## Facilities Management Key Volume Indicators

<table>
<thead>
<tr>
<th>Key Volume</th>
<th>FM</th>
<th>Change</th>
<th>Evanston</th>
<th>Chicago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time Equivalent (FTE)</td>
<td>396</td>
<td>+22</td>
<td>328</td>
<td>68</td>
</tr>
<tr>
<td>Acres</td>
<td>296</td>
<td>0</td>
<td>281</td>
<td>15</td>
</tr>
<tr>
<td>Buildings</td>
<td>222</td>
<td>0</td>
<td>204</td>
<td>18</td>
</tr>
<tr>
<td>Square Feet</td>
<td>15.6M</td>
<td>0.0M</td>
<td>10.6M</td>
<td>5.0M</td>
</tr>
<tr>
<td>Number of Open Projects</td>
<td>99</td>
<td>0</td>
<td>79</td>
<td>20</td>
</tr>
<tr>
<td>Design</td>
<td>35</td>
<td>0</td>
<td>26</td>
<td>9</td>
</tr>
<tr>
<td>Construction</td>
<td>31</td>
<td>0</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>Punchlist</td>
<td>9</td>
<td>0</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Closeout</td>
<td>24</td>
<td>0</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Value of Open Projects</td>
<td>$2.4B</td>
<td>$0.0B</td>
<td>$1.8B</td>
<td>$0.6B</td>
</tr>
<tr>
<td>Design</td>
<td>$0.5B</td>
<td>$0.0B</td>
<td>$0.4B</td>
<td>$0.1B</td>
</tr>
<tr>
<td>Construction</td>
<td>$1.2B</td>
<td>$0.0B</td>
<td>$0.7B</td>
<td>$0.5B</td>
</tr>
<tr>
<td>Punchlist</td>
<td>$0.1B</td>
<td>$0.0B</td>
<td>$138.6M</td>
<td>$5.5M</td>
</tr>
<tr>
<td>Closeout</td>
<td>$0.6B</td>
<td>$0.0B</td>
<td>$555.7M</td>
<td>$0.0M</td>
</tr>
<tr>
<td>Work Orders Per Reporting Month</td>
<td>6,055</td>
<td>-4.4%</td>
<td>4,729</td>
<td>1,326</td>
</tr>
<tr>
<td>Work Orders Per Rolling 12 Months</td>
<td>74,770</td>
<td>-0.4%</td>
<td>57,173</td>
<td>17,597</td>
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<tr>
<td>Operations and Maintenance</td>
<td>$59.6M</td>
<td>$0.0M</td>
<td>$40.9M</td>
<td>$18.7M</td>
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</table>
## Key Performance Indicators

<table>
<thead>
<tr>
<th>Slide #</th>
<th>KPI Description</th>
<th>Annual Goal</th>
<th>Mar-18 Goal</th>
<th>Actual</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>SD1. Service Request Closure</td>
<td>90%</td>
<td>92%</td>
<td>83%</td>
<td>-1%</td>
</tr>
<tr>
<td>4</td>
<td>SD2. Preventative Maintenance Closure</td>
<td>75%</td>
<td>78%</td>
<td>90%</td>
<td>10%</td>
</tr>
<tr>
<td>6</td>
<td>SD3. Proactivity: FM-Identified Work Orders</td>
<td>30%</td>
<td>30%</td>
<td>34%</td>
<td>2%</td>
</tr>
<tr>
<td>8</td>
<td>LO1. Common Space Program</td>
<td>10%</td>
<td>5%</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td>9</td>
<td>LO2. Facilities Connect Implementation</td>
<td>90%</td>
<td>77%</td>
<td>71%</td>
<td>11%</td>
</tr>
<tr>
<td>10</td>
<td>LO3. Engagement: Sustainability Outreach</td>
<td>15%</td>
<td>9%</td>
<td>9%</td>
<td>0%</td>
</tr>
<tr>
<td>11</td>
<td>CE1. Energy Use Intensity (kBtu/SF)</td>
<td>-5%</td>
<td>-5%</td>
<td>-5%</td>
<td>-1%</td>
</tr>
<tr>
<td>12</td>
<td>CE2. Recordable Injury Incident Rate</td>
<td>2.90</td>
<td>2.90</td>
<td>3.64</td>
<td>0.03</td>
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<td>13</td>
<td>CE3. Injury-Related Lost Workday Rate</td>
<td>1.34</td>
<td>1.34</td>
<td>0.84</td>
<td>0.29</td>
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<tr>
<td>14</td>
<td>CE4. Waste Diversion Rate</td>
<td>42%</td>
<td>42%</td>
<td>39%</td>
<td>5%</td>
</tr>
<tr>
<td>15</td>
<td>CE5. Overtime</td>
<td>&lt;5%</td>
<td>&lt;5%</td>
<td>9%</td>
<td>0%</td>
</tr>
<tr>
<td>16</td>
<td>CE6. Minority and Female Enterprise Use</td>
<td>TBD</td>
<td>TBD</td>
<td>Discontinue</td>
<td>TBD</td>
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<tr>
<td>17</td>
<td>CE7. Local Business Enterprise Use</td>
<td>TBD</td>
<td>TBD</td>
<td>Discontinue</td>
<td>TBD</td>
</tr>
<tr>
<td>18</td>
<td>CE8. Evanston Resident Employment</td>
<td>5%</td>
<td>5%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>19</td>
<td>F1. Capital Project Cash Flow Execution</td>
<td>+/-2%</td>
<td>+/-2%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>20</td>
<td>F2. FM Operating Budget Execution</td>
<td>+/-1%</td>
<td>+/-1%</td>
<td>-3%</td>
<td>0%</td>
</tr>
<tr>
<td>21</td>
<td>F3. Utility Commodity Budget Execution</td>
<td>+/-5%</td>
<td>+/-5%</td>
<td>-11%</td>
<td>1%</td>
</tr>
<tr>
<td>22</td>
<td>F4. Invoices: Number of Days to Pay</td>
<td>90%</td>
<td>90%</td>
<td>73%</td>
<td>3%</td>
</tr>
</tbody>
</table>
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)

  - 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

- **FM Leader**: James McKinney and Nadia Jackson
SD2. Preventative Maintenance Closure

- KPI goal is to have yearly average of 75% of preventative maintenance tickets closed within 30 days
- Initiatives: plan and schedule preventative maintenance work assignments; revise task instructions; optimize recurring task frequencies; adjust staffing levels to reflect workload
- FM Leader: James McKinney and Nadia Jackson

Northwestern
SD3. Proactivity: FM-Identified Work Orders

- KPI goal is that at least 30% of corrective work orders are identified by Facilities Management 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
- FM Leader: James McKinney and Nadia Jackson
LO1. Common Space Program

- KPI goal is to recapitalize 55,000 square feet of common spaces per year.
- (funding availability, project staffing, efficient decision making, accessibility to work areas)
- Initiatives: recapitalization of campus spaces
- FM Leader: Carrie West
LO2. 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
- FM 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
- \( f(\text{occupant behavior, design, construction, technology, operations, weather}) \)
- Initiatives: engage occupants; formalize design specifications; perform retro-commissioning; physically audit space for improvement
- FM Leader: Kathia Benitez
CE2. Recordable Injury Incident Rate

- 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
- FM Leader: Rachel Gunn

Number of Injuries
- Mar: 1
- YTD: 8

FY18 Recordable Injury Incident 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
- FM 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
- FM 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
• FM 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.
- Initiatives: implement new software system; train and educate Project Managers & Contractors; collaborate with Director of Diversity; explore marketplace for new vendors to engage.
- FM Leader: Liz Schaps

Discontinued from the FY18 KPI deck while collecting data. The KPI will return in FY19.
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
- FM Leader: Liz Schaps

Discontinued from the FY18 KPI deck while collecting data. The KPI will return in FY19.
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
• FM 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
- **FM Leader:** Liz Schaps
F2. FM Operating Budget Execution

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