

Facilities Maintenance

Fund 10 • Directorate 02 • Division 70 • Department 582

PROGRAM DESCRIPTION

To protect the public's investment in emergency services and ensure effective and uninterrupted emergency response by maintaining the District's facilities and equipment through inspection and preventive maintenance. Facilities Maintenance manages the District's environmental compliance efforts, including improving overall energy efficiency within the facilities and equipment. Staff also supervises the design and construction of new facilities and seismic upgrades and renovation/remodel projects of existing District facilities.

BUDGET SUMMARY

Expenditures	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services	\$621,931	\$809,566	\$879,370	\$859,217
Materials and Services	513,525	352,766	799,325	159,506
Total Expenditures	\$1,135,456	\$1,162,332	\$1,678,695	\$1,018,723

PERSONNEL SUMMARY

Position	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Facilities Operations Manager	0.00	1.00	1.00	1.00
Support Services Operations Manager	1.00	1.00	0.00	0.00
Facilities Maintenance Lead Tech	1.00	1.00	1.00	1.00
Facilities Maintenance Technician	3.00	4.00	4.00	4.00
Facilities Maintenance Admin Specialist	1.00	1.00	1.00	1.00
Maintenance Utility Worker	1.00	1.00	1.00	1.00
Total Full-Time Equivalents (FTE)	7.00	9.00	8.00	8.00

2011-12 SIGNIFICANT CHANGES

Personnel Services in 2011-12 decreased as a result of the change in budget practice of budgeting at actual wages and insurance benefits rather than at maximum.

The decrease in the 2011-12 Facilities budget is due mainly to the redistribution of all custodial and floor care from account 5416 and account 5361 M&R Building Repairs, including security alarm and landscaping fees, back into the corresponding fire station and facility budgets. Within the remaining 5361 budget, \$70,000 is provided for emergency repairs at any of the facilities, \$18,000 is for generator full load testing, and preventative maintenance in the amount of \$19,000 for all fire stations for fire panel testing, and \$10,000 of demolition costs. Account 5413 includes \$20,000 of consultant funds for energy efficiency projects or other similar consulting.

Facilities Maintenance, continued

STATUS OF 2010-11 SERVICE MEASURES

- **Maintain an 85% efficiency rating** for all preventative maintenance work orders.

Goal(s): VII
Service Type(s): Mandatory
Measured By: Percentage on schedule, with the target date being the “Schedule Date,” the number of days to complete is divided by the schedule frequency.
Status or Outcome: Facilities was unable to maintain the 85% efficiency rating due to staff workloads with scheduled projects and the focus on the Capital Bond Projects.

- **Maintain corrective maintenance work order efficiency.**

Goal(s): VII
Service Type(s): Essential, Discretionary
Measured By: “Days to Start” equals an average of two days; number of days it took for Facilities staff to start the work order from the day the customer entered the request into the system. “Days to Complete” equals an average of less than five days; number of days it took for Facilities staff to complete the work order from the day the customer entered the request into the system.
Status or Outcome: Staff maintained an average of 2.83 Days to start a work order and seven days to complete the work order due to project workloads and needed Capital Bond support.

- **Total percentage of labor charged to administrative functions is less than 13%.**

Goal(s): VII
Service Type(s): Management Services
Measured By: The percentage of billable labor hours charged to an administrative function is less than 12% of total billable labor hours.
Status or Outcome: Staff was able to maintain the goal of labor charged to administrative functions at less than 13%, with a percentage of 7.8%.

- **Total percentage of labor charged to travel time is less than 25 hours per month.**

Goal(s): VII
Service Type(s): Essential
Measured By: An average travel time charge of less than 25 hours per month for each Facility Technician/Utility Worker.
Status or Outcome: Staff was able to maintain the goal of less than 25 hours of travel time per each Facilities Technician/Utility Worker, with an overall average of 22.31 hours.

Facilities Maintenance, continued

STATUS OF 2010-11 CHANGE STRATEGIES

- Incorporate and prioritize environmental considerations in purchasing decisions.

Goal(s): VII
Budget Impact: Increase required
Duration: Year 4 of 6
Budget Description: There will be continued costs associated with the design, implementation, and construction of LEEDs rated facilities and for the purchase of Energy Star rated appliances. Additional funding will be required for the continued replacement of outdated lighting fixtures.
Partner(s): Finance, Logistics, Integrated Operations
Status or Outcome: The District is purchasing Energy Star rated appliances and is currently meeting the requirements. Also, if an appliance needs replacement in any station, energy star rated appliances are purchased.

- Develop common work order and asset tracking process/system.

Goal(s): VII
Budget Impact: Increase required
Duration: Year 3 of 5
Budget Description: Start-up, data entry, training, and implementation of the ERP system will require significant labor hours, resulting in the need to temporarily backfill some existing positions. Ultimately, the new system will result in cost savings due to the elimination of multiple databases, hardware, and software.
Partner(s): Logistics, Finance, Integrated Operations, Human Resources
Status or Outcome: The MUNIS ERP system is in place.

- Coordinate implementation of bond-funded major capital construction projects.

Goal(s): I, VII, VII
Budget Impact: Increase required
Duration: Year 4 of 7
Budget Description: The majority of the project management expenses are accounted for within the bond funds; however, additional costs for increased staffing, project management contracts, and other related resources are anticipated.
Partner(s): Logistics, Finance, Integrated Operations
Status or Outcome: Staff has identified items that can be transferred to the bond and items that are not included in the bond that will be budgeted for.

- Continually reassess and reinvest in infrastructure and lifecycle programs.

Goal(s): VI, VII
Budget Impact: Resource neutral
Duration: Year 1 of 5
Budget Description: First year making assessment and estimate costs could affect technician time and other partners through the planning stages. This process will aid in developing cost per square foot per facility.
Partner(s): Logistics, Integrated Operations
Status or Outcome: The reinvestment plan and the lifecycle have been updated. This will be an annual process.

Facilities Maintenance, continued

STATUS OF 2010-11 CHANGE STRATEGIES, CONTINUED

- **Assess energy consumption throughout the District** to find ways to reduce cost and consumption.

Goal(s): VIII
Budget Impact: Increase required
Duration: Year 1 of 3
Budget Description: Work within the organization to educate and reduce overall utility costs. This will require technicians to review and ensure all systems are running properly and most efficiently.
Partner(s): Logistics, PGE, all divisions, outside consultant
Status or Outcome: Staff is currently working with PGE on an energy audit, and with a local vendor to finalize costs and potential savings to the District. Staff will work with the Energy Trust for reimbursements on energy upgrades.

- **Look at model where technicians would have laptops in trucks over the next year.**

Goal(s): VIII
Budget Impact: Increase required
Duration: Year 1 of 1
Budget Description: Work with one technician to determine whether having a laptop in their vehicle would improve their efficiency and work order response time.
Partner(s): Information Technology, Logistics
Status or Outcome: In progress.

- **Provide support for the Respiratory Protective Program.**

Goal(s): III
Budget Impact: Increase required
Duration: Year 1 of 5
Budget Description: Work with team members to develop compressor rooms at Supply and the Training Center. The Training Center will require build out for new room and clean room.
Partner(s): Logistics, Fleet, Integrated Operations, Supply
Status or Outcome: Both compressor rooms have been completed and are functional.

ADDITIONAL 2010-11 ACCOMPLISHMENTS

- Successfully moved personnel from Stations 58, 59, and 53 into their new stations.
- Successfully moved Blanton St. personnel to their new location at CBOC.
- Completed the roofing project at the NOC and Supply buildings.
- Successfully completed a large number of capital reinvestment projects on time and under budget.
- Successfully implemented the MUNIS work order system.

Facilities Maintenance, continued

2011-12 SERVICE MEASURES

Service Measure	2007-08 Actual	2008-09 Actual	2009-10 Actual	2010-11 Estimated	2011-12 Projected
Square footage maintained for facilities	284,146	395,829	330,465	330,465	314,605
District costs per square foot	\$3.45	\$4.34	\$3.43	\$5.07	\$4.11
Efficiency rating	77.4%	82.5%	82.18	82.10	82.00
Average days to start corrective maintenance	4.75	3.75	2.83	2.5	2.0
Average days to complete corrective maintenance	9.67	8.58	7.0	6.5	6.0
Average percentage of labor charged to administrative functions	9.7%	8.6%	7.8%	9.0%	9.5%
Average travel hours per month by Technicians	25.25	22.98	22.31	23.25	24.50
Percentage of total available resource hours required to support capital bond projects	9.3%	18.9%	15.9	14.0	14.8

- **Maintain an 85% efficiency rating for all preventative maintenance work orders.**

Goal(s): VII
Service Type(s): Mandatory
Measured By: Percentage on schedule, with the target date being the “Schedule Date,” the number of days to complete is divided by the schedule frequency.

- **Maintain corrective maintenance work order efficiency.**

Goal(s): VII
Service Type(s): Essential, Discretionary
Measured By: “Days to Start” equals an average of two days; number of days it took for Facilities staff to start the work order from the day the customer entered the request into the system. “Days to Complete” equals an average of less than five days; number of days it took for Facilities staff to complete the work order from the day the customer entered the request into the system.

- **Total percentage of travel time is an average of less than 25 hours per month per technician.**

Goal(s): VII
Service Type(s): Essential
Measured By: An average travel time charge of less than 25 hours per month for each Facility Technician/Utility Worker.

- **Total percentage of labor charged to administrative functions is less than 13%.**

Goal(s): VII
Service Type(s): Management Services
Measured By: The percentage of billable labor hours charged to an administrative function is less than 12% of total billable labor hours.

Facilities Maintenance, continued

2011-12 CHANGE STRATEGIES

- Incorporate and prioritize environmental considerations in purchasing decisions.

Goal(s)/Call(s) for Action: VII/B
Budget Impact: Increase required
Duration: Year 5 of 6
Budget Description: There will be continued costs associated with the design, implementation, and construction of LEEDs (although not certified of LEED). The District will continue to purchase Energy Star rated appliances. Additional funding will be required for the continued replacement of outdated lighting fixtures.
Partner(s): Finance, Logistics, Integrated Operations

- Coordinate implementation of bond-funded major capital construction projects.

Goal(s)/Call(s) for Action: V/A, VI/D, VII/B
Budget Impact: Increase required
Duration: Year 5 of 7
Budget Description: The majority of the project management expenses are accounted for within the bond funds; however, additional costs for increased staffing, project management contracts, and other related resources are anticipated.
Partner(s): Logistics, Finance, Integrated Operations

- Continually reassess and reinvest in infrastructure and lifecycle programs.

Goal(s)/Call(s) for Action: VII/D
Budget Impact: Resource neutral
Duration: Year 2 of 5
Budget Description: First year making assessment and estimate costs, which could affect technicians' time and other partners through the planning stages. This process will aid in developing cost per square foot per facility.
Partner(s): Logistics, Integrated Operations

- Assess energy consumption throughout the District to find ways to reduce cost and consumption.

Goal(s)/Call(s) for Action: VII/B
Budget Impact: Increase required
Duration: Year 1 of 3
Budget Description: Work within the organization on education and reducing overall utility costs; this will require technicians to review and ensure all systems are running properly and most efficiently.
Partner(s): Logistics, PGE, all divisions, vendor

- Look at model where technicians would have laptops in trucks within the next year.

Goal(s)/Call(s) for Action: VII/C
Budget Impact: Increase required
Duration: Year 1 of 1
Budget Description: Work with one technician throughout the year to see if having a laptop in the vehicle would improve efficiency and response time on work orders.
Partner(s): Information Technology, Logistics

Facilities Maintenance

	Actual Prior FY 2009	Actual Prior FY 2010	Budget Prior FY 2011	Budget Proposed FY 2012	Budget Approved FY 2012	Budget Adopted FY 2012
10582 General Fund						
5002 Salaries & Wages Nonunion	354,993	485,167	487,087	486,854	486,854	482,132
5004 Vacation Taken Nonunion	34,069	26,960	48,173	48,150	48,150	47,683
5006 Sick Taken Nonunion	6,532	14,023				
5008 Personal Leave Taken Nonunion	1,874	2,644				
5010 Comp Taken Nonunion	3,149	1,327				
5015 Vacation Sold	4,192	1,403	10,293	10,289	10,289	10,189
5016 Vacation Sold at Retirement		625				
5021 Deferred Comp Match Nonunion	4,119	4,642	14,720	7,306	7,306	18,544
5121 Overtime Nonunion	4,058	3,326	3,500	3,500	3,500	3,500
5201 PERS Taxes	73,945	85,258	113,679	110,997	110,997	108,483
5203 FICA/MEDI	30,555	39,645	43,569	42,542	42,542	42,997
5206 Worker's Comp	6,930	7,864	8,002	10,010	10,010	14,051
5207 TriMet/Wilsonville Tax	2,664	3,508	3,844	3,847	3,847	3,888
5208 OR Worker's Benefit Fund Tax	172	209	283	283	283	283
5211 Medical Ins Nonunion	71,538	103,273	113,065	98,933	98,933	98,933
5221 Post Retire Ins Nonunion	6,225	6,225	7,200	6,300	6,300	6,300
5230 Dental Ins Nonunion	10,216	14,466	14,955	13,439	13,439	13,439
5240 Life/Disability Insurance	4,854	6,728	8,000	6,295	6,295	6,295
5270 Uniform Allowance	1,618	2,274	3,000	2,500	2,500	2,500
5290 Employee Tuition Reimburse	228					
Total Personnel Services	621,931	809,566	879,370	851,245	851,245	859,217
5300 Office Supplies	1,387	2,069	1,800	1,800	1,800	1,800
5301 Special Department Supplies	3,031	4,500	5,000	11,000	11,000	11,000
5302 Training Supplies	36		50	50	50	50
5305 Fire Extinguisher		149	300	300	300	300
5306 Photography Supplies & Process				25	25	25
5320 EMS Supplies			25			
5321 Fire Fighting Supplies		18				
5330 Noncapital Furniture & Equip	3,640	7,954	6,150			
5350 Apparatus Fuel/Lubricants	11,110	12,109	16,500	21,500	21,500	21,500
5361 M&R Bldg/Bldg Equip & Improv	466,170	314,490	612,100	130,500	130,500	60,500
5362 UST Expense	9,618	1,622	12,000	12,360	12,360	12,360
5367 M&R Office Equip	781	1,468	2,500	2,600	2,600	2,600
5413 Consultant Fees	1,221		15,000	20,000	20,000	20,000
5414 Other Professional Services	7,500		5,000	5,000	5,000	5,000
5415 Printing	818	257	500	1,000	1,000	1,000
5416 Custodial & Bldg Services			109,300			
5432 Natural Gas	133	211		1,965	1,965	1,965
5433 Electricity	1,656	1,965		3,600	3,600	3,600
5434 Water/Sewer	31	42		2,256	2,256	2,256
5436 Garbage		1,300	1,000	1,700	1,700	1,700
5450 Rental of Equip	679	2,071	2,800	3,000	3,000	3,000
5461 External Training	1,839	1,390	3,500	5,000	5,000	5,000
5462 Travel and Per Diem	1,590	671	1,000	750	750	750
5484 Postage UPS & Shipping	101			350	350	350

Facilities Maintenance

	Actual Prior FY 2009	Actual Prior FY 2010	Budget Prior FY 2011	Budget Proposed FY 2012	Budget Approved FY 2012	Budget Adopted FY 2012
10582 General Fund						
5500 Dues & Subscriptions	1,869	22	3,300	1,500	1,500	1,500
5502 Certifications & Licensing				1,500	1,500	1,500
5570 Misc Business Exp	15	459	750	300	300	300
5572 Advertis/Public Notice	301		750	750	750	750
5575 Laundry/Repair Expense				700	700	700
Total Materials & Services	513,525	352,766	799,325	229,506	229,506	159,506
Total General Fund	1,135,456	1,162,331	1,678,695	1,080,751	1,080,751	1,018,723