Introduction to Facilities Management

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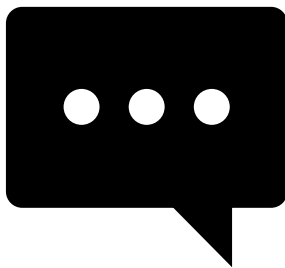1

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Who Are You?

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What Are We Talking About?

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Goals For Today's Session

▶ What is Facilities Management?

▶ How is Facilities Management unique in K-12?

▶ Trends in Facilities Management

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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)

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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"

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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.

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Slide 9

Director of Facilities

Coordinator

Buildings & Grounds

Maintenance Supervisor

Director of Operations

Facilities Services

Assistant Superintendent

Manager of Physical Plant

Executive Director

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Slide 10

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

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Oh, and then there's this COVID thing

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

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And School Safety & Security

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

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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?

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3. Managing Risks to Personnel and Facilities

➢ ADA Compliance

➢ Bureau of Fire Services

➢ Insurance – Loss Control

➢ Safety/Security

➢ COVID

4. Mitigating Environmental Impact

➢ Sustainability Practices

➢ Energy Usage

➢ Stormwater

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5. Managing Space Usage

➢ Outside Groups Using District Space

➢ Athletics

➢ Building Automation

6. Guaranteeing Compliance

➢ Code Crazy!

➢ Purchasing & Procurement

➢ Construction

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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?

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9. Athletics & Events

➢ Expertise in maintaining unique spaces

➢ Cost recovery

➢ Who's the boss?

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Metrics/Key Performance Indicators

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

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Essential Management Skills

#1 - PEOPLE

#2 – PROBLEM SOLVING

#3 – TECHNICAL

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People Skills – Do You Have Them?

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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**

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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)

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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**

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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

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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

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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**

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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**

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- MDE
- MSBO
- ADA
- ASHRAE
- LARA
- BFS
- BCC
- CDC

- MDEQ
- EPA
- IFMA
- ASBO
- FEMA
- MSP
- MIOSHA

How Do I Keep It All Straight???

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Current Trends & Future Outlook

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Sustainability

Part of vision, values, and branding

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

Environmentally friendlier supplies

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Building Technology

Integration of systems

Data to usable information

Must train and educate to leverage value

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Aging Buildings

Repair, Reuse, or Replace?

Facility Condition Assessment

Facility Condition Index (FCI)

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Preparedness

Critical System Protection

Disasters

Security

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Data Management

- Advanced Technical Knowledge
- How to analyze and put meaning to data
- Broader skills and advanced tools

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Finding Top Talent

- Who will fill these roles? Recruitment?
- Training – Huge ROI
- What skills are we looking for?
- Keep people happy – training, mentoring, recognition

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Elevating the Profession

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

Prepared, dress & speak the part

Follow through

Visibility

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Business Acumen

Assess current capabilities – bolster weaknesses

Develop management & leadership skills

Improve public speaking & presentation skills

Learn the language of administration

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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

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Changing Workplace

More collaborative spaces vs health concerns

More remote work

Explore solutions for increasing utilization of facilities

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Where Do I Go To Get My Questions Answered?

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

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Thank You!

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