

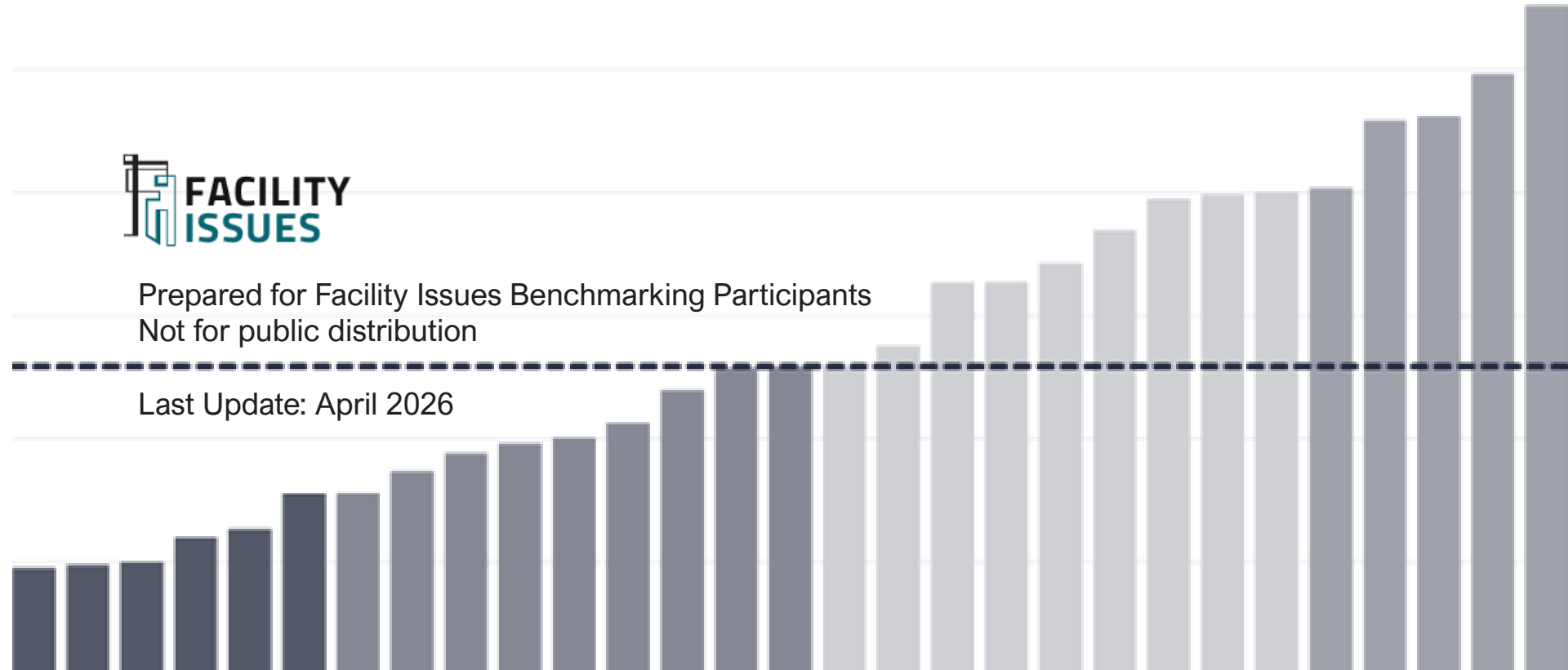
Benchmarking Program Reference Guide

Utility Facility Benchmarking



Prepared for Facility Issues Benchmarking Participants
Not for public distribution

Last Update: April 2026



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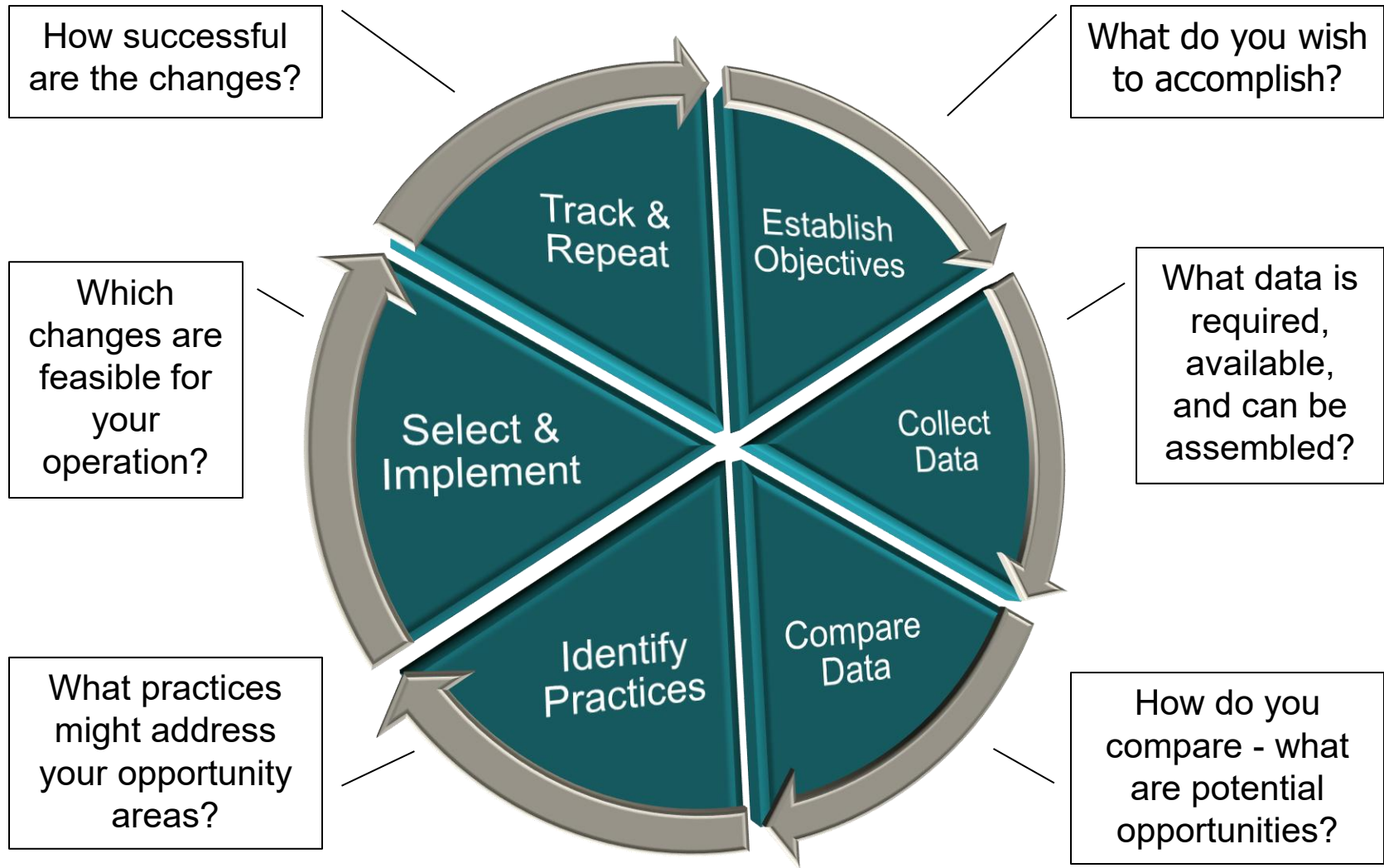
Participating in the Shared Practice Meetings

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The Benchmarking Process



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

About the Utility Facility Benchmarking Program

Endorsed by IFMA Utilities Council

- US-wide participation, some CA
- All Utility Companies are welcome (recommend others join!)
- Program run by Facility Issues

Annual benchmarking program since 1995

- Benchmarking (Metrics Reporting)
 - Technical Support as needed
- Networking and Sharing
 - Shared Practice Meetings (~monthly on MS Teams)
 - Regional Networking Meetings (in-person, up to 2x/year)

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/utility-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 2nd Tuesday April
- ~ Jul 1 – Draft Report available, Review 2nd Tuesday July
- Final Report ~ 2 Weeks After IFMA UC Fall Meeting
- Report Review Meeting 2nd Tuesday November

Shared Practice Meetings

- Monthly, 4th Tuesday of the month Jan - Sep
- Semi-annual Eastern/Western Utility Group Meetings

Steering Committee Meetings (talk about the program)

- Monthly, 2nd Tuesday of the month Jan - Aug

Up to Date Schedule: <https://facilityissues.com/utilities/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 PowerBI account linked to FacilityIssues 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 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

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

- 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

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

Payment Status

Status: Participating -- Payment received

Your account status

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

Custodial Cost per Cleaned Area

Columns: Organizations' Value by Quartile | Line: Median Value | Our Value

Organization	Value (Approximate)
Duke	0.7
FE	0.7
EVE	0.7
PEG	0.9
FZ759	0.9
F101	1.0
F159	1.2
FPL	1.4
SCG	1.4
F102	1.5
ES-CT	1.6
PGE	1.6
TVA	1.6
F105	1.7
F154	1.7
F227	1.7
ES-MA	1.8
F152	1.9
ES-NH	2.1
SRP	2.2
BPA	2.3

Median: 1.62

Trend: Our Value vs. Median

Year	Our Value (Approximate)	Median (Approximate)
2018	1.2	1.2
2019	1.3	1.3
2020	1.4	1.4
2021	1.3	1.3
2022	1.4	1.4

Metric Definition: Annual internal and contract cleaning cost per building area, for that portion of the building that is cleaned. (Total Custodial Cost per Gross Building Area Cleaned in Currency per FT2/M2)

Comparing to: All Participants, All Property Types

Utility Facility Benchmarking 2023

- Introduction
- Scorecard
- Total Costs
- Direct Costs by Type
- Non-Direct Costs by Type
- Maintenance
- Custodial**
- Utilities
- Security
- Demographics
- Maintenance Practices
- Maintenance Technology
- Maintenance Establish S...

File | Share | Chat in Teams | Comment | Subscribe to dashboard

File | Share | Export | Chat in Teams | Explore this data | Get insights | Subscribe to report | Set alert

UTILITYISSUES Utility Facility Benchmarking - Subject to terms of use (c) 2022 Display for Internal Use Only Data Year: 2022 English Units Currency: USD

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 MS Teams

- 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/utilities/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**

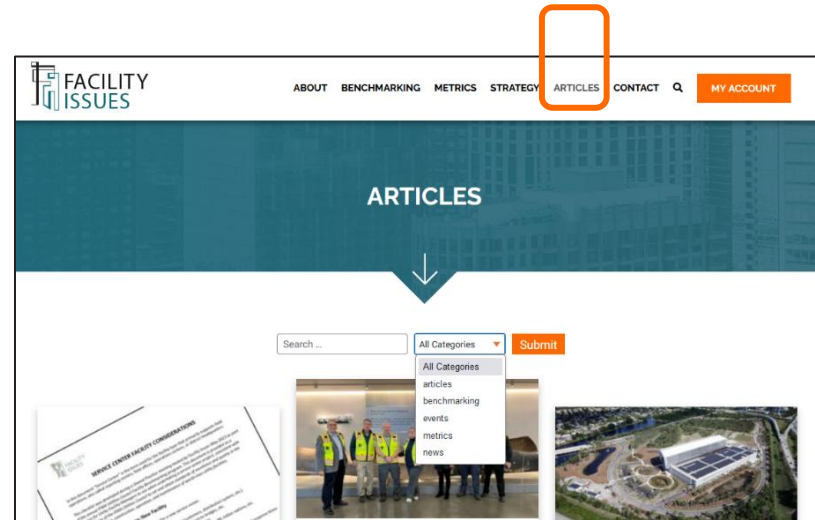
Participating in the EUG/WUG Meetings

These are 1-1/2 day regional in-person networking meetings hosted by a utility

- This meeting provides a review of the year's program, presentations of things going on at various utilities, and general discussion of current issues and lessons learned among the attendees
<https://facilityissues.com/utilities/eug-wug-meetings/>
- This is a great opportunity to discuss current issues and share lessons learned with others in the small group format.
- Registration for 1-2 persons at each meeting is included with the benchmarking; additional attendees can register for small fee to offset costs (no charge for host utility staff)

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

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>