

**Department of General Services
Report of Major Accomplishments
October 1999 through June 2007**

Building Operations Support Services

- Consolidated building operations to include building maintenance, ADA compliance and security services
- Currently maintains approximately 68 Metro facilities, totaling about 2.3 million square feet and 457 acres
- Created and maintained a building intelligence database which includes physical addresses (including map and parcel number), facility descriptions, ownership status, square footage, grounds acreage, parking lot size, accessibility details, and occupant information
- Developed and maintained building information, including existing conditions, primary entrance information, utility shut-off location, mechanical systems, emergency-related information concerning equipment, and hazardous chemical locations
- Developed an environmental services plan that addressed janitorial, pest control, environmental, in-house recycling, and contractor information
- Developed a safety training plan for employees, based on facility information, including matters such as low pressure boilers, chillers, and air handlers
- Completed parts/materials inventories and an inventory database to assist with purchasing, product standardization, and cost control
- Implemented an electronic work order system for non-emergency facility maintenance, grounds maintenance, and environmental requests in order to streamline building operations and increase customer satisfaction
- Formed and trained an Emergency Response Team for bringing facilities into operations in the event of a disaster
- Manages a sophisticated access control security system for over 9,000 employees in 34 Metro facilities
- Began incorporating biometric technology, by digital fingerprinting, to enhance the access control security system in two critical Metro facilities in 2005
- Signed final settlement agreement with the Department of Justice for ADA compliance in 2003
- Received national recognition as a model ADA compliance program by the Federal Access Board and Federal Highway Administration in 2004

- Completed over 2,500 projects, including facilities, greenways, and playgrounds, in compliance with ADA guidelines in 2000
- Completed the final agreement between MNPS and the Department of Justice, including a comprehensive transition plan for all of the programs, services, and activities of the MNPS, in 2006
- Reviewed 429 MNPS facility projects for ADA compliance which has resulted in accessible education programs since 2000

Radio Communication

- Went live with the 800 MHz public-safety radio system in 2000
- Added satellite cities to the 800 MHz system to enable them to dispatch public-safety officers and to communicate with Metro agencies in 2001
- Designed the 800MHz system for seamless and immediate interoperable communications among all agencies using the system, including local, state, and federal law enforcement agencies
- Acquired a tornado/storm warning siren system in 2002
- Provided 99.999% radio communication availability for the past 5 years
- Currently supports over 7,000 users on the 800MHz system making over 1.5 transmissions each month
- Redesigned radio templates to simplify and standardize the use of 800 MHz radios
- Installed and currently maintains and tracks over 7,000 voice radios, 800 data units, and 600 Automatic Vehicle Locators (AVL) assigned to 800 MHz users
- Constructed and maintains 7 radio towers throughout Metro with an additional tower to be constructed in the Fall of 2007 in Hermitage
- Relocated master system controls to the Joelton tower site for the 'B System' to enhance system survivability and redundancy
- Worked with federal and state officials to develop the *Tactical Interoperable Communications Plan* which defines the methods and equipment available for interoperable public-safety radio communications across the Greater Nashville area
- Expanded channel capacity and installed redundant servers in the 800MHz data system to handle existing demands and provide greater reliability
- Took delivery of the mobile communications site for use during large scale incidents or times of disaster which will provide interoperable on-scene communications

- Staff are EVT (Emergency Vehicle Technician), FEMA, and CERT (Community Emergency Response Team) certified
- Staff hold licenses from the FCC (Federal Communications Commission) and the Association of Public Safety Communications Officials

Business Support

Surplus Property Distribution (eBid Nashville)

- One of the first cities nationwide to auction surplus and seized personal and real property on the internet
- Generated over \$17 million dollars in paid sales from July 2002 through June 2007
- Received over \$4 million dollars in paid sales for FY07
- Administered 26,905 personal and seized property items online (as opposed to an average of 252.6 items per public auction) from July 2002 to February 2007
- Supported over 18,000 total registered eBid users
- Received a daily average of 3,852 visits to the eBid website
- Decreased depreciation of surplus property items dramatically
- 24/7 continuous online auctions instead of 1 - 2 public auctions per year

Customer Call Center

- Created a customer call center to serve as the information line for Metro services in 2002
- Answered over one million calls since inception in 2002
- Upgraded the call center technology in February 2007, enabling the call center to track all incidents through resolution; to provide incident information at the district level, to build knowledge bases for frequently asked questions about Metro government; and, to provide Metro managers and officials with data for making management decisions and ensuring accountability
- Launched 311 number for citizen convenience in March of 2007

Metro Payment Services

- Established a new shared services organization focused on maximizing technology to deliver streamlined accounts payable processes and excellent customer service in 2005
- Consolidated payment process for 49 Metro agencies

- Processed over 100,000 invoices since inception
- Improved Prompt Pay by 50%
- Achieved 99% error-free rate based on post-audit review

Shared Business Office

- Centralized and standardized the financial and human resources' management processes for the following Metro agencies: Finance, Information Systems, Human Resources, General Services, Emergency Communication, and District Energy Systems allowing these agencies to focus on their core businesses (2004)
- Designed and implemented a Metro-wide program for convenience copiers and print services to include the latest technology, competitive pricing, and convenience for Metro agencies
- Managed the implementation of the Metro cell phone policy which was established in 2004. Implementation of this policy has significantly reduced Metro's cell phone costs (from about \$100,000 per month prior to the policy to about \$63,000 per month currently). The annual savings is about \$444,000.

Business Continuity & Disaster Recovery

- Implemented a Metro-wide Business Continuity & Disaster Recovery Program in 2004
- Established over 100 business continuity/disaster recovery plans representing every agency of Metro
- Established a Metro-wide self-service tool (About ME) for the capturing of employee contact data to be used in the event of a disaster/emergency
- Implemented NotiFind, a mass communication tool used to communicate with Metro employees in an automated manner through a variety of devices including phone, email, and text pagers

Fleet Management

- Currently provides maintenance, fuel and procurement services for 41 Metro agencies having an inventory of over 4,000 vehicles and pieces of equipment
- Consolidated the vehicle/equipment maintenance garages of General Services (Motor Pool), Police, Fire, Public Works, Water Services, Parks and other smaller Metro agencies in 2002
- Consolidated all capital vehicle/equipment procurement through the OFM and initiated an aggressive replacement plan in 2002. Through FY07, Metro expended \$67.3M replacing 1,845 vehicles and pieces of equipment. This

accounts for approximately 54.51% of the total fleet inventory in a five-year period.

- Implemented a fuel card program for Metro agencies allowing access to over 300 commercial fuel sites in 2006
- Implemented Peoplesoft Enterprise Asset Management system for fleet operations in 2006
- Relocated the Light Vehicle and Grounds Equipment repair shops to a state-of-the-art full-service fleet maintenance facility in 2006
- Consolidated vehicle/equipment parts operations for fleet
- Fleet employees currently hold 525 Automotive Service Excellence (ASE) and 95 Emergency Vehicle Technician (EVT) certifications.