

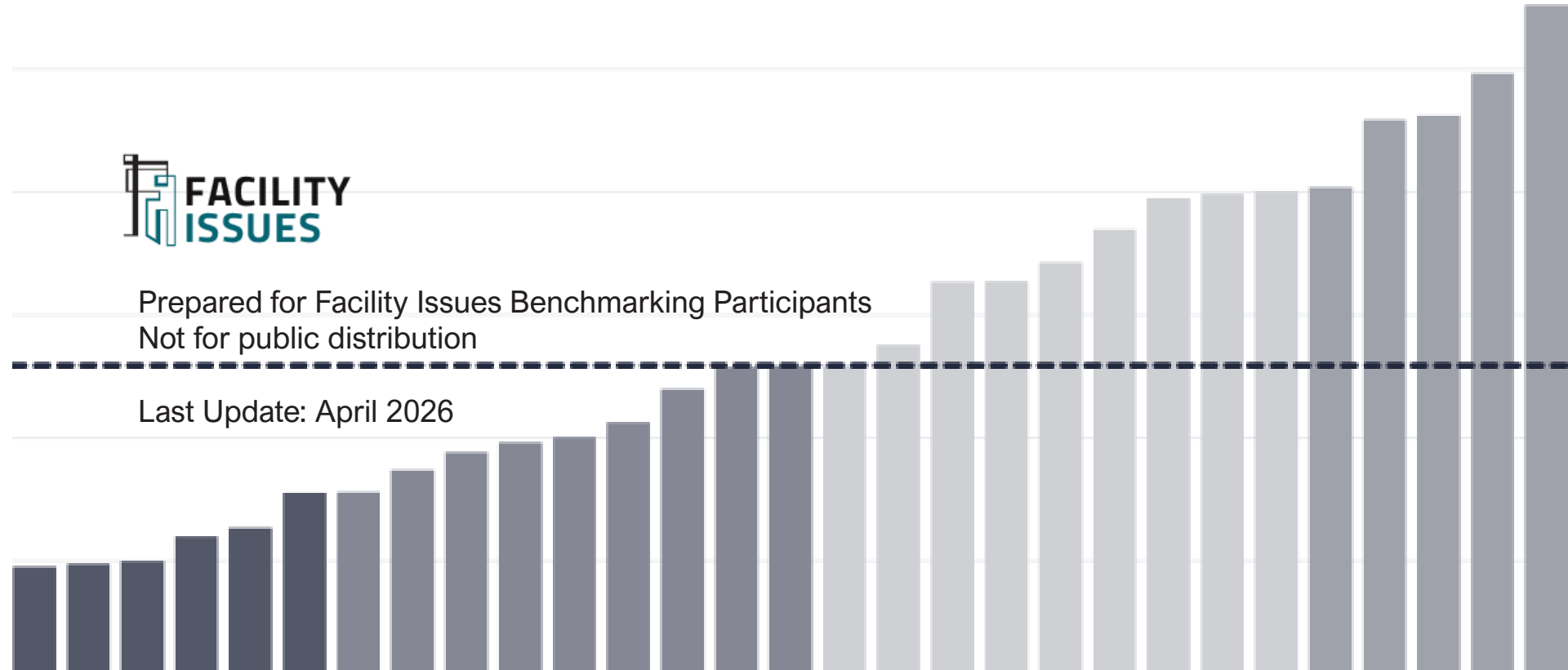
# Benchmarking Program Reference Guide

## Cultural Facility Benchmarking



Prepared for Facility Issues Benchmarking Participants  
Not for public distribution

Last Update: April 2026



# Contents

## General Reference

- The Benchmarking Process
- About the Cultural Facility Benchmarking Program
- Code of Conduct
- Milestone Schedule of Activities

## Participating in the Metrics Benchmarking & Reporting

- Benchmarking Program Roles
- Your Facility Issues Accounts
- The Facility Issues Website, Technical "How-To" Guides

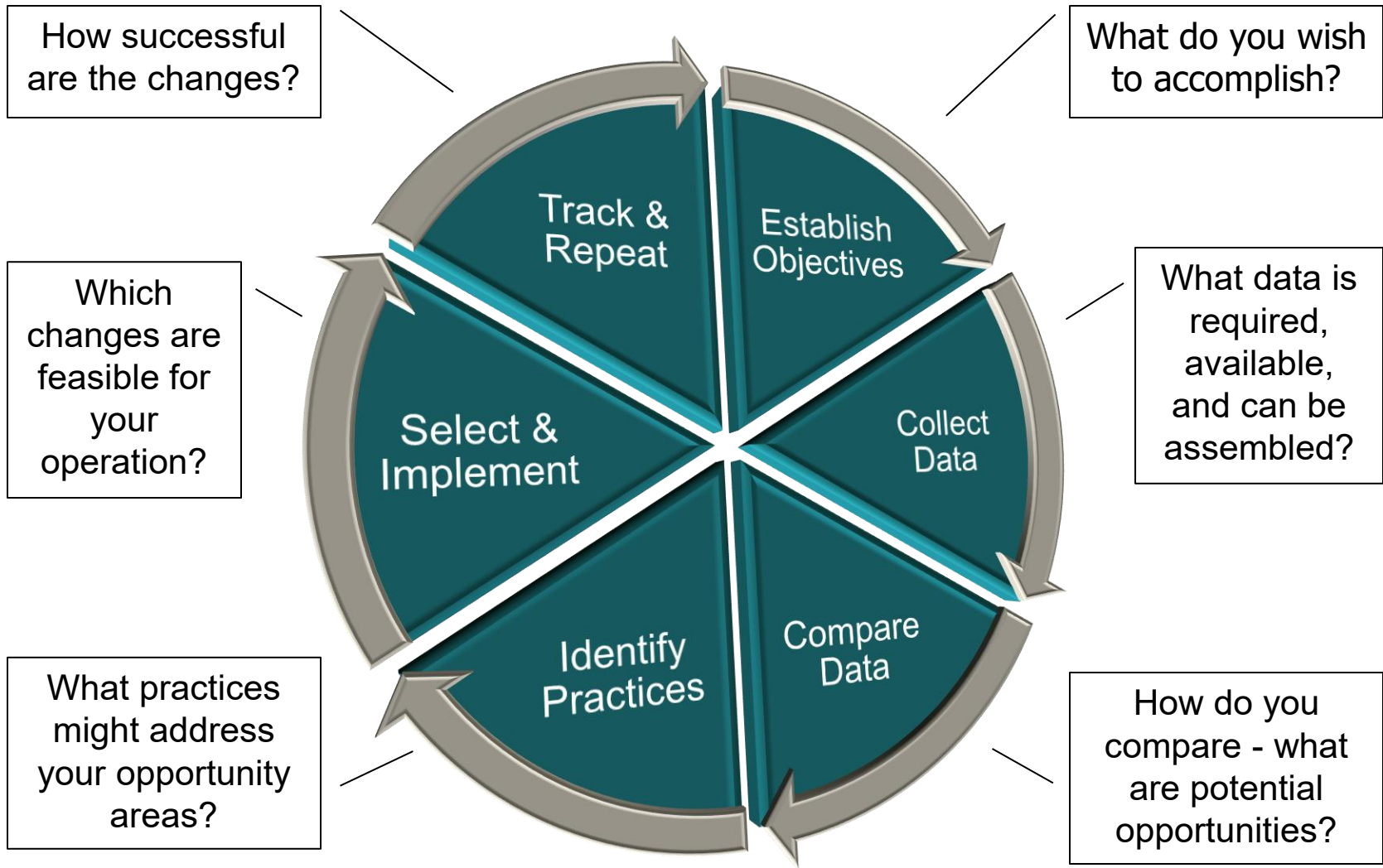
## Participating in the Shared Practice Meetings

## Participating in the Annual Workshop

## Help and Support

- References, Training and Additional Services
- Questions & Technical Support

# The Benchmarking Process



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

# About the Cultural Facility Benchmarking Program

## Endorsed by IAMFA

- International participation
- All Cultural Institutions are welcome (recommend others join!)
- Program run by Facility Issues

## Annual benchmarking program since 2001

- Benchmarking (Metrics Reporting)
  - Technical Support as needed
- Networking and Sharing
  - Shared Practice Meetings (~monthly on Zoom)
  - Best Practices Workshop (in-person day prior to annual conference)

## Additional support / related services available from Facility Issues

- FM Metrics process setup within your organization
- Staff training / mentoring
- Special studies / assignments

Overview of Program: <https://facilityissues.com/link/cultural-program/>

# Code of Conduct

All benchmarking participants are expected to adhere to a professional code of conduct, as required in the terms of agreement.

<https://facilityissues.com/link/conduct/>



## Participating organizations agree to the following General Code of Conduct

- Conduct yourself professionally within legal bounds
- Participate by exchanging accurate information
- Respect the confidentiality of other's information

## Benchmarking Participant Agreement

All benchmarking "participants" (anyone submitting data or with access to reports) agree to abide by these terms of use as a condition of their participation in the program(s). These requirements are to ensure that all participants can obtain the highest value from this program while protecting the business confidentiality of their information. The term "reports" used below means all data in all formats.

1. **Ownership:** The source data is the property of the entity submitting it. No participant shall distribute the information of another participant to any third party without written permission from the data owner. Reports and other derivative works are the property of Facility Issues.
2. **Confidentiality:** The information contained in the reports shall be considered confidential by all participants and shall not be publicly published or shared in any form except as specifically allowed under this agreement. **No participant shall release or disclose any information that allows identification of another participant's data.** Any participant code list shall not be shared.
3. **Internal Use:** Participants have unrestricted use of the reports within their organization for their own business. If posted to a location accessible over a network within the organization, access must be restricted to users aware of and bound by these terms of use.
4. **External Use:** Participants can use edited excerpts of the report as they wish in reports to their clients, customers, donors, oversight boards, regulators, or other third parties provided that any information furnished may only show identifying information for properties/organization for which the participant is the data owner and appropriate attribution. Use of selected information in professional association presentations is subject to review and approval by

# Typical Schedule of Activities

## Benchmarking Milestones

- Jan / Feb - Renewal Notice or Sign-up Welcome
- ~ Apr 1 – Data entry, Getting Started Review 2<sup>nd</sup> Tuesday April
- ~ Jul 1 – Draft Report available, Review 2<sup>nd</sup> Tuesday July
- Final Report ~ 2 Weeks After Annual Workshop
- Report Review Meeting 2<sup>nd</sup> Tuesday November

## Shared Practice Meetings

- Monthly, 4<sup>th</sup> Tuesday of the month Jan - Sep
- Annual Workshop – Day before Annual IAMFA Conference

## Steering Committee Meetings (talk about the program)

- Monthly, 2<sup>nd</sup> Tuesday of the month Jan - Aug

Up to Date Schedule: <https://facilityissues.com/cultural/schedule/>

# Benchmarking Program Roles

## Account

### Primary Contact

- Manage benchmarking account & contacts
- Coordinate organization's benchmarking activities
- Keep others in organization informed of program activities and terms
- Automatically receives all benchmarking communications

### Alternate Contact(s)

- Recommend 1-2 as backup for Primary
- Automatically receives all benchmarking communications

### Billing Contact

- Contact for invoicing

## Data/Reporting

### Web Manager

- Primary user on FacilityIssues.com web account (gets password resets)
- Can add/remove other users to web account for data entry

### Web User

- Can login to primary user's account for data review/entry or document access

### Reporting User

- Has corporate Power BI account linked to Facility Issues account for direct access to benchmarking reports

## Participation

### Everyone else in the organization (Associates)

- Can participate in any shared practice meeting or shared practice survey
- Can use benchmarking results within the organization
- Need to subscribe to the email list to get meeting notifications and updates:

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

# Your Facility Issues Accounts

Your organization's primary contact receives your account info as shown below and provide users with the account info needed.

### Facilities Benchmarking Account Information

**Example Organization** ▾

**Benchmarking Web/Data Account Information & Roles:**

**Web Account:** There is an account on [FacilityIssues.com](https://FacilityIssues.com) where your benchmarking data is entered and edited:

The **Web Account Manager** is the main user of the web account use to enter the benchmarking data. \*The initial password is shown but Web Account Manager can change their password at any time. Their email is used for any password reset request by any user.

Other **Web Users** can be added by the Web Account Manager (they log in with their own email with full access to the data), typically used for analysts who review and enter the benchmarking data or admins who make online payments.

Website Login Website PW Web Manager Web Manager Email

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**Benchmarking Reporting Account & Roles:**

**Reporting Account:** There is an account provided by Facility Issues on Microsoft's [Power BI cloud](https://PowerBI.cloud) where you access the benchmarking reporting.

The **Report User** provided by Facility Issues is the default method of report access (NOTE: @facilityissues.net, not .com).

**Linked Report Users** have their business Power BI account linked to the Facility Issues tenancy for easier access to the reporting (requires a Pro or Premium license & our setup).

Site Name Reporting Login Reporting PW

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- Use THIS account to enter/download your data (See data entry guide)

- Use THIS account for the results reporting (See reporting guide)

# The Facility Issues Website

<https://facilityissues.com>

Click on My Account to login or open this admin page



ABOUT BENCHMARKING METRICS STRATEGY ARTICLES CONTACT

MY ACCOUNT

Benchmarking program in which you are enrolled and links to online data forms and participant documents.

Switch to another account with the same email address.

C....

Switch

Can switch between "sites" (if you have multiple)

Log Out

Program(s) Enrolled In

Museums & Cultural Institutions - (last updated: 10/13/2025)

[GoTo Data Forms](#) | [View Documents](#)

Download an Excel copy of your Cost Survey Data

Museums & Cultural Institutions

Create Excel File

Latest Download file: C:...\_ci\_export\_2025\_08\_26.xlsx

Upload an Excel file of your Cost Survey Data

Museums & Cultural Institutions

Browse... No file selected.

Upload

Manage Account Users

Add User

No account users found

Online Order Account Information

• [Dashboard](#)

• [Orders](#)

• [Billing](#)

Hello C.... (not C.... ? [Log out](#))

Your password can be reset when logged in or recovered using the forgot password link on the website. Password recovery only works for the Web Manager email address

[View your billing address, and](#)

Instructions and Tips

- Program Documents & Help:
  - User Guide: [Getting Started & Data Entry](#)
  - User Guide: [MS Power BI Reporting Interface](#)
  - User Guide: [Using Benchmarking Results](#)
  - Tips: [Getting Value from Benchmarking](#)
- Other References:
  - [Cultural Program Schedule](#)
  - [Utility Program Schedule](#)
  - [Compendium of Facility Metrics](#)
- Links to Reporting:
  - [Open the Report](#) (Using [account @FacilityIssues.net](#))
  - [Open the Report](#) (Using your linked business account)
  - Need Help? [Schedule a 1:1 web session](#)

Help documents for data entry and results reports

Links to reporting website

Your account status

Payment Status

Status: Participating -- Payment received

Download & upload your Excel data template.\*

Web Manager can allow other users to login to this account.

\* See User Guide for Getting Started & Data Entry for step-by-step instructions



# The Reporting Website (Power BI)

<https://app.powerbi.com>

Reporting dashboard page with "tiles" & links about the program

Charts & other visuals with benchmarking results

Benchmarking "reports" by category

*You have to email me to change or reset your password for your \_\_@facilityissues.net account. If you have a Power BI Pro or better license, we can link these reports to your account.*

# Participating in the Shared Practice Meetings

Equally valuable as the metrics is the ability to discuss best practices and lessons learned with other cultural facility managers

There is a regular one-hour networking meeting ~ monthly on Zoom

- These meetings provide a regular forum to hear about what others are doing and share your experience.
- Presentation of case studies by your organization are encouraged – contact us if you are willing to share one
- Tentative meeting topics are posted on website but please contact us with other suggestions (<https://facilityissues.com/cultural/schedule/> )
- Leads, alternates, and any associates on the mailing list will receive email notifications of shared practice meetings
  - Meetings are open to anyone in your organization so you can forward information to others
  - There is a **shared practice survey** associated with most meetings – these are short and do not require data lookup **so please participate**

Get monthly notices of meetings: <https://facilityissues.com/cultural/> (bottom of page)

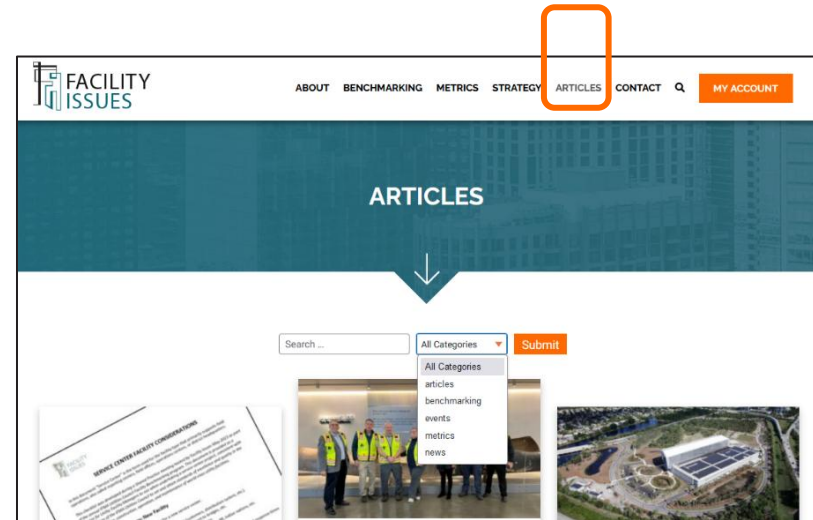
# Participating in the Annual Workshop

There is a full day pre-conference session at the annual IAMFA conference

- This meeting provides a review of the year's program, some educational presentations, and general discussion of current issues and lessons learned among the attendees  
<https://facilityissues.com/culturalworkshop/>
- This is a great opportunity to ask 30+ cultural facility experts about the lessons learned in their cultural facility operations
- One registration per benchmarked facility is included with the benchmarking; additional attendees can register with payment for meeting costs, space permitting.

# Additional References, Services and Training

Shared practice meeting notices, general reference articles, and presentations, are available on the Facility Issues website.



Recommended: **The Value of Facility Benchmarking** - Combination of benchmarking process overview and practical ways to overcome challenges at each step of the process.

<https://facilityissues.com/links/benchmarking-value>

*Contact us for custom facility planning & metric support services.*

# Questions, Suggestions, & Technical Support

Phone and email support is available  
business hours (Eastern Time).

Robert Lambe, CFM, ProFM

315.601.6010

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

Schedule a 1:1 call or web meeting to get  
help on a specific benchmarking issue or  
just to chat about your situation:

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