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 Nickolas 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)

- 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

SERVICES

- 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

MANUFACTURING

- 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)

<table>
<thead>
<tr>
<th>Office</th>
<th>Industrial</th>
<th>Assembly</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch/Regional Office</td>
<td>Manufacturing</td>
<td>Community/Recreation Center</td>
<td>Biosciences</td>
</tr>
<tr>
<td>Headquarters</td>
<td>Warehouse</td>
<td>Convention Center/Exhibit Hall</td>
<td>Correctional</td>
</tr>
<tr>
<td>Medical Office</td>
<td></td>
<td>Religious</td>
<td>Courthouse</td>
</tr>
<tr>
<td>Mixed Use Office</td>
<td></td>
<td>Stadium/Arena/Auditorium</td>
<td>Data Center (Data/Computer/Switch Facility)</td>
</tr>
</tbody>
</table>

#### 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

- 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.

PRACTICES

- 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

COSTS AND FINANCIALS

- Maintenance FTES (Detailed)
- Maintenance Supervisors FTEs
- Administrative FTES
- Total Maintenance FTES
- Maintenance FTES/RSF/GSF

STAFFING
## 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 use 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