

# Facilities

## Key Performance Indicators

Northwestern

**September 28, 2018**

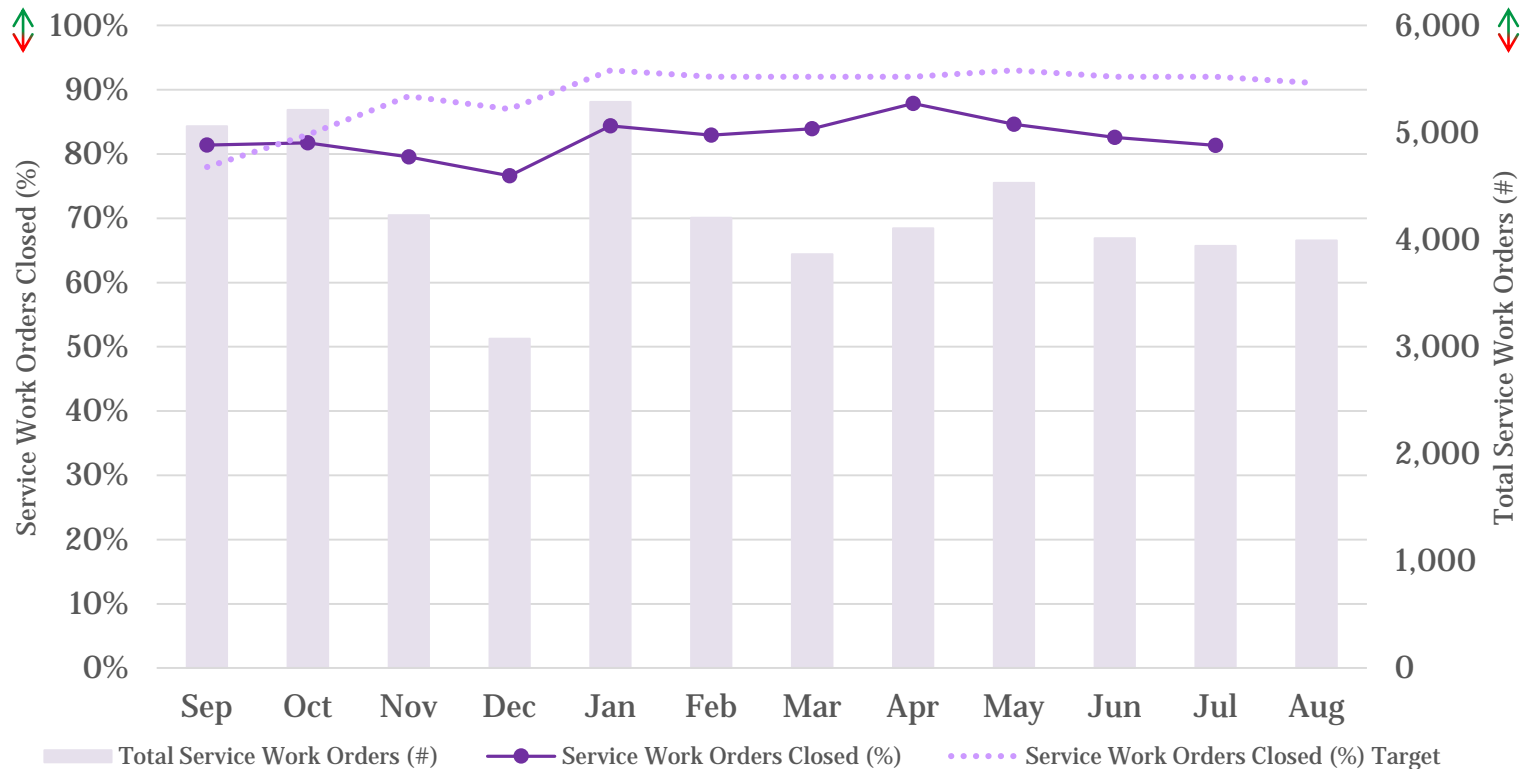
# Facilities Key Volume Indicators

Key Volume	Facilities	Change	Evanston	Chicago
Full Time Equivalent (FTE)	349	-2	283	66
Acres	296	0	281	15
Buildings	227	+5	209	18
Square Feet	16.6M	+1.0M	11.6M	5.0M
Number of Open Projects	71	-13	52	19
Design	18	-9	13	5
Construction	28	-4	19	9
Punchlist	4	-3	4	0
Closeout	21	+3	16	5
Value of Open Projects	\$1.5B	-\$206.3M	\$899.3M	\$631.5M
Design	\$153.7M	-\$218.3M	\$61.1M	\$92.6M
Construction	\$1,014.1M	-\$1.9M	\$483.4M	\$530.7M
Punchlist	\$18.5M	+\$6.7M	\$18.5M	\$0M
Closeout	\$344.5M	+\$7.2M	\$336.3M	\$8.2M
Work Orders Per Reporting Month	5,887	+5.2%	4,320	1,567
Work Orders Per Rolling 12 Months	75,966	-0.1%	58,259	17,707
Operations and Maintenance	\$59.6M	\$0.0M	\$40.9M	\$18.7M

# Key Performance Indicators

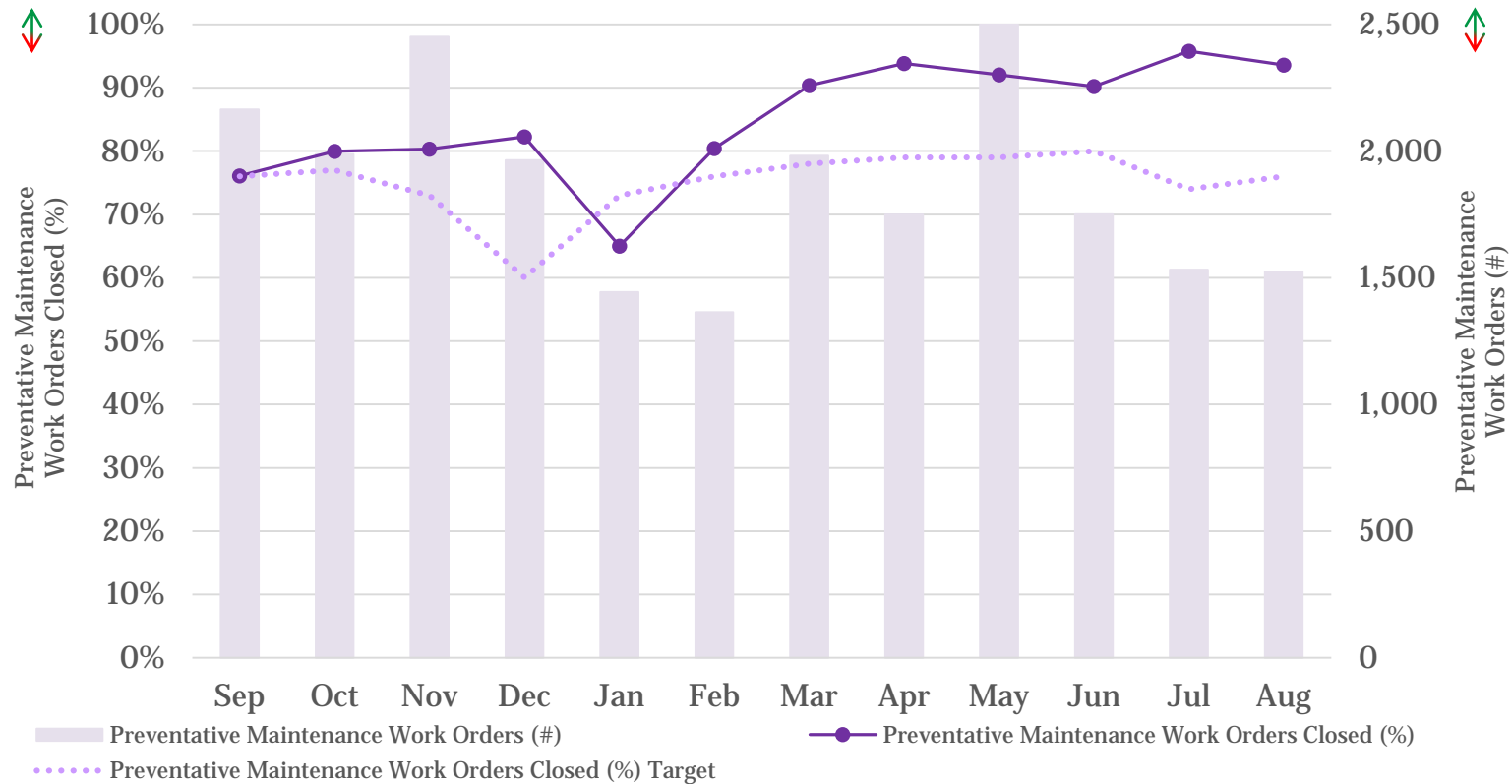
Slide #	KPI Description	Annual Goal	Aug-18 Goal	Actual	Trend
3	SD1. Service Request Closure	90%	92%	81%	-2%
4	SD2. Preventative Maintenance Closure	75%	76%	94%	-2%
5	SD3. Proactivity: Facilities Identified Work Orders	30%	30%	32%	1%
6	LO1. Common Space Program	10%	10%	6%	0%
7	LO2. Facilities Connect Implementation	90%	91%	78%	1%
8	LO3. Engagement: Sustainability Outreach	15%	15%	TBD	TBD
9	CE1. Energy Use Intensity (kBtu/SF)	-5%	-5%	TBD	TBD
10	CE2. Recordable Injury Incident Rate	2.90	2.90	3.18	-0.50
11	CE3. Injury-Related Lost Workday Rate	1.34	1.34	1.73	0.32
12	CE4. Waste Diversion Rate	42%	42%	41%	1%
13	CE5. Overtime	<5%	<5%	7%	0%
14	CE6. Minority and Female Enterprise Use	TBD	TBD	Discontinue	TBD
15	CE7. Local Business Enterprise Use	TBD	TBD	Discontinue	TBD
16	CE8. Evanston Resident Employment	5%	5%	3%	1%
17	F1. Capital Project Cash Flow Execution	+/-2%	+/-2%	-8%	-4%
18	F2. Facilities Operating Budget Execution	+/-1%	+/-1%	-2%	0%
19	F3. Utility Commodity Budget Execution	+/-5%	+/-5%	-11%	0%
20	F4. Invoices: Number of Days to Pay	90%	90%	73%	-5%

# SD1. Service Request Closure



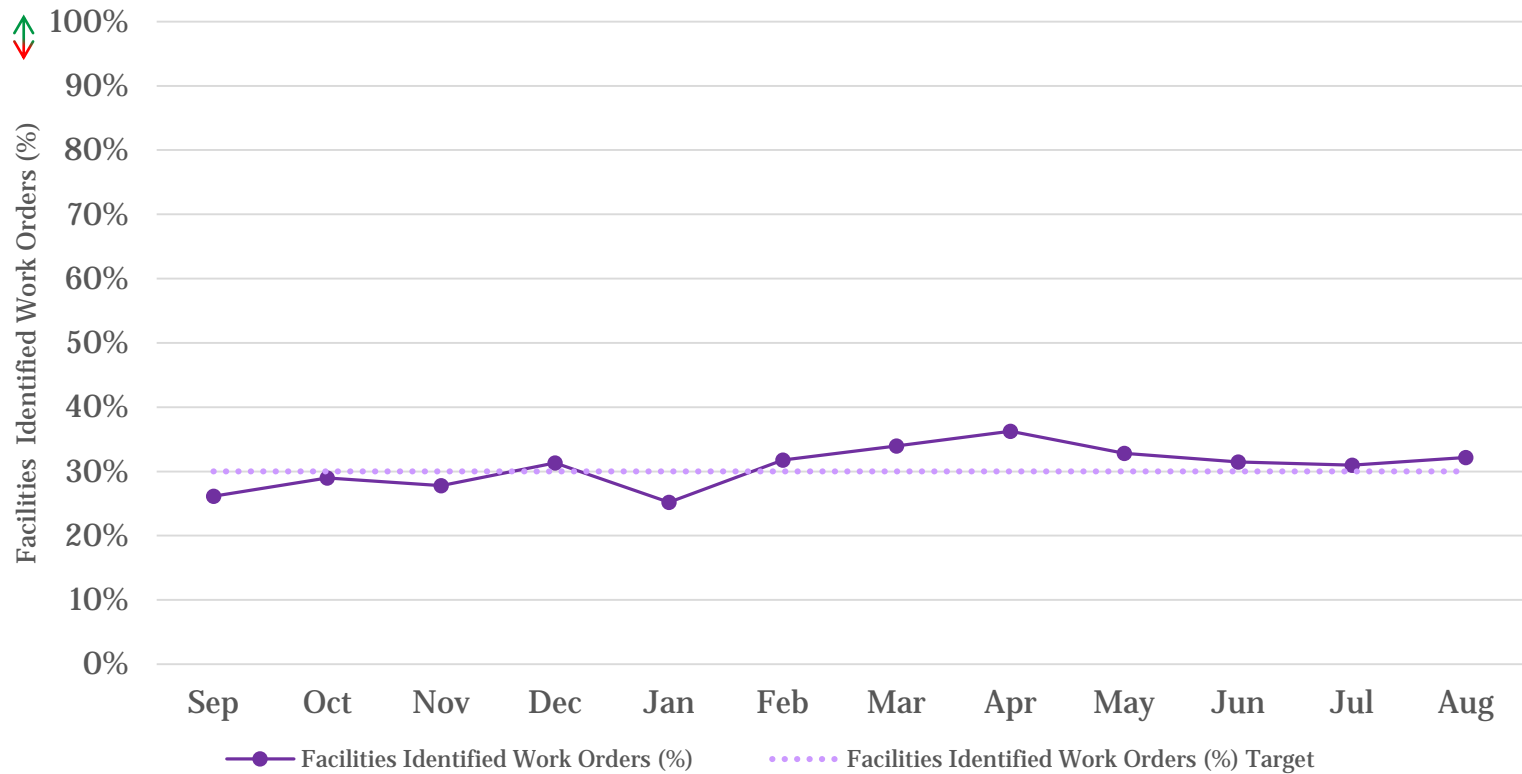
- **KPI goal is to have a yearly average of 90% of service work orders within 30 days (excluding project-related work orders)**
- **f(staffing, contracted services, seasonal work order volume variations, closeout procedures, service provider productivity, parts/material availability, accessibility of work areas/equipment)**
- **Initiatives: increase functionality of mobile technology; plan and schedule work order assignments including estimator and kitter functions; adjust staffing levels to reflect workload; increase service provider productivity rates**
- **Facilities Leader: James McKinney**

# SD2. Preventative Maintenance Closure



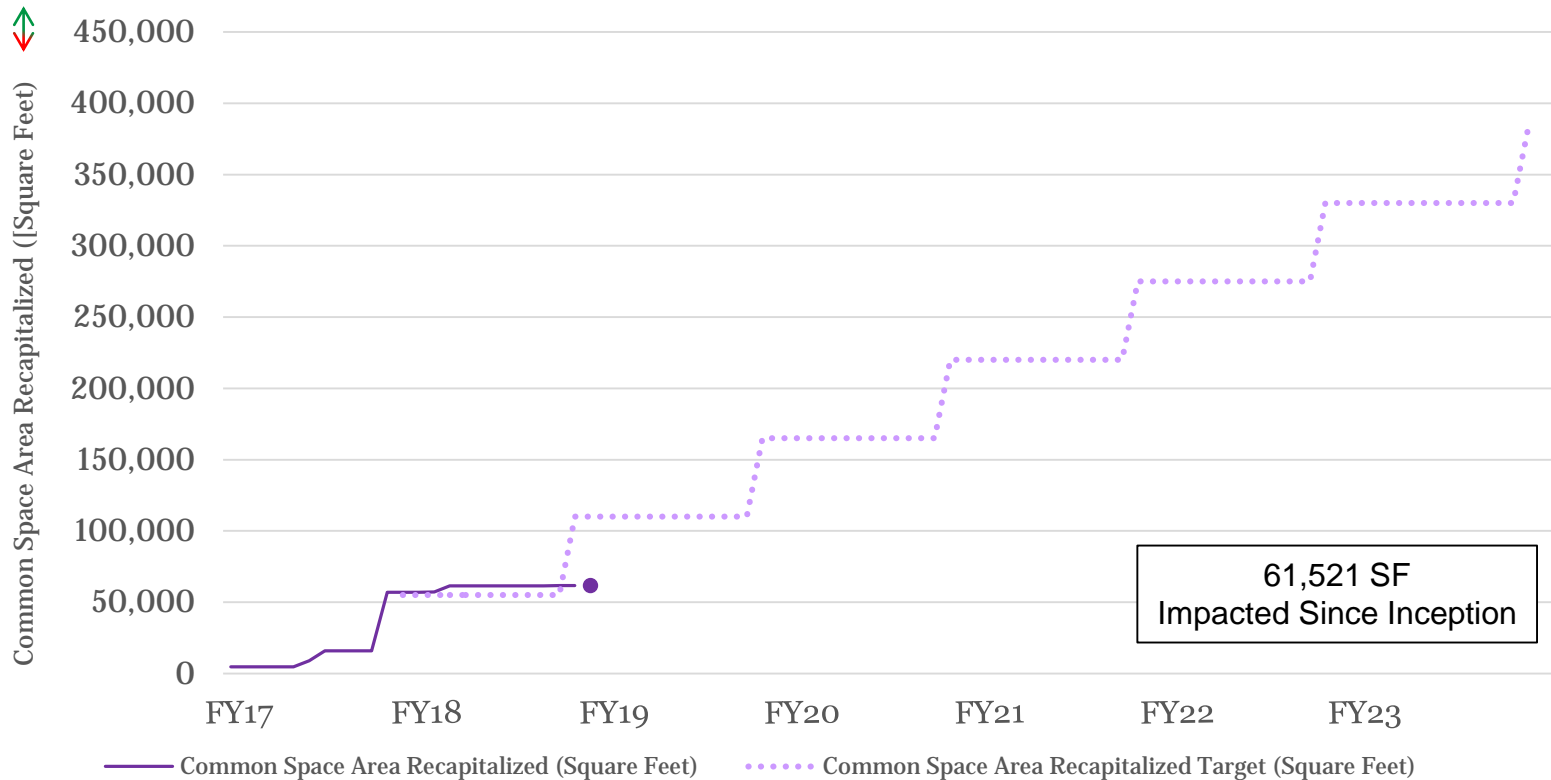
- **KPI goal is to have yearly average of 75% of preventative maintenance tickets closed within 30 days**
- **f(staffing, service provider productivity, planning and scheduling of work, accessibility of work areas/equipment, emergency work, project and special event support)**
- **Initiatives: plan and schedule preventative maintenance work assignments; revise task instructions; optimize recurring task frequencies; adjust staffing levels to reflect workload**
- **Facilities Leader: James McKinney**

# SD3. Proactivity: Facilities Identified Work Orders



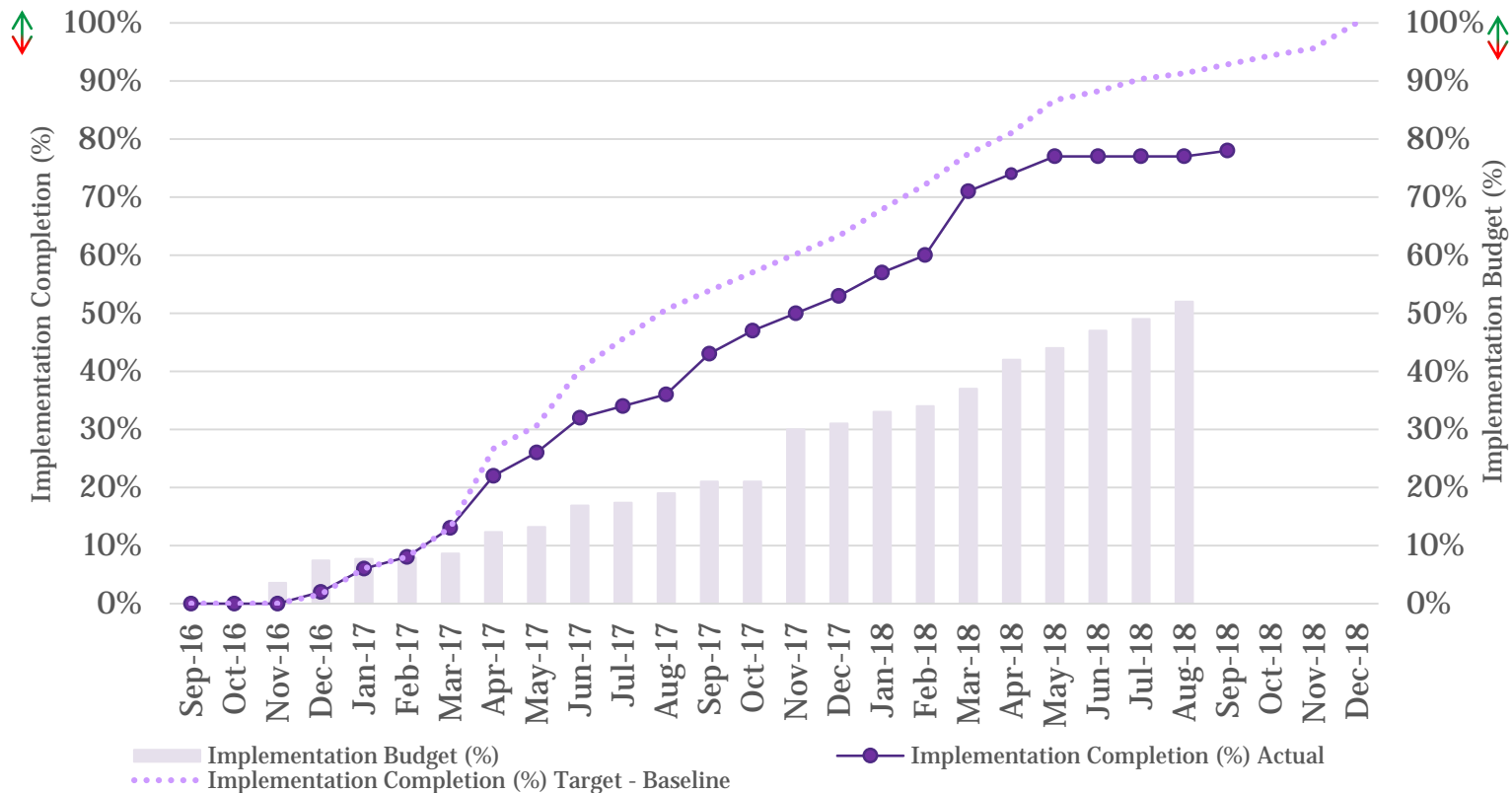
- **KPI goal is that at least 30% of corrective work orders are identified by Facilities Staff, as a measure of proactivity**
- **f(staffing, functionality of mobile technology, training)**
- **Initiatives: expand commissioning and preventative maintenance programs; institute quality assurance and quality control programs; increase functionality of mobile technology; implement a zone service model**
- **Facilities Leader: James McKinney**

# L01. Common Space Program



- **KPI goal is to recapitalize 55,000 square feet of common spaces per year.**
- **f(funding availability, project staffing, efficient decision making, accessibility to work areas)**
- **Initiatives: recapitalization of campus spaces**
- **Facilities Leader: Carrie West**

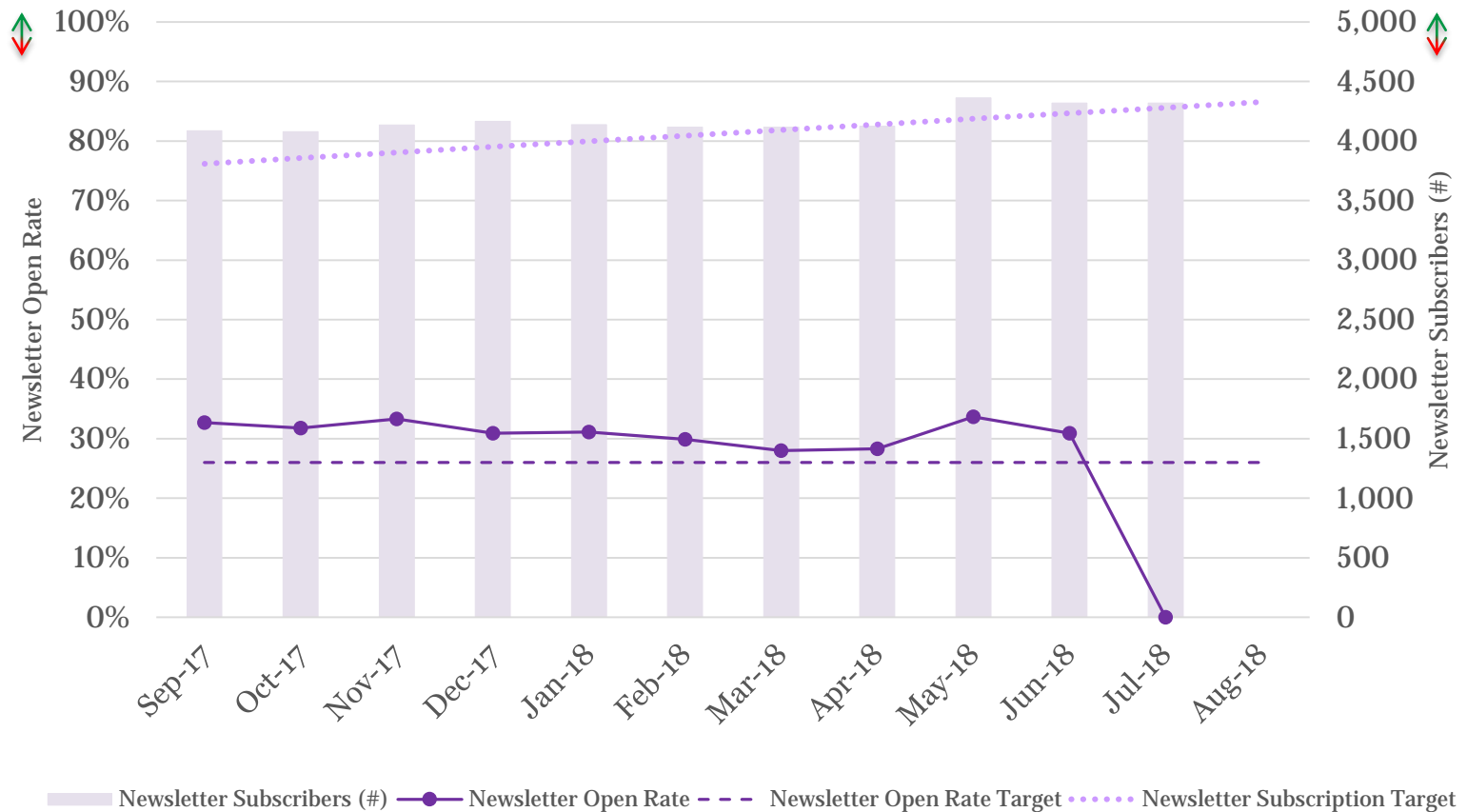
# L02. Facilities Connect Implementation



- **KPI goal is to complete 90% of project milestones by fiscal year 2018**
- **f(stakeholder engagement, staffing, business process, IT capabilities, communication, effective decision making)**
- **Initiatives: implement new integrated workplace management software; develop and implement process improvement; utilize effective project management methodology**
- **Facilities Leader: Liz Schaps**

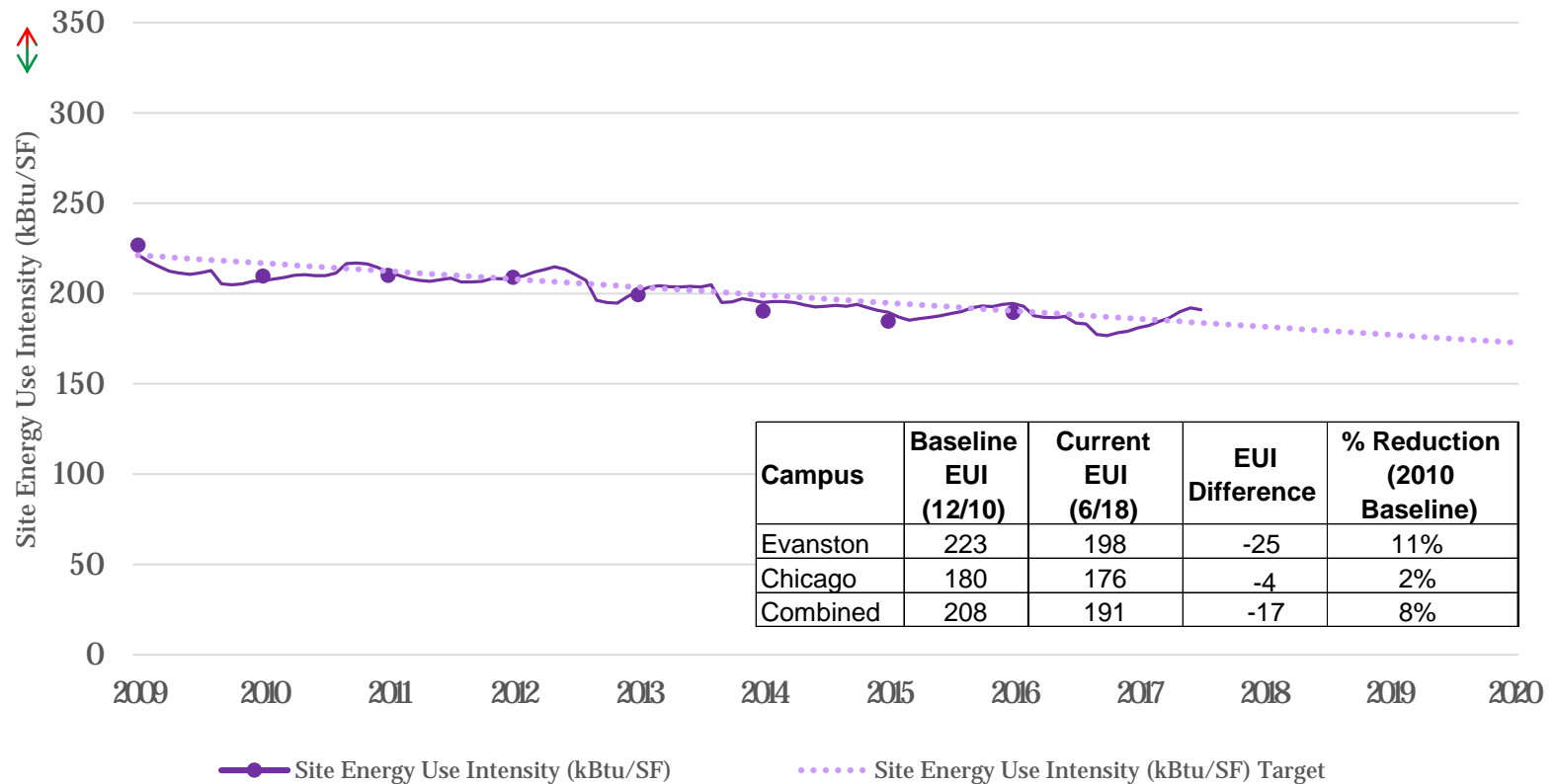


# LO3. Engagement: Sustainability Outreach



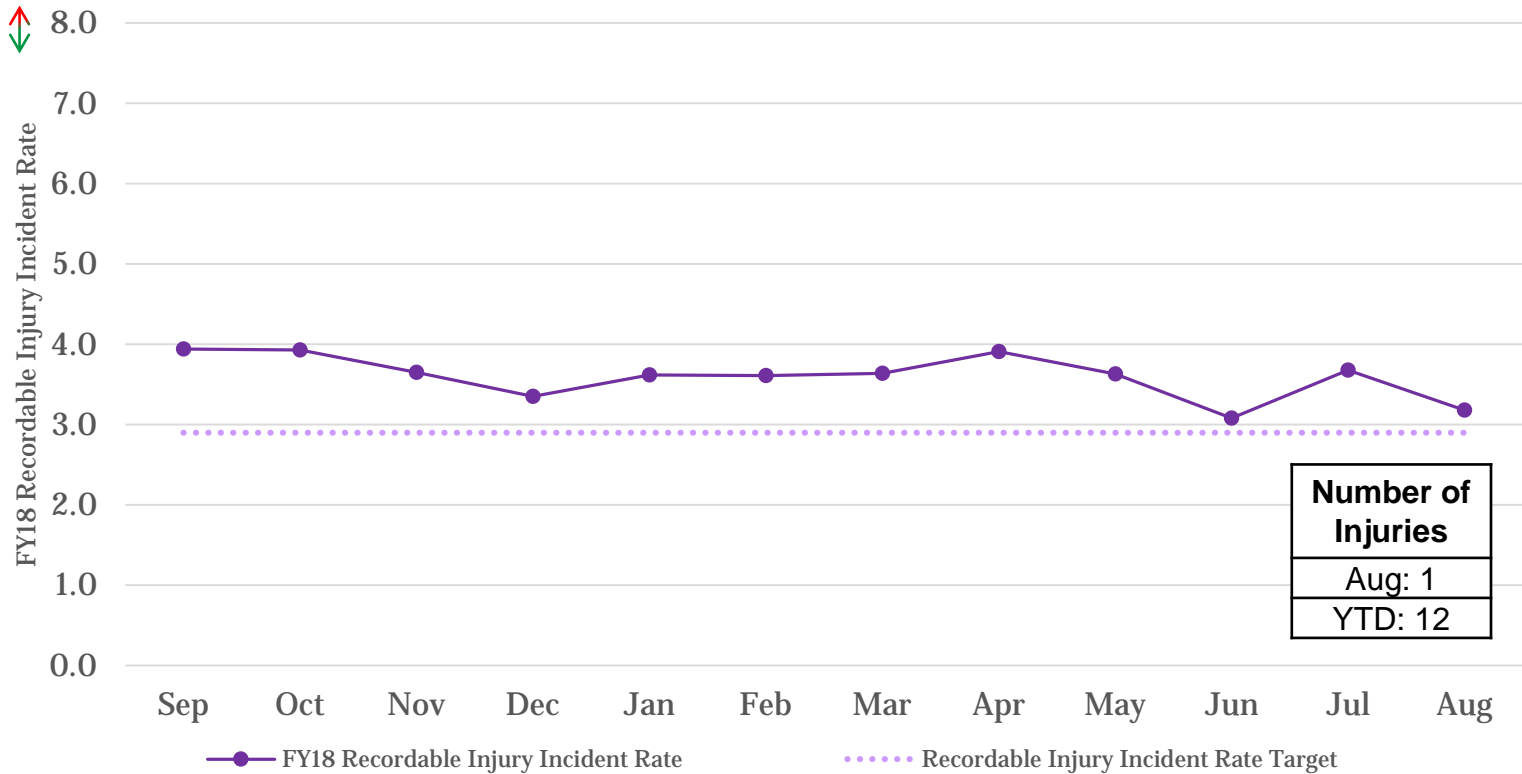
- **KPI goal is to increase newsletter subscription by 15% annually (1.25% per month); maintain open rate 10% above industry average**
- **Initiatives: actively promote newsletter across University communication;**
- **FM Leader: Kathia Benitez**

# CE1. Energy Use Intensity



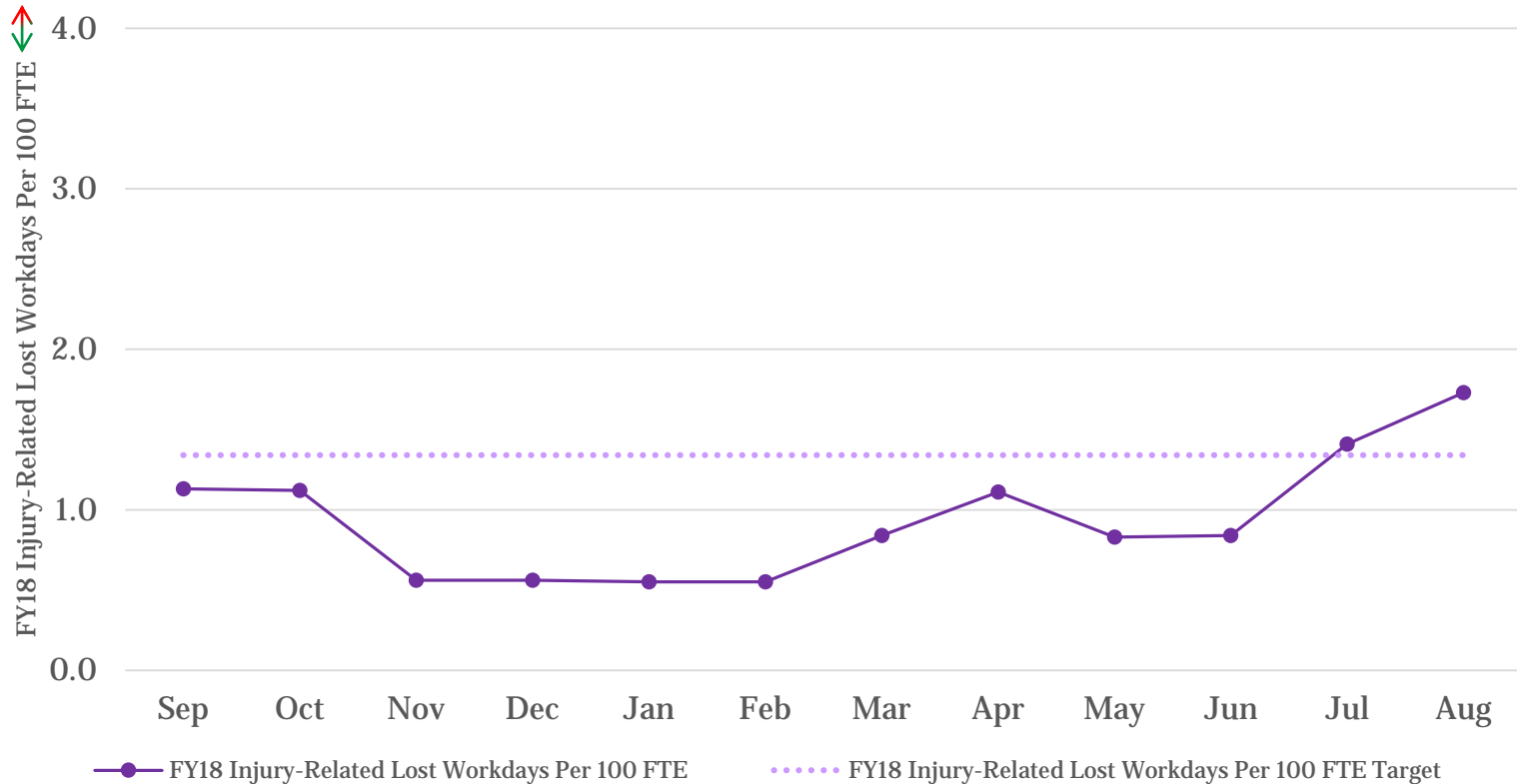
- **KPI goal is to reduce the energy use intensity (EUI) by 20% by 2020**
- **f(occupant behavior, design, construction, technology, operations, weather)**
- **Initiatives: engage occupants; formalize design specifications; perform retro-commissioning; physically audit space for improvement**
- **FM Leader: Kathia Benitez**

# CE2. Recordable Injury Incident Rate (TRIR)



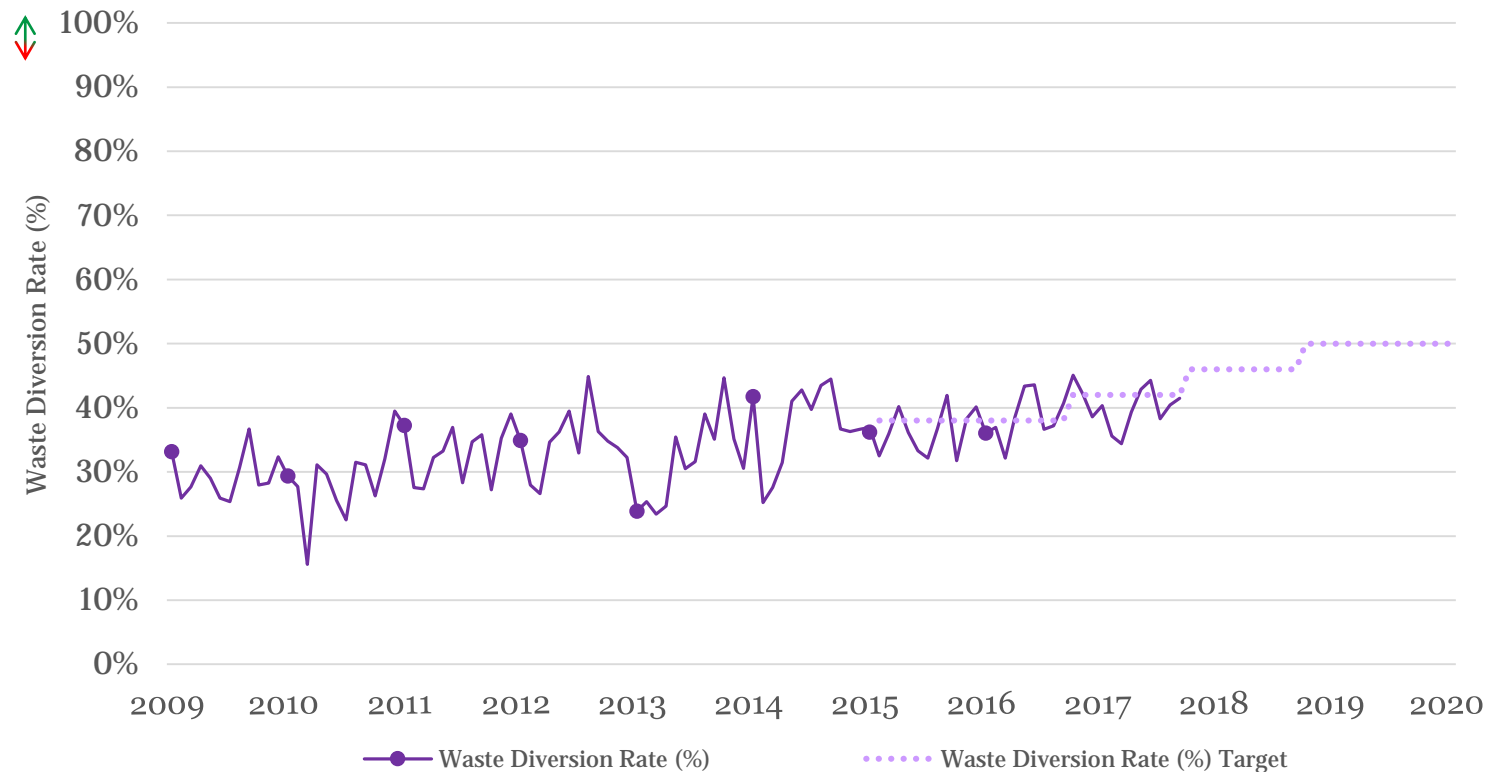
- **KPI goal is to reduce OSHA Recordable Injury Incident Rate by 20% from prior year rate of 3.65 to 2.90**
- **f(equipment, training, behavior, personal protective equipment use)**
- **Initiatives: inspect equipment and environment; manage personal protective equipment inventory; track personal protective equipment use; train staff; enact monthly safety talks, near miss incident program, hearing conservation program**
- **Facilities Leader: Rachel Gunn**

# CE3. Injury-Related Lost Workday Rate



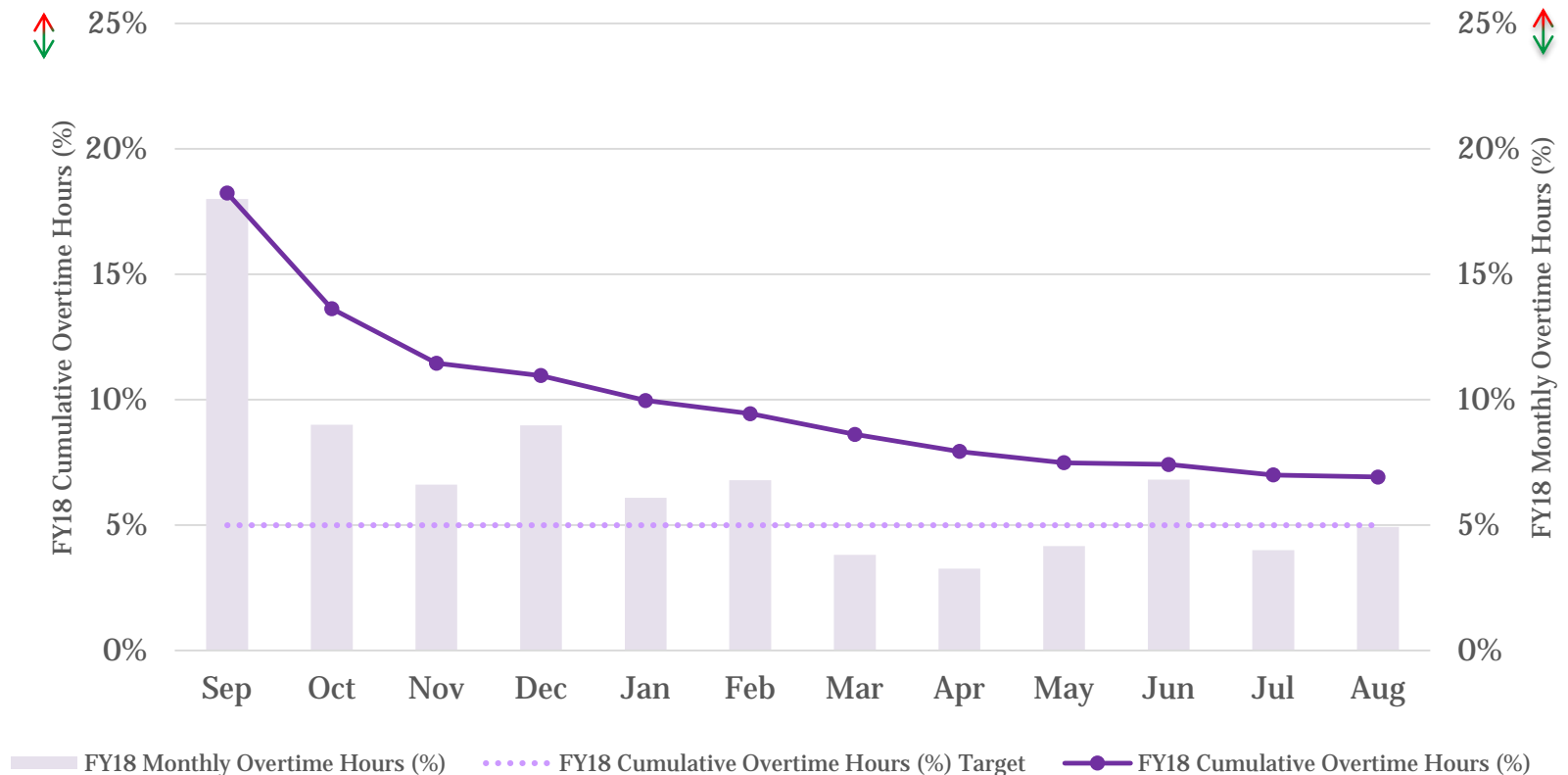
- **KPI goal is to achieve an injury-related lost workday rate of less than 1.34 lost workdays (days away, restricted, or transferred) per 100 full time employees**
- **f(equipment, training, behavior, personal protective equipment use)**
- **Initiatives: inspect equipment and environment; manage personal protective equipment inventory; track personal protective equipment use; train staff; enact monthly safety talks**
- **Facilities Leader: Rachel Gunn**

# CE4. Waste Diversion Rate



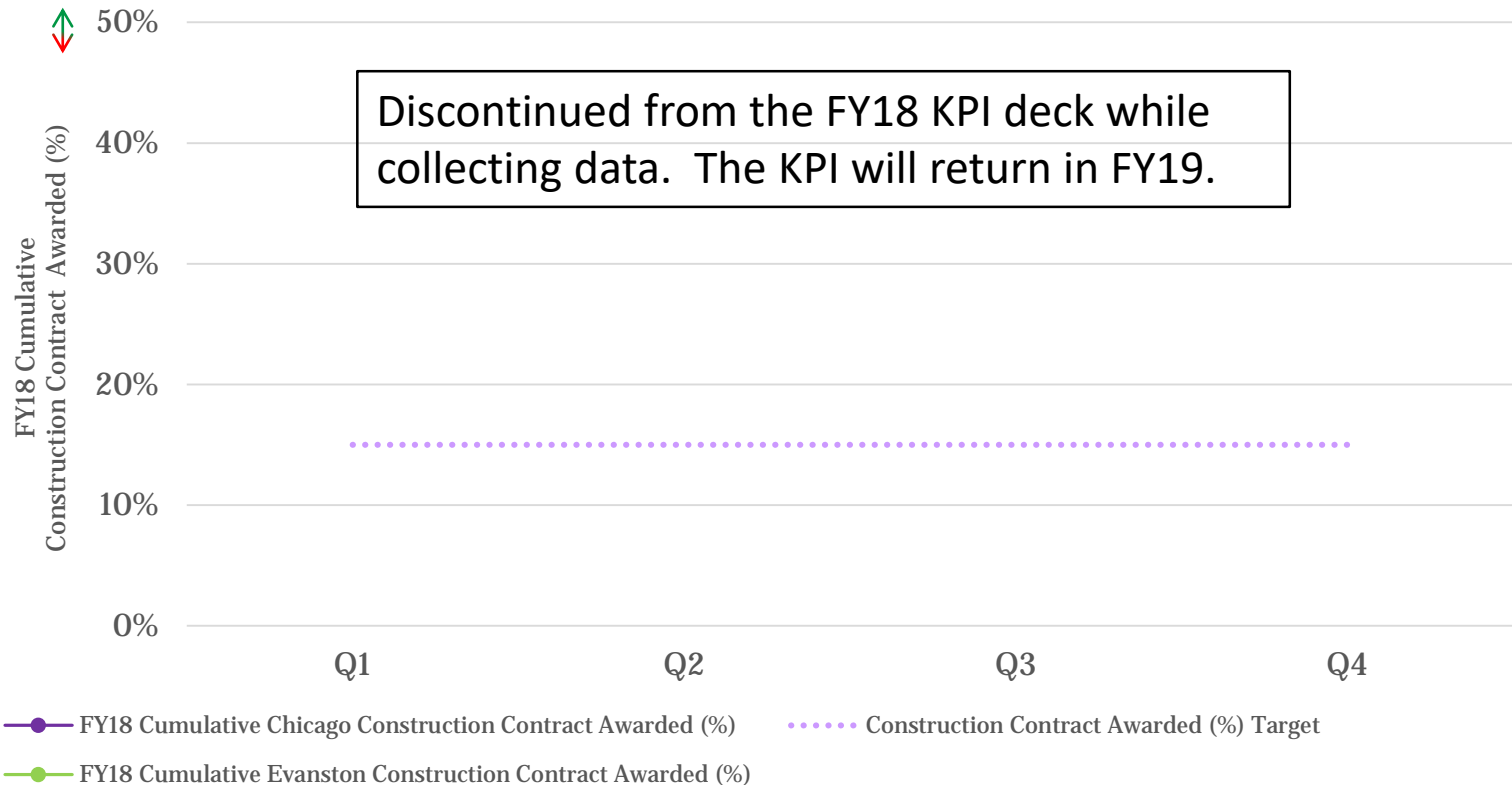
- **KPI goal is a 50% diversion rate by 2020 over 2009 baseline (4% increase in FY 2018 over FY 2017)**
- **f(occupant behavior purchasing, reuse, recycling, diversion, market availability of diversion services)**
- **Initiatives: audit waste; promote landfill diversion via new resource conversation working group, identify new landfill diversion opportunities; train occupants on recycling**
- **Facilities Leader: Kathia Benitez**

# CE5. Overtime



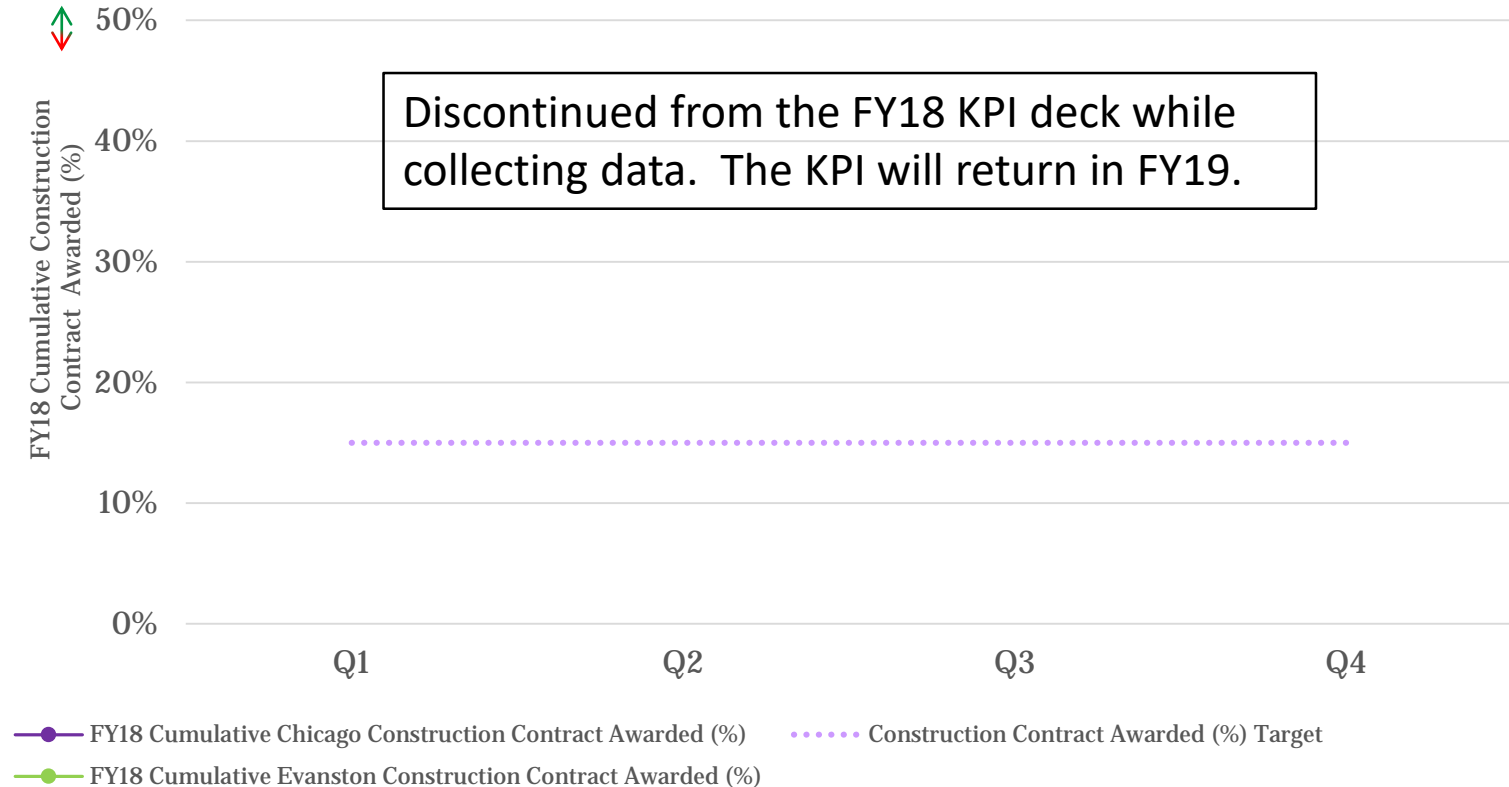
- **KPI goal is to decrease overtime from 15% of total labor hours in FY17 to 5% of total hours.**
- **f(staffing, contracted services, service provider productivity, planning and scheduling of work, accessibility of work areas/equipment, emergency work, off hours project and special event support)**
- **Initiatives: adjust staffing levels to reflect workload levels; supplement staff levels through temporary staff hires and contracted services; increase service provider productivity; plan and schedule work order assignments; adjust shift schedules to improve campus coverage**
- **Facilities Leader: Rachel Gunn**

# CE6. Minority and Female Enterprise Use



- **KPI goal is to increase Minority and Female Enterprise work on campus to 15% of contracts awarded on projects over \$25,000**
- **f(contract, bid, qualifying vendor availability in marketplace)**
- **Initiatives: implement new software system; train and educate Project Managers & Contractors; collaborate with Director of Diversity; explore marketplace for new vendors to engage**
- **Facilities Leader: Liz Schaps**

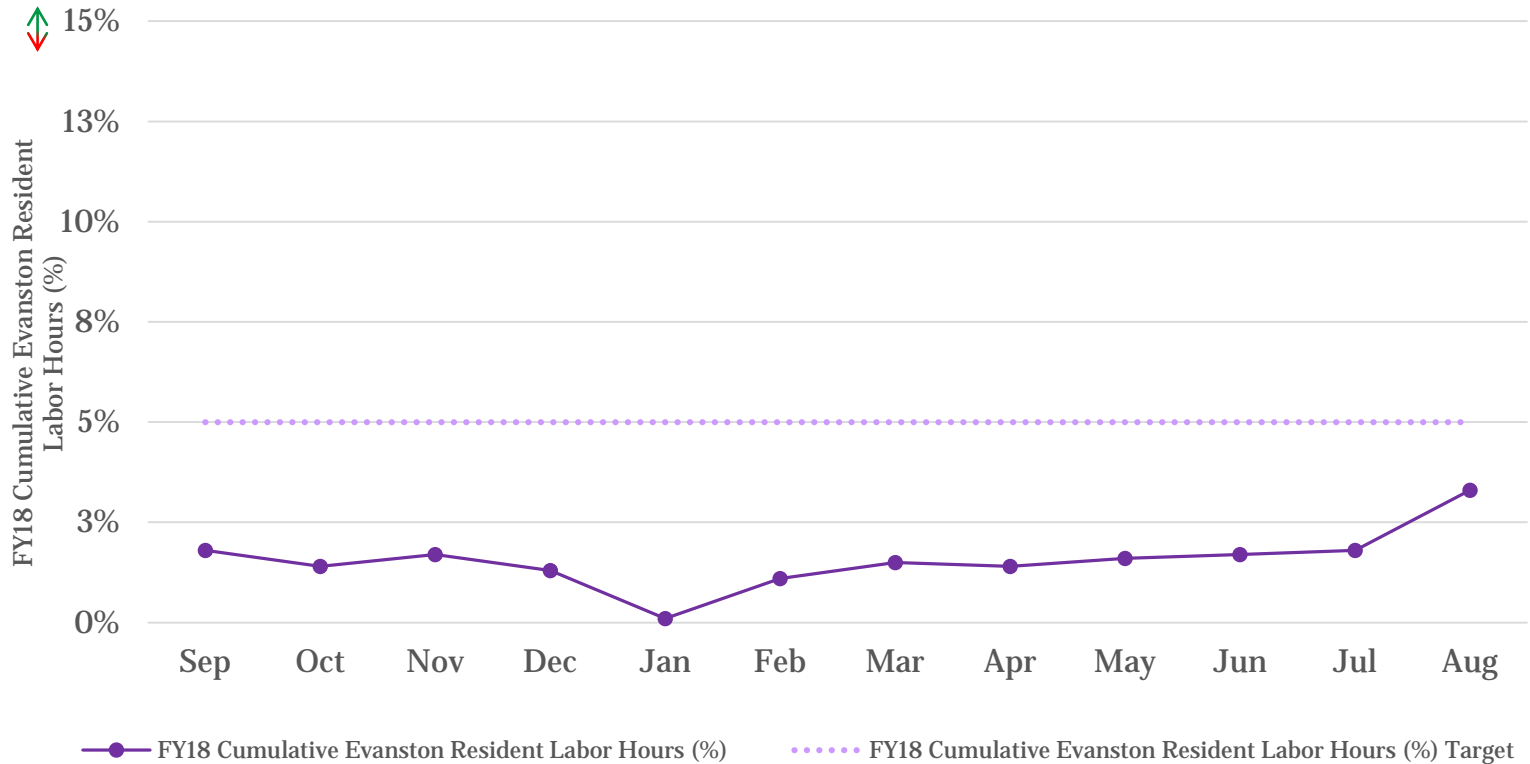
# CE7. Local Business Enterprise Use



- **KPI goal is to increase Local Business Enterprise work on campus to 15% of contracts awarded on projects over \$25,000**
- **f(contract, bid, qualifying vendor availability in marketplace)**
- **Initiatives: implement new software system; train and educate Project Managers & Contractors; collaborate with Director of Diversity; explore marketplace for new vendors to engage**
- **Facilities Leader: Liz Schaps**

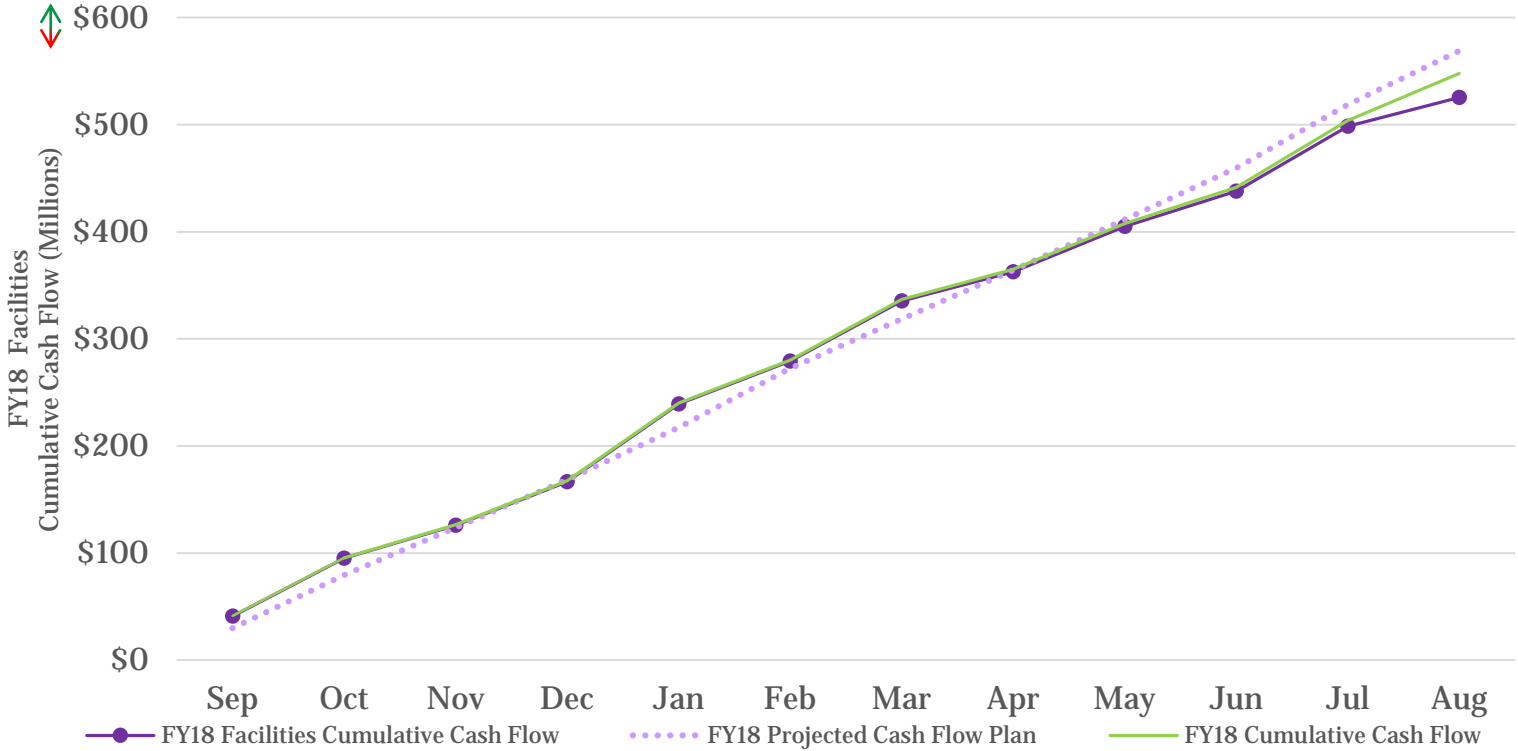


# CE8. Evanston Resident Employment



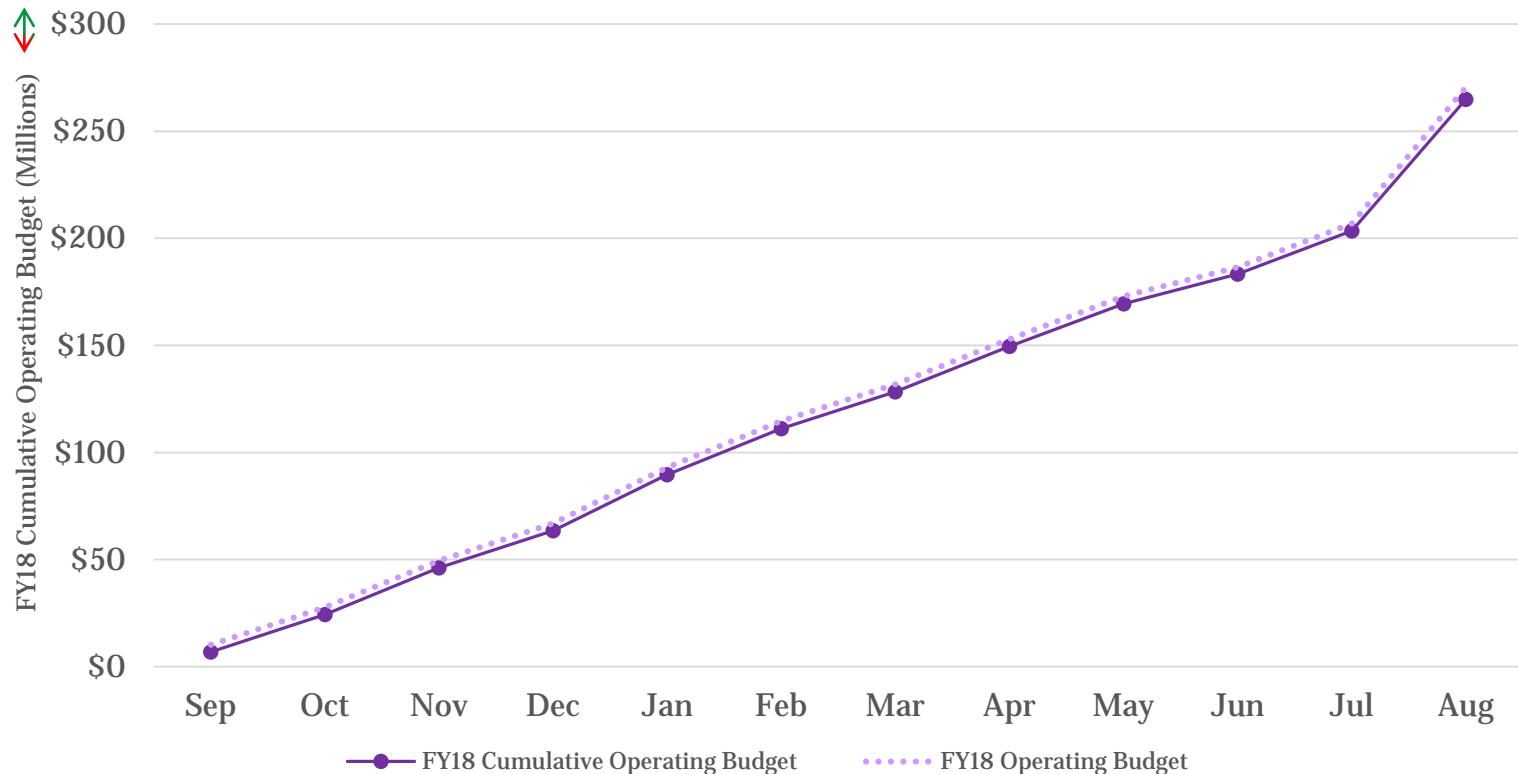
- **KPI goal is 5% of total construction labor hours on qualifying campus projects greater than \$1,000,000**
- **f(project qualification, labor market, demand for labor hours, City of Evanston partnership, qualifying Contractor participation)**
- **Initiatives: implement new software system; train and educate Project Managers & Contractors; collaborate with Director of Diversity**
- **Facilities Leader: Liz Schaps**

# F1. Capital Project Cash Flow Execution



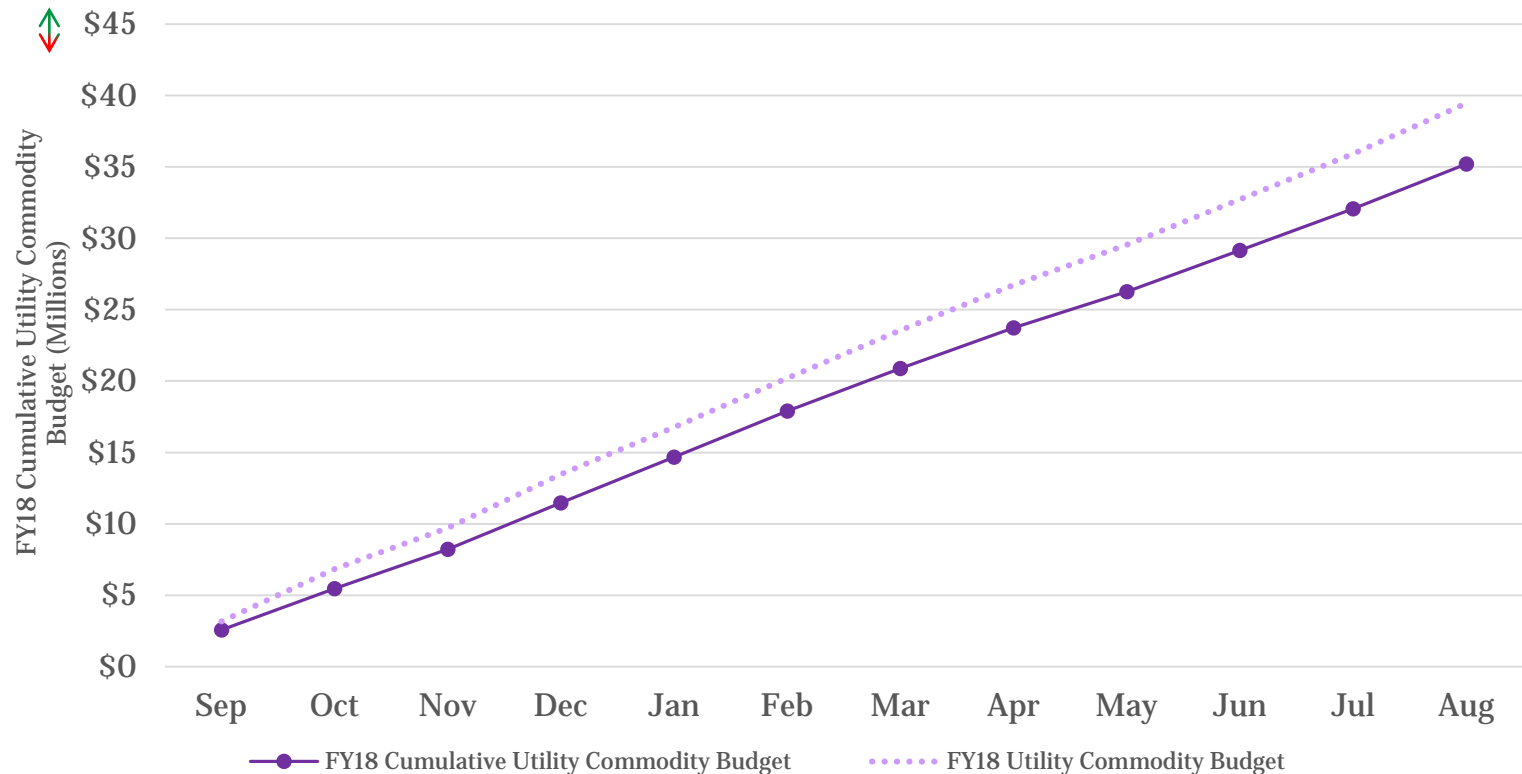
- **KPI goal is to spend capital at a rate of +/-2% of committed capital cash flow plan**
- **f(timely contractor invoicing, unforeseen project conditions, accurate budgeting, scope changes, weather, institutional prioritization, accessibility to work areas/equipment)**
- **Initiatives: develop and implement process improvement; improve accuracy of cash flow plan; drive timely contractor invoicing; improve reporting; establish and execute project manager cash flow plan**
- **Facilities Leader: Liz Schaps**

# F2. Facilities Operating Budget Execution



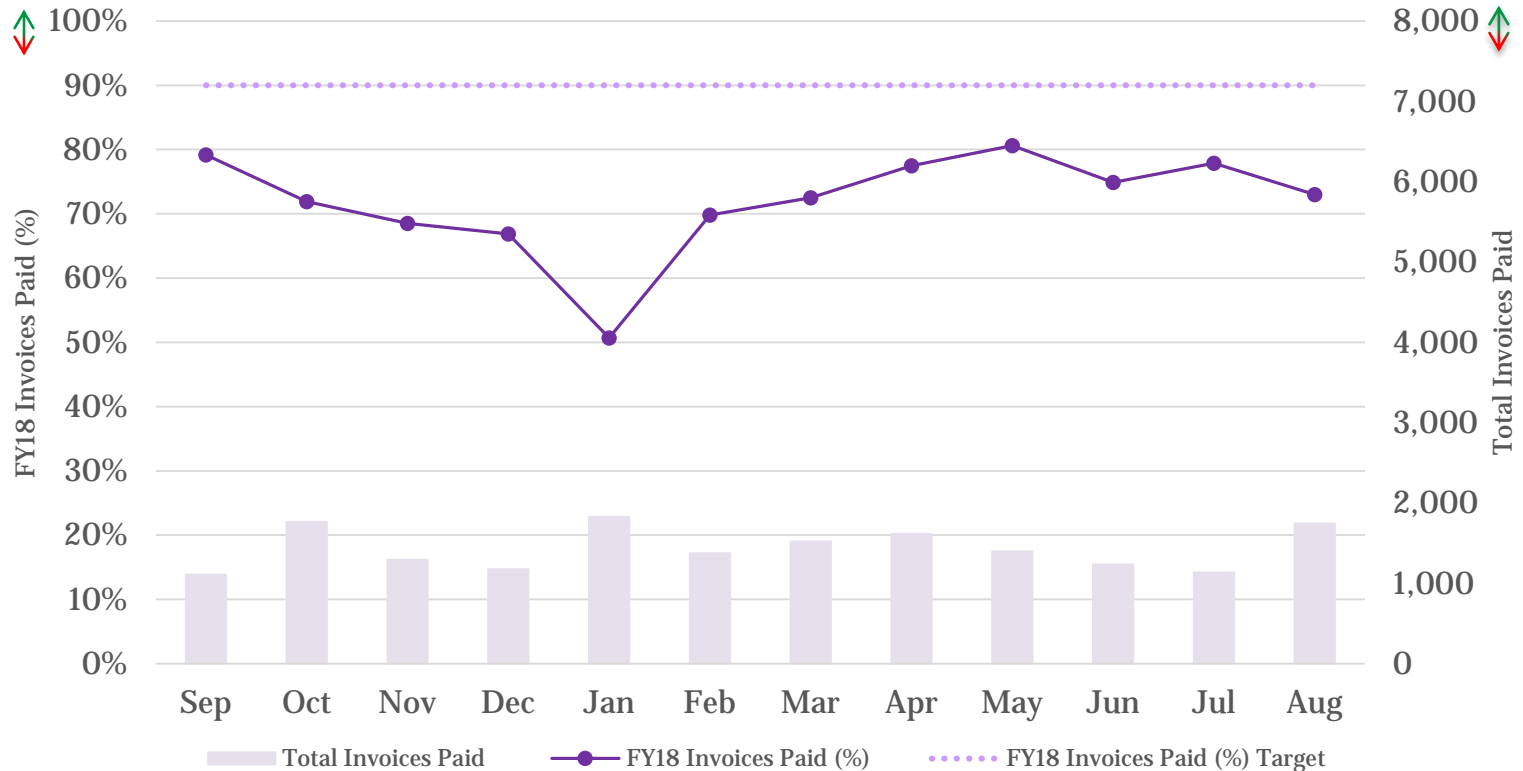
- **KPI goal is to spend Facilities division operating expenses at a rate of +/- 1% of budget**
- **f(accurate budgeting of Operations and Maintenance, Administration, Planning, Design and Construction, Sustainability, HR, campus growth, unanticipated factors)**
- **Initiatives: develop and implement process improvement; improve reporting; adhere to preventative maintenance plan; manage overtime expenses**
- **Facilities Leader: Liz Schaps**

# F3. Utility Commodity Budget Execution



- **KPI goal is to manage utility commodity expenses at a rate of +/- 5% of budget**
- **f(accurate budgeting, utility commodity costs, campus growth, usage)**
- **Initiatives: adhere to sourcing strategy; improve reporting**
- **Facilities Leader: Liz Schaps**

# F4. Invoices: Number of Days to Pay



- **KPI goal is to process 90% of invoices from receipt to voucher/ACH within 30 days**
- **f(accurate invoicing, Facilities timely invoice processing, accounts payable, staffing )**
- **Initiatives: develop and implement process improvement; improve reporting**
- **Facilities Leader: Liz Schaps**