

# SERVICE DELIVERY PROJECT

Facilities Management

Frequently Asked Questions

August 2015



Ministry of  
Education



## 1. What is the Service Delivery Project?

The Service Delivery Project is an effort to find additional savings and efficiencies through shared delivery of services across BC school districts. The Ministry of Education, school districts and partners are working collaboratively, identifying opportunities in employment and labour matters, attendance support and wellness, facilities, transportation and procurement. Further information is available on the [Service Delivery Project website](#).

## 2. What is the objective of the Facilities Management Project?

The objective of the facilities management project is to identify and consider potential cost-saving and efficiency opportunities related to facilities management. The Facilities Management Working Group (FMWG) will evaluate research and provide advice on viable models to more efficiently and effectively deliver facilities administration, energy or capital project management, custodial, maintenance and grounds services in the sector. These models may ultimately be recommended to government and the sector for implementation.

The scope of potential operating cost and capital saving opportunities related to facilities management that will be initially researched and evaluated is:

- ➔ Custodial Service Standardization: To identify opportunities to assist practice and equipment standardization (e.g., written standards and best practice guide).
- ➔ Energy Management: To identify opportunities to expand energy management and sustainability practice to the wider K-12 sector.
- ➔ Procurement/Bulk Purchasing: To identify opportunities where the aggregate spend of facilities management commodities (e.g., custodial supplies and equipment) are significant and where there is sector demand. Note: the newly formed Interim Procurement Entity would procure the opportunities on behalf of the K-12 sector; the FMWG is only identifying the opportunities.
- ➔ Shared Knowledge: To identify opportunities to share best practices, knowledge and training across school district boundaries to help support continuous process improvement and innovation.

## 3. Who is participating on the Facilities Management Working Group?

- Working Group Co-Leads
- One representative from the BC Association of School Superintendents (BCSSA)
- Three representatives from the BC Association of School District Business Officials (BCASBO)
- Two representatives from the Education Facilities Managers' Association (EFMA)
- Two representatives from the Ministry of Education
- One ad hoc representative from the Ministry of Community, Sport and Cultural Development (Local Government Division) and another from the Ministry of Technology, Innovation and Citizen Services (Facility Management Services)

- Supported by the Service Delivery Branch, Ministry of Education

The FMWG will utilize additional resources from the broader public sector, municipal and other agencies as needed.

#### **4. What are the deliverables of the Facilities Management Project?**

The FMWG will prepare a report of facilities management recommendations, including pilots and implementation strategies to more efficiently and effectively deliver the initial areas identified in Question 2 above to the sector. The report will include learnings from an environmental scan and data from school districts on facilities management (e.g., staffing, supply costs, unit areas under service, average age, facility condition, service delivery models, existing innovative opportunities, revenues, expenditures, and other operational details). The report will be provided to the Service Delivery Project Steering Committee, school districts and Ministry of Education by March 2016.

#### **5. How can school districts provide input to the recommended facilities management models and strategies for the sector?**

In summer 2015, a data collection form was sent to school districts for input. Data analysis will occur over the beginning of fall followed by engagement with the sector. All input and recommendations will be shared for discussion with the FMWG.

#### **6. What are the principles the FMWG is using to help them evaluate options being considered?**

The FMWG will apply principles or critical factors to evaluate any options being considered.

- Respecting employee relations and collective agreements.
- Ensuring satisfactory service levels and employment standards.
- Ensuring that savings will not lead to accelerated depreciation of assets.
- Building on successful proven practices.
- Creating an environment that can attract qualified personnel.
- Transitioning where a business case reduces costs, gains economy of scale, improves efficiency or is compelling.
- Ensuring a sustainable business model that serves the widest collective interests.
- Considering effects on local economies.

#### **7. What is the role of the Custodial Services Advisory?**

The Custodial Services Advisory will provide advice to the FMWG on the potential for general standards of custodial care, with suggested resource requirements and variability to be considered for school levels, classroom uses, and architectural finishes and/or climatic zones.