WHAT DO YOU CALL IT??

- Physical plant
- Facilities management
- Campus services
- Facilities services
- Campus facilities
- ??

A facility by any other name would smell as sweet

FOUR MAIN RESPONSIBILITIES

- Buildings
- Grounds
- Utilities/Energy
- Planning

No stone should be left unowned
PORTFOLIO MANAGEMENT

Investment → Return

Build a Space → Aesthetic

Functional → Clean

FOUR MAIN DIVISIONS

• Operations and maintenance – O&M
• Planning, design, and construction - PDC
• Utilities and energy - UE
• General administration - GA
SERVICE ORGANIZATIONS

Level of Service = Efficiency \times Resources

\[ \uparrow \]
Experience
Technology
Behavior

SERVICE LEVELS

Custodial
Level 1 – Orderly Spotlessness
Level 2 – Ordinary Tidiness
Level 3 – Casual Inattention
Level 4 – Moderate Dinginess
Level 5 – Unkempt Neglect

“Floors and base moldings shine and/or are bright and clean, colors are fresh. No dirt buildup in corners or along walls.”
**SERVICE ORGANIZATIONS**

Level of Service = Efficiency × Resources

- Experience
- Technology
- Behavior

**STAFFING GUIDELINES**

**Custodial**

“Classroom with Carpet Floor”

- Level 1 – 13,800 CSF per Custodian
- Level 2 – 29,600 CSF per Custodian
- Level 3 – 33,100 CSF per Custodian
- Level 4 – 45,700 CSF per Custodian
- Level 5 – 48,500 CSF per Custodian

**BENCHMARKING**

Relative Performance = \[
\frac{\text{Your CSF per Custodian}}{\text{Benchmark CSF per Custodian}}
\]

**Benchmarks**

- APPA Operational Guidelines
- APPA Facility Performance Indicators
- Sightlines
OPERATIONS AND MAINTENANCE - O&M

Plant maintenance
- Capital renewal, deferred maintenance, and modernization
- Emergency preparedness and business continuity
- Facilities condition assessment
- Work management

O&M - BUILDING SYSTEMS
- Architectural and structural
- Controls
- Electrical
- Fire protection
- Interiors
- Heating, ventilation, air conditioning
- Plumbing
- Elevators

O&M - PLANT SERVICES
- Custodial services
- Grounds maintenance and operations
- Solid waste and recycling
O&M - CAMPUS SERVICES

- Fire prevention
- Campus security – Key shop
- Automotive shop
- Environmental Health and Safety

UTILITIES AND ENERGY - UE

- Production and Distribution of utilities
- Utility systems master planning
- Building control and monitoring systems
- Energy management and conservation

UE - DISTRICT ENERGY SYSTEMS

- Central heating plants
- Cooling systems and thermal energy storage
- Electrical distribution systems
- Energy generation alternatives
- Energy supply alternatives
UE - OTHER UTILITIES

• Data and voice network infrastructure
• Domestic and fire protection water systems
• Sanitary and storm sewer systems

PLANNING, DESIGN AND CONSTRUCTION - PDC

Facilities Planning
• Building information modeling
• Campus master planning
• Capital budgeting
• Infrastructure planning
• Programming
• Site development
• Space planning and administration

PDC – MAJOR CAPITAL PROJECTS

Major design and construction
• The building commissioning process
• Construction management
• Design management
• Project delivery
• Organization and management of capital projects
PDC – MINOR CAPITAL PROJECTS

Minor design and construction
• In-house design/construction services
• Renovations/remodels
• Sidewalks, streets

GENERAL ADMINISTRATION - GA

People
• Skilled trades - Electricians, HVAC Techs, Plumbers, etc.
• Custodians
• Groundskeepers
• Utility Operators
• Carpenters
• Administrative staff
• Engineers
• Planners, Architects, Project Managers, etc.

GA – HUMAN RESOURCES

• Leadership and administration
• Organization
• Communication
• Change management
• Talent management
GA - BUSINESS & FINANCIAL MANAGEMENT

- Financial analysis and control
- Budgeting
- Accounting
- Payroll
- Information Technology
- Work control – work order system

THE END

Takeaways

- Every single square foot should be “owned”
- Portfolio Management – get a return on your “investments”
- Level of Service is dependent on efficiency and resources
- Four main divisions
  1. Operations and Maintenance
  2. Utilities and Energy
  3. Planning Design and Construction
  4. General Administration