

Buildings and General Services Primary Population-Level Outcome

BGS Programs	Population-Level Outcome
GBS: Vermont Information Centers	1
GBS: Print Shop	8
GBS: Postal	8
GBS: Surplus Property (Federal/State)	8
GBS: Fleet	8
Purchasing & Contracting	8
Security (Technology; Guards; COOP)	8
State Energy Management Program	3
Property Management/Facilities Support	8
Facilities & Engineering/Operations	9

Division:

Program:

Mission:

Vermont's Population-Level Quality of Life Outcomes

1. Vermont has a prosperous economy.
2. Vermonters are healthy.
3. Vermont's environment is clean and sustainable.
4. Vermont's communities are safe and supportive.
5. Vermont's families are safe, nurturing, stable, and supported.
6. Vermont's children and young people achieve their potential, including:
 - A. Pregnant women and young people thrive.
 - B. Children are ready for school.
 - C. Children succeed in school.
 - D. Youths choose healthy behaviors.
 - E. Youths successfully transition to adulthood.
7. Vermont's elders and people with disabilities and people with mental conditions live with dignity and independence in setting they prefer.
8. Vermont has open, effective, and inclusive government with a supported, motivated, and accountable State workforce.
9. Vermont's State infrastructure meets the needs of Vermonters, the economy, and the environment.

Quadrant Grid¹

How much did we do?	How well did we do it?
# Clients customers served # Activities (by type of activity)	% Common measures % Activity – specific measures
Is anyone better off?	
# # (Point in time) #	% Skills/knowledge % Attitude/opinion % Behavior % Circumstance

¹ "RBA" "quadrant grid" is a point-in-time way to organize the three types of performance measures.

Department: Department of Buildings and General Services

Division: Government Business Services

Program: Vermont Information Centers Division

Mission: Market opportunities to promote the Vermont Experience to travelers.
Provide safety breaks for travelers/truckers.

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Green: Primary population outcome
Yellow: Secondary population outcome

Quadrant Grid¹

How much did we do?	How well did we do it?
# visitors # business/program marketing/exhibits # Registered brochures and publications	# of repeat brochure customers # of businesses/organizations seeking display space # of businesses seeking marketing space
Is anyone better off?	
# of visitors – 3.2 million annually? # of promotions # of brochures/publications – 3 million annually? # of marketing spaces sold	Vermont businesses and attractions benefit from the exposure/referral to 3 million potential customers. Benefits the State's tourism industry. Provides safe travel oases for truckers/travelers.

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Department: Department of Buildings and General Services

Division: Government Business Services

Program: Print Shop

Mission: Provide state agencies and departments with digital printing and finishing services including transactional reports and print/mail pieces, legislative packets, etc.

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How much did we do?	How well did we do it?
<p># of customers # of print impressions # of print/mail pieces</p>	<p>% of jobs re-run/re-printed % of print/mail piece confidentiality breaches Average print job turn-time Customer survey</p>
Is anyone better off?	
<p># of satisfied customers Cost of program</p>	<p>% of satisfied customers % of potential savings</p>

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Department: Department of Buildings and General Services

Division: Government Business Services

Program: Postal Center

Mission: Provide state agencies and departments with mailing services including security screening, inter/intra mail distribution, USPS mail sort and delivery, metering and automation of outgoing USPS mail.

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How much did we do?	How well did we do it?
<ul style="list-style-type: none"># of customers# of incoming mail pieces handled# of automated mail pieces# of metered mail pieces	<ul style="list-style-type: none">% of sort errors% of spoiled postage due to metering errorsCustomer survey
Is anyone better off?	
<ul style="list-style-type: none"># of satisfied customersAutomated mail savingsCost of program	<ul style="list-style-type: none">% of satisfied customers% of potential savings

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Department: Department of Buildings and General Services

Division: Government Business Services

Program: Federal Surplus Property

Mission: Reach out to as many potentially eligible donees (state agencies, municipalities, schools, and specific non-profits) as possible to develop awareness of the Federal Surplus Property program. Facilitate acquisition and transfer of property to eligible donees and perform annual on-site compliance reviews in accordance with Federal restrictions.

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Quadrant Grid¹

How much did we do?	How well did we do it?
<p># of eligible donees Original acquisition value of property transferred Donee cost of property received</p>	<p>% of increase in potential donees % of compliance checks completed Customer survey</p>
Is anyone better off?	
<p># of satisfied customers Dollars saved (original acquisition value versus transfer cost of donee Cost of program</p>	<p>% of satisfied customers % of savings (difference between acquisition value and transfer cost to donee)</p>

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Department: Department of Buildings and General Services

Division: Government Business Services

Program: State Surplus Property

Mission: Manage the redistribution and disposal of surplus property to state and municipal governments, non-profit organizations, and the general public in a cost effective, fiscally responsible, and equitable manner.

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Quadrant Grid¹

How much did we do?	How well did we do it?
Annual warehouse sales Annual auction sales # of lbs. of property sold # of lbs. of property to metal recycle # of lbs. of property to landfill	% of property reused Customer survey
Is anyone better off?	
# of customers Cost of program	% of satisfied customers Landfill costs avoided Monies recovered towards AOT and PS fleet replacement

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Department: Department of Buildings and General Services

Division: Government Business Services

Program: Fleet Management Services

Mission: To ensure the efficient use of state-owned vehicles and resources and to provide safe, cost-effective transportation to agencies and departments of state government for use by employees traveling on state business. To demonstrate the State's commitment to our environment by reducing the environmental impact of state employee travel.

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Quadrant Grid¹

How much did we do?	How well did we do it?
<ul style="list-style-type: none"> # Agencies and departments served # State employees served # Motor pool rental reservations # State-owned vehicles managed # Miles travelled in fleet vehicles # Gallons of gasoline consumed by fleet vehicles # fleet greenhouse gas emissions 	<ul style="list-style-type: none"> Cost per mile of fleet vehicles billed to agencies and departments <ul style="list-style-type: none"> - compared to GSA reimbursement rate - compared to private sector rental rates Mileage reimbursements made to state employees at the full GSA rate Fleet vehicles travelling less than the optimum/minimum utilization threshold Average fleet fuel economy by vehicle class Motor pool utilization rate Customer survey
Is anyone better off?	
<ul style="list-style-type: none"> # of miles travelled at less than GSA rate or State-contracted private sector rental rates (Agency/department cost savings) # of vehicles achieving better than average fuel economy by vehicle class # of vehicles meeting EPA Smartway® performance standards for greenhouse gas emissions # of satisfied customers Cost of program 	<ul style="list-style-type: none"> % of fleet average fuel economy change (+/-) by vehicle class from prior years % of fleet meeting EPA Smartway® performance standards for greenhouse gas emissions % satisfied customers % of potential savings (to Agencies/Departments) % of fleet miles travelled above/below GSA rate or State-contracted private sector rental rates % of program cost change from prior years

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Division: Office of Purchasing and Contracting

Program: To provide leadership and services for innovative, responsive and accountable public purchasing.

Mission: The goal of the Office of Purchasing & Contracting is to provide state agencies with good products and services that meet agency requirements effectively, at the lowest cost, through a process that meets all applicable laws and administrative requirements.

Vermont's Population-Level Quality of Life Outcomes

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|---|--|
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|---|--|

Quadrant Grid¹

How much did we do?	How well did we do it?
<ul style="list-style-type: none"> • Who do we serve: <ul style="list-style-type: none"> - State Government Employees - Taxpayers - Political Subdivisions - Schools/Colleges • Activities: <ul style="list-style-type: none"> - Public procurement: Procure goods and/or services needed by the state at the best value through an effective process that meets all statutory and administrative requirements. The purpose of the competitive bid process is twofold: to ensure that any person or company has the opportunity to get the state's business, and also to ensure that the taxpayers get the best possible value when their money is being spent by state agencies. - Education: Increase procurement awareness and requirements through statewide procurement education, internally and externally, thereby fostering active and growing "partnerships" with our supported agencies. - EPP: Ensures that policies and procedures, product specifications, and award decisions reflect and support the administration's commitment to environmental responsibility and stewardship. For instance; Paper, Recycled Content, Sustainable Products, Energy Efficiency (Energy Star), Alternative Fuels, Vehicles, etc. 	<ul style="list-style-type: none"> • Extremely low rate of vendor protests (less than five per year). • Maximized budget and spend efficiencies through volume purchasing. • Customer Survey: customer feedback requested on an on-going basis. • Outreach/training events to agencies and vendor community. • Enhanced user base knowledge via quarterly newsletter; establishment of Purchasing Advisory Council. • Standardization through utilization of templates and e-signatures. • High degree of compliance to Bulletin 3.5. • Average processing time per contract.

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- Contracts: Track process used and types of contracts issued as well as VT vs Non-VT awards.	
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Is anyone better off?

- Comparison of cost avoidance to cost of program
- Incentive and/or rebate dollars received through negotiations.
- All State agencies have the ability to utilize the program.
- Extensive number of contracts that incorporate EPP requirements. For instance, green cleaning contracts, energy star, alternative fuel vehicles, and charging station infrastructure.
- Improved communications and consistency of practice.
- Great strides towards paperless and transparent environment.
- Significant improvements with completeness and quality of initial submissions of contract/Bid documents.

Division: BGS Security

Program: Security Systems (Technology)

Mission: Our mission is to develop, coordinate, implement and evaluate safety and security programs, in cooperation with all state organization, in support of the State’s efforts to ensure and maintain a safe and secure environment for all employees and visitors

Vermont’s Population-Level Quality of Life Outcomes

1. Vermont has a prosperous economy. : Green primary population outcome
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Quadrant Grid¹

How much did we do?	How well did we do it?
<p>Who we serve:</p> <ul style="list-style-type: none"> • State Agencies & Departments <p>Activities:</p> <ul style="list-style-type: none"> • Card access system installed & maintained in 120 SOV buildings (to include approximately 1400 card readers) <ul style="list-style-type: none"> ○ Hours of operation programmed for daily, holiday and special events ○ Weekly/Monthly audit reports provided to users • Alarm systems(intrusion and/or panic) installed and maintained in 39 SOV buildings • Camera systems installed and maintained in 57 SOV sites (to include approximately 750 cameras) • Approximately 4100 parking permits issued annually for workers in select Montpelier and Burlington areas • Over 8500 active employee identification cards issued, maintained, adjusted, etc. • Various other “security type” features installed and maintained to include exterior 	<ul style="list-style-type: none"> • Response time • Installation request • Response to routine regular maintenance • Response to unplanned maintenance • Customer satisfaction • Turnaround time

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intercoms, door release buttons, manual keypad doors, lock down buttons

- Security System design and consultation services provided to SOV agencies
- Oversees new installations by contracted vendors

Is anyone better off?

- The card-access system is the most significant enhancement investment the State could have made to provide a safe working environment for State employees. It allows the SOV to control and track access to state facilities as well as provides photo identification.
- Alarm systems provide a method to alert police in the event of an intrusion or panic situation adding the safety in SOV buildings.
- Parking permits assists security personnel in monitoring parking in areas where parking spaces are limited and/or restricted.
- All State employees are better with the security program in place. With the addition of various systems statewide, addressing service issues in a timely manner has created risk.
- The most consistent component of the State's security infrastructure is the card-access system. Panic alarms, cameras and other security devices have been added to buildings on a mostly "as needed" and "as requested" basis.

Division: BGS Security

Program: Uniformed Security Guards

Mission: Our mission is to develop, coordinate, implement and evaluate safety and security programs, in cooperation with all state organization, in support of the State’s efforts to ensure and maintain a safe and secure environment for all employees and visitors.

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Quadrant Grid¹

How much did we do?	How well did we do it?
<p>Who do we serve:</p> <ul style="list-style-type: none"> • State Government Employees • Visiting Public <p>Activities:</p> <ul style="list-style-type: none"> • Conduct security patrols • Control access to state facilities • Monitor public spaces • Provide monitoring of meetings as applicable • Check buildings for secure doors and windows • Monitor HVAC and other building systems • Check for flooding of property • Control parking lots • Report any issues to the appropriate department 	<ul style="list-style-type: none"> • Security visibility is the main means of deterrent to unwanted events. • Prevent unauthorized access to facilities • Prevent damage to buildings and/or systems • Provide early warning of flooding that is occurring • Keep the paths open for emergency access • Make sure that issues get reported so that they can be addressed promptly.
Is anyone better off?	

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	<p>BGS has knowledge and skills to support program # of Security Complaints Compliance with all Facility Rules Support safety and security of State Workforce Facility Assessments and training</p>
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Division: BGS Security

Program: COOP Planning

Mission: Our mission is to develop, coordinate, implement and evaluate safety and security programs, in cooperation with all state organization, in support of the State’s efforts to ensure and maintain a safe and secure environment for all employees and visitors.

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Quadrant Grid¹

How much did we do?	How well did we do it?
<p>Who we serve:</p> <ul style="list-style-type: none"> State Agencies & Departments <p>Activities:</p> <ul style="list-style-type: none"> The Continuity of Operation (COOP) initiative began in CY 2008. The Security Division of BGS has been assigned the task of overseeing the development and maintenance of COOP planning for all State Agencies. To date approximately (85) individual COOP plans exist for Vermont State Agencies and (1) Continuity of Government plan (Master plan outlining where and how the State’s top administrative personnel will continue governing the State in the event of a Statewide disaster). 	<ul style="list-style-type: none"> The COOP process began strongly in 2008 with a comprehensive training agenda, and the development process. Challenges to update has been identified. Over the past (11) months, approximately 30 percent of the State’s COOP plans have been properly updated.
<p>Is anyone better off?</p>	
<ul style="list-style-type: none"> The State contracted with a vendor to help create the planning process in an online interactive format, trains designated individuals (also called COOP Coordinators) from each agency on the process of COOP planning, and guide COOP Coordinators during the Statewide COOP project. 	

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- An intensive training presented by FEMA focused on teaching COOP Coordinators how to develop and implement COOP exercising has been scheduled for March 2016.
- Efforts are underway to train COOP Coordinators and update all remaining plan.

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Division: BGS Engineering

Program: State Energy Management Program

Mission: Administer the interest of the State in all energy management measures in State buildings and facilities, the implementation of energy efficiency and conservation measures, and the use of renewable resources.

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<ul style="list-style-type: none"> • Who do we serve: <ul style="list-style-type: none"> - State Government Employees - Taxpayers • Activities: <ul style="list-style-type: none"> - Energy Retrofits in state owned buildings - Energy Efficiency in new construction - Renewable Energy generation - Safe and healthy work environments 	Taxpayer Dollars Saved Annually: \$330,000 Renewable Energy Capacity (2016) – 5 Megawatts Carbon Emissions Abated – Over 10,000 Metric Tons of CO ₂
Is anyone better off?	
	<ul style="list-style-type: none"> • BGS has the knowledge and skills to implement the program. • All State agencies have the ability to utilize the program and save money allowing them to commit resources to other areas. • State government conducts public outreach and relations to celebrate energy projects and raise moral. • Energy projects create healthy working environments. • The Program helps the environment by reducing our harmful greenhouse gas emissions. • The overall attitude and opinion about energy efficiency is that it is an integral part of construction and building ownership. Solar and other forms of renewable energy are accepted as a state wide initiative. • The program is valued and utilized by BGS staff and other agencies • The Program is widely supported.

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Division: BGS - Property Management

Program: Leasing, buying, selling and the utilization of space within the operation of Vermont State Government

Mission: To provide State Agencies with safe, comfortable, and efficient space through leasing; purchasing; planning; inventory and assignments which enables them to carry out their mission.

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Quadrant Grid¹

How much did we do?	How well did we do it?
<ul style="list-style-type: none"> • BGS - Property Management currently manages leased space at 141 properties statewide that makes up 22% (1M of 4.5M sq ft) of the States Portfolio of occupied office space for the operation of Government. • This space has a cost of \$18.7M for FY2015. It is scheduled to decrease by about \$3.5M when the Waterbury complex is reoccupied and returns to operations in mid FY16. • Property purchases and sales make up a portion of the unit's services. We typically have 3-5 active property sales or purchases going on at any point in time. This could include land or buildings for another department that is no longer needed within the state's total portfolio. • We also do "lease outs" for space and property that is determined to be underutilized or not needed. Currently we lease space to about 15 entities in FY2016. These leases range from land for agricultural purposes to classrooms for CCV. We structure these lease outs to cover operating expenses for the property, always focusing the effort on recovering at "fair market value", through the rent revenue. Rent revenue from lease outs in FY16 is expected to be \$750K 	<ul style="list-style-type: none"> • The FY2016 average for leased office space was \$19/ sq ft. • 60% of our leases are "full service" and negotiated to the low end of commercial space in the regions. • Leased space is more expensive than owned space by about 20%. • Tenants problems are minimal in our lease spaces. Building problems are tracked by leasing agents who work on resolution with landlords to meet tenant needs. • Energy consumption performance in lease space is comparable to owned spaces of like types. More focus is needed in this portion of our business to make sure we are leveraging all available programs and incentives to reduce cost and support reduced greenhouse gas reduction targets for the state. • Occupancy/space utilization of leased space is very high with less than 1% of our total leased space being vacant. This is the result of reassignment of staff to vacant space as it becomes available. • State owned space is utilized similarly with occupancy rates held to 98%+. • Vacant owned space is used as swing space for construction projects when possible to allow for work to be done in unoccupied space. • When we can, vacant space is leased out to cover operating expenses.

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Is anyone better off?

- The taxpayers benefit thru our leasing program in that it locates services near the clients for Human Services in 6 communities (of the 14 served). These clients are offered the benefit of community based services and not having to travel for their services.
- State employees benefit by getting more integrated into the communities they serve and getting to work with other state functions giving a broader service delivery model that covers multiple client needs (AHS, DOL, DMV, DMH).

Division: BGS - Property Management – Facility Operations Support

Program Description: Document Control, Space planning, Space design, Employee Safety, Pest Control, Sprinkler testing, Workplace Safety and Workplace environment

Mission: To support Facilities Operations so that they may deliver functional space to State tenants to deliver their respective missions.

Vermont’s Population-Level Quality of Life Outcomes

- 1. Vermont has a prosperous economy.
- 2. Vermonters are healthy.
- 3. Vermont’s environment is clean and sustainable.
- 4. Vermont’s communities are safe and supportive.
- 5. Vermont’s families are safe, nurturing, stable, and supported.
- 6. Vermont’s children and young people achieve their potential, including:
 - A. Pregnant women and young people thrive.
 - B. Children are ready for school.
 - C. Children succeed in school.
 - D. Youths choose healthy behaviors.
 - E. Youths successfully transition to adulthood.
- 7. Vermont’s elders and people with disabilities and people with mental conditions live with dignity and independence in setting they prefer.
- 8. Vermont has open, effective, and inclusive government with a supported, motivated, and accountable State workforce.**
- 9. Vermont’s State infrastructure meets the needs of Vermonters, the economy, and the environment.

Green: Primary population outcome
Yellow: Secondary population outcome

Quadrant Grid¹

How much did we do?	How well did we do it?
<p>Facility Services supports the operational unit within BGS that is responsible for maintaining 3.5M sq ft of space. This support takes on many factions ranging in scope from the preservation of design/construction documents, Employee safety training, investigation of Indoor Air Quality problems, sprinkler system annual certifications, space utilization analysis, space book publication and pest control on state properties (inside and out). During FY2015.</p> <p>The space book was published and is used as the basis for the Fee for Space program and how tenant rental expenses are established. Additionally, this book captures the various owned and leased spaces that are vacant and available for reuse or leasing.</p> <p>All BGS property & building documentation is catalogued and on file for departmental use. This includes design documents, programming summaries and “as built’s” for owned and lease space.</p> <p>Employee safety training is administered thru this unit. This includes the tracking of employee mandatory training records.</p> <p>Pest control is managed within this unit and work is administered thru our Maintenance work order system to log problems, request services and track corrective action events.</p> <p>Property services manages space and move requests from departments and agencies. This also includes the design of space layouts, move planning and actual moves to support tenants of owned space</p>	<p>The training records for upwards of 225 BGS employees are compiled and reported by this group. This includes mandatory courses that are reported to regulatory agencies for compliance purposes.</p> <p>On average we process 30 space requests that could start with a blank sheet and finish with the proposal to design a building.</p> <p>Our space move request number is around 350 annually in all locations where state employees are located serving the public. This includes everything from a single office move to that of a whole group sometimes over 100 people in size.</p> <p>We perform over 500 sprinkler inspections and have never been cited for a problem in this function.</p> <p>Pest control completes over 300 work orders clearing everything from woodchucks to cluster flies in our properties.</p> <p>We investigated over 35 Indoor air quality problems for the past year and were able to satisfactorily resolve the problem for tenants in both leased and owned spaces.</p> <p>Our documentation library is now consisting of 100% scanned documents for all of our buildings and the e-files are accessible by staff across our districts. Demand for our services continues to grow and successful delivery to date, has been the single biggest contributor propagating this growth.</p>

¹ “RBA” “quadrant grid” is a point-in-time way to organize the three types of performance measures.

Is anyone better off?	
<p>State employees who occupy our owned space are the beneficiary of these services. They are located within space that meets their needs and allows them to deliver state services to clients around the state. Everything from AHS field service units to DMV retail outlets as well as public safety and the traveling public in rest areas along the interstate highway system. Taxpayers are also better off as a result of these services in that it all supports the location of services near where they are needed. Anyone who does business with the state is a beneficiary. Along with the user community, the construction business who do business are all realizing the benefit and able to grow their businesses in supporting us doing our jobs.</p>	

Division: Facilities and Operations

Program: Facilities Management – Custodial and Regular Routine Maintenance

Mission: To maintain clean and efficient state office space providing an environment for State Employees to fulfill their missions.

Vermont’s Population-Level Quality of Life Outcomes

1. Vermont has a prosperous economy.
2. **Vermonters are healthy.**
3. **Vermont’s environment is clean and sustainable.**
4. **Vermont’s communities are safe and supportive.**
5. Vermont’s families are safe, nurturing, stable, and supported.
6. Vermont’s children and young people achieve their potential, including:
 - A. Pregnant women and young people thrive.
 - B. Children are ready for school.
 - C. Children succeed in school.
 - D. Youths choose healthy behaviors.
 - E. Youths successfully transition to adulthood.
7. **Vermont’s elders and people with disabilities and people with mental conditions live with dignity and independence in setting they prefer.**
8. **Vermont has open, effective, and inclusive government with a supported, motivated, and accountable State workforce.**
9. **Vermont’s State infrastructure meets the needs of Vermonters, the economy, and the environment.**

Green: Primary population outcome
Yellow: Secondary population outcome

Quadrant Grid¹

How much did we do?	How well did we do it?
<p>Who do we serve:</p> <ul style="list-style-type: none"> • State Government Employees • Visiting Public <p>Activities:</p> <ul style="list-style-type: none"> • Maintain and provide custodial care for approximately 3,534,140 gross SF of space in 249 locations. This also includes maintenance of adjacent properties. (lawn care) • Support 50,079 SF located in Welcome Centers. 	<ul style="list-style-type: none"> • # and type of work orders <ul style="list-style-type: none"> ○ Example: Processed 30,466 Work Orders January 2015/January 2016 ○ Dominant work order categories: <ul style="list-style-type: none"> ▪ 1887/Custodial, 1437/Electrical, 5331/HVAC, 2111/Plumbing, 1409 were Misc. and 3581 were for scheduled maintenance on mechanical/electrical or plumbing systems statewide. • Response time <ul style="list-style-type: none"> % On time % Past due • # Repeat work orders • Customer service surveys • State buildings are constantly being upgraded to meet new fire, ADA, safety codes, improve indoor environments and energy efficiency.
<p>Is anyone better off?</p>	

¹ “RBA” “quadrant grid” is a point-in-time way to organize the three types of performance measures.

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| <ul style="list-style-type: none">• State employees are positively impacted by having a safe and healthy work environment.• # of Building Related Incidents (BRIN) are minimized.• Compliance with VOSHA, DOH, safe cleaning products, best practices. Etc.• Visitors to well-maintained State owned infrastructure enhances the State's economy. | |
|--|--|

Division: Facilities and Operations

Program: Facilities and Operations – Engineering & Construction – Planning, Programming, Design and Construction of new and renovated State-owned buildings, and management of major maintenance in existing buildings.

Mission: To provide engineering and construction services to plan, design, construct and maintain State buildings and infrastructure to enable and support State agencies to carry out their missions.

Vermont’s Population-Level Quality of Life Outcomes

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Vermont has a prosperous economy. 2. Vermonters are healthy. 3. Vermont’s environment is clean and sustainable. 4. Vermont’s communities are safe and supportive. 5. Vermont’s families are safe, nurturing, stable, and supported. 6. Vermont’s children and young people achieve their potential, including: <ol style="list-style-type: none"> A. Pregnant women and young people thrive. B. Children are ready for school. C. Children succeed in school. D. Youths choose healthy behaviors. E. Youths successfully transition to adulthood. 7. Vermont’s elders and people with disabilities and people with mental conditions live with dignity and independence in setting they prefer. 8. Vermont has open, effective, and inclusive government with a supported, motivated, and accountable State workforce. 9. Vermont’s State infrastructure meets the needs of Vermonters, the economy, and the environment. | <p>Green: Primary population outcome
Yellow: Secondary population outcome</p> |
|--|---|

Quadrant Grid¹

How much did we do?	How well did we do it?
<p>Who do we serve:</p> <ul style="list-style-type: none"> • State Government Agencies and Departments • Visiting Public • Taxpayers • Businesses – Consultants, Contractors, Vendors <p>Activities:</p> <p># Construction Contracts Awarded</p> <ul style="list-style-type: none"> • # A&E Contracts Awarded • # Annual Personal Service Contracts • # Construction Contracts Managed • Planning, Programming and Permitting <p>Infrastructure Supported:</p> <ul style="list-style-type: none"> • 249 State-owned buildings (+/-3,534,140 gross sf) • 16 VICD Sites (50,079 sf) 	<p># Construction Projects on schedule # Construction Projects on budget Customer Satisfaction Surveys – Post occupancy</p> <ul style="list-style-type: none"> • State buildings are constantly being upgraded to meet new fire, ADA and safety codes, and improve indoor environments, and energy efficiency. • Successful Projects <ul style="list-style-type: none"> • WSOC – Replaced and restored former State Office Complex • Westminster Public Safety – Consolidated Brattleboro and Rockingham facilities, E-911 Center • VAEL – New Agency of Agriculture and Department of Environmental Conservation Lab

¹ “RBA” “quadrant grid” is a point-in-time way to organize the three types of performance measures.

Is anyone better off?

- All State employees, clients and visitors are positively impacted when working within or visiting well-maintained and safe buildings.
- All Vermonters save when State-owned buildings are renovated and constructed in such a way that future repairs will be minimal and less costly.
- All Vermonters save when State-owned buildings are energy efficient.