

# Campus Operations Metrics Quick-Start Guide

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This guide represents the short list of Campus Operations performance indicators that EAB recommends Facilities leaders track. The list draws from the comprehensive list of metrics found with full definitions across the previous pages.

## Campus Profile

1. Total GSF maintained
2. Total deferred maintenance backlog
3. Distribution of buildings by age range (number of buildings and GSF by age)

## Operating Costs and Staffing Levels

4. Workload (GSF) coverage per custodial FTE
5. Acre (or hectare) per grounds FTE
6. Total operations and maintenance expenditure per GSF

## Campus Cleanliness

7. Average APPA campus cleanliness rating

## Building Condition

8. Facility Condition Index (FCI)<sup>1</sup>

## Planned and Unplanned Maintenance

9. Average work order completion time
10. Percentage of work orders open for 21 days or more
11. Maintenance mix (ratio of preventive maintenance to reactive maintenance tasks completed)
12. Percentage of all work orders categorized as unplanned (i.e., reactive and emergency)
13. Percentage of labor hours spent on service calls (i.e., customer-initiated work)

<sup>1</sup>) The National Research Council recommends an FCI between 5-10% for campuses with significant maintenance backlogs. The FCI can be tracked at the building, college, and/or campus level.