

Office of Central Services



MISSION AND SERVICES

The Office of Central Services provides facilities management, real property management, fleet management, inventory, reproduction and mail services, procurement and supplier development and diversity services to facilitate the delivery of quality goods and services.

CORE SERVICES

- Facilities management
- Real property management
- Fleet management
- Inventory management
- Reproduction and mail services
- Procurement
- Local, small, minority and disadvantaged business services

FY 2020 KEY ACCOMPLISHMENTS

- Named #20 Fleet in North America by Governing Magazine/100 Best Fleets in North America, the #43 Green Fleet by the Green Fleet Awards Forum and received a regional leadership award for efforts in expanding use of clean burning propane auto-gas by the Greater Washington Clean Cities Coalition.
- Completed the implementation of B2GNow known as the Certification Compliance System (CCS) for certifications and re-certifications which transitioned the manual paper application process to an electronic online system.
- Increased the number of certified supplier small businesses by 45% more over the prior year.
- Hosted the Inaugural “Grand Slam” Surplus Real Property Pre-Solicitation event that announced upcoming community and economic development projects in the county.

- Participated in the development of one of the nation's first utility-funded, electric vehicle charging station pilot programs approved by the MD Public Service Commission. The first utility-funded, publicly accessible electric vehicle charging stations on government properties will launch in this fiscal year.

STRATEGIC FOCUS AND INITIATIVES FOR FY 2021

The office's top priorities in FY 2021 are:

- Increase the percent of buildings classified as being in "good condition".
- Increase the number of County-based certified and registered businesses.
- Maintain the percentage of contract dollars awarded to minority businesses at or above 20% and maintain the percentage of contract dollars awarded to County-based businesses at or above 40%.
- Increase vehicle availability support for public safety and general county needs.

FY 2021 BUDGET SUMMARY

The FY 2021 proposed budget for the Office of Central Services is \$39,519,000, an increase of \$2,247,700 or 6.0% over the FY 2020 approved budget.

Expenditures by Fund Type

Fund Types	FY 2019 Actual		FY 2020 Budget		FY 2020 Estimate		FY 2021 Proposed	
	Amount	% Total	Amount	% Total	Amount	% Total	Amount	% Total
General Fund	\$20,787,684	61.7%	\$22,802,200	61.2%	\$21,892,500	59.8%	\$24,181,600	61.2%
Grant Funds	920,506	2.7%	—	0.0%	808,000	2.2%	—	0.0%
Internal Service Funds	11,640,795	34.5%	13,864,100	37.2%	13,314,500	36.4%	14,732,400	37.3%
Special Revenue Funds	345,269	1.0%	605,000	1.6%	605,000	1.7%	605,000	1.5%
Total	\$33,694,254	100.0%	\$37,271,300	100.0%	\$36,620,000	100.0%	\$39,519,000	100.0%

GENERAL FUND

The FY 2021 proposed General Fund budget for the Office of Central Services is \$24,181,600, an increase of \$1,379,400 or 6.0% over the FY 2020 approved budget.

Reconciliation from Prior Year

	Expenditures
FY 2020 Approved Budget	\$22,802,200
Add: Operating - New Software — Increase for phase 2 of the electronic procurement management system (ARIBA) and asset works annual maintenance fees; the costs are split between the General fund and Fleet Internal Services Fund	\$651,300
Increase Cost: Recovery Reduction — Decrease in recoveries to reflect actual expenditures	378,700
Increase Cost: Operating - Technology Cost Allocation — Increase in charges based on the new methodology to support anticipated countywide costs	157,000
Increase Cost: Mandated Requirement — Partially offset by attrition and lapse	156,400
Increase Cost: Operating — Increase in various operating lines to align with actuals	84,500

Reconciliation from Prior Year *(continued)*

	Expenditures
Decrease Cost: Fringe Benefits — Net decrease in fringe benefit costs due to fringe benefit rate decreases from 34.9% to 34.4% and compensation adjustments	(3,900)
Decrease Cost: Operating — Decrease cost in operating for building maintenance	(44,600)
FY 2021 Proposed Budget	\$24,181,600

INTERNAL SERVICE FUNDS

Fleet Management Internal Service Fund

The FY 2021 proposed budget for the Fleet Management Internal Service Fund is \$14,732,400, an increase of \$868,300 or 6.3% over the FY 2020 approved budget.

Reconciliation from Prior Year

	Expenditures
FY 2020 Approved Budget	\$13,864,100
Add: Operating - New Software — Increase for two new systems (ARIBA and Asset Works) and annual maintenance cost	\$746,000
Increase Cost: Mandated Requirement — Partially offset by attrition and lapse	274,500
Increase Cost: Operating — Increase in various operating lines to align with actuals	11,700
Increase Cost: Fringe Benefits — Net decrease in fringe benefit costs due to fringe benefit rate decreases from 57.6% to 51.5% and compensation adjustments	(163,900)
FY 2021 Proposed Budget	\$14,732,400

SPECIAL REVENUE FUNDS

The FY 2021 proposed Special Revenue Fund budgets for the Office of Central Services is \$605,000. FY 2021 funding remains unchanged from the FY 2020 approved budget.

Property Management Services Special Revenue Fund

The FY 2021 proposed budget for the Property Management Special Revenue fund budget is \$600,000. FY 2021 funding remains unchanged from the FY 2020 approved budget.

Collington Center Special Revenue Fund

The FY 2021 proposed budget for the Collington Center Special Revenue fund budget is \$5,000. FY 2021 funding remains unchanged from the FY 2020 approved budget.

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2019 Budget	FY 2020 Budget	FY 2021 Proposed	Change FY20-FY21
General Fund				
Full Time - Civilian	171	171	171	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	171	171	171	0
Part Time	0	0	0	0
Limited Term	0	0	0	0

Internal Service Fund				
Full Time - Civilian	75	75	75	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	75	75	75	0
Part Time	0	0	0	0
Limited Term	0	0	0	0

Grant Program Funds				
Full Time - Civilian	0	0	0	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	0	0	0	0
Part Time	0	0	0	0
Limited Term	6	6	9	3

TOTAL				
Full Time - Civilian	246	246	246	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	246	246	246	0
Part Time	0	0	0	0
Limited Term	6	6	9	3

Positions By Classification	FY 2021		
	Full Time	Part Time	Limited Term
Construction Project Manager	0	0	1
Contract Project Coordinator	2	0	0
Contractual Services Officer	2	0	0
Custodian	11	0	0
Custodian Supervisor	2	0	0
Deputy Director	2	0	0
Director	1	0	0
Drywall Mechanic	1	0	0
Electrician	2	0	0
Equipment Service Worker	1	0	0
Executive Administrative Aide	1	0	0
Executive Director	1	0	0
Facilities Maintenance Supervisor	5	0	0
Facilities Manager	3	0	0
Garage Supervisor	6	0	0
General Clerk	8	0	0
Graphic Artist	1	0	0
Heating VAC Technician	3	0	0
Human Resources Analyst	3	0	0
Info Tech Proj Coordinator	2	0	0
Mail Services Operator	3	0	0
Mail Services Supervisor	1	0	0
Maintenance Services Attendant	14	0	0
Master Electrician	1	0	0
Master Plumber	1	0	0
Mechanic	51	0	0
Overhead Door Mechanic	1	0	0
Parts Specialist	4	0	0
Plumber	5	0	0
Printer	2	0	0
Procurement Officer	11	0	0
Property Acquisition & Dev Admin	1	0	0
Public Information Officer	1	0	0
Quality Assurance Analyst	0	0	4
Realty Specialist	3	0	0
Supply Manager	6	0	0
Supply Technician	2	0	0
Supply-Property Clerk	7	0	0
Systems Analyst	1	0	0
Trades Helper	2	0	0
Transit Service Coordinator	1	0	0
TOTAL	246	0	9

Positions By Classification	FY 2021		
	Full Time	Part Time	Limited Term
Administrative Aide	13	0	0
Administrative Assistant	7	0	2
Administrative Specialist	11	0	0
Associate Director	1	0	0
Audio Visual Specialist	3	0	0
Budget Management Analyst	3	0	0
Building Engineer	22	0	0
Carpenter	3	0	0
Clean Transportation Analyst	0	0	1
Community Energy Planner	0	0	1
Compliance Specialist	8	0	0

Expenditures by Category - General Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Compensation	\$9,491,285	\$10,648,800	\$9,986,400	\$10,805,200	\$156,400	1.5%
Fringe Benefits	3,115,337	3,720,900	3,435,300	3,717,000	(3,900)	-0.1%
Operating	9,516,287	10,037,400	9,806,000	10,885,600	848,200	8.5%
Capital Outlay	—	—	—	—	—	
SubTotal	\$22,122,909	\$24,407,100	\$23,227,700	\$25,407,800	\$1,000,700	4.1%
Recoveries	(1,335,225)	(1,604,900)	(1,335,200)	(1,226,200)	378,700	-23.6%
Total	\$20,787,684	\$22,802,200	\$21,892,500	\$24,181,600	\$1,379,400	6.0%

In FY 2021, compensation expenditures increase 1.5% over the FY 2020 budget due to cost of living and merit adjustments for employees. Compensation includes funding for 164 out of 171 full time employees. Fringe benefit expenditures decrease 0.1% under the FY 2020 budget due to the decrease in the fringe benefit rate to align to anticipated costs.

Operating expenses increase 8.5% over the FY 2020 budget primarily due to a phase 2 of the electronic procurement management system (ARIBA) and asset works software annual maintenance fees. Other operating increases include telephone, printing, training, vehicle repair and maintenance and gas and oil.

Recoveries decrease 23.6% under the FY 2020 budget to align with anticipated expenses.

Expenditures by Division - General Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Office of the Director	\$3,032,349	\$3,361,200	\$3,363,500	\$3,732,500	\$371,300	11.0%
Facilities Operations and Management Division	13,145,590	13,531,400	13,051,000	13,881,000	349,600	2.6%
Contract Administration and Procurement Division	1,931,666	2,353,900	1,934,400	3,030,800	676,900	28.8%
General Services Division	1,759,652	2,351,300	2,342,200	2,328,900	(22,400)	-1.0%
Supplier Development and Diversity	918,428	1,204,400	1,201,400	1,208,400	4,000	0.3%
Total	\$20,787,684	\$22,802,200	\$21,892,500	\$24,181,600	\$1,379,400	6.0%

General Fund - Division Summary

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Office of the Director						
Compensation	\$2,318,176	\$2,645,600	\$2,645,600	\$2,839,400	\$193,800	7.3%
Fringe Benefits	670,611	924,200	910,100	976,800	52,600	5.7%
Operating	268,315	238,000	254,400	275,200	37,200	15.6%
Capital Outlay	—	—	—	—	—	
SubTotal	\$3,257,102	\$3,807,800	\$3,810,100	\$4,091,400	\$283,600	7.4%
Recoveries	(224,753)	(446,600)	(446,600)	(358,900)	87,700	-19.6%
Total Office of the Director	\$3,032,349	\$3,361,200	\$3,363,500	\$3,732,500	\$371,300	11.0%
Facilities Operations and Management Division						
Compensation	\$4,318,203	\$4,739,900	\$4,383,700	\$4,727,900	\$(12,000)	-0.3%
Fringe Benefits	1,534,483	1,654,100	1,508,000	1,626,300	(27,800)	-1.7%
Operating	7,890,058	7,812,100	7,564,300	7,879,800	67,700	0.9%
Capital Outlay	—	—	—	—	—	
SubTotal	\$13,742,744	\$14,206,100	\$13,456,000	\$14,234,000	\$27,900	0.2%
Recoveries	(597,154)	(674,700)	(405,000)	(353,000)	321,700	-47.7%
Total Facilities Operations and Management Division	\$13,145,590	\$13,531,400	\$13,051,000	\$13,881,000	\$349,600	2.6%
Contract Administration and Procurement Division						
Compensation	\$1,211,652	\$1,384,000	\$1,077,800	\$1,375,200	\$(8,800)	-0.6%
Fringe Benefits	397,517	484,100	370,800	473,200	(10,900)	-2.3%
Operating	322,496	605,700	605,700	1,302,300	696,600	115.0%
Capital Outlay	—	—	—	—	—	
SubTotal	\$1,931,666	\$2,473,800	\$2,054,300	\$3,150,700	\$676,900	27.4%
Recoveries	—	(119,900)	(119,900)	(119,900)	—	0.0%
Total Contract Administration and Procurement Division	\$1,931,666	\$2,353,900	\$1,934,400	\$3,030,800	\$676,900	28.8%
General Services Division						
Compensation	\$1,191,727	\$1,331,500	\$1,331,500	\$1,325,700	\$(5,800)	-0.4%
Fringe Benefits	366,184	467,100	458,000	456,000	(11,100)	-2.4%
Operating	715,058	916,400	916,400	941,600	25,200	2.7%
Capital Outlay	—	—	—	—	—	
SubTotal	\$2,272,970	\$2,715,000	\$2,705,900	\$2,723,300	\$8,300	0.3%
Recoveries	(513,318)	(363,700)	(363,700)	(394,400)	(30,700)	8.4%
Total General Services Division	\$1,759,652	\$2,351,300	\$2,342,200	\$2,328,900	\$(22,400)	-1.0%

General Fund - Division Summary *(continued)*

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Supplier Development and Diversity						
Compensation	\$451,527	\$547,800	\$547,800	\$537,000	\$(10,800)	-2.0%
Fringe Benefits	146,542	191,400	188,400	184,700	(6,700)	-3.5%
Operating	320,359	465,200	465,200	486,700	21,500	4.6%
Capital Outlay	—	—	—	—	—	
SubTotal	\$918,428	\$1,204,400	\$1,201,400	\$1,208,400	\$4,000	0.3%
Recoveries	—	—	—	—	—	
Total Supplier Development and Diversity	\$918,428	\$1,204,400	\$1,201,400	\$1,208,400	\$4,000	0.3%
Total	\$20,787,684	\$22,802,200	\$21,892,500	\$24,181,600	\$1,379,400	6.0%

DIVISION OVERVIEW

Office of the Director

The Office of the Director manages agency operations, provides policy guidance and direction to the operating divisions. This division is responsible for personnel and human resource development and management, budget development and monitoring, financial management, parking coordination, audio visual and special projects. The Office of the Director also manages the real property leases, acquisition and disposition as well as the sustainable energy program. The Compliance Unit reviews contract compliance and reporting requirements associated with the Jobs First Act of 2011 and the Jobs and Opportunity Act of 2016. The Compliance Unit establishes the annual Prevailing Wage Rates, monitor's Livable Wage Compliance, oversight of the Prevailing Wage Monitoring Contractors and the Compliance Manager serves as the Executive Director of the Wage Determination Board. The Compliance Unit was previously located in the Supplier Development and Diversity Division in prior fiscal years.

Fiscal Summary

In FY 2021, the division expenditures increase \$371,300 or 11.0% over the FY 2020 budget. Staffing resources

remain unchanged from the FY 2020 budget. The primary budget changes include:

- An increase in personnel costs due to countywide salary adjustments as well as projected healthcare and pension costs.
- An increase in technology cost allocation charges based on the new methodology to support anticipated countywide costs.
- An increase in general telephone and training.

	FY 2020 Budget	FY 2021 Proposed	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$3,361,200	\$3,732,500	\$371,300	11.0%
STAFFING				
Full Time - Civilian	33	33	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	33	33	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Facilities Operations and Management Division

The Facilities Operations and Management Division is responsible for multiple building operations, renovations and maintenance services. These include utilities management, custodial services and mechanical repairs for County-owned, County-leased buildings and fire stations. This division is responsible for minor and major renovation projects, coordinating conference room scheduling and special project setup.

- An increase in technology cost allocation charges based on the new methodology to support anticipated countywide costs.
- An increase in training, gas and oil, janitorial, vehicle repair and maintenance; partially offset by decrease in building repair and maintenance to align with actual cost.

Fiscal Summary

In FY 2021, the division expenditures increase \$349,600 or 2.6% over the FY 2020 budget. Staffing resources remain unchanged from the FY 2020 budget. The primary budget changes include:

- Compensation and fringe benefit costs decrease primarily due to increased attrition and lapse in the division. Funding is provided for countywide salary adjustments.

	FY 2020 Budget	FY 2021 Proposed	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$13,531,400	\$13,881,000	\$349,600	2.6%
STAFFING				
Full Time - Civilian	87	87	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	87	87	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Contract Administration and Procurement Division

The Contract Administration and Procurement Division provides overall management and direction for the County’s purchasing functions in accordance with the legal authority established by Section 603 of the Charter, Subtitle 10A of the Prince George’s County Code. This division is responsible for the procurement of contractual services and commodities. It oversees delegated procurement activities and reports on the County’s Minority Business Enterprises activities.

Fiscal Summary

In FY 2021, the division expenditures increase \$676,900 or 28.8% over the FY 2020 budget. Staffing resources decrease by two positions from the from the FY 2020 budget. The primary budget changes include:

- Compensation and fringe benefit costs decrease primarily due to increased attrition and lapse in the

division. Funding is provided for countywide salary adjustments.

- An increase in technology cost allocation charges based on the new methodology to support anticipated countywide costs.
- An increase in printing and conference and seminar fees aligned with actual expenditures.

	FY 2020 Budget	FY 2021 Proposed	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$2,353,900	\$3,030,800	\$676,900	28.8%
STAFFING				
Full Time - Civilian	21	19	(2)	-9.5%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	21	19	(2)	-9.5%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

General Services Division

The General Services Division is responsible for providing mail and courier services throughout the government. This division also manages the convenience copy center, records management and high-speed reproduction services.

Fiscal Summary

In FY 2021, the division expenditures decrease \$22,400 or 1.0% under the FY 2020 budget. Staffing resources increase by two positions from the from the FY 2020 budget. The primary budget changes include:

- Compensation and Fringe benefit costs decrease primarily due to increased attrition and lapse in the division. Funding is provided for countywide salary adjustments.

- An increase in training cost to align with actual cost.
- An increase in recoveries to align with anticipated expenditures.

	FY 2020 Budget	FY 2021 Proposed	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$2,351,300	\$2,328,900	\$(22,400)	-1.0%
STAFFING				
Full Time - Civilian	23	25	2	8.7%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	23	25	2	8.7%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Supplier Development and Diversity

Supplier Development and Diversity Division is responsible for maximizing contract opportunities for Prince George’s County registered Minority Business Enterprises and local businesses.

Fiscal Summary

In FY 2021, the division expenditures increase \$4,000 or 0.3% over the FY 2020 budget. Staffing resources remain unchanged from the FY 2020 budget. The primary budget changes include:

- A decrease in personnel costs due to lapse and attrition, offset by an increase in countywide salary adjustments as well as projected healthcare and pension costs.

- An increase in other training costs to align with actual expenses.
- An increase in the technology cost allocation charge based on the new methodology to support anticipated countywide costs.

	FY 2020 Budget	FY 2021 Proposed	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$1,204,400	\$1,208,400	\$4,000	0.3%
STAFFING				
Full Time - Civilian	7	7	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	7	7	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

OTHER FUNDS

Fleet Management Internal Service Fund

The Fleet Management Division manages the County's pool of over 3,000 vehicles. The division is primarily responsible for the maintenance, repair and upgrade of the County's sedans, trucks, buses and public safety vehicles. In addition, the Fleet Management Division provides multiple services including body repair, towing, road service and component rebuilding.

The Fleet Administrator is responsible for identifying vehicles that are eligible for replacement due to use in excess of the normal life or excessive repair cost, retirement of unserviceable vehicles and management of the County's motor fuel system. The responsibility of the fleet administration also includes coordinating the assignment of temporary transportation on a rental basis to the agencies upon request.

This division manages the services provided through an Internal Service Fund. Revenues are generated by the fees charged to the agencies on a cost basis. Additional revenues are generated from services rendered to other local governments and municipalities.

Fiscal Summary

In FY 2021, compensation expenditures increase 5.5% over the FY 2020 budget due to anticipated cost of living and merit adjustments. Fringe benefit expenditures decrease 5.7% under the FY 2020 budget due to a change in the fringe benefit rate to align with anticipated costs. Fringe benefit expenditures include funding for other post-employment benefits (OPEB) totaling \$915,500.

Operating expenses increase 13.4% over the FY 2020 budget due to phase 2 of the electronic procurement management system (ARIBA), asset works software annual maintenance fee and funding allocated for the increase in the technology cost allocation charge based on the new methodology to support anticipated countywide costs.

Capital outlay costs remain unchanged from the FY 2020 budget. Funding is allocated for the replacement of the fuel site backup generator and Fuel Pumps.

Expenditures by Category

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Compensation	\$4,390,206	\$5,003,800	\$4,757,400	\$5,278,300	\$274,500	5.5%
Fringe Benefits	2,081,682	2,882,200	2,740,200	2,718,300	(163,900)	-5.7%
Operating	5,168,907	5,668,100	5,506,900	6,425,800	757,700	13.4%
Capital Outlay	—	310,000	310,000	310,000	—	0.0%
Total	\$11,640,795	\$13,864,100	\$13,314,500	\$14,732,400	\$868,300	6.3%
Total	\$11,640,795	\$13,864,100	\$13,314,500	\$14,732,400	\$868,300	6.3%

Fund Summary - Fleet Management Internal Service Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimated	FY 2021 Proposed	FY 2020-2021	
					Change \$	Change %
BEGINNING FUND BALANCE	\$9,817,005	\$10,542,905	\$11,405,012	\$11,510,312	\$967,407	9.2%
REVENUES						
Maintenance Charges	\$12,637,364	\$12,838,100	\$12,838,100	\$12,960,400	\$122,300	1.0%
Warranty Recovery	—	12,000	—	12,000	—	0.0%
Miscellaneous Revenue	10,307	25,000	11,700	25,000	—	0.0%
Fuel Tax Refund	418,497	185,800	400,000	400,000	214,200	115.3%
Motor Pool	162,634	170,000	170,000	170,000	—	0.0%
Appropriated Fund Balance	—	633,200	—	1,165,000	336,500	53.1%
Transfers	—	—	—	—	—	0.0%
Total Revenues	\$13,228,802	\$13,864,100	\$13,419,800	\$14,732,400	\$868,300	6.3%
EXPENDITURES						
Compensation	\$4,390,206	\$5,003,800	\$4,757,400	\$5,278,300	\$274,500	5.5%
Fringe Benefits	2,081,682	2,882,200	2,740,200	2,718,300	(163,900)	-5.7%
Operating	5,168,907	5,668,100	5,506,900	6,425,800	757,700	13.4%
Capital Outlay	—	310,000	310,000	310,000	—	0.0%
Total Expenditures	\$11,640,795	\$13,864,100	\$13,314,500	\$14,732,400	\$868,300	6.3%
EXCESS OF REVENUES OVER EXPENDITURES	1,588,007	—	105,300	—	—	0.0%
OTHER ADJUSTMENTS	—	(633,200)	—	(1,165,000)	(531,800)	84.0%
ENDING FUND BALANCE	\$11,405,012	\$9,909,705	\$11,510,312	\$10,345,312	\$435,607	4.4%

Property Management Services Special Revenue Fund

The Property Management Special Revenue Fund manages the sales proceeds and cost associated with the disposition of surplus real property.

Fiscal Summary

The FY 2021 proposed budget for the Property Management Special Revenue Fund is \$600,000. FY 2021 funding remains unchanged from FY 2020 approved budget.

Expenditures by Category

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Operating	\$294,169	\$600,000	\$600,000	\$600,000	\$—	0.0%
Capital Outlay	46,100	—	—	—	—	—
Total	\$340,269	\$600,000	\$600,000	\$600,000	\$—	0.0%
Total	\$340,269	\$600,000	\$600,000	\$600,000	\$—	0.0%

Fund Summary - Property Management Services Special Revenue Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimated	FY 2021 Proposed	FY 2020-2021	
					Change \$	Change %
BEGINNING FUND BALANCE	\$1,232,722	\$1,406,541	\$921,899	\$921,899	\$(484,642)	-34.5%
REVENUES						
Sale of Property	\$29,446	\$600,000	\$600,000	\$600,000	\$—	0.0%
Appropriated Fund Balance	—	—	—	—	—	0.0%
Transfers	—	—	—	—	—	0.0%
Total Revenues	\$29,446	\$600,000	\$600,000	\$600,000	\$—	0.0%
EXPENDITURES						
Compensation	\$—	\$—	\$—	\$—	\$—	0.0%
Fringe Benefits	—	—	—	—	—	0.0%
Operating	294,169	600,000	600,000	600,000	—	0.0%
Capital Outlay	46,100	—	—	—	—	0.0%
Total Expenditures	\$340,269	\$600,000	\$600,000	\$600,000	\$—	0.0%
EXCESS OF REVENUES OVER EXPENDITURES	(310,823)	—	—	—	—	0.0%
OTHER ADJUSTMENTS	—	—	—	—	—	0.0%
ENDING FUND BALANCE	\$921,899	\$1,406,541	\$921,899	\$921,899	\$(484,642)	-34.5%

Collington Center Special Revenue Fund

The Collington Center Fund monitors the revenue from the sale of properties within the Center and finance costs incurred from managing the fund.

Fiscal Summary

The FY 2021 proposed budget for the Collington Center Service Special Revenue Fund is \$5,000. FY 2021 funding remains unchanged from FY 2020 approved budget.

Expenditures by Category

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Operating	\$5,000	\$5,000	\$5,000	\$5,000	\$—	0.0%
Total	\$5,000	\$5,000	\$5,000	\$5,000	\$—	0.0%
Total	\$5,000	\$5,000	\$5,000	\$5,000	\$—	0.0%

Fund Summary - Collington Center Special Revenue Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimated	FY 2021 Proposed	FY 2020-2021	
					Change \$	Change %
BEGINNING FUND BALANCE	\$152,974	\$152,974	\$147,974	\$142,974	\$(10,000)	-6.5%
REVENUES						
Interest and dividends	\$—	\$—	\$—	\$—	\$—	0.0%
Transfer from Collington Center	—	—	—	—	—	0.0%
Appropriated Fund Balance		5,000	5,000	5,000	—	0.0%
Transfers	—	—	—	—	—	0.0%
Total Revenues	\$—	\$5,000	\$5,000	\$5,000	\$—	0.0%
EXPENDITURES						
Compensation	\$—	\$—	\$—	\$—	\$—	0.0%
Fringe Benefits	—	—	—	—	—	0.0%
Operating	5,000	5,000	5,000	5,000	—	0.0%
Capital Outlay	—	—	—	—	—	0.0%
Total Expenditures	\$5,000	\$5,000	\$5,000	\$5,000	\$—	0.0%
EXCESS OF REVENUES OVER EXPENDITURES	(5,000)	—	—	—	—	0.0%
OTHER ADJUSTMENTS	—	(5,000)	(5,000)	(5,000)	—	0.0%
ENDING FUND BALANCE	\$147,974	\$147,974	\$142,974	\$137,974	\$(10,000)	-6.8%

GRANT FUNDS SUMMARY

Expenditures by Category - Grant Funds

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Compensation	\$49,119	\$—	\$433,000	\$—	\$—	
Fringe Benefits	—	—	65,000	—	—	
Operating	871,387	—	310,000	—	—	
Capital Outlay	—	—	—	—	—	
SubTotal	\$920,506	\$—	\$808,000	\$—	\$—	
Recoveries	—	—	—	—	—	
Total	\$920,506	\$—	\$808,000	\$—	\$—	

The FY 2021 proposed grant budget remains unchanged from the FY 2020 approved budget. The FY 2020 estimate reflects ongoing efforts to process (TNI) clean energy program grants. All of the TNI clean energy funding was previously appropriated in FY 2019. In FY 2021, funding in the amount of \$781,400 will be spent to support nine positions and the operations of the program.

Staff Summary by Division - Grant Funds

Staff Summary by Division & Grant Program	FY 2020			FY 2021		
	FT	PT	LTGF	FT	PT	LTGF
Office of the Director						
Transforming Neighborhood initiative (TNI) Clean Energy Program	—	—	6	—	—	9
Total Office of the Director	—	—	6	—	—	9
Total	—	—	6	—	—	9

In FY 2021, funding is provided for nine limited term grant funded (LTGF) positions. This is an increase of three positions to expand the Sustainable Energy Program administration of funds from the Pepco and Alta/Gas mergers.

Grant Funds by Division

Grant Name	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Proposed	Change FY20-FY21	
					Amount (\$)	Percent (%)
Office of the Director						
Transforming Neighborhood Initiative (TNI) Clean Energy Program	\$920,506	\$—	\$808,000	\$—	\$—	
Total Office of the Director	\$920,506	\$—	\$808,000	\$—	\$—	
Subtotal	\$920,506	\$—	\$808,000	\$—	\$—	
Total Transfer from General Fund - (County Contribution/Cash Match)	—	—	—	—	—	
Total	\$920,506	\$—	\$808,000	\$—	\$—	

SERVICE DELIVERY PLAN AND PERFORMANCE

Goal 1 — To provide assistance to County-based and minority businesses in order to increase supplier diversity, build capacity and foster economic development.

Objective 1.1 — Increase the number and capacity of certified County-based, County-located and certified minority businesses.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
2,300	730	1,501	1,595	1,715	↔

Trend and Analysis

The Supplier Development & Diversity Division (SDDD) continues to increase the number of businesses certified as Minority Business Enterprises (MBE), County-Based Businesses and County-Based Small Businesses (CBSB/CBB).

SDDD collaborates with the Contract Administration & Procurement Division to identify procurement opportunities for County-based Small businesses. The division's goal is to increase capacity and foster economic development for our certified businesses. The division will continue to make inroads through advocacy, outreach, training and education. The division is currently in the process of implementing the B2GNOW software which will expedite the certification process by the elimination of paper applications and supporting documentation. The new Prince George's County Regional Medical Center has increased the number of businesses seeking certification in order to participate in their procurement opportunities. The Center is scheduled to open spring of CY 2021

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Supplier Diversity and Development Division (SDDD) staff	14	9	6	7	9
SDDD business analysts	3	5	3	3	5
Workload, Demand and Production (Output)					
Minority business recertifications	770	708	665	1,100	1,375
County-based business certification applications	206	196	223	350	438
Site visits to potential County-based businesses	0	83	56	65	75
Efficiency					
Certified County-based minority business applications and recertifications per analyst	325	203	357	383	416
Quality					
Minority business certified within five business days	100%	96%	100%	100%	100%
County-based certifications completed within 90-days	100%	96%	100%	100%	100%
Impact (Outcome)					
Total certified and registered minority businesses (cumulative)	950	860	850	900	975

Performance Measures *(continued)*

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Total certified County-based businesses (cumulative)	600	677	596	635	675
Total County-located businesses (cumulative)	50	53	55	70	88
Total certified County-based, County-located and certified minority businesses	1,600	730	1,501	1,595	1,715

Objective 1.2 — Maintain the percentage of contract dollars awarded to diverse suppliers as outlined in the Jobs First Act at or above 30%.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
0%	19%	39%	45%	50%	↓

Trend and Analysis

The agency will maintain the percentage of contract dollars awarded to diverse suppliers as outlined in the Jobs First Act at or above 30%; however, the Jobs First Act was a goal set by CB-17-2011 which has been superseded by CB-115-2017. The objective is no longer measured by the agency and is planning to retire this objective during FY 2020.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Procurement staff	14	17	18	18	30
Workload, Demand and Production (Output)					
Total certified County-based businesses	600	860	596	635	675
Total certified minority businesses	950	697	860	1,100	1,375
Total certified County-located businesses	600	53	55	70	88
Total contracts in compliance with prevailing wage	0%	80%	70%	80%	90%
Contracts meeting 40% County-based subcontracting	30%	60%	80%	85%	90%
Contracts meeting 30% Minority Based Enterprise (MBE) subcontracting requirements	40%	60%	80%	80%	80%
Restricted contracts	20	21	5	10	15
Impact (Outcome)					
County's procurement dollars awarded to minority businesses	30%	19%	39%	45%	50%
County's procurement dollars awarded to minority businesses	\$10.4	\$5.7	\$7.0	\$8.5	\$10.0
County's procurement dollars awarded to County-based businesses	38%	27%	25%	35%	42%
County's procurement dollars awarded to County-based businesses	\$13.1	\$29.7	\$5.0	\$6.0	\$8.0

Goal 2 — To provide facilities management services at County-owned facilities to all users in order to achieve safe, well-maintained facilities and support daily operations.

Objective 2.1 — Increase the percentage of buildings classified as being in good condition.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
80%	60%	60%	65%	70%	↔

Trend and Analysis

Regular preventive maintenance for county facilities is the first defense against failures in service and shortened equipment life, and promotes smooth operational efficiency. In an increasingly sophisticated world where technologies for major building equipment and systems is constantly evolving, training for building staff is of paramount importance to enable best practices and highest efficiency and levels of service. Accurate property conditions assessments enable accurate predictions of needs, elimination of most emergencies, and more predictable budgetary planning. The agency transitioned to a new work order system in FY 2018 - FY 2019 that altered how and what are considered a "County" building increasing the overall count and square footage.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Maintenance staff available to respond to work requests	37	37	43	50	50
Workload, Demand and Production (Output)					
Pieces of equipment to maintain	1,942	1,942	1,942	1,967	1,975
Preventive maintenance tasks to be completed	5,987	5,987	5,987	6,059	6,089
Preventive maintenance tasks completed	1,934	1,934	1,934	1,992	2,031
Building square feet maintained (millions)	4.7	4.7	6.1	6.2	6.2
Work order requests	5,577	5,577	7,680	8,064	8,218
Work orders completed	3,191	3,191	2,316	2,386	2,432
County-owned buildings	93	93	195	199	199
Repairs requested in the correctional facility	4,329	4,329	2,071	2,175	2,216
Repairs completed in the correctional facility	431	431	1,929	1,987	2,026
Work order requests per staff member	151	151	179	154	154
Efficiency					
Square footage maintained per staff	127,972	127,972	110,115	104,699	104,699
Quality					
Preventive maintenance tasks completed within one month	60%	60%	60%	62%	63%

Performance Measures *(continued)*

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Work orders completed within 10 days	60%	60%	60%	62%	63%
Impact (Outcome)					
County-owned buildings in good condition	60%	60%	60%	65%	70%

Goal 3 — To provide fleet management services to County agencies and municipalities in order to support the County's transportation needs

Objective 3.1 — Increase the percentage of vehicles that are available.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
96%	95%	96%	96%	96%	↑

Trend and Analysis

The Fleet Management Division is on track to meet its goals and objectives for fleet availability. FY 2020 year to date is 96.1%. Fleet availability has been trending positively for several years. This is due to the implementation of performance delivery strategies as well as newer, more dependable vehicles entering the County's fleet as well as many other systemic improvements including increased insourcing of work.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Mechanics	33	32	38	41	42
Workload, Demand and Production (Output)					
County vehicles	3,361	3,266	3,313	3,254	3,300
Work orders for County vehicles	13,021	12,306	12,975	12,413	12,716
Police vehicles fitted with police equipment by the County	130	33	84	60	80
Vehicles requiring replacement due to an accident	37	52	52	45	50
Vehicles taken out of service (retired, destroyed, etc.)	152	296	361	228	250
Efficiency					
Work orders per mechanic	395	385	348	310	330
Vehicles per mechanic	102	103	87	79	79
Direct labor hours per mechanic	1,356	109	1,267	1,234	1,264
Quality					
Customer surveys that were favorable	98%	100%	100%	99%	99%

Performance Measures *(continued)*

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Repairs repeated	83	58	27	27	30
Impact (Outcome)					
County vehicles that are available and operable	91%	95%	96%	96%	96%

Goal 4 — To provide inventory management to all County agencies in order to account for all County assets.

Objective 4.1 — Increase the percentage of capital assets recorded in the County's inventory.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
100%	80%	100%	100%	100%	↔

Trend and Analysis

The agency has continued to increase the overall management of County equipment assets from different agencies in an accurate and effective manner. Continuous SAP system enhancements identifying all procurements in excess of \$5,000 will help to increase the percentage of Capital assets recorded.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Staff accounting for public safety inventory items	4	4	4	4	4
Staff accounting for fixed capital assets inventory	1	1	2	2	2
Workload, Demand and Production (Output)					
Agencies verifying fixed capital assets quarterly	7	78	20	20	20
Efficiency					
Public safety inventory items per staff member	29	30	92	92	92
Quality					
Days to auction surplus vehicles	20	22	21	20	18
Impact (Outcome)					
Fixed capital assets that are in both the County's inventory and audit	80%	80%	100%	100%	100%

Goal 5 — To provide reproduction and mail services to County agencies and citizens in order to support the County's primary operating needs.

Objective 5.1 — Increase the percentage of mail delivered to the correct agency in 24 hours.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
100%	99%	100%	100%	100%	↔

Trend and Analysis

The mailroom continues to meet the challenge of delivering first class and overnight mail within 24 hours of receipt. If mail is received after the daily delivery has been made, the mailroom staff often will contact the receiving agency to determine if a special delivery should be made. This practice ensures that high priority mail is delivered to the receiving agency within the state goal.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Workload, Demand and Production (Output)					
Pieces of overnight mail processed	17,704	18,886	30,482	30,482	30,482
Pieces of overnight mail processed per staff person	5,901	4,722	7,621	7,621	7,621
Quality					
Overnight mail not delivered within 24 hours	0%	0%	0%	0%	0%
Impact (Outcome)					
Staff processing mail items	3	4	4	4	4
Mail delivered to correct agency in 24 hours	99%	99%	100%	100%	100%

Goal 6 — To provide real property management to the County in order to ensure efficient and effective use of office space and land.

Objective 6.1 — Transfer of County-owned surplus real property back to public ownership.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
\$600,000	\$263,466	\$190,940	\$250,000	\$263,000	↔

Trend and Analysis

Bulk surplus sales usually take place every two years. Once properties are approved via resolution for surplus and placed for sale, it may take up to two years to dispose of the property, unless a buyer is identified prior to disposal for surplus. Currently, the County Code allows for a two year term to dispose of surplus property.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Staff lease reviewers and negotiators	2	2	2	2	4
Workload, Demand and Production (Output)					
Leases executed	12	27	254	26	30
Terminated leases	1	0	6	5	7
County office space that is leased	9%	9%	12%	12%	13%
Properties sold	24	18	4	20	16
Efficiency					
Contracts drafted and reviewed per staff	18	45	22	50	30
Quality					
Aggregate amount of County surplus properties sold out of total surplus inventory	33%	38%	29%	35%	25%
Impact (Outcome)					
Cost per square foot of leased County office space (average)	\$18	\$21	\$20	\$20	\$21
Total revenue generated from properties sold	\$975,348	\$263,466	\$190,940	\$250,000	\$263,000

