manager Michael Yambrach (center) discussing microgrids at the Schneider Electric Innovation Summit

RENEWABLE ENERGY SYSTEMS PLANNING

- Oaks Landfill 60 MW Solar + Green Hydrogen System – Feasibility study completed to support long-term renewable energy planning where the County may develop a source of Green Hydrogen to support the County's goal of a Zero Emissions Bus Fleet.

Energy Efficiency & Building Performance

- LED (Light Emitting Diode) lights use a semiconductor to convert electricity directly into light, which makes them far more efficient than traditional lighting. They waste very little energy as heat, last significantly longer, and require less electricity to produce the same amount of brightness. As a result, LED lighting

Leggett Executive Office Building LED Lighting & Lighting Controls Project

LIGHTING BEFORE | **LIGHTING AFTER**



Cafeteria



Main Lobby



Lobby Stairs

reduces energy consumption—often by 7–10% or more in building-wide upgrades—and lowers both operating costs and greenhouse gas emissions. OES completed 17 upgrades, including 8 in Building Energy Performance Standards (BEPS)-covered facilities.

COUNTY OWNED AND MANAGED BUILDINGS	BEPS BUILDING?
Bethesda Chevy Chase Rescue Squad R1	Yes
Brig. Gen. Charles Mcgee Library	Yes
Colesville Health Center	Yes
DFRS Warehouse	Yes
Hungerford Office Building	Yes
M C Correctional Facility	Yes
Pre-Release Center	Yes
Public Safety Training Academy	Yes
Chevy Chase Library	No
Council Office Building Garage	No
Fire Station #04	No
Fire Station #08	No
Fire Station #12	No
Fire Station #23	No
Fire Station #33	No
Olney Library	No
Veterans Plaza Pavilion Skate Rink	No

OES completed 17 upgrades including 8 in facilities which fall under the Montgomery County Building Energy Performance Standard law, passed by County Council in February 2025.

- **Monitoring Based Commissioning (MBCx)** is a continuous, data driven approach to optimizing building performance. Unlike traditional commissioning—which is often a one-time activity during construction—**MBCx uses ongoing monitoring, analytics, and diagnostics to ensure building systems operate efficiently over their entire lifecycle**. 6 completed projects, all in BEPS buildings. Typical savings: 7–10% electricity reduction. OES will be transitioning to Virtual Commissioning (VCx), a variation of MBCx, beginning in FY2027.

COUNTY OWNED AND MANAGED BUILDINGS	BEPS BUILDING?
AFI / Blackbox	Yes
Animal Shelter	Yes
Grey Courthouse	Yes
North Potomac CRC	Yes
Public Safety Training Academy	Yes
Veterans Plaza Civic Center	Yes

- A Building Automation System (BAS) is a centralized control system that automatically manages building equipment—such as heating, cooling, ventilation, and lighting—to ensure the building operates efficiently and only uses energy when needed. By continuously adjusting equipment based on occupancy, schedules, and real-time conditions, BAS systems reduce unnecessary energy use and optimize performance. BAS upgrades typically reduce electricity consumption by 7–10% and natural gas use by 5–7%, delivering meaningful operational savings. OES completed 2 projects in FY25.

COUNTY OWNED AND MANAGED BUILDINGS	BEPS BUILDING?
Animal Services and Adoption Center	Yes
4th District Police Station	No

Electric Vehicle Charging Infrastructure Expansion

FY2025 saw considerable expansion in the planning and development of EV charging capacity for both County fleet and public users. Deployments included Level II (L2) standard AC chargers and Level III (L3) DC Fast Chargers.

FLEET EV CHARGING INFRASTRUCTURE

- **260 E. Jefferson Street (Old PNC Bank)**: 8 Level III Fleet chargers (all DC Fast), supporting rapid fleet turnaround and high-demand electrified operations.
- **Holiday Park Senior Cente**r: 10 Level II chargers, 2 Level III chargers. Provides a balanced mix of overnight charging and accelerated fleet readiness. Onsite charging will be open for public use during the day and Fleet usage for overnight charging.
- **Public Safety Headquarters (PSHQ) – Microgrid Expansion**: 20 Level II Fleet chargers, 20 Level III Fleet chargers. Represents one of the County's largest expansions with the combined existing chargers.
- **6th District Police Station (New)**: 4 existing Level II Fleet chargers and 16 new Level III Fleet chargers (all DC Fast). Supports rapid-charging needs of first responder vehicles.
- **1451 Seven Locks Road (DFMHQ)**: 18 Level II Fleet chargers, 1 Level III Fleet charger and hosts 6 Level II public chargers supporting visitor charging needs.

Summary & Outlook

FY2025 marked substantial progress across Montgomery County's energy and sustainability initiatives. The deployment of new microgrids, completion of major efficiency upgrades, and significant EV charging expansion collectively improve County resilience, reduce operational emissions, and support long-term climate objectives.

FY25 (February 2025) saw the passing of the Montgomery County's Building Energy Performance Standard (BEPS), a regulation that requires large existing buildings (>25,000 square feet) to become more energy efficient over time. BEPS sets minimum energy performance targets that buildings must meet and improve upon at regular intervals. The goal is to reduce energy use, cut greenhouse gas emissions, and help the County meet its long term climate commitments. Buildings can comply by upgrading equipment, improving operations, increasing efficiency, or using cleaner energy. The County has 71 building that will be impacted by BEPS, and this will play a major role in future OES project planning and implementation.



OFFICE OF PLANNING AND DEVELOPMENT

LED BY:
RONNIE WARNER

THE OFFICE OF PLANNING AND DEVELOPMENT (OPD) implements and manages the County's redevelopment projects including creating opportunities for public-private partnerships that leverage County assets and facilitate public initiatives. OPD also evaluates sites for public facilities, coordinating the various interests in the project, and properly disposes of County-owned real property to maximize land values and/or advance County projects. OPD advises the County Executive and elected officials on planning and land use and spearheads special projects as needed. OPD is often tasked with handling special projects as they arise, given its multi-disciplinary skill set and nuanced expertise.

Projects

OPD continued to advance work on its ongoing public-private partnerships and other projects including:

107 FLEET STREET

OPD continued to work with Habitat for Humanity Metro Maryland on its proposed development of 107 Fleet Street in Rockville with a duplex home. Each unit will be two stories and contain four bedrooms, creating much needed affordable housing for larger families. One of the bedrooms in each unit will

be located on a fully accessible first floor. One unit will be available to a household earning 50% Area Median Income (AMI) or below, the other unit will be available to a household earning at or below 65% AMI. Habitat finalized design of the project and construction will start spring 2026.

AFFORDABLE LIVING QUARTERS

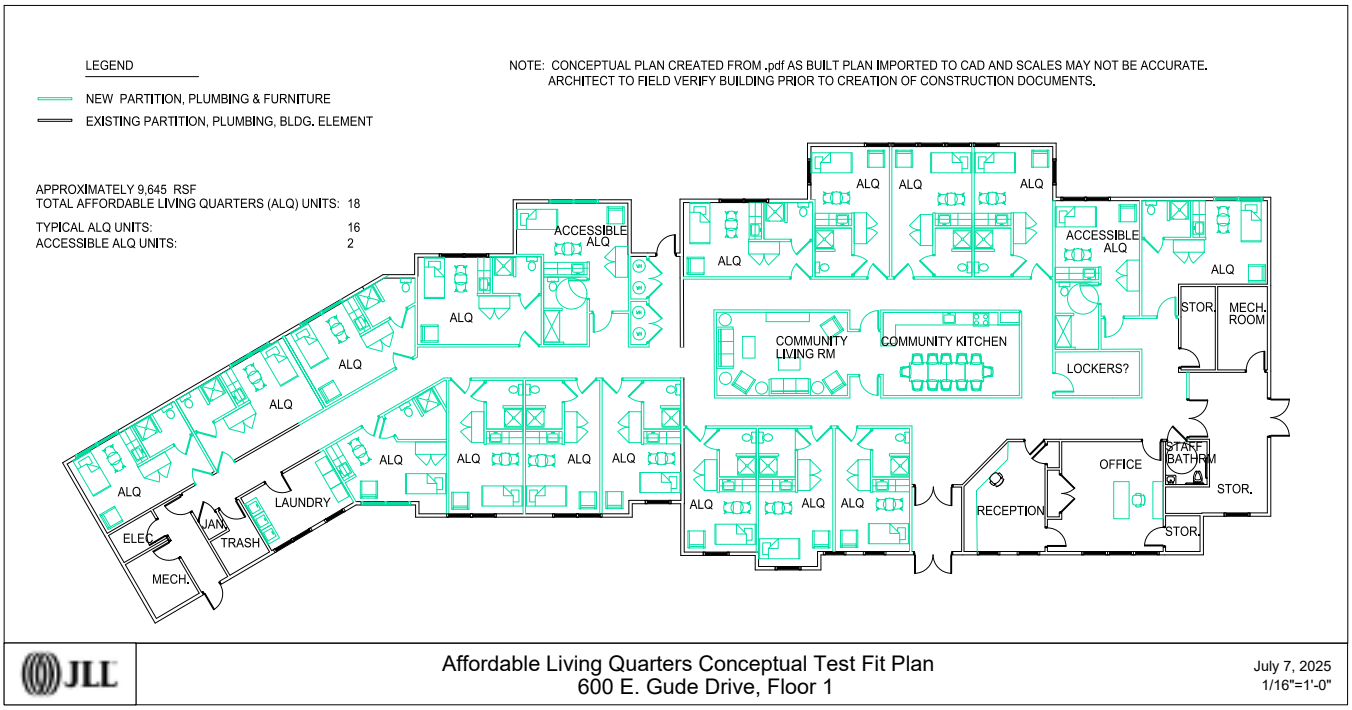
The County, through its Department of Housing and Community Affairs (DHCA), received federal HOME ARP program funds for deeply affordable housing. OPD was responsible for site selection and ultimately proposed renovating an existing unused County facility to provide permanent supportive housing to individuals with disabilities who are experiencing homelessness. OPD, working with HHS and DHCA, engaged consultants to prepare HUD-required environmental reports and test fit the building. Approved by HUD, the project is now in design.

BURTONSVILLE PARK AND RIDE SITE

OPD continued to work with its development partner on plans to redevelop this park and ride site with a new County-owned parking garage and housing. Due to financing and other constraints, the developer pivoted to a townhome development instead of multifamily rental housing. OPD coordinated with County DOT, MDOT and WMATA on the garage design. Entitlements are under way and design is being finalized.

MONTGOMERY COUNTY PUBLIC SCHOOLS (MCPS) AND DEPARTMENT OF TRANSPORTATION (DOT) BUS DEPOTS

After completing a comprehensive community outreach and engagement effort, land planning and seeking qualified firms related to a new MCPS/DOT net zero bus operations and maintenance facility and mixed-use development on Jeremiah Park in Derwood, DGS learned of an opportunity to relocate the MCPS bus depot to leased space at 861 E. Gude Drive, Rockville. OPD engaged design and engineering firms to test fit the site, worked on the facility lease, selected a design team for the project and commenced design for a summer 2027 completion.



Simultaneously, OPD is planning a new transit bus depot to support growth of the Ride On bus fleet at Jeremiah Park.



861 E. Gude

MONTGOMERY COUNTY POLICE OFFICER NOAH A. LEOTTA SATELLITE STATION

OPD commenced design of a new freestanding police satellite station in the 4th District in Olney. The new building will replace an existing trailer at 17811 Georgia Avenue on a site currently ground leased by the County. The satellite station is subordinate to and supportive of the operations of the District Station. Partial funding for the planning and design was granted by the State.



Montgomery County Police Officer Noah A. Leotta Satellite Station

SHADY GROVE WESTSIDE

OPD sold the last multifamily parcel to its developer partner and negotiated the lease for the 7,000-square-foot County library which will be located on the ground floor. Additionally, OPD coordinated with EYA on plans for the final developable parcel to include 40 3-bedroom townhomes, including 5 workforce units, a community garden and a ½-acre park.



Shady Grove MF B Rendering with County Library

SILVER SPRING FIBER HUB

OPD played a critical role in the County's agreement with United Therapeutics (UT) to allow the company's future growth at its urban campus in downtown Silver Spring and provide the County with significant public benefits. OPD managed the budget and communications between the County and UT for the new state-of-the-art fiber hub for the Montgomery County Department of Technology and Business Solutions. The fiber hub was completed and operational in February 2026.

WHEATON ARTS AND CULTURAL CENTER

The proposed Wheaton Arts and Cultural Center (WACC) will be a community-oriented arts incubator that will include performance spaces, classrooms, gallery space, and administrative space for local arts organizations. The center will be located on the ground floor of a future affordable multifamily building fronting on Georgia Avenue within the Wheaton Arts and

Entertainment District. OPD continued to work with an arts consultant on an operational model for the future facility, advance design on the tenant improvements and negotiate agreements with Montgomery Housing Partnership, the housing developer. Construction is expected to begin in fall 2026.



Wheaton Arts and Cultural Center

WHITE FLINT FIRE STATION HOUSING

OPD completed the acquisition of property to allow for the development of an affordable senior housing project adjacent to the future North Bethesda Fire Station. OPD is managing the additional property's application to the Maryland Department of the Environment's Voluntary Cleanup Program to address contamination on the site. The property is needed to accommodate a future master planned road through the project.



North Bethesda Fire Station Housing Property Acquisition

DISPOSITIONS

OPD manages the disposition of land no longer needed by the County so that property can be returned to a more productive use that advances County initiatives and/or a more profitable use. Some of the dispositions OPD either completed or was in the process of disposing of include:

- Disposition of a 25-acre property in Dickerson that has been leased for farming and residential uses.
- Disposition of a nearly two-acre property in Dickerson that is improved with a single-family detached home that is now vacant.
- Disposition of a portion of the ground floor retail space in the commercial building at 2425 Reedie Drive in Wheaton, in the form of a sublease to the Silver Branch Brewing Company.



Draper House

SITE SELECTION AND ACQUISITIONS

OPD manages property acquisitions, identifies potential sites, and provides site evaluations for new projects. OPD managed the following:

- Site search for a new 1st District Police Station in downtown Silver Spring.
- Site acquisition for the development of affordable senior housing adjacent to the County's North Bethesda Fire Station, to be

located near the intersection of Rockville Pike and Josiah Henson Parkway.

- Site acquisition of a State Highway Administration parcel within the Glenmont Shopping Center to facilitate future redevelopment.
- Site acquisition of a former bank building in Olney to be converted into a community building for public use.



Olney Community Building Exterior

PLANNING

OPD tracks land use plans and coordinates with M-NCPPC to ensure that current and future County government needs are addressed on land use matters. OPD tracked the following land use plans:

- Great Seneca Master Plan
- University Boulevard Corridor Plan
- Rockville Town Center Master Plan Update
- Growth and Infrastructure Policy Update
- Attainable Housing Strategies Initiative
- Eastern Silver Spring Communities Plan
- Clarksburg Gateway Sector Plan
- Germantown Sector Plan Amendment
- Glenmont Corridors Opportunity Study
- Bethesda Downtown Plan Minor Master Plan Amendment
- Friendship Heights Sector Plan Update





OFFICE OF REAL ESTATE (ORE) FY25 ACCOMPLISHMENTS

LED BY:

CYNTHIA BRENNEMAN

THE OFFICE OF REAL ESTATE (ORE) engages in a wide range of real estate related activities on behalf of Montgomery County.

We acquire sites for new County facilities, conduct due diligence, negotiate terms, and secure properties that meet the operational needs of County departments. We also dispose of property that has been declared surplus to County needs. This includes the disposition of closed schools by lease, which preserves these important community assets while returning value to the County.

We also have an extensive leasing program; leasing and administering over 951,000 square feet of space in approximately 73 locations at a budgeted annual cost of $25,125 million to fulfill County space needs in FY27. Our team manages every phase of the leasing process — from site searches and space planning coordination to negotiation, occupancy, and ongoing lease administration.

We handle myriad real estate documents, including:

Office space leases for County departments and agencies to deliver resident services;

Warehouse space leases to support storage, logistics, and operational functions;

Child-care space leases and licenses that provide accessible, community-based childcare options;

Parking space licenses to support County employees, clients, and operations;

Closed school leases to non-profit and community providers through adaptive reuse of former school facilities;

Space on communication towers to ensure robust, County-wide public safety and communications coverage;

Licenses for contractors providing services on behalf of the County, allowing them to operate directly from County facilities;

Miscellaneous real estate documents – including rights-of-entry, rights-of-way, easements, sale contracts, deeds, and other instruments necessary to protect the County's interests.

Our small staff has a huge impact on County employees and residents. Our work makes it possible for departments to maximize service delivery by providing space that is constructed to their specific needs and located near the client base they serve. First responders get robust communications County-wide to carry out their mission safely and effectively. Parents get trusted childcare services close to home, school, and work. MCPS gets to reclaim closed schools decades after they have been surplused to the County, saving millions of dollars in land acquisition costs. Contractors to the County can provide services directly from County space, relieving them of facility responsibilities and allowing them to concentrate entirely on service delivery. Our work is largely behind the scenes, but essential nonetheless.

Leases

- Colesville Maintenance Depot Antenna - new
- MCERP Offices on Rockledge Dr. – new
- Six Child Care leases with MCPS - renewal
- 2 Letter Renewals of Childcare leases with MCPS
- 19200 Jerusalem Rd Antenna – renewal
- 11710 Hunters Lane – CESJDS - renewal
- 18753 N Federick Ave – BoE – three amendments
- 20130 Wasche Rd – extension
- 5320 Marinelli – shelter – amendment



- Nicholson CT – Bus Depot – two amendments
- Flower Ave – ABS – amendment
- Olney Liquor – ABS – amendment
- Muddy Branch Liquor – ABS – amendment

Licenses

- 1010 Grandin Ave – Sheppard Pratt
- 1010 Grandin Ave – JSSA – 2 licenses
- 57 Arundel Ave – Storage
- 4301 Brookvillle Rd – Co-location w/WMATA
- 16991 Crabbs – InterFaith Works
- 50 Maryland Ave – Childcare for Circuit Ct
- 11002 Veirs Mill – Food Closet – MidCounty Ministries
- 2101 Luzerne Ave - Woodlin Child Care
- 4301 Brookville Rd – Nash Trust – Antenna site – extension
- 100 Monroe St – Antenna – WMATA – extension
- Colesville ES – Clothes Closet – extension
- Glen Echo Park – 10 Cooperator licenses renewed

Misc Docs

- Germantown, Takoma Park locations – SHA - Right of Entry for ADA improvements
- Forest Grove ES – Quitclaim deed – MCPS
- Damascus Park – RoE for road improvements to SHA
- Various Sites in MoCo – RoE for stream Valley improvements to MD DEP
- Kennedy Shriver Swim Facility – Revenue Authority - Termination/Succession doc
- Germantown MARC lot – RoE for flea market to Germantown Historical Society





Property Management/ Lease Administration

- 1401 Rockville Pike – Organizing relocation of 2 departments into former 311 Call Center space
- Coordinate replacement of hot water heater and garbage disposal
- 22610 Gateway Center Dr.- Shut down and return space to landlord. Terminate lease.
- 18753 N Frederick Ave – buildout project
- 45 W Watkins – Shut down and return of space to landlord. Terminate lease.



- 8106 Georgia Ave – Letter allowing tenant to construct pavilion on site
- 11002 Veirs Mill Rd – 4 page grievance letter to LL outlining ongoing issues with HVAC, elevators, security and other issues in building, requesting schedule for resolution.
- Nicholson Depot – coordinate and process invoices for eight maintenance projects.
- Trying to get Covid abatement credit from MCPS for child care spaces.
- Assist Glen Echo Partnership review and send rent escalation letters
- MCPS snow removal/billing/reconciliation
- MCPS Rent Escalation – 6 month notice enforcement
- Locate U&O for Walnut Hill ABS store for landlord
- 8301 Turkey Thicket – determine responsibility for roof maintenance
- Writer's Center – review and approve grant application

Miscellaneous Projects

- Relocate/Expand ATEU space.
- 5515 Beech Ave – Nobel –quarterly meetings with neighborhood coordinating committee for resolution of issues. Ongoing.
- Tower Committee – Representing ORE in monthly meetings to review all applications for antenna locations in the County. Ongoing.
- Create exhaustive spreadsheet of Recreation locations needing lease updates
- Closed Schools – Review/approve/calculate rent credits for various capital improvements made by tenants. Ongoing.



OFFICE OF STRATEGIC PLANNING, PERFORMANCE, AND COMMUNICATIONS (OSPPC)

LED BY:

IJEOMA OJI

THE OFFICE OF STRATEGIC PLANNING, PERFORMANCE, AND COMMUNICATIONS (OSPPC) was established to advance the Department of General Services' vision through forward-thinking planning, responsive customer service, performance excellence, and purposeful communication.

Now in its second year, OSPPC continues to connect strategy to action. Through intentional storytelling, data-informed decision making, and coordinated outreach across digital and traditional platforms, the office strengthens transparency, deepens engagement, and ensures the work of DGS is visible, understood, and valued by the community we serve.



OSPPC provides strategic leadership and operational support for a portfolio of specialized functions that advance DGS priorities. Key service areas include:



Strategic Planning & Performance

OSPPC leads the alignment of departmental goals with County priorities and community needs by:

- Guiding collaborative strategic planning efforts from development through implementation
- Cultivating a culture of innovation, adaptability, and continuous improvement



- Building and managing a performance framework that tracks progress, measures impact, and supports data-informed decisions
- Analyzing, visualizing, and reporting key performance indicators to enhance efficiency, accountability, and service delivery

Communications

OSPPC serves as DGS's storyteller, translating our mission, values, and results into clear, compelling communications. The office:

- Develops and executes integrated communication plans that build trust and stakeholder engagement
- Leads internal communications, including employee newsletters, leadership messages, and intranet content
- Manages external communications, including:



  - Media relations – press releases, media response, and interview coordination
  - Social media – content development, community engagement, and channel monitoring
  - Web presence – content strategy, design updates, and site functionality
  - Public relations and reputation management

In partnership with DGS leadership and subject matter experts, OSPPC ensures consistent branding and messaging while tailoring content for diverse audiences. Ongoing monitoring of communication analytics and stakeholder feedback informs strategy and continuous refinement.



Grant Initiatives

OSPPC strengthens DGS's capacity to secure and steward external funding by:

- Partnering with subject matter experts to develop competitive proposals and applications
- Proactively researching and identifying funding opportunities
- Maintaining a centralized grant tracking system to ensure compliance, reporting, and accountability
- Resolving grant-related challenges and removing barriers to implementation



- Cultivating strong, sustained relationships with funders and partners

This coordinated approach improves proposal quality, streamlines processes, and positions DGS for long-term funding success.

Leadership Development and Training

OSPPC is building the next generation of DGS leaders through structured learning and development:

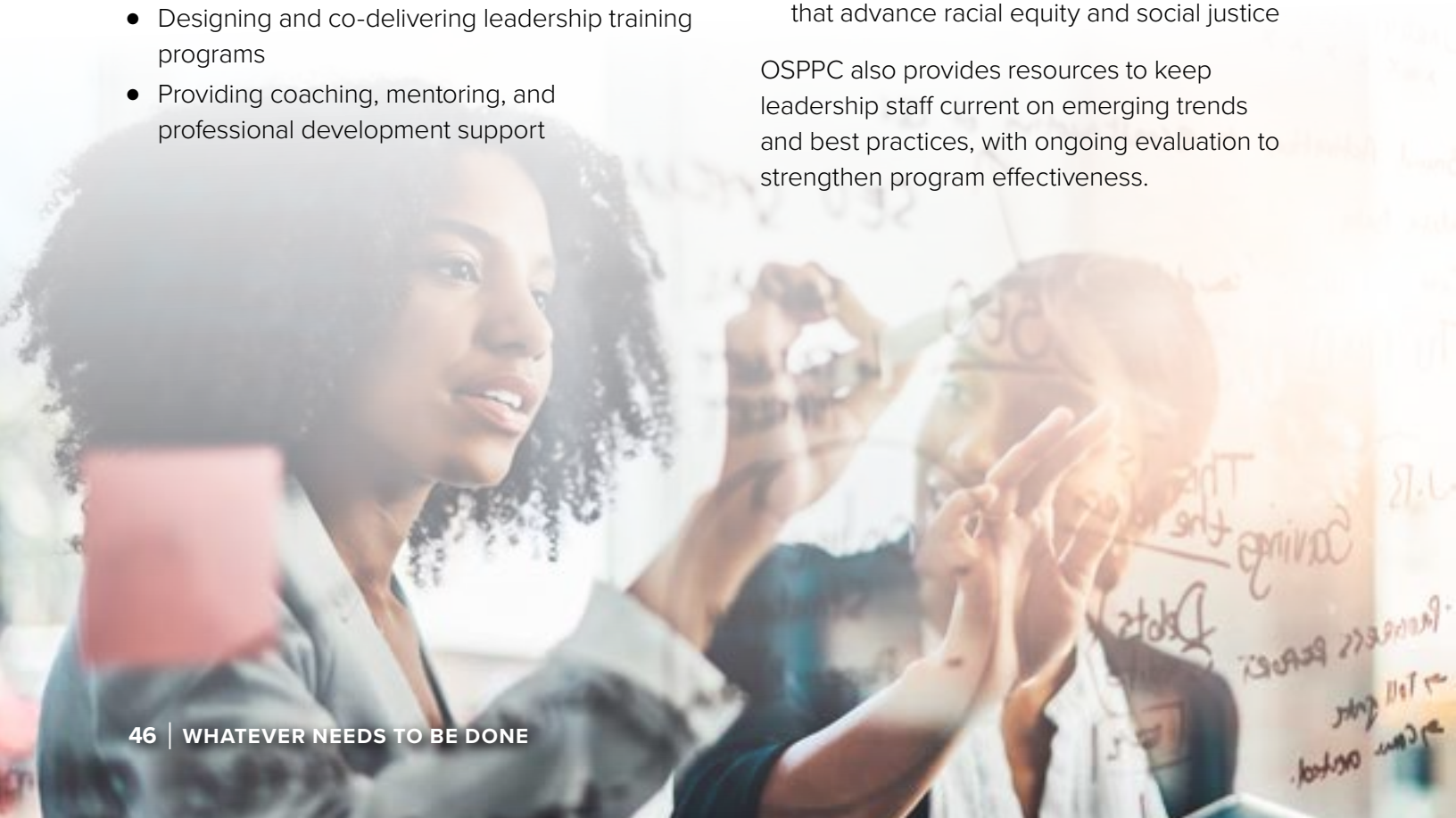
- Designing and co-delivering leadership training programs
- Providing coaching, mentoring, and professional development support
- Creating forums for peer learning, collaboration, and knowledge sharing

Current training focus areas include:

RACIAL EQUITY AND SOCIAL JUSTICE (RESJ)

- Developing and advancing strategies that embed racial equity, diversity, and inclusion across DGS operations
- Delivering training and tools on unconscious bias, cultural competency, and inclusive practices
- Partnering with division leaders to review policies and procedures and address identified disparities
- Using data to pinpoint where RESJ efforts will have the greatest impact
- Building partnerships with diverse stakeholders and community organizations
- Ensuring all public-facing materials and communications reflect our commitment to equity and inclusion
- Supporting the creation of inclusive policies that advance racial equity and social justice

OSPPC also provides resources to keep leadership staff current on emerging trends and best practices, with ongoing evaluation to strengthen program effectiveness.



Annual Reporting and Performance Management

OSPPC serves as the lead coordinator for departmental annual reporting. Working closely with every DGS division, the office gathers, validates, and synthesizes data to produce accurate, timely, and comprehensive reports.

This includes contributing DGS data and insights to the County's Green Government reports and other countywide initiatives. By standardizing data collection and refining reporting processes, OSPPC enhances transparency and makes it easier to track progress, identify improvement opportunities, and advance sustainability goals.



Maryland Public Information Act (MPIA)

OSPPC serves as DGS's central point of contact and subject matter expert for MPIA.

Responsibilities include:

- Providing guidance, training, and technical support on MPIA compliance and best practices
- Establishing and implementing department-wide MPIA policies and procedures
- Coordinating timely, accurate, and complete responses to MPIA requests
- Identifying and mitigating potential risks in collaboration with division leadership
- Monitoring changes in MPIA law and regulation to ensure continued compliance

This leadership helps DGS balance transparency and public accountability with the responsibility to protect sensitive information.



ADA Compliance

The Office of ADA operates under the oversight of OSPPC. All ADA policies, procedures, and guidance are reviewed and approved by OSPPC to ensure alignment with DGS goals.

Together, OSPPC and the Office of ADA advance accessibility and inclusion across facilities, programs, and services.

Introducing the DGS Registered Apprenticeship Program: Empowering the Next Generation of Skilled Trades Professionals

The Department of General Services (DGS) of Montgomery County is proud to announce that the **DGS Registered Apprenticeship Program is now fully registered** with the Maryland Department of Labor and approved by the Maryland Apprenticeship and Training Council (MATC).











Developed to directly address the national skilled trades labor shortage, this program is now actively building a pipeline of highly skilled professionals in four critical trades: **Electricians, HVAC/R Technicians, Heavy Equipment Mechanics, and Plumbers**.

A PROGRAM BUILT ON PARTNERSHIPS AND EXCELLENCE

The DGS Registered Apprenticeship Program is built on strong, sustained partnerships with local community colleges, nationally recognized trade organizations, and workforce development centers. As a Maryland Registered Apprenticeship Program, our program meets the highest standards for quality, safety, and instructional excellence as established by the Maryland Department of Labor and MATC.

COLLABORATION AND CURRICULUM

In collaboration with the Office of the County Attorney, the Office of Labor Relations, and DGS trade workforces, DGS has developed a comprehensive, standards-aligned curriculum. The program combines structured on-the-job learning with related classroom instruction, ensuring apprentices receive training that is

specific to Montgomery County's operational needs and aligned with industry best practices.

HANDS-ON TRAINING AND REAL-WORLD EXPERIENCE

Registered apprentices work under the direct supervision of experienced DGS journeyworkers, mastering essential work processes in real County facilities and field operations. Related instruction is delivered through our community college partners and the DGS training center, covering technical competencies, safety protocols, and code compliance.

Our program includes advanced training in emerging and sustainable technologies critical to County operations, including:

- Battery-Electric Buses and hydrogen fueling systems
- EV charging infrastructure and microgrids
- Geothermal HVAC systems
- Advanced building automation and controls

A PATHWAY TO CAREER SUCCESS

As a registered program, our apprenticeship provides a clearly defined career pathway with progressive wage advancement. Apprentices earn a competitive starting wage of approximately $22.52 per hour, with scheduled annual increases of 3.5%, along with County benefits. Upon completion, apprentices obtain nationally recognized journeyperson credentials and required state licenses and certifications, positioning them for long-term career advancement within Montgomery County Government.

ADDRESSING LABOR SHORTAGES AND DRIVING ECONOMIC GROWTH

The DGS Registered Apprenticeship Program is a strategic investment in workforce development. By developing our own pipeline of certified journeyworkers, DGS is reducing turnover costs, improving service quality and continuity, strengthening succession planning, and driving economic growth in Montgomery County.

With Registered Apprenticeship programs demonstrating a 92% retention rate nationally, this model enables DGS to build and retain a skilled, dedicated workforce.

A COMMITMENT TO SUSTAINABILITY AND COMMUNITY DEVELOPMENT

The program directly supports Montgomery County's environmental and climate goals by focusing on zero-emission fleet and building technologies. DGS is committed to building a diverse, inclusive, and equitable workforce, ensuring equal opportunity for all applicants and creating pathways to rewarding careers in public service.

Program Status

The DGS Registered Apprenticeship Program is now fully registered, operational, and actively recruiting. Soon, we will onboard our inaugural cohorts and expand training capacity to meet the growing needs of Montgomery County.

For more information on eligibility and how to apply, please contact the Department of General Services, Office of Strategic Planning, Performance, and Communications (OSPPC).

For any questions about this Apprenticeship Program, please contact the Program Manager, Paul Witter @Witter, Paul or via phone at (240) 777-6020.



OFFICE OF AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE

LED BY:
MATTHEW BARKLEY

OFFICE OF AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE Montgomery County Maryland is committed to equality in all aspects of life for everyone, especially people with disabilities. The DGS is honored to lead the way in this initiative through the Office of ADA Compliance.

Title II of the ADA mandates that all programs, facilities, services, and communications provided by state and local governments are fully accessible for our valued disabled community. The DGS Office of ADA Compliance enforces the ADA through our commitment to excellence to meet not only the legal requirements of the most comprehensive disability rights law in history, but also the spirit and the intention of the law as well.

Our dedicated team of ADA experts is here to enforce every aspect of ADA Title II by educating County employees about their responsibilities under the ADA, as well as working closely with individuals with disabilities and the organizations that support them about their rights under the federal civil rights law.





Employee Trainings

- The DGS Office of ADA Compliance provides quarterly trainings to all Montgomery County Employees ensuring that we are proactive in identifying and maximizing the potential of interactions with the disabled population to ensure compliance is achieved.

- The Office of ADA Compliance also offers "on demand" trainings to various departments and agencies either by request or when the need for training arises. Trainings are uniquely designed to address the circumstances of each individual issue or agency.
- In FY 25 alone, over 3500 Montgomery County Employees were trained using various formats about aspects of Title II of the ADA most relevant to them during nearly 30 trainings.

Educating People with Disabilities

- The DGS Office of ADA Compliance is the destination for people with disabilities in Montgomery County who need guidance, advice or wish to file an ADA complaint about barriers to equal access they encounter. Each inquiry is handled uniquely and even if it doesn't fall under the enforcement jurisdiction of our office, we inform people about their rights, who best to contact to resolve the issue, and how the ADA applies to their situation.
- Another essential service we provide is informing people about their rights under the ADA and other laws that protect people with disabilities. We instruct people with disabilities about how the laws apply to their unique situation and offer guidance on how to rectify the scenario in a manner that is beneficial both for Montgomery County Government and the people with disabilities we serve.

Office of ADA Compliance Policies and Procedures

- The DGS Office of ADA Compliance advises various County agencies about having the right policies and procedures in place to ensure that people with disabilities are treated equally to their nondisabled peers. This function ranges from making comments and offering guidance on ADA related standard operating procedures, to drafting original procedures that ensure the County is in compliance with the ADA.
- The DGS Office of ADA Compliance is proactive about finding gaps and inaccuracies in the way ADA policies and procedures are drafted, interpreted and analyzed. We are quick to identify inconsistencies based on customer complaints or outdated guidance from the U.S. Department of Justice to ensure that they are accurate, up to date, and protect both the County and the people with disabilities we serve from any potential violations.



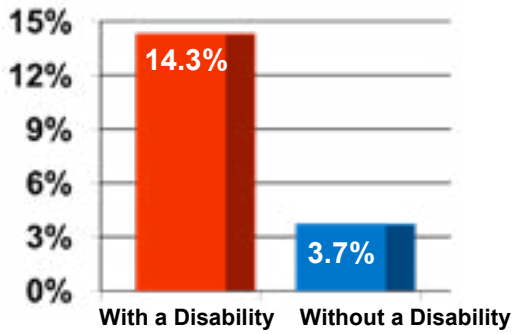
WHO HAS A DISABILITY IN MONTGOMERY COUNTY, MD? AN OVERVIEW

According to the U.S. Census Bureau's 2024 American Community Survey 1-Year Estimates, there are approximately **99,331 persons living in Montgomery County, MD with a disability**. These figures excluded individuals who reside in nursing homes or other institutions. **Please note:** Some individuals may have identified as having multiple disabilities and age population totals will not equal disability type totals. For cognitive difficulty, ambulatory difficulty, and self-care difficulty, the 'Population under 18 years' includes persons aged 5 to 17. Children under 5 are not included in these measures.

2024 Disability Characteristics - Montgomery County, MD			
Self-Reported Total Population With A Disability: 98,682			
Total Population By Disability Type			
With a hearing difficulty	25,128	With an ambulatory difficulty	41,502
With a vision difficulty	16,233	With a self-care difficulty	16,947
With a cognitive difficulty	36,808	With an independent living difficulty	34,265

Disability Type By Detailed Age		Disability Type By Detailed Age	
Population under 5 years		**Population 65 to 74 Years**	
With a hearing difficulty	313	With a hearing difficulty	5,129
With a vision difficulty	0	With a vision difficulty	2,700
Population 5 to 17 years		With a cognitive difficulty	2,760
With a hearing difficulty	399	With an ambulatory difficulty	8,838
With a vision difficulty	1,550	With a self-care difficulty	2,780
Population under 18 years		With an independent living difficulty	5,410
With a cognitive difficulty	4,105	**Population 75 and older**	
With an ambulatory difficulty	652	With a hearing difficulty	12,554
With a self-care difficulty	970	With a vision difficulty	4,189
Population 18 to 34 Years		With a cognitive difficulty	8,769
With a hearing difficulty	1,743	With an ambulatory difficulty	18,707
With a vision difficulty	2,632	With a self-care difficulty	8,108
With a cognitive difficulty	9,730	With an independent living difficulty	15,861
With an ambulatory difficulty	1,759		
With a self-care difficulty	1,420		
With an independent living difficulty	5,539		
Population 35 to 64 Years			
With a hearing difficulty	4,990		
With a vision difficulty	5,162		
With a cognitive difficulty	11,444		
With an ambulatory difficulty	11,546		
With a self-care difficulty	3,669		
With an independent living difficulty	7,455		

Unemployment Rate - Montgomery County, MD
18 Years to 64 Years - Labor Force Participation
Non-Institutionalized Civilian Population



Source: U.S. Census Bureau, American Community Survey, 2024



Advocacy and Community Partnerships

- While the primary customers for DGS are other Montgomery County Agencies, the Office of ADA Compliance plays a unique role in advocating for policy and procedure changes (as identified by individuals with disabilities) as a driving force designed to ensure Montgomery County meets or exceeds the minimum standards put forth by the ADA.
- In addition to working with disabled individuals, the DGS Office of ADA Compliance works closely with our valued community partners that advocate on their behalf including the Montgomery County Commission on People with Disabilities, the Accessibility Advisory Committee and non-profits like Independence Now to maximize the potential of every disabled resident in the County.

ADA Compliance Phone Line and Inbox

- The DGS Office of ADA Compliance encourages everyone and anyone with questions or concerns about the ADA to contact us by email at ADAcompliance@montgomerycountymd.gov or over the phone at 240-777-6197.
- Inquiries are responded to expeditiously and even if we do not have the immediate answer to your question right away, we have the resources and connections to quickly find the answers for you whether you are a Montgomery County Employee, a contracted service provider, or an individual with a disability in need of assistance we are always here to help.
- Additionally, both the DGS Office of ADA Compliance public facing website and the internal intranet Microsoft SharePoint site offer a wealth of ADA resources and information for employees and the public.
- In FY 25 alone, the DGS Office of ADA Compliance successfully resolved over 1000 ADA Title II related complaints and inquiries.

ADA Compliance Contract Management and Oversight

- In addition to ensuring we meet physical accessibility requirements, the DGS Office of ADA Compliance also oversees contracts that help us ensure that all aspects of the ADA are met.
  - The Visual Communications Contract ensures that effective communication between the county and people with disabilities is achieved through the use of certified in-person and remote American



FY 2025 Accomplishments and Success Stories



- FY 2025 was an especially successful year for the DGS Office of ADA Compliance. Of particular importance was the major ADA reconstructions made to the Martin Luther King Outdoor Pool, as well as a plethora of smaller ADA revitalization projects based on County needs or ADA inquiries received from the public ranging from correcting the strength required to open a door, adjusting the height of utilities in accessible toilet stalls, making sidewalks accessible for people with mobility and sensory disabilities, to complete overhauls of ADA accessible routes to Montgomery County Facilities as a matter of ensuring that the County is in complete and total compliance with the ADA.
- In addition to the larger ADA Compliance projects that we do, we also diligently resolve accessibility complaints from residents with disabilities. Highlights from FY 2025 include:
  - Maintaining and upgrading several Assistive Listening Systems including in the Ike Leggett Executive Office Building, the Council Office Building, Montgomery County Public Libraries, Recreation and Senior Centers.
  - Many minor ADA violations occur in bathrooms, and our ADA Construction Representative is making adjustments to door pressure, grab bars, maneuvering clearance, toilet partitions, toilet paper and paper towel dispensers both proactively and in response to complaints singlehandedly with a quick turnaround resulting in positive feedback from the community.
  - When ADA violations are identified, they are triaged based on priority, necessity, racial equity and social justice, complexity and public access. Ones that cannot be resolved immediately are prioritized as future budget requests through the Capital Improvement Project budget submission process.
  - Even though the DGS Office of ADA Compliance receives several ADA Title II complaints each day, due to our excellence in responsiveness, expertise and customer service practices, they are resolved expeditiously in a manner where no formal Title II ADA complaints or lawsuits were filed. FY 25 was the 6th year in a row we've successfully resolved all ADA Title II complaints internally without costly lawsuits or formal complaints filed against the County.

Sign Language Interpreters, Certified Real Time Captioning, and tactile communication for people who are deaf and blind.

- Our ADA Consultants contract ensures that projects will not be delayed due to staff capacity to review plans, policies and construction sites to evaluate for ADA compliance countywide.
- The Assistive Listening Contract makes sure that we fulfill our ADA obligations by installing, maintaining and trainings on using an Assistive Listening System effectively so that people who are hard of hearing can fully participate in County events and meetings as required by the law.













DIVISION OF FLEET MANAGEMENT SERVICES

LED BY:
CALVIN JONES

Overview:

THE DIVISION OF FLEET MANAGEMENT SERVICES (DFMS) provides a comprehensive fleet management program that meets the needs of our county customers, leading through best practices, environmental stewardship and sustainability. We strategically plan, acquire, maintain and dispose of County fleet vehicles and equipment, providing the highest level of cost effective and efficient fleet operations, ensuring transparency and accountability through a dedicated, highly trained, and certified fleet staff.

- Led a Fleet Management operation of $102 million, providing comprehensive fleet preventive maintenance, repair services, and acquisition for a fleet of 3,441 public safety and general administrative vehicles, buses, dump trucks and other equipment, with 211 FTEs.
- Maintained a fleet of 1,292 alternative fuel vehicles within a total fleet size of 3,441.



Accomplishments:

LOGISTICS

- **Definition of Level 2 chargers**: A Level 2 EV charger is a faster electric vehicle charging solution that uses 208–240V AC power to deliver 20–40 miles of range per hour, ideal for home, workplace, and public charging.
  - **Installation of Electric Chargers Level 2 Chargers** – Added six level 2 chargers
    - (3) 6D Police Station
    - (2) Montgomery County Radio Shop
    - (1) Montgomery County Fire Station 35
- **Enhanced Inventory Monitoring** – Instituted industry best practices to identify slow moving parts in the County's inventory to help streamline the County's inventory and help improve County's turnover rate for its inventory, without negatively impacting service delivery.
- **Year-End Inventory** – Managed an inventory process that delivered a year-end variance of approximately 1% for bus, truck, and automotive parts. The results were well below the industry average of 5%.

SAFETY/FACILITIES/ ENVIRONMENTAL

- **Shop Lifts** Replaced **24** vehicle lifts to provide a safe work environment while also reducing the County's carbon footprint. The new lifts, which replaced **20-year-old** equipment, use regenerative technology to recharge their batteries when a vehicle is lowered.

TRAINING/QUALITY ASSURANCE

- **Fleet Mechanic Apprenticeship Program** – Continue to enhance the existing Apprenticeship Program. In 2023 in response to industry-wide hiring challenges that started during the pandemic but continued well after, the Division of Fleet Management Services developed an Apprenticeship Program without the addition of any operating funds by leveraging budget allocated for technicians to hire apprentices at a lesser grade and using the savings to pay for the increased technical training. The program is a 2-year program where an apprentice will become a Level 1 Technician at the completion of the program. DFMS is in the process of registering its program in the State of Maryland to become eligible for additional State funding.
- **Heavy Equipment Maintenance Training** – HES received training on MACK Truck MP3 GU series Trucks, Muncie/Boss snowplows, Ford diagnostics, publications and tools, and Allison Transmissions. Revamped Preventive Maintenance schedules and forms. Completed Safety Training for lift equipment and automated tire changing machine. Completed performance and trouble-shooting training for Fuel Master, Certified Power and Ex225 Meritor Disc Brakes.
- **Transit Bus Maintenance Training** – Transit shops received diagnostic and troubleshooting training for Cummins coolant systems, Gilligs CNG, AGM Battery, charging systems, and KAP starter systems. Revised the Preventive Maintenance Format for new Diesel and CNG applications, including inspecting wear indicators. Implemented Manufacturer recommendations for Meritor EX 225 Air Disc Brakes and created line cards for new disc applications. Completed Twin Vison training including proper identification of replacement Parts to alleviate replacing parts that are



covered under warranty. Completed CNG Tank inspections and repairs. Updated software and implemented new testing procedures for Gilligs. Completed training for Thermoking Int II and III.

- **Electric Bus Training** – The Transit shop at Brookville Maintenance Facility (BMF) received training to support Gillig electric buses received in 2025. The training includes propulsion system, auxiliary systems and high-voltage system training.

OPERATIONAL SUPPORT SERVICES

- **Retrofit 30ft Buses at Nicholson Ct.** – In order to continue to move forward with the County's Zero Emission goals, Fleet Management Services repowered (31) 2013 and 2014 30ft diesel buses in 2024 with newer more efficient engines that produce 75% less NOx emissions than the engines installed when the buses were manufactured. The Nicholson Ct. facility is a leased space that the County will be leaving once a replacement facility is built. The retrofits will allow the County to be able to continue to provide reliable service with less emissions until the construction for the replacement facility is complete.
- **Preventive Maintenance Performance** – Maintained 98-100% PM compliance throughout entire year.
- **Improved Performance** –
  - **Transit Shops**
    - Increased Mean Distance Between Failure
    - Improvement in turnaround time
    - 3% reduction in the average preventive maintenance repair time
    - Increased the number of electric buses in service from 14 to 51
    - Increased the zero emissions miles traveled by 300%.
  - **Heavy Equipment Shops**
    - 180% improvement in turnaround time
  - **Automotive Equipment Shop**
    - 98.1% availability for Public Safety Fleet
    - 98.3% availability for Administrative Fleet

Innovation:

ZERO-EMISSION TRANSITION

- The Department of General Services has committed to prioritizing the purchase of zero-emission vehicles where they exist in the marketplace. As a result, DGS has





Department of Health and Human Services, mobile health clinic.

worked in conjunction with the Department of Transportation to develop a Zero Emission Transition Plan for the Transit Bus Fleet that projects the transition of the bus fleet to 100% zero emissions ahead of the deadline listed in the CAP, provided funding commitment.

- To mitigate the increase in acquisition cost of EVs, DGS initiated purchasing used EVs as a way to take advantage of the rapid increase in depreciation associated with EVs. DGS leveraged existing contracts to target low-mileage EVs as they were returned from lease. The process allowed the County to purchase EVs for approximately 35% less than the price of a new vehicle and extended the purchasing power of funds previously approved for vehicle replacement.
- Procured a medium-duty electric truck, the first in the County fleet, to replace an older box truck currently operated by Montgomery County Public Libraries. The new electric truck purchase was assisted by a grant from the Maryland Energy Administration.
- In 2025, DGS received 37 battery electric buses (BEBs) of a 100-bus order. Twenty-five of those buses were placed in service in FY25.
- The County received 54 EVs in 2025. The types of vehicles include Ford Mach Es and Lightnings, Chevrolet Silverados, Bolts, and Blazers
- Ground was broken on the construction of a new Microgrid at the EMTOC facility. The microgrid will leverage 5 MW of solar to produce renewable electricity. The renewable electricity will be used to produce Green Hydrogen as a part of an FTA Low or No Emissions Bus Grant for (13) 60ft Fuel Cell Electric Buses and a Hydrogen fuel station to support a new Bus Rapid Transit (BRT) service scheduled to run out of the Gaithersburg Depot.

Statistics:

FY25 Annual data				
11 Vehicle Maintenance Facilities				
30,219 Service Work Orders Processed				
98% Administrative Fleet Availability				
7,300 Preventive Maintenance Inspections				
92% Heavy Equipment Availability				
113 Fleet Maintenance Technicians				
3,441 Fleet Vehicles & Equipment (excludes attachments)				
	kWh	# of KWh to Offset 1 Gallon of Gasoline		Converted Gallons
125,725 Gallons of Gasoline Eliminated by light-duty Electric Vehicles	**754,350**	**6**		**125,725**
	kWh	Miles Traveled by Electric Buses	Diesel Bus Fuel Economy	Diesel Gallons Offset
120,551 Gallons of Diesel Eliminated by electric buses	**1,399,014**	**530,423**	**4.4**	**120,551**
1,292 Alternative Fuel Vehicles *				
131 Light-Duty Battery Electric Vehicles				
51 Battery Electric Buses				
59,152 charging sessions (light Fleet)				
40% of the Fleet is an Alternative Fuel Vehicle				
81 Level II Electric Vehicle Charging Ports; 4 Level 3 DC Charging Port				
6.1 Million Gallons of Fuel Consumed				
39,678,024 Million Miles Driven	5,369,880	Admin		
1,278,626 Million Diesel Gallons Displaced by CNG	17,130,899	Public Safety		
107 Safety Inspections	1,662,031	HES		
36 Environmental Inspections	15,515,214	Transit		
	39,678,024			
** Includes E85, hybrids and plug in hybrids*				



CONTRACTS SECTION

LED BY: YEMISI OGBODO

THE DEPARTMENT OF GENERAL SERVICES (DGS) Contracts Section continued its crucial role in supporting Montgomery County's operational, infrastructure, and community based needs during Fiscal Year 2025. With a portfolio of 400+ active contracts across all divisions, the Section ensured the continuity of essential government services, compliance with regulatory standards, and alignment with County priorities. The FY25 cycle reflected not only growth in contracting activity compared to FY24, which managed over **350** contracts, but also demonstrated measurable improvements in procurement efficiency, transparency, and vendor engagement.



Throughout the year, the Contracts Section emphasized accountability, risk mitigation, and process stewardship, enabling the departments to deliver high quality services to residents and maintain safe, functional, and sustainable public facilities.



Contracts Section — Roles & Core Functions

The Contracts Section performs critical functions that ensure compliant, value-driven procurement and end-to-end contract stewardship:

- **Ensuring Compliance & Minimizing Risk**: Staying current with evolving state, local, and federal regulatory requirements

to keep contracts compliant and reduce risk for the County.

- **Contract Negotiations & Management**: Assisting subject matter experts with negotiations, drafting, and template governance.
- **Contract Administration**: Managing all contract documents, archiving/retrieving, maintaining metadata, tracking terms & renewals, and answering daily inquiries from internal and external stakeholders.
- **Contract Record Maintenance**: Maintaining accurate, policy aligned records to meet organizational goals and legal requirements.
- **DGS Contract Administrator Trainings**: Providing and facilitating training for DGS contract administrators and staff involved in procurement—covering integrity in the process, negotiations, and administration of competitively awarded contracts. These trainings enhance contract administration, improve vendor relationships, reduce risk, and increase efficiency and cost savings.
- **Vendor Outreach**: Participating in procurement vendor summits to inform and prepare potential vendors to engage in DGS solicitations and become approved County suppliers.

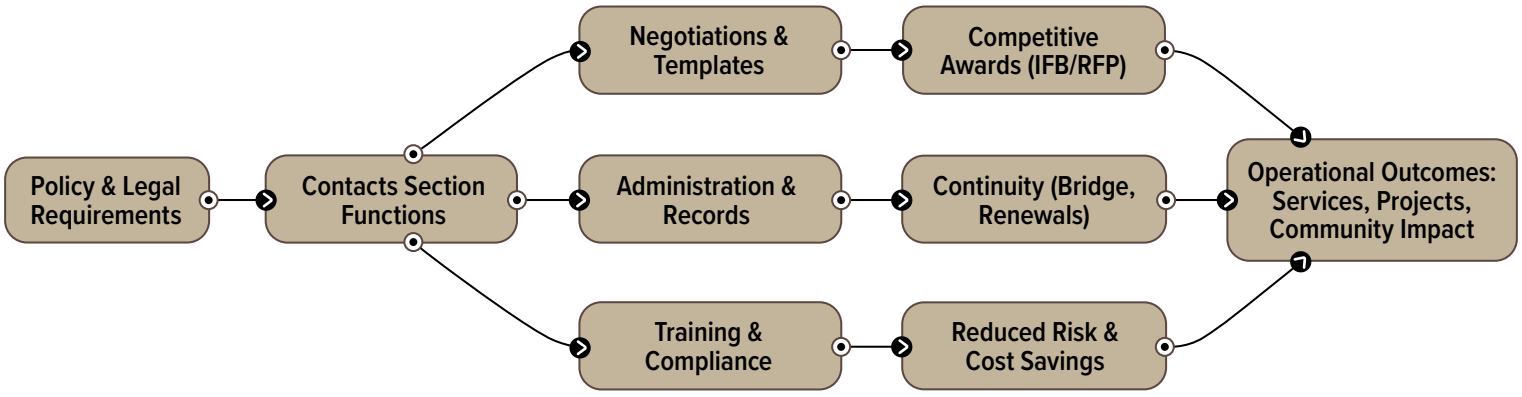
Overview of FY25 Contract Activity

In FY25, the Contracts Section executed **57 new contracts**, complementing the existing portfolio of over 400 active agreements. These awards supported daily County operations, major construction initiatives, energy and sustainability programs, vehicle fleet renewal, and ADA compliance activities.

A diverse range of procurement methods was utilized, with competitive processes serving as the backbone of County acquisition practices. Of the 57 new awards:

- **27 were Invitation for Bids (IFBs)**
- **14 were Bridge contracts**
- **11 were Request for Proposals (RFPs)**
- **3 were Informal procurements**
- **2 were Non-competitive awards**

These procurement outcomes illustrate the County's commitment to open competition, fiscal responsibility, and the continuity of services when bridge or non-competitive methods were necessary.



FY 25 Activities by Divisional Contract Portfolio

The following sections summarize the contracting achievements across DGS divisions, reflecting the scale, complexity, and purpose of contract portfolios.

Director's Office (DO)

The Director's Office managed approximately **70 contract**s, with a strong emphasis on community facing investments and essential social service partnerships. FY25 included oversight of the Montgomery County Cost Sharing Capital Grants Awards, again funded at approximately **$7,000,000.00**, including carryover, supporting vital projects in housing repairs, accessibility upgrades, cultural preservation, arts programming, and emergency shelter services. These initiatives addressed community needs, promoted equity, and strengthened service delivery through collaborations with nonprofit organizations and service providers.

Focus areas include:

- **Community Development**: Housing repairs & accessibility upgrades.
- **Cultural Enrichment**: Historic preservation, arts program expansion, facility renovations.
- **Social Services**: Emergency shelter and services for vulnerable residents.
- **Infrastructure Upgrades**: Energy efficiency, HVAC replacements, parking lot improvements, garden expansions.

These initiatives enhance quality of life, equity, and sustainability, demonstrating DGS's role in transparent stewardship and strategic partnerships with community organizations

Central Services (CS)

Central Services continued to stabilize and support County departmental operations through its **33 active contracts** that assisted DGS in addressing Countywide office supplies; Lease, Rental and Maintenance of Multi-Function Devices and Related Services; Novelty and promotional materials; Countywide furniture procurement; Countywide copiers and managed print services; mail room equipment, supplies, and maintenance. The central services division also managed all five County food service operations at the COB, EOB, Wheaton Library, PSHQ, South County Regional Recreation center, and Silver Spring Library. In FY25, CS executed **two new contracts**, one bridge and one informal award, to maintain uninterrupted access to administrative resources across departments

DIVISION OF BUILDING DESIGN AND CONSTRUCTION (DBDC)

DBDC managed roughly **45 active contracts** focused on the County's Architectural/ Engineering projects, Design-Build, major construction and renovation, Comprehensive mechanical, electrical, plumbing engineering incidental architectural services, and site construction projects for various county facilities. The Division executed **five new competitively procured RFPs**, highlighting its reliance on technically rigorous evaluation processes for complex capital improvements. These contracts support essential public buildings, including fire stations, police stations, libraries, and recreation centers, ensuring compliance with safety codes, accessibility regulations, and sustainability standards.

DIVISION OF FACILITIES MANAGEMENT SERVICES (DFM)

DFM managed approximately **112 active contracts**, representing a large portion of DGS's overall portfolio. These contracts supported building services maintenance and repairs for county facilities; HVAC systems, roof replacement and building envelope; refuse and recycling collection services and building operations; Pool maintenance and repair - time & material; Uninterruptible power supply services; HVAC water and air filters; time and materials carpentry and painting services; landscaping and grounds maintenance; custodial services for all county buildings; elevator modernization; fire alarms and hydrant inspection and testing services; locks and automatic door hardware across county buildings, asset tagging; and deployment of modern work order systems across more than 400 County facilities. FY25 saw the completion of **13 new contracts**, including RFPs, IFBs, and bridge procurements, ensuring reliable building operations and safety.

DIVISION OF FLEET MANAGEMENT SERVICES (FLEET) DFMS

As the largest and most active contracting entity in the department, DFMS administered approximately **158 contracts** supporting vehicle acquisition, transit buses and heavy equipment for county departments; maintenance and replacement of vehicle parts; heavy equipment and transit bus body repair, refurbish, and fabrication; Transit bus service lane operation; installation of electric chargers at county owned facilities; Underground and Aboveground fuel and fluid storage tank monitoring software; and Fuel and fluid storage. Division of Fleet Management Services (DFMS) awarded **33 new contracts** in FY25, more than any other division—including **24 IFBs, 4 bridge contracts**, and several informal and non competitive actions.

This aligns with historical trends from FY24, where DFMS played a critical role in purchasing **202 vehicles**, including **37 electric vehicles**, highlighting ongoing alignment with County sustainability and fleet modernization goals.

OFFICE OF ENERGY AND SUSTAINABILITY (OES)

OES continued to advance the County's climate and energy objectives through its portfolio of **8 active contracts** to support DGS efforts in energy efficiency and renewable energy; including the Retrofit Lighting Services to Various County Facilities; and county utility management services. In FY25, the Division executed **one new RFP contract,** furthering efforts to reduce County greenhouse gas emissions and operational energy costs.

OFFICE OF REAL ESTATE (RE)

The Office of Real Estate maintained **one active contract** supporting property acquisition, leasing, and management functions. This year, the Office executed **one new RFP contract** to strengthen critical real property services and planning support.

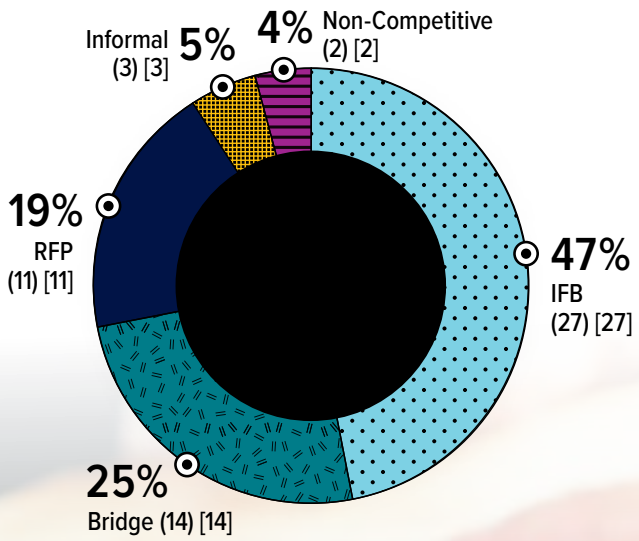
OFFICE OF STRATEGIC PLANNING, PERFORMANCE, AND COMMUNICATION

This office manages approximately **six contracts** that support Countywide ADA compliance efforts **across various projects**; . These contracts assist DGS in addressing non-compliant building features, parking lots, sidewalks, and other public spaces, ensuring that County facilities meet established accessibility standards. The division also managed the contract that supported Countywide Visual Communication Services, Video Captioning, Sign Language Interpreting, and CART Captioning. Although no new FY25 contracts were recorded for this office, its ongoing portfolio is essential to ensuring accessibility and equitable access to County facilities and services.

Overview of New Contract Activity in FY25

DIVISION	IFB	BRIDGE	RFP	INFORMAL	NON COMP	TOTAL
CS	0	1	0	1	0	2
DO	1	1	0	0	0	2
DBDC	0	0	5	0	0	5
DFM	2	7	3	1	0	13
DFMS	24	4	1	2	2	33
OES	0	0	1	0	0	1
RE	0	0	1	0	0	1
TOTAL	**27**	**14**	**11**	**3**	**2**	**57**

New Contracts by Procurement Method (N=57)

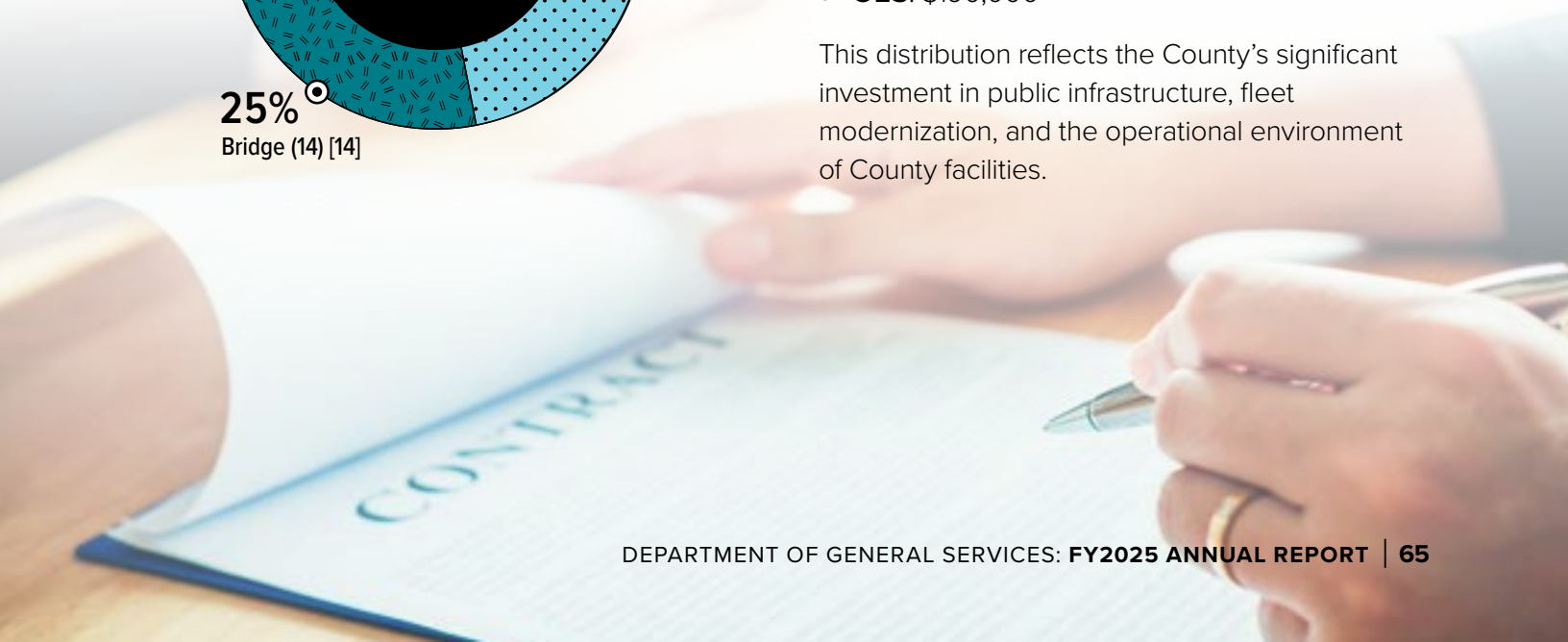


FY25 Estimated Spend

The FY25 total estimated contract spend across all DGS divisions was **$182,709,210**, distributed as follows:

- **DFMS**: $101,019,210
- **DBDC**: $60,000,000
- **DFM**: $11,300,000
- **Director's office (Cost Sharing Grant)**: $7,575,000
- **Central Services**: $1,925,000
- **Real Estate**: $700,000
- **OES**: $190,000

This distribution reflects the County's significant investment in public infrastructure, fleet modernization, and the operational environment of County facilities.



Training and Compliance

The Contracts Section delivered comprehensive contract compliance training for DGS staff throughout FY25. These sessions reinforced procurement integrity, regulatory adherence, documentation standards, and best practices in contract administration, ultimately reducing risk across all divisions.

Additionally, the team actively participated in County vendor outreach summits, educating prospective vendors—particularly local, diverse, and small businesses—on how to navigate procurement processes and become approved County suppliers. This strengthened supplier diversity and maintained transparency in contract opportunities

FY25 Vendor Summit

Together, these efforts—contract execution, compliance training, vendor education, and lifecycle contract management—demonstrate the Contracts Section's ongoing commitment to accountability, transparency, equity, and operational efficiency within Montgomery County's procurement framework.









Year Over Year Progress (FY24 → FY25)

Across key indicators, FY25 demonstrated meaningful advancement from FY24:

- The Contracts Section expanded its portfolio from **350+ contracts (FY24)** to **over 400 (FY25)**.
- DFMS continued its leadership in operational contract activity, maintaining alignment with vehicle fleet modernization goals first highlighted by the **202 vehicle purchases in FY24**, including **37 EVs**.
- FY25 introduced more structured vendor engagement, strengthening pathways for small and emerging businesses.

These shifts reflect not only program growth but also improved discipline in procurement planning, compliance, and contract lifecycle management.



NOTES











Whatever Needs to Be Done

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