

Operations and Maintenance Benchmarks:

International Facility Management Association (IFMA)

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The Simplar Institute is a collaborative team of faculty and researchers from universities across the United States who specialize in facility organizational assessment, performance measurement & analytics, process improvement, and advanced procurement delivery systems. Learn more at www.simplar.com.

ABOUT IFMA



IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 100 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (134 chapters), industry (16 councils) and areas of interest (six communities). Together they manage more than 78 billion square feet of property and annually purchase more than US\$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management, conducts research, provides educational programs, content and resources, and produces World Workplace, the world's largest series of facility management conferences and expositions. In addition, IFMA's collaboration with the Royal Institution of Chartered Surveyors is transforming the global FM profession by unifying standards, offering comprehensive career advancement resources and magnifying the status of practitioners. For more information, visit www.ifma.org/ricscollaboration. To join and follow IFMA's social media outlets online, visit the association's LinkedIn, Twitter, Facebook, YouTube and Flickr pages. For more information, visit the IFMA press room or www.ifma.org.

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Table of Contents

5 REPORT OVERVIEW

- 6 Acronyms & Terminology
- 8 Using this Report
- 9 Acknowledgments
- 9 About this Report
- 10 Methodology

11 FACILITY DESCRIPTION

- 12 Industries Represented
- 13 Facility Used
- 14 Facility Description
- 15 Facilities by Region
- 15 Location of Facility
- 16 Climate Zones for the U.S. and Canada
- 17 Facility Age
- 17 Facility Setting
- 18 Overall Ownership
- 19 Days and Hours of Facility Heating and Cooling
- 19 Central Plant
- 20 Developed Acres
- 20 Number of Occupants

21 SIZE OF FACILITIES AND SQUARE FOOTAGE PER OCCUPANT

- 22 Building Exterior Gross Area (Gross)
- 23 Facility Rentable Area (Rentable)
- 24 Total Gross and Rentable (Industry Type)
- 25 Total Gross and Rentable (Facility Use)
- 26 Square Footage Per Occupant (Industry Type)
- 27 Square Footage Per Occupant (Facility Use)

28 SUSTAINABLE OPERATIONS AND MAINTENANCE PRACTICES

- 29 Green Certification Status
- 31 Recycling
- 32 Green Janitorial Practices
- 32 Water Conservation
- 33 Energy Management Practices

34 JANITORIAL

- 35 Janitorial Costs
- 37 Janitorial Staffing
- 37 Contractor Practices
- 38 Janitorial Contract Characteristics
- 39 Janitorial Practices

40 MAINTENANCE

- 41 Maintenance Categories
- 42 Maintenance Costs
- 45 Roads and Grounds Costs
- 46 Maintenance Tracking
- 46 Facility Operating Current Replacement Value (CRV) Index
- 47 Maintenance Staffing
- 50 Maintenance Management
- 51 Administrative Support

52 UTILITIES

- 53 Utility Costs
- 56 Changes in Utility Consumption
- 57 Energy Use Index
- 59 Temperature Standards

60 COST OF OPERATIONS

- 61 Total Cost of Operations

63 SECURITY OPERATIONS

- 64 FM Security Operations

65 ORGANIZATIONAL AND RESPONDENT PROFILES

- 66 Where Does FM Reside and Report To in the Organization?
- 66 FM Supervision
- 67 Educational Attainment
- 67 Generational Affiliation

68 HOW ENERGY BENCHMARKING ACROSS THE UNITED STATES CAN BENEFIT YOUR FACILITY

Acknowledgements

IFMA relies on the willingness and generosity of its members to compile the data and complete this lengthy benchmarking survey. Without their data, there would be no report. We thank these dedicated participants for their contribution. Many participants have responded year after year for which IFMA is extremely thankful for their continued support to this endeavor and the profession.

A committee of subject matter experts worked with IFMA's research department to craft questions and pilot test the survey. The committee members are acknowledged on the inside cover of the report. Nickalos Rocha, IFMA's director of research, and staff from the Simplar Institute, conducted the survey, validated and analyzed the data, created the tables and graphs, and wrote the report.

About this Report

To create this report, a committee of IFMA volunteers with expertise in housekeeping, maintenance, energy management and sustainability reviewed questions posed in previous IFMA surveys and developed new questions to better match today's practices. Once tested, the survey was sent electronically in March 2017 to more than 20,000 IFMA professional members.

Although the survey was issued to IFMA members, membership was not a requirement to participate. Survey recipients were encouraged to circulate the survey to the person responsible for the activity.

Findings are discussed in the sections that follow. When applicable, comparisons are made to previous IFMA benchmarking reports. Additional copies of this report may be ordered through IFMA's bookstore.



20,000+
IFMA professional
members received the
survey electronically
in March 2017

Methodology

The *Operations and Maintenance Benchmarks Survey* was originally developed in spring 2008, and was updated in the fall 2016. Committee members examined each question to make sure questions were clear, unambiguous, concise and relevant. Questions were asked in an objective fashion in order to obtain responses that are truly representative of industry practices. The committee designed and added new questions pertaining to security operations and organizational profiles. The survey was only made available electronically through an online survey platform titled Qualtrics.

Respondents were asked to provide information on the facilities they manage for a 12-month time period. Approximately 2,193 surveys were returned during a four-month time period representing more than 98,000 buildings.

To ensure high quality data, highly structured coding and data verification procedures were used. In addition, all variables and values were checked to verify that they were within appropriate ranges and inappropriate outliers were corrected or removed.

Standardized data analysis procedures included reviewing descriptive frequency counts and cross tabulations of responses for variables of interest. To maintain real world usability of these research findings, statistics are most often provided in terms of absolute number of responses, percentages and mean averages. Percentages may not add to 100 percent due to rounding or the acceptance of multiple responses. In many cases, some respondents did not answer all questions, so the base numbers differ among the various quantitative findings. A few tables have lines in lieu of a number because there were not enough responses to generate a valid statistic.

Additional calculations were made to determine cost and utility consumption per square foot, and square footage per occupant. Utility consumption data was changed to match the unit specified. Canadian cost data was converted to U.S. currency by multiplying costs by a factor of .7449, the currency exchange rate on December 31, 2016. Unless otherwise specified, all currency is listed in U.S. Dollars (\$ USD). Metric numbers were converted to standard. If data appeared out of range, the respondent was contacted to determine how the information was derived. New information was

subsequently entered.

This report contains the results of those analyses deemed to be of most interest to facility managers. Operations and Maintenance Benchmarks is a self-report survey. All data, including respondent identification, was voluntary. As with any research, readers should exercise caution when generalizing results and take individual circumstances and experiences into consideration when making decisions based on these data. While IFMA is confident in its research, it is important to understand that the results presented in this report represent the sample of organizations that chose to supply the requested facility information.

A confidence level and margin of error provide readers some measure of how much they can rely on survey responses to represent all IFMA member organizations. Given the level of response to this survey, IFMA is 95 percent confident that responses given by all responding organizations can be generalized to all IFMA member organizations, in general with a margin of error of approximately +/- 4.0 percent. It is important to note that as the sample size decreases, which occurs in many of the tables, the margin of error increases.

Industries Represented

Comparing a facility's performance to others in the same industry, i.e., competitive benchmarking, is frequently done as part of an organization's quality assessment program. The following chart shows the industry categories represented in this report.

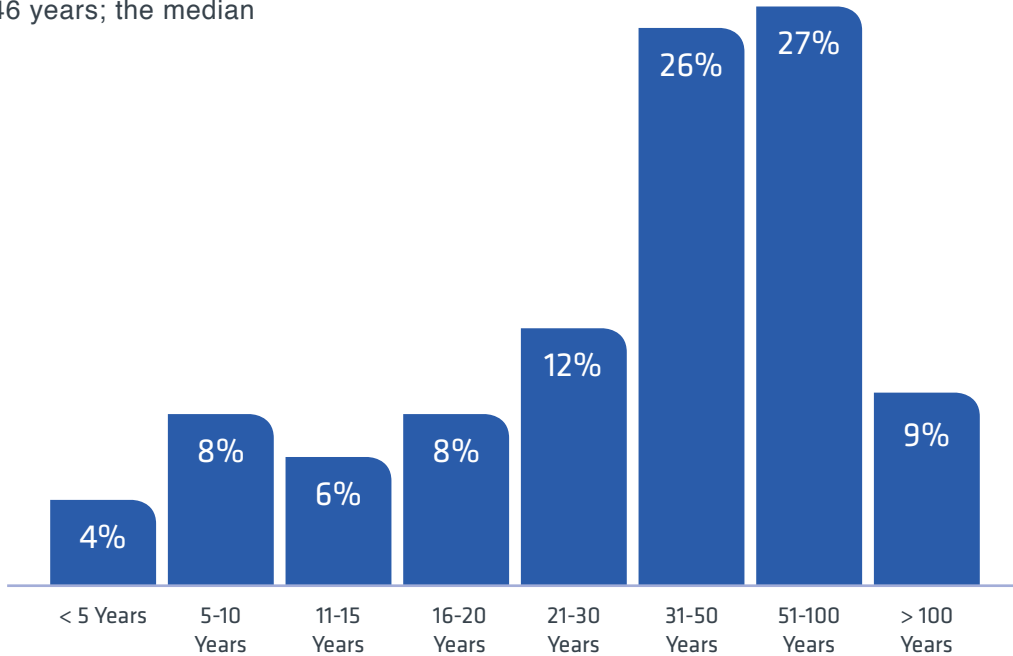
Respondents were asked to select among the 33 broad industry categories provided. These are further grouped into the services, manufacturing and institutional sectors. Please note that several similar categories are classified together but are listed as one industry category name throughout the report. The U.S. General Services Administration (GSA) contributed data on more than 800 facilities. This large response is reflected in the federal government category.

The number of cases presented is the total number of unique respondents that provided partial or complete surveys. As such, the totals vary in each section depending on the number of responses for the given question.

INDUSTRY TYPE	NUMBER OF CASES (N)
SERVICES	593
Banking (Consumer, Commercial, Savings, Credit Unions)	69
Health Care	152
Hospitality (Hotel, Restaurants, Hospitality-Related)	37
Information Services (Data Processing, Information Services, E-Commerce)	42
Insurance (Health, Life, Auto, Mutual, Casualty, Flood)	46
Investment Services (Securities and Investment Services)	10
Media (Broadcasting, Entertainment, Gaming, Media, Publishing)	17
Professional Services (Legal, Accounting, Consulting, Engineering)	101
Research	24
Telecommunications (Telecommunication, Internet Services)	8
Trade (Wholesale, Retail)	24
Transportation (Transportation, Freight)	28
Utilities (Water, Gas, Electric, Energy Management)	17
Other Services (Private security, Other Financial Services, Real Estate, etc.)	18
MANUFACTURING	210
Aircraft/Industrial (Industrial Equipment, Aerospace)	23
Building/Construction (Building, Construction Materials)	16
Chemical/Pharmaceutical (Chemical, Pharmaceutical, Biotech)	27
Computer (Computer Hardware or Software)	8
Consumer Products (Food, Paper or Related)	31
Electronics (Electronics, Telecommunications Equipment)	31
Energy (Energy -Related, Mining or Distribution)	35
Medical Equipment	12
Motor Vehicles	10
Other Manufacturing (Ammunition, Furniture, Corrugated Packaging, etc.)	17
INSTITUTIONAL	1,390
Association (Association, Federation, Non-Profit, Society)	35
Charitable Foundation	17
City/County Government (Law Enforcement, Library)	130
Corrections (Private, State, Federal, City, County)	11
Cultural (Cultural Institutions)	20
Educational	224
Federal Government	854
Military	6
Religious	21
Special Districts/Quasi-Government (School Boards)	31
State/Provincial Government	19
Other Institutions (Industry Representatives, Charitable Foundation, Casino, etc.)	22
TOTAL	2,193

Facility Age

The average age of the facilities in this data set is 46 years; the median is 39 years.



Facility Setting

Given the large number of U.S. federal government buildings included in this data set, the percentage of buildings situated in central business districts is 50 percent. Manufacturing and warehouse facilities are more apt to be located in industrial settings.

