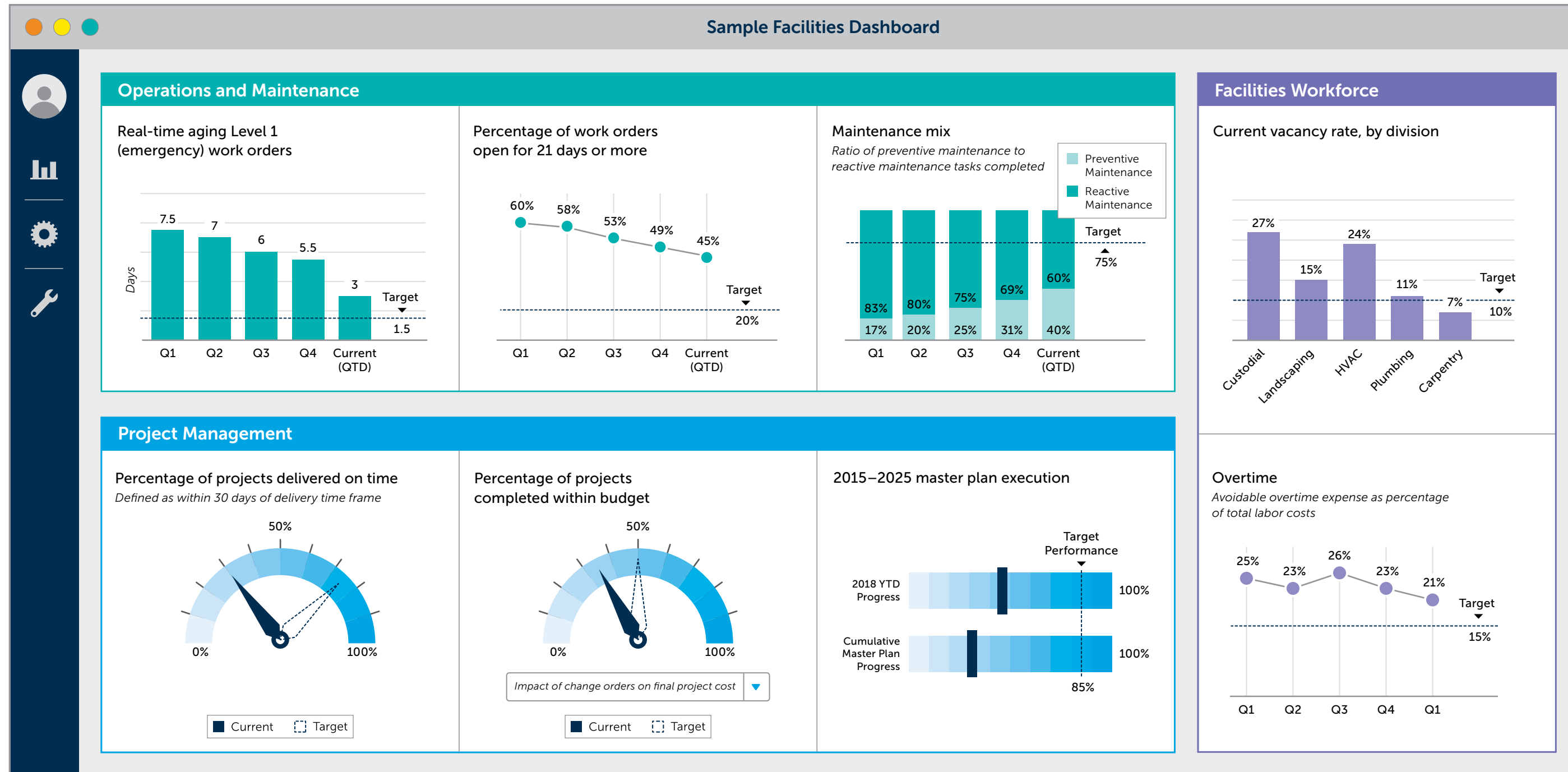


How to Create an Impactful Facilities Dashboard

Dashboards can be powerful tools. They enable Facilities leaders to cut through the noise of data overload and focus on a subset of metrics that enable better management and operational decisions. But selecting the right metrics—and laying them out in an accessible format—can be difficult to get right. Read on to see what an accessible dashboard looks like and to see a list of metrics to consider tracking more closely.



Not Sure Where to Start? Consider These Metrics First:

Campus Operations

- Distribution of buildings by age range
- Workload (GSF) coverage per custodial FTE
- Facility Condition Index, for campus and by building
- Average work order completion time

Facilities Workforce

- Percentage of employees over age of 50
- Vacancy rate by position
- Avoidable overtime expense as percentage of total labor costs
- Percentage of employees "satisfied" or "very satisfied" working in Facilities

Fiscal Management

- Operating budget execution
- Capital project expenditure per project GSF
- Investment in renewal/renovation as percentage of current replacement value
- Operations and maintenance investment as a percentage of current replacement value

Housing

- Percentage of full-time undergraduate students who live on campus
- Percentage of students satisfied with overall housing experience
- Median GPA of on-campus resident vs. nonresident

Project Management

- Percentage of projects delivered on time
- Percentage of projects delivered on time by broad project stage
- Percentage of projects completed within budget
- Average planning, design, and construction customer satisfaction score

Safety and Compliance

- Percentage of work orders classified as emergency maintenance
- Total number of public safety incidents reported involving students
- Ratio of public safety officers to student FTEs
- Average time between public safety incident report and resolution

Service Delivery

- Average time to complete work order requests by priority code
- Average post-work order satisfaction score
- Average number of too hot/too cold calls per building
- Percentage of customer-requested projects completed on time

Space Management

- Average section fill rate
- Room utilization rate by day/hour
- Seat utilization rate by day/hour

Sustainability and Utilities

- Energy consumption per GSF
- Utility outages per month
- Total utilities cost per student FTE
- Renewable energy as percentage of total energy consumption

Characteristics of Effective Dashboard Creation and Design

Selecting Key Performance Indicators

- Apply pragmatic screens** to focus in on right metrics for your campus.
 - Set aside metrics that are not regularly tracked, not supported by reliable data, or difficult to communicate to others.
 - If potentially important data is difficult to retrieve, recognize the accessibility limitations of those metrics before elevating to the final dashboard.
- Ensure a balance** across metric categories.
 - Force trade-offs in overrepresented areas by sorting metrics by function or strategic perspective.
 - Goal is to ensure leaders have a balanced look across all units and won't miss worrisome trends.

- Account for unit-specific imperatives.**
 - Add "hot-seat" metrics that shed light on pressing yet temporary areas of concern.
 - Potential pressures could be new president coming in or Facilities-specific concerns.

- Map metrics to strategic objectives.**
 - Identify metrics that most directly measure progress on Facilities' strategic objectives.
 - Check that metrics are the outcomes you want to achieve, not the measure of how you'll get there.

Employing a User-Friendly Layout and Format

- Keep it concise.**
 - Limit static (i.e., paper-based) dashboards to three pages or fewer.
 - Ensure interactive dashboards have drop-down menus or variable inputs to allow audience to display desired amount of information.
- Make your data visualizations accessible** to a lay audience.
 - Clearly label the title and key using nontechnical language.
 - Convey trend information by including historic data points, performance target, and desired directionality.