

Administration and Finance - 2019

# **FACILITIES MANAGEMENT ASSESSMENT PLAN**



CSUSB WE DEFINE THE *Future*

# Facilities Management (FM) Service Level

Facilities Management

October 8, 2019

## ■ Assessment Purpose

- Facilities Management was seeking to understand how we are currently servicing the campus and in particular the volume of work, completion time, trades and customer satisfaction.
- Question: **What is the level of service that we currently provide?**

# FM Service Level

## ■ Assessment Methodology

- This assessment involved collecting data from the following systems:
  - Computerized Maintenance Management System (TMA)
  - Customer Survey response data
- The data from FY17/18 and FY18/19 was analyzed to better understand where and how services were being provided to support the physical campus
- This assessment compared two complete fiscal years and compares service level before and after the TMA update



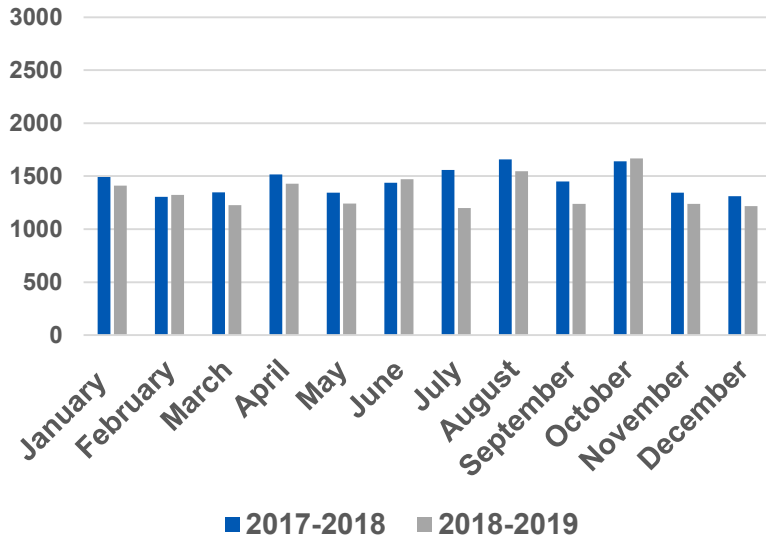
# FM Service Level

## ■ Assessment Data

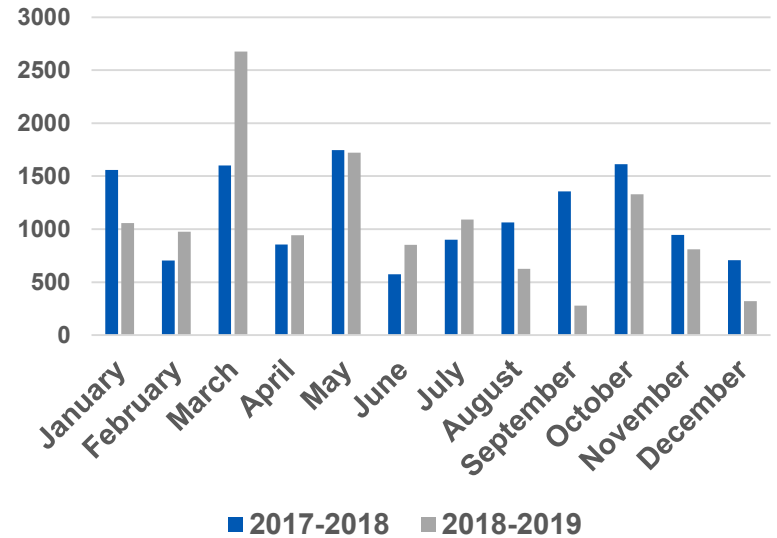
- The assessment included four primary metrics:
  - Work Requested and Completed per month
  - Work Orders Completed by trade
  - Planned vs. Unplanned work
  - Customer Satisfaction Survey results
- Overall the assessment helped to highlight the volume of work being processed by the team and the specific trades in high demand. It did highlight areas that need further study including time to completion as some of our recordkeeping practices delayed our ability to close work orders.

# Assessment Findings: Work Volume

## Work Orders Requested By Month

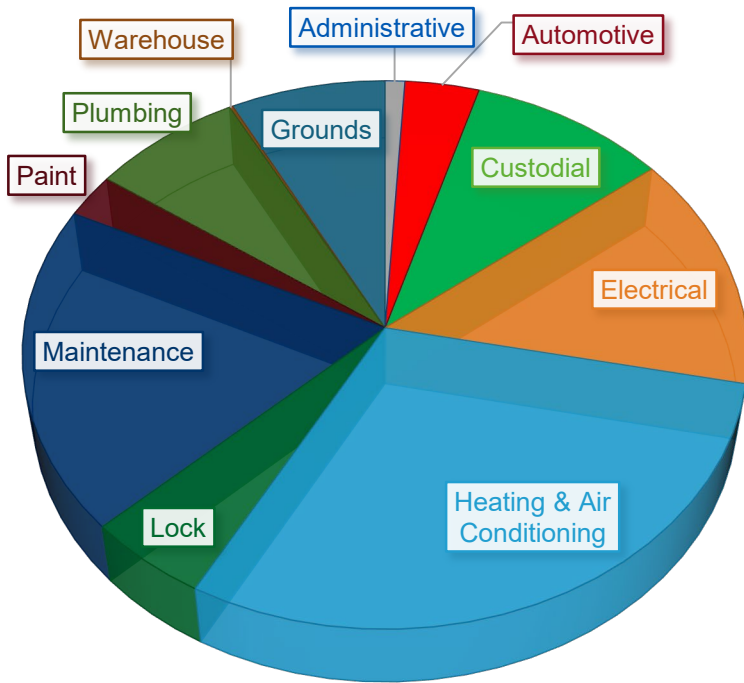


## Work Orders Completed By Month

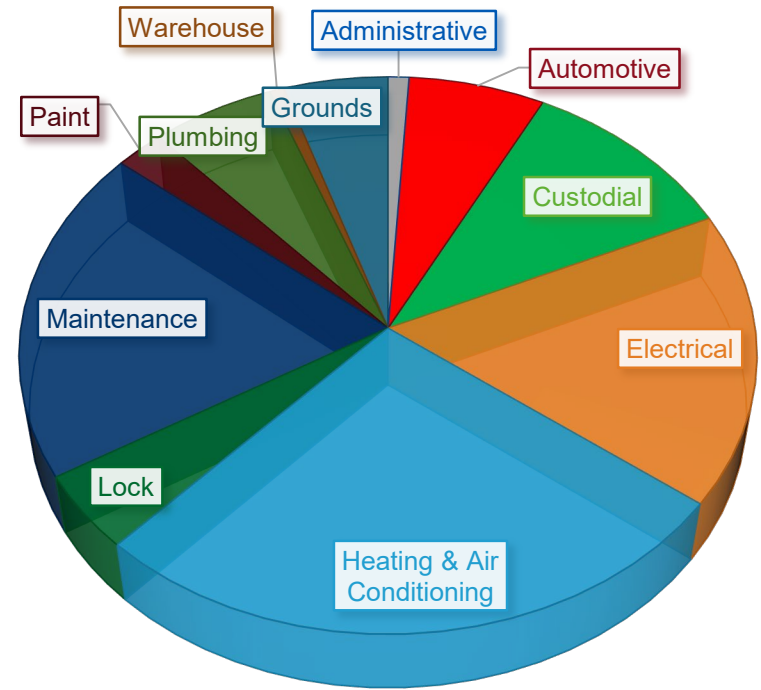


# Assessment Findings: Nature of Work

## WORK ORDERS BY TRADE 2017-2018

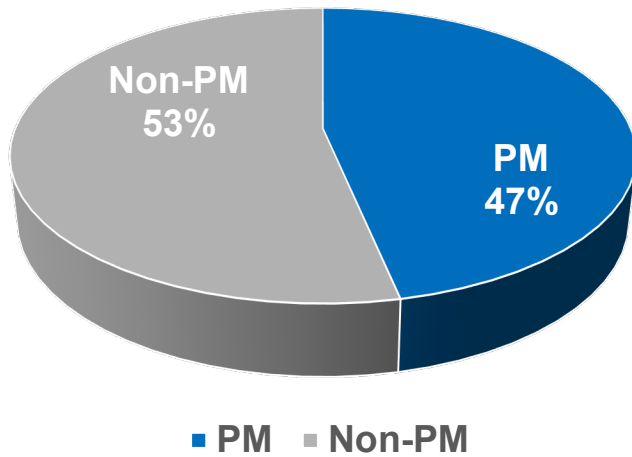


## WORK ORDERS BY TRADE 2018-2019

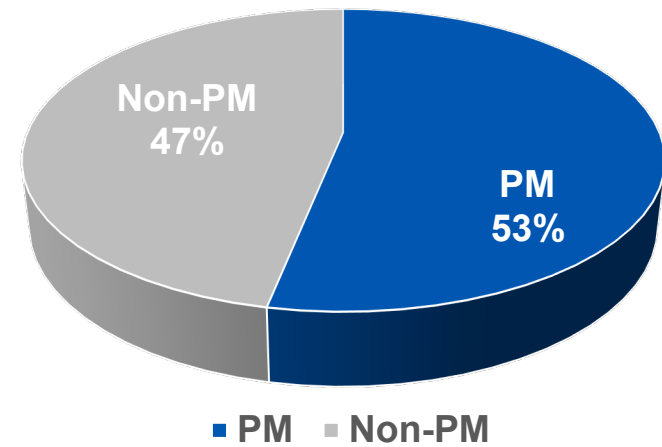


# Assessment Findings: Nature of Work

2017-2018 Non-PM's vs. PM's



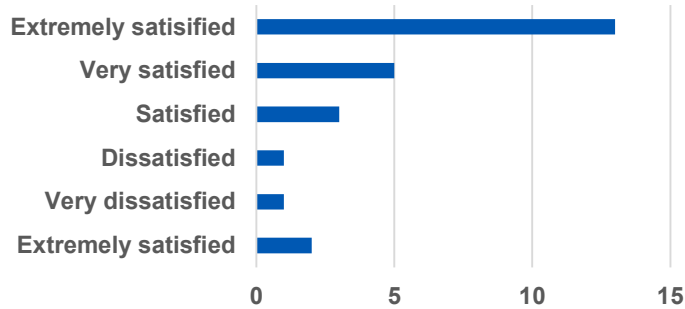
2018-2019 Non-PM's vs. PM's



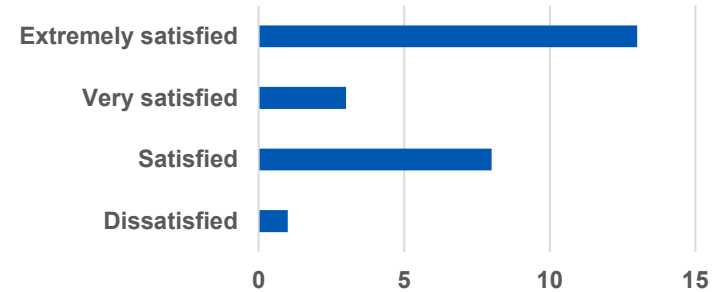
# FM Customer Satisfaction Survey Findings

## N=20

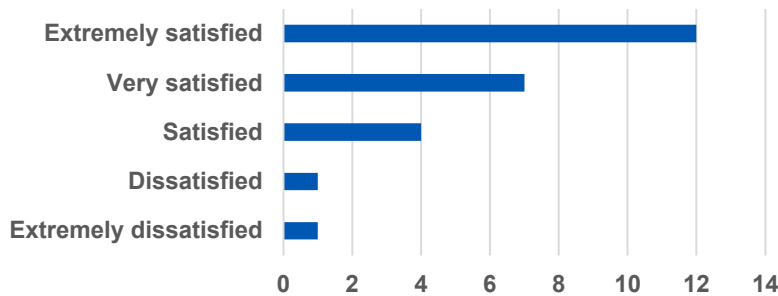
Customer Service Provided By Facilities Service Center



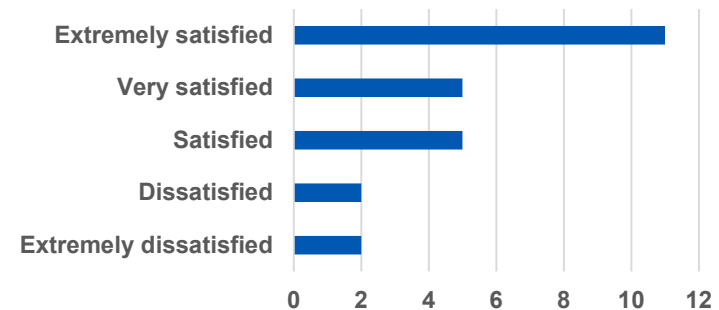
Responsiveness of Facilities Maintenance Staff



Services Provided By Building Maintenance



Services Provided By Heating and Air Department



CSUSB

WE DEFINE THE

*Future*



# FPM Assessment Outcomes

## ■ Implications for Practice

- Currently doing more non-planned maintenance than planned maintenance.
  - Addressing through deferred maintenance
- Challenges were identified with time to close work orders
  - Implemented “Finish date” with WebTMA
  - Integrating WebTMA with PeopleSoft will close billing gap
- Evaluate the shops that have greater than average work orders.
- Work is better coordinated between shops with new system.