



CHARTER SCHOOL MAINTENANCE

How charter management organizations can optimize operations across their facilities portfolio



The growth in popularity of charter schools is changing the face of education and how we think about learning. Yet, with this expansion comes a host of new opportunities and challenges faced by those charged with administering and managing a new approach to education.

Just as the standardization of curriculum is essential for CMO / EMO success, so should be the management of its physical portfolio. Too often, this function is often overlooked or misunderstood by those focused on education. Yet, when properly optimized, school buildings deliver an environment conducive to learning, generate greater levels of productivity, and can contribute to the the educational and financial goals of an organization.

Traditionally, CMOs leave site-specific facilities decisions (cleaning, maintenance, etc.) to the charters they serve. Unlike the standard curriculum that a charter must follow, the maintenance and management of the learning environment is now delivered by many independent entities with little connection to the broader goals of the CMO. This decentralized approach to facilities management is incredibly inefficient and may inhibit realization of desired student achievement outcomes.

For example, each vendor has their own unique service delivery system, processes, and cost structure. Assuring consistency and having visibility into the entire CMO program becomes impossible. Decentralizing facilities management increases operating cost and risk, increases overall complexity, inhibits strategic planning efforts, and contributes to inconsistent quality and performance.

These challenges are not unique to charter schools. As a result, Integrated Facilities Management (IFM) has emerged as the preferred strategy for managing multiple support services across many buildings and across a wide geography. IFM gives charter schools and CMOs control of facilities management at all their locations. Through this model, they gain complete visibility into each location's service quality, costs, and risk. Benefits accrue through the CMO's collective purchasing power, as well as by working with one trusted service provider. In IFM, a single partner provides building maintenance, equipment maintenance, HVAC electrical pest control, cleaning, and more. Additional advanced capabilities, such as energy management and engagement programs, commissioning, systems, diagnostics, condition assessments, and capital program oversight are also included. In this model, a CMO gains transparency of spend and performance, as well as the confidence that their standards are being delivered consistently across the entire school portfolio.

8 PORTFOLIO BENEFITS OF INTEGRATED FACILITIES MANAGEMENT

Companies choosing the integrated facilities management model over decentralization gain several critical benefits, including standardized service delivery across the network, streamlined billing, proactive maintenance capabilities, vetted service provider networks, gap-free insurance coverage, advanced facilities management capabilities and the freedom to focus on their core business operation.

▶ REALIZE CONSISTENCY IN SERVICE QUALITY

A single provider brings a consistent approach to quality control and assurance. Whether work is self-performed by the provider, or contracted within a distributed vendor network, proven protocols for service delivery exist universally. For example, asthma is one of the leading causes of school absenteeism. Recent advancements in cleaning technology offer an ideal opportunity to create healthier environments for students, teachers and staff. Partnering with an IFM proven in these advancements assures consistent delivery and a safe, clean environment across all schools. Facility owners gain peace of mind that service levels and facility performance are consistent across their entire operation.

▶ STREAMLINE BILLING DOWN TO A SINGLE INVOICE

Consolidating invoices provides greater insight into your operation, thereby leveraging geographic density and purchasing power. Optimization opportunities include reduction in vendor trip charges, more favorable hourly rates, streamlined back office operations, and reduced frequency.



IMAGINE IF ALL YOUR MAINTENANCE TICKET ITEMS WERE **REDUCED BY 5 TO 15 PERCENT** OVER TIME!

▶ CENTRALIZE INSURANCE RISK REQUIREMENTS

A critical area of facilities management often overlooked in the decentralized model is the requirement for insurance to cover all potential risks. When every satellite school location has its own insurance, coverage not only is costly and complicated to manage, but also risky. Coverage gaps invariably exist and create financial exposure. Conversely, a single provider has blanket insurance, with broad coverage, to protect each charter school campus. Centrally managing risk under one umbrella policy can provide charters with broader and less expensive coverage.

DID YOU KNOW?

Coverage gaps invariably exist & create a financial exposure both for the local school and for the broader CMO.

► GAIN TRANSPARENCY FOR IMPROVED DECISION MAKING

The integrated service model aggregates critical data from all sites into one central hub. Organizations gain significant big-picture strategic value—including actionable insights that apply to the entire facility portfolio. Data insights can improve overall facilities management, including service delivery, quality, efficiency and cost. For example, a specific piece of equipment, such as a pump, may be considered standard and specified for every location in the facility portfolio. However, the performance of that pump may be unreliable and expensive for each location to maintain. Aggregating the performance and maintenance records of that pump across the entire portfolio would allow the owner to conclude a different pump might be needed. A robust knowledge base also improves an owner's short- and long-term facilities planning efforts.

► REDUCE COSTLY REACTIVE MAINTENANCE

Managing all facilities services from a central base positions companies to become proactive versus remaining reactive. This both ensures maximum uptime dependability and optimizes budgeting and spending. For example, the central office for facilities management monitors all sites' HVAC systems from one central hub. In this way, they know exactly when individual building systems need to be serviced, repaired or replaced. Furthermore, by incorporating predictive maintenance technology, organizations can identify equipment failures before they occur, avoiding costly program interruption and expensive corrective action.



▶ **GAIN ACCESS TO BROADER FACILITIES SOLUTIONS**

Many satellite locations have a long history of hiring local service providers. With IFM, local vendors are often desired because of their site-specific knowledge and insight. Drawing from the widest number of subcontractors possible, including both large national providers and small local enterprises, ensures the right provider is selected for each site and each function. The difference in the integrated model is that hiring local contractors is managed from within a standardized business process—one that continuously monitors and enforces service necessity, volume usage, quality, performance, cost and output value. The centralized management hub provides a structure to achieve cost-saving goals, such as eliminating trip charges, callbacks and project do-overs. Contractors and service providers are held accountable for maintaining quality levels and service pricing. This efficient approach works in the aggregated model because the facility management partner creates a database of preferred service providers to use in multiple locations. An approved and vetted affiliate network delivers lower pricing, higher efficiency and consistent quality output.

▶ **REMAIN CURRENT WITH INDUSTRY BEST PRACTICES**

When managed under one professional and experienced provider, charter schools and their CMOs gain advanced capabilities to improve facilities performance. For example, professional partners understand the organization as a whole entity versus just individual school buildings. They also bring advanced technology and best practices in facilities management, such as energy management, engineering, commissioning, and reliability-centered maintenance. Dedicated R&D teams keep your CMO in the forefront of a quickly-changing facilities management industry. Gain peace of mind knowing that your charter school clients remain at the forefront of best practices and current approaches to optimize the learning environment.

▶ **IMPROVE FOCUS ON CORE BUSINESS OPERATIONS, GOALS, AND MISSION**

Facilities management is not a superintendent's or principal's core business—rather, it is a support function critical to creating an environment conducive to learning, teaching and achievement. Facilities management partners are expected to be self-sufficient, efficient and a partner in the organization's broader desired outcomes. By adopting an IFM approach, individual charter schools are freed from most of the burdens of facilities management that detract from delivering quality instruction time to engaged students. An IFM partners allows CMOs and their schools to focus on their core mission of education.



4 Steps to Transition to an Integrated Facilities Model

To make the transition from a decentralized model to integrated facilities management requires several steps. These four steps will take charter schools from the chaotic and costly system of managing maintenance needs independently, to streamlined, efficient, and transparent integrated facilities management.

STEP ONE

UNDERSTAND THE CURRENT COST AND SCOPE OF YOUR OPERATION

Calculate the costs of operating your current decentralized operating model. Note that aggregating the true cost of facilities management may be difficult to achieve. An experienced IFM can help in this effort.

STEP TWO

ANALYZE SERVICE-LEVEL QUALITY

Are new approaches and best practices brought to your organization proactively? A standard delivery model begins here.

STEP THREE

ANALYZE INSURANCE RISK COVERAGE

Look for gaps in risk coverage at each location. Is your operation truly covered across the facilities portfolio?

STEP FOUR

PARTNER WITH A REPUTABLE IFM PROVIDER

Reputable providers can demonstrate how the IFM model can increase efficiency, consistently deliver quality services at every location, lower cost and eliminate risk. Look for partners with proven technology and a robust affiliate network of service contractors.

MANY CHARTERS HAVE A HISTORY OF MANAGING THEIR OWN OPERATIONS LOCALLY AND THROUGH DIFFERENT VENDORS.

CMOs and individual charters should be reassured that they will still have opportunities to use local providers. However, IFM oversight assure standard delivery of services, consistent quality and lower cost. Additionally, many will welcome the peace of mind knowing that an often time-consuming function will be handled by a professional resource. Finally, CMOs will gain the transparency of cost and confidence that their facilities are being managed with an equal level of professionalism and effectiveness as are their educational programs.

If your charter school network is struggling to gain greater control over facilities management service quality, costs and risk, the integrated service management model is an ideal solution. With the ability to both self-perform and contract through an extensive vendor network, Aramark can deliver on each charter school's needs. **Our vast expertise will ensure that centralized facilities management supports your CLIENTS at optimized levels of service, efficiency and cost savings—so you can focus on your core business knowing your client's facilities are well managed.**

CONTACT ARAMARK TODAY!