

# GENERAL SERVICES

## Mission Statement

The mission of the Department of General Services is to provide sustainable facility and fleet operations, radio communications, employee security, and customer assistance products to government agencies, Metro employees, and the Nashville community so they can meet their goals.

# GENERAL SERVICES

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# GENERAL SERVICES

## Strategic Goals

1. **By July 2011, the customer will experience improved customer satisfaction as evidenced by:**
  - 90% customers satisfaction
2. **By July 2011, General Services' employees will experience improved job satisfaction and performance as evidenced by:**
  - 95% employee satisfaction
3. **By the year 2011, the Nashville community will experience improved environmental sustainability as evidenced by:**
  - Percent increase in fleet acquisition of alternative fuel capable vehicles/equipment
  - Percent increase in fleet miles per gallon by vehicle class
  - Percent annual building operations expenditures specifically for energy savings upgrades
  - Percent of design and construction projects incorporating green building practices
  - Percent decrease in new toner cartridges purchased in Metro

# GENERAL SERVICES

## Security Line of Business

The purpose of the security Line of Business is to provide guard force management, investigations, facility and parking access, security systems, and employee identification products to Metro employees in General Services' managed facilities so they can park and work in a secure environment.

### Employee and Property Security Program

The purpose of the Employee and Property Security program is to provide security products and services to Metro employees working in General Services' managed facilities so they can conduct business in an environment that meets security standards.

#### Result Measure

- Percent of change in number of incidents reported with negative impact on security posture at managed sites

#### Output Measure

- Number of negative incidents reported in current year

#### Demand Measure

- Number of negative incidents reported in previous year
- *Key result measure: “% of change in number of incidents reported with negative impact on security posture at managed sites.”*
- *Data Collection Method: Gather reported incidents – categorize those with “negative impact.”*
- *Formula: # of negative reports in current year compared to # in previous year*

### Security Access Program

The purpose of the Facility Access program is to provide facility access products to Metro employees so they can have appropriate and timely access to General Services' managed facilities.

#### Result Measure

- Percent of successful authorized entries

#### Output Measure

- Number of access cards issued

#### Demand Measure

- Number of access cards anticipated to be requested

# GENERAL SERVICES

## Security Line of Business

The purpose of the security Line of Business is to provide guard force management, investigations, facility and parking access, security systems, and employee identification products to Metro employees in General Services' managed facilities so they can park and work in a secure environment.

### Employee Parking

The purpose of the Employee Parking program is to provide parking products to Metro employees with access to General Services' parking facilities so they can experience safe and secure parking.

### Result Measure

- Percent of workdays without reported incident

### Output Measure

- Number of parking permits provided

### Demand Measures

- Number of parking permits anticipated to be requested

# GENERAL SERVICES

## Fleet Operations Line of Business

The purpose of the fleet operations Line of Business is to provide vehicle/equipment inspection and repair, roadside assistance and fuel products, and fleet asset management products to Metro agencies so they can have reliable vehicles/equipment to meet their program goals.

### Vehicle and Equipment Repair Program

The purpose of the Vehicle and Equipment Repair program is to provide vehicle inspection, maintenance, repair, and roadside assistance products to Metro agencies so they can have available and reliable vehicles and equipment to meet their program goals.

#### Result Measure

- Percent change in vehicle/equipment availability

#### Output Measure

- Number of vehicle/equipment repairs completed

#### Demand Measure

- Number of vehicle/equipment repairs anticipated

### Fuel Supply Program

The purpose of the Fuel Supply program is to provide clean, operable, and environmentally compliant fueling site products to Metro employees so they can acquire fuel as needed.

#### Result Measures

- Percent of customers who were able to acquire fuel as needed
- Percent of fuel transactions via commercial fuel card

#### Output Measures

- Number of gallons of gasoline from commercial vendor fuel sites
- Number of gallons of gasoline from Metro fuel sites
- Number of gallons of diesel from commercial vendor fuel sites
- Number of gallons of diesel from Metro fuel sites

#### Demand Measures

- Number of gallons of gasoline forecast to be purchased from commercial vendor fuel sites
- Number of gallons of gasoline forecast to be purchased from Metro fuel sites
- Number of gallons of diesel forecast to be purchased from commercial vendor fuel sites
- Number of gallons of diesel forecast to be purchased from Metro fuel sites

# GENERAL SERVICES

## Fleet Operations Line of Business

The purpose of the fleet operations Line of Business is to provide vehicle/equipment inspection and repair, roadside assistance and fuel products, and fleet asset management products to Metro agencies so they can have reliable vehicles/equipment to meet their program goals.

### Fleet Asset Management Program

The purpose of the Fleet Asset Management program is to provide vehicle/equipment acquisition, utilization, and disposal services which minimize life-cycle costs to ensure Metro agencies have reliable vehicles/equipment to meet their program goals.

#### Result Measures

- Percent of vehicles meeting utilization standards established by OFM
- Percent of vehicles/equipment in inventory replaced

#### Output Measures

- Number of vehicles/equipment acquired
- Number of alternative fuel capable vehicles/equipment acquired

#### Demand Measures

- Number of vehicles/equipment scheduled to be purchased
- Number of alternative fuel capable vehicles/equipment requested

# GENERAL SERVICES

## Radio Communications Line of Business

The purpose of the radio communication and equipment Line of Business is to provide installation, repair and infrastructure products to radio system users so they can have reliable functional equipment.

### Radio System Infrastructure Program

The purpose of the Radio System Infrastructure program is to provide infrastructure and fixed radio repair and support products to Metro radio system users so they can have reliable radio system communications across the service area.

#### Result Measure

- Percent of time the radio system is available to end-users

#### Output Measures

- Number of scheduled/preventative radio system maintenance sessions completed
- Number of unscheduled/corrective radio system equipment repairs provided

#### Demand Measures

- Number of scheduled/preventative radio system maintenance sessions required
- Number of unscheduled/corrective radio system equipment repairs demanded

### Radio and Public Safety Equipment Program

The purpose of the Radio and Public Safety Equipment program is to provide installation, maintenance, and repair products to federal, state and local government agencies so they can have reliable and functional radio equipment.

#### Result Measure

- Percent of repaired radio equipment that is not returned for the same repairs within 30 days

#### Output Measures

- Number of radio issuances and installations provided
- Number of radio equipment repairs provided

#### Demand Measures

- Number of radio issuances and installations demanded
- Number of radio equipment repairs demanded

# GENERAL SERVICES

## Building Operations Support Services Line of Business

The purpose of the building operations support services Line of Business is to provide facility maintenance, grounds maintenance, environmental services, design and construction services, and ADA compliance products to Metro agencies so they can conduct business in clean, comfortable, and accessible facilities.

### Facilities Maintenance Program

The purpose of the Facilities Maintenance program is to provide maintenance products to Metro agencies so they can conduct business in an appropriately maintained facility.

#### Result Measures

- Percent of annual expenditures specifically for energy savings upgrades
- Percent of preventative maintenance completed on time

#### Output Measures

- Number of energy savings projects completed
- Number of preventative maintenance activities completed

#### Demand Measures

- Number of preventative maintenance activities anticipated
- Number of energy savings projects anticipated

### ADA Compliance Program

The purpose of the ADA Compliance program is to provide information, resources, assessments, consultations, and training products to Metro agencies and policymakers so they can be assured that Metro Government is in compliance with ADA.

#### Result Measure

- Percent of projects closed within the reporting period that is compliant with the ADA

#### Output Measure

- Number of closed projects that were compliant when closed

#### Demand Measure

- Number of projects closed during fiscal year

### Design and Construction Program

The purpose of the Design and Construction program is to provide sustainable and customer-focused design and construction services for new and existing facilities.

#### Result Measure

- Percent of design and construction projects incorporating green building practices for utilities

#### Output Measure

- Number of design and construction projects completed

#### Demand Measure

- Number of design and construction projects anticipated

# GENERAL SERVICES

## Business Support Line of Business

The purpose of the business support Line of Business is to provide administrative products to Metro agencies so they can improve business processes.

### Mail Services Program

The purpose of the Mail Services program is to provide mail processing, delivery and mail consultation products to Metro agencies so they can send and receive mail in a timely manner.

#### Result Measure

- Percent of mail delivered in one business day

#### Output Measures

- Number of mail pickups/deliveries provided
- Number of mail meterings provided

#### Demand Measures

- Number of mail pickups/deliveries anticipated to be requested
- Number of mail meterings anticipated to be requested

### E-Bid Surplus Property Distribution Program

The purpose of the e-Bid Surplus Property Distribution program is to provide information, resource and online auction products to Metro agencies so they can realize the maximum return on the sale or reuse of their surplus vehicle, equipment, furniture, and real estate assets.

#### Result Measure

- Percent change in sales

#### Output Measure

- Number of dollars generated by online auction sales

#### Demand Measure

- Number of dollars expected to be generated by online auction sales

# GENERAL SERVICES

## Business Office Line of Business

The purpose of the Business Office Line of Business is to provide business policy and decision products to General Services so it can deliver results for customers.

### Mail Services Program

The purpose of the Business Office Program is to provide business policy and decision products to General Services so it can deliver results for customers.

### Result Measure

- Percent of departmental key results achieved

### Output Measures

- N/A

### Demand Measures

- N/A