



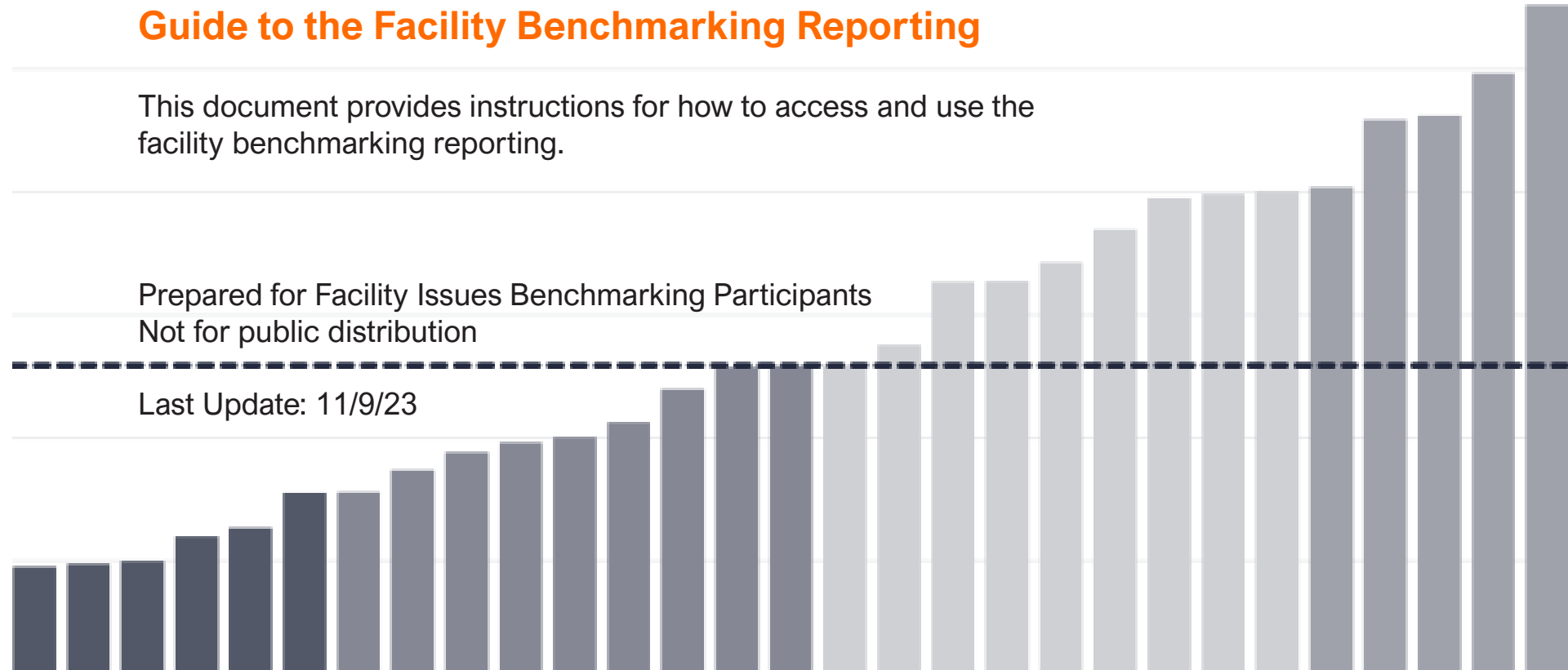
# Facility Benchmarking

## Guide to the Facility Benchmarking Reporting

This document provides instructions for how to access and use the facility benchmarking reporting.

Prepared for Facility Issues Benchmarking Participants  
Not for public distribution

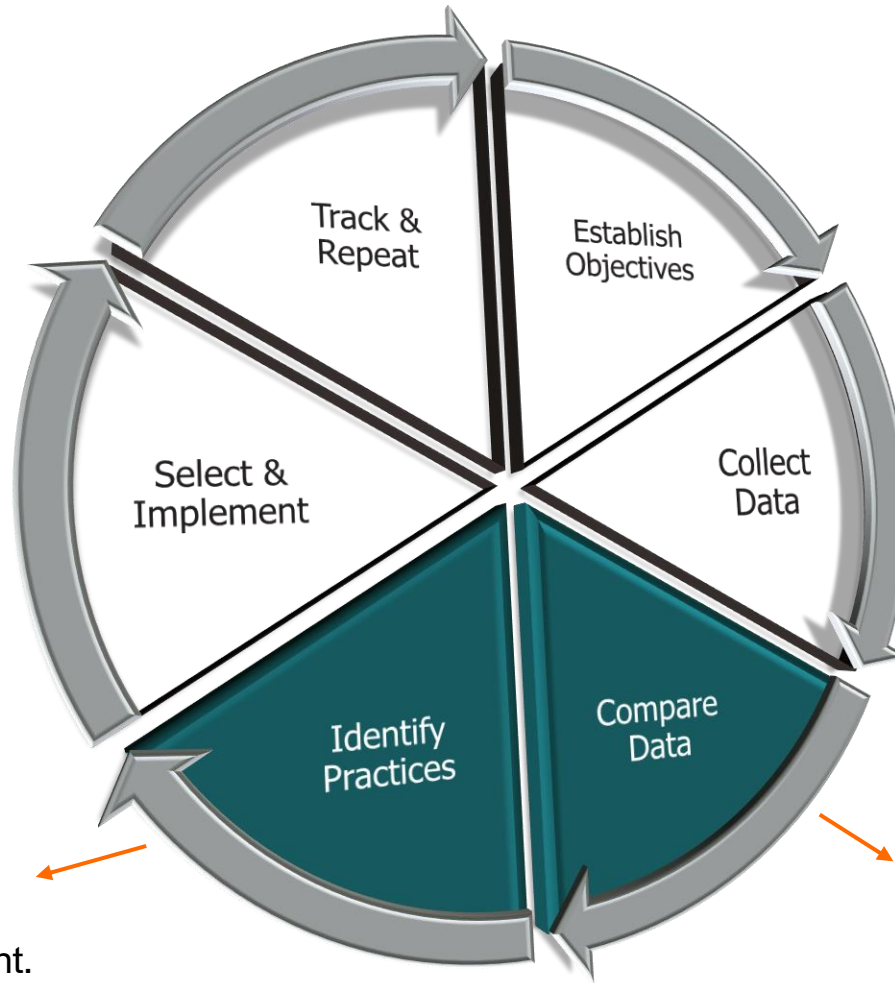
Last Update: 11/9/23



# Where We Are in The Facility Benchmarking Process

This document will address the middle 2 steps in the benchmarking process.

*Review the data reporting interface.*



Identify practices & technology that your organization might consider for performance improvement.

Compare your metrics vs. peers to identify areas of interest or concern.

Article on Benchmarking Process:

<https://facilityissues.com/facility-benchmarking-process/>

# Reviewing Your Data

Review the benchmarking results contained in the reports.

- Identify the areas of most interest:
  - To leadership
  - To regulators, funding sources, the public
  - To yourself
  - To your staff
  - To the public
- Determine how the metrics support your story:
  - Document successful performance
  - Document progress on ongoing initiatives
  - Identify potential areas with opportunity for improvement
- Identify any additional metrics you want/need (for next year)
  - Contact us for help or questions

## Compare Data & Practices

Review the data with respect to your organization's mission, strategy, situation, and priorities.

Purpose is to “sort” the data into a manageable set of metrics for attention

### Review Metrics to Identify:

- ✓ Where you are a leader
- ✓ Where you are competitive
- Where you are OK or n/a
- How you are trending
- Where attention is needed

## Expert Tip

*Understand your objectives and organization's current priorities.*

# Your Facility Issues Account(s)



Program Reference information on right side of account page

Account information provided in a reference document

## Instructions and Tips

Link to copy of this document

- New Participant?
  - Participant Agreement: **PDF**
  - Cultural Program On-Boarding Guide: **PDF**
  - Utility Program On-Boarding Guide: **PDF**
  - All Other Programs On-Boarding Guide: **PDF**
- Process Guides:
  - Compendium of Facility Metrics **PDF**
  - Getting Started – Data Entry: **PDF Video**
  - Microsoft Power BI Reporting Interface: **PDF Video**
  - Tips for Using the Results: **PDF Video**
- Links to Reporting:
  - **Open the Report** (Using Facility Issues account)
  - **Open the Report** (Using your own Power BI account)

Use this link to go to Power BI reporting site

If you use your own Power BI license (Pro or better), use this link instead!

This is the Data Entry account

This is the Power BI account

**Your Facility Issues Benchmarking Account**

This document contains your account information so please take appropriate care of this document and your credentials in general. Last updated: 11/1/23

Your Organization: [Redacted]

**Facility Issues Website**

Link: <https://facilityissues.com/>

Username: [Redacted]

Password: [Redacted]

Your password can be reset once logged in or recovered using the forgot password link on the website.

Name associated with this login: [Redacted]

Email address associated with this login: [Redacted]

Alternate contact person on this account: [Redacted]

Persons with company Power BI account linked to reporting: [Redacted]

Default Sitecode (for report): [Redacted]

**Power BI Reporting**

Link using account @facilityissues.net: <https://app.powerbi.com/>

Link using your company account (if listed as contact person above): <https://app.powerbi.com/home?ctid=9d0b841e-49ba-4985-9798-23979d6757c8>

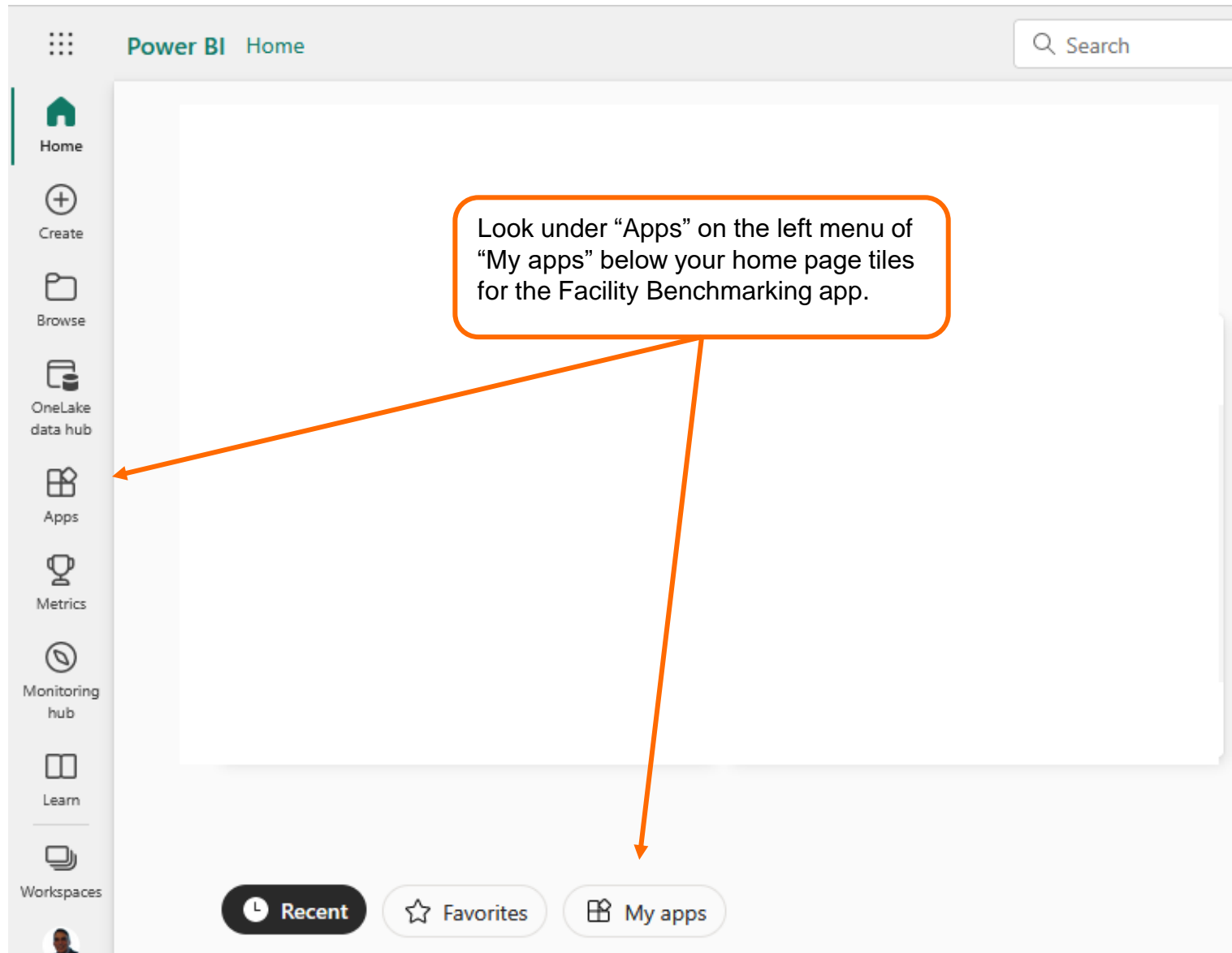
Username: [Redacted]

Password: [Redacted]

Contact me if you need to reset your password.

General restrictions and support information: Facility Issues benchmarking participants have free and unrestricted internal use of files and information available to them as participants (to share copies with others inside your organization who are providing or use the data). Copies are not allowed to be shared with persons outside your organization per the terms and conditions of the benchmarking program, and there shall be no identification of

# The Power BI Home Screen



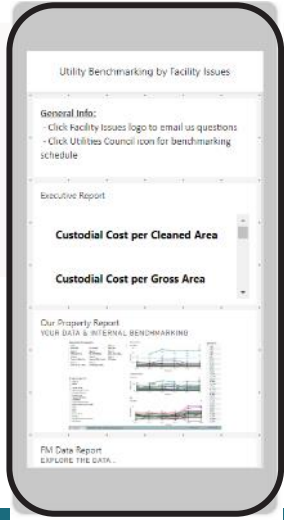
# Benchmarking App “Dashboard”

Menu lists Reports by Topic – click on report to list pages in it

You may have top menu (if set for classic view)

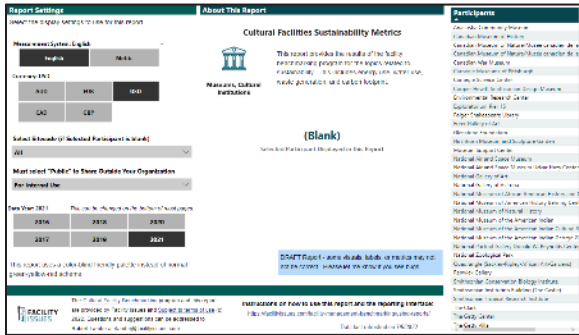
“Tiles” provide some descriptions and links to more information.

Mobile device view also available

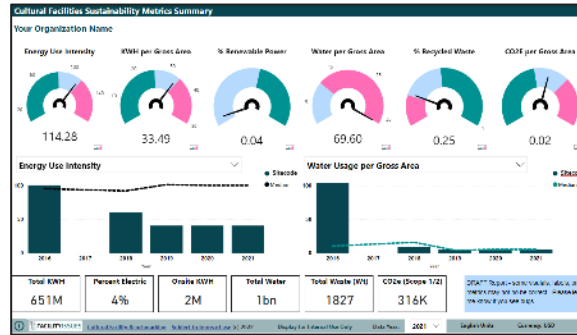


# General Structure (of all Reports)

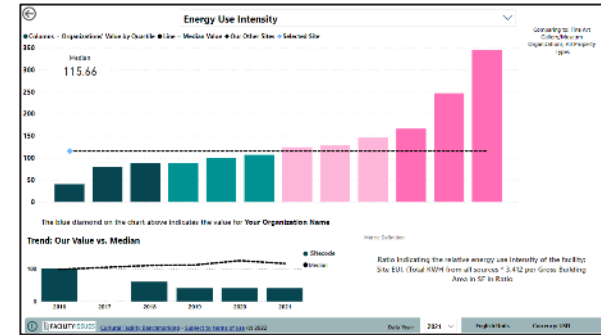
## Introduction Page: Some Key Settings



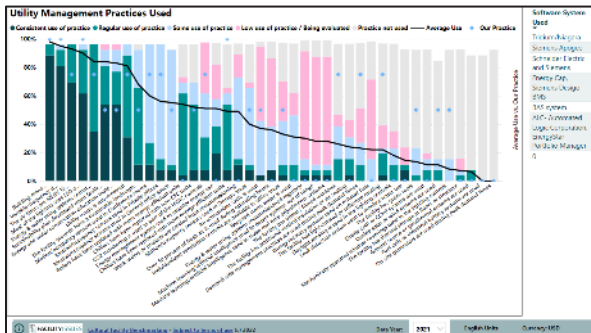
## Scorecard Page: Some Key Metrics



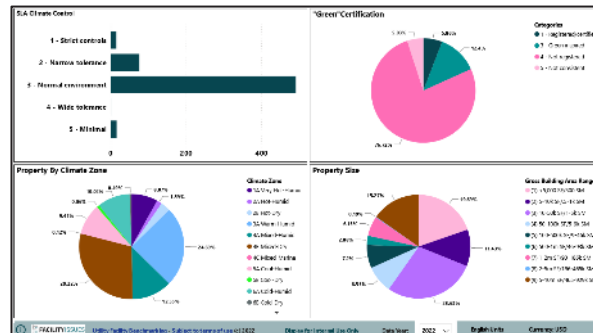
## Quartile Chart Pages: Core Metric Comparison (by topic)



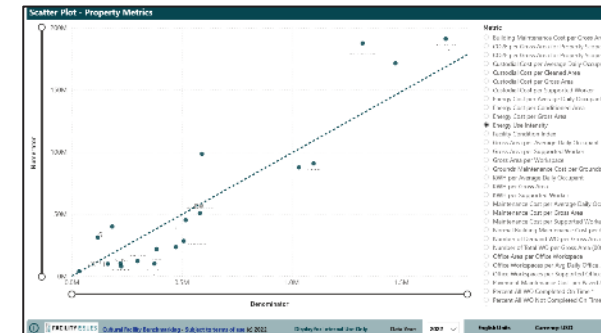
## Practices Chart Pages: Practice Adoption (by topic)



## Demographics Pages: About the Comparison Group



## Special Pages: Special Charts, Comparisons, & more





# Introduction Page

**Report Settings**

Select the display settings to use for this report.

Measurement System: English

English Metric

Currency: USD

AUD EUR USD

CAD GBP

Select Sitecode (if Selected Participant is blank)

All

Must select "Public" to Share Outside Your Organization

For Internal Use

Data Year: 2021 *This can be changed on the bottom of most pages.*

2016	2018	2020
2017	2019	2021

This report uses a color-blind friendly palette instead of normal green-yellow-red scheme.

**About This Report**

### Cultural Facilities Sustainability Metrics

Museums, Cultural Institutions

This report provides the results of the facility benchmarking program for the topics related to sustainability. This includes energy use, water use, waste generation, and carbon footprint.

**(Blank)**

Selected Participant Displayed in this Report

**Participants**

- Anacostia Community Museum
- Canadian Museum of History
- Canadian Museum of Nature/Musee canadien de la
- Canadian Museum of Nature/Musée canadien de la
- Canadian War Museum
- Carnegie Museums of Pittsburgh
- Carnegie Science Center
- Cooper Hewitt Smithsonian Design Museum
- Environmental Research Center
- Exploratorium Pier 15
- Folger Shakespeare Library
- Freer Gallery of Art
- Glenstone Foundation
- Hirshhorn Museum and Sculpture Garden
- Museum Support Center
- National Air and Space Museum
- National Air and Space Museum Udvar Hazy Center
- National Museum of the American Indian
- National Museum of the American Indian Cultural R
- National Museum of the American Indian George G
- National Portrait Gallery Donald W. Reynolds Center
- National Zoological Park
- Quadrangle (Sackler-Ripley-African Art-Gardens)
- Renwick Gallery
- Smithsonian Conservation Biology Institute
- Smithsonian Institution Building (The Castle)
- Smithsonian Tropical Research Institute
- The Clark
- The Getty Center
- The Getty Villa

DRAFT Report - some visuals, labels, or metrics may not be correct. Please let me know if you see bugs.

The Cultural Facility Benchmarking program and this report are provided by Facility Issues and [Subject to terms of use](#) (c) 2022. Questions and suggestions can be addressed to Robert Lampe at [rlambe@facilityissues.com](mailto:rlambe@facilityissues.com).

**Instructions on how to use this report and the reporting interface:**

<https://facilityissues.com/facility-management-benchmarking/using-reports/>

Data last refreshed on 7/5/2022.

Report title and short description

Select the units of measure and currency to display in report.

Select the site code for the property to display (if you benchmark more than one)

To save/share a report outside your organization, select "Public" to remove other organizations' labels.

Select the data year to display (can change on most pages)

Notes to users have blue background.

Link to program information and terms of use

A link to this help document.

The date of last data refresh is shown here.

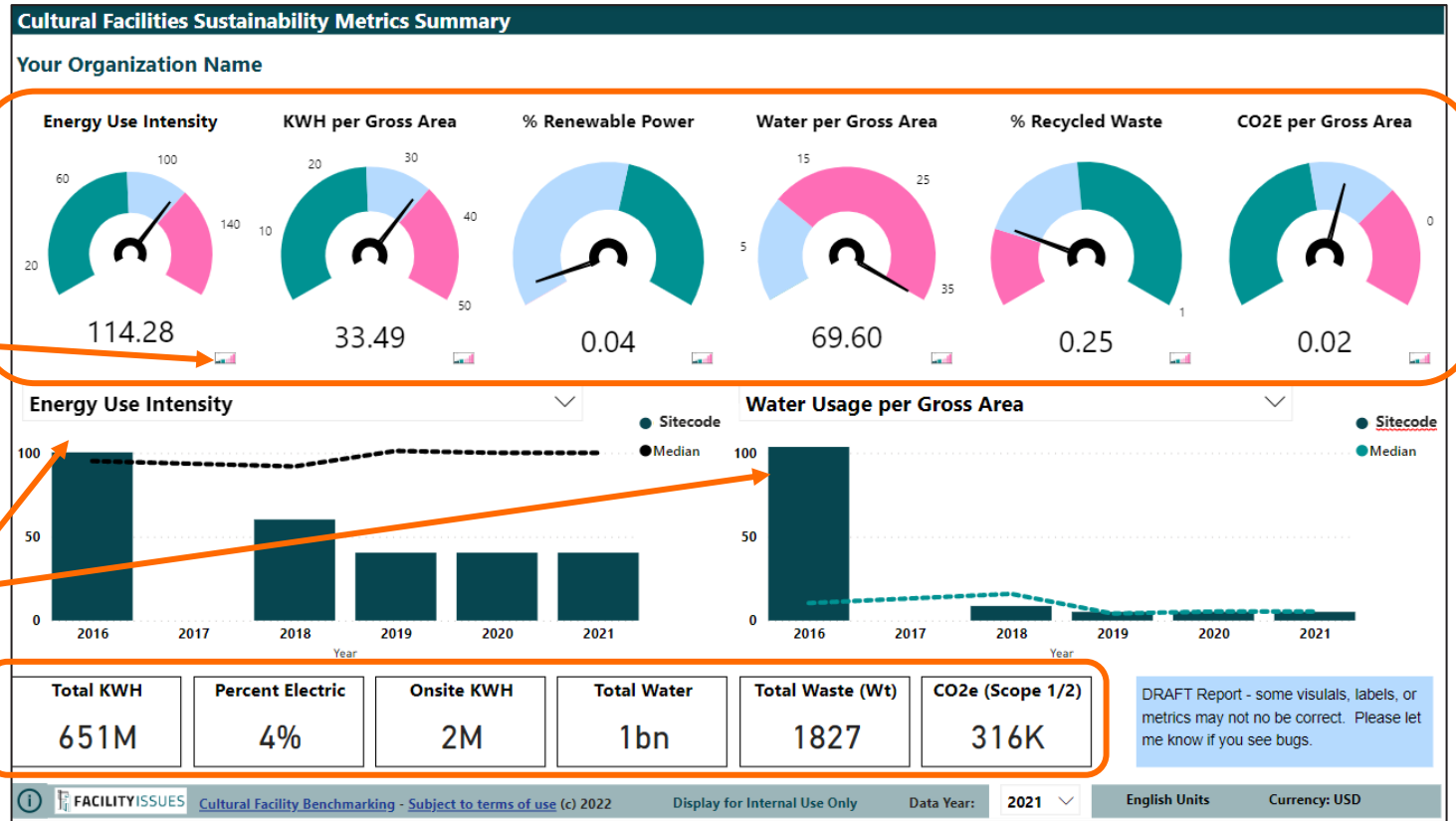
# Scorecard Page

Dashboard of key metrics for report topic

Chart icon to jump to associated quartile chart page

Trend charts for 2 selected metrics

Data cards with key stats for report topic



Report footer has reference links, slicer to change the selected data year, and display of the units, currency and privacy settings.

# Quartile & Trend Pages

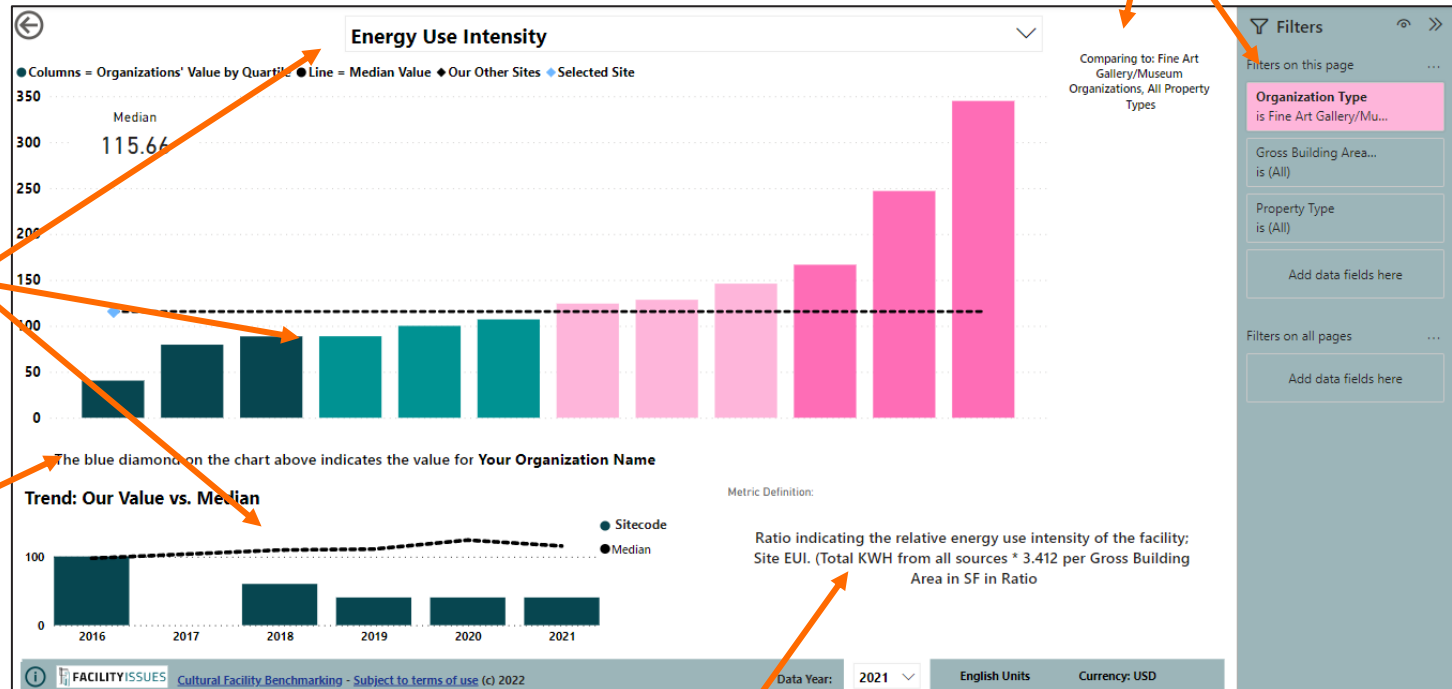
Back button jumps to scorecard page

Filter pane lets you apply some data filters and applied filters have different background color for visual confirmation. Filter selection displayed on report for reference on exports.

Quartile chart and trend chart display for selected metric

Site codes displayed for internal use and "hidden" for public use.

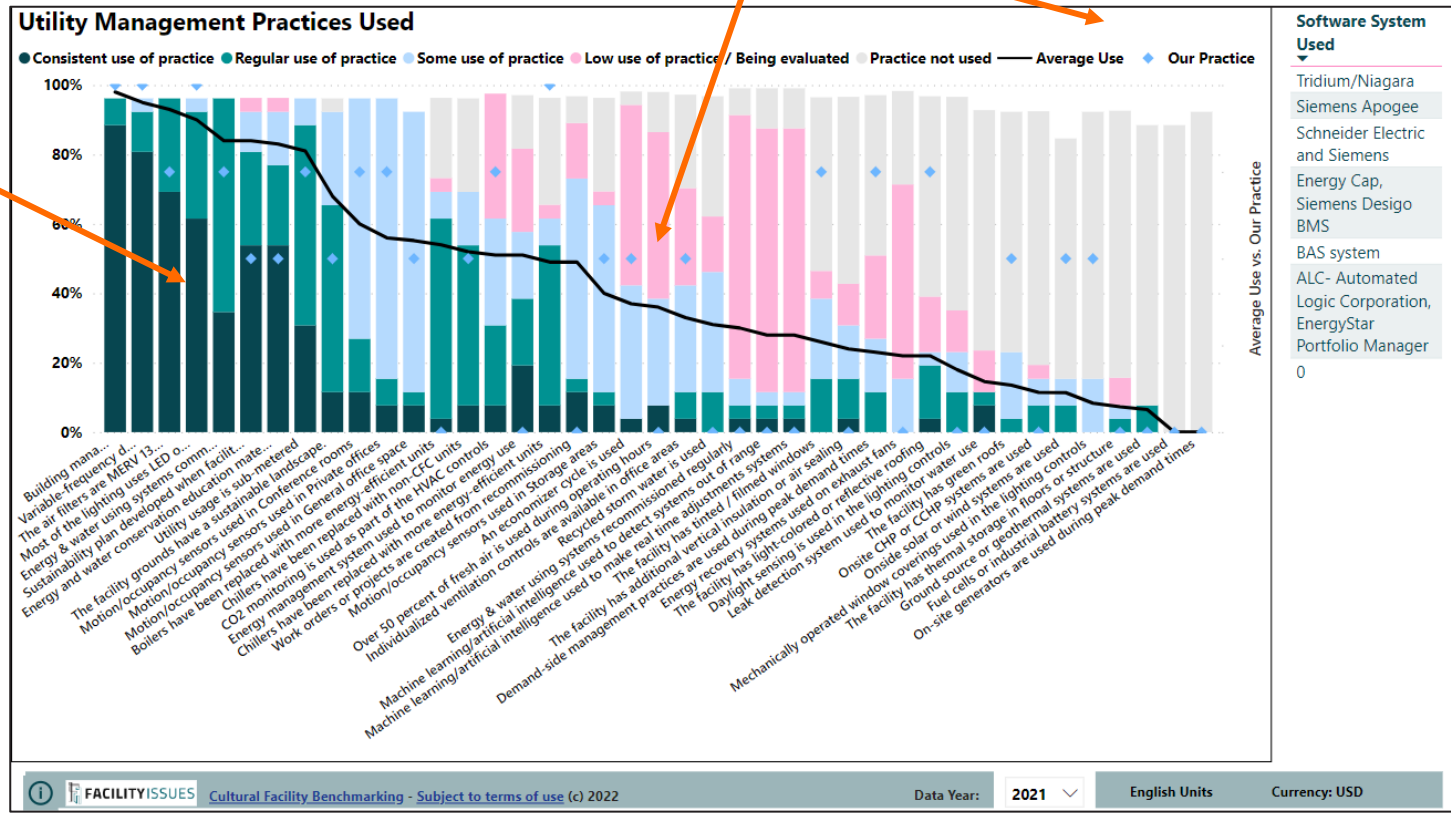
Metric definition displayed for reference.



# Practices Page

You can compare your use (blue diamonds) vs the average use (black line) to see which practices others employ more.

The degree of use of various practices is scored from consistent use to not used



# More Menu and Visualization Controls



Export a copy of the report (exactly as shown) to PPT or PDF file.

Reset to clear all filter settings for entire report.

Bookmark to save your current settings.

Funnel show all filters applied to a visual.

Hover over a visual to get additional options

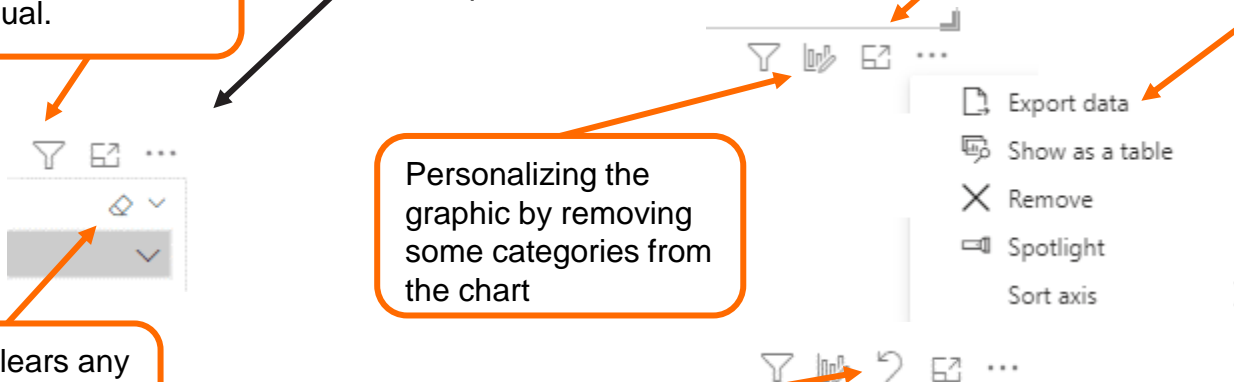
Make a visual full screen

Export the data to CSV file

Personalizing the graphic by removing some categories from the chart

Eraser clears any settings from individual filters.

When done, reset the visual



# Questions, Problems, or Suggestions?

Robert Lambe

[Rlambe@FacilityIssues.com](mailto:Rlambe@FacilityIssues.com)

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