

Facilities Budget, Staffing, and Operations Study 2017

Demographic Information

The purpose of this annual survey is to create and provide the standard for M&O benchmarking and operational excellence in education. The goal is to collect financial and demographic data and pair that with our advanced analytics and reporting tools in order to provide staffing, budgeting, and operational insights. This study aligns with our mission statement: To empower our clients and our people, combining innovative technology with operational insight to transform lives and the places we learn, live, heal, work and play.

As a participant, you will receive a pre-release copy of the study. Your responses as well as your peers will be de-identified and remain anonymous.

This survey should take between 10-30 minutes, depending on the availability of your facilities data. If you'd like to download a PDF of this survey to research some questions before filling in the answers, you can download a PDF version by clicking [here](#).

We appreciate you taking the time to fill out the survey!

* 1. Contact Information

Name

Institution

State/Province (please use 2 letter abbreviation)

Email Address

* 2. What is your title?

* 3. What type of institution do you work for?

Other (please specify)

* 4. How large is your institution (student size)?

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Facilities Information

This section covers information about your facilities. For questions regarding Grounds, please include athletic fields and other campus exterior areas your department is responsible for.

* 5. What is the average age (in years) of your facilities?

* 6. What is the total number of buildings in your portfolio?

* 7. What is the total area of buildings maintained (square footage)?

* 8. What is the total area of grounds maintained? (Acres)

9. What percent of the total area maintained is for student or faculty housing, if applicable?

Please only type whole number, adding the percent sign will result in an error message.

10. What is your estimated deferred maintenance backlog in dollars?

Please only type whole number, adding a dollar sign or comma will result in an error message.

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Budget Information

* 11. Has your budget increased or decreased in the last year?

- Increased
- Decreased
- Stayed the same
- Unsure

* 12. What was your total Maintenance & Operations costs for the last fiscal year? (Please include M&O only, not capital expenditures)

Please only type whole number, adding a dollar sign or comma will result in an error message.

* 13. What percent is the Maintenance and Operations budget of the overall school budget?

Please only type whole number, adding the percent sign will result in an error message.

14. By percentage, how does the total maintenance and operations expenditures breakdown by these categories: (for example: Payroll - 50% Supplies - 15% Energy - 20% Contract Services - 15%)

Please only type whole number, adding the percent sign will result in an error message.

Payroll	<input type="text"/>
Supplies	<input type="text"/>
Energy	<input type="text"/>
Contract Services	<input type="text"/>
Other	<input type="text"/>

* 15. What was the total cost of Custodial supplies in your last fiscal year?

Please only type whole number, adding a dollar sign or comma will result in an error message.

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Staffing Information

This section covers information about your operations staff. Below are tips and term definitions to aid in completing this section.

Please include:

- Supervisors and managers in total employee information regarding Maintenance, Grounds, and Staff.
- Outsourced work, in addition to in-house staff, for answers regarding staffing information.
- We understand you may have some overlap with Custodial, Grounds and Maintenance employees depending on your set-up. Please categorize employees as needed to the best of your ability. (e.g., half FTEs)

Term definitions:

- Maintenance is defined as employees that inspect, service and repair building systems and elements (e.g., HVAC, Plumbing, Roofing, routine equipment maintenance) to ensure functional continuity
- Custodians are defined as employees that maintain an efficient, aesthetically pleasing, hazard-free environment (e.g., routine cleaning, safety checks, staff support)
- Grounds are defined as employees that maintain visually appealing, risk-adverse exterior campus aspects (e.g., lawns, athletic fields, trees, mulch, safety checks)

* 16. What is the number of full-time staff for:

Please round to the nearest whole number. Also, adding a dollar sign or comma will result in an error message.

Maintenance

Custodial

Grounds

Maintenance (outsourced)

Custodial (outsourced)

Grounds (outsourced)

* 17. What is the average annual salary for:

Maintenance

Custodial

Grounds

* 18. Do your custodians perform light maintenance (e.g. light bulb changes)?

Yes

No

Unsure

* 19. How is your custodial function structured?

Centralized within Physical Plant, Maintenance, and Operations

Centralized and Outsourced to a For-Profit Vendor ("privatized")

Distributed (managed at every location by the local administration)

Unsure

Other (please specify)

* 20. Are custodial employees unionized?

- Yes
- No
- Unsure

* 21. Are maintenance employees unionized?

- Yes
- No
- Unsure

* 22. Do you have evening and night shifts?

- Yes
- No
- Unsure

* 23. Is your maintenance team in-house or out-sourced?

- In-house
- Outsourced
- Combination
- Unsure

* 24. What percentage of your work is outsourced?

Please only type whole number, adding the percent sign will result in an error message.

* 25. What is the average age of an employee on the team?

* 26. What is the average tenure (in years) of an employee on the team?

* 27. Using the APPA Service Levels 1 to 5, where 1 is "Orderly Spotlessness" and 5 is "Unkempt Neglect," how would you describe the average service level of your District?

- 1
- 2
- 3
- 4
- 5
- Unsure

* 28. On a scale of 1:4, how would you rank your facility and grounds conditions?

- 1: Not Good at All
- 2: Somewhat Not Good
- 3: Good
- 4: Excellent

29. What department does energy management fall into?

- Administration/Business
- Facilities/Maintenance
- Energy Department
- Other (please specify)

30. Are you managing and/or tracking your utility bills?

- Yes
- No
- Unsure

31. Do you perform real-time utility metering?

- Yes
- No
- Unsure

32. Have safety or security concerns impacted your facilities/operations budget?

Yes

No

Unsure

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Marketing and PR

This section covers information about how your department markets itself to various stakeholders across the organization and your communication strategy.

33. What Key Performance Indicators (KPIs) or metrics do you currently use to justify staff or request additional resources?

* 34. How often do you discuss facilities/operations updates with your School Board?

- Weekly
- Monthly
- Quarterly
- Annually
- Never
- Other (please specify)

35. Do you have a webpage(s) dedicated to your department on your website?

- Yes
- No
- Unsure

* 36. How do you think outside departments and stakeholders would rate your department (on a scale of 1:4)?

- 1: Not Good At All
- 2: Somewhat Not Good
- 3: Good
- 4: Excellent

* 37. Are you an existing SchoolDude client?

- Yes
- No
- Unsure

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Operational Key Performance Indicators

This section covers data on your performance metrics or KPIs related to maintenance and operations. If you are a SchoolDude client, your KPIs are available in the SchoolDude Community here - [Dude Data Dashboard](#)

38. What percent of your resources is dedicated to preventive/planned maintenance (PM)?

- < 10%
- Between 10% and 20%
- Between 20% and 30%
- Between 30% and 40%
- Between 40% and 50%
- > 50%
- Unsure

39. How much of your routine (non PM or emergency) work requests are completed in 7 business days or less?

- Less than 30%
- Between 30% and 40%
- Between 40% and 50%
- Between 50% and 60%
- Between 60% and 70%
- Between 70% and 80%
- More than 80%
- Unsure

40. What is the average age (in days) of a routine/reactive work order?

41. How many productive hours do your employees average per week?

42. How many work orders are your employees assigned on average, per year?

43. How many total work orders did your institution create in the last fiscal year?

44. How many PM work orders did your institution create in the last fiscal year?