



# **June 2021 Board Meeting**

## **Facilities Management Services Model Update**

**Presenter:**

**Clarence Carson, Chief Facility Officer**

# Stakeholder Engagement



The proposed transition for the Facilities Management model was informed by extensive stakeholder feedback

Facilities Stakeholder	How we've engaged them
Principal Advisory Council	Presentation and small group discussions with representatives from all levels of the district
Procurement-Principal Advisory Council	Presentation and small group discussions with select Principal representatives from throughout the district
Network Chief	All Network Chiefs meeting with the Office of Network Supports
Principal Meetings by Network	Large presentation and overview to Principals and Assistant Principals at their monthly network meeting
Local School Councils	Presented to the Local School Council Advisory Board our transition plan and strategy
Faith Leaders	Shared plans and new management model with Faith Leaders from across the city
Community Action Councils	Presented to all CAC Chairs to ensure communities have a clear understanding of the new management model, it's benefits and the departments plan to transition
Union Leadership	Meetings with the leadership of CTU, SEIU Local 73, SEIU Local 1, SEIU Local 399 and others have already occurred or are scheduled

**\*The Facilities department leadership intends to continue these efforts throughout the phasing in of the model and beyond.**

# Transitioning to FMO from IFM

**Circa 2013 Model** - Decentralized management through CPS



## Challenges

- Multiple Points of Contact
- Accountability Unclear
- Confusion of Ownership
- Delayed Response

**Circa 2017 Model** - Centralized management through IFM (Integrated Facilities Management)

- Note, the first full of IFM 12-month program was SY2020 (July 2019-June 2020)

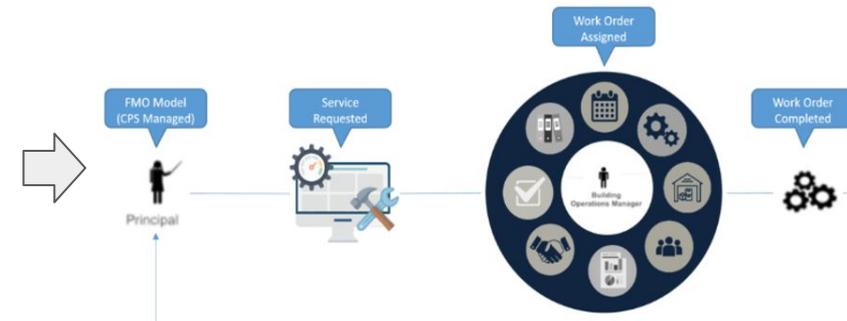


## Benefits

- Single Point of Contact
- Managerial Presence
- Clear Accountability
- Improved Direction
- Faster Response

**Circa 2022 Model** - Centralized management through CPS + FMO (Facilities Management Office)

- FMBE + Other around services (i.e. Pest Control, Custodial, Grounds, etc.)



## Benefits

- Increased Principal Voice
- Single Point of Contact
- More Accountability
- Managerial Presence
- Improved Contract Controls
- WO Response Tracking

# Transitioning to FMO from IFM

WHO (High-Level)



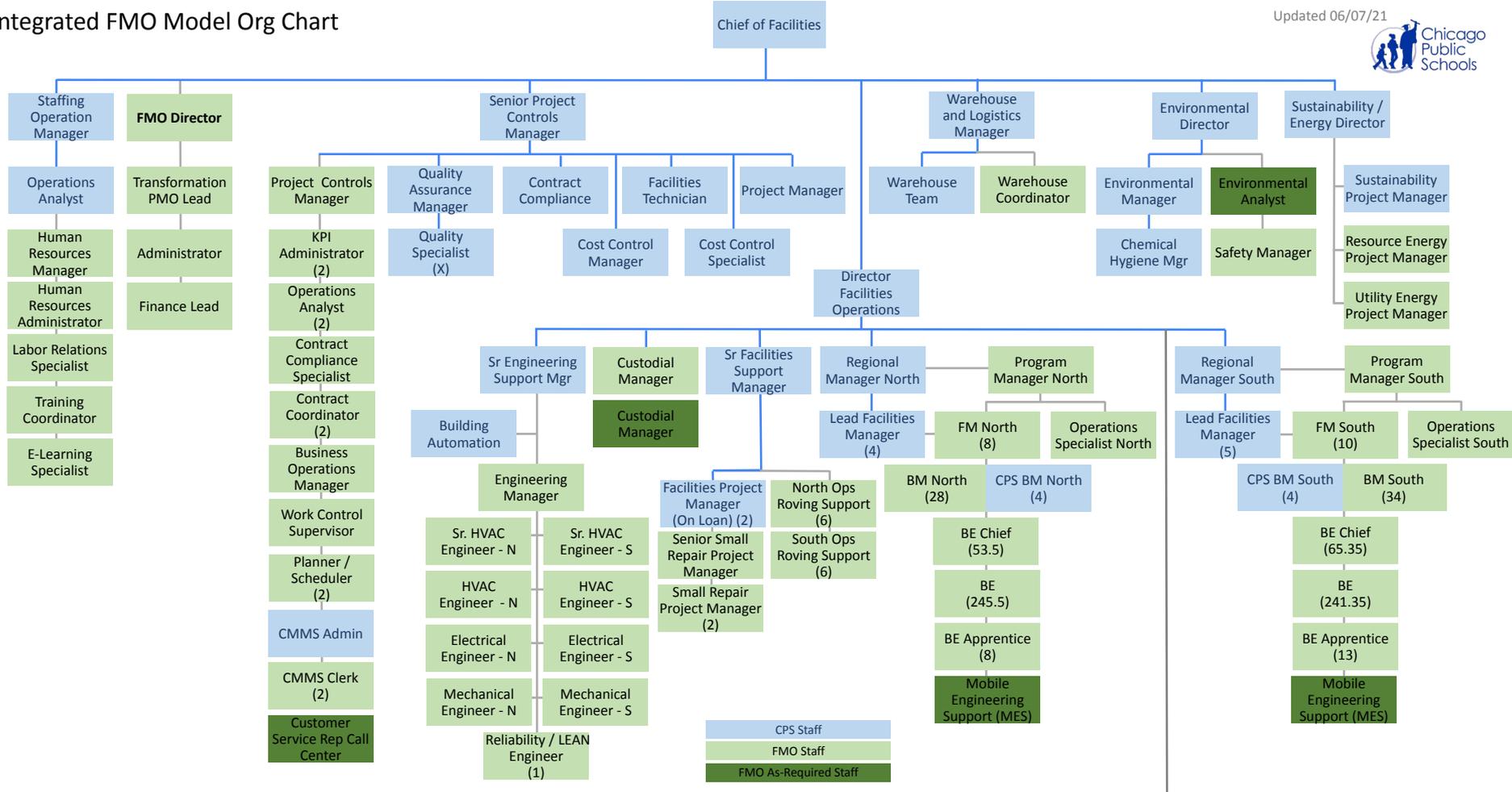
Facilities Department scope of services at CPS includes, but not limited to:

- Building Management
- Building Engineering Repair & Preventative Maintenance
- Custodial Cleaning & Disinfection Services
- Integrated Pest Management
- Grounds Maintenance
- Snow Removal
- Quality Assurance & Control
- Project Controls, Cost Management, Contract Compliance
- Staffing Operations, Discipline, Training & Recruitment
- Central Warehouse Furniture & Material Storage
- Printing Services
- Solar Energy Management
- Utilities Management
- Indoor Air Quality, Water Quality, Abatement
- Various Trades



# Integrated FMO Model Org Chart

Updated 06/07/21

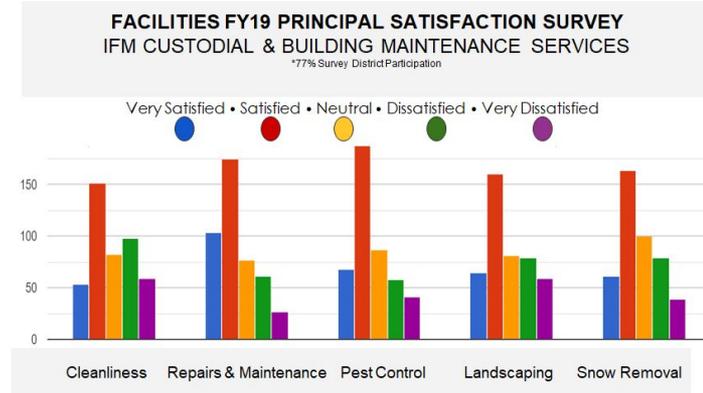


- Custodial
- Groundskeeping
- Pest Management
- Pool Chemicals
- Conveyance Inspection
- Backflow Annual Testing
- Emergency Generator PM & Repair
- Fire Alarm System PM & Repair
- Fire Suppression & Exhaust System PM & Repair
- Fire Extinguisher PM & Repair
- Water Treatment Products & Services
- Various Trades O&M Work >\$25K

# Transitioning to FMO from IFM

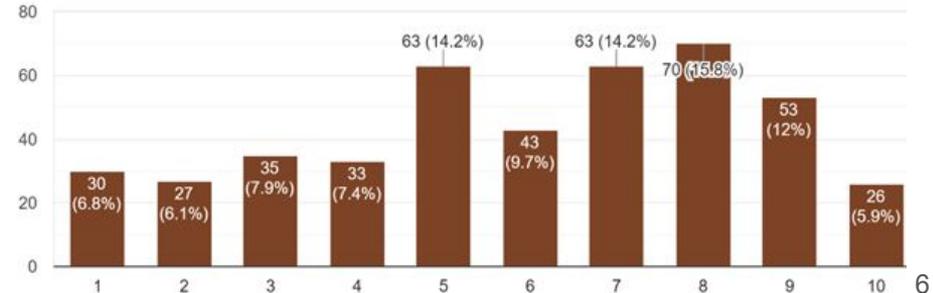
## IFM Shortfalls

- Less control by CPS administration
- Less principal discretion in managing ineffective building management staff
- Low CPS visibility of daily financial expenditures in real time
- Low visibility through the IFM contracts to clearly understand vendor daily duties
- The ability for new involvement for diverse vendors.
- We, the Facilities Department, are listening to our clients and are better positioned to be better stewards for the district -- but we need the horsepower to do it, therefore we seek the FMO strategy.



Overall, how satisfied are you with your IFM vendor?

443 responses

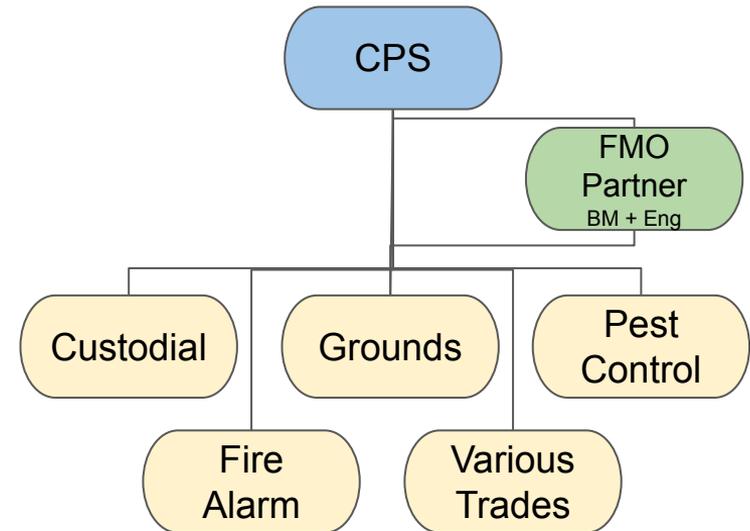


# Transitioning to FMO from IFM

## FMO Advantages

Daily management and oversight for the entire district would reside with CPS.

- Increased Transparency
- Increased Oversight
- Centralized Standards
- Focus on the lessons learned from the prior program's Pre-IFM & IFM.
  - All schools are managed by a singular program and central point of contact for facility needs
  - A minimum of a 1-to-5 ratio of Building Managers to schools, versus 1-to-20
  - Increased tech focus (i.e. CMMS, etc) on preventative maintenance versus reactionary management
  - Heightened mitigation of deferred repairs
  - Control over performance outcomes



# Timeline



June	July	July	July-September	October-
<p><b>Award Facilities Management and Building Engineering Services</b></p> <p>CPS needs to award the FMBE contract in June so that Jones Lang Lasalle can be our strategic partner and map out how we can improve our engineering and custodial model at the local school level. JLL is a World Class partner. Allows us to secure staffing (Building Engineers &amp; Building Managers) and perform essential transition management</p>	<p>Under the guidance of CPS and our overall FMO Model transition consultant - Jacobs, JLL kicks off the transition of securing staff, building condition assessments, asset condition assessments, CMMS training, preventative maintenance development, and other activities.</p> <p>IFM's continues to provide contractual services (building engineering, building management, custodial services, and all wrap around services).</p>	<p><b>Award Custodial Services and Wrap Around Services</b></p> <p>In July, we will be proposing a recommendation for Custodial and wrap around services (grounds keeping, pest control, elevator maintenance, etc) for your consideration. Under the new formed partnership with JLL, we will finalize the agreements and coordination with these key services providers. By this time, pending Board approval, JLL would have been a partner for one month and provide key support in the direction of the Facilities department.</p>	<p>The CPS and FMO Model transition consultant Jacobs will continue the transition of services and management from the IFM vendors to the newly awarded FMBE, Custodial and wrap around service providers.</p> <p>IFM continues services through the beginning of the school year to assure our developed COVID-19 strategies are in place to start the school year and to ensure our buildings are ready to welcome our students back.</p>	<p><b>Start of the FMO Model</b></p> <p>IFM services would conclude September 30th, and the new FMO model takes over October 1st.</p> <p>To assure the continued proper transition of duties, scope and responsibilities, the CPS and Jacobs Transition team will continue operating beyond the FMO launch.</p>

