POWERUSER® CAPABILITIES

OVERVIEW

IFMA's PowerUser® Service provides facility industry professionals to generated highly customizable, detailed reports based on the data options shown below. Users can create custom tables and figures through a web interface. Contact Nickalos Rocha at **nickalos.rocha@ifma.org**.

BUILDING DEMOGRAPHICS

Selection of Building Demographic factors allows the user to categorize or arrange the operational performance data (see next section) in a way that is more relevant to their needs.

INDUSTRY SECTOR(S)

SERVICES

- ❑ Banking (Consumer, Commercial, Savings, Credit Unions)
- ❑ Health Care
- ❑ Hospitality (Hotel, Restaurants, Hospitality-Related)
- ❑ Information Services (Data Processing, Information Services, E-Commerce)
- ❑ Insurance (Health, Life, Auto, Mutual, Casualty, Flood)
- ❑ Investment Services (Securities and Investment Services)
- ❑ Media (Broadcasting, Entertainment, Gaming, Media, Publishing)
- ❑ Professional Services (Legal, Accounting, Consulting, Engineering, Architecture)
- ❑ Research
- ❑ Telecommunications (Telecommunication, Internet Services/Products)
- ❑ Trade (Wholesale, Retail)
- ❑ Transportation (Transportation, Freight)
- ❑ Utilities (Water, Gas, Electric, Energy Management)
- ❑ Other Services

MANUFACTURING

- ❑ Aircraft/Industrial (industrial Equipment, Aerospace)
- ❑ Building/Construction (Building, Construction Materials)
- ❑ Chemical/Pharmaceutical (Chemical, Pharmaceutical, Biotech)
- ❑ Computer (Computer hardware or software)
- ❑ Consumer Products (Food, Paper, or related)
- ❑ Electronics (Electronics, Telecommunications Equipment)
- ❑ Energy (Energy related, mining, or distribution)
- ❑ Medical Equipment
- ❑ Motor Vehicles
- ❑ Other manufacturing

INSTITUTIONAL

- ❑ Association (Association, Federation, Non-Profit Foundation, Society)
- ❑ Charitable Foundation
- ❑ City/County Government (Law Enforcement, Library)
- ❑ Corrections (private, state, federal, city, county)
- ❑ Cultural (Cultural Institutions)
- ❑ Educational
- ❑ Federal Government
- ❑ Military
- ❑ Religious
- ❑ Special Districts/Quasi-government (Transportation Authorities, School Boards)
- ❑ State/Provincial Government
- ❑ Other Institutions

BUILDING DEMOGRAPHICS CONTINUED

FACILITY USE(S)

OFFICE

- ❑ Branch/Regional Office
- ❑ Headquarters
- ❑ Medical Office
- ❑ Mixed Use Office

INDUSTRIAL

- ❑ Manufacturing
- ❑ Warehouse

ASSEMBLY

- ❑ Community/Recreation Center
- ❑ Convention Center/Exhibit Hall
- ❑ Religious
- ❑ Stadium/Arena/Auditorium

OTHER

- ❑ Biosciences
- ❑ Correctional
- ❑ Courthouse
- ❑ Data Center (Data/Computer/Switch Facility)
- ❑ Education (Education/Training/Classrooms)
- ❑ Hospital
- ❑ Library
- ❑ Lodging & Hospitality
- ❑ Military
- ❑ Multi-family (condominium/Student Housing)
- ❑ Multi-use (No single type of space dominant more than 50%
- ❑ Museum (Gallery/Zoo/Arboretum)
- ❑ Research & Development
- ❑ Senior Housing (Assisted Living/Skilled Nursing)
- ❑ Sports & Entertainment (Aquatic/Gaming/Golf Course)
- ❑ Transportation (Airport/Rail/Bus Station)

GEOGRAPHIC LOCATION(S)

- ❑ Canada
- ❑ New England
- ❑ Northeast
- ❑ Mid-Atlantic
- ❑ Southeast
- ❑ Midwest
- ❑ North Central
- ❑ Heartland
- ❑ South Central
- ❑ Mountain
- ❑ Pacific

CLIMATE ZONE

- ❑ Hot-Humid
- ❑ Mixed-Humid
- ❑ Hot-Dry
- ❑ Mixed-Dry
- ❑ Cold
- ❑ Very Cold
- ❑ Marine
- ❑ CN1
- ❑ CN2
- ❑ CN3

BUILDING DEMOGRAPHICS CONTINUED

FACILITY SETTING(S)

- ❑ Business Park
- ❑ Central Business District
- ❑ Industrial park
- ❑ Rural Area
- ❑ Secondary downtown location (uptown, midtown, etc.)
- ❑ Suburban area

AGE

- ❑ 5-10 Years
- ❑ 11-15 Years
- ❑ 16-20 Years
- ❑ 21-30 Years
- ❑ 31-50 Years
- ❑ 51-100 Years
- ❑ >100 Years

OWNED OR LEASED

- ❑ Own and occupy
- ❑ Lease as a tenant
- ❑ Own and lease to others

TYPE OF SPACE

- ❑ Single Building
- ❑ Multiple Buildings in One Location
- ❑ Multiple Buildings in Multiple Locations
- ❑ Space within a Building

HOURS AND DAYS/WEEK HEATED/COOLED FOR OCCUPANT USE

- ❑ Hours / Day: _____
- ❑ 5 Days per Week
- ❑ 6 Days per Week
- ❑ 7 Days per Week

HAS A CENTRAL MECHANICAL PLANT?

- ❑ Yes
- ❑ No

BUILDING DEMOGRAPHICS CONTINUED

TOTAL NUMBER OF PEOPLE ON SITE

- ❑ 100 or less
- ❑ 101-500
- ❑ 501-1,000
- ❑ 1,001-2,500
- ❑ More than 2,500

TOTAL SIZE OF DEVELOPED LAND ON SITE

- ❑ Less than 5 Acres
- ❑ 5-10 Acres
- ❑ 11-20 Acres
- ❑ 21-50 Acres
- ❑ More than 50

TOTAL GROSS SQUARE FEET

- ❑ 100,000 or less
- ❑ 100,001-200,000
- ❑ 200,001-500,000
- ❑ 500,001-1,000,000
- ❑ More than 1,000,000

TOTAL RENTABLE SQUARE FEET

- ❑ 100,000 or less
- ❑ 100,001-200,000
- ❑ 200,001-500,000
- ❑ 500,001-1,000,000
- ❑ More than 1,000,000

PERFORMANCE MEASURES

The "Performance Measures" provide quantitative and qualitative metrics for facility operations, based on the Building Demographics selected above. The availability of performance measures is associated with the number of building demographics selected; more detailed demographic profiles have fewer data points in which to generate reports.

JANITORIAL PERFORMANCE MEASURES

	❑ Specialized Cleaning Used ❑ Primary cleaning during normal work hours ❑ Contractual janitorial services used ❑ Intent to Renew Janitorial Contract ❑ List of Services contractor pays for ❑ Janitorial tasks and frequencies ❑ Janitorial Costs/RSF ❑ Costs divided among staff, contracted labor, supplies ❑ Cost and area for specialized cleaning
SPECIALIZED CLEANING IN HOUSE OR CONTRACTED	❑ Number of supervisors of contract ❑ # of years contractor has been in place ❑ % of contract based upon task and frequency
NUMBER OF JANITORIAL FTES	❑ Janitors ❑ Supervisors ❑ Project/special cleaners

MAINTENANCE PERFORMANCE MEASURES

PRACTICES	❑ Type of System used for Maintenance Management ❑ Have preventative maintenance plans ❑ Type of preventative maintenance plans ❑ Planning horizon ❑ How often plans are reviewed ❑ Maintenance Management program (in-house vs. contracted) ❑ Type of Maintenance productivity metrics ❑ How customers submit work requests ❑ How Service Staff document work orders, PMs.
COSTS AND FINANCIALS	❑ External Building Maint. Cost & Costs/RSF ❑ Interior Systems Cost and Costs/RSF ❑ Roads & Grounds Costs & Costs/RSF ❑ Utility/Central System maint costs and Costs/RSF ❑ Process treatment & Environmental Systems Costs and Costs/RSF ❑ Other maintenance costs & Costs/RSF ❑ Total Maintenance Costs and Costs/RSF ❑ % preventative, predictive, and reactive ❑ CRV ❑ Amount of Deferred Maintenance ❑ Capital Renewal
STAFFING	❑ Maintenance FTES (Detailed) ❑ Maintenance Supervisors FTEs ❑ Administrative FTES ❑ Total Maintenance FTES ❑ Maintenance FTES/RSF/GSF

PERFORMANCE MEASURES CONTINUED

SUSTAINABILITY

- Green cleaning elements used
- Green cleaning products & equipment
- Legislative Mandates
- Sustainability Programs
- Green Building certification
- Recycling programs
- % Solid Waste diverted from landfill

UTILITIES

- Summer & Winter Temp Standards
- Change in consumption over previous year
- Use a BAS
- Water Costs combined with Sewage?
- Specific Utility Costs (Detailed)
- Utility Consumption (Detailed)
- Utility Costs/GSF
- % increase or decrease in consumption
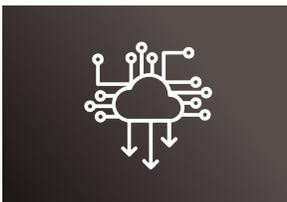
ENERGY MANAGEMENT

- Reason for changes in consumption
- Energy Management Practices used
  - Equipment & controls
  - Building & Envelope
  - Water
  - Lighting
  - Renewable
  - Employee/Tenant training
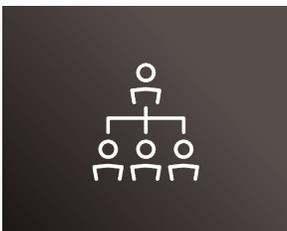 - Strategy Planning

SECURITY

- Is FM responsible for Security
- Security Budget
- FTES dedicated to security

TECHNOLOGY

- Satisfaction with FM software/IT
- New FM software implementations (past 24 months)
  - Views on software vendors (agree-disagree statements)
  - Vendor satisfaction with FM as client
  - FM software company purchases

ORGANIZATIONAL

- Intended us of benchmarking data from survey
- Frequency of Customer/Occupant Satisfaction Surveys
- How to implement corrective actions based on survey (Open-ended)
- FM Dept. Reports to
- FM Dept. Resides in
- How many employees are you responsible for (FM)?
- Agility Questions