STRATEGIC FOCUS AREA
Service Excellence

Objectives

- SE.1 – Ensure Service Delivery Efficiency and Effectiveness
- SE.2 – Enhance Employee Professional Development and Training
- SE.3 – Maintain City’s Financial Strength
- SE.4 – Expand Policy Oversight and Reporting Mechanisms

<table>
<thead>
<tr>
<th>Objective</th>
<th>Project Title</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>SE.1</td>
<td>General Government Facility Renewal</td>
<td>$2,910,000</td>
</tr>
<tr>
<td>SE.1</td>
<td>Fuel Tank Dispensers at Lowery Street Facility</td>
<td>1,000,000</td>
</tr>
<tr>
<td><strong>Service Excellence Total</strong></td>
<td><strong>$3,910,000</strong></td>
<td></td>
</tr>
</tbody>
</table>
Project Title
General Government Facility Renewal

Estimated Cost
$2,910,000

Ward
Citywide

Strategic Objective
SE.1: Ensure service delivery efficiency and effectiveness

Project Description
Under the City’s asset management program, Property and Facilities Management has performed facility condition assessments on all buildings in general fund departments, including those located at City Yard, City Yard Annex, City Hall, and the Bryce A. Stuart Building. Facilities Management has documented needs and established a schedule for the replacement of roofs, replacement of heating and air conditioning systems, painting, renewal of interior finishes, replacement and repair of electrical and lighting systems, abatement of asbestos, and miscellaneous systems maintenance at each of the City-owned facilities.
Examples of chipped walls and worn out paint in City Hall

Cooling Tower located on the roof is original to the building
Examples of air handler units located on each floor. These units are original to the building.
Building 2 Roof
Building 3 Lighting in need of replacement

Building 3 Roof

Building 3 Shop Heaters (24 total)
City Yard Fuel Canopy Roof

Building 11 Tile Floor and HVAC unit
<table>
<thead>
<tr>
<th><strong>Project Title</strong></th>
<th><strong>Ward</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel Tank and Dispensers at Lowery Street Facility</td>
<td>East</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Estimated Cost</strong></th>
<th><strong>Strategic Objective</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000,000</td>
<td>SE.1 Ensure service delivery efficiency and effectiveness</td>
</tr>
</tbody>
</table>

**Project Description**
The Lowery Street Renovation project included an option for on-site fuel tanks and dispensing system. While the tanks and dispensers were not selected due to budget concerns, recent fuel shortages have presented the need for additional fuel storage. In addition, the construction of the new segment of Research Parkway has increased fuel usage by extending the length of refueling trips for Sanitation vehicles. These vehicles are based out of Lowery Street, but must travel to refuel at Fleet Services at City Yard. By constructing new tanks and dispensers at the Lowery Street facility, the City can strategically increase the amount of fuel we have on-hand in the case of a fuel shortage and reduce fuel usage by eliminating refueling trips to City Yard.