



David H. Slaughter
Director

Mission Statement

The Real Estate Services Department partners with county departments and other public agencies to develop innovative, professional processes and provide cost-effective, efficient, high quality and timely support to accomplish their real estate needs to include lease negotiations and documentation, property management, appraisal services, right-of-way acquisitions, land and building purchases, surplus property sales and maintenance of the database inventory of county-owned buildings, land and leased facilities.

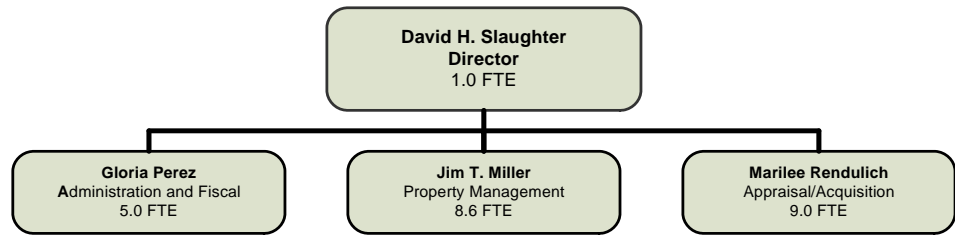
GOALS

IMPLEMENT TRACKING SYSTEMS TO IMPROVE THE QUALITY OF SERVICES PROVIDED TO DEPARTMENTS

IMPROVE FISCAL SERVICES BY AUTOMATING MANUAL FISCAL FUNCTIONS AND SYSTEMS

REAL ESTATE SERVICES

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

Real Estate Services Department (RESD) negotiates and administers revenue and expenditure leases on behalf of county departments. More than 300 revenue leases allow for the use of county-owned facilities, generally at county parks and airports, and generate revenue to offset expenses incurred to provide such facilities to residents and users. Approximately 240 expenditure leases are managed to provide facilities throughout the county for departments and their employees to support the delivery of services in locations convenient to the residents served.

RESD also provides appraisal, acquisition and relocation assistance for county departments and, upon request, to other agencies including San Bernardino Associated Governments (SANBAG), the State of California, and various cities. The department establishes values and acquires the necessary rights-of-way needed to complete public safety projects, including the construction and maintenance of transportation corridors and floodways. The department also acquires land and facilities for various functions, disposes of property determined to be surplus to the county's needs, and maintains an inventory of all county land and facilities.

2008-09 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Fund Balance	Staffing
General Fund					
Real Estate Services	2,544,054	1,538,500	1,005,554		23.6
Rents and Leases	419,311	419,311	-		-
Courts Property Management	382,430	337,430	45,000		-
Total General Fund	3,345,795	2,295,241	1,050,554		23.6
Special Revenue Fund					
Chino Agricultural Preserve	8,431,786	1,333,411		7,098,375	-
Total Special Revenue Fund	8,431,786	1,333,411		7,098,375	-
Total - All Funds	11,777,581	3,628,652	1,050,554	7,098,375	23.6

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

2007-08 ACCOMPLISHMENTS

GOAL 1: IMPLEMENT TRACKING SYSTEMS TO IMPROVE THE QUALITY OF SERVICES PROVIDED TO DEPARTMENTS.

Objective A: Conduct standing monthly (quarterly where appropriate) meetings with departments to exchange information and discuss the needs of the department.

Objective B: Develop individual property management project schedules with timelines and critical completion dates.

Objective C: Properly organize and centralize records for all property purchased.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage of routinely scheduled meetings held with departments.	New	New	New	New	90%
1B. Percentage of assignments completed by the establish deadline.	New	New	New	New	90%
1C. Percentage of files retained at RESD containing grant deeds and related legal documents.	New	New	New	New	90%

Status

In 2009-10 RESD will begin to focus on the implementation of additional measures to improve the quality of services provided to departments. The primary responsibilities of RESD is to appraise and acquire property through eminent domain, purchase other real property, sell surplus property and negotiate and administer revenue and expenditure leases on behalf of county departments. RESD has identified areas to expand its current services to departments in the area of property management to further ensure the obligations of landlords and tenants are being fulfilled.

By providing these additional services, RESD will be able to promote consistency, follow through, and follow up; eliminate the duplication of effort; and create efficiencies and cost reductions.

The appraisal and acquisition of property, especially through eminent domain, requires comprehensive, well organized files that need to be retained as long as twenty years. Departments benefiting from these acquisitions as well as County Counsel rely on these files for accurate and complete information for a variety of reasons. Proper file maintenance, retention, and established protocols for easy retrieval are essential in order to support these various needs.

GOAL 2: IMPROVE THE DEPARTMENT'S FISCAL SERVICES BY AUTOMATING MANUAL FISCAL FUNCTIONS AND SYSTEMS.

Objective A: Identify opportunities to streamline existing manual systems, eliminate duplication of effort, and increase efficiency.

Objective B: Improve customer service by increasing the number of lease adjustments, such as annual rental increases, in a timely and accurate manner and in accordance with contract terms.

- ❖ Completed transfers of Court Facilities and property management to the Administrative Office of the Court
- ❖ Purchased Big Bear Sports Ranch, a revenue generating project, for \$2,500,000 on behalf of Special Districts (Big Bear Valley Recreation and Park District).
- ❖ Purchased a 26,248 square foot office building in Rancho Cucamonga at a foreclosure sale housing staff from four different departments including the Second District Supervisor's Office.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
2A. Increase the total percentage of fiscal tasks that are automated. (260 fiscal tasks)	N/A	67%	77%	77%	100%
2B. Increase the total percentage of expenditure leases adjusted timely and accurately, in accordance with contract terms. (260 expenditure leases)	N/A	84%	90%	90%	97%

Status

In collaboration with Information Services and Architecture and Engineering Departments, RESD began the process of implementing a new labor reporting system (eTime) in 2007-08. The new system allows RESD to charge out services through an automated system; thereby, reducing staff time spent on numerous fiscal tasks such as manually calculating hours and processing billing documents. However, eTime has not been fully implemented. RESD is working with Information Services Department to resolve remaining issues and expects the system to be fully operational by the beginning of 2009-10.

RESD has made progress towards automating all functions and services of the fiscal unit. Staff members have been properly trained and are currently using computer programs to process all documents and complete routine tasks. All records are securely stored in a computer data program. These steps have enabled the fiscal unit to increase productivity and efficiency. Additionally, the fiscal unit is developing internal mechanisms that will allow the database to automatically flag leases that require adjustments.

2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2009-10.

2009-10 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2009-10.

If there are questions about this business plan, please contact name of David Slaughter, Director, at (909) 387-7813.



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