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FACILITIES MAINTENANCE MANAGEMENT

An Introduction for Local Government

Facilities Maintenance Management (FMM): An Introduction for Local Government

Facilities Maintenance Management (FMM) is one of the most dynamic areas of local government. If you're managing buildings, grounds, and structures—as well as the assets attached—you know that there are many moving parts. An act as simple as changing a light bulb at a public facility, park, or trail can make a world of difference for thousands of people.

The best facilities management teams are ever-present with eyes and ears in all park structures, recreational facilities, office buildings, warehouses, libraries, parking lots, bridges, tunnels stairways, and overpass. The ability to respond to needs, make repairs, and implement upgrades quickly is critical—any delays can be detrimental to public safety and quality of life. That's why technology is so important to the facilities management process.

Modern FMM includes integrated, multidisciplinary strategies for maintaining, upgrading, and expanding physical assets effectively throughout their life cycles. Through technology, local government agencies and facilities managers can stay close to the pulse of every single park, parking lot, maintenance yard, and other city-owned properties.

At the heart of every top-performing FMM strategy will be technology that optimizes two very important local government goals:

- 1 Improved Public-Owned Spaces**
- 2 Operating Cost Reduction**

The goal of this paper is to help local government organizations understand how today's FMM technologies can enhance existing operations, streamline budgets, and improve current performance.

Technology, Facilities, and Enterprise Asset Management (EAM)

Public facilities are some of local government's most valuable assets. Each year, organizations spend hundreds of thousands of dollars building, managing, and maintaining the structures and properties residing throughout their operations and infrastructure. In order to remain innovative, minimize operating costs, and provide high-quality services to residents, governments need to make sure that they are investing in areas that maximize the lifespan of every facilities asset category.

That's where an enterprise asset management (EAM) strategy comes in. The goal of EAM is to make the most out of every single local government investment. The fundamental goal of EAM strategies, and the technologies that support them, is to preserve and extend the service life of assets and pro-actively streamline the processes by which those assets are managed. This is accomplished by intervening at strategic points in an asset's normal life cycle in order to improve its current performance. Technology is the missing link between information and action.

The Link between Tech and EAM

EAM allows local government agencies to recognize the economic value of their assets, optimize the money being invested in each asset over its life cycle, and collaborate as a cohesive organization to ensure that public assets are functional and safe.

Technology brings additional points of value to the table:

- 1 Real-time notifications and alerts so that facilities managers can respond to needs faster.
- 2 Automated analysis to ensure alignment with long-term goals.
- 3 Workflow management to monitor and track responses to needs 'in the field'.
- 4 Information integration to ensure communication across teams and departments.
- 5 Process optimization to ensure that facilities teams are taking the most impactful and efficient steps forward.
- 6 Cost management to benchmark all decisions against budgetary considerations.

At a minimum, Facilities Management Technologies should cover the following:

In addition to understanding the many moving parts to your facilities management strategy, it's equally important to track how the individual parts converge to form a bigger picture. Every micro-decision impacts your local government's bottom line, which is why it's important to look at every component's relationship to your facilities management strategy as a whole.



Lighting

Manage every lighting fixture within your facility. Specify lighting fixtures by location, type, and bulb. Proactively manage energy costs and illustrate facility performance.



Fire Protection

Inventory, inspect, track histories, and perform preventative maintenance of your fire protection assets to minimize facility damage in the event of a fire.



HVAC Equipment

Get an accurate picture of overall facility performance by streamlining processes for inventory, inspection, and preventative maintenance.



Roofing Systems

Predict service life, build inventory, perform inspections, and schedule maintenance.



Electrical Generator

Keep your facility operational at all times, even during power outage. Inspect inventory, track maintenance history, and forecast the service life of your electrical generators.



Plumbing

Monitor, inspect, and maintain every type of plumbing fixture in your facilities.

Isn't the Public Sector's Traditional Approach to Facilities Management Enough?

The short answer is no. The need for EAM strategies and technologies is on the rise because of the evolving demands of today's citizens who have come to expect seamless experiences and swift responses. Traditional asset management methods — those based on paper record keeping, data silos, and reactive asset maintenance — are no longer efficient, or sufficient, for meeting 21st century business and customer service goals. Technology, at its heart, makes traditions better.

The more that you rely on technology, the more bandwidth you'll have to innovate and create even more effective solutions. By systematizing mundane tasks, you'll have more time to explore new opportunities and areas of growth.



City of Hanover

In Spotlight: Hanover, Massachusetts

The Town of Hanover, Massachusetts recently implemented a system that allows residents and building users to report facility issues using their smartphones. Facilities managers can download these issues onto their own mobile devices and provide real-time status data for facility repairs.

Residents can access Hanover's 'Your Gov' mobile app from the iTunes Store or Android Market. Users can install this app directly on their phones and follow a prompt to submit a request. Locations are pre-selected using the phone's GPS location. Users can submit supplementary details and photos through the app.

Thanks to this technology, the Hanover Public Works Department can spend less time worrying about problems and more time improving the quality of public services for the Town's residents and passersby. The end result is that citizens feel more connected to and involved with government agencies — not to mention, problems get resolved faster.

How can Technology improve Facilities Management?

Be wise about technology investments. Prioritize solutions that can help your Facilities Management Team accomplish the following:

- 1 Define and document long-term goals.
- 2 Align leadership within the organization.
- 3 Facilitate informed, data-driven decisions.
- 4 Integrate departments, initiatives, and budgets.
- 5 Provide modern tools for creating benchmarks and measuring outcomes.
- 6 Focus on continuous operational improvement.

Where should your Facilities Management Team begin?

A successful technology strategy begins with your department's existing strengths, workflows, people, and areas of opportunity. Choose a solutions provider that can adapt to your unique needs and working styles. Don't try to fit within the mold of a technology that isn't a 100% fit—it won't be right for you. Instead, look for technologies from providers who have studied and built frameworks to support your everyday operations.

The goals of every new system are to identify needs, set realistic goals, and streamline processes. Here is a checklist to help you get started.



Know who will be using your software.

Before choosing a system or solution, it's absolutely crucial to carefully consider the needs of the people who will use the system on a day-to-day basis. Ideally, the system you choose is capable of simultaneously meeting the needs of people in different roles and at multiple levels of your organization.



Establish your goals.

Create a list of benchmarks that your software will help you achieve. These goals may be related to response times, operating costs, accuracy, efficient execution, and team communication workflows. Your software should help you create processes around these very precise benchmarks.



Collect data.

These numbers will be your baselines. Collect current and accurate data that tells you what assets you have, where they're located, and how your team is executing. This data will be the foundation for your operations.



Inspect.

Figure out how your assets are currently performing, how much life they have, and whether or not they are worth additional investment. This analysis should help you identify your strengths and areas for growth.

Where should your Facilities Management Team begin? (continued)



Valuate.

Figure out each asset's place in your infrastructure and what happens if it fails. Your software can help you automate your response plans.



Gauge performance.

Identify the factors that measure the asset's performance. At what point is it considered faulty or unsafe? Does the public expect it to look good? Answering questions like these reveals the baseline for maintaining the asset.



Implement a strategy using technology.

Create an EAM strategy that is proactive in its scope and realistic for your organization and workforce. Use your data and cost-benefit analyses from the previous steps to help you decide what to do and when to do it.



Put your strategy into practice.

Test it out, and if need be – replace it. The earliest days of your new strategy will be the most crucial, so take the time to identify early process improvements.



Follow through.

Be patient, keep planning, and continue to execute. Monitor efforts, collect feedback from your team, and always forge ahead. The right software can help.

Identify the Right Technologies

High-performing FMM technologies will exhibit the following qualities:

User-Centric Design

When choosing an EAM system, consider the ease of use and intuitiveness of its design. A clean and simple interface enables workers to concentrate on the task at hand, rather than trying to muddle their way through poorly designed software that makes tasks more difficult to manage and complete.

Prioritization Features

From light outages to damaged HVACs, plumbing problems, and fleet issues, facilities management teams encounter a range of challenges. Your software should help you prioritize requests so that your team is focused on the right challenges at the right time.

Adaptability

Identify your technology needs today and consider how those needs might evolve in the future. Use that knowledge to choose technology that has the ability to expand and grow with the needs of your community and the operations that service it.

Mobility

The facilities management system you choose needs to provide optimal power and functionality for the mobile workforce. Look for a system that performs as well, or better, on a mobile device as it does in the office. That way, no matter where the asset is located, your mobile workforce has everything it needs to access and complete work accurately and on time.

Data Organization

Does the system make it easy to input, view, and find data? If not, look elsewhere. Quick, easy access to well-organized data, such as a particular asset's work and inspection history, empowers workers—especially those in the field—to make well-informed decisions when performing their work.

Integration Capabilities

It takes more than one enterprise system to keep an organization running efficiently. The right software integrates easily with your other enterprise systems and has the ability to share data with them in real-time.

Flexibility

Customizable issue lists and submission forms should enable you to create tailored experiences for internal and external requests.

Highly Detailed

Choose a technology that enables you to connect the facility to the component assets that reside in and around it, such as roofing, plumbing, lighting, and HVAC. By managing facility data from a central database, you enable yourself to make better decisions about budgeting and planning for the work necessary to maintain it.

Now You Know

By following the steps outlined in this paper, you'll position your team to choose the perfect technologies for improving your daily FMM operations. You'll also have more questions—and that's okay. The team at Cartegraph is here to guide you along the way.

A Simpler Way to Maintain Facilities and their Assets

Cartegraph's Facility Maintenance Management (FMM) solution helps local governments effectively care for and sustain facilities and their assets. Use it to manage the buildings and structures in your infrastructure and public spaces, and those that house your own operations.

[Learn More Now](#)



About Cartegraph

Cartegraph operates with a single goal in mind: to understand and simplify how every city runs. By emphasizing ease-of-use, adoptability, and return on investment, Cartegraph technology and services enable local governments—big and small—to make the most of limited budgets and resources.