

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-223/Office Leasing  
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I. Goal

Improve the office leasing services provided to user departments.

II. Objectives and Policies

A. #1 - Reduce the average number of days to complete new lease requests for office space, to one hundred twenty (120) working days.

B. #2 - Improve various areas of the Leasing Branch's operations.

III. Action Plan with Timetable

A. Objective/Policy #1 - Reduce the average number of days to complete new lease requests, to one hundred twenty (120) working days.

1. Past Year's Accomplishments:

a. Review of Office Space Requests – we achieved consensus with the Public Works Division (PWD), Planning Branch to change the work flow processing of departments' requests for leased office space. The Planning Branch will now perform the initial review of the space need computation submittals, determine the amount of office space authorized to be leased, and notify the department that their request will be forwarded to the Leasing Services Branch for appropriate action. This procedure will centralize PWD's office space inventory statewide, for both lease space, as well as State office buildings under DAGS' control. It will also reduce our staff's review time on lease requests.

b. New Computer Equipment – in order to support our office's ability to communicate with other state departments and private sector landlords/agents, and increase our efficiency in preparing lease contract documents, we performed extensive research to establish computer and monitor specifications that were consistent with the PWD's hardware and software. We obtained approval for these

purchases, and upgraded our operating systems to Windows 7, and our Microsoft Word and Excel software to the 2010 version.

- c. State Accounting Form C-30 - worked with our Deputy AG, the DAGS Fiscal and Pre-Audit Branch to come up with a solution to simplify the Hawaii Compliance Express process for landlords, when lease payments are made to a party other than the landlord. We will be testing the viability of having landlords use Form C-30.
- d. Educational and Networking Opportunities – our Leasing Specialists attended an annual presentation organized by various real estate organizations on forecasting the commercial real estate market and the office leasing market. The presentations touched upon the local economy, and provided training and opportunities for networking with industry professionals. These relationships will be beneficial in our negotiations with landlords and their broker representatives.

We also obtained the 2010 BOMA (Building Owners and Managers Association) publication on standard methods of measurement, in order to provide staff with the most current industry standards for measuring office space.

## 2. Required Actions

- a. Pursue training for staff in Microsoft Word and Excel 2013. This is to increase familiarity with the new computer software and Windows 7 operating system.
- b. Pursue the restoration of the Leasing Specialist position. The position was abolished due to the 2009 reduction in force (RIF) action, which resulted in the termination of the incumbent.
- c. Have Americans with Disabilities Act (ADA) site surveys completed for a majority of commercial properties which are, or can be considered for lease. Also, update/improve the ADA site survey checklist to make it more user friendly.
- d. Initiate any revisions to our branch policies and procedures, and seek improvements or develop new documents which can help expedite the leasing process.
- e. Coordinate with the PWD, Planning Branch to pursue lease consolidations into state office buildings in accordance with their Capitol District Master Plan, in order to reduce leasing costs.

### 3. Implementation Timetable

- a. One Year – Pursue any needed revisions/updates to our branch policies and procedures, and seek improvements or develop new documents to streamline the leasing process.

Enroll staff in computer software training through the State Department of Human Resources Development (DHRD).

Coordinate efforts to relocate offices from lease space to state office buildings, such as the Lihue Courthouse on Kauai.

- b. Two Years – Complete any necessary revisions to the minimum ADA guidelines for leasing office space, and distribute the same to all branches of State government for implementation. Update the ADA site assessment checklist to make it easier for department ADA coordinators to use.

Pursue office consolidations into the Princess Victoria Kamamalu Building in accordance with assignments by PWD, Planning Branch.

- c. Five Years (or less) - Request for the restoration of the Leasing Specialist position based upon general fund savings generated by the branch.

Using the ADA site surveys, develop a state wide list of commercial office properties which meet the State's minimum ADA requirements.

### B. Objective/Policy #2 - Improve on various areas of the Leasing Branch's operations.

#### 1. Past Year's Accomplishments

- a. Data Base System – continued the preparation and updating of branch policies and procedures, and the Leasing Information form PWD 500 to assist the DAGS, Systems and Procedures Office (S&PO) in developing a web based program to replace our branch's Access data base system.
- b. Revision of Office Space Standards, Forms & Instructions - continued collaboration with the PWD, Planning Branch to finalize the division's Office Space Standards, Instructions, and Space Need Computation worksheets (Form 501) for all departments to use.
- c. Public Works/Leasing Services Branch Website – updated the Leasing

Branch website by modifying the Public Works webpage. This will assist user departments who require leasing services, to access our revised office space standards, instructions and forms.

- d. Lease Revisions – coordinated with our Deputy AG to develop lease language to conform to statutory changes which gave the DOH, Disabilities Communication Access Board (DCAB) the authority to assess review fees for construction alterations in state facilities and private lease space.

## 2. Required Actions

- a. Collaborate with the PWD, Planning Branch to consolidate our separate websites so that all office space forms and instructions can be accessed through the navigation panel of the PWD website. Develop a universal office space request form for user departments to request both leased space and state office space. Also, work with Planning Branch to develop policies and procedures for reviewing space requests, including review time, and content of the reply to user departments.
- b. Continue working with DAGS Systems and Procedures Office (S&PO) to develop a new web based, data base system to replace the current Access system. The data base system must be able to prepare a lease abstracts, project rent and operating cost for budget purposes, and project quarterly funding allotments, so that necessary funds will be available for encumbering lease contracts.
- c. When the draft Administrative Rules are completed, work with the Department of Labor to participate in public hearings for Act 62, SLH2007 (Payment of Prevailing Wages and Public Work Projects) and assist in finalizing Administrative Rules that impact all state and county agencies who engage in the leasing of office space from the private sector.
- d. Continue cross training for Program Manager and volunteer staff (from another Public Works Division) on C-41 contract encumbrances, lease payments, purchase orders and P-Card purchasing.

## 3. Implementation Timetable

- a. One Year – Continue to work with DAGS, S&PO on the development of the web based, data base system to replace the current Access system.

Work with PWD, Planning Branch to consolidate our two websites,

and develop policies and procedures for reviewing and responding to requests for office space.

- b. Two Years – Transition from the Access data base system to the new web based program, subject to completion by DAGS, S&PO.

Complete cross training for Program Manager and volunteer staff (from the Public Works Division) on C-41 contract encumbrances, lease payments, purchase orders, and P-card processing.

- c. Five Years (or less) – When the draft Administrative Rules are completed, work with the DLIR to participate in any public hearings for Act 62, SLH2007 (Payment of Prevailing Wages and Public Work Projects) and assist in finalizing Administrative Rules.

#### IV. Performance Measures

##### A. Customer Satisfaction Measure

- 1. Pursue evaluations from user departments concerning improvements to our leasing forms and instructions, the effectiveness of our website, and how it has helped in preparing and/or submitting leasing forms/requests more easily and efficiently.
- 2. Obtain evaluations of our branch's leasing services after we are successful at re-storing the Leasing Specialist position. Areas identified by user departments which require attention, will be addressed immediately.

##### B. Program Standard Measure

- 1. Seek measures of comparison with other States, and applicable branches of State, County or Federal governments who perform office leasing services.
- 2. Evaluate the program's efficiency in reducing the average amount of time needed to complete new lease requests, relative to program staffing.

##### C. Cost Effectiveness Measure

- 1. Compare the actual cost per square foot for our leases in specific locations, with the published asking rates for lease space in similar areas.
- 2. Determine the extent of lease savings created from any revisions to the "State Office Space Standards for Lease and State Buildings".