

**FISCAL YEAR 2024/25 ANNUAL WORK PROGRAM
GENERAL SERVICES DEPARTMENT**



April 16, 2024

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**FISCAL YEAR (FY) 2024/25 ANNUAL WORK PROGRAM
GENERAL SERVICES DEPARTMENT**

Introduction and Purpose

The FY 2024/25 Annual Work Program below summarizes projects and work efforts proposed for the General Services Department (Department) for the upcoming fiscal year, considering both ongoing, existing commitments and potential new projects. It is intended to provide the City Council with an overview of current work and an opportunity to consider and give direction concerning future work. The Annual Work Program creates a regular mechanism for Council to share ideas for new work efforts and discuss work priorities.

Role of the General Services Department

The General Services Department is the City’s newest department, whose mission is to maintain City assets and provide City departments with the space and equipment necessary to support their own core missions. Major areas of focus include:

- Facilities Management
- Fleet Management
- Information Technology
- Purchasing and Procurement

The first staff member was hired in late January 2022, so the Department is still in the process of maturing.

Facilities

The City owns an increasing portfolio of facilities that are now managed and maintained by General Services including:

Facility	Sq. Foot	Tenant(s)
City Hall	40,049	City operations
Goleta Valley Library	15,773	City operations
Corporation Yard	4,000	City operations
Goleta Community Center (GCC)	38,652	City operations and various private parties
Rancho La Patera & Stow House	12,960	Goleta Valley Historical Society
Historic Train Depot	5,000	South Coast Railroad Museum
Former Mission Auto Leasing/Waters Business Condos Site	4,836	Various private parties
Boys & Girls Club	10,740	Private party

27 S. La Patera (Former Direct Relief Warehouse)	39,800	City operations (Future Train Depot) Foodbank, Listos
Stow Grove Park (caretaker, restrooms, and outbuilding)	2,000	City operations
Fire Station 10 (Future)	N/A	None

General Services is responsible for all activity related to City facilities including:

- Property acquisition and disposition
- Facility maintenance
- Leasing and tenant relations
- Security
- Facility capital improvements
- Workspace management, moves, adds, and changes

Property acquisition and disposition activity may be needed for the long-term, such as the purchase of a new City building, or for the short-term, such as acquisitions needed to complete a right-of-way project. Facilities maintenance involves establishing maintenance schedules and workorder systems, responding to planned and unplanned maintenance needs with staff and contract services, and planning and budgeting for regular replacement of equipment and fixtures as they reach the end of their useful life. The Department also serves as a landlord, negotiating and renewing leases and maintaining relationships with the City’s tenants. Other activities include facility security and risk management.

Finally, the Department is also responsible for facility-related Capital Improvement Program (CIP) projects, which involves coordinating interdepartmental project teams for both maintenance/improvement and new facility construction projects. In Fiscal Year 2024, General Services completed the Seismic Improvement Project (CIP 9067) and continued work on the Americans with Disabilities Act Project (CIP 9121), both at the Goleta Community Center. Neighborhood Services continues to manage Fire Station 10 and the new Train Depot.

Fleet Management

General Services oversees the City’s fleet of approximately 30 vehicles. This involves recommending standards for vehicle purchases, including standards set forth in the City’s Green Fleet Policy, locating inventory, negotiating prices, and effecting purchases. The Department sets vehicle use policies, tracks vehicle availability and use, and oversees regular cleaning, maintenance, and inspection of the existing fleet. The Department maintains vehicle replacement schedules and conducts related long-range financial planning for the fleet.

Information Technology

The General Services Department oversees the City's Information Technology (IT) program. The Department Director chairs the IT Steering Committee charged with citywide policy development and priority setting. The Department provides oversight of IT services delivered under an IT vendor contract. Department staff purchase and manage the City's IT inventory, including servers, network switches, access points, desktops, laptops, and other mobile devices. The Department also contracts for the City's phone system. Staff evaluates, selects, purchases, implements, and maintains a variety of enterprise software applications for all departments and is responsible for updating and implementing the City's IT Strategic Plan.

Purchasing

The Department's purchasing function oversees the procurement of goods and services to ensure the purchasing process is fair and transparent, and compliant with the Municipal Code. Purchasing is committed to providing training, guidance, and support to staff on the City's purchasing code and various procurement methods to create efficiencies and help departments get the best value. The General Services Department establishes, updates, and disseminates written procedures, forms, and templates for developing requests for proposals (RFPs) and bid documents, contracting, and opportunities for cooperative purchasing savings. The Department also assists City staff with disposing of surplus property and maintains the City's electronic bidding software.

Figure 1: Department Staffing and Organizational Structure

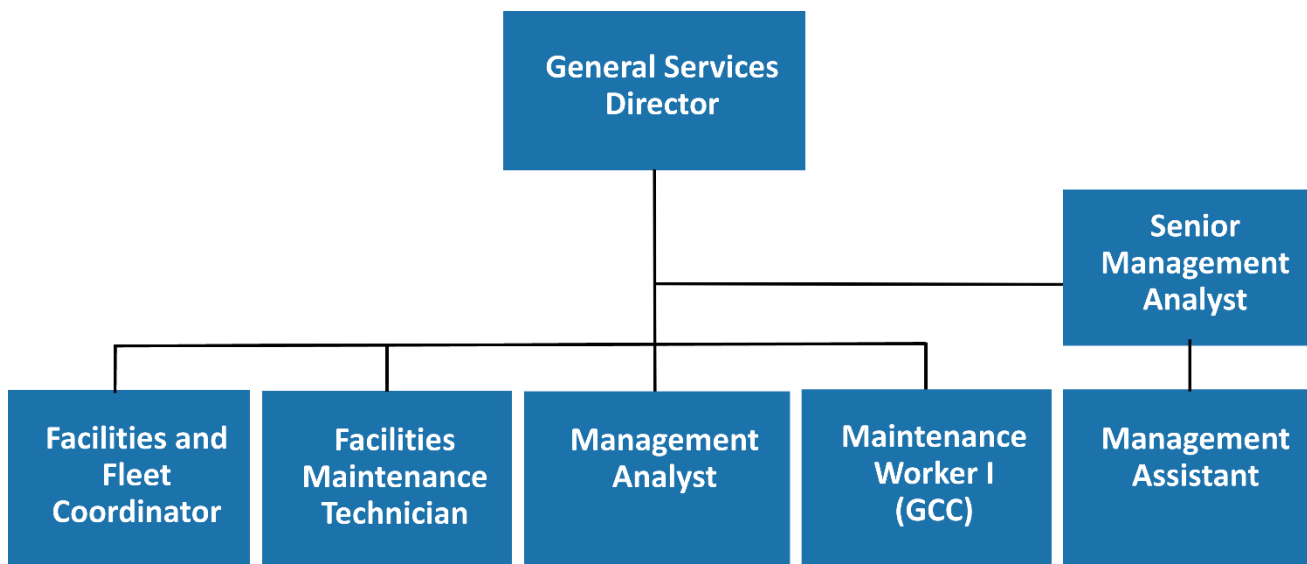


Table 1: Current Staffing for Fiscal Year 2024/2025

Position	Full-time	Part-time (FTEs)
General Services Director	1.00	-
Sr. Management Analyst (Purchasing and Procurement)	1.00	-
Management Analyst	1.00	-
Management Assistant	0.75	-
Fleet and Facilities Coordinator	1.00	-
Facilities Maintenance Technician	1.00	-
Maintenance Worker I (Goleta Community Center) *	1.00	-
Total FTE	6.75	

**Maintenance Worker I budgeted in Program 6510 – Goleta Community Center*

One new full-time position (1.0 FTE) has been requested for FY 2024-25 – a Project Manager. This position would primarily manage capital improvement and maintenance projects, shepherding them through the delivery process, and ensuring compliance with grant-related terms and conditions. Beyond facilities, the position would manage other department projects, including software implementations and IT governance and strategic planning initiatives.

Similar to Fiscal Year 2024, General Services proposes to continue the use of an hourly Department Aide to facilitate fleet maintenance including delivering them to local shops for mechanical work, exterior and interior cleaning, smog checks, and conducting regular safety and mechanical inspections. To prevent workplace injury and to ensure safety of maintenance staff, the Aide will support facility maintenance staff by acting as a safety spotter (holding ladders, excluding traffic) and as “extra hands” to lift and hold heavy and awkward items.

General Services has made strides this year toward maturing as a new department. In Fiscal Year 2024/25, staff will focus on: 1) continuing to address the significant backlog of deferred maintenance with City facilities; 2) continuing to shift maintenance from reactive work to systematic and preventative maintenance; 3) delivery of capital projects at City-owned facilities; and, 4) implementing the new Information Technology Managed Services Provider contract.

In Fiscal Year 2024, the Department has completed or will achieve the following accomplishments and milestones:

Table 2: Key Accomplishments and Milestones, FY 2023/24

ADMINISTRATIVE	STATUS (Completed/ Projected Date)
Hired and onboarded new Fleet and Facilities Coordinator, Maintenance Worker I at the Community Center, Facilities Maintenance Technician, and General Services Aide (Fleet Maintenance and Facilities Safety Spotter).	Completed
Executed a deed correction for the Goleta Community Center property.	Completed
FACILITIES AND FLEET MANAGEMENT	STATUS (Completed/Projected Date)
Surplussed and disposed of materials and equipment in City Hall - Garage and vacant portion of the 2 nd floor.	Completed
Upgraded the fire panel at City Hall.	Completed
Goleta Community Center - repaired storm drains, irrigation system, and the roofs of the Rainbow School portables.	Completed
Patched and painted Goleta Community Center auditorium, classrooms, and restrooms.	Completed
Repaired the sewer pump station at the Boys and Girls Club.	Completed
Lighting - retrofitted the Goleta Valley Library Multi-Purpose Room lights with LED fixtures and replaced lighting controls in City Council Chambers.	Completed
Repaired the roofing system at Goleta Valley Library to prevent leaks during wet weather.	Completed
Regularly maintained mechanical and aesthetic components of City Fleet, including significant maintenance of parking enforcement vehicle; and, ensured that all vehicles passed smog testing.	Completed
Responded to Gov Assist tickets for facilities-related service requests.	Projected Tickets by Fiscal Year-End: 270

CAPITAL PROJECTS	STATUS (Completed/ Projected Date)
Developed capital renewal reserve targets for all City-owned facilities, based upon facility condition assessment findings.	Completed
Conducted structural assessments of the Historic Train Depot and the Goleta Community Center.	Projected June 2024
Successfully competed for and secured \$4.2M in Building Forward Grant funding to address critical infrastructure, ADA, and life safety needs at the Goleta Valley Library.	Award of architectural and engineering services contract – projected May 2024
Completed construction and closed out FEMA grant for the Seismic Retrofit of the Goleta Community Center.	Completed
Completed design work and environmental review for the Goleta Community Center ADA Project.	Completed
INFORMATION TECHNOLOGY	STATUS (Completed/ Projected Date)
Enhanced cybersecurity protection on internet traffic outside of City facilities.	Completed
Developed RFP and conducted procurement for new IT Managed Services Agreement.	Contract Award projected April 16, 2024
PURCHASING AND PROCUREMENT	STATUS (Completed/ Projected Date)
Developed and deployed new purchasing templates Citywide through inter-departmental working group.	Completed
Conducted staff trainings on requisition entry and change order protocols.	Completed

Day-To-Day Responsibilities

Table 3 below lists the ongoing responsibilities and programs which the General Services Department carries out on an ongoing basis, regardless of special studies, analyses, and projects with which the Department may be tasked throughout the year.

Table 3: Day-to-Day Staff Responsibilities for FY 2024/25

ADMINISTRATION
Supervision of Staff (hiring, evaluating, performance management, payroll, development, and direct training)
Financial Oversight (budgeting, purchasing, accounts payable)
Work related to City Council and Council Subcommittees and Advisory Groups
Interdepartmental coordination and support
Research, policy development, data analysis, and report preparation
Administrative Support
FACILITIES MANAGEMENT
Work Requests - define scope, procure supplies and services, contractor oversight
Supplies and inventory management
Set and maintain resource priorities for citywide assets
Develop scopes of work for various repairs
Contract Oversight (landscaping, janitorial, security, HVAC maintenance) and Regulatory Reporting (generator and vehicle emissions reporting)
Management of City leases & tenant relations
Goleta Community Center (GCC)-setup/breakdown, simple maintenance, meeting contractors
INFORMATION TECHNOLOGY
IT Steering Committee - policy development, priority setting
IT inventory management
Evaluate new applications and technologies
IT Strategic Plan Implementation
Oversight of IT vendor contract
FLEET MANAGEMENT
Mechanical and aesthetic maintenance of City Fleet
Negotiation and purchase of new and replacement City vehicles
PROCUREMENT
Review and approval of requisitions and contracts
Surplus and disposal of City Assets
Provide guidance to departments on preparation of Quick Quotes, Informal and Formal Bids, and Emergency Procurement
Conduct periodic audits of procurement actions

Resolution of difficult procurements
Management and retention of procurement records
Development of training materials and delivery of training to Staff on all aspects of purchasing and procurement

General Services Projects for Fiscal Year 2024/25

Beyond routine tasks and responsibilities, the General Services Department proposes to undertake the following projects during the upcoming fiscal year.

Table 4: Fiscal Year 2024/25 Projects

ADMINISTRATIVE
Hiring, onboarding, and training of new staff, including proposed Project Manager, if approved.
CAPITAL PROJECTS
Develop plans, specifications, and bid documents for the Americans with Disabilities Act Improvements Project at the Goleta Community Center.
Develop a conceptual plan and General Site Conditions for the City Hall Remodel Project.
Develop the scope and budget for repairs to the Goleta Community Center foundation and floors as informed by the structural assessment completed in Fiscal Year 2024.
Develop plans and complete environmental review for the Goleta Valley Library ADA, Safety, and Building Improvements Project.
FACILITIES MANAGEMENT
Implement the following routine maintenance at all City-owned facilities: plumbing maintenance; carpet and upholstery cleaning; exterior window cleaning; and, exterior door maintenance.
Treat the Goleta Community Center campus for termites.
Evaluate options to repair the leaking skylight over the dining room of the Goleta Community Center.
Conduct an evaluation of the electrical system at the Goleta Community Center.
Repair the Historical Society roof and the Stow Grove Caretaker roof.
Replace failing HVAC units at City Hall.
Begin replacing damaged floor coverings at City Hall.

INFORMATION TECHNOLOGY
Onboard the new IT Managed Service Provider and implement first year priority tasks as outlined in the Agreement.
Develop and implement IT Governance Framework for the City.
Conduct cybersecurity evaluation and network penetration testing.
FLEET MANAGEMENT
Purchase one (1) replacement vehicle for City fleet.
PROCUREMENT
Update Chapter 3.05 (Purchasing System) of the Municipal Code.
Emergency Procurement and EOC Logistics: develop electronic binders, forms, templates, and reference materials, FEMA-compliant procurement materials, and agreements with key emergency vendors.
Develop a training module related to federal contracting requirements for capital projects.

The following prospective projects represent long range work efforts that exceed the department’s expected FTE capacity for Fiscal Year 2024/25. However, in the event staff capacity becomes available, then new projects will be taken up in the priority shown below.

Table 5: Long Range Projects Contingent on Staff Capacity

Develop Unified Protocols for IT File Management
Investigate options and opportunities to develop a Pooled Vehicle Program for the City Fleet