

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 2.3
(ID # 16752)

MEETING DATE:
Tuesday, July 20, 2021

FROM : EXECUTIVE OFFICE AND Facilities Management :

SUBJECT: EXECUTIVE OFFICE AND FACILITIES MANAGEMENT (FM): FM Transformation Report, All Districts [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and file the Facilities Management Transformation Report

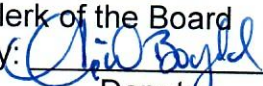
ACTION:


Rose Salgado, Director of Facilities Management 7/6/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: July 20, 2021
xc: EO, FM

Kecia R. Harper
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment:	No
			For Fiscal Year:	2021/22

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

BACKGROUND:

A priority of the Board of Supervisors and guiding principle of the FY 21/22 budget strategy is that County staff continues to look for efficiencies and innovation in service delivery, to reduce costs and improve services wherever possible. In order to align with this principle, the Executive Office, is launching this formal Facilities Management "Transformation Project" to further review its organizational and operational structure.

Last year the Executive Office restructured the Economic Development Agency (EDA) and as a result the Facilities Management (FM) department was separated into its own department. Subsequently, the Board also approved authorizing the Sheriff Department to conduct their own facilities management operations to seek efficiencies in service delivery. Given these significant changes enacted in the last year, along with a new leadership team and structure in place within the Executive Office, it is important that we proceed with a review of our current operational model and look for ways to optimize service delivery and potentially further transform how we provide this critical service that our departments depend on.

With an overall FY 21/22 budget of \$268 million and 441 authorized positions FM currently consists of 11 divisions: FM Administration, Custodial Services, Maintenance Services, Real Estate, Project Management Office, Energy, Parking, Capital Projects, Community Centers, Perret Park, and the properties associated with the Indio Fairgrounds. FM supports approximately 15 million square feet of county-owned and leased space. The Custodial Division cleans approximately 3.8 million square feet of space in 169 county buildings daily, an average of 26,859 square feet per full time equivalent. The Maintenance Division maintains approximately 8.2 million square feet of space in 395 county buildings, an average of 50,235 square feet per full time equivalent.

To conduct this review, the Executive Office will form a working group consisting of representatives of Facilities Management, departments and Executive Office leadership. The goal is to return to the Board in 90 days with an update on this effort and provide a recommendation for further action.

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It is anticipated that this Facilities Management Transformation Project will include a review of the following major topics:

1. Review of project management functions, and comparison of different operational models for how to best deliver this service.
2. Review of real estate services delivery model.
3. Potential measures to reduce Costs, improved billing accuracy, and increased transparency
4. How to best conduct Asset Management of County Facilities, including renovation and replacement cycles.
5. Opportunities for innovation through greater implementation of technology.
6. Ways to enhance Customer Service
7. Opportunities to reduce energy costs

The overall goal of the FM Transformation is to revisit service delivery methodologies, improve customer service and increase value to the departments served.

Impact on Residents and Businesses

By improving the overall delivery of facility management efforts, we will enhance the environment for both internal and external customers, including the overall customer experience in leased and owned facilities.



Dave Rogers, Chief Administrative Officer 7/13/2021