

**Internal Services: Buildings Maintenance Division
Fiscal Year 2017/2018 Performance Measures
Report #2 – July 1, 2017 to December 31, 2017**

Overview

Incline Village General Improvement District (IVGID) Buildings Maintenance Division is a break-even internal service operation responsible for maintaining the IVGID’s facilities as designed and, by working with each operating Department, ensuring the facilities meet health and safety regulatory requirements and operational preventative maintenance priorities. Facilities maintenance tasks/projects are delivered by the Buildings Maintenance Division via a combination of self-performance with in-house Staff and by outside contractors managed/overseen by the Buildings Maintenance Division. This work includes the on-going janitorial contract as well as all keys, locks, and alarms at IVGID’s Venues. The Buildings Maintenance Division also operates a part-time on-call Sign Shop to manage, maintain, and construct signs and banners for various venue operational needs.

The Buildings Maintenance Division is responsible for the planning and delivery of venue Capital Improvement Program (CIP) projects and other departmental projects as they relate to facility infrastructure. The Buildings Maintenance Division conducts a bi-annual facility assessment inspection to monitor the condition and functionality of the IVGID’s facilities.

The Buildings Maintenance Division is an internal service that charges IVGID’s operating areas for services, labor, parts, operating supplies, fuel, and any contracted services for the maintenance and repair of IVGID’s facilities. As an internal service, the Buildings Maintenance Division is meant to be a break even operation. The Buildings Maintenance Division’s customers include all IVGID departments and venues and its Staff is committed to maintaining a high service level for both internal and external customers.

Efficiency

The Buildings Maintenance Division is responsible for sixty one (61) buildings totaling 262,743 square feet. International Facility Management Association standards suggest a staffing level of 8.8. Currently, the Buildings Maintenance Division has a total of five Staff members consisting of one Superintendent, one Assistant Superintendent, and three Maintenance Technicians (Finish Carpentry, Electrical, and Mechanical).

Staffing	2015/2016 Value	2016/2017 Value	Industry Standard	2017/2018 Target	Report #2 07/01/2017 to 12/31/17
Full Time Positions	5	5	8.8	5	5

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Performance Description	2015/2016 Value	2016/2017 Value	2017/2018 Target	Report #2 07/01/2017 to 12/31/17
Total Hours Worked	7,029	7,901	10,400	4,978
Billed Productive Hours	5,265	5,998	7,940	3,922
Productive Percentage (Industry Standard: 75%)	74.90%	75.91%	76.34%	78.78%

Effectiveness

Performance Description	2015/2016 Value	2016/2017 Value	Report #2 07/01/2017 to 12/31/17
Total Work Orders Completed	1,467	1,245	602
Work Orders Completed by Contractor	302	286	132
Percent of Work Orders Completed by Contractor	21%	23%	22%
Preventative Maintenance Work Orders Scheduled	181	155	100
Preventative Maintenance Work Orders Completed	51	74	52
Percent of Preventative Maintenance Work Orders Completed	28%	47%	52%

Community Value

The Buildings Maintenance Division is staffed with professional tradesmen Monday through Friday 6:00 a.m. until 3:30 p.m. but is also available 24 hours/seven days a week on a call in basis. The Buildings Maintenance Staff is well equipped to repair and service all District owned facilities. The Buildings Maintenance Division will outsource work to specialty contractors when the repair requires specialty expertise and tooling, significant man power, or is more cost

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effective or time efficient to do the job out-of-house. These types of repairs usually consist of larger construction projects, remodels, painting projects, or equipment repairs/installs that require specialty expertise or extensive time. By outsourcing projects, it allows Staff time to respond to immediate District concerns or on-going preventative maintenance tasks with the goal of minimizing facility problems or downtime. The Building Maintenance Division’s goal is to never have a Facility closure due to unplanned equipment failures.

The following is a list of outside contractor labor rates (per hour) for services and tasks the Building Maintenance Division routinely handles in-house. The District’s 2017/2018 Buildings Maintenance Division billing rate is \$68 per hour.

Electrical	\$95
Plumbing	\$90
General Construction	\$105
Heating, Ventilation, and Air Conditioning (HVAC)	\$115
Painting	\$85

The following table outlines work completed in-house by Buildings Maintenance Division Staff and the equivalent cost had the work been completed by outside contractors.

Performance Description	Hours 2016/2017 Actual	Work Completed at IVGID Rate	Contractor Rate	Report #2 07/01/2017 to 12/31/17 Hours	Work Completed at IVGID Rate	Contractor Rate
Electrical	1,222	\$78,240	\$116,090	644	\$43,792	\$61,180
Plumbing	498	\$31,872	\$44,820	418	\$28,424	\$37,620
General Construction	520	\$33,280	\$54,600	265	\$18,020	\$27,825
HVAC	388	\$24,864	\$44,620	244	\$16,593	\$28,060
Painting	50	\$3,200	\$4,250	3	\$204	\$255