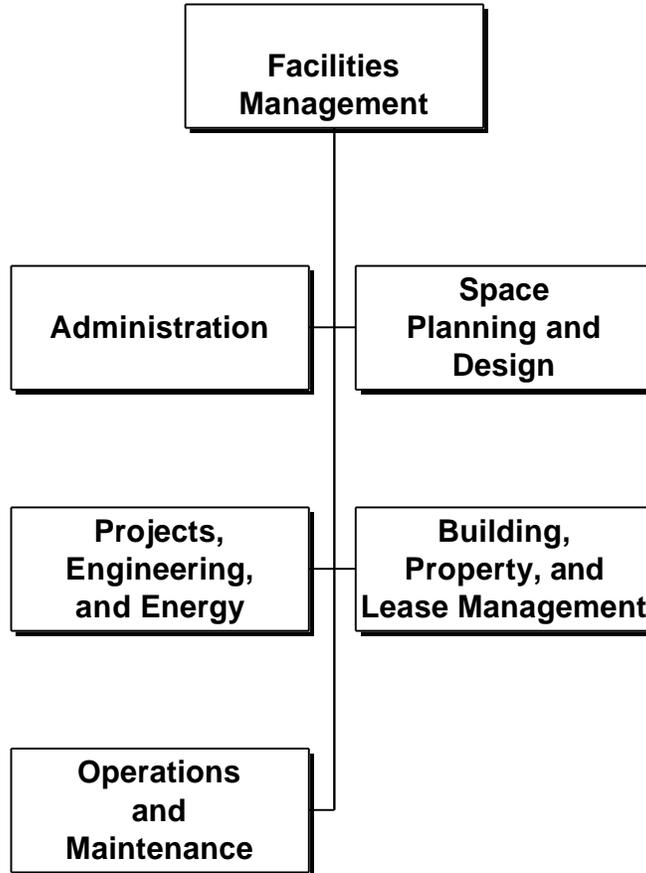


**DEPARTMENT OF PUBLIC WORKS AND
ENVIRONMENTAL SERVICES
FACILITIES MANAGEMENT**



FACILITIES MANAGEMENT DIVISION

Agency Position Summary

183 Regular Positions / 183.0 Regular Staff Years

Position Detail Information

DIRECTOR

1 Director
1 Position
1.0 Staff Year

ADMINISTRATION BRANCH

1 Management Analyst III
2 Management Analysts I
1 Accountant II
2 Material Requirements Specialists
1 Warehouse Supervisor
1 Administrative Assistant IV
7 Administrative Assistants III
3 Administrative Assistants II
18 Positions
18.0 Staff Years

SPACE PLANNING AND DESIGN BRANCH

1 Business Analyst III
1 Planner III
5 Planners II
7 Positions
7.0 Staff Years

PROJECTS, ENGINEERING, AND ENERGY BRANCH

1 Engineer IV
2 Engineers III
3 Engineers II
7 Engineering Technicians III
1 Engineering Technician II
1 Assistant Supervisor Facilities Support
1 Management Analyst I
16 Positions
16.0 Staff Years

BUILDING, PROPERTY, AND LEASE MANAGEMENT

1 Management Analyst IV
1 Management Analyst III
1 Management Analyst II
1 County Security Manager
1 Leasing Agent
1 Right of Way Agent/Property Analyst
1 Administrative Associate
1 Administrative Assistant V
1 Administrative Assistant III
2 Administrative Assistants II
11 Positions
11.0 Staff Years

OPERATIONS AND MAINTENANCE BRANCH

1 Engineer IV
3 Asst. Supervisors Facilities Support
3 Chiefs Utilities Branch
1 Chief Building Maintenance Section
1 Senior Mechanical Systems Supervisor
15 Heating & Electrical Maint. Workers
5 Air Conditioning Equipment Repairers
1 Senior Electrician Supervisor
1 Electrician Supervisor
1 Electronic Equipment Supervisor
4 Electricians II
7 Electricians I
2 Electronic Equipment Technicians II
6 Electronic Equipment Technicians I
4 Plumbers II
2 Plumbers I
2 Carpenter Supervisors
4 Carpenters II
11 Carpenters I
1 Painter Supervisor
1 Painter II
6 Painters I
3 Locksmiths II
14 Maintenance Trade Helpers II
2 Maintenance Workers
1 General Building Maint. Worker II
5 General Building Maint. Workers I
1 Glazier I
1 Storekeeper
1 Preventative Maintenance Specialist
4 Heating Maintenance Mechanics
1 Chief Custodial Services
2 Building Supervisors III
2 Building Supervisors II
1 Custodian II
4 Custodians I
4 Administrative Assistants II
1 Management Analyst I
1 Safety Analyst
130 Positions
130.0 Staff Years

FACILITIES MANAGEMENT

Agency Mission

With the aim of providing safe, comfortable, and well-maintained County facilities that fulfill the needs of our customers, the Facilities Management Division (FMD) provides a full range of facility and property management services in a reliable, efficient, and cost conscious manner. FMD empowers a well trained, experienced, and self-directed team that employs advanced technology and innovative thinking.

Agency Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	183/ 183	183/ 183	183/ 183	183/ 183	183/ 183
Expenditures:					
Personnel Services	\$7,302,602	\$8,136,145	\$7,971,235	\$8,552,939	\$8,552,939
Operating Expenses	27,740,828	27,983,472	32,418,740	31,509,455	30,751,249
Capital Equipment	8,003	0	93,771	0	0
Subtotal	\$35,051,433	\$36,119,617	\$40,483,746	\$40,062,394	\$39,304,188
Less:					
Recovered Costs	(\$5,004,239)	(\$4,850,425)	(\$5,124,309)	(\$5,908,132)	(\$6,201,926)
Total Expenditures	\$30,047,194	\$31,269,192	\$35,359,437	\$34,154,262	\$33,102,262
Income:					
Rent Reimbursements	\$2,670,728	\$2,620,651	\$2,640,256	\$2,693,145	\$2,693,145
Parking Garage Fees	253,089	331,937	255,000	259,000	259,000
City of Fairfax Contract	60,663	63,982	71,354	72,781	72,781
Total Income	\$2,984,480	\$3,016,570	\$2,966,610	\$3,024,926	\$3,024,926
Net Cost to the County	\$27,062,714	\$28,252,622	\$32,392,827	\$31,129,336	\$30,077,336

Summary by Cost Center					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Administration	\$10,428,065	\$9,715,883	\$11,583,666	\$11,236,686	\$10,711,686
Space Planning and Design Projects, Engineering and Energy	852,085	628,806	1,168,625	946,897	696,897
Building, Property and Lease Management	3,765,695	3,875,911	4,571,391	4,254,138	4,124,138
Operations and Maintenance	5,808,372	7,250,145	7,992,366	7,445,655	7,523,655
	9,192,977	9,798,447	10,043,389	10,270,886	10,045,886
Total Expenditures	\$30,047,194	\$31,269,192	\$35,359,437	\$34,154,262	\$33,102,262

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2003 Advertised Budget Plan, as approved by the Board of Supervisors on April 29, 2002:

- ◆ A net decrease of \$1,405,000 as part of the \$28.8 million Reductions to County Agencies and Funds approved by the Board of Supervisors to allow for a two-cent real estate tax rate reduction and to provide additional funding for the Fairfax County Public School system. These reductions include:
 - Reduction in utilities based on additional energy savings measures and anticipated continuation of favorable weather conditions and rates, resulting in savings of \$525,000.

FACILITIES MANAGEMENT

- Reduction in custodial and maintenance services and building supplies by decreasing the frequency of services in these areas, resulting in savings of \$355,000.
- Consolidation of lease costs with the opening of the South County Government Center, resulting in savings of \$275,000.
- Delay of systems furniture rehabilitation, resulting in savings of \$250,000.
- ◆ An increase of \$353,000 associated with temporary lease and one-time renovation costs for four non-profit organizations providing language programs, outreach and referral to County social service programs, emergency food services for the low income, and community based services for those with Alzheimer's disease.

The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan from January 1, 2002 through April 22, 2002. Included are all adjustments made as part of the FY 2002 Third Quarter Review:

- ◆ A net increase of \$300,000 to support increased security at County buildings. It should be noted that approximately \$707,115 in security increases following September 11 was absorbed within the agency's budget, primarily due to utility savings based on mild weather.

County Executive Proposed FY 2003 Advertised Budget Plan

Purpose

Facilities Management Division (FMD) is responsible for providing building services in those County-owned and leased facilities that are under its jurisdiction. These services include custodial support, utilities, maintenance, repair, space planning, renovations, energy conservation, moving, and related services. FMD is also responsible for leasing, managing, and disposing of real property and facilities, as requested by the Board of Supervisors and other County agencies.

Key Accomplishments

- ◆ Over the past several years, Facilities Management Division (FMD) key accomplishments have included:

Administration

- Over the past three years, through process redesign, Administration has reduced the number of merit positions within its Warehouse section by five positions. These positions were used to meet additional critical requirements within other parts of the agency. Despite the position reallocations to other sections, the Warehouse continued to maintain an excellent accuracy record in inventory, as noted in site visits conducted by the Department of Purchasing and Supply Management.

Space Planning and Design

- Completed the space planning, design, and furniture selection and layout for the 159,000 square foot (SF) South County facility to be occupied in FY 2002.
- Completed the analysis of space requirements for the 316,000 SF Judicial Center expansion project. Expansion is scheduled for 2006.

FACILITIES MANAGEMENT

Projects, Engineering, and Energy (PE&E)

- Awarded an Energy Savings Performance Contract to EVANTAGE, a division of Virginia Power, in 1999. During FY 2000, energy-saving initiatives costing \$1,117,459 were identified for contract amendment. These initiatives, involving facility lighting and HVAC system improvements, have saved and will continue to save an estimated \$119,386 in energy consumption costs annually. During FY 2001, initiatives costing \$1,039,720, with estimated annual savings of \$115,604, were added to the contract. A portion of the facility equipment installed in these initiatives (\$1,487,091) will be financed over a ten-year term using the County Master Lease Agreement. In FY 2002, further initiatives costing \$800,000 are added, with annual savings of \$65,000.
- Completed 28 major Capital Construction Projects valued at \$2,550,851 during FY 2001. These projects involved re-roofing, recarpeting, repaving parking lots, replacing HVAC systems, and replacing fire alarm systems at 25 different locations. Two other renovation projects, the Embry Rucker Shelter Addition and the West Ox Garage-vehicle exhaust extraction system, also were completed. These renovation projects were valued at \$353,355.
- Undertook the development of a long-term strategy for providing needed capital improvements to County facilities. As part of the FY 2001 initial phase of the assessing County facilities, 2.7 million square feet were inspected. In FY 2002, an additional 1.4 million square feet were assessed.
- Established the FMD Energy Management System control center during FY 2000. Energy management systems have been installed in several County facilities and are capable of controlling HVAC equipment within the facility, as well as providing alarms when abnormal conditions or equipment failures occur. To fully utilize the capability of these energy management systems, an agency control center was established to ensure that proper equipment settings are maintained and that HVAC equipment is stopped and started at optimum times. As a result, utility costs will be reduced without affecting facility comfort levels. In addition, daily facility reports assist Operations and Maintenance staff in determining equipment failure problems. The energy control center has improved the utilization of existing energy management systems. New facilities continue to be added to the list of facilities monitored by this control center. During FY 2001, the number of facilities monitored by the control center reached 32. This number expanded to 39 during FY 2002, and is hoped to expand to 41 facilities in FY 2003 with capital construction funding.

Building, Property, and Lease Management

- Coordinated efforts to consolidate the majority of the County's leased space on the Route One Corridor into the 159,000 SF South County Building.
- Coordinated with other local governments on the management of historical properties to implement Fairfax County's plan for historical property preservation.
- Assisted State and Federal government agencies with requests concerning the development of a real estate inventory program. Also assisted several national communication companies with the leasing of County-owned ground space for communication base stations for wireless phones serving Northern Virginia.

Operations and Maintenance (O & M)

- Assisted in completing and opening the North Point Fire Station, Great Falls Library, and the Braddock District Supervisor's Office, which totaled 30,858 additional SF in FY 2001.
- Continued expanding MP2, FMD's database that manages facilities maintenance. The expansion has included more users and has improved response time for service/repair calls. This system also has provided critical data for preventive maintenance and facility condition assessment.

FACILITIES MANAGEMENT

FY 2003 Initiatives

- ◆ Continue assisting in the effort to find new locations for Human Services and Family Services to be able to provide housing for homeless and temporarily displaced County residents.
- ◆ Continue to develop facility system replacement requirements for roofs, carpet, pavement, and HVAC/electrical based on condition assessment surveys. These replacement requirements will be the basis for future Capital Construction budget and Capital Improvement Program (CIP) submissions. Facility system replacement requirements will be formulated over periods of several years rather than the present budget year. This multi-year program will provide better insight into facility funding requirements and should serve the ultimate purpose of maintaining better facilities and facility systems through timely replacement and renovations.
- ◆ Continue preparing for the full transfer of ownership of Laurel Hill (formerly the Lorton Correctional Complex) to Fairfax County, which will include establishing plans for maintenance and security operations at this 2,340 acre site.
- ◆ Update and/or revise in-house systems such as Computer Aided Drafting (CAD), MP2, and internal inventories in order to provide faster and more economical services to the County.
- ◆ Enhance FMD's web page to assist County agencies with space planning, systems furniture, and furniture orders by the inclusion of a good quality, moderately priced Standard Furniture package for free-standing furniture items (such as desks, chairs, and files) that integrate with the existing furniture systems.
- ◆ Continue development of the "Computer Integrated Facility Management" (CIFM) system, which will integrate critical information from all levels of the County government. This strategic, business, and operational information will be an integral part of managing our facilities, property and real estate, finances, maintenance and operations, and space utilization.

Performance Measurement Results

The Facilities Management Division continues to benchmark the cost of its services against the International Facilities Management (IFMA) national standards. Areas compared for cost efficiency include the Projects, Engineering, and Energy branch and the Operations and Maintenance branch. In each case, Fairfax County is achieving results better than the 50th percentile for all of these areas in comparison to the IFMA standards. In addition, Building, Property, and Lease Management compares its lease cost per square foot to the Building Owners and Managers Association (BOMA) and also maintains County costs at a level under the BOMA median rate.

In FY 2003, Facilities Management Division will continue to improve on customer service through reducing response times to requests for repair and maintenance, through improving the quality of services provided, and through increasing the number of completed repair and maintenance calls. FMD's plans to update and/or revise in-house systems such as CAD, MP2, and internal inventories will provide faster and more economical services to the County.

Funding Adjustments

The following funding adjustments from the FY2002 Revised Budget Plan are necessary to support the FY2003 program:

- ◆ An increase of \$416,794 in Personnel Services associated with salary adjustments necessary to support the County's compensation program.

FACILITIES MANAGEMENT

- ◆ A net decrease of \$200,491 in Operating Expenses reflecting the elimination of one-time costs, adjustments to intergovernmental charges, and increased FY 2003 requirements for existing services, new leases, and new facility space. The net decrease includes: a decrease of \$2,290,244 not required in FY 2003 as a result of the one-time carryover of expenditures for contracts, purchase orders, and renovation projects; and net adjustments totaling \$2,089,753 including \$1,135,703 for increased lease requirements which is largely offset by a commensurate increase in Recovered Costs, \$594,555 in contracts for security and custodial services based on anticipated contract increases, and \$300,000 for furnishings associated with new facilities.
- ◆ An increase in Recovered Costs of \$1,057,707, primarily attributable to an increase of \$1,047,152 in lease costs that will be reimbursed by County agencies including the Community Services Board.

The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan since passage of the FY 2002 Adopted Budget Plan. Included are all adjustments made as part of the FY 2001 Carryover Review and all other approved changes through December 31, 2001:

- ◆ As part of the FY 2001 Carryover Review, a net increase of \$3,790,245 includes \$500,000 for elevator and escalator assessments and maintenance; an increase of \$1,000,000 to fund the utility budget at the FY 2001 expenditure level due to the increased costs of natural gas and electricity; and an increase of \$2,290,245 due to encumbered carryover.



Administration

Goal

To provide cost-effective administrative, fiscal, and supply management support, as well as general guidance to the Division's five operational cost centers: Administration; Space Planning and Design; Operations and Maintenance; Projects, Engineering, and Energy; Building, Property, and Lease Management.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	21/ 21	20/ 20	19/ 19	19/ 19	19/ 19
Total Expenditures	\$10,428,065	\$9,715,883	\$11,583,666	\$11,236,686	\$10,711,686

Objectives

- ◆ To maintain the overall customer satisfaction rating for the agency at 97 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Outcome:					
Percent of users rating service quality as "satisfactory"	95%	95%	96% / 96%	97%	97%

FACILITIES MANAGEMENT



Space Planning and Design

Goal

To provide professional space planning which includes facility planning, furniture management, relocation support, space reconfiguration, internal and external signage, and Computer Aided Design (CAD) services to general County facilities in order to ensure the optimum usage of available space.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	6/6	7/7	7/7	7/7	7/7
Total Expenditures	\$852,085	\$628,806	\$1,168,625	\$946,897	\$696,897

Objectives

- ◆ To maintain an average square footage per occupant of 345 which is under the Government Mean rate of 424 square feet as published by the International Facilities Management Association (IFMA).

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Planning square feet (GSF) ^{1,2}	NA	NA	NA / 1,365,530	1,524,530	1,524,530
Staff occupying GSF ¹	NA	NA	NA / 4,091	4,416	4,416
Efficiency:					
Square footage per occupant ¹	NA	NA	NA / 334	345	345
Service Quality:					
Percent of survey respondents very satisfied, satisfied, and fairly satisfied ¹	NA	NA	NA / 97%	97%	97%
Outcome:					
Variance from Government Mean of IFMA National Standards ³	NA	NA	NA / (90)	(79)	(79)

¹ New indicator implemented starting with FY 2001 Actuals.

² In FY 2001, planning square footage includes the Government Center, Herrity Building, Pennino Building, and the Massey Building. In FY 2002 and FY 2003, an additional 159,000 square feet is added for the South County Government Center.

³ International Facilities Management Association: Research Report #21 "Benchmarks," 2001 (published every three years). For the Government sector, the mean gross square footage per occupant is 424.

FACILITIES MANAGEMENT



Projects, Engineering, and Energy

Goal

To provide professional energy management, maintenance, repair, alteration, renovation, and grounds maintenance services to general County facilities in order to ensure efficient satisfaction of utility and maintenance needs.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	15/ 15	15/ 15	16/ 16	16/ 16	16/ 16
Total Expenditures	\$3,765,695	\$3,875,911	\$4,571,391	\$4,254,138	\$4,124,138

Objectives

- ◆ To achieve a cost per square foot comparison under the 50th percentile as set by the IFMA National Standards for utility costs per square foot.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Utility square footage of facilities	4,207,896	4,571,516	4,291,075 / 4,644,319	4,868,104	4,932,104
Efficiency:					
Utility cost per square foot ¹	\$1.46	\$1.20	\$1.71 / \$1.60	\$1.48	\$1.45
Service Quality:					
Percent of facility and rate structure entries in the Energy Consumption Monitoring System maintained accurately	99%	99%	99% / 99%	99%	99%
Outcome:					
Variance from 50 th Percentile of IFMA National Standards ²	(\$0.78)	(\$1.04)	(\$0.53) / (\$0.54)	(\$0.66)	(\$0.69)

¹ Utility square footage includes common areas such as closets, elevators, and atriums, in addition to office areas. These common areas are included since they impact utility and maintenance requirements.

² International Facilities Management Association: Research Report #18, "Benchmarks," 1997 (published every three years) showed the 50th percentile cost per square foot (gross) to be \$2.24, and that figure was used for the FY 1999 Actual, FY 2000 Actual columns. "Benchmarks" 2001 showed the cost per square foot as \$2.14, and that figure was used for the FY 2001, FY 2002, and FY 2003 columns.

FACILITIES MANAGEMENT



Building, Property, and Lease Management

Goal

To provide managerial oversight of leased or owned facilities and properties used by County agencies and tenants in order to maximize use of facilities and properties.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	10/ 10	10/ 10	11/ 11	11/ 11	11/ 11
Total Expenditures	\$5,808,372	\$7,250,145	\$7,992,366	\$7,445,655	\$7,523,655

Objectives

- ◆ To maintain a lease cost per square foot rate equal to or less than the median rate of the Northern Virginia/Washington, D.C. Building Owners and Managers Association (BOMA).

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Square footage leased	524,820	496,450	554,009 / 554,009	575,837	562,882
Efficiency:					
Lease cost per square foot	\$14.92	\$16.13	\$17.67 / \$16.24	\$17.19	\$16.90
Service Quality:					
Percent of survey respondents very satisfied, satisfied, and fairly satisfied	95%	95%	95% / 95%	97%	97%
Outcome:					
Variance from BOMA median rate ¹	(\$4.35)	(\$4.10)	(\$3.58) / (\$8.64)	(\$7.69)	(\$7.98)

¹ The FY 1999 BOMA median lease cost per square foot was \$23.50 in FY 1999, \$22.59 in FY 2000, and \$24.88 in FY 2001. The FY 2002 BOMA median lease cost per square foot is estimated to be \$22.31. BOMA only publishes actual rates each year, so the FY 2001 rate is used for FY 2002 and FY 2003 estimates.

FACILITIES MANAGEMENT



Operations and Maintenance

Goal

To provide world class customer service by doing in-house preventive maintenance, routine and emergency service calls, and minor repair and alteration projects to facilities housing County agencies so that they can accomplish their mission.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	131/ 131	131/ 131	130/ 130	130/ 130	130/ 130
Total Expenditures	\$9,192,977	\$9,798,447	\$10,043,389	\$10,270,886	\$10,045,886

Objectives

- ◆ To maintain a 97 percent satisfaction rating, while achieving a cost per square foot better than the 50th percentile as set by the IFMA National Standards for Operations and Maintenance Costs per square foot.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
Output:					
Rentable square feet maintained ¹	4,685,720	5,447,247	5,592,925 / 5,508,620	5,576,358	6,051,810
Efficiency:					
Cost per square foot maintained	\$1.25	\$1.21	\$1.25 / \$1.30	\$1.31	\$1.27
Service Quality:					
Percent of survey respondents very satisfied, fairly satisfied, and satisfied	95%	95%	95% / 95%	97%	97%
Outcome:					
Variance from 50 th Percentile of IFMA National Standards ²	(\$0.32)	(\$0.36)	(\$0.32) / (\$0.07)	(\$0.06)	(\$0.10)

¹ This measure was calculated from the gross square footage by excluding common areas such as closets, elevators, and atriums because the International Facilities Management Association benchmarks to "rentable square feet".

² International Facilities Management Association: Research Report #18, "Benchmarks," 1997 (published every three years) showed the 50th percentile cost per rentable square foot to be \$1.57 for Operations and Maintenance, and that figure was used for the FY 1999 and FY 2000 Actuals and FY 2001 Estimate. "Benchmarks" 2001 showed the cost per square foot as \$1.37, and that figure was applied to the FY 2001 Actuals and FY 2002 and FY 2003 Estimates.