

# Facilities and Project Management

MISSION: To provide excellent customer service while maintaining the architectural integrity of Metro Assets



# FACILITIES PORTFOLIO- Metro

## Properties and Facilities

2.6 million sq. ft. of building space

- Ensure compliance with Federal, State, and Local environmental, health and safety regulations.
- Ensure compliance with fire and life safety laws and regulations.
- Manage real estate leases whereby Metro is both the tenant and landlord. This includes:
  - Negotiation services for Metro agencies
  - Site evaluation services for relocations
  - Day to day property management operations



# General Services provided

- Provide general maintenance and custodial services for Metro Properties
- Provide security guards and coordinate security access systems
- Maintain landscape at assigned facilities and green spaces
- Provide snow removal services for portfolio properties



# Other Property Management Services

- Track and analyze energy usage of Metro properties
- Manage space planning and relocation services for Metro departments
- Oversee the professional management and architectural quality of building projects throughout Metro Government



# Current Capital Projects

- City Hall Lobby Renovation – (\$250,000) – Project Complete
- Metro Hall Exterior Renovation – (\$1,700,000) – Project being bid. Construction should begin in summer of 2016
- Metro Hall Window Replacement – (\$235,000) – Project currently in construction phase.
- Belvedere Renovation – (\$1,000,000) – Project currently in Design Phase. Highway road closures being coordinated with State Transportation and the Bridge Project.



# Current Capital Projects

- Hall of Justice Window Leak Repairs – (\$120,000) – Project currently bid. Construction to be completed in summer 2016
- General Roofing Repairs– (\$500,000) – Several Projects nearing completion. Funds nearly depleted.
- City Hall Exterior Renovation– (\$2,100,000) – Project design nearing completion. Project bid and construction beginning in summer of 2016.
- Public Works Sign Shop Renovation– (\$250,000) –Project location and designs being formalized and completed. Construction to begin in 2016.
- Louisville Gardens Roof – (\$400,000) – Project in progress.



# Deferred Maintenance

## Facilities Dashboard

Facilities Management tracks deferred maintenance needs with the use of the Facilities' Dashboard. The Dashboard is a baseline for the conditions of our buildings. The health of the facilities is measured in 12 key categories. These categories represent key building systems:

- Exterior Painting-10 years. Currently 56% Red
- Interior Wall and Ceiling Finishes-5 years. Currently 56% Red
- Carpet -8 years. Currently 63% Red
- Exterior Sealing and Tuck Pointing-15 years. Currently 67% Red
- Asphalt/Parking lot maintenance-5 years. Currently 73% Red
- Gutters- 15 years. Currently 44% Red
- Resilient Flooring and Tile-10 years. Currently 61% Red
- Mechanical/Electrical/Plumbing-15 years. Currently 52% Red
- Roof Systems-15 years. Currently 52% Red
- Elevators-15 years. Currently 55% Red
- Wayfinding-5 Years. Currently 53% Red
- Doors-10 Years. Currently 37% Red



# Ongoing Customer Service Survey

We send an email notification to each customer when a work request has been completed. We also ask them to take a survey to let us know how they liked the service. We want to know:

Was your request resolved to your satisfaction?

Were we responsive?

Were we helpful?

Were we friendly?

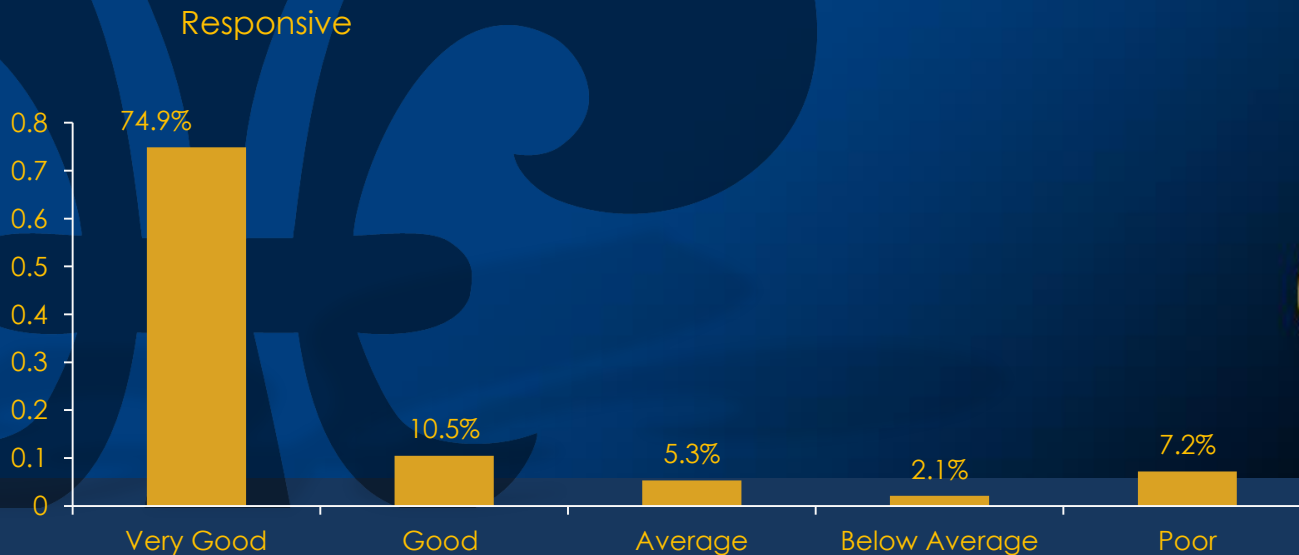
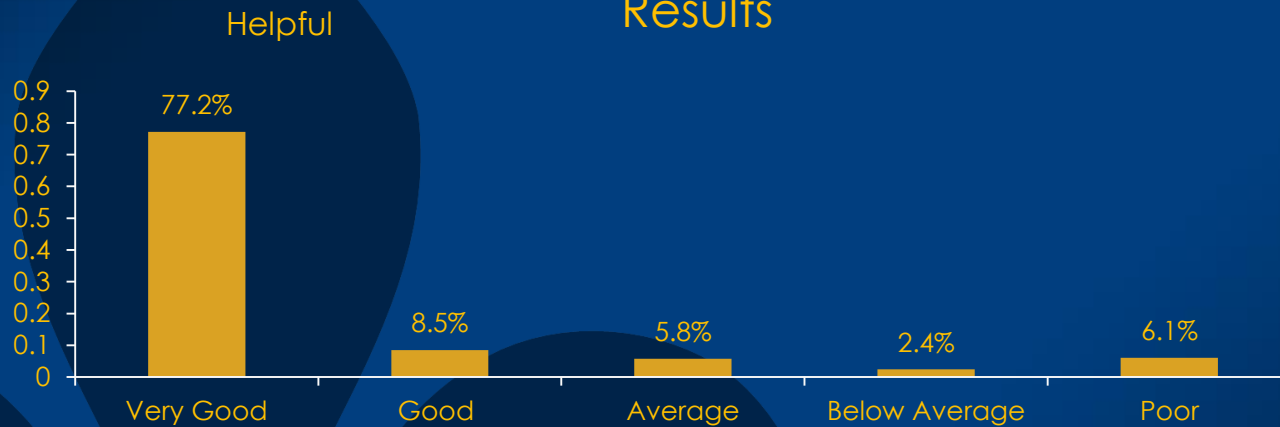
What can we do to improve our services?





# Ongoing Customer Service Survey

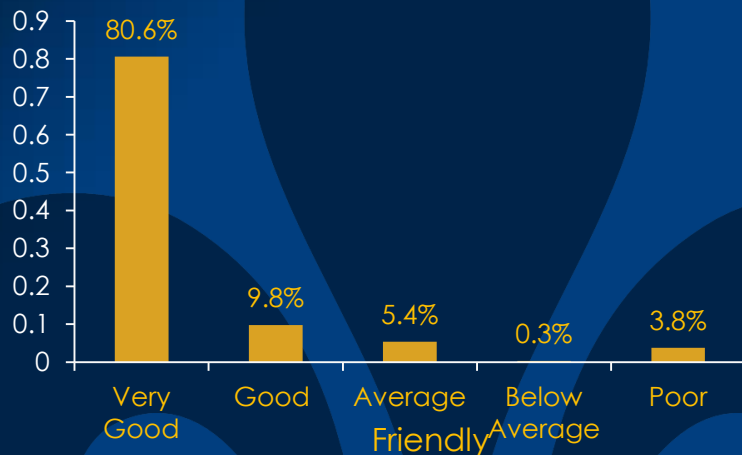
## Results



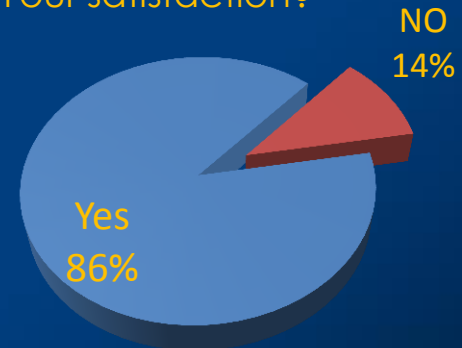
# Ongoing Customer Service Survey

## Results

Friendly



Was your request resolved to Your satisfaction?



All negative responses are Contacted to discuss and resolve. Issues.

## What can we do to improve our Services?

- Better Communication – What did you do?
- Leaving the area clean after repairs



# FLEET

Mission: To provide safe, efficient, cost effective and environmentally friendly transportation methods to each Metro department to ensure timely delivery of services



# FLEET

Vehicle / Equipment Portfolio  
2370 Vehicles and 1201 pieces of equipment

- Vehicle acquisition and licensing
- Vehicle and equipment fuelling
- Fleet maintenance and repairs
- Fleet Snow support
- Vehicle Disposal



# FLEET

## INITIATIVES

- GPS program oversight and opportunities
- Capital Project – Fleet Replacement
- Grant Project – 2 CNG Garbage Trucks
- Fleet Green Initiatives
  - Diesel particulate filters
  - Alternative fuel



# FLEET GPS

## Total Fuel Consumed

MONTH	(GAL)
Dec	37876
Jan	39525
Feb	40620
Mar	41376
Apr	37383

MONTH	AVG IDLING PCT
Dec	27%
Jan	31%
Feb	29%
Mar	27%
Apr	26%

MONTH	IDLING TIME (hr)
Dec	15725
Jan	18576
Feb	17301
Mar	16576
Apr	14236

MONTH	MILES TRAVELED
Dec	203744
Jan	175793
Feb	202916
Mar	227397
Apr	209937

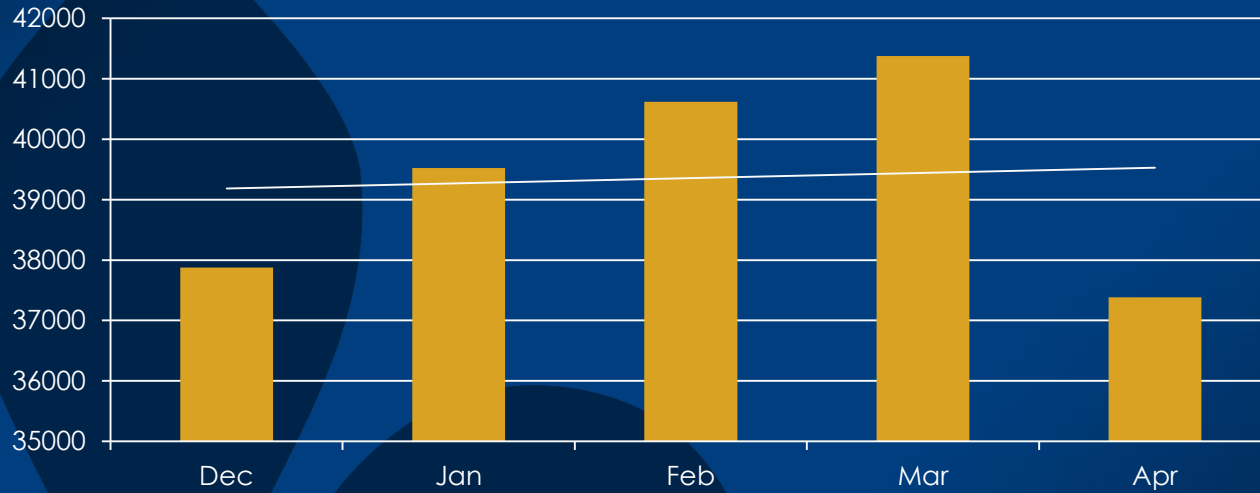
MONTH	GREENHOUSE GAS Em (lbs.)s.
Dec	892503
Jan	999312
Feb	933413
Mar	958133
Apr	864097

MONTH	HOURS OF OPERATION
Dec	29330
Jan	32940
Feb	31392
Mar	31367
Apr	27289

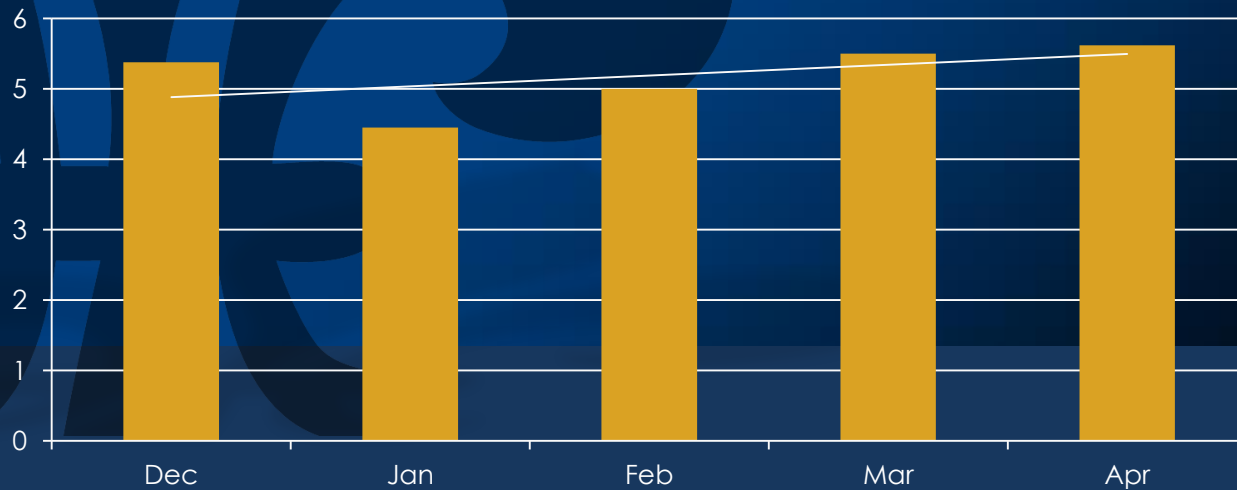


# FLEET GPS

## Total Fuel Consumed (Gals)

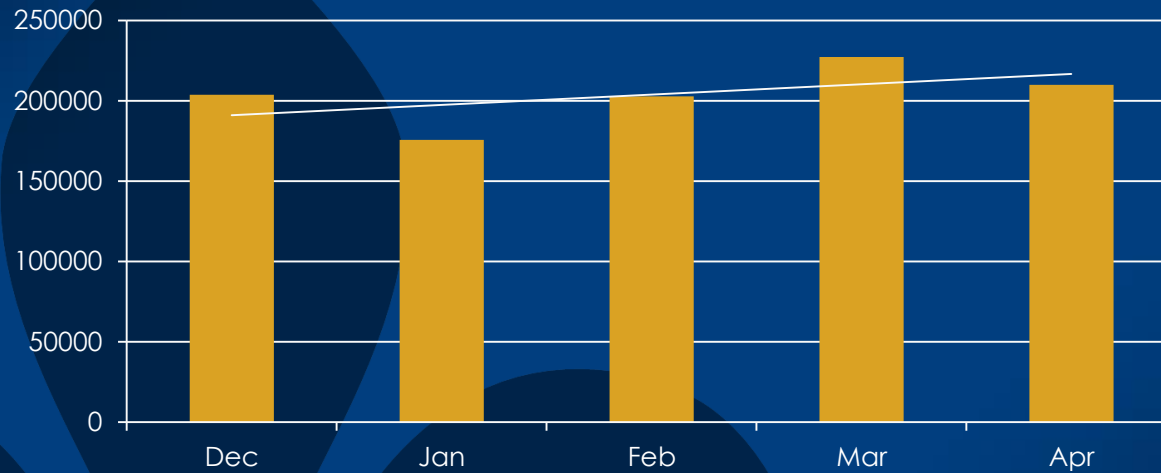


## Miles Per Gallon

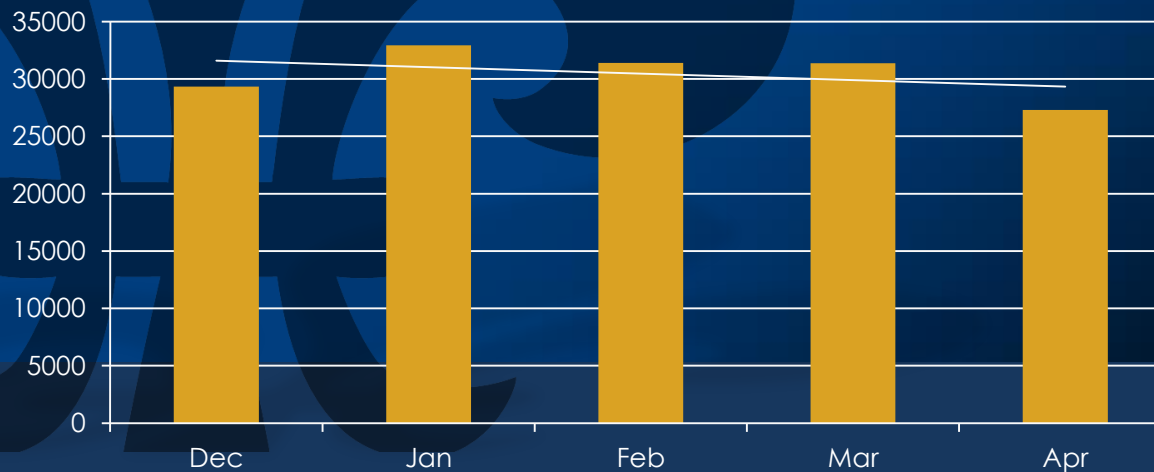


# FLEET GPS

## Miles Traveled



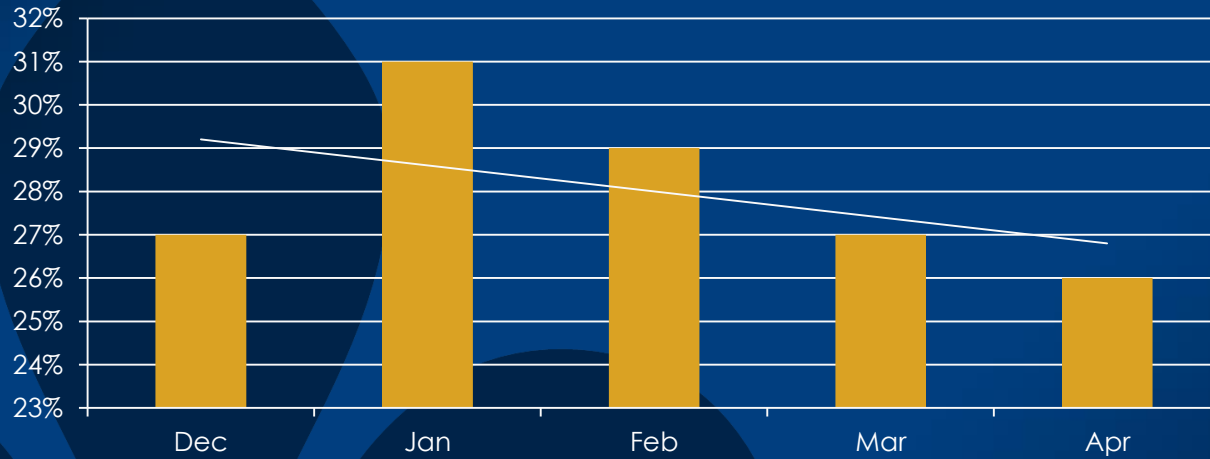
## Hours of Operation



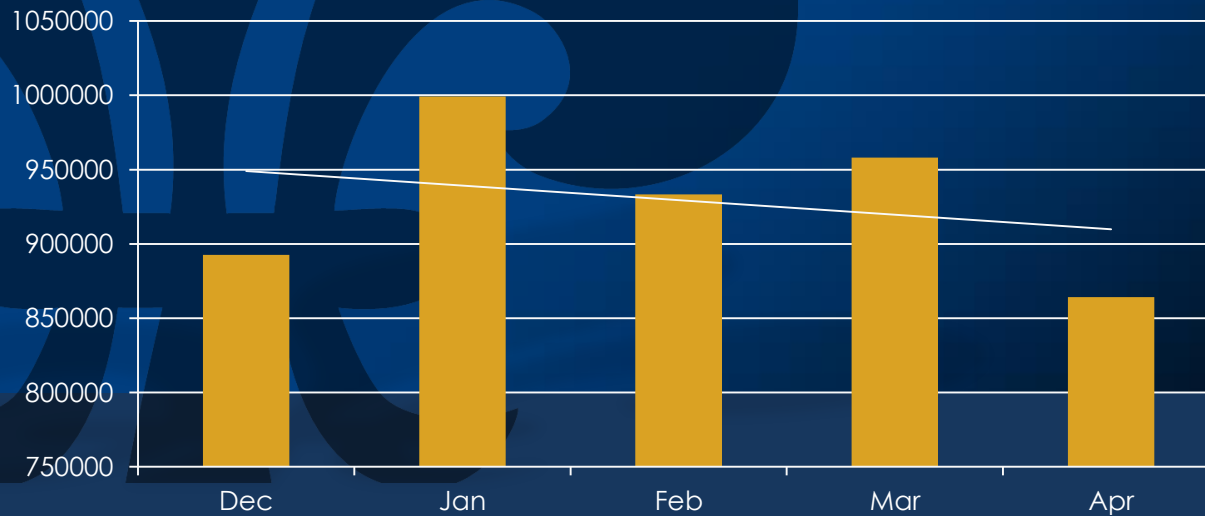


# FLEET GPS

## Average Idling Time



## Greenhouse Gas Emissions



# QUESTIONS

