

# REAL ESTATE MANAGEMENT (REM)

- ◉ **Center of Excellence offering a full complement of services including:**
  - **Property Acquisition and Surplus**
  - **Leasing/licensing**
  - **Property releases and access permits**
  - **Facility and energy management**
  - **Vertical construction and renovation**
  - **Space Management**
  - **Asset property surplus**

# Overview of Reductions

- **FY10 Reductions\***

	<u>STAFF</u>		
Building Design & Construction	3		
Real Property/Lease Management	7	Total	34
Facility Operations (all sections)	22		
Facility Planning	2		
Personal Services and OT	\$ 2.45M		
Professional Services	\$ 100K		
Other Contractual Services	\$ 161K	Total	\$4.8M
Office Supplies & Other	\$ 85K		(20%)
General Funded CIP	\$ 2.0M		

\* STAR Center is enterprise funded and not impacted by FY10 reductions

# Key Programs & Service Levels

- ◉ **Manage County-owned real estate inventory of 2,500+ parcels**
- ◉ **Maintain and operate 80 County-owned buildings totaling 3.4M s.f. with one craft-person per 50,000 s.f.**
- ◉ **Reduced energy consumption by over 20% over last two years**
- ◉ **Manage 100+ leases/licenses totaling 370,000 s.f.**
- ◉ **Surplus Asset Property revenue covers 10% of program costs.**
- ◉ **75% of Petition to Vacate requests are completed within 90-days.**
- ◉ **85% of Non-Maintenance Project Requests are completed on-time.**
- ◉ **75% of CIP projects are completed on-time.**

# Operational Changes

## Department Strategic Plan, Work Plans and Empowerment

- ◉ Consolidated Real Property and Lease Management Divisions
- ◉ Revised Right-of-Way Acquisition Process
- ◉ Renegotiated Leases
- ◉ Drafted Space Consolidation Plan
- ◉ Assumed Facility Management responsibility for Public Works Highway Operation buildings
- ◉ Reduced non-maintenance project requests by 80%
- ◉ Adopted proactive maintenance strategy
- ◉ Reorganized internally and established new work schedules
- ◉ Implemented electronic work requests
- ◉ Internal cost tracking and reporting
- ◉ Standardized construction agreements

# Impacts to the Customer

<b>CHANGE</b>	<b>FEEDBACK</b>
<b>Consolidated Real Property and Lease Management Divisions</b>	<b>Positive</b>
<b>Revised Right-of-Way Acquisition Process</b>	<b>Positive</b>
<b>Renegotiated Leases</b>	<b>Neutral</b>
<b>Assumed Facility Management responsibility for Public Works Buildings</b>	<b>Positive</b>
<b>Facility Management changes</b>	<b>Neutral</b>
<b>Reduced Non-Maintenance Project Requests</b>	<b>Neutral</b>
<b>Standardized construction delivery contracts</b>	<b>Positive</b>

# Challenges & Lessons Learned

- **Challenges**

- **Space Consolidation Plan Implementation**
- **Proactive Maintenance Strategy vs. Unplanned Catastrophic Failures**

- **Lessons Learned**

- **Remain in touch with Customer's needs**
- **One-time funding investments into energy/water conservation projects is wise**
- **Continue focus on process improvement and technology integration.**