



## Our vision is to be the best.

As one of three services within the General Services Administration, the Public Buildings Service (PBS) is the landlord for the civilian federal government. We are a customer-driven organization whose clients include all federal 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 mission is to provide a superior workplace for the federal worker at superior value to the American taxpayer.

With an inventory of more than 8,000 buildings in over 2,000 communities across the country, PBS is the largest and most diversified real estate organization in the world. Our vision is to be the best.

To conduct our work, PBS employs over 7,000 people in 11 regional offices that cover the United States and its territories. These "associates" design, build, lease, manage, and maintain more than 330 million square-feet of rentable space in office buildings, courthouses, laboratories, border stations, data processing centers, warehouses, and child care centers. Approximately 55 percent of this space is located in over 1,600 government-owned buildings and 45 percent is in privately owned leased buildings. PBS also sells and disposes of surplus government properties.

We have an annual budget of \$8 billion that is generated primarily through rents collected from federal tenants. Those funds go into the Federal Buildings Fund, which is the principal funding mechanism for PBS.



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public buildings service



## Meeting Our Customers Needs

PBS has evolved from being a mandatory provider of services and products to a competitive government enterprise. Our customers are the key drivers for all business decisions.

To best serve customers with professional real estate solutions, PBS has forged strategic alliances with all major customer agencies. Our senior managers serve as account executives and oversee a team of PBS associates dedicated to serving customers' workplace needs. These strategic alliances enable PBS to provide innovative workplace solutions and anticipate what our customers' needs will be, not only now, but also in the future. Web-based tools have been developed to give customers greater knowledge about their space inventory and billing data to assist them with long-term planning.

## Improving Our Performance through Businesslike Measures

While 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 tangible ways. National and regional performance measures and targets are determined at the beginning of each fiscal year. These measures allow the 11 regions to compete among themselves to do business in the least expensive, best, and fastest manner possible. Associates have become stakeholders in the business and are committed to maximizing performance in their areas of expertise.

## Improving the Quality of Public Buildings and Partnering with Our Communities

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 Program, PBS is partnering with local communities to build iconic public buildings that symbolize our democratic values, provide state-of-the-art engineering, use sustainable and energy efficient technologies, are a source of community pride, and represent good value for the American taxpayers.

The Urban Development and Good Neighbor Programs have improved the way site selection and design decisions are made with local planning and development needs. Inviting plazas around our buildings have become centers of downtown activity in the tradition of the American courthouse square. Through the First Impressions Initiative, we are redesigning the entry and lobby areas of federal buildings to make them more welcoming and functional, as well as secure for the public and employees.

PBS manages over 400 historically significant buildings, including 30 national historic landmarks. Through outleasing, we have been able to retain in our inventory some underutilized historic properties by creating public-private partnerships that ensure architecturally sensitive reuse, as well as a revenue stream to PBS for restoration and maintenance.

If you would like more information about GSA's Public Buildings Service and the ser

# Superior workplaces at a superior value.

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  $\frac{1}{2}$  of 1 percent of the estimated construction cost of a federal building for commissioning works of art. PBS also has a Fine Arts Collection of 17,000 works in public buildings across the country.

## Investing in Our Associates

Although work environments are our business, people are at the heart of everything PBS does—from customers to GSA associates and their families 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. The PBS Boot Camp—developed for new associates—provides a comprehensive overview of the business of PBS. The PBS Academy provides core competency courses tailored for all of our associates.

## Looking to the Future

PBS is on the leading edge of change in the federal community. 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 prosper in the changing marketplace.

PBS will continue to provide superior workplaces at superior value by improving productivity—both for customers and associates. We will work to better understand our customers' businesses so that we can better assist them and anticipate their needs.

Services we provide, please visit our website at [www.gsa.gov](http://www.gsa.gov).

