

# Utilities Council of IFMA Benchmarking Overview

Overview of the utility industry  
facility benchmarking program

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<https://calendly.com/lambe/30min>

# 30+ Years of Utility Facility Benchmarking

- 1992 - Sponsored by SRP for western utilities
  - Established structure/content areas
  - Report in Word format
- 1995 - Facility Issues created
  - Benchmarking available to all Utility Council members
  - By 1997 most Council members were involved
  - Moved to the web for data collection and report download
  - Excel reports, Quartile Charts, additional sections added



1992

2002

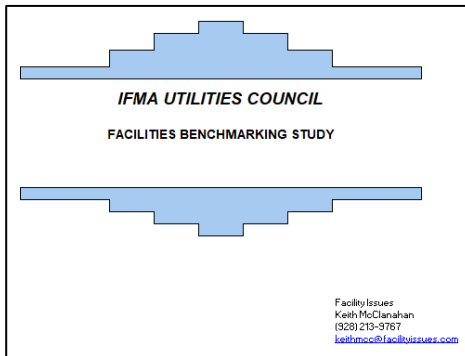
2012

2022+

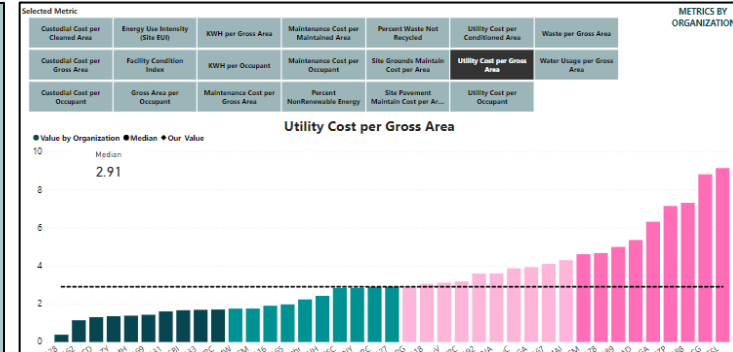


1995

2018



- 2018 - Excel Template for data upload/download
- 2019 - Full transition to Power BI Report
- 2020 - Power BI App Multiple Reports & Trending



# 1. Program Includes Process and Guidance

Coordination of the benchmarking process

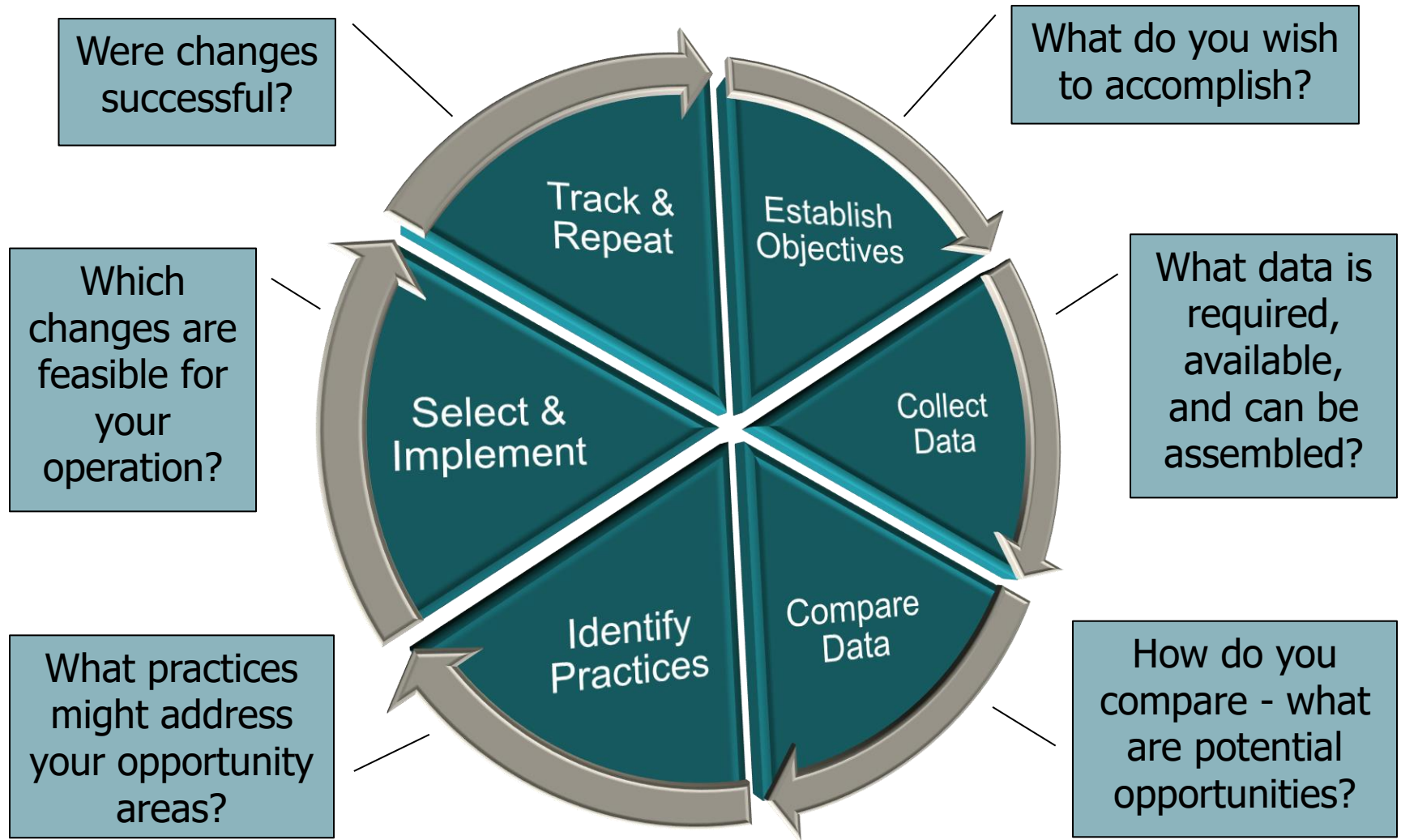
Technical support with 1:1 as needed

- Additional support if desired

Presentations and whitepapers

*Participants contribute to raising the bar for everyone!*

# The Benchmarking Process



VALUE OF FACILITY BENCHMARKING: <https://facilityissues.com/facility-benchmarking-process/>

## 2. Program Provides Data & Metrics

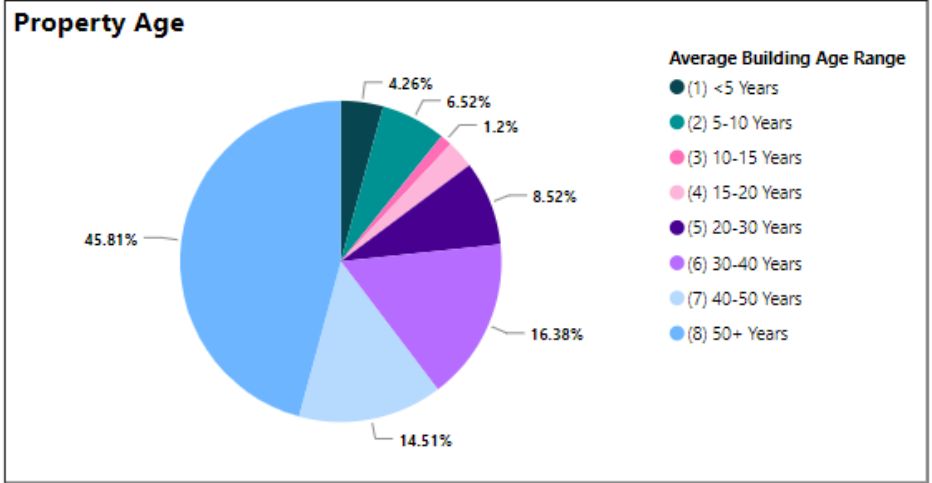
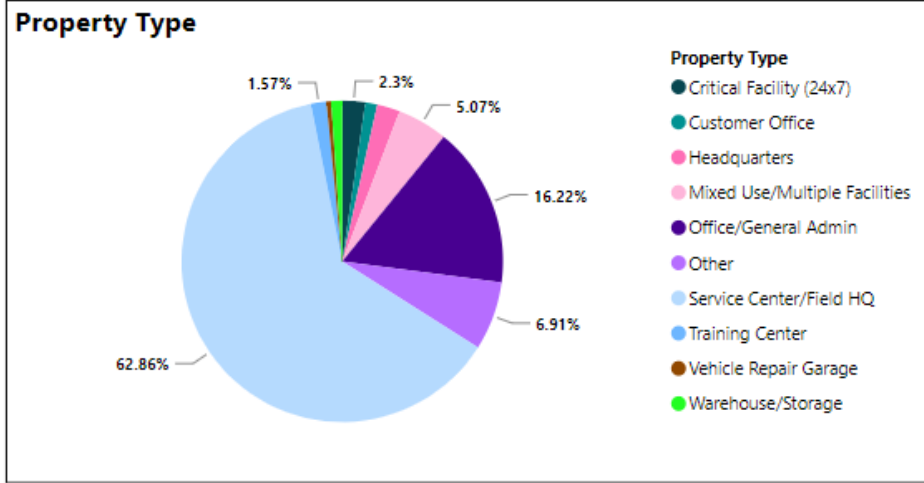
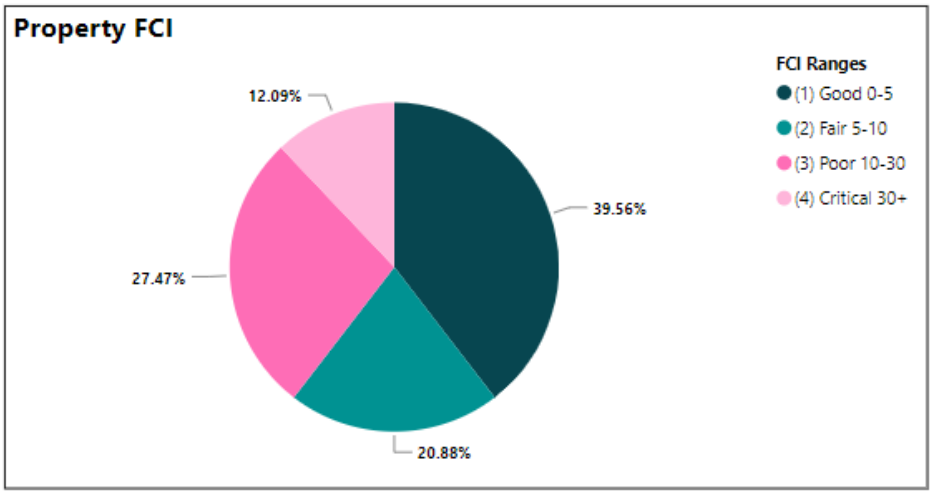
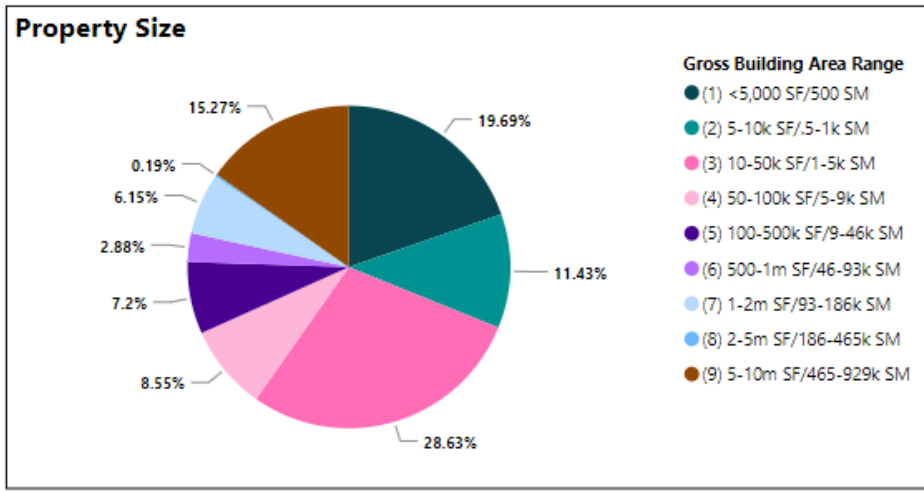
### Best Energy Industry Data for many Performance Metrics

- 24 Organizations (multiple Op Co's) serving 253+ M customers (2023)
- 18,632 Buildings comprising 96,774,483 GSF (\$2+ B in assets)

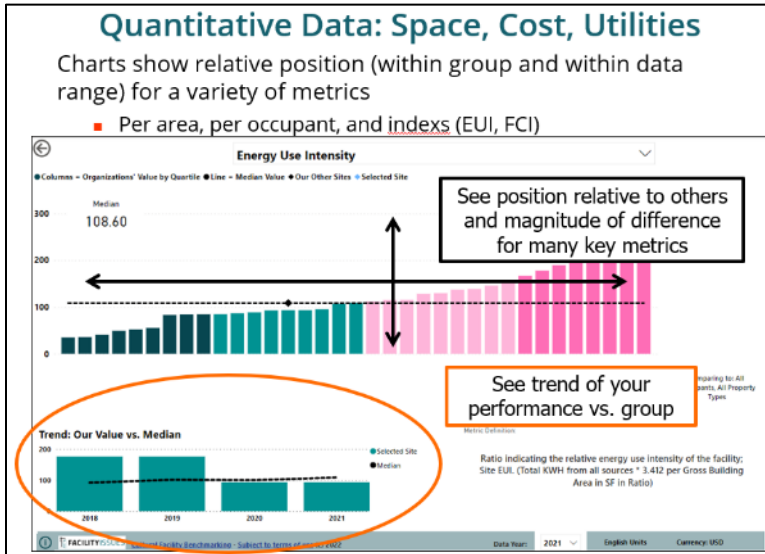
### Quantitative and Qualitative Comparisons

- Total of 783 data points (2024)
- Key quantitative metrics
  - 25+ at organization level (staffing & practices)
  - 63+ at property level (size, cost, sustainability performance)
- Practices used, methods of setting and monitoring SLA's for:
  - Custodial operations
  - Maintenance operations
  - Space management
  - Safety practices
  - Energy/water/waste conservation/management

# Example Demographics

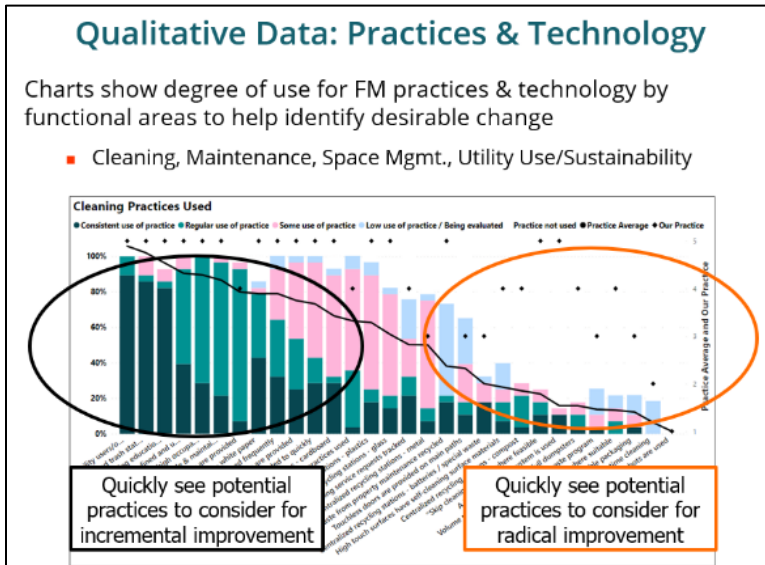


# Quantitative & Qualitative Metrics



Quantitative metrics provide context & trends.

- Your position vs. peers
- Performance improvement over time



Qualitative metrics identify potential opportunity areas

- Degree of use for practices & technology
- Non-cost performance measures

# 3. Networking

*Utilities Council has meetings Spring & Fall*

Benchmarking group has meetings Winter & Summer

- EUG & WUG meetings (east and west US)
- Small group format
  - Discuss activities currently underway at each company
- Hosted by a utility and includes facility tour



# Feb 2024 EUG Meeting (New Orleans – Entergy)

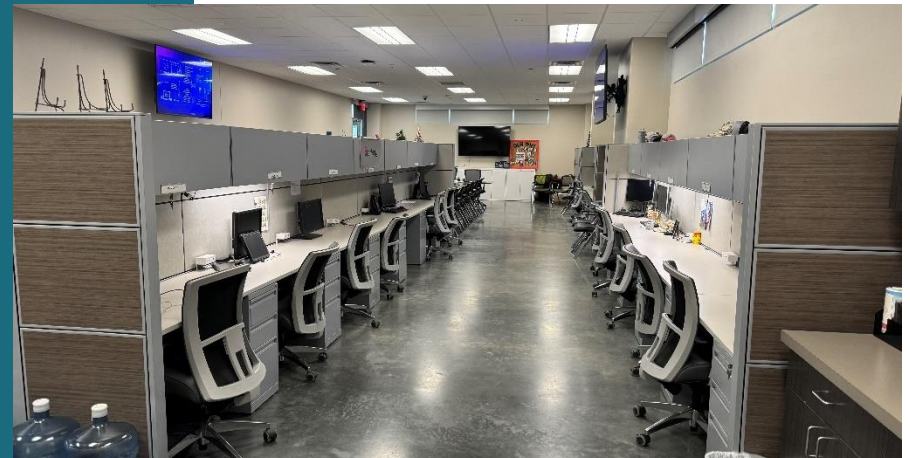
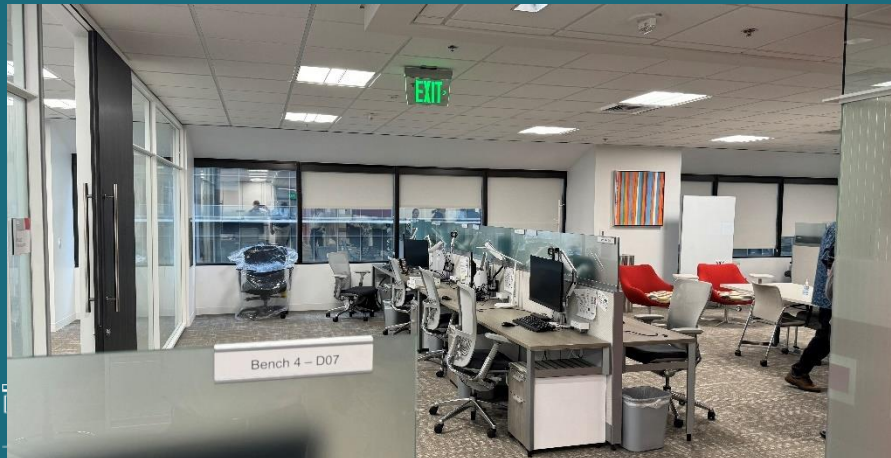


## Some Topics of Discussion

- Hybrid office
- Changing portfolios
- Static budgets
- Condition assessments
- Critical facilities
- Cost savings

## Some Tours

- Hybrid office (below left)
- Hardened service center (below right)



# Mar 2024 WUG Meeting (Phoenix – SRP)

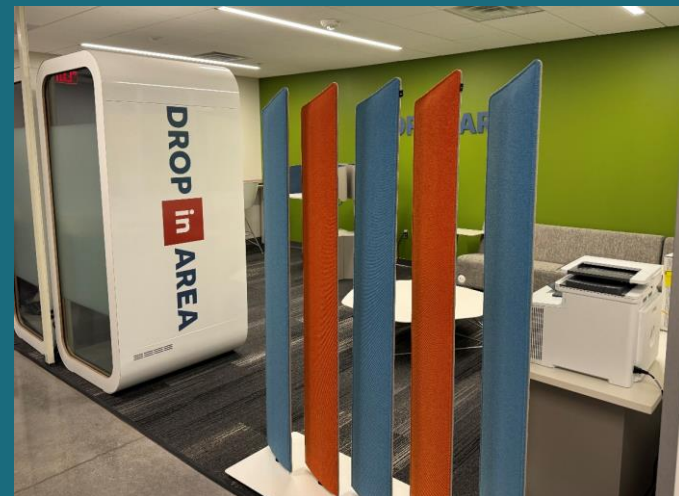


## Some Topics of Discussion

- Hybrid office
- Changing portfolios
- Static budgets
- Increasing warehouses
- Cost savings
- Free drinks

## Some Tours

- Hybrid office
- Automation/Self-service



## 4. Shared Practices & Lessons Learned

Since pandemic, have had regular virtual meetings

Monthly Shared Practice meetings (Teams)

Associated Monthly Shared Practice surveys

- Supplement traditional group polls
- Results presented with more structure than email lists

Join email list to get invites (bottom of page): <https://facilityissues.com/utilities/>

# Example Shared Practice Survey Results

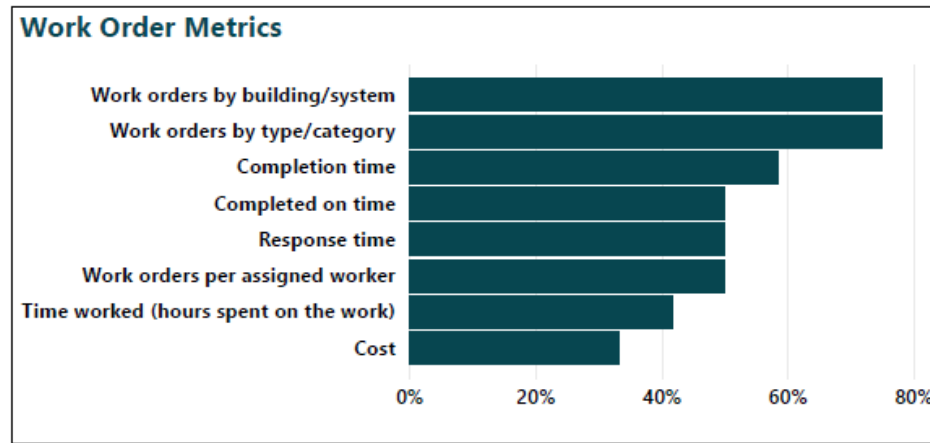
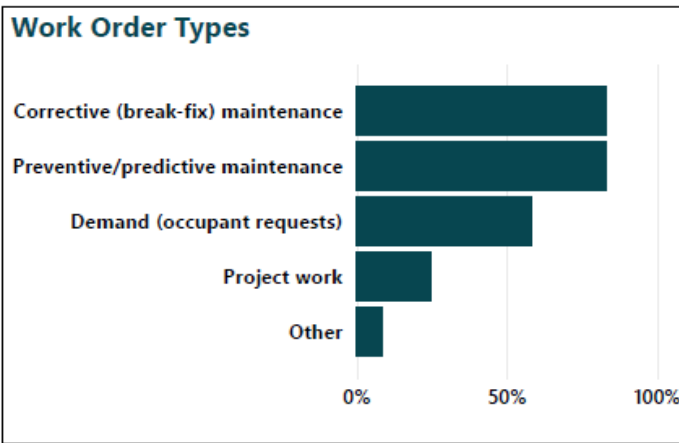


This report contains the results of a "Shared Practice Survey" on [Work Orders and Occupancy Metrics](#) and reflects the answers based on voluntary participation.

2/16/2024...

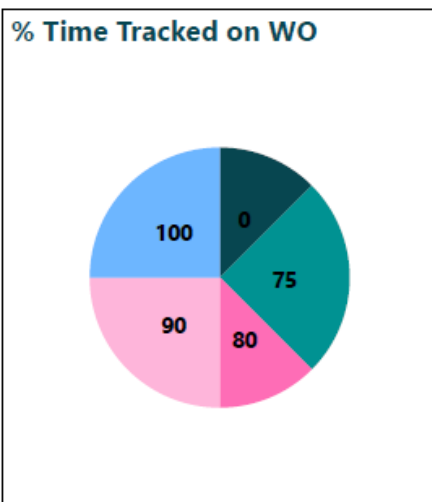
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## Work Orders



### Organization

- AEP
- Bonneville Power Administration
- CenterPoint Energy
- CONSUMERS ENERGY
- Eergy
- FirstEnergy
- PSEG
- Sacramento Municipal Utility District
- Facilities
- Salt River Project
- Souther
- TVA
- WEC Energy Group



### Metrics reported or would like to benchmark

all as we are trying to justify capturing work hours at a more granular level as many of our crews use standing work orders that do not indicate what they are necessarily working on

PM% completed On Demand response times

### Comments

We rely on the work order system of our MSP

Presently only using it for 3 of our 7 utilities, but working on expanding it to all 7 by year end

For projects and engineering support the request comes into our Work Order system then is moved to a Project separate database in Microsoft access for scheduling planning and consideration also track housekeeping, grounds maintenance and security work orders

# Shared Practice Topics

## Shared Practice Surveys Since March 2023

- AI and Automation
- Work Order Systems
- Emerging Issues
- FM Topics of Interest 2024
- Work Orders and Occupancy
- Dealing With Your FM Data
- Misc Questions March 2024

	2024 Monthly Shared Practice & Networking Meeting Topics
Jan	Utilities Council Town Hall Session
Feb	Space/Occupancy Metrics, Work Order Metrics
Mar	Dealing With Your FM Data
Apr	Using Benchmarking Metrics for Facility Master Planning
May	Tentative: Service Center Planning and Operation
Jun	Utilities Council Town Hall Session
Jul	TBD
Aug	TBD
Sep	TBD
Oct	No meeting (Utilities Council Fall Meeting & WWP)
Nov	Emerging Issues for Utility Facility Management

# 5. FM Metrics Training/Guidance

## Periodic Technical Workshops

- Based on interest and need

## Increase your staff's capabilities

### Example:

- <https://facilityissues.com/product/data-assembly-workshop/>

Join email list to get invites (bottom of page): <https://facilityissues.com/utilities/>

# Presentations on Benchmarking & Use of Metrics

## **Craft Your FM Metrics Roadmap**

NFMT 2024 Baltimore MD

## **Benchmarking in the Age of AI**

IAMFA Annual Conference 2023

## **Benchmarking Overview and Trends**

Utilities Council of IFMA Fall Meeting 2023, Dener CO

## **Overview of FM Technologies Used in the Utility Industry**

Utilities Council of IFMA Spring Meeting 2023, Virtual

## **Track Your Facility & Service Performance**

NFMT 2023 Baltimore MD

## **Benchmarking Overview and Using Metrics To Navigate Uncertainty**

Utilities Council of IFMA Fall Meeting 2022, Nashville TN

## **Overview of Benchmarking Program**

Utilities Council of IFMA Spring Meeting 2022, Virtual

## **New Dimensions in Benchmarking**

Utilities Council of IFMA Fall Meeting 2021, Virtual

## **Benchmarking Overview, Pandemic Edition**

Utilities Council of IFMA Spring Meeting 2021, Virtual

## **Using Benchmarking in Facility Management Decision Making**

Utilities Council of IFMA Fall Meeting 2020, Virtual

## **Benchmarking and Implications of Emerging Data Technologies**

Utilities Council of IFMA Fall Meeting 2019, Phoenix AZ

## **Benchmarking - The Role of Small Data in a Big Data World**

IAMFA Annual Conference 2019

## **Benchmarking Update & Future Directions**

Utilities Council of IFMA Spring Meeting 2019, Omaha NE

## **Integrate Your Facility Data for Valuable Insights**

NFMT 2019 Baltimore MD

## **Benchmarking Update and Use Cases**

IAMFA Annual Conference 2018

## **Benchmarking Update + Use Cases & Practical Applications**

Utilities Council of IFMA Fall Meeting 2018, Charlotte NC

## **Benchmarking Review**

Utilities Council of IFMA Spring Meeting 2018, Portland OR

## **FM Metrics for Dashboards and Scorecards**

NFMT 2018 Baltimore MD

## **Using Benchmarking to Benefit Your Institution**

IAMFA Annual Conference 2017

## **Overview of Benchmarking Activities**

Utilities Council of IFMA Fall Meeting 2017, Houston TX

## **How to Get Value from Facility Benchmarking**

NFMT 2017 Baltimore, MD

## **Preparing An Agile Strategic Facilities Plan**

NFMT 2016, Baltimore, MD

## **FM Metrics That Matter**

Suncoast Chapter IFMA 2016, Tampa FL

## **FM Work Order System Usage**

Utilities Council of IFMA Fall Meeting 2014, New Orleans LA

## **Technology In Facilities Management: A Snapshot of Use**

Utilities Council of IFMA Spring Meeting 2014, Ottawa ON

## **Developing a Green Building Strategy for Your Organization**

SlideShare Webinar January 2011

## **Capital Renewal and Impact on O&M Expenses**

Utilities Council of IFMA Spring Meeting 2010, Las Vegas NV

Many of these presentations, handouts, and related downloads are available at:

<https://utilities.ifma.org/> or  
<https://facilityissues.com/articles/>