

GENERAL SERVICES

Annual Report

Fiscal Year 2017



FY 2017 Overview - from Grace Boone, General Services Manager

FY17 was a very productive and exciting year for General Services (GS). As I reviewed this report of all the things we have accomplished this past year, it is clear that teamwork, not only among the GS staff but spanning this organization as a whole, requires extensive collaboration.

We focused on the Strategic Plan as one of our top priorities, as in some way, shape or form we support each and every one of the 7 goals. Through a series of meetings, we engaged all GS staff members which enabled us to capture views from every perspective. We needed each staff member to understand the value of their work within the department as well as supporting the County as a whole. This has resulted in better communication and collaboration between divisions. We will use this tool in our daily work, as well as into the future.

We are also in the planning phases of replacing our software, which currently spans multiple databases. This process started in FY17 and will continue into FY19. The new software will improve work flows, enhance collaboration between departments, asset tracking, provide an improved customer request interface and an online citizen portal.

Furthermore, we wanted to showcase all of the great things GS is involved in, letting people know who we are and what we do. With the support of County Administration and the Communications Department, we developed a video "[General Services – Supporting the County Inside and Out](#)" showcasing how each division in GS supports the overall County mission.

Finally, I want to thank those of you who took the time to complete our customer survey, we appreciate your feedback. This information helps us plan ways to better serve you. I am extremely proud to work among the fine staff in this department.

General Services Customer Survey

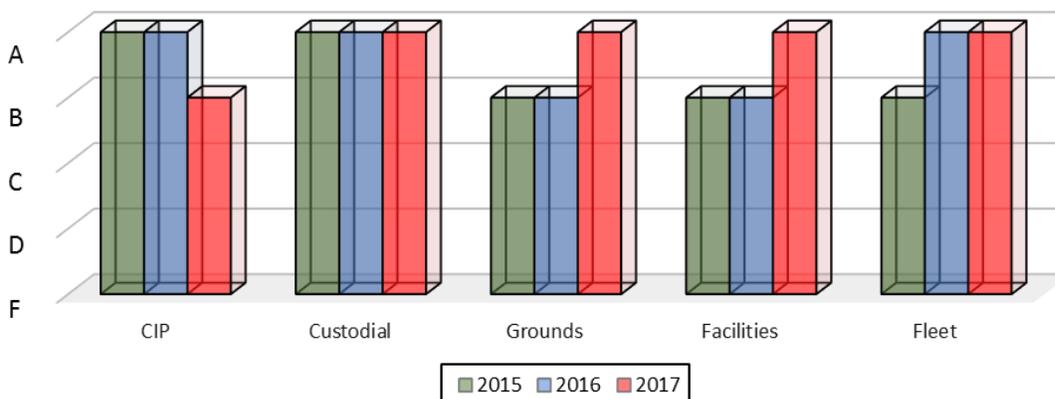
The core business of General Services is to provide service in construction management and to maintain James City County's assets. In order to continuously monitor and improve our service, each year we conduct a survey of our customers. The results are reviewed and the information incorporated into both our daily functions and our future planning. Your comments have made a difference in how we develop our operating budget and shift our resources to better meet your needs and expectations. The results from the past 3 years are illustrated below.

About General Services

General Services is responsible for building, maintaining and operating County facilities, grounds and programs in a manner that is efficient, environmentally sound and responsive to the needs of our internal and Community-based customers.

The Department consists of six Divisions that include Capital Projects, Facilities Maintenance, Grounds Maintenance, Fleet and Equipment, Solid Waste and Recycling and Stormwater with a staff of 82 full- and part-time employees.

General Services Customer Survey Responses



Best Urban BMP

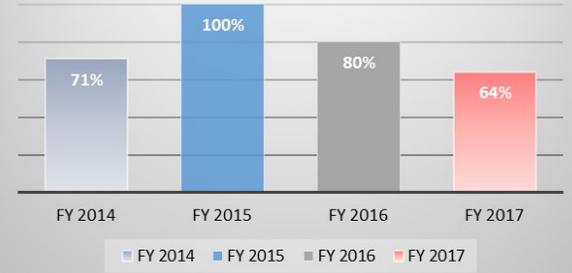
The Best Urban BMP in the Bay Award (BUBBA) contest recognizes the best urban BMPs that have been installed in the Chesapeake Bay region. In 2017 the JCC Stormwater Division received First Place honors in the category of the Best BMP Retrofit for their work on the **James Terrace Water Quality Improvement Project**. The Project addresses significant storm runoff impacting the existing James Terrace Neighborhood, reducing pollutants and improving water quality for the area.



Capital Projects

- Completed 11 projects including Fire Station 1, James River Elementary School and the Jolly Pond Convenience Center, highlighted below.
- Currently there are a total of 25 Active projects with a combined Total Estimated Project Cost of \$15.4 million.
- FY 17 saw the addition of 3 new state-funded stormwater improvements projects, bringing the total to 6 in the past 2 years.

Capital Projects On Time Completion Percentages



Fire Station #1

Originally built upon the former Toano High School site, the new station consists of 21,791SF of space consisting of 5 pull-through bays, built-in training facilities, new administrative offices and space for community meetings. Additionally, the site includes a new training tower, relocated fuel station for better access and an improved on-site stormwater management system. The project was designed and constructed for U.S. Green Building Council LEED Silver Certification.



James River Elementary School

The project, located in the headwaters of Grices Run, consisted of the stabilization of an intermittent stream channel to reduce erosion and the installation of a bioretention stormwater facility to improve stormwater runoff quality. The new facility will provide significant water quality benefits and contribute to meeting the County's permit obligations for the Chesapeake Bay Total maximum Daily Load (CBTMDL) requirements.



Jolly Pond Convenience Center

Improvements included correcting drainage issues in the vegetative debris drop-off area, the construction of a new retaining wall that allows customers to drop off debris directly into metal containers and landscaping along the Center's road frontage on Jolly Pond Road. Previous upgrades included the creation of a new BMP downstream utilizing existing site features to comply with new VA DEQ mandates.

General Service Highlights—FY2017

Facilities Maintenance

- The amount of space maintained by General Services has grown to over 520,000sf.
- Work orders generated in FY17 for facilities and Grounds totaled 7,080.
- 88% of customer-driven work orders were completed on-time.
- Oversaw the completion of numerous projects, including the renovation of Palmer 1 for Voter Registration, the Guest Services Office located at Little Creek Reservoir Park and HVAC upgrades at the Recreation Center.



Grounds Maintenance

- Construction of a new 2,300sf maintenance storage facility at the Warhill Sports Complex.
- Parking lot rehabilitation at Wanner Stadium, Fire Station 5, the James City County Government Complex and the Recreation Center.
- Repair/reseal asphalt along the Powhatan Trail and repair bridges along the Greensprings Trail.
- Laser grading and sod installation on baseball fields at the Warhill Sports Complex and the Recreation Center.
- Complete upgrade to the Warhill High School irrigation system.
- Purchase of additional snow removal equipment to increase level of service.



Fleet and Equipment

- Completed over 3,100 work orders, 70% within 72 hours.
- Coordinated the purchase of 45 replacement vehicles at a cost of 6% under budget.
- Coordinated the sale of JCSA and JCC surplus vehicles and equipment, generating over \$140,000.
- Worked with WJCC Schools to provide additional fueling site for school buses and completed 8 propane additional vehicle conversions.



Solid Waste

- 55,677 residents utilized one of the James City County Convenience Centers in FY 2017.
- Total of 4,345 tons of trash and 230 tons of recycled materials were processed through the Convenience Centers.
- The Jolly Pond Convenience Center processed 1,045 tons of yard waste.
- Total of 420 tons of scrap metal recycled in FY 2017, generating a revenue of \$24,849.
- 380 residents were added to the curbside recycling program in FY 2017, bringing the year-end total of carts being serviced to 24,849.



Stormwater

- Received \$1.14m in State Grants for Stormwater Capital Projects
- Maintain 114 County-owned BMPs and 563 inlets
- Responded to 193 Service Requests, a 72% increase over FY16



Energy Management

- Normalized energy in all JCC facilities continues to decline, down another 3.8% in all JCC Facilities.
- Installation of LED lighting continues throughout County. Jolly Pond Landfill showed a 20% per square foot energy reduction after installation.
- Improved winterization at Warhill Sports Complex led to a 15% decrease in energy per square foot.

Maintaining County Assets

Maintaining County facilities, land, vehicles and other assets is a continuously growing responsibility. General Services currently maintains over 520,000sf of building space, over 450 acres of public grounds (including 15 school campuses) and 100 acres of athletic fields (including the Warhill Sports Complex) in order to assist in maintaining the County's recognized high quality of life and safe environment for both employees and citizens alike.

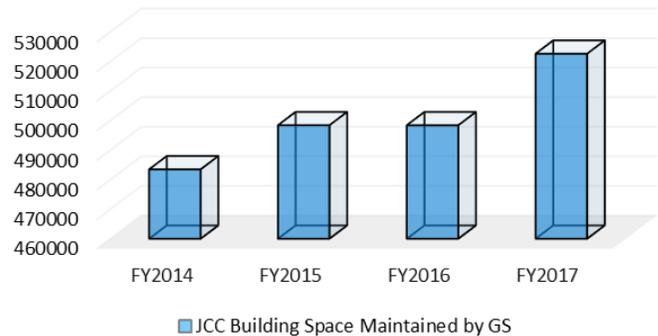
FY17 also saw an increase in the number of Stormwater Treatment Facilities maintained by the County, now at 114. This number also includes roughly 14 miles of storm pipe.

Additionally, General Services currently maintains approximately 1,000 vehicles and specialized equipment, including those for Fire/EMS and Police.

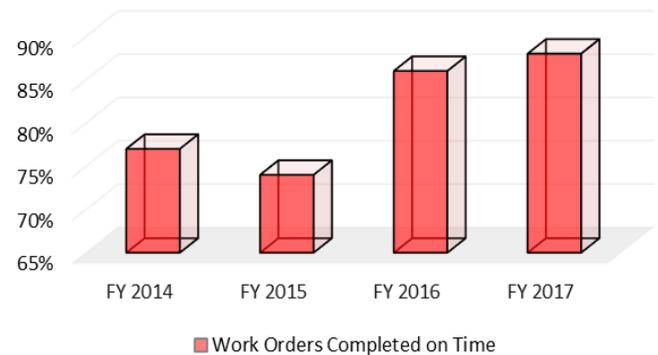


Keep James City County Beautiful was established in FY17 to expand volunteer recruitment and public partnerships in the areas of litter prevention, recycling and green space beautification.

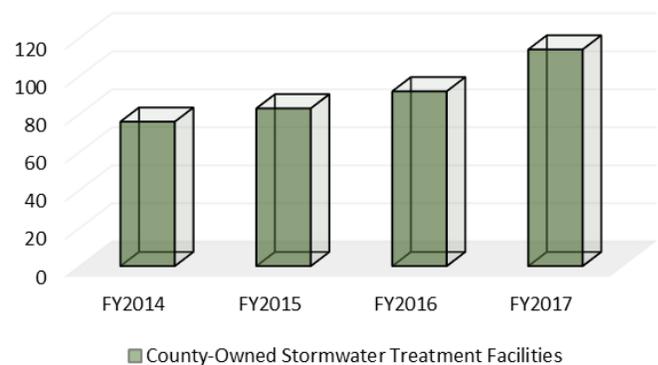
JCC Building Square Footage Maintained by General Service



Facilities and Grounds Work Orders Completed On-Time



County-Owned Stormwater Treatment Facilities



Contact Us

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