



Introduction to Facilities Management/

Tim Peraino

Director of Facilities - Kent ISD

MSBO Board Member

March 19, 2024

Materials

Introduction to Facilities
Management/Introduction to
Operations Management

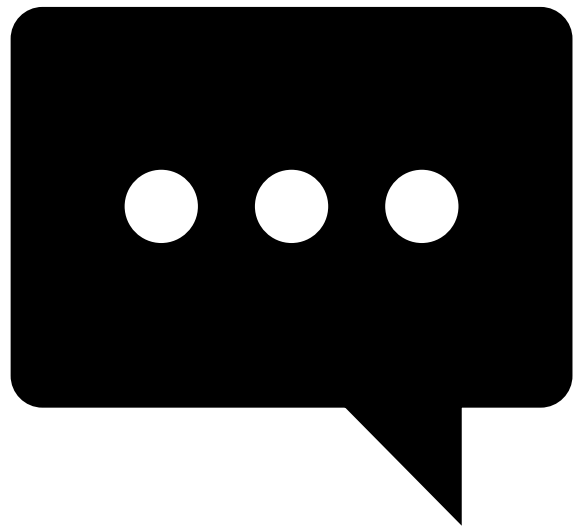
[https://www.msbo.org/msbo-
certification-class-materials/](https://www.msbo.org/msbo-certification-class-materials/)



Who Are We?

- ▶ Find out the following information about your partner:
 - ▶ Name
 - ▶ Position
 - ▶ Years of experience
 - ▶ Previous positions
 - ▶ Why are they here today?





What Are We
Talking About
Today?

Goals For Today's Session

- ▶ What is Facilities Management?
- ▶ How is Facilities Management unique in K-12?
- ▶ Trends in Facilities Management



Definitions

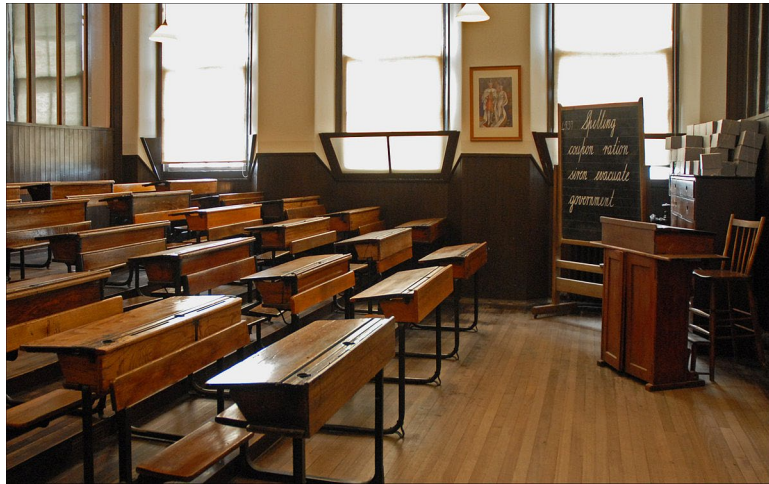
A profession that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology.
(International Facilities Management Association)



According to Wikipedia:

FM is a professional management discipline focused upon the efficient and effective delivery of support services for the organizations that it serves. The International Organization of Standardization (ISO) defines facility management as the “organizational function which integrates people, place, process and technology within the built environment with the purpose of improving the quality of life of people and the productivity of the core business in conjunction with the auxiliary as well as the support services”

FMs contribute to the organization's bottom line through their responsibility for maintaining what are often an organization's largest and most valuable assets, such as property, buildings, equipment and other environments that house personnel, productivity, inventory and other elements of operation.



FACILITY MANAGER

NOUN

【Facility Manager】

Synonym:

tough,magician

Person who
recognizes problems
that you neither
knew existed
nor were able to
understand and
solve in a way
that exceeded any
imagination

fineart
america

Director of Facilities

Coordinator

Buildings & Grounds

Maintenance Supervisor

Director of Operations

Assistant Superintendent

Manager of Physical Plant

Executive Director

Facilities
Services

Facilities Manager

What about Facilities Management in Schools?

Typical Mission Statement:

To provide safe and healthy environments that are conducive to learning and support the educational mission of the district

Typical Focus Areas:

Maintenance - Grounds - Custodial - Project
Mgt - Utilities - Compliance - Event
Management - Athletics - Sustainability -
Contract Management - Staff Supervision -
Real Estate - Security - Budgets

Be Able To Show Your Value

- ▶ Students can't learn if basic needs aren't met
 - ▶ Safety
 - ▶ Comfort
 - ▶ Health
 - ▶ Food
- ▶ We ensure that conditions are suitable for learning and teaching



Beware of Pandemics!

- ▶ PPE
- ▶ Enhanced Cleaning Protocols
- ▶ Staffing
- ▶ HVAC
- ▶ Space Usage
- ▶ Food Service
- ▶ Transportation
- ▶ Security



And Don't Forget About Safety & Security

- ▶ Secured Vestibules
- ▶ Doors & Locks
- ▶ Cameras
- ▶ Card Access
- ▶ Alert Systems



Facilities Management in K-12

1. Impacting Operational Efficiencies

- What do you do and how do you do it?
- How quickly can you turnaround work orders?
- What is your process for prioritizing work?



2. Supporting Productivity of Facilities and Personnel

- How does your office contribute to the educational mission?
- In what ways can you help everyone in the district do their work more easily?

3. Managing Risks to Personnel and Facilities

- ADA Compliance
- BFS & BCC
- Insurance - Loss Control
- Asbestos
- Water Quality & Stormwater



4. Mitigating Environmental Impact

- Sustainability Practices
- Energy Usage
- Recycling



5. Managing Space Usage

- Outside Groups Using District Space
- Who Accesses Your Buildings?
- Building Automation



6. Guaranteeing Compliance

- Code Crazy!
- Purchasing & Procurement
- Construction



7. Leveraging Security Issues

- How do you manage security vs code compliance? Door stops, magnets, etc.
- Physical security measures
- Staff Compliance



8. Budgets

- Doing more with less
- What do you prioritize?



9. Athletics & Events

- Expertise in maintaining unique spaces
- Cost recovery
- Who's the boss?



Metrics/Key Performance Indicators

- Costs Per Square Foot - Most Commonly Used
 - ✓ Custodial
 - ✓ Maintenance
 - ✓ Energy
 - ✓ Waste
- Cost per Student
- Staffing Numbers
- Work Orders
 - ✓ PM vs Reactive
 - ✓ Turnaround Time
 - ✓ Open vs Closed
- Custodial Scrutiny
 - ✓ Time on Task
 - ✓ Square Footage per Employee
 - ✓ Supply Costs



What Data Do You Have Available To You?

- Keep critical data with you at all times
- Be ready to be called on with little or no notice
 - Building Data
 - Site Data
 - Construction Data
 - Building Maps



Essential Management Skills

#1 - PEOPLE

#2 - PROBLEM SOLVING

#3 - TECHNICAL



People Skills - Do You Have Them?



Dealing With Difficult Staff

When your
boss asks for
proof you're
in hospital



Typical Areas of Responsibility

- Boiler Testing Certification (CDS-1)
- Pool Operations & Testing (CPO)
- Water Testing - Wells & Drinking Water
- Sewer Treatment System(s)
- Back Flow / Cross Connection Systems
- Fire & Life Safety Code Compliance
- ADA Compliance
- Lift Training & Certification
- Alternative Energy Systems
- Utility Procurement & Usage



Areas of Responsibility, Continued

- Global SDS Documentation
- Michigan Right To Know Law
- Asbestos Inspections & Documentation
- Indoor Air Quality
- MIOSHA Compliance
 - Lock Out/Tag Out Policy & Procedure
 - Confined Space Policy & Procedure
 - Personal Protective Equipment
- Emergency Management Planning - (EOP)



Areas of Responsibility, Continued

- Security Assessments
- Keys/Card Access Systems
- Environmental Cleanup and Response
- UST Program: Class A B & C
- Playground Safety Inspections
- Warehouse Inventory/Shipping & Receiving
- Courier - Bonded (Mail, Money, Records)
- Records Management/Shredding
- Traffic Management



Areas of Responsibility, Continued

- Insurance - Accidents/Injuries
- Contract Negotiations
- Early Childhood Licensing
- Trash/Recycling
- RFP's and Bids
- Auditoriums
- Service Contracts
- Asset Management
- Surplus/Property Disposal



Areas of Responsibility, Continued

- **Construction!**
 - Bureau of Construction Codes
 - Bureau of Fire Services
 - Architect Selection
 - CM or GC
- **Sinking Fund vs Bond Projects**
- **Grant-Funded Projects**
- **Contract Language**
- **Builder's Risk Insurance**



Areas of Responsibility, Continued

- **IPM - Integrated Pest Management**
- **Closing/Reopening of School Buildings**
- **Purchasing - Cooperatives/Consortiums**
- **Stormwater Management**
- **Turf Management**
- **Snow Removal**
- **Irrigation**
- **First Aid/AED's**
- **Cleaning/Disinfecting Protocols**
- **Bleacher Inspections**
- **Elevator Inspections**
- **Energy Management Systems**



Areas of Responsibility, Continued

- Hazardous/Bio Waste Removal
- Data Management & Security
- IT Integration & Cooperation
- Portable/Modular Classrooms
- Furniture Issues
- PA/Radio Systems
- Vehicle Fleet
- Bus Repairs
- Generators & UPS Units
- Lighting Systems
- Roofing
- Equipment Rental
- Local Authorities





BREAK

15 minutes



TIME
for a
BREAK



- MDE
- MSBO
- ADA
- ASHRAE
- LARA
- BFS
- BCC
- CDC
- EGLE
- EPA
- IFMA
- ASBO
- FEMA
- MSP
- MIOSHA



How Do I Keep It All Straight???

Current Trends & Future Outlook



Facility Manager

Sustainability

Part of vision, values, and branding

Usually requires high performance building systems and the skill sets to operate them

Environmentally friendlier supplies

Building Technology

Integration of systems

Predictive Maintenance

Must train and educate to
leverage value

Aging Buildings

Repair, Reuse, or Replace?

Facility Condition
Assessment

Facility Condition Index
(FCI)

Preparedness

Critical System Protection

Disasters

Security

Data Management

Advanced Technical
Knowledge

How to analyze and put
meaning to data

Broader skills and
advanced tools

Finding Top Talent

Who will fill these roles?
Recruitment?

Training - Huge ROI

What skills are we looking for?

Keep people happy - training,
mentoring, recognition

Elevating the Profession

Must convince admin of best interest to optimize performance of largest asset

Prepared, dress & speak the part

Follow through

Visibility

Business Acumen

Assess current capabilities - bolster weaknesses

Develop management & leadership skills

Improve public speaking & presentation skills

Learn the language of administration

Workplace Productivity

Link facilities and FM services to core business goals and strategies

Thermal & acoustical comfort & control of environment impact productivity

Understand organization's key business indicators

Total cost of operations

Changing Workplace

More collaborative spaces vs
health concerns


More remote work

Explore solutions for increasing
utilization of facilities



Where Do I Go To Get My Questions Answered?


- ▶ MSBO Listserv
- ▶ MSBO Facilities Committee
- ▶ Professional Networks
- ▶ National Associations
- ▶ Vendor Partners
- ▶ Conferences/Workshops
- ▶ Trade Magazines
- ▶ Each Other



WHY DO I KEEP GETTING
ASKED HOW MANY PEOPLE
IT TAKES TO SCREW IN A
LIGHT BULB? FOR THE LAST
TIME, I DON'T WORK IN
FACILITIES MANAGEMENT.

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I'M A
FACILITY
MANAGER
• • • • NOT A • • • •
MAGICIAN

BUT I CAN SEE WHY YOU MIGHT BE CONFUSED

**NOT SURE IF I SHOULD
CALL AN ELECTRICIAN**



OR A PLUMBER

imgflip.com



TRUST ME...



**...I'M AN
ENGINEER.**

CAUTION

IF YOU THINK
OSHA IS A
SMALL TOWN
IN WISCONSIN
YOU'RE IN
TROUBLE

BRAD'S SIGNMARK DIV.® MS1134
1-800-635-7557 www.bradysignmark.com





**WELL PLAYED
MAINTENANCE GUY**

Thank You!

My email:

timperaino@kentisd.org

Finalize Credit for Attendance

New Process: The MSBO Evaluation is your record for attendance.

Please complete by March 21

- ✓ Receive an email from survey monkey for the MSBO evaluation. Your evaluation will be your record for attendance.
- ✓ Receive e-mail from MOECS-noreply@michigan.gov to fill out an evaluation for SCECHs.