

Maryland Real Estate Network "Maryland REN"

State of Maryland – Department of Information Technology

Category: Cross Boundary Collaboration & Partnerships

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Executive Summary

The Department of Information Technology (DoIT) has established a program to assist with Governor Hogan's priority to catalog and understand all State-owned properties. DoIT has partnered with other State agencies to develop a web-based application capable of inventorying and assessing all State properties, known as the Maryland State Real Estate Network, or MARYLAND REN.

This application establishes a centralized database for property information across the State of Maryland. It is intended to be a **single, authoritative source for all State-owned property information**. The acquired information will provide the State's executive leadership direct access to a collection of detailed information about properties, including parcels, buildings, leases, occupancy, and usage. The development of the application has been completed and is available to support these functions.

DoIT has developed MARYLAND REN and populated the database with property information that was made available by our partner agencies, the Maryland Department of Planning and the Maryland Department of Assessments & Taxation. This data comprises a small portion of the overall data requirements identified by DoIT and partner agencies in our development of MARYLAND REN. When fully populated, MD REN will provide information on over 14,000 State-owner or leased properties, brought in from a variety of sources including multi-jurisdictional land and tax records and agency property management systems. MARYLAND REN's 100% web based user interface ensures that any authorized user with web access is able to easily obtain, interpret, and analyze MD REN data.

With knowledgeable staff reviewing, completing, and providing quality assurance for each property record in MARYLAND REN, this application supports decision making for the State's executive leadership. Participating agency staff require thorough knowledge of real property records, property reporting requirements, and property or facility management at the agency level.

MARYLAND REN enables agency property managers to verify and update key property attributes, including information about specific parcels, buildings, managers, tenants, and leases. It also allows agency property managers to reassign a property to another agency if the property owner has been incorrectly assigned in the system or ownership changes. MARYLAND REN has also identified properties with unknown ownership, to be researched and resolved.

MARYLAND REN is designed using open source technology that enables easy integration with other related management systems, such as work order management, asset management, personnel management, building management, and lease management. It greatly streamlines the reporting, facility, and property management workflows at the agency and statewide levels.

Now that one single source of truth exists for state owned property in Maryland, the State's ability to manage its real property portfolio is greatly improved. Information that previously required significant and complex manual cross-agency exchanges, sometimes at significant cost due to third-party involvement (e.g. property studies, manual surveying, and inventorying), is now readily and immediately at hand. As a management tool, MARYLAND REN is apprising state officials instantaneously of the status of various properties, including such things as property use, condition, and whether there is a particular problem with maintenance. It gives an assessment tool that identifies how property managers prioritize these properties, and enables decision makers to more efficiently make key repurpose/disposal decisions.

Background/Challenges

The State of Maryland owns approximately 14,000 properties. These properties, including any attributes, assets, or other subsidiary components, have not been universally tracked by the State. Several statewide property datasets are separately maintained by agencies with separate goals. Due to this de-centralized property data management, reporting on these state-owned properties and related components is a difficult and time-consuming task, requiring multiple reports from the various agencies that own property. Additionally, on a periodic basis, a number of state agencies are required to report on their agency's state owned facilities and properties.



This also creates other operational inefficiencies. State-owned buildings or leased spaces may be under-utilized due to poor access to information about the occupancy, location, and availability of office space. Location considerations for facility and space planning could be improved; maintenance and upkeep could also be optimized by improving the tracking and management of these properties.

Maryland law (COMAR) stipulates a clearinghouse process for state-owned property disposition. This clearinghouse is the responsibility of the Maryland Department of Planning (MDP) with the required assistance of the owner agency, Department of Budget and Management (DBM), and in consultation with the Department of General Services (DGS) or the Department of Transportation (DOT) for DOT-owned property. The clearinghouse is responsible for recommending the disposition of the property to the Board of Public Works, which holds the executive authority for determinations regarding disposal of public property.

Approach

The Department of Information Technology (DoIT) has implemented MARYLAND REN as a web-served application to facilitate the workflow by partner agencies to track, analyze, and query state-owned properties and related assets. Serving MARYLAND REN through a web solution enhances collaboration and connectivity between users and the existing and prospective systems. Decision making is supported through reports, visualizations, and analysis of data attributes such as owner, condition, and value. This solution streamlines the data acquisition and maintenance process by establishing authoritative responsibilities for data ownership and maintenance and providing such access to these owners through a secure, multi-user, agency independent format.

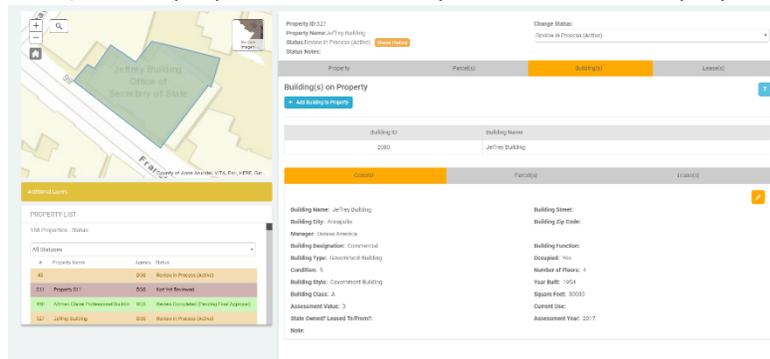
Process

MARYLAND REN offers a centralized repository for all properties across the State of Maryland. The program defines a property as the entity that encompasses the assets at a given managed location. Specifically, it consists of parcels, buildings, leases, and tenants. Of these,

- A property contains 1 or more parcels
- A parcel contains 1 or more buildings
- A building contains 1 or more leases and tenants.



MARYLAND REN provides a single authoritative data source, where information can be easily queried and reported, providing direct access to detailed property, building, ownership, and lease information. The program is being implemented in phases, Phase 1, now complete, includes properties owned by the State of Maryland. Subsequent phases will include other government (Federal, County, Municipal, and Tribe) owned properties, followed by the inclusion of all properties leased by the state.



The Maryland Department of Information Technology (DoIT), the Maryland Department of General Services (DGS), the State Department of Assessments and Taxation (SDAT), and the Maryland Department of Planning (MDP) are the primary agencies responsible for the development of the program. DoIT is

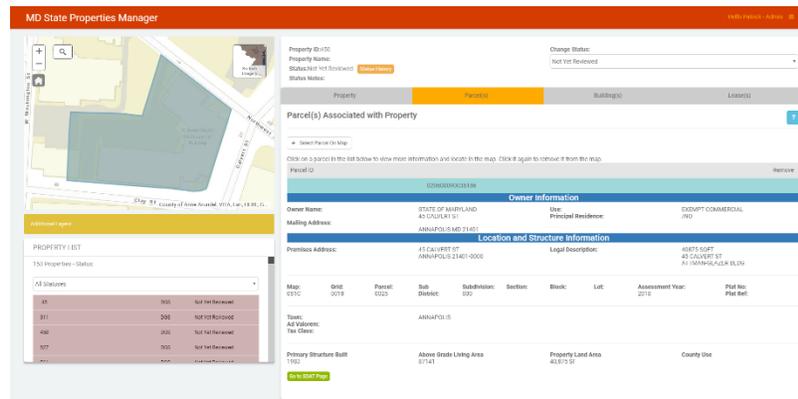
serving as the program sponsor, project manager, and technical lead. Additional partner agencies participate in the program by reviewing properties owned or managed by those partner agencies. These agencies include, the Maryland Department of Transportation (MDOT), Department of General Services (DGS), the Department of Natural Resources (DNR), and the Department of Agriculture (MDA). The properties include park land, state office buildings, transportation facilities and right-of-ways.

DoIT has developed both a centralized database to store the property information and a web-based application to facilitate the review of properties throughout the state. SDAT is providing a direct database connection to populate real property and appraisal information. MDP has provided historically collected property and building ownership information which has been compiled in conjunction with their statutory reporting requirements.

MARYLAND REN enables agency property managers to verify and update key property attributes, and input and access information concerning maintenance, proximity to complementary resources and market leasing conditions. It also allows agency property managers to reassign a property to another agency if the property owner has been incorrectly assigned in the system or ownership changes. MARYLAND REN has also identified properties with unknown ownership, to be researched and resolved. The review process provides a feedback mechanism between agencies and SDAT's Real Property team. If

data discrepancies are discovered between agency property managers and property assessors, those discrepancies can be reported to SDAT for correction within their real property database. Additionally, if the parcel boundary is incorrect, it can be reported back to MDP for update.

MARYLAND REN is designed to ensure that all data is populated as part of the review or data creation process. This ensures that data is complete and comprehensive, comprising one source of truth about State property data. Data quality is absolutely critical to the success of the program. The State will not benefit from the ability to quickly analyze and report of property data if the source information is



inaccurate or incomplete. By partnering with the agencies property management team, who possess knowledge of real estate, reporting, and property or facility management at the agency level, as well as requiring that all data be entered during the data entry and review process, the MARYLAND REN program as a whole is ensuring great value of this data

for property management purposes.

Reporting from the collected and reviewed property data generate on-demand pre-configured reports to meet reporting requirements as it relates to COMAR, Governor's office policy and analysis, agency mandates, and executive leadership. These reports quickly provide information on properties and provide answers to questions about topics such as amount of excess property (and value) owned by the State, revenue versus expenditure for leased spaces, feasibility of relocating agencies from leased to owned spaces, and the total number of facilities owned. MARYLAND REN greatly streamlines the reporting, facility, and property management workflows at the agency and statewide levels.

MARYLAND REN is designed with interoperability in mind. Data is collected in a manner that enables other systems to link to and from the property data. It aims to allow integration with other related management systems, such as work order management, asset management, personnel management, building management, and lease management. By implementing MARYLAND REN in this way, partner agencies can continue to manage information using systems that they have invested both money and resources in, rather than force migration to a "new" system.

The current goal MARYLAND REN is to serve as the Statewide real property information system. Future phases include more granularity within the as-built environment. This includes expanding interior space detail to include floor plans, physical assets/equipment, network infrastructure, electrical data, furniture, and more. Inventory and condition information about this data is already stored in various, albeit disparate, management systems across the State and can be assigned lifecycle status. By tying this information to the centralized Properties database, analysis can be performed to project future maintenance needs and the reserve costs required to perform the maintenance. For example, if a component of an HVAC system is entering end of life phase, or a recall has been assigned, the locations of these assets can easily be identified and an analysis of cost and effort impact can be determined. Any

asset across the State can replace the HVAC component in the example and a similar evaluation can be performed.

Cost Savings

In the past, property data was distributed throughout the state. Now that one single source of truth exists, the State's ability to manage its real property portfolio is greatly improved. The level of time, effort, and resources that are currently expended to develop reports to comply with COMAR, meet Governor's policy and analysis and Agency mandates will be reduced greatly by leveraging a centralized data store and application with detailed reporting capabilities.

Key Outcomes

- ✓ MARYLAND REN provides an overview of all real property owned by the state so decision makers may obtain the data they need efficiently. This presents many intangible benefits simply because the information is now readily at hand.
- ✓ In the past, multiple state agencies frequently utilized property management and brokerage firms to inventory properties and perform studies. Those services run into the millions of dollars each year. MARYLAND REN reduces, and in some cases, eliminates the need for these outside studies.
- ✓ As a management tool, MARYLAND REN apprises state officials instantaneously of the status of various properties, including such things as property use, condition, and whether there is a particular problem with maintenance. It gives an assessment tool that identifies how property managers prioritize these properties.
- ✓ In the past, properties are not used often remained fallow. MARYLAND REN is enabling decision makers to more efficiently make key repurpose/disposal decisions of such properties.
- ✓ MARYLAND REN supports the state's efforts to identify and track the use and custodianship of properties held by the state government. In particular, MARYLAND REN is helping Maryland reduce the number of properties where the use or custodian is unknown to the state.