

(for Sacramento presentation)

Chapter 14: Integrating M&O in the
Planning Process

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(for Ontario presentation)

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“The factory of the future will have only two employees, a man and a dog. The man will be there to feed the dog. The dog will be there to keep the man from touching the equipment.”

-- Warren Bennis

Author and Distinguished Professor of Business Administration
University of Southern California

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- In the old days, it was “Ginny, get me a cup of coffee.”
- Today technology, demand, and professionalism have substantially altered the face of school M&O operations.
- What’s happened to transform M&O organizations?

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During the last 30 years:

- “Secretaries” have been replaced with administrative assistants who make decisions, coordinate activity, and gather, analyze, and report data.
- More and more, each employee is a “knowledge” worker whose duties require continuous education to keep pace with the latest technologies.
- “Smart” buildings rely on machines and computers “talking” to other machines and computers to control climate, mechanical systems, lighting, AV equipment, access, preventive & predictive maintenance.

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- Effective facilities management today requires sophisticated organizations with multiple integrated systems in order to:
 - Identify, monitor, and control work flow
 - Generate periodic reports for customer base
 - Respond promptly to emergencies
 - Schedule PM and predictive maintenance
 - Utilize state-of-the art energy management
 - Manage water consumption

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- (continued)
 - Develop and retain professional staff
 - Ensure compliance with myriad regulations and agencies
 - ADA - Fire Dept. - Mold
 - Asbestos - Health Dept - OPSC
 - AQMD - IAQ - OSHA
 - DSA - IPM
 - Communicate effectively with key constituents

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- (continued)
 - **Collaborate and dialogue with those who design and construct school facilities**

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- “According to the Building Owners and Managers Association, only 2 percent of the total cost of (an office) building over a 30 year period is for design fees and construction costs.”
 - Mathew D. Tendler, AIA
Madison Business Journal
May 31, 1999

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- In the 1970s, building consultant Ed Feldman opined that the cost of a building would be spent again every 20 years just to maintain it.

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- Too often school organizations focus on the annual budget without being cognizant of the asset value of their facilities portfolio.
- Many districts are managing facilities with asset values between $\frac{1}{4}$ and $\frac{1}{2}$ billion dollars.... and don't know it!
- How can we partner to protect our assets?

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- Expand your design team to go beyond architects, engineers, facilities staffs, facility users, and community members.
- **Include the M&O director at the onset.**
- As plans develop, encourage M&O review and comment:
 - Size of access panels
 - Preference for photo cells w/ clock override
 - Preference for restroom dispensers
 - Strategically located storage for emergency supplies

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- (continued)
 - Preference for window coverings
 - Preference for plumbing fixtures (i.e., Bradley basis & Flushmate toilets)
 - Preference for restroom partitions
 - Preference for irrigation hardware
 - Location of hose bibs and electrical outlets for outdoor cleaning
 - Low flow shower heads in locker rooms
 - Standardize mechanical equipment, signage, alarm systems, type of exterior lighting (fluorescent, mercury vapor, HPS) for consistency in color tint

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- **Outcomes: What to expect from collaboration**
 - Early CAD drawings to M&O
 - Identification and coordination of service contracts (i.e., elevators, landscape, PM, fire/life-safety systems)
 - Employee work schedules
 - Incorporate new facilities in district Emergency Plan
 - Early training of staff for new & unfamiliar equipment
 - Coordinated warranty hand-off (list of subcontractors; face-to-face meetings)
 - M&O input when considering VE options

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- (continued)
 - **Professionalism**
 - Ownership from M&O
 - Commitment from M&O
 - **Help us to get off to a good start!**
 - **Enjoy one more partner to strengthen the planning & design team**

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- **Your M&O personnel stand ready to learn about new buildings they will be maintaining and to influence the design while still in the design phase.**