

Association of Physical Plant Administrators – Goals – Desired Level of Service

Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management
Customer Service & Response Time	Able to respond to virtually any service, immediate response	Response to most service needs, typically in a week.	Services available only by reducing maintenance, response times of one month or less.	Services available only by reducing maintenance, response times of one year or less.
Customer Satisfaction	Proud of facilities, have a high level of trust for the facilities organization.	Satisfied with facilities related services, usually complimentary of facilities staff.	Basic level of facilities care. Able to perform mission duties. Lack of pride in physical environment.	Generally critical of cost, responsiveness, and quality of facilities services.
PM vs. CM	100%	75 - 100%	50 - 75%	25 - 50%
Maintenance Mix	All PM is scheduled & performed on time. Emergencies (e.g. power outages) are infrequent and handled efficiently.	A well-developed PM program: PM done less than defined schedule. Occasional emergency caused by pump failures, etc.	Reactive maintenance high due to systems failing. High number of emergencies causes reports to upper management.	Worn-out systems require staff to be scheduled to react to failure. PM work consist of simple tasks done inconsistently.
Aesthetics, Interior	Like-new finishes.	Clean/crisp finishes.	Average finishes.	Dingy finishes
Aesthetics, Exterior	Windows, doors, trim, exterior walls are like new.	Watertight, good appearance of exterior.	Minor leaks and blemishes, average exterior appearance.	Somewhat drafty and leaky, rough-looking exterior.
Aesthetics, Lighting	Bright and clean, attractive lighting	Bright and clean, attractive lighting	Small percentage of lights out, generally well lit and clean.	Numerous lights out, missing diffusers, secondary areas dark.
Service Efficiency	Maintenance activities appear highly organized and focused. Service and maintenance calls are responded to immediately.	Maintenance activities appear organized with direction. Service and maintenance calls are responded to in a timely manner.	Maintenance activities appear to be somewhat organized, but remain people-dependent. Service/maintenance calls are sporadic, w/out apparent cause.	Maintenance activities are somewhat chaotic and people dependent. Service/maintenance calls are typically not responded to in a timely manner.
Building Systems' Reliability	Breakdown maintenance is rare and limited to vandalism and abuse repairs	Breakdown maintenance is limited to systems components short of MTBF (mean time between failure).	Building and systems components periodically or often fail.	Systems unreliable. Constant need for repair. Backlog repair exceeds resources.
Operating Budget as % of CRV	>4.0	3.5 - 4.0	3.0 - 3.5	2.5 - 3.0

- Facility locations – city, campuses, separate locations, etc. **Bozeman**
- Quantify your entity’s physical plant assets – sf managed, total number of buildings, etc. **1.275M square feet, 360 Acres including land for future expansion, 8 elementary school buildings (Pk-5), 2 middle schools (6-8), 1 high school (9-12), 1 support services building, 1 bus maintenance and storage facility, 1 central office facility.**
- Your system of facility management – facility assessment system or process you use, type of capital improvements affordable within normal operating budget, within building reserve fund, only with issuance of capital improvement bonds. **We use a Facility Condition Inventory (FCI) system on a 3-year cycle. The program we use was developed by MSU. Deficiencies are categorized as – 1 Safety, 2 Damage/Wear Out, 3 Codes/Standards, 4 Environmental Improvements, 5 Energy Conservation, 6 Aesthetics and 7 Building Enhancements.**
- How you prioritize facility maintenance and major improvements - **We have a goal of budgeting at least 3.0% of Current Replacement Value (CVR) each year for building maintenance (See reverse side). We try to do so with a combination of General Fund and voter approved Building Reserve Funds.**
- Drivers of major capital projects – what typically drives the need for major renovation **FCI**, new construction - **enrollment and or FCI**
- Financing – what resources do you tap to fund major capital improvements (state, federal, local, other) **All possible, see list prepared by Denise Williams, MASBO Executive Director. We have used nearly every available resource we qualify for.**
- State assistance – have you recently received state capital improvement funds (bond reimbursement or quality schools grants) for capital improvements within your jurisdiction, and if so explain in more detail. **Yes, small amount of facility GTB in elementary district and following Quality Schools Grants:**

<u>Year</u>	<u>Project</u>	<u>Amount</u>
2011	Hawthorne PAR	\$31,300 (\$25,000 State, \$6,300 Local)
2011	Hawthorne School Renovation	\$2.17 M (\$705,000 State, \$1.465 M Local)
2013	Elem Lighting Retrofit	\$157,798 (\$107,798, \$50,000 Local)
2013	HS Lighting Retrofit	\$159,087 (\$109,087, \$50,000 Local)
2015	Middle School PAR	\$31,250 (\$25,000 State, \$6,250 Local)
2015	Willson School PAR	\$31,250 (\$25,000 State, \$6,250 Local)

- Challenges – Name some of the more significant challenges your schools face in the funding of capital improvements, along with some ideas of how you think the state could reasonably and equitably help address these type of challenges on a statewide and consistent basis **Two thoughts:**
 - **The challenge of maintaining an investment in school facility assets. It is very short sighted to cut the facility maintenance budget and doing so has a direct effect on deferred maintenance. On the other hand, when facility maintenance competes with direct educational programs for kids, the programs will win every time.**
 - **Facility planning is essential. Any General Fund and Building Reserve Funds used for planning are not available for building maintenance and capital improvements. As you can see above we took advantage of the planning grants when they were available.**

Thank you for passing HB373 last session, which increased the debt limits. That makes it possible to ask voters to pass bonds to allow us to keep up with our enrollment growth.