Administrative Services

Mission Statement

The mission of the Administrative Services Department is to provide timely, quality, efficient support services consisting of real property services, fleet management, telecommunications and building services to all City departments in an effort to help them meet their departmental outcomes.

Major 2001/02 Priorities

- Schedule bi-monthly meetings with major property services client departments to coordinate development/construction schedules and real property needs.
- Network with the telecommunications carriers' consultants in order to market potential City wireless antenna sites.
- Complete Phase IV of the city-wide Energy Retrofit Project at several City facilities.
- Coordinate various capital improvement projects including the Convention Center restroom remodel, Municipal Auditorium lower level/garden area renovation, and City Hall expansion of the 5th, 6th and 7th floors.
- Explore office space issues regarding possible purchase of Metro Center building and Lincoln Street Police Station expansion.
- Develop building services customer satisfaction survey database and analyze findings for cause and corrective actions.
- Analyze weekly service call response times outside established parameters for cause and corrective action.
- Complete the installation of a Public Access CNG Refueling Site at the Corporation Yard.
- Analyze weekly priority vehicle and equipment "uptime" that is not within established parameters for cause and corrective action.

Programs and Program Goals

FY 2001/02

Administration Program: To provide policy direction, administrative support and fiscal management to enable the Department to achieve program outcomes while complying with federal, state, local, and other requirements.

Real Property Services Program: To meet the real property needs of the City by efficiently serving the various departments in a timely and responsive manner in the areas of property acquisition, disposition, leasing and property management, and by managing the City's real estate holdings in a manner which enhances the revenue potential.

Building Maintenance and Improvement Program: To provide timely and responsive service that results in safe, clean, well-maintained, and functional facilities for the public and employees in order to support the operations of all City departments.

Telecommunications Program: To provide the highest level quality, uninterrupted telecommunication service for all City departments in order to support their operations.

Fleet and Motorpool Management Program: To provide reliable vehicles and equipment that are safe, functional, and environmentally friendly, and maintained in a responsive, timely and efficient manner in order to support the operations of all City departments.

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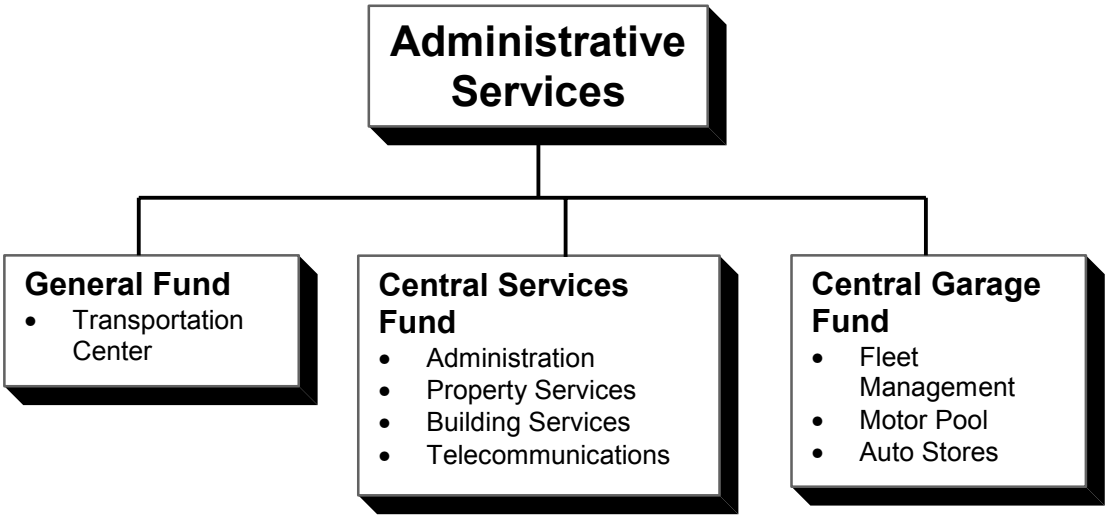

Description of the Service

The Administrative Services Department is responsible for providing support services to all City departments. It is comprised of 55 full-time employees and includes the functions of Real Property Services, Building Services, Telecommunications, and Fleet Management. The cost of these services is allocated to user departments through the Central Service Fund or Central Garage fund.

The Administrative Division is responsible for providing administrative support and fiscal management to enable the divisions of the department to achieve their goals.

The Real Property Services Division represents the City in all negotiations of leases to and from the City, property management and surplus property sales functions, and acquisition of properties for the City and Redevelopment Agency projects. This division also provides cost estimates and appraisal reports for the City and Agency budgeting, acquisition and surplus property sales and manages a proactive Telecommunications Site Leasing Program.

The Building Services Division supports over 105 buildings and facilities located throughout the City utilizing 17 employees. The division provides janitorial services, security services, building improvements, capital improvements, office moves and emergency repairs to make these facilities safe, clean and functional for all departments and the public to use. The division oversees the Transportation Center by providing for the upkeep and security of the facility and grounds.

The Telecommunications Division provides service to over 1,650 users located in 55 facilities throughout the City. This division manages and repairs all telephone instruments, telecommunications equipment and the infrastructure necessary to achieve uninterrupted service. Additionally, this division provides radio support to several user departments.

The Fleet Management Division provides support for 1,805 vehicles and equipment for 104 divisions within the City utilizing 30 employees. This division includes Central Garage, Motor Pool and Auto Stores (parts inventory) functions to ensure vehicles and equipment are maintained properly for the safe and reliable operations of City departments in the delivery of City services.

Administrative Services

Recent Accomplishments

Real Property Services

- Worked with Public Works to complete the award-winning Arlington Avenue Underpass Project.
- Acquired 65 parcels for the La Sierra widening project and 13 parcels for the Tyler Street widening project.
- 28 Wireless telecommunication antenna sites located on City property or rights-of-way generating approx. $300,000 annually.
- Negotiated a license agreement which generated $760,000 in one-time revenue to the City.

Building Maintenance and Improvements

- Initiated an accelerated project management program which streamlined the specification and bidding process resulting in 39 of 65 projects now in progress or completed.
- Completed Phase III of the City-wide Energy Retrofit Project and began implementation of Phase IV.
- Nearly 85% of service requests are now initiated through the use of the automated Service Request System resulting in improved response time and better use of available resources.
- Initiated customer satisfaction surveys to gain feedback on our services.
- The Corporation Yard Business Emergency Plan was revised and updated to reflect the current conditions within the yard which necessitated a major clean-up to eliminate unnecessary hazardous material.

Telecommunications

- Replaced all City telephone instruments with new digital phones providing enhanced capabilities for the system users.
- Resolved a shortage of phone lines by changing the phone prefix from 782 to 826.
- Currently implementing the 911 Identification Project which will provide the exact location of 911 calls from a City telephone extension.
- Plan to implement Customer satisfaction surveys during the current fiscal year to gain feedback on our services.

Fleet and Motorpool Management

- Implemented a Major Fleet Management System (M4) upgrade to a Windows NT compatible system which provides more user friendly interface and a major increase in performance.
- Reorganized Fleet Management staff to take advantage of personnel capabilities.
- Implemented an Alternative Fuel Vehicle Plan to meet the goals established by the Clean Cities Program and the Federal Clean Air Act
- Plan to implement Customer satisfaction surveys during the current fiscal year to gain feedback on our services.