

Campus Operations Metrics Quick-Start Guide

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)¹

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)

¹⁾ 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.

Facilities Workforce Metrics Quick-Start Guide

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

Fiscal Management Metrics Quick-Start Guide

This guide represents the short list of Fiscal Management 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.

Capital Costs

1. Capital project expenditure per project GSF
2. Percentage of capital projects completed on budget
3. Investment in renewal/renovation as percentage of current replacement value¹

Custodial Costs

4. Custodial costs per GSF

Grounds and Landscaping Costs

5. Landscaping and grounds cost per maintained acre (or hectare)

Operations and Maintenance Costs

6. Operating budget execution
7. Operations and maintenance cost per GSF
8. Preventive maintenance cost per GSF
9. Operations and maintenance investment as a percentage of current replacement value²

Operating and Staffing Costs

10. Facilities expenditure as a percentage of gross institutional expenditure
11. Total Facilities expenditure per gross square meter

Utility and Energy Costs³

12. Energy cost per GSF
13. Cost per BTU

1) APPA recommends a target investment rate of 1.5% to 2.5% of current replacement value (CRV).

2) APPA recommends a target investment rate of 0.5% to 1.5% of CRV.

3) These metrics use BTU and GSF as measurement units; leaders may need to convert metrics to their institution's preferred measurement unit.

Housing Metrics Quick-Start Guide

This guide represents the short list of Housing 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.

Housing Profile

1. Total number of beds
2. Percentage of full-time undergraduate students who live on campus

Housing Efficiency

3. Annual in-house operations and maintenance cost per GSF
4. Occupancy rate per semester

Housing Quality

5. Percentage of students satisfied with overall housing experience
6. Median GPA of on-campus resident vs. nonresident
7. Graduation rate of students who live on campus for at least two years versus students who do not

Planning, Design, and Construction Metrics Quick-Start Guide

This guide represents the short list of Planning, Design, and Construction 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.

Project Management

1. Percentage of projects delivered on time
2. Percentage of projects delivered on time by broad project stage
3. Percentage of projects completed within budget
4. Master plan execution
5. Average planning, design, and construction customer satisfaction score
6. Average project manager customer satisfaction score
7. Project manager average project workload

Project Spend

8. Capital investment budget execution
9. Average professional services cost
10. Construction costs per GSF
11. Renovation costs per GSF
12. Percentage of total construction cost spent on change orders

Real Estate

13. Percentage of GSF that is leased space

Safety and Compliance Metrics Quick-Start Guide

This guide represents the short list of Safety and Compliance 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.

Building Safety and Compliance

1. Percentage of work orders classified as emergency maintenance
2. Cost of emergency maintenance

Public Safety

3. Total number of public safety incidents reported involving students
4. Ratio of public safety officers to student FTEs
5. Average time between public safety incident report and resolution
6. Student campus safety rating

Quality Assurance

7. Percentage of buildings passing area inspections

Injuries

8. Number of OSHA-reportable accidents
9. Injury-related lost workday rate

Training and Qualifications

10. Employee training compliance rate
11. Contractor training compliance rate

Service Delivery Metrics Quick-Start Guide

This guide represents the short list of Service Delivery 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.

Work Order Efficiency

1. Average time to complete work order requests by priority code
2. Average age of open work orders
3. Percentage of work orders open for 21 days or more
4. Ratio of number of preventive maintenance work orders to service calls

Customer Satisfaction

5. Average number of too hot/too cold calls per building
6. Average number of elevator service calls per elevator
7. Average post-work order satisfaction score
8. Percentage of customer-requested projects completed on time
9. Percentage of customer-requested projects completed on or under budget
10. Percentage of customers satisfied or very satisfied
11. Average APPA campus cleanliness rating
12. System runtime reliability percentage

Space Management Metrics Quick-Start Guide: Classrooms

This guide represents a portion of Space Management (classrooms) performance indicators that EAB recommends Facilities leaders track. The list draws from a comprehensive list of metrics, which can be found with full definitions across the previous pages.

Classroom Profile

1. Number of classrooms by maximum capacity

Classroom Efficiency

2. Average section fill rate
3. Annual operations and maintenance cost per classroom NASF
4. Room utilization by day and/or hour
5. Seat utilization by day and/or hour
6. Classroom NASF per student credit hour

Classroom Quality

7. Percentage of classrooms renovated each year
8. Percentage of classroom issues resolved within 24 hours
9. Average classroom student satisfaction score (0-5)
10. Average classroom audit rating (0-5)

Space Management Metrics

Quick-Start Guide: Office Space

This guide represents a portion of Space Management (office space) performance indicators that EAB recommends Facilities leaders track. The list draws from a comprehensive list of metrics, which can be found with full definitions across the previous pages.

Office Space Profile

1. Total number of offices
2. Percentage of office space by department/unit

Office Space Efficiency

3. Percentage of offices within office size target for role
4. Number of tenure-track offices per tenure-track faculty member
5. Average office size (in NASF¹) for instructional staff
6. Average office size (in NASF¹) for administrative staff
7. Annual operations and maintenance cost per office NASF¹
8. Percentage of office space by staff type (e.g., faculty, student, administrators)

Office Space Quality

9. Average office audit rating (0-5)
10. Average office customer satisfaction score (0-5)

1) For the majority of metrics that require square footage measurements, gross square feet (GSF) is the most common. However, space management metrics focus more on activity and assignment. As a result, many institutions prefer to use net assignable square feet (NASF). Institutions can use either GSF, NASF, or any preferred measurement.

Space Management Metrics

Quick-Start Guide: Research Labs

This guide represents a portion of Space Management (research labs) performance indicators that EAB recommends Facilities leaders track. The list draws from a comprehensive list of metrics, which can be found with full definitions across the previous pages.

Research Lab Space Profile

1. Number of research labs by department
2. Percentage of total space dedicated to research labs

Research Lab Space Efficiency

3. Indirect cost recovery per net assignable square feet of lab space¹
4. Net assignable square feet of lab space per principal investigator¹
5. Annual operations and maintenance cost per research lab NASF¹

Research Lab Quality

6. Average research lab customer satisfaction score (0-5)
7. Average research lab audit rating (0-5)

1) For the majority of metrics that require square footage measurements, gross square feet (GSF) is the most common. However, space management metrics focus more on activity and assignment. As a result, many institutions prefer to use net assignable square feet (NASF). Institutions can use either GSF, NASF, or any preferred measurement.

Space Management Metrics

Quick-Start Guide: Teaching Labs

This guide represents a portion of Space Management (teaching labs) performance indicators that EAB recommends Facilities leaders track. The list draws from a comprehensive list of metrics, which can be found with full definitions across the previous pages.

Teaching Lab Profile

1. Number of teaching labs by department

Teaching Lab Space Efficiency

2. Seat utilization by term
3. Room utilization by term
4. Annual operations and maintenance cost per teaching lab NASF¹

Teaching Lab Quality

5. Average teaching lab customer satisfaction score (0-5)
6. Average teaching lab audit rating (0-5)

1) For the majority of metrics that require square footage measurements, gross square feet (GSF) is the most common. However, space management metrics focus more on activity and assignment. As a result, many institutions prefer to use net assignable square feet (NASF). Institutions can use either GSF, NASF, or any preferred measurement.

Sustainability and Utilities Metrics Quick-Start Guide

This guide represents a portion of Sustainability and Utilities performance indicators that EAB recommends Facilities leaders track. The list draws from a comprehensive list of metrics, which can be found with full definitions across the previous pages.

These metrics use BTU and GSF as measurement units; institutions may need to convert these metrics to their preferred measurement units.

Energy and Utility Consumption

1. Energy consumption (BTUs)
2. Energy consumption per GSF
3. Kilowatt-hour per GSF
4. Water use intensity
5. Utility outages per month

Energy Costs

6. Total energy cost per GSF
7. Energy Rate (cost per BTU)
8. Utilities cost per student FTE
9. Total utilities cost avoidance

Energy Efficiency and Sustainability

10. Renewable energy as percentage of total energy consumption
11. Total waste production per student FTE
12. Recycled waste compared to garbage sent to landfill
13. Metric ton carbon emissions per student FTE

Transportation Metrics Quick-Start Guide

This guide represents a portion of Transportation performance indicators that EAB recommends Facilities leaders track. The list draws from a comprehensive list of metrics, which can be found with full definitions across the previous pages.

Parking

1. Total number of vehicles registered with campus parking
2. Total revenue from parking
3. Total number of campus parking spots
4. Parking utilization (percentage of spaces utilized)
5. Percentage of parking spots by type (e.g., faculty/staff only, visitor parking, student parking)

Fleet Management and Shuttles

6. Average number of shuttle riders per day
7. Number of vehicles in campus fleet (total and by type)
8. Percentage of fleet vehicles by age group

Sustainable Commuting

9. Distribution of student commuter choices, by transit type¹
10. Number of car charging stations

1) Options include walk, rideshare, drive alone, carpool, bicycle, take public transit, or take institutional transit to campus.