

Corporate Real Estate Management Division

General Government Committee

February 13, 2024



Leadership Team



PATRICK MATOZZO
Executive Director



MARCO CUOCO
Director
Business Management



VERA KAN
Director
Asset Management & Building
Performance



LISA BARROSO
Director
Project Management &
Delivery



ALISON FOLOSEA
Director
Transaction Services



SILVIA FRASER
Director
Workplace Modernization



NEENA SETHI
Manager
Strategic Policy & Planning



GRAHAM LEAH
Director
Property Management



IRENE GRYNIEWSKI
Director
Facilities Management



IMRANA SHAMJI
Director
Facilities Management



DWAINE NICHOL
Director
Corporate Security



RYAN DUGGAN
Director
Safety & Compliance

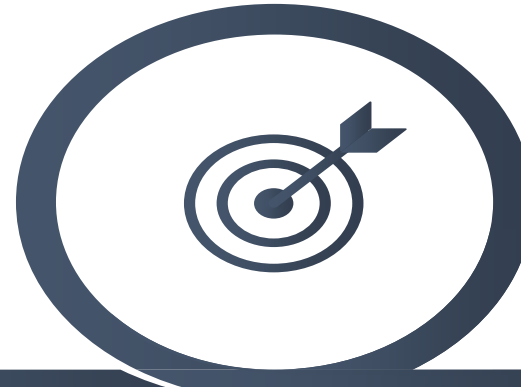
Corporate Real Estate Management

The City's Enterprise Real Estate Solutions Division



Vision

To be the public sector leader in corporate real estate solutions and a valuable partner in program service delivery City-Wide, and always striving to provide seamless services in a socially, environmentally, and financially sustainable manner.



Mission

We are stewards of City real estate assets. We deliver excellence and value in real estate solutions. We are committed to creating accessible, welcoming, and safe environments for all City employees, residents, and communities.




Values

We Put Respect First
We Act with Integrity
We Empower People
We are Innovators
We Bolster Customer Service





One Real Estate Model, Two Integrated Groups

Centralized stewardship of the City's real estate assets under Corporate Real Estate Management and CreateTO, delivering services across all Divisions, Agencies and Corporations.

 **8,446** properties on **28,823** acres of land

 **6,976** buildings with **106.3** million square footage

 **\$1.1** billion operating costs/year

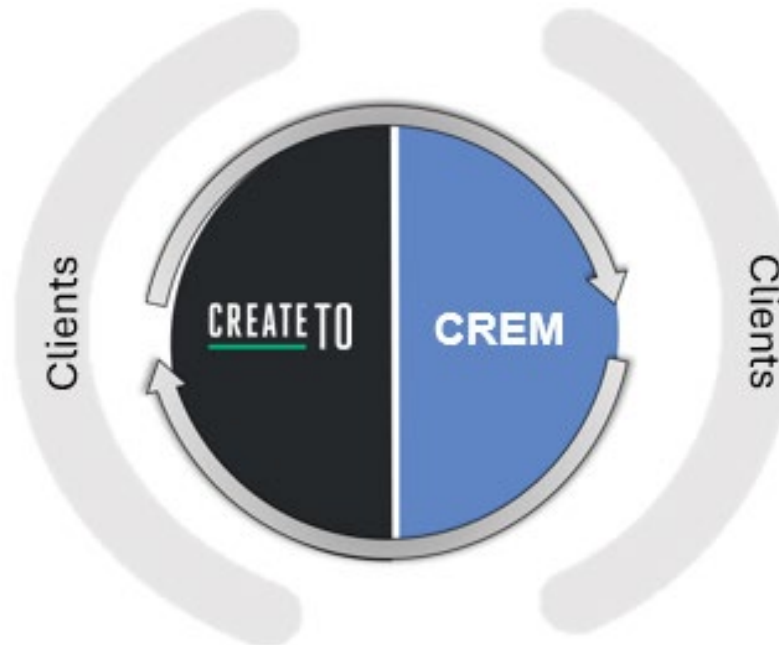
 **\$27** billion assessed property value

 **\$1** billion capital & development costs/year

CreateTO

Focus is on driving strategic value from the City's portfolio of assets.

- Portfolio Strategy and Planning
- Strategic Relationship Management
- Development Planning and Housing
- Strategic Partnerships
- Port Lands Stewardship



Corporate Real Estate Management
Focus is on servicing, maintaining & oversight of the City's assets.

- Asset Stewardship
- Transaction Services
- Asset Lifecycle Coordination
- Project Management & Delivery
- Property Management
- Facilities Management
- Corporate Security
- Operational Planning, Delivery and Administration

Corporate Real Estate Management Functions



Recent Key Accomplishments



Workplace Modernization

Annual operating **cost savings of \$6.9M** with the collapse of 19 of 34 leases to date

Reduction of City office floor area by **176,000 square feet**



Major Capital Projects

Continued progress on major strategic capital projects including the newly redeveloped **St. Lawrence Market North** with scheduled occupancy for **June 2024**



Fire & Life Safety

Fire & Life Safety **regulatory compliance increased** from 27% in 2017 to **93% in 2023** (exceeding 2023 target of 90%)



Facilities Management

Completion of over **134,000 work orders in 2023** with over **60%** being preventative work vs. reactive

Launch of **Dispatch System** for work orders resulting in improved planning and increased efficiencies



Accessibility Upgrade Program

Continued implementation of the Accessibility Upgrade Program with **48 projects completed** and **207 projects in flight**, of which 130 are in the planning phases.

All projects in the Accessibility Upgrade Program are expected to be completed **by the end of 2026**

Priorities for 2024

Centralization

Continued focus on centralizing stewardship of corporate real estate assets and activities to streamline strategic planning, introduce standardization and predictability, and enhance decision making in real estate matters.

Supporting City Priorities

Continue to support Divisions, Agencies & Corporations on key City-wide priorities:

- RHI and HousingNow (Housing Secretariat)
- NetZero (Environment & Climate)
- Homelessness Services Capital Infrastructure Strategy (Toronto Shelter & Support Services)
- Transit Expansion (Transportation, TTC)
- Major Capital Projects: New Etobicoke Civic Centre and the George Street Revitalization



Workplace Modernization

Continue with implementation of the Workplace Modernization Program to realize operational savings in future years and contribute to the City's goals of achieving net zero emissions by 2040 with the reduction of our office footprint.

Technology, Data & Processes

Implement a business solutions roadmap that will provide staff with industry best practices to enable scalability, value-added support for clients and data-driven decision making to enhance service delivery.

Asset Management & Net Zero

Development and implementation of a Life Cycle Asset Management Program to maintain the City's aging building portfolio effectively and efficiently. Develop a plan for broader implementation of the Council adopted Net Zero Carbon Plan strategies to achieve the City's net zero emission targets.

An aerial photograph of a city skyline at sunset. The sun is low on the horizon, creating a warm, golden glow over the entire scene. The city is densely packed with skyscrapers and buildings. The CN Tower is a prominent feature on the right side of the image. The water of a large body of water is visible on the left side. The text "Thank You!" is overlaid in the center of the image in a large, black, sans-serif font.

Thank You!