

Facilities Management

Expenditures: 14,377,395

FTEs 142.9

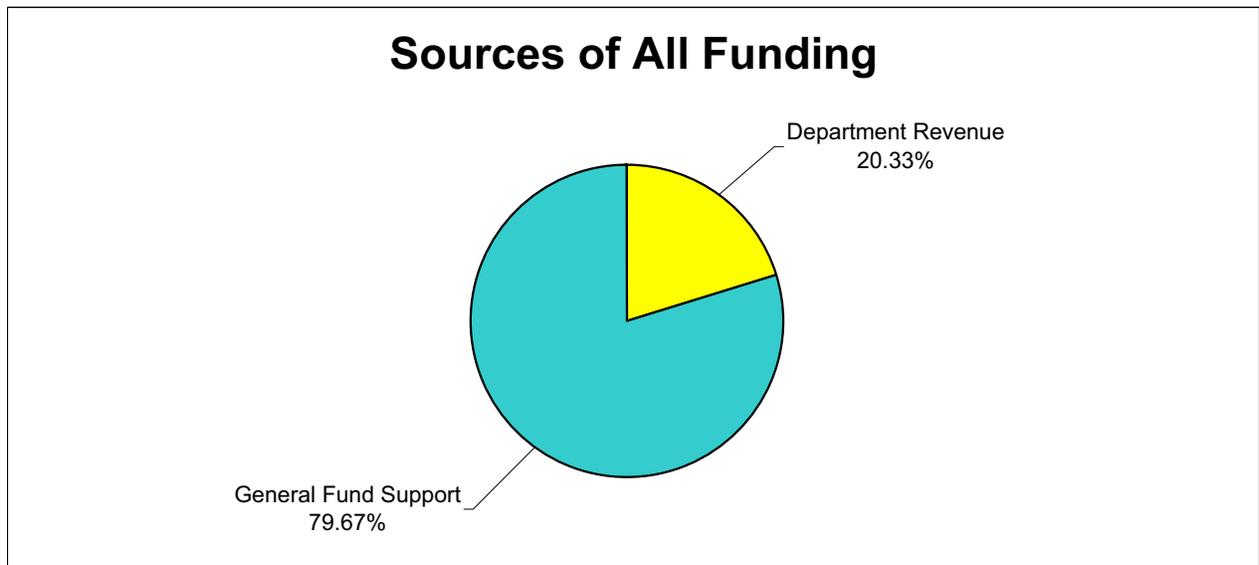
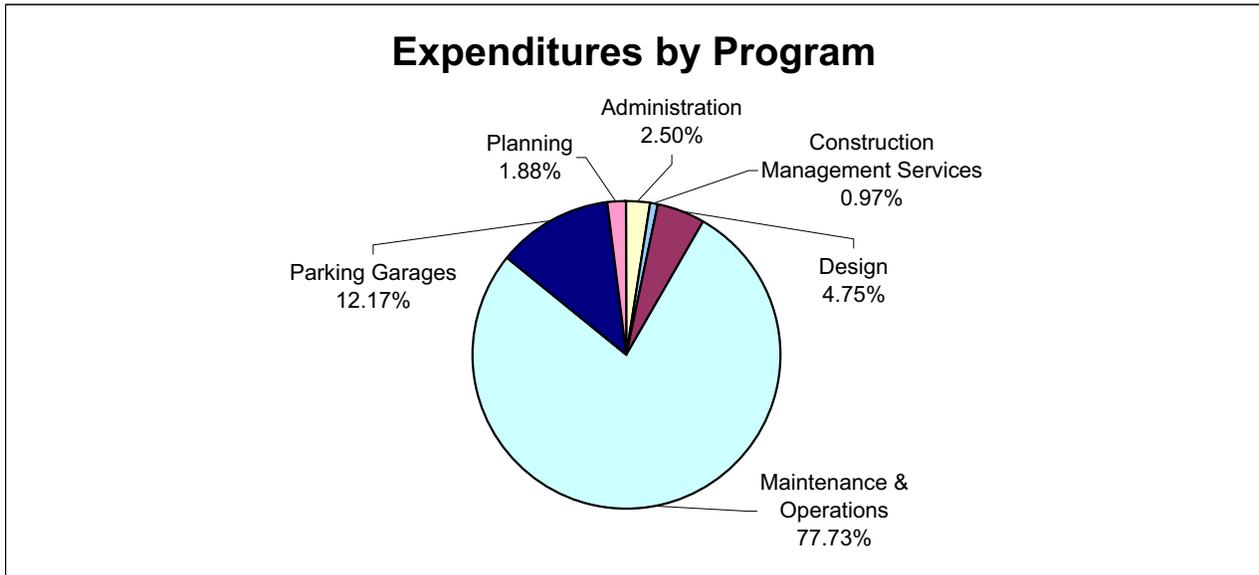
Revenues: 3,583,270

Function Statement:

Service over 4.6 million square feet of facility space to provide a safe, clean, and functional working environment for Pima County employees and citizens visiting the facilities. Manage professionals in maintenance, refrigeration, plumbing, painting, electrical service, and electronics. Obtain and manage contracts for landscape service, janitorial service, pest control, termite eradication, and elevator maintenance and repair. Perform new, remodel, and renovation construction. Plan, design, prepare, and process bids. Operate and manage Pima County's seven revenue-generating parking garage facilities in order to offer safe, secure parking for employees and the public. Develop design plans for construction oversight and project acceptance.

Mandates:

Occupational Safety and Health Administration (OSHA) Standard 1910.1001: Toxic and Hazardous Substances; Standard 1926.1101: Toxic and Hazardous Substances; United States Code, Title 40, Part 763: Asbestos



Department Summary by Program

Department: **FACILITIES MANAGEMENT**

Expenditures by Program	FY2002/03 Actual	FY2003/04 Adopted	FY2004/05 Adopted
ADMINISTRATION	370,566	22,469	359,392
CONSTRUCTION MANAGEMENT SERVICES	0	138,714	139,037
DESIGN	410,494	579,051	682,258
MAINTENANCE & OPERATIONS	8,981,515	10,099,245	11,177,462
PARKING GARAGES	1,347,106	1,384,073	1,749,511
PLANNING	159,373	178,640	269,735
Total Expenditures	11,269,054	12,402,192	14,377,395
Funding by Source			
Revenues			
ADMINISTRATION	66,683	36,733	37,733
MAINTENANCE & OPERATIONS	1,670,400	1,100,757	2,083,097
PARKING GARAGES	1,454,181	1,463,400	1,462,440
Total Revenues	3,191,264	2,600,890	3,583,270
Net Operating Transfers In/(Out)	(134,175)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(432,182)	(325,265)	(659,640)
General Fund Support	8,644,147	10,126,567	11,453,765
Total Program Funding	11,269,054	12,402,192	14,377,395
Staffing (FTEs) by Program			
ADMINISTRATION	8.0	5.0	6.0
CONSTRUCTION MANAGEMENT SERVICES	0.0	5.0	5.0
DESIGN	13.0	10.0	14.0
MAINTENANCE & OPERATIONS	86.0	89.0	109.9
PARKING GARAGES	3.0	3.0	3.0
PLANNING	6.0	4.0	5.0
Total Staffing (FTEs)	116.0	116.0	142.9

Note: The increase in expenditures and FTEs over fiscal year 2003/04 is the result of the annualization of 19 new jail positions, the approval of two supplemental packages adding seven new FTEs in the Maintenance & Operations Division, the annualization of salary and benefit adjustments, and an increase of one FTE transferred in from the Public Works department. The increase in revenue over fiscal year 2003/04 is the net result of additional rental fees from the City of Tucson, the Wastewater Management department, the Transportation & Flood Control department, and the Development Services department, which is partially offset by the loss of Walgreen's rent and the loss of Community Services revenue.

Program Summary

Department: FACILITIES MANAGEMENT
Program: ADMINISTRATION

Function

Provide financial management and public and tenant services for Facilities Management.

Description of Services

Process invoices, prepare deposit permits, maintain contracts and purchase orders, prepare County required reports, and prepare the department's budget. Respond properly to service requests so the appropriate corrective action is taken by designated staff. Prepare the employee payroll biweekly and process the labor distribution biweekly. Update and maintain employees' profile information and process annual reviews.

Program Goals and Objectives

- Process all invoices received for payment
- Deposit all incoming checks with Treasurer's office
- Reconcile Facilities Management contract database with Procurement's database
- Complete payroll by deadline
- Complete the labor distribution by deadline
- Update all personnel action forms (PAFs) by deadline to avoid \$50 late fee
- Answer courteously all calls to Facilities Management

<u>Program Performance Measures</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Estimated</u>	<u>FY2004/05 Planned</u>
Invoices processed within 2 days of receipt	n/a	95%	100%
Payments deposited within 1 day of receipt	n/a	98%	100%
Contracts reconciled monthly	n/a	85%	100%
Payroll turned in by deadline	n/a	100%	100%
Labor distribution completed by deadline	n/a	100%	100%
PAFs turned in by deadline	n/a	100%	100%
Phones attended	n/a	100%	100%
Complaints received per year for being discourteous	n/a	3 or less	3 or less

<u>Program Expenditures by Object</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
PERSONAL SERVICES	375,985	146,679	340,857
SUPPLIES AND SERVICES	(7,127)	(127,110)	15,635
CAPITAL OUTLAY	1,708	2,900	2,900
Total Program Expenditures	370,566	22,469	359,392

<u>Program Funding by Source</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
Revenues			
MISCELLANEOUS	66,683	36,733	37,733
Operating Revenue Sub-Total	66,683	36,733	37,733
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	303,883	(14,264)	321,659
Total Program Funding	370,566	22,469	359,392

Program Staffing (FTEs)	8.0	5.0	6.0
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Program Summary

Department: FACILITIES MANAGEMENT

Program: CONSTRUCTION MANAGEMENT SERVICES

Function

Provide construction management and document review for all Facilities Management projects.

Description of Services

Represent and protect Pima County's interests by providing construction management from the bidding phase through the end of the construction phase. Review specifications and drawings during the design phase for constructability and conformance to Pima County design standards using in-house documents or those prepared by a consultant.

Program Goals and Objectives

- Minimize cost overruns with the accumulative cost of all non-additive scope changes to within 5% of the accepted bid per construction project
- Minimize construction schedule overruns to within 110% of original calendar days per contract schedule
- Minimize amount of turn around time for document review

Program Performance Measures

	FY2002/03 Actual	FY2003/04 Estimated	FY2004/05 Planned
Cost overruns within 5% of bid	n/a	85%	95%
Projects completed within 110% schedule	n/a	85%	95%
Reviews completed within 7 days of receipt	n/a	65%	85%

Program Expenditures by Object

	FY2002/03 Actual	FY2003/04 Adopted	FY2004/05 Adopted
PERSONAL SERVICES	0	247,520	255,241
SUPPLIES AND SERVICES	0	(110,306)	(123,704)
CAPITAL OUTLAY	0	1,500	7,500
Total Program Expenditures	0	138,714	139,037

Program Funding by Source

Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	0	138,714	139,037
Total Program Funding	0	138,714	139,037

Program Staffing (FTEs)

	0.0	5.0	5.0
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Program Summary

Department: FACILITIES MANAGEMENT
Program: DESIGN

Function

Provide outsourced services and staff services for new construction and remodel projects.

Description of Services

Manage outsourced professional consultants in order to provide programming, schematic designs, and construction documents for projects which are too complex for current Facilities Management resources. Utilize Facilities Management design staff to determine building programming needs, schematic designs, and construction documents for new construction and remodeling projects.

Program Goals and Objectives

- Provide client consultation to determine needs and building program requirements
 - Prepare required scope of services for solicitation of qualifications (SOQ), evaluate SOQs, and recommend consultant for contract award in a timely fashion
 - Provide contracted documents (CD) for competitive bidding, evaluate bids, and make recommendation for general construction awards
 - Provide professionally trained staff to directly address smaller scope projects within the department's current resource capabilities
 - Provide prompt administration of multiple small construction contracts as required by the department staff in order to adhere to the limitations of the Pima County Procurement Code
 - Provide professional support for Facilities Management construction management division staff on larger scale construction and remodel projects
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<u>Program Performance Measures</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Estimated</u>	<u>FY2004/05 Planned</u>
Initial client meetings held within 7 days	75%	85%	85%
SOQs awarded within 7 days	75%	85%	85%
CD reviews responded to within 7 days	75%	85%	85%
Construction bids awarded within 7 days	75%	85%	85%
Outsourced projects reviewed within 7 days	85%	90%	90%

<u>Program Expenditures by Object</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
PERSONAL SERVICES	705,619	677,224	810,369
SUPPLIES AND SERVICES	(295,125)	(104,173)	(155,032)
CAPITAL OUTLAY	0	6,000	26,921
Total Program Expenditures	410,494	579,051	682,258

<u>Program Funding by Source</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	410,494	579,051	682,258
Total Program Funding	410,494	579,051	682,258

<u>Program Staffing (FTEs)</u>	13.0	10.0	14.0
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Program Summary

Department: FACILITIES MANAGEMENT
Program: MAINTENANCE & OPERATIONS

Function

Provide of Pima County buildings and facilities the required preventive maintenance, repairs, upgrades, replacements, and remodeling according to recommended scheduling for equipment, machinery, and service requests from other County departments.

Description of Services

Provide preventive maintenance services in accordance with the manufacturers' recommendations to prolong the life of the equipment, maintain warranties, and save money on premature replacements. Repair, upgrade, replace, and remodel County facilities in a cost effective and timely manner. Provide timely responses to service requests received from Pima County departments for facility maintenance and repairs.

Program Goals and Objectives

- Service all equipment annually
- Schedule personnel to do preventive maintenance (PM)
- Abide by the County's procurement process
- Install requested materials and parts
- Respond to service requests
- Reduce the number of third service requests

<u>Program Performance Measures</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Estimated</u>	<u>FY2004/05 Planned</u>
Equipment serviced annually	n/a	100%	100%
Assigned personnel doing PM	n/a	90%	90%
Procurement initiated within 48 hrs of request	n/a	95%	95%
Parts/materials installed within 48 hrs of request	n/a	95%	95%
Service requests responded to within 48 hrs	n/a	95%	95%
Reduction in 3rd service requests	n/a	10%	75%

<u>Program Expenditures by Object</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
PERSONAL SERVICES	4,156,958	4,529,050	5,570,945
SUPPLIES AND SERVICES	4,799,270	5,567,295	5,447,294
CAPITAL OUTLAY	25,287	2,900	159,223
Total Program Expenditures	8,981,515	10,099,245	11,177,462

<u>Program Funding by Source</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
Revenues			
MISCELLANEOUS	303,791	225,757	101,761
Operating Revenue Sub-Total	303,791	225,757	101,761
INTEREST	21,841	0	0
MISCELLANEOUS	1,344,768	875,000	1,981,336
Special Programs Revenue Sub-Total	1,366,609	875,000	1,981,336
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(459,282)	(245,938)	(946,711)
General Fund Support	7,770,397	9,244,426	10,041,076
Total Program Funding	8,981,515	10,099,245	11,177,462

Program Staffing (FTEs)	86.0	89.0	109.9
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Program Summary

Department: FACILITIES MANAGEMENT

Program: MAINTENANCE & OPERATIONS

Supplemental Packages Approved

Supplemental Package B - Maintenance Management - is associated with this program. Partial funding of this package provides \$78,392 for personal services, \$2,179 for supplies and services, and \$15,152 for capital. The package requested a total of \$164,629 in expenditures. Data presented on the preceding page includes \$95,723 in expenditures.

Supplemental Package C - TMS Additional Staffing - is associated with this program. Partial funding of this package provides \$228,480 for personal services, \$10,566 for supplies and services, and \$117,271 for capital. The package requested a total of \$377,914 in expenditures. Data presented on the preceding page includes \$356,317 in expenditures.

Program Summary

Department: FACILITIES MANAGEMENT
Program: PARKING GARAGES

Function

Operate and provide preventive maintenance to parking facilities managed by Pima County.

Description of Services

Provide timely invoicing of accounts, adhere to financial accounting and tracking standards, and produce revenue for Pima County. Provide motor vehicle parking services in seven County facilities in compliance with the policies of the Board of Supervisors and Administrative Procedure 51-2.

Program Goals and Objectives

- Comply with annual state and County audits
- Reconcile cash to the Treasurer's cash balance
- Replace failed gate arms promptly
- Develop equipment inventory
- Complete replacement schedule

<u>Program Performance Measures</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Estimated</u>	<u>FY2004/05 Planned</u>
Audit recommendations received	n/a	<5	0
Cash reconciled to Treasurer's balance	n/a	95%	100%
Failed gate arms replaced within 2 hours	n/a	15	10
Equipment inventory developed	n/a	95%	100%
Replacement schedule completed	n/a	95%	100%

<u>Program Expenditures by Object</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
PERSONAL SERVICES	107,127	96,286	113,139
SUPPLIES AND SERVICES	1,233,034	1,287,787	1,632,772
CAPITAL OUTLAY	6,945	0	3,600
Total Program Expenditures	1,347,106	1,384,073	1,749,511

Program Funding by Source

Revenues			
INTEREST	41,518	41,000	27,500
MISCELLANEOUS	1,412,663	1,422,400	1,434,940
Special Programs Revenue Sub-Total	1,454,181	1,463,400	1,462,440
Net Operating Transfers In/(Out)	(134,175)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	27,100	(79,327)	287,071
General Fund Support	0	0	0
Total Program Funding	1,347,106	1,384,073	1,749,511

Program Staffing (FTEs)	3.0	3.0	3.0
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Program Summary

Department: FACILITIES MANAGEMENT
Program: PLANNING

Function

Provide Capital Improvement Project (CIP) delivery, development, and space planning.

Description of Services

Provide project management services on behalf of the County. Report on the design, procurement, construction, and commissioning of new capital facilities projects and capital equipment replacement projects. Gather information and formulate needs assessments. Develop projections to accurately estimate the scope, cost, scheduling, and other impacts of each project. Design and maintain reports for the department's annual capital budget requests. Continue to update and maintain the County's building inventory in order to optimize the use of existing County buildings and accurately forecast and plan for future space requirements.

Program Goals and Objectives

- Stay within 5% of the scheduled completion date for all CIP projects
- Stay within the approved budget at fiscal year end for all FM managed projects
- Complete initial inventory and assessment of capital needs to meet departmental budget development deadlines and the County's CIP requirements
- Complete project analysis and initial reports to meet the departmental budget development deadlines and the County's CIP program requirements
- Complete an update of the annual inventory of space occupancy within the first quarter of each fiscal year
- Respond to individual department requests for space planning within two weeks of evaluation

<u>Program Performance Measures</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Estimated</u>	<u>FY2004/05 Planned</u>
Projects completed within 5% of scheduled date	95%	100%	100%
Projects completed within approved budget	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2002/03 Actual</u>	<u>FY2003/04 Adopted</u>	<u>FY2004/05 Adopted</u>
PERSONAL SERVICES	339,646	267,504	343,446
SUPPLIES AND SERVICES	(180,273)	(92,464)	(75,511)
CAPITAL OUTLAY	0	3,600	1,800
Total Program Expenditures	159,373	178,640	269,735
<u>Program Funding by Source</u>			
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	159,373	178,640	269,735
Total Program Funding	159,373	178,640	269,735

Program Staffing (FTEs)	6.0	4.0	5.0
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