



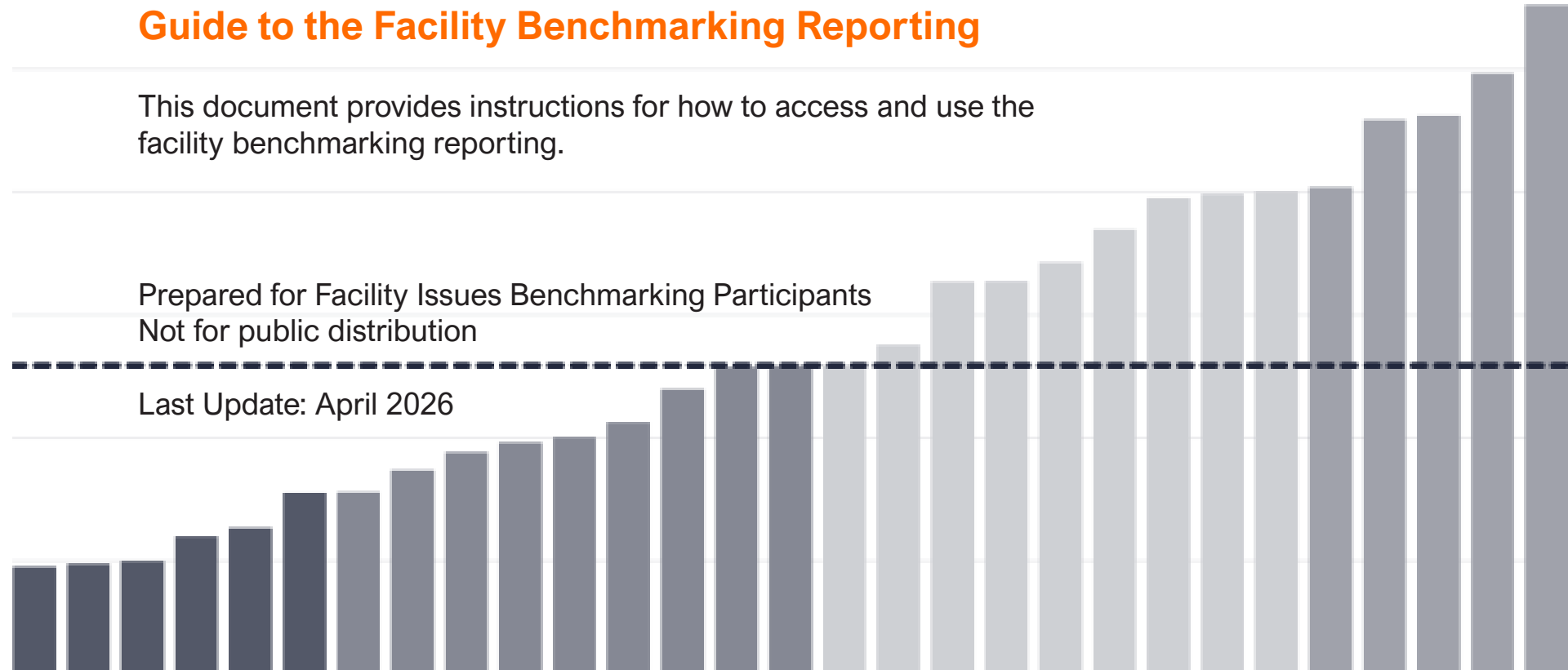
# Facility Benchmarking

## 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

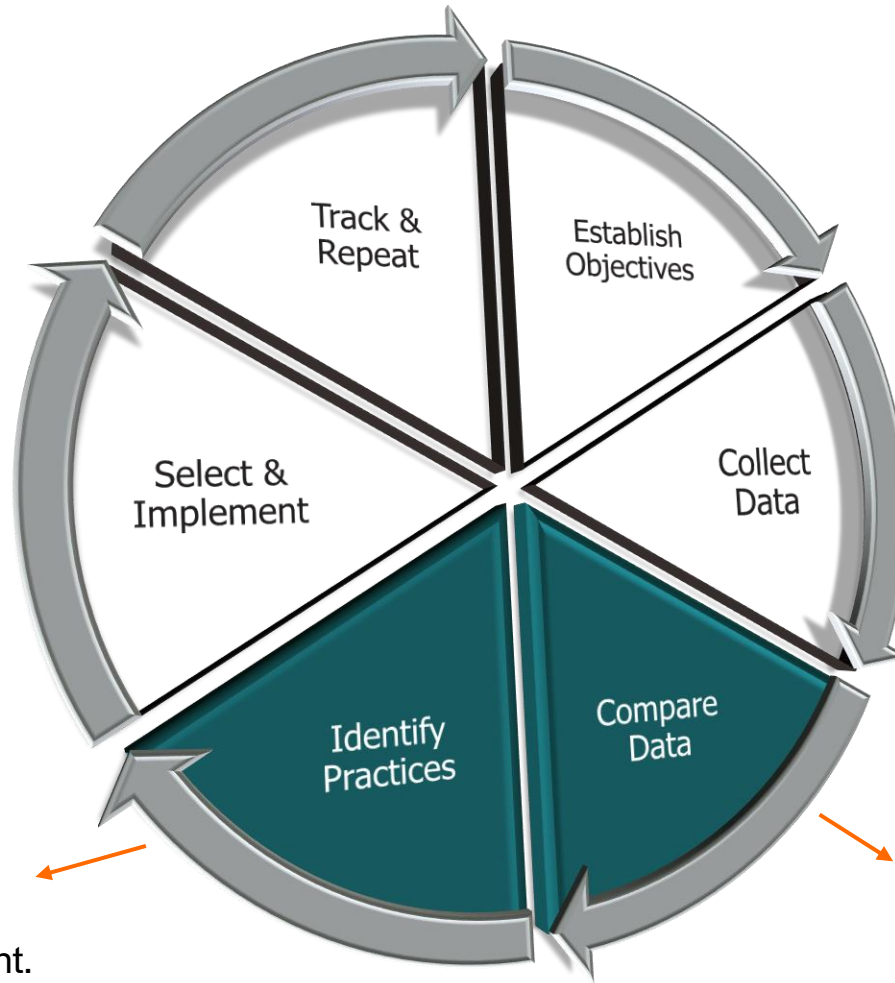
Last Update: April 2026



# Where We Are in The Facility Benchmarking Process

This document will address the highlighted steps in the benchmarking process.

*Review of 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/>

## Compare Data & Practices

Review the benchmarking results to.

- Identify items of potential interest to leadership, regulators/funding sources, your department, the public
- Determine how the metrics support your story:
  - Document successful performance
  - Document progress on ongoing initiatives
  - Identify areas with potential for improvement
- Pay attention to current values and trends
- Identify any additional metrics you want/need (for next year)
  - Contact us for help or questions

***The goal is to “sort” the data into a manageable set of metrics for attention***

Suggest using a leader / competitive / not priority approach (see separate guide on Using Results)

## Tip

*Understand your objectives and organization’s current priorities as the basis for reviewing the data for conclusions or opportunities.*



# The Facility Issues Website

<https://facilityissues.com>

Click on My Account to login or open this admin page



ABOUT BENCHMARKING METRICS STRATEGY ARTICLES CONTACT Q

MY ACCOUNT

Switch to another account with the same email address.

C... Switch

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

- 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

Downloads

From your account dashboard you can view your recent orders, manage 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 - ask us if interested)
- Need Help? [Schedule a 1:1 web session](#)

Links to help documents including this one

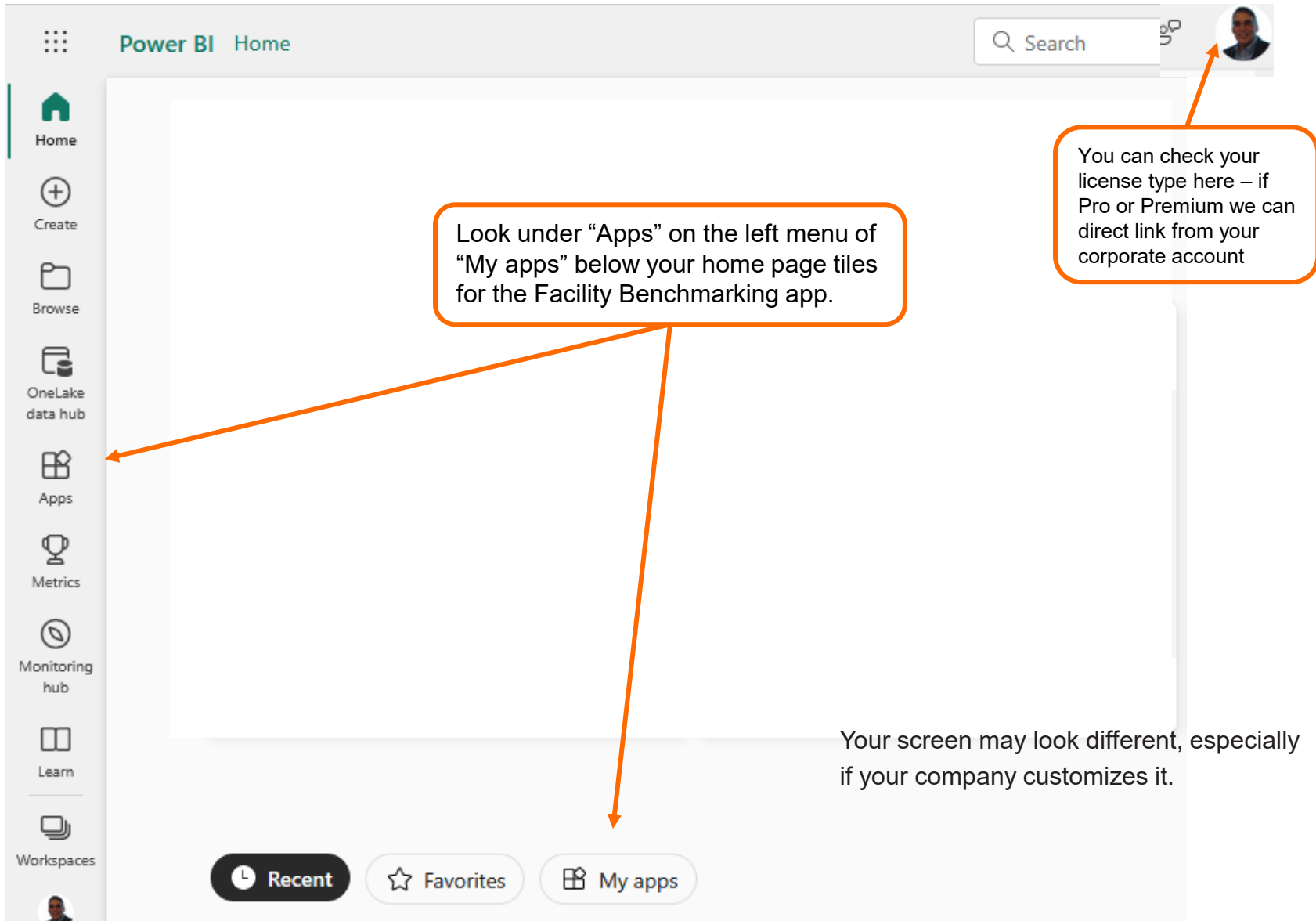
Use this link to go to Power BI reporting site using *youraccount@facilityissues.net*

Use this link if you use your own Power BI license (that we linked to the reporting)

Payment Status

Status: Participating - Payment received

# 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)

Click one of the links to the left to view the reports.

Click for the schedule

Museums, Cultural Institutions

Click for metric definitions

About benchmarking

Click to contact us

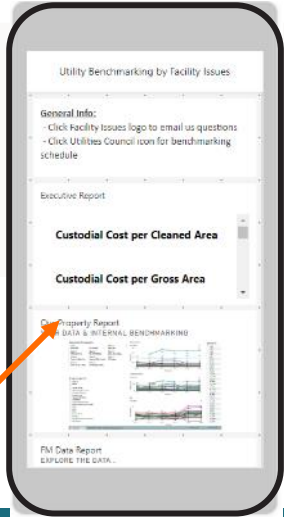
**2022 Benchmarking Reports:**

- Property Sustainability Metrics:** reporting on energy, water, waste, and CO2E metrics (Scope 1 & 2 only).
- Property O&M Cost Metrics:** reporting on the traditional facility operating cost metrics, maintenance, cleaning, grounds, security, and utilities.
- Property Assets & Space Metrics:** reporting on the space and asset related metrics; gross areas, net areas, facility condition index, capital renewal, and some occupancy metrics.
- FM Organization Metrics:** reporting on staffing ratios, service levels, & work order metrics.

Each report has a "dashboard summary page," the traditional quartile

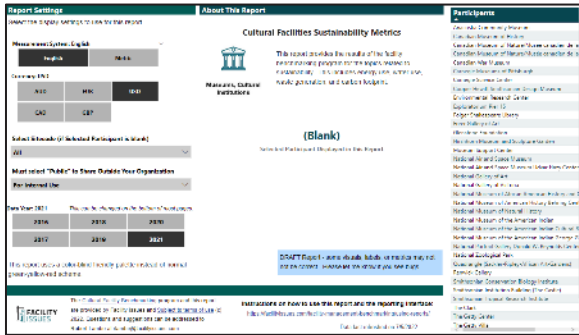
“Tiles” provide some descriptions and links to more information.

Mobile device view also available but all benchmarking pages not yet customized

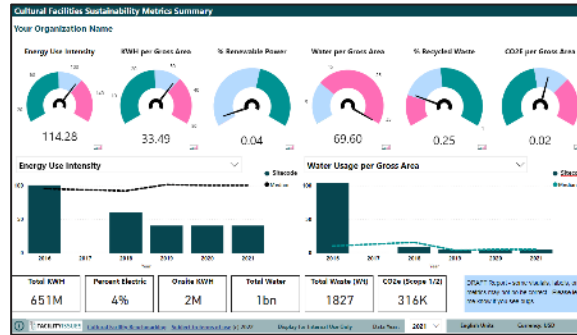


# General Structure (of most reports)

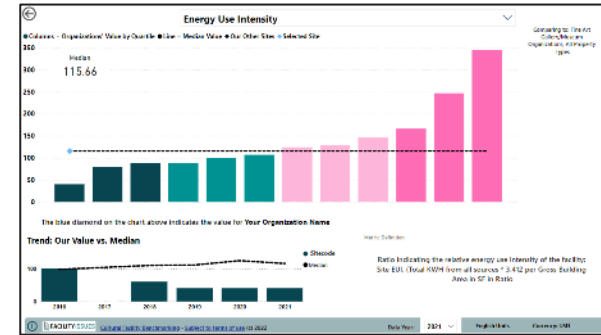
## Introduction Page: Some Key Settings



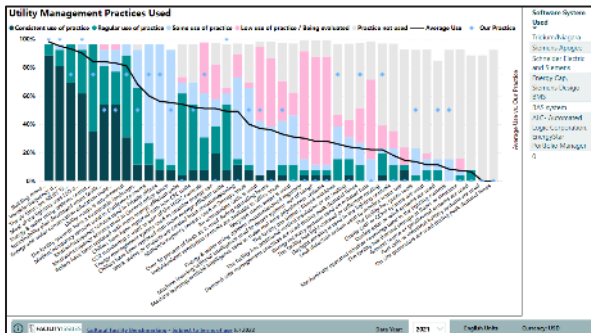
## Scorecard Page: Some Key Metrics



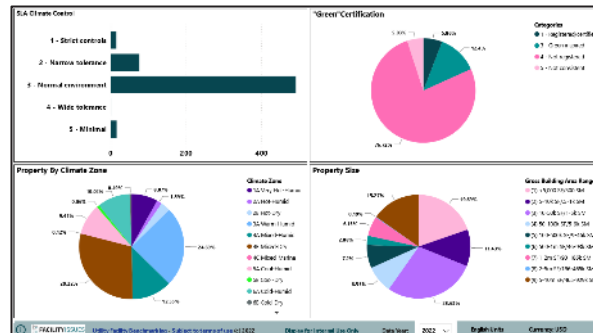
## Quartile Chart Pages: Core Metric Comparison (by topic)



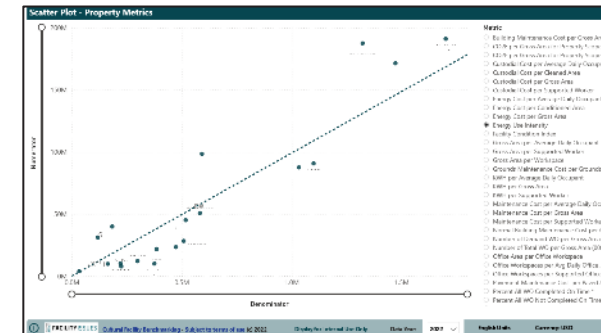
## Practices Chart Pages: Practice Adoption (by topic)



## 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.

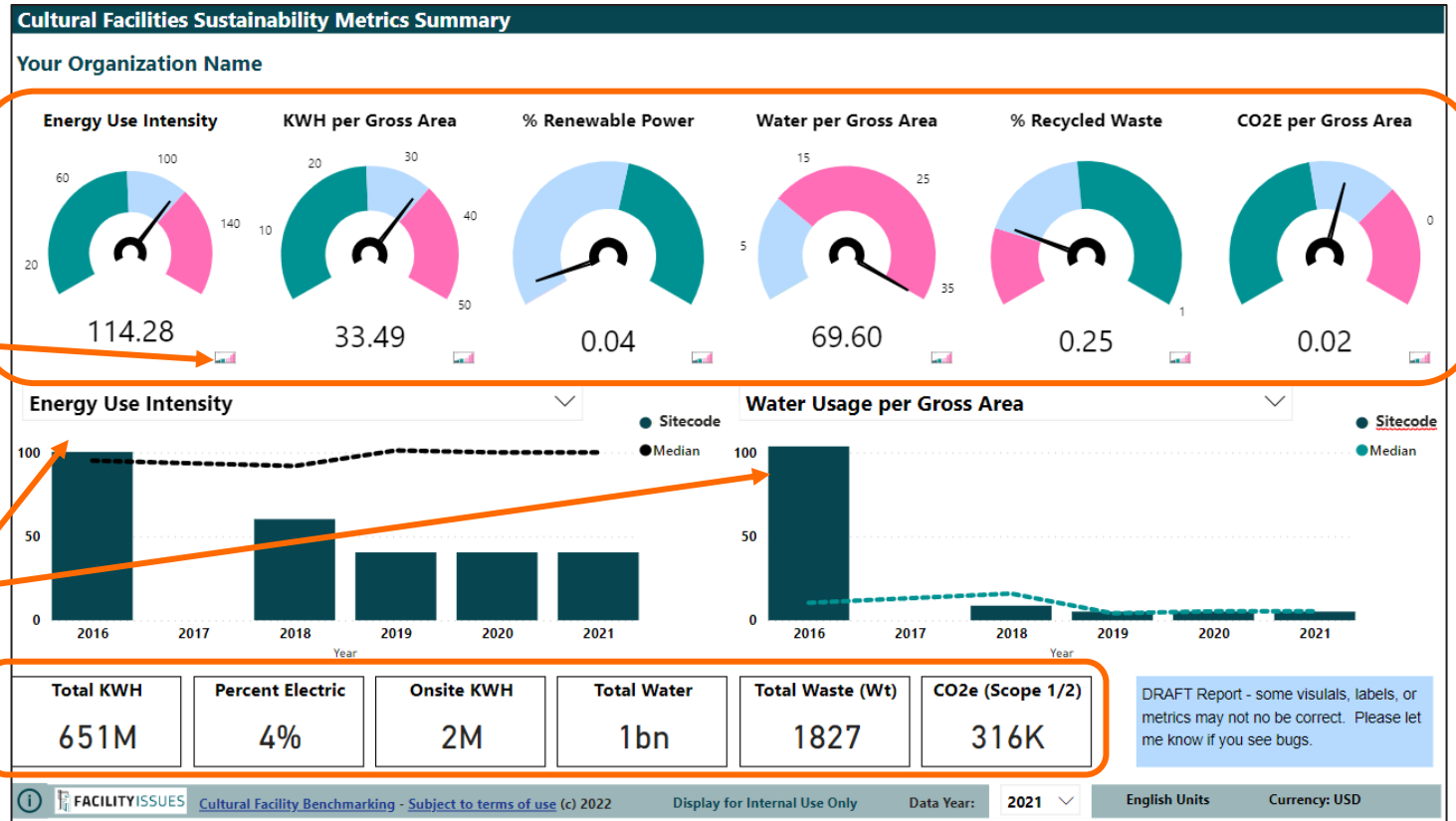
# Scorecard Page

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

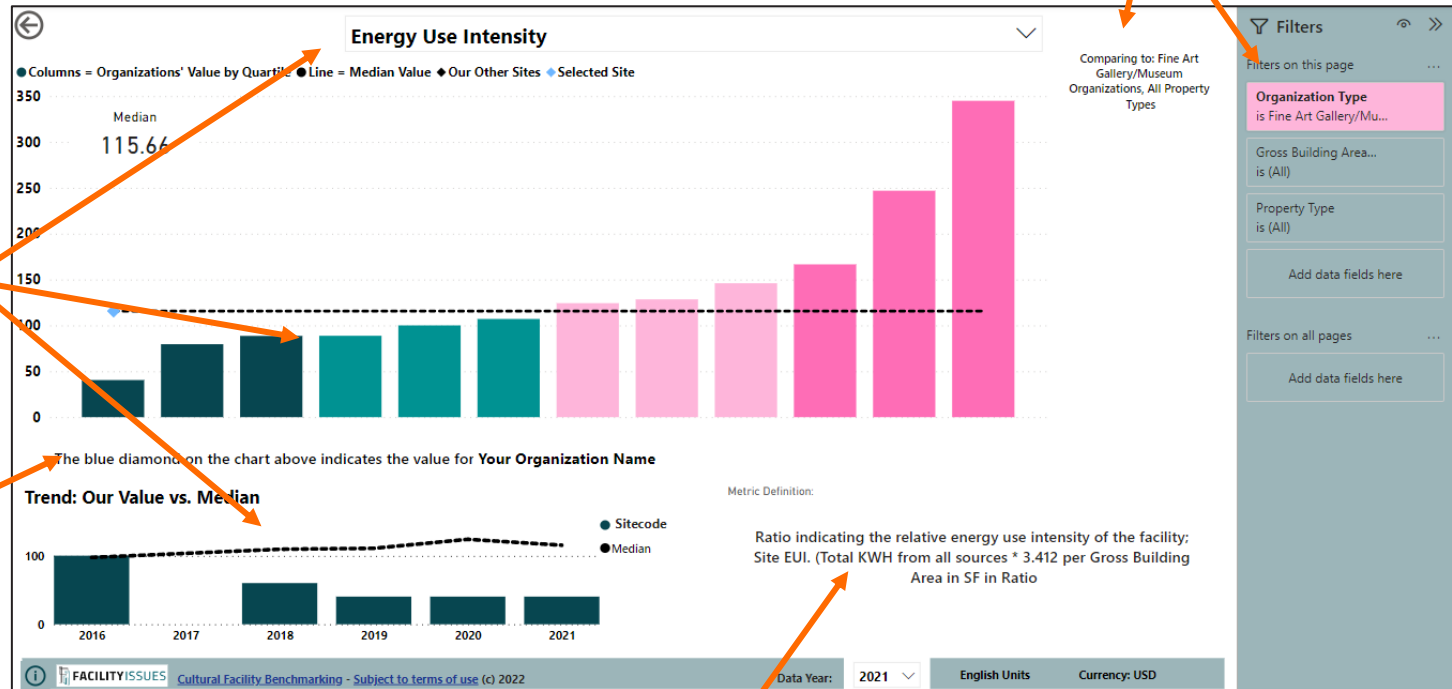
Back button jumps to scorecard page

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.

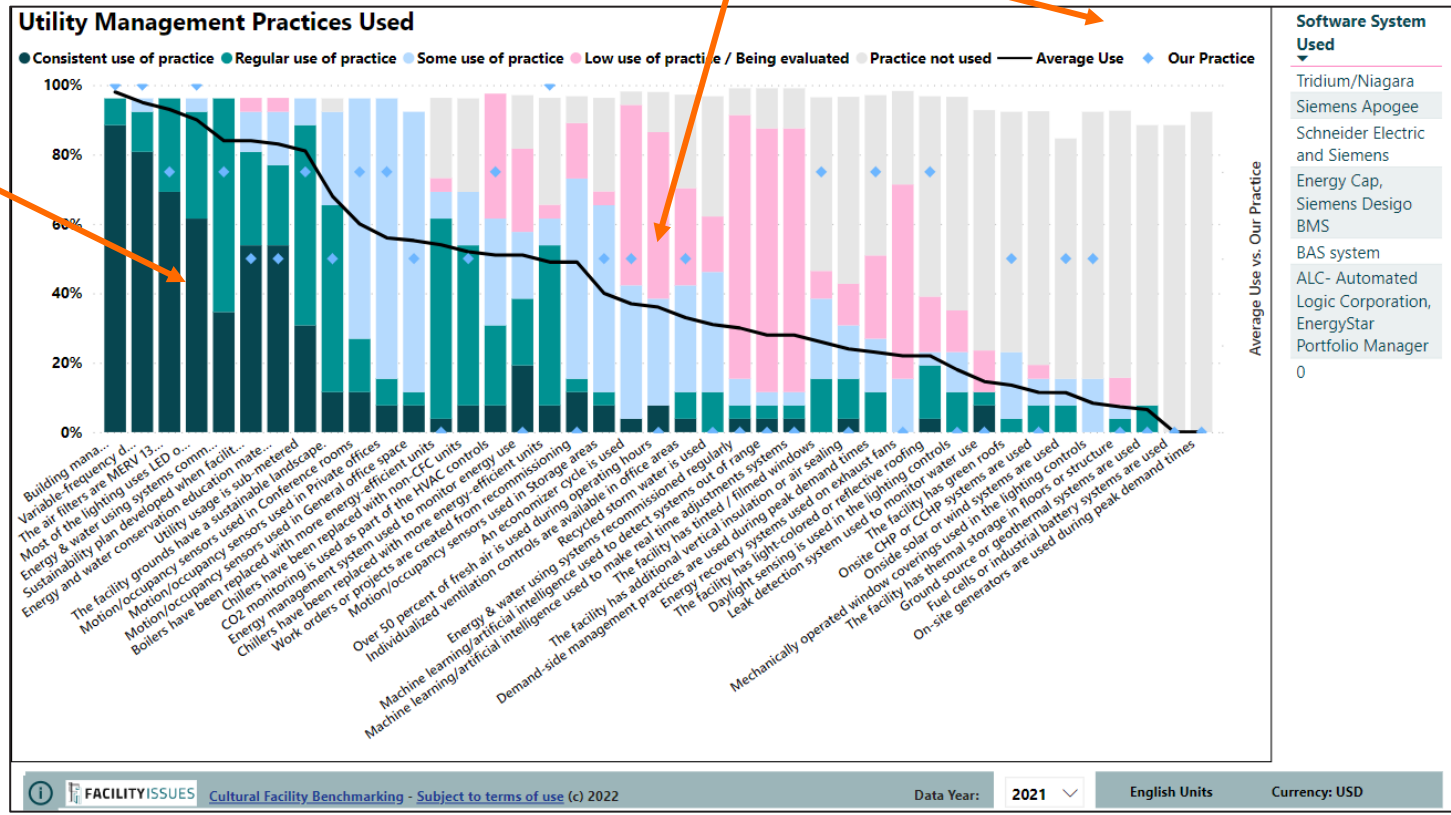
Metric definition displayed for reference.



# Practices Page

You can compare your use (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



# Standard 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.

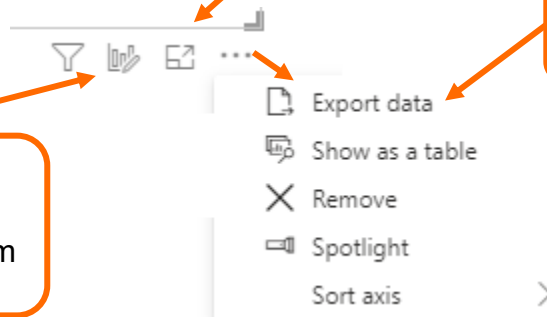
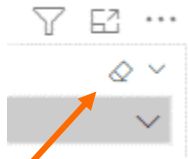
Bookmark to save your current settings.

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, 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>