



GSA Public Buildings Service



public buildings
service



Our vision is to be the best.

The Public Buildings Service is the largest public real estate organization in the country and a provider of workspace solutions to more than 54 federal agencies in 2,100 American communities. We are a customer-driven organization that can rapidly accommodate the changing space needs of its customers by delivering a complete array of acquisition and disposal services for vendor management services, special support operations, asset management and consulting services. This allows PBS customers to concentrate their efforts on their own core missions.

Our clients include all federal cabinet departments, independent agencies, commissions, the judiciary, members of congress, and the one million civil service employees who work on behalf of the people of the United States. Our inventory includes more than 8,600 buildings across the country. Our mission is to provide a superior workplace for the federal customer agencies at good economies of scale to the American taxpayer.

To conduct our work, PBS employs over 6,000 people in 11 regional offices that cover the United States and its territories. These "employees" design, build, lease, manage, and maintain more than 346 million square-feet of rentable space in office buildings, courthouses, laboratories, border stations, data processing centers, warehouses, and child care centers. The space is almost evenly distributed between government-owned buildings and privately owned leased buildings. PBS also sells and disposes of surplus government real estate properties.

What sets PBS apart as a unique government organization is that it operates much like a private-sector real estate organization. We have an annual budget of \$8 billion that is generated primarily through rents collected from federal tenants. These funds go into the Federal Buildings Fund, which is the principal funding mechanism for PBS. PBS is a mandatory provider of services and products.

Meeting Our Customers' Needs

Our customers are the key drivers for all business decisions. The Office of National Customer Services Management was created to coordinate PBS's customer relationships by creating and implementing business processes, tools, training and guidance to support the acquisition and delivery of space assignments and related services to our customers. Through our relationships with customer managers and surveys, GSA can provide innovative workplace solutions and anticipate customers' current and future needs. Web-based tools have also been developed to give customers greater access to their space inventory and billing data, which assists them with long-term planning. When our customers succeed, so do we.

Applying a System of Measurements to Improve Our Performance

As PBS carries out its public buildings program in accordance with applicable federal laws and regulations, government contracting procedures, and socio-economic preferences, it operates like a business. Performance measures link the budget process to performance in substantial ways. National and regional performance measures allow PBS's 11 regions to do business in the best, most economical and efficient manner possible. Employees have become stakeholders in our business and are committed to maximizing performance in their areas of expertise.

Partnering with Our Communities to Improve Quality of Public Buildings

In addition to serving our customers' specific needs, PBS has a broader goal to enhance our communities and the public realm with high-quality facilities. Through the Design and Construction Excellence Programs, PBS is partnering with local communities to build iconic public buildings that symbolize our democratic values, demonstrate environmental sustainability and energy efficiency, serve as a source of community pride, and represent good value for the American taxpayer.

The Urban Development/Good Neighbor Program has helped ensure that site selection and project design decisions accommodate local planning and development needs, while creating inviting public spaces around our buildings that become centers of downtown activity in the tradition of the American courthouse square.

We manage over 425 historically significant buildings, including 30 national historic landmarks. Through outleasing, we have retained and enriched underutilized historic properties with public-private partnerships that ensure architecturally-sensitive reuse, as well as a revenue stream to the communities where PBS properties are located and to PBS for restoration and maintenance.

Our Art in Architecture Program commissions the country's most talented artists to create works of art for new and substantially renovated courthouses and federal buildings. GSA allocates up to half of 1 percent of the estimated construction cost of a federal building for commissioning works of art. PBS also maintains a Fine Arts Collection of 17,000 works in public buildings across the country, where citizens are encouraged to experience these works of arts.

Investing in Our Employees

Although work environments are our business, people are at the heart of everything PBS does, from customers to GSA employees to the public and the American taxpayers we serve. One of our top priorities is to recruit, train, and retain the best and brightest people to government service. We

place great emphasis on ensuring our employees have the skills and tools to be successful and fully understand how they add value to the organization. We have a comprehensive intern recruitment program and succession planning efforts focused on preparing for future workforce needs. Through the PBS Academy, employees have the opportunity to enhance their technical skills and core competencies by participating in tailored courses ranging from orientation programs to customer service and communication skills to technical competencies.

Looking to the Future

PBS is on the leading edge of change in the federal community. As part of GSA, we were the first agency to achieve “green” status on the Presidential Management Agenda scorecard in Federal Real Property Asset Management. We are committed to energy efficiency and advancing metering technology, solar energy, and a wide variety of building mechanical equipment retrofits. PBS was the first federal agency member of the U.S. Green Building Council (USGBC). Since 2002, 11 GSA projects have earned such certification, and over 60 projects are registered and currently working toward Leadership in Energy and Environmental Design (LEED) certification.

We will continue to raise the bar and reevaluate products and services we offer our customers as we strive for the efficiency and effectiveness that will allow us to fulfill our mission by providing high quality workplaces for the federal customer agencies we serve. PBS will continue to provide superior workplaces at superior value by improving productivity – both for customers and employees. We will work to better understand our customers' businesses so that we can better assist them and anticipate their needs.

If you would like more information about GSA's Public Buildings Service and the services we provide, please visit our website at www.gsa.gov/buildings

Striving to Be the
Best Real Estate
Organization in
the World







Smarter Solutions

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