

# SAMPLE REPORT

## Operations and Maintenance Benchmarks



Resource  
Advantage  
Platform



**IFMA**  
FM Research  
& Benchmarking  
Institute



## FM RESEARCH AND BENCHMARKING INSTITUTE STAFF

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### PREPARED BY



Simplar is a collaborative team of faculty and researchers from universities across the United States who specialize in facility organizational assessment, performance measurement & analytics, process improvement, and advanced procurement delivery systems. Learn more at [www.simplar.com](http://www.simplar.com).

### ABOUT IFMA



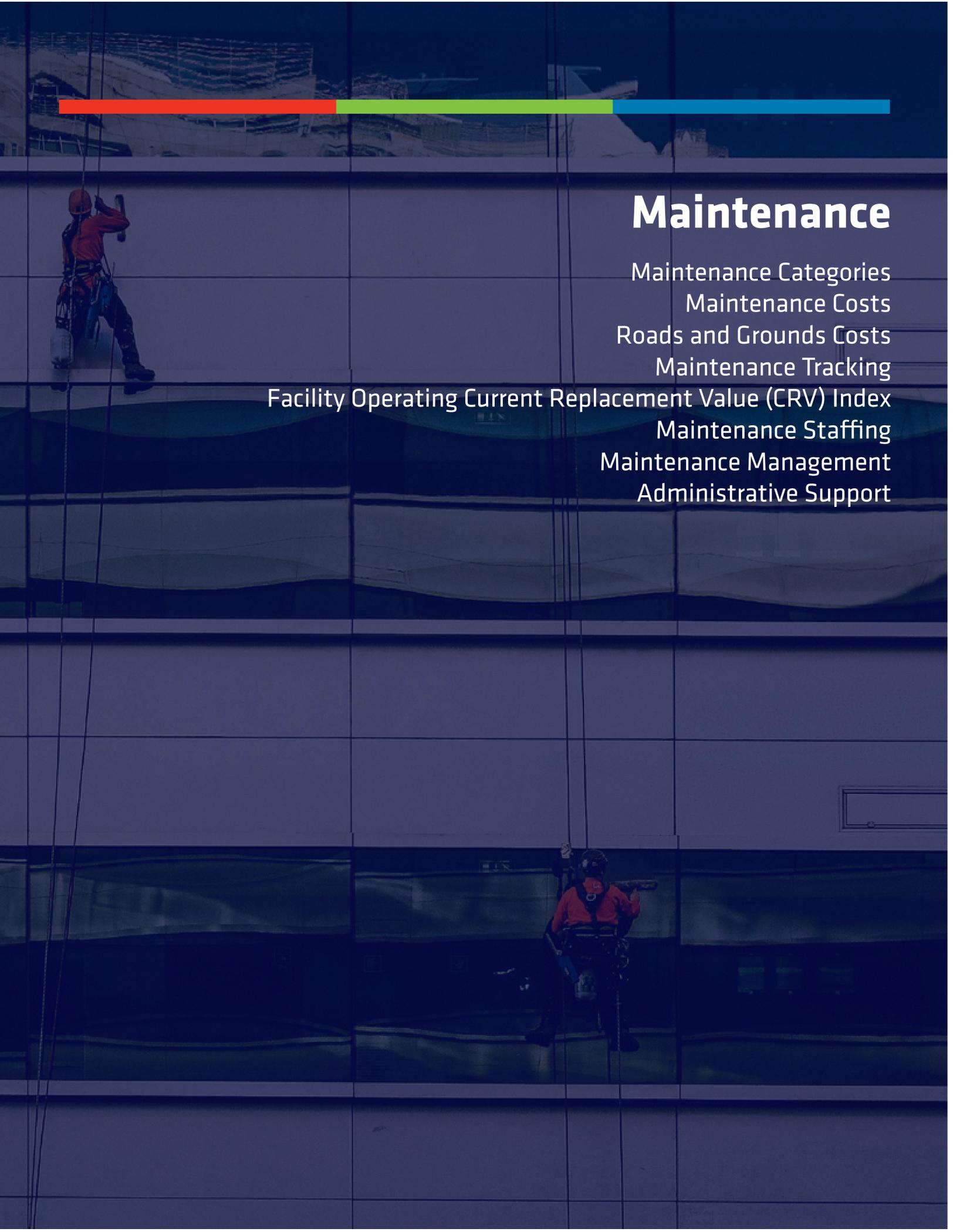
IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 100 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (134 chapters), industry (16 councils) and areas of interest (six communities). Together they manage more than 78 billion square feet of property and annually purchase more than US\$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management, conducts research, provides educational programs, content and resources, and produces World Workplace, the world's largest series of facility management conferences and expositions. In addition, IFMA's collaboration with the Royal Institution of Chartered Surveyors is transforming the global FM profession by unifying standards, offering comprehensive career advancement resources and magnifying the status of practitioners. For more information, visit [www.ifma.org/ricscollaboration](http://www.ifma.org/ricscollaboration). To join and follow IFMA's social media outlets online, visit the association's LinkedIn, Twitter, Facebook, YouTube and Flickr pages. For more information, visit the IFMA press room or [www.ifma.org](http://www.ifma.org).

Operations and Maintenance Benchmarks: IFMA Facility Management Credentials  
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# Maintenance

Maintenance Categories

Maintenance Costs

Roads and Grounds Costs

Maintenance Tracking

Facility Operating Current Replacement Value (CRV) Index

Maintenance Staffing

Maintenance Management

Administrative Support

# Report Selection

Facility Use: [Selected options]

Region: [Selected options]

Size: [Selected options]

Facility Age: [Selected options]

## Building Information

	RSF	GSF	Developed Acres	Facility Age	Operating Days / Week	Hours/Day
Mean	5,555,555	5,555,555	55	55	5	5

## Occupants

	Number Of Occupants	GSF / Occupant	RSF / Occupant
Mean	555	5,555	5,555

# Maintenance Categories

IFMA divides maintenance cost into five distinct categories which are defined below. Most maintenance costs fall within the first three categories: external building maintenance, interior systems maintenance and roads and grounds. The remaining two cost categories, utility system maintenance, and process treatment/environmental system maintenance are costs likely incurred by manufacturing facilities and large campuses with central plants. Solid waste management—a category found under environmental system maintenance—refers to industrial waste that contains non-hazardous materials, such as by-products of production, and should not be interpreted as ordinary garbage, trash or municipal waste.

## External building maintenance

- Roof
- Skin (siding, masonry, sash, glazing, window washing, external doors)
- Exterior signage

## Interior systems maintenance

- Electrical systems (primary and secondary systems, emergency electrical systems, uninterrupted power supply (UPS), lighting systems, egress signage, master clocks, fire/life safety systems and alarms and remote monitoring, elevator maintenance/repair)
- Mechanical systems (HVAC, chillers, boilers, plumbing, extinguishing systems, back flow prevention, refrigeration and non-process related pumps)
- Building and general maintenance (interior walls, doors, ceilings, partitions and interior finishes, pest control)
- Interior signage
- Administrative support services

## Roads and grounds maintenance

- Roadways, sidewalks, parking lots (paving repairs, sealing, striping, parking, roadway lighting, power washing), snow removal and deicing
- Landscaping (planting, mowing, irrigation)
- Parking structures (surface repairs, sealing, striping, lighting and drainage systems)
- Storm sewers (catch basins, manholes, sub-surface drainage systems)
- Underground fire systems and hydrants

## Utility/central system maintenance

- Electrical (generation/distribution)
- Mechanical (steam, hot and cold water systems)

## Process treatment and environmental systems

- Process cooling water systems
- Process gas systems
- Air discharge scrubbers
- Waste water systems
- Water treatment plants
- Incinerator operation
- Solid waste management system

# Maintenance Costs

The annual maintenance cost includes all repair, preventive, materials, direct labor and contract costs. Those who manage leased properties provided maintenance costs from common area maintenance (CAM) charges in addition to building operating expenses charged by the landlord or property manager. The dollar per square foot costs listed in the Total Maintenance column does not equal the sum of the component costs due to the different sample sizes for each category. Compared to IFMA’s previous report, maintenance costs have increased by about \$5.55 per square foot (72 percent). The average total maintenance cost per rentable square foot is \$5.55.

PERCENTILE		\$/RSF
99%		\$5.55
95%		\$5.55
90%		\$5.55
75%		\$5.55
50%		\$5.55
25%		\$5.55
10%		\$5.55
5%		\$5.55
1%		\$5.55
<b>MEAN</b>		

External Building	Interior Systems	Roads & Grounds (\$/RSF)	Roads & Grounds (\$/Developed Acre)	Utility/Central System	Process Treatment Environmental	All Other Costs	Total Maintenance Costs
\$5.55	\$5.55	\$5.55	\$5.55	\$5.55	\$5.55		\$5.55

## Facility Characteristics and Maintenance Costs/RSF

FACILITY OPERATED	\$/RSF
5 days per week	
6 days per week	
7 days per week	\$5.55
Ownership	\$/RSF
Owner occupied	\$5.55
Leased	
Combination owned and leased	
Green Certification Status	\$/RSF
One or more buildings certified	
Green elements, no certification	\$5.55
No green elements	
Plans for certification next 12 months	
Central Plant	\$/RSF
Yes	
No	\$5.55
Climate Zone	\$/RSF
Hot-Humid	\$5.55
Mixed-Humid	
Hot-Dry	
Cold	
Marine	\$5.55

Data shown here will vary based on user's selection.

## Facility Characteristics and Maintenance Costs/RSF

Maintenance Cost Allocation (%)						
	Reactive	Preventative	Predictive	Deferred Maintenance/RSF	CRV	CRV Index (%)
Mean	55%	55%	55%	\$5.55	\$55,555,555.55	55%

# Maintenance Tracking

**THIS PAGE ONLY INCLUDED ON "ADVANCED" REPORT**

To manage, schedule and track maintenance cost and activities, the majority of respondents, 31 percent, use a CMMS system, a 15-percentage-point decrease from the 2009 study. In contrast to the previous study, manual spreadsheets/Microsoft Excel was the most common method of maintenance management (37 percent).

Respondents were also asked about what type of maintenance productivity metrics they collect. The type of information most often collected is response time for work requests and percentage of work orders closed on time.

	BIM	CAFM	CMMS	IWMS	SPREADSHEETS/ EXCEL	OTHER
% Using			5%		55%	

MAINTENANCE METRIC	% Using
Cost per area (\$/SF)	55%
Equipment downtime	55%
Percentage of work orders closed on time	55%
Percent of budget spent on breakdown (unplanned maintenance)	55%
Adherence to planned maintenance (time/meter reads) completion	55%
Preventive maintenance backlog	55%
Time to respond to work requests	55%
Number of service complaints	55%
Corrective backlog maintenance completion	55%
Time to repair work requests	55%
Money per Area/number of FTEs	55%
Other metrics (percentage of open work orders, SF assigned per mechanic, billable time, cost as a % of revenue, etc)	55%

## Work Request Process

Email	Web Interface	Staffed Help Desk	Personally inform Maintenance	Contact Specific FM service needed	Paper Forms
55%		55%	55%	55%	55%

## Service Staff Device Usage

Desktop	Smartphone	Paper Forms	Tablet	Other
55%	55%	55%	55%	

## Types of Preventative Maintenance Plans

HVAC	Electrical	Grounds	Other
55%	55%	55%	

**Data shown here will vary based on user's selection.**

## Preventative Maintenance Planning Horizon

12 months	18 months	24 months	Other
55%		55%	

## Maintenance Planning Review Period

1 month	6 months	12 months	18 months	24 months	Other
55%		55%	55%		