

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



ITEM: 2.7  
(ID # 17310)

MEETING DATE:

Tuesday, November 02, 2021

FROM : EXECUTIVE OFFICE AND FACILITIES MANAGEMENT :

SUBJECT: EXECUTIVE OFFICE AND FACILITIES MANAGEMENT (FM): FM Transformation  
Report 90-Day Update, All Districts [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and file the Facilities Management Transformation Report 90-Day Update.

ACTION:

  
Rose Salgado, Director of Facilities Management 10/12/2021

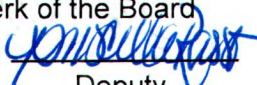
  
Dave Rogers, Chief Administrative Officer 10/28/2021

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Hewitt 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: November 2, 2021  
xc: E.O., Facilities

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

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

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

A priority of the Board of Supervisors and guiding principle of the FY 21/22 budget strategy is that County departments continue to look for efficiencies and innovation in service delivery to reduce costs and improve services wherever possible. On July 20, 2021 (Agenda Item 2.3), the Board approved the launching of the Facilities Management (FM) "Transformation Project" to further review its organizational and operational structure. The Board Action included a return in 90 days with an update on this effort.

To date the following has been accomplished:

- Establishment of a working group consisting of representatives from FM, departments, and Executive Office to identify areas for improvement and build upon efficiencies.
- Pass-thru funds have been separated to allow a more transparent and accurate view of operational costs.
- A 1/12<sup>th</sup> billing structure will be utilized beginning in FY 22/23. This billing structure is expected to streamline the billing efforts for both FM and client departments, ensuring more accuracy and timely collection of funds.
- Custodial services for Sheriff's Department buildings have successfully transitioned to the Sheriff's Department.
- FM updated their Task Management System to allow customers to provide feedback following their service requests by Maintenance or Custodial divisions. This has allowed the department to gauge/react to their level of service throughout the County.
- The department has partnered with Procure America to identify cost-saving measures for energy. The firm conducts Tariff Rate Optimization Studies (TROS) with a focus on identifying alternative more favorable options, tax and surcharge exemptions, and other expense mitigation strategies.

The following items are currently in progress:

- An exemption option with EO approval is being implemented to provide flexibility for departments to leverage their own resources allowing more control over service delivery and potential budgetary impacts.
- The review of all existing Board Policies, Ordinances, Resolutions, and Government Codes relating to FM organizational structure and service delivery. A project is currently



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underway to reorganize and clean existing policies to facilitate a more streamlined service delivery structure.

- The Internal Service Fund (ISF) rate methodology for the coming year is being revised to include a more equitable spread calculations for client departments.
- A Capital Asset Plan will be established with dedicated funds being utilized for deferred maintenance and improvements on County-owned buildings. The Capital Asset Plan will be built by funds generated from sale of surplus properties.

Items for future consideration include:

- A consultant is being considered to perform a facilities assessment to assist with asset management of county facilities, including renovation and replacement cycles.
- Research is in progress for a Computerized Maintenance Management System (CMMS) software to support the oversight of maintenance services by leveraging available technology.
- A Project Management software system to provide oversight and tracking of larger scale projects is being reviewed. This will streamline service delivery and reduce staff time that can be allocated elsewhere.

The overall goal of the FM Transformation remains to revisit service delivery methodologies, improve customer service and increase value to the departments served throughout the County. The next update can be expected to be presented to the Board within 120 days.

**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.

  
Meghan Hahn, Senior Management Analyst 10/12/2021