



Board of Supervisors

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 April F. Heinze, P.E. Director



Key Offices

County Operations Center 5560 Overland Ave., Suite 410, San Diego
 Administrative Office 858.694.2338
 Fleet Management 858.694.2876
 Real Estate Services 858.694.2291
 Facilities Operations 858.694.3610
 Project Management 858.694.3610
 County Operations Center Annex 5201 Ruffin Road, Suite "O", San Diego
 Mail Services 858.694.3018



Fire Trailer Training



December 2011 All Hands



COC Campus Center Progress



How may I help you?



Hot Dog Cookout



County Administration Center Waterfront Park



Real Estate Property Acquisition



Fleet Fire Trailer Training



COC Central Plant Operations

COUNTY OF SAN DIEGO
 DEPARTMENT OF GENERAL SERVICES

Annual Report
 FY 2011/2012



Mission

To provide cost effective, efficient, quality and timely support services to County clients enabling them to fulfill their mission to the public.



San Pasqual Academy



Human Resources



Mail Services



From the Director

Fiscal Year 2011-12 has been marked with successes where DGS staff have demonstrated what is possible when our team works together with our clients to achieve their goals.

- The purchase of Chesapeake property and relocation of 43 tenants will realize the vision to extend the COC campus to provide a site for the Registrar of Voters.
- The San Pasqual Academy Housing Reconstruction project provided an award-winning series of homes to improve the foster youth program and campus, in an energy-efficient and sustainable way.
- For the fifth year in a row the Department was awarded the "Award of Excellence" from the California Counties Facilities Services Association (CCFSA), recognizing best practices across the spectrum of facilities operations.

The attitude of high quality service and continuous improvement can be seen in the many ways you have responded to the challenges of doing more with less while continuing to improve our processes and our services. Your leadership and discipline have been recognized by peers, outside agencies, industry associations and publications, and our clients. From the "People's Choice Orchid", to the "Outstanding Building of the Year/Government", from one of the nation's "100 Best Fleets", to the "Energy All Star Award" and the Department's contribution to the Taxpayers' Association "Golden Watchdog Award", General Services has continued to live our Mission.

We thank the Board of Supervisors, Chief Administrative Officer and General Managers for their continued support and commitment to the vision expressed in the General Management System. Our thanks also go to our clients, County Department partners, for working with us to support them and the citizens of San Diego County.

APRIL F. HEINZE, P.E., Director

Vision

Your trusted advisor and not just a service provider.



LEED Platinum presentation



Nation's 100 Best Fleets



Chesapeake Acquisition



Jamacha Fleet Shop



CCFSA Excellence Award



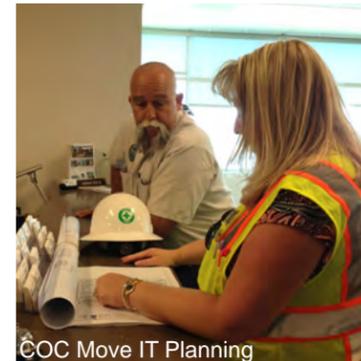
San Pasqual Academy



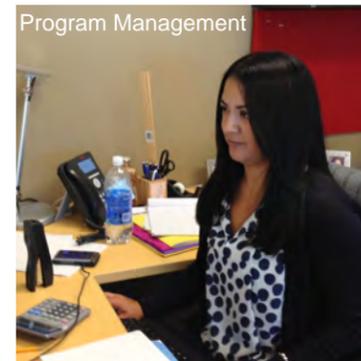
Fleet Mobile Service Vehicles



Fiscal



COC Move IT Planning



Program Management



COC Project Review



COC Campus Center

Capital Projects & Major Maintenance



Environmental review and entitlements for Mental Health capital facilities, Cedar and Kettner Development, East Mesa Re-Entry & Rehabilitation Facility, Pine Valley Sheriff Substation and Boulevard Fire Station.

Major Maintenance (MM)

Received spending plan approvals for over 104 MM projects for \$11.9 million.

Issued Notice to Proceed (NTP) on 204 MM projects valued at \$14.4 million (15% increase).

Issued over 430 JOC (Job Order Contract) Task Orders valued at \$34.2 million in support of MM and Capital projects including:

- 56 for \$2.3 million to support DPW projects;
- 46 for \$6.0 million to support Parks projects;
- 40 for \$2.0 million to support Sheriff projects.

Completed or closed out 113 MM projects valued at \$22.9 million, including:

- 7 of the 16 projects funded by the \$5.1 million ARRA Energy Grant including LED lighting and air-conditioning system energy efficiency upgrades, and improvements to building energy management systems;
- Remodel of the Vista Library for program and accessibility improvements;
- \$1.5 million renovation of the TB and STD clinics at the County Health Services Complex;
- \$700,000 re-roofing of the County Health Services Complex;
- \$3.7 million replacement of Downtown Jail Touchscreen monitoring system and Cameras.



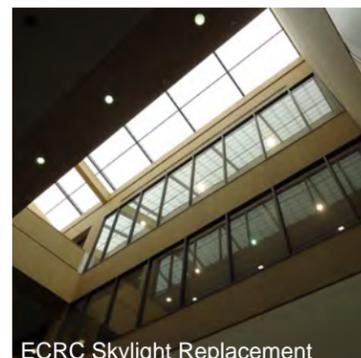
Project Management Admin Team



Law Library



Askew Demolition



ECRC Skylight Replacement





Capital Projects & Major Maintenance

Capital Projects \$811 Million Approved & Funded

Completed:

Downtown San Diego Public Law Library - \$4.25 million remodel.

San Pasqual Academy Housing and Admin. Bldg - \$10 million replacement of housing units and administrative building destroyed in the 2007 Witch Creek Fire.

Underway:

County Operations Center Phase 1B - \$109 million, two 130,000 sf office buildings & 15,000 sf conference center.

Lincoln Acres Library and Community Room - \$3.2 million, 5,225 sf facility.

Rancho San Diego Sheriff Station - \$17.5 million, 26,000 sf facility.

County Women's Detention Facility - \$289 million, 1,216-bed multi-custody facility.

County Administration Center Waterfront Park - \$44.2 million, 12-acre Public Park with underground parking.

Registrar of Voters Facility - \$50 million, 125,000 sf facility adjoining the COC campus.

Approved for Advertising & Award:

East Mesa Detention Re-Entry & Rehabilitation Facility - \$39 million, 400-bed expansion to support AB109 Realignment.

Pine Valley Sheriff Substation - \$3.3 million, 4,200 sf facility.

Boulevard Fire Station - \$3.5 million, 6,000 sf facility

Cedar & Kettner Parking Development - \$35.5 million, 650 space parking structure with land for potential future mixed use development.



Law Library



COC Phase 1B Campus Center



Lincoln Acres Library



CAC Waterfront Park



San Pasqual Academy



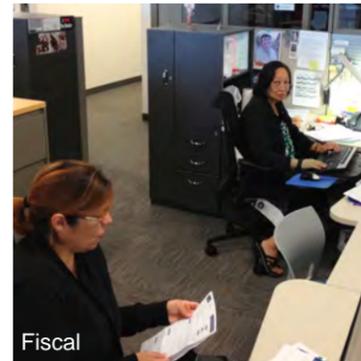
Women's Detention Facility



Rancho San Diego Sheriff Station



Cedar & Kettner Concept



Fiscal



Women's Detention Facility Team



COC Central Plant



MSCP

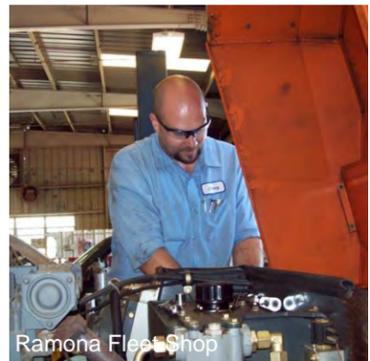
General Services by the Numbers



- 331 employees
- \$157.8 million annual budget
- 1,131 County-owned facilities managed containing 7.6 million square feet
- 147 leased facilities managed containing 1.6 million square feet
- 42,464 acres of owned land managed
- 246 revenue leases managed on County property
- 3,800 public Fleet vehicles maintained
- 7,603 preventive maintenance actions performed on fleet vehicles
- 400+ new vehicles purchased
- \$8.2 million in vehicle acquisitions and outfitting annually
- 2.76 million gallons of fuel pumped
- 25,764 preventive maintenance actions performed on facilities and equipment
- 2,101 emergency calls responded to 24/7
- \$18.1 million in facilities service contracts managed
- 6.9 million pieces of U.S. Mail processed annually
- \$750,000 postage cost savings
- \$135 million+ of capital and major maintenance constructed



Real Estate Engineering



Ramona Fleet Shop



Mail Services



Vehicle acquisitions





Department Accomplishments FY 2011-2012

Facilities Operations

- Provided time-critical (24/7) maintenance response to 100% (2,101) of emergency requests within four hours of notification.
- Completed 100% (25,764) of targeted preventive maintenance goals to maximize the operational efficiency of County assets/infrastructure and systems.
- Successfully negotiated a settlement of \$820K for construction defects associated with the plumbing system at the East Mesa Juvenile Detention Facility.
- Continued annual electrical service support to the 24th San Diego Veterans Stand Down event.
- Assumed management responsibility for the County Administration Center, for a projected annual cost savings of \$500K.
- Completed the Transition of Court facilities to the State of California with the transfer of the East County Regional Center in accordance with the Trial Courts Facility Act of 2002.
- Assumed maintenance responsibility for 13 emergency generators located at County Road/Refueling stations from DPW.
- Began implementation of a full mobile technology solution for Contract Specialists from a successful pilot.
- Began implementation of a consolidated Building Automation System ("Smart Building") technology to allow central monitoring and control of utility and mechanical systems.

Fleet

- Completed 96% (7,603 of 7,920) of targeted preventive maintenance goals to maximize operational efficiency of fleet assets.
- Introduced Transit Connect vans to Mail Services and Animal Services for fuel economy and lower loading height to reduce back injuries and improve safety.
- Implemented vendor electronic invoice submittal to improve processing efficiency and eliminate duplication.

Real Estate

- Minimized the cost of County operations in leased facilities by negotiating lease rates at or below 95.7% of market rate for Class B office space.



Department Awards & Recognitions



- 2011 National Society of Professional Engineers San Diego Chapter *Merit Award* for Qualification Based Selection.
- 2011 San Diego Building and Owners Management Association TOBY Award - "*The Outstanding Building of the Year / Government*" - to the Mills Building
- 2011 California State Association of Counties *Merit Award* (Integrated Fire Suppression/Storm Water Compliance Program)
- 2011 NACo *Achievement Award* for Contract Services Direct Billing Program
- 2011 NACo *Achievement Award* for Water Efficiency Program



2011 Award of Excellence

San Diego County's Department of General Services was honored for the fifth year in a row with the 2011 Award of Excellence from the California Counties Facilities Services Association (CCFSA).

The award recognizes General Services' dedication to excellence in all aspects of facilities management, including the use of best practices, innovative processes, automation and outstanding staff development and customer service.





Department Awards & Recognitions

Departmental

Fleet Management Division

- Recognized as one of the nations “100 Best Fleets” by Government Fleet Magazine.
- “Blue Seal” of Excellence from the ASE certification program to the Fleet Management Division.

San Pasqual Academy Residential Housing Project

- 2012 Gold Nugget Award of Merit, Sustainable Communities by the Pacific Coast Builders Conference (PCBC).
- 2012 Gold Nugget Judges Special Award of Excellence by the Pacific Coast Builders Conference (PCBC).
- 2011 Energy All-Star Award–Non-Profit or Governmental Buildings by the California Center for Sustainable Energy.
- LEED for Homes Platinum by the U.S. Green Building Council for 17 residential buildings.
- Energy Star certification for 33 residential units.
- 2011 Construction Management Association of America (CMAA) San Diego Chapter “Public Buildings Honorable Mention” award.

Fallbrook Library

- 2011 San Diego Architectural Foundation’s “People’s Choice Orchid” Award.
- LEED Silver Certification by the U.S. Green Building Council.
- 2011 Associated General Contractors (AGC) “Unique Project” Award.
- 2011 Associated Builders & Contractors (ABC) “Excellence” Award.

Ramona Library

- LEED Gold Certification by the U.S. Green Building Council.

Medical Examiner and Forensic Center

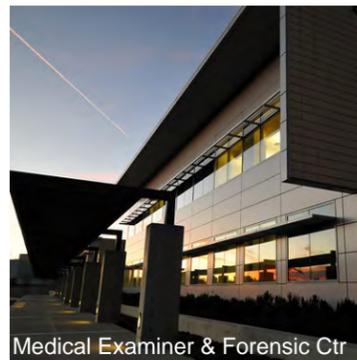
- LEED Silver Certification by the U.S. Green Building Council.
- Engineering Society of Detroit “Outstanding Achievement Award” for building design and construction.



San Pasqual Academy Housing



Fallbrook Library



Medical Examiner & Forensic Ctr



Fleet Mobile Service Vehicles



Department Accomplishments FY 2011-2012

- Achieved \$300,000 annual lease savings through renegotiation of 3 leases.
- Ensured maximum return on County leases by renegotiating and leasing new space to generate additional \$ 175,000 revenue per year.
- Acquired 531.77 acres of land for parks and public improvements.

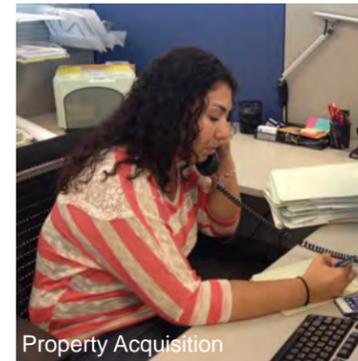
Project Management

- With industry, County Counsel and Purchasing Implemented refined Design-Build templates and proposal formats to reduce costs of submittal preparation.

- Led re-use distribution program for furniture being surplus by departments moving into COC Phase 1B.

Energy & Environment

- **Water Conservation.** Saved enough water to serve 1,018 San Diego households for a year.
- **Electricity.** Reduced consumption at County facilities by 3.44% per square foot over FY2010-11.
- **Avoided utility cost of \$550,949** through a combination of retrofitting buildings, efficient design of new buildings and improved electricity purchasing.
- **Renewable energy.** Decreased the County’s reliance on the grid by installing photovoltaic systems at County facilities totaling 1,045 kW producing about 1 percent of our total facilities electricity usage.
- **Recycled** an estimated 166 tons of material per month from County facilities diverting solid waste from landfills (increase of 2% from 2010/11).
- Received **\$456,027 in incentives and rebates** from SDG&E for exceeding energy efficiency goals at the County Operations Center Phase 1B.
- Completed **7 American Recovery and Reinvestment Act of 2009 (ARRA)** energy efficiency projects including energy efficiency upgrades and improvements to building energy management systems.
- Integrated 41% hybrid/alternative fuel vehicles (1,013 of 2,454) eligible into the County’s fleet.
- Implemented composting program at Polinsky Children’s Center.



Property Acquisition



Facilities Operations



SDG&E Incentives & Rebates



Strategic Energy Plan Review



Mail Services



Utilities Administration



East Mesa Photovoltaic Panels



COC Campus Center Green Roof



Employee Awards & Recognition



Jeff Redlitz, Project Manager
Awarded the 2011 County General Services Association *Lieb/Kronberg Excellence in Service Award Honorable Mention* for the COC Redevelopment Project.

Adam Weinberg, Chief, Real Estate Services
Earned the *Certified Commercial Investment Member* designation.

Mike Urquhart, Chief, Facilities Operations
Earned the *Certified Facility Manager (CFM)* designation of the International Facility Management Association.



Bob Wilson, Mail Services Manager
Industry Co-Chair of the US Postal Service *Postal Customer Council*.

Helmer Rodriguez, Senior Real Property Agent
Earned the International Right of Way Association *Senior Right of Way Professional* certification.

David Salud, Project Manager
Earned the *Qualified Stormwater Practioner* certification and *Certified Erosion, Sediment and Storm Water Inspector* designation.

19 Facilities Operations staff obtained *Building Operator I* certification and **15 staff** obtained *Building Operator II* certification from SDG&E.

7 Fleet Technicians received ASE certifications.

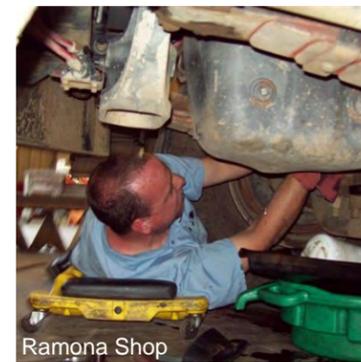
2 Fleet Technicians achieved *Certified Fire Mechanic* by the California Fire Mechanics Academy in Sacramento.



Dahvia Lynch EotY 2011



Estalita Retires



Pete Carasco Service Award

Employee Awards & Recognition

Employee of the Year

Debbie Bailey, Sr. Real Property Agent, Real Estate Services

Employees of the Quarter

1. **Joel Bailon**, Office Support Specialist
2. **Joe McClinton**, Senior Mail Carrier

Employees of the Month

May Peter Tao, Building Maintenance Engineer

June Darlene O'Brien-Gallant, Office Support Specialist

Over **125 DGS staff recognition awards** (individual and as part of a team) as well as commendations and recognitions from clients.

Zero Preventable Accident Shops

One Year

- Facilities Zone B - East Mesa Juvenile Detention
- Facilities Zone Q - Edgemoor Skilled Nursing Facility

Three Years in a Row

- Fleet - San Marcos

Four Years in a Row

- Facilities Zone X - Vista Detention

Six Years in a Row

- Fleet - Santee

(Shops with 3 or more staff)



Chili Cook-Off Winner

