

# Facilities Workforce Metrics Quick-Start Guide

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This guide represents the short list of Facilities Workforce 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.

## **Workforce Demographics**

1. Total Facilities FTEs
2. Percentage of employees over age of 50
3. Vacancy rate by position

## **Workforce Cost**

4. Facilities labor cost as a percentage of Facilities expenditure
5. Overtime expense as percentage of total labor costs

## **Workforce Productivity**

6. Wrench time (measured as percentage of labor hours)
7. Percentage of overtime hours that are emergency overtime

## **Employee Training**

8. Average recorded hours of professional development per FTE

## **Workforce Engagement**

9. Percentage of employees "satisfied" or "very satisfied" working in Facilities
10. Internal promotion rate
11. Turnover rate by position

## **Underrepresented Workforce**

12. Percentage of leadership roles filled by underrepresented minorities