



**Program #78202A - Facilities Operations and Maintenance** FY 2024 Proposed

**Department:** County Assets **Program Contact:** Michael Smith  
**Program Offer Type:** Internal Service **Program Offer Stage:** Proposed

**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

The Facilities' Operations and Maintenance (O&M) Program includes the operation, maintenance, and repair of County properties, including mechanical, electrical and structural systems. The goal is to provide well maintained, sustainable and safe facilities, ensuring all regulatory codes and mandates are met, that meet the needs of all people who reside, work in or visit County facilities. To achieve this, the O&M teams include a diverse workforce and apply the lens of equity and inclusion to build collaborative teams, incorporate continuous review and improvement of policies, procedures and "Think Yes" problem solving methodology. Decisions are made to improve the quality of the County's building portfolio, extend the life of buildings, reduce the environmental footprint, and improve the safety and health of all facilities.

**Program Description**

The O&M Program consists of multiple trade groups who cover the 24/7 year round activities necessary to effectively maintain the County's diverse facility portfolio. Staff complete two types of maintenance activities: proactive and reactive. Examples of proactive activities include changing filters on HVAC units, generator tests, roof inspections, fire/life system testing, and video and building systems maintenance. These activities reduce the need for capital improvements, reduce the number of unscheduled shutdowns, and extend the life of equipment. Reactive work activities including making small repairs and addressing more significant issues such as a failed boilers, air handlers, power distribution systems, electronic systems, plumbing systems, building security, access, or other building structure or system components. The O&M teams help identify and prioritize short term and long term capital projects.

The O&M program goals are to properly and safely operate and maintain facilities, conserve energy and resources through the optimization of more efficient equipment and systems, provide welcoming, safe, and functional facilities to effectively serve County stakeholders and all populations that the County serves. Work prioritization is made based on safety, equity, staff availability and operational needs. Impacts to reducing services could result in the reduction of available County services to provide proactive work and could reduce response times for reactive work.

The O&M Program aligns with County department and stakeholder values to provide facilities that serve all populations served by County departments at all times, including during severe weather and disaster events, while applying a "Think Yes" approach.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Preventive maintenance work order costs as a percent of total maintenance work order costs	42%	45%	41%	45%
Outcome	Customer satisfaction surveys with a result of "very satisfied" out of 100%	82%	90%	85%	85%

**Performance Measures Descriptions**

- PM #1 - The percentage of proactive maintenance work demonstrates the level of effort on proactive monitoring and maintenance of building systems. Focus on preventive maintenance maximizes life cycle and reduces cost of breakdown repair.
- PM #2 - Customer satisfaction surveys: Percentage of submitted customer reviews marked "very satisfied" out of 100%

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$11,698,109	\$0	\$12,763,922
Contractual Services	\$0	\$447,981	\$0	\$525,410
Materials & Supplies	\$0	\$13,193,367	\$0	\$13,817,609
Internal Services	\$0	\$2,109,160	\$0	\$2,370,651
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$27,448,617</b>	<b>\$0</b>	<b>\$29,477,592</b>
<b>Program Total:</b>	<b>\$27,448,617</b>		<b>\$29,477,592</b>	
<b>Program FTE</b>	0.00	77.50	0.00	78.50

Program Revenues				
Other / Miscellaneous	\$0	\$39,624,853	\$0	\$42,929,214
Beginning Working Capital	\$0	\$431,732	\$0	\$496,399
Service Charges	\$0	\$1,053,157	\$0	\$1,120,046
<b>Total Revenue</b>	<b>\$0</b>	<b>\$41,109,742</b>	<b>\$0</b>	<b>\$44,545,659</b>

Explanation of Revenues

Facilities Operating Fund programs such as this are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers. In FY 2023, \$390K of reserves revenue funds an OSHA mandated HVAC systems pipe-labeling project and \$105K of prior years' one-time-only funding for Security programming is carried over.

Significant Program Changes

Last Year this program was: FY 2023: 78202A Facilities Operations and Maintenance

The FY 2024 budget replaces \$124K of one-time General Fund revenue for a Facilities Specialist 2 (1.00 FTE) with ongoing internal service revenue. In addition, includes an additional \$300K in materials and supplies for contract HVAC rooftop unit maintenance and a supervisor position (1.00 FTE) reclassified down from a manager and reassigned from Client Services (78203) for more concentrated supervision in the Compliance work group.