

Section 5

Facility Management

Section 5: Facility Management

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Facility Management

Facility Policy

All facilities operated by the Boys & Girls Clubs of Huntington Valley shall convey a safe, clean and attractive environment conducive to a youth development strategy that is both functional and efficient. Each location will provide, at a minimum, space to accommodate programs that are appropriate for the population served. The condition of Club facilities, along with relationships and programs, make up the three fundamental ingredients for a successful Boys & Girls Club. The facility philosophy includes:

- Buy high quality equipment, building components and supplies.
- Set and maintain high standards housekeeping, maintenance and safety.
- Ensure maintenance and repairs are done in a timely and safe manner

BGCHV is able to maintain high standards by asking everyone to take ownership in the housekeeping, maintenance and safety of the buildings and equipment as follows:

- Leadership sets high standards, holds team accountable and trains staff.
- Operations Manager maintains records and repairs in timely manner.
- Staff notices discrepancies and brings them to leadership attention.
- Members and parents are encouraged to bring concerns to staffs' attention.

Facility management is about the art and science of problem solving. Virtually all facility management issues can be addressed by improving our knowledge of safety, housekeeping and maintenance. Knowing how to develop a plan and implement it is key.

Staff members should know how to respond to problems to protect the people who use the Club, to protect the investment made in the facility and to protect the reputation and image of the organization. Accidents can be tied to the condition of the grounds, buildings, equipment and vehicles. Staff members must become experts at identifying the symptoms of facility problems, knowing negative outcomes if these symptoms are left uncorrected and understanding the steps required to address the problems.

Good Facilities = GREATER IMPACT

The relationships we develop with youth and the programs that are delivered all take place in our facilities. Their success depends on the condition of our facilities.

One way that a staff member makes themselves valuable to the organization is by knowing how the condition of our facilities help create greater impact on members. Staff members should understand how the facility attracts more youth and changes the lives of youth that participate in the program.

How do good facilities lead to greater impact?

- **Good facilities draw more members, donors, and volunteers.**

The condition of our facilities can impact members, parents, staff, board members and a donor's first impressions and ongoing perceptions of the Club. The facility should be a bright, clean, fun space that makes parents feel confident about trusting the Club to take great care of their children. It should inspire community members to learn more or invest in the Club. A staff member's role in keeping facilities in top shape is one of the keys to drawing and keeping members, donors, volunteers, and even staff, happy and proud to be a part of the Boys & Girls Club. Ultimately, this helps the organization have a greater impact on by reaching more youth, keeping them involved with the program over time, and bringing in enough financial and volunteer support to keep the organization healthy.

- **Good facilities shape good behavior.**

Facilities with an attractive appearance and pleasant atmosphere stimulate good behavior. Clean and neat grounds, buildings, equipment and vehicles instill a sense of pride in young people. Room set up has the power to shape behavior. For example, the furniture you place in the Activities Room can help create smaller, more manageable groups. Facilities also have the power to affect attitudes. The appearance of the space that you supervise helps to set a tone that everyone is welcome, that this is a cheerful place, and that achievements are recognized.

- **Good facilities create a safe environment.**

Providing a safe environment for youth is at the core of what the Boys & Girls Club is about. The foundation of a safety standard of care is full compliance with applicable local, state or national laws, as they pertain to protecting the public from injury or harm. If someone is injured as a direct result of your failing to comply with safety laws, you might be considered negligent in a court of law. If the negligence were considered bad enough, or "gross negligence," you might be charged with criminal negligence. This is very serious business. Beyond maintaining our legal responsibilities, good housekeeping helps protect the people in the Club from many dangers. With clean, safe facilities, members, staff, and volunteers are protected from communicable diseases, infections, common injuries and even criminal activity.

Refer to the Appendix 14 for a copy of the Club's Quality Assurance Guidelines.

Housekeeping

Successful housekeeping requires that staff members are trained to notice and record details, know what problems the details will create, and have a systemic way to correct the details so they don't become problems. Housekeeping must be a team effort. It is a misconception that only the cleaning staff are responsible for keeping the building "looking great". The cleaning staff does the deep cleaning i.e. floors, restrooms, kitchen, etc. Everyone in the organization is responsible for neatness and order. It is, after all, everyone's Club!

There are four key elements to successful housekeeping.

- Create the standards

- Define the cleaning routine

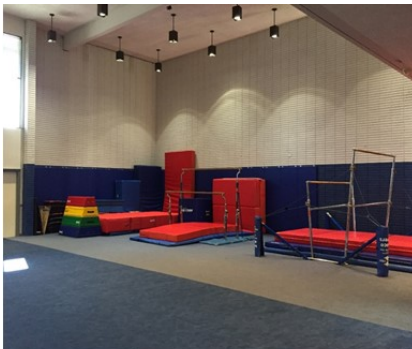
- Allocate Staff

- Monitor performance.

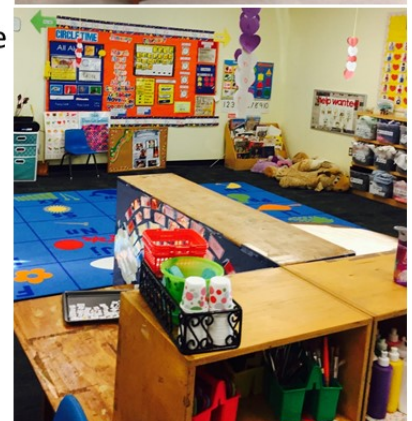
Refer to the Appendix 15 for a copy of the Cleaning Routine

To support these elements, the Club has developed a specific schedule for routine housekeeping tasks which identifies all of the key tasks to be performed in and outside the facility. This includes a specific scope-of-work for housekeeping including frequency of task and specific areas of concern. Posted in each facility are housekeeping checklists calling out specific work response necessary to meet these standards.

Refer to the Appendix 16 for a copy of the Facility & Room Housekeeping Checklists.



Housekeeping Standards – Visual Guide



Role of the Facilities & Operations Director

The Facilities & Operations Director is part of the Executive Leadership Team and will interface with staff members at all levels from the CEO to line staff in order to implement policies and strategies that are aligned with the operational goals of the Club.

The Facilities & Operations Director shall be accountable for:

The Facilities & Operations Director will provide the Boys & Girls Clubs of Huntington Valley Unit Directors support in the following areas: Facility Management, Facility Maintenance, Program Development Training and Safety Compliance.

Facility Management

- Responsible for all administrative access and accuracy of the BGCHV Facility Management System
- Responsible for the timely repair and/or replacement of all Club facilities, equipment, buildings and property using the Facility Management System Work Order, Repair and Preventive Maintenance Management systems.
- Maintain and revise the “Facility Management” chapter and appendices of the Club’s Operations Training Manual as needed
- Build an operating budget and gain approval for the annual repair, replacement and upgrade of assets
- Maintain and update all equipment, vehicle and building component asset records
- Maintain the safety and operational efficiency of all Club transportation equipment by working in concert with the Transportation Director to ensure that all regulatory, training, and required maintenance outlined by the manufacturer is completed on time
- Oversees the facilities asset forecast and replacement forecasting and develops 1, 5 and 10 year forecasts using the tools in the Facility Management System for use in the annual budgeting process.

Maintenance & Contracts

- Consolidates requirements for supplies from all Club locations and maintains adequate inventory of items such as cleaning chemicals, paper products, etc.
- Monitors all service providers and maintenance contracts for the Club; secures bids, negotiates rates, complies with audits and site visits and recommends changes with renewals as appropriate. Coordinates the implementation of changes in service providers including, but not limited to work comp and general liability insurance, copier services, utilities, landscape, internet/cable, rents, HVAC, maintenance services, safety inspections, painting, FMS, lock & key, insect & pest control, backflow devices, janitorial, fire & security monitoring.

Program Training and Development

- Participates in and helps coordinate the Club organizational training programs, services and solutions (Summer Staff, OJP Grant compliance, First Aid/CPR, etc.) as required to perform its mission in concert with other Executive Leadership Team members.
- Assists as needed to support organization-wide special events, donations and special projects.

Safety Compliance

- Responsible to resolve all emergency and/or safety issues urgently and communicate efficiently to the Club's CEO and Safety Committee chairperson.
- Maintains and updates the Club's Operations Training Manual.
- Provides the Club's Property Committee and Safety Committee with detailed quarterly status reports to ensure compliance and improvements are implemented.
- Annually – Leads the organization wide Safety Audit & Asset Inventory Review and reports results to the respective committees.
- Coordinates, conducts and oversees the background check process for all staff, volunteers, board members and outside contractors.
- Prepares, submits and maintains required Boys & Girls Clubs of America reports, Government reporting and compliance documents in concert with other Executive Leadership Team members.
- Monitors and directs all organization-wide records retention and destruction in compliance with the Records Retention & Destruction Plan.
- Maintains and updates all equipment, vehicle and building component asset records.
- Maintains the safety and operational efficiency of all Club vehicles and transportation equipment and ensures all regulatory, training and manufacturer required maintenance is completed on- time in concert with the Transportation Director.

Role of the Unit Directors

The Unit Directors are the most knowledgeable members of the Club's executive team in terms of knowing the daily operational status and condition of the equipment, vehicles, building components and real estate at their respective locations. They must review and report all discrepancies in a timely manner. Unit Directors are responsible for training and supporting staff personnel in adhering to facility policies and standards.

In their commitment to quality, Unit Directors should take the following steps:

- Train staff.
- Input into the Facility Management System any required repairs.
- Post and enforce the Housekeeping Checklists.
- Monitor site buildings and assets for safety and proper working condition.
- Create Work Orders in the Facility Management System for required repairs.
- Ensure all completed Work Order requests are completed satisfactorily.
- Conduct an annual review of assets, inventory and upcoming requirements.
- Submit pre-approved invoices and receipts to the Director of Facilities & Operations when purchasing or repairing assets.
- Call and request needed maintenance when needed for crafts which have Maintenance Contracts (Pest Control, Fire Inspections, etc.)
- Monitor and adhere to the Daily Cleaning Routine.
- Post and adhere to Room Specific Beginning and End of Shift Checklists.
- Notify the Director of Facilities & Operations of any asset addition, move or disposal
- Participate with the Director of Facilities & Operations in the annual asset inventory audit
- Host the Property Management Committee for required audits and reviews

Role of the Property Committee

The Property Management Committee should act as an agent of the Board in overseeing all Facility Policies and Standards. The Property Committee shall consist of at least three persons. The chairperson shall be a member of the Board of Directors. Successful acquisition, housekeeping and repair of BGCHV property consisting of equipment, vehicles, building components, real estate and buildings are the responsibility of the BGCHV executive leadership team. The Property Management Committee oversees the deployment of this activity to ensure that standards are met, funds are used efficiently overall, and there is adequate staffing for overall safety. The Property Committee should meet regularly to make certain that this is being successfully carried out, and when necessary, appraise the Board of critical property needs. Consider at least five segments of the construction/real estate industry for membership on the Property Committee:

- Facilities designers, such as architects, engineers and landscape architects can be invaluable to assess emergencies.
- Operations people, such as facility managers, operation supervisors or directors of operation
- Construction trades, including general contractors, construction managers and any of the specialty trades (e.g. electric, plumbing, heating, ventilating and air conditioning trades).
- Real Estate professionals, including developers, insurance professionals and owners of large facilities.
- Banking and finance professionals, including bankers, public accountants, business people or anyone familiar with construction financing.

Property Management Committee Responsibilities

- Conducts yearly inspections of all facilities, grounds and vehicles.
- Reviews and approves the Property Management standards and action plans consistent with the organization's Long Range Plan directives.
- Oversees the yearly and ten-year maintenance budget, including determining the priority for spending maintenance dollars by providing accrual recommendations to the Finance Committee.
- Reviews and approves vehicle use reports and recommendations on replacements.
- Ensures efficient use of vehicles.
- Ensures the facility in compliance with all building, health and safety codes.
- Approves the Risk Management and Loss Prevention program.
- Provides assistance and oversees property trouble-shooting problems.
- When needed, helps estimate repair and replacement work.
- Establishes and nurtures favorable relationships with qualified contractors and design professionals.
- Represents Property Management needs of the organization at Board planning meetings and during the budgetary process.
- Reviews and approves an energy management plan
- Reviews and approves effective usage and obsolescence plan.

- Reviews and approves maintenance procedures and cleaning schedules for facilities, grounds and vehicles.
- Reviews and approves changing space needs and develops a strategy for the most effective utilization of available space.
- Provide the Operations Manager major construction and modifications oversight
- Provides the Club's Board with facility related insights for growth/merger inquiries
- Protects the Club brand by ensuring that signage is attractive and properly located

Facility Inspections

What gets inspected gets done. Club leaders shall conduct inspections on a regular basis in order to ensure that all facilities, grounds and vehicles meet minimum standards. The 5 key primary types of inspections are:

1. Regulatory Safety Inspections Mandated on Specific Equipment
2. Daily Staff Operations Inspections (Room Checklists)
3. Ongoing Unit Director Safety Inspections
4. Annual Property Management Committee Inspection
5. Annual Safety Committee Inspection

1. Regulatory Safety Inspections Mandated on Specific Equipment

- State, county and city regulations and laws require certain equipment items within each club location be inspected by specialized professionals on specified period schedules. These equipment items include items such as Emergency Lighting, Emergency Exit Signs, Fire Extinguishers, Smoke Exhaust Fans, Fire Partition Doors, Elevators, Sprinkler Controls Values, Back Flow Devices, and more.
- It is the responsibility of the BGCHV Operations and Facility Manager to ensure that all equipment requiring regulatory periodic professional inspections are inventoried as an Equipment Asset within the BGCHV Facility Management System (FMS) and have the corresponding Planned Maintenance schedule implemented within FMS to automatically generate PM Work Orders in a timely manner to keep all equipment current.
- BGCHV Leadership shall continuously review the FMS Aging report weekly to ensure these PM Work Orders are completed on-time.

2. Daily Staff Operations Inspections (Room Checklists)

- Posted in each room of the facility are housekeeping checklists. Unit Directors will ensure that staff members perform the specific inspections and cleaning routine outlined every day without exception.
- Please refer to Appendix 16 for a comprehensive set of all room and facility housekeeping checklists.

3. Ongoing Unit Director Safety Inspections

- Sidewalk, Asphalt & Landscaping
- Graffiti & Exterior Lighting
- Playground
- Fire Extinguisher
- Riser/Sprinkler System
- Emergency Lighting
- Daily Vehicle Assessments
- Roof
- Doors & Windows
- Signage

4. Ongoing Operations Inspections

- Inspect all sidewalks and walkways for cracks, breaks and unevenness. If sidewalk has shifted, identify why the ground has settled. Have underground pipes collapsed? Have tree roots pushed upward? Inspect asphalt parking areas for cracks at the same time.
- Lawn, shrubbery, flowers and trees all demand constant care and attention. Remove any trees or shrubs that have wilted and died.
- Graffiti is unsightly, destructive and disrespectful. Timely removal of graffiti may be the most effective way to prevent new graffiti from appearing. Good exterior illumination, such as metal halide lighting or LED bulbs will discourage graffiti “artists” and enhance the overall security and safety of the facility. Parking lot lights should be inspected in early fall to ensure that there is adequate night lighting.
- It is important to maintain outdoor playground equipment on the Club's property. Break fall zones should be inspected for safety hazards such as glass or nails. Woodchips should be raked from the perimeter of the playground and formed into a mound directly underneath break fall areas i.e. the area directly underneath monkey bars.
- Fire extinguishers, emergency back-up lighting, backflow pressure tests, smoke fans and fire suppression hardware sprinklers/risers should be inspected annually by fire-life-safety professionals.
- A careful inspection of the roof should be conducted at least once a year, preferably in early summer. Inspect the entire roof membrane for splits, blisters or soft spots. Minor failings like these need not lead to major problems as long as they are quickly identified and repaired. Because serious complications arise when water enters through these areas for an extended period of time, the team should carefully inspect drains and gutters to make certain they remain uncluttered and that filter screens are in place and free of debris.
- An annual inspection and maintenance of the windows and doors should be done in early fall. Each window and door should be inspected according to three criteria: operation, weather tightness and appearance. All moving parts should be lubricated with a dry lubricant such as silicone. Locks and latches should be lubricated more frequently, particularly in the winter where the weather is cold and wet.

- Club signage should be inspected constantly to ensure that letters are not missing and that hardware supporting the sign does not need to be replaced. The principle influences in the degrading of building signage are moisture, temperature, wind, and vandalism.

5. Annual Property Committee Inspections

- The Property Committee will meet in early August to inspect all Club facilities including the BGCHV vehicles. The purpose of the site visit is to ensure that housekeeping standards are met, Regulatory Inspections are current, and Facility Management System (FMS) records are accurate in addition to identifying areas in need of repair. The exterior grounds, interior housekeeping, fire-life systems, club vehicles and building components shall be assessed during the walk-through.
- A random audit of each Club's inventory, completed repairs and planned maintenance work status shall be conducted.
- Unit Directors will be given an inspection summary and out briefing. Please see below for a sample of the inspection form:

Unit Location:	Date:		PropCom Members:
Unit Director:	Time:		BGCHV Participants:
	Very Good	Good	Help Needed
			Comments:
Exterior Grounds:			
Entrance appeal			
BGCHV Signage			
Playground Appeal			
Properly working irrigation systems			
Interior Housekeeping:			
BGCHV Room Checklists in use			
Neatness of rooms			
Closets organized			
Recycling program deployed			
Office neatness			
Cords neatly coiled and stowed			
Doors/cabinets and locks in working order			
Flooring in good condition			
Bulletin board postings current			
Safety:			
Safety inspections/stamps in place			
Exits marked/exit lights work			
Exterior doors locked			
Playground condition			
No sharp edges/corners			
No fall/tip over hazards			
No water/electrical hazards			
Building Components:			
Roof condition			
Exterior walls			
Interior walls			
No indication of water intrusions			
No indication of plumbing leaks			
Facility Management System:			
Audit 5 assets randomly			
Audit 5 Repair WO's randomly			
Audit 5 PM's randomly			
OVERALL ASSESSMENT:			

Upon the successful completion of the Annual Property Committee Inspection of each BGCHV location, a summary of all the scores shall be completed (as shown below) and reviewed by the Club's CEO. Once this briefing is complete, the chair of the Property Committee shall review the annual results with

the BGCHV Board of Directors at a regular monthly meeting.

BGCHV Annual Property Committee Inspection Summary:							
City	Location	Inspection Date	Very Good	Good	Help Needed	OVERALL ASSESSMENT	Comments:
HB	Haynes		100	3	3		
HB	Oak View		0	0	0		
HB	Mayer		0	0	0		
HB	Pacific Life		0	0	0		
FV	Kingston		0	0	0		
FV	Cibhouse Academy		0	0	0		
FV	Learning Center		0	0	0		
HB & FV	Transportation Department		0	0	0		
BGCHV TOTAL:			100	3	3		

5 - Annual Safety Committee Inspection

- As deemed required by the BGCHV Safety Committee, a comprehensive organization wide facility safety inspection with Unit Directors shall be conducted in order to identify any potential unsafe condition and/or practices.
- In order to help prevent injuries and illnesses, the Safety Committee will assign a priority level to any hazards observed to indicate the urgency of the corrective action required:
 - A = Major – requires immediate action
 - B = Serious – requires short term action
 - C = Minor – requires long term action

Please see below for a sample of the Safety Committee Site Inspection Report:

Facility Service & Maintenance Contracts

Facility service and maintenance contracts shall be implemented and managed by the BGCHV Operations Manager and reviewed in each of the Property Committee meetings. These contracts are typically entered when the work scope is outside the core competencies of the BGCHV organization such as: janitorial service, copier service, safety inspections, insurance, landscaping, pest control, utilities and security. In addition, the Operations Manager shall review and select in advance key “craft” skill providers for ongoing use with predetermined and agreed upon labor rates. These include plumbers, HVAC technicians, electricians, roofing and information technology support among others.

The BGCHV will use a 6 step bidding process that is credible, fair, objective and simple when selecting service providers and maintenance contractors.

The 6 steps in the bidding process are:

1. Specifications (Statement of Work – SOW)
2. Request for Bids
3. Bidding
4. Reviewing the Bids / Awarding the Contract
5. Performance Feedback
6. Tracking

1 – Specifications

The first step in the bidding process is coming up with the specifications for the job. The purpose of this step is to ensure that the BGCHV management agrees on what they would like accomplished and to ensure that all the potential service providers bid on the same work scope. All of the details for the work to be performed shall be outlined in the Statement of Work (SOW). The SOW shall be approved by the CEO prior to disseminating the information to each service provider bidder. Below is a copy of the Club's Statement of Work template:

BGCHV Statement of Work Bid Instructions

Date:			
SOW of Title:			
BGCHV Point of Contact for Bid:			
BGCHV Point of Contact Phone/Email:			
1 - Description of Work to Be Performed:			
2 - Period of Performance and Schedule:			
	SOW Start Date:		
	SOW End Date:		
	Description of Periodic or Repeating Performance:		
3 - Locations Included in SOW:		Yes	No
	HB Haynes - 2309 Deleware Street, Huntington Beach		
	HB Oak View - 17261 Oak View Lane, Huntington Beach CA		
	HB Mayer Pre-School - 15645 Gothard Street, Huntington Beach CA		
	HB Pacific Life - 15645 Gothard Street, Huntington Beach CA		
	HB Boand Gym - 15645 Gothard Street, Huntington Beach CA		
	FV Kingston - 16582 Brookhurst, Fountain Valley CA		
	FV Clubhouse Academy - 10200 Slater Avenue, Fountain Valley CA		
	FV Learning Center - 17565 Los Alamos Lane, Fountain Valley CA		
4 - Vendor Bid to Include:			
	Material specifications and detailed costs		
	Labor hours and cost - per service (and annual if periodic maintenance)		
	Contractor's performance schedule commitment		
	Expected Payment Schedule		
	No indication of plumbing leaks		
	Name of Vendor Point of Contact for this project		
	List of References and/or Past Work Performed for BGCHV		
5 - Bidder Assurances Required:			
	Proof of CA Contractor's License/Number/Certification		
	Proof of Worker's Compensation and Insurance (Upon contract award)		
	Proof of Service Individual's LiveScan Background Check (Upon contract award)		
6 - BGCHV Equipment/Building Component List from FMS - Number/Description/Location/Etc. (if applicable)			
1			
2			
3			
4			
	Attach FMS Equipment/Building Component List if too Long		
7 - BGCHV Assurances:			
	Contractor will have full access to work area with minimal obstructions		
	Contractor will be selected based on recommendations, available start date, quality, price and ability to pass a LiveScan background check		

2 – Request for Bids

As the Statement of Work is being approved, the Operations Manager will work to develop a list of three to five viable service providers to bid on the available work. This will involve sending out invitations to qualified vendors. When appropriate, the Operations Manager shall tour the potential bidders to see the sites and/or specific equipment to be maintained. Bidders must be able to provide a valid contractor's license, certificates of insurance outlining the limits of liability as well as worker's compensation coverage and be able to pass a Live-Scan background check.

3 – Bidding

After the Statement of Work and site tour (if needed) about the project is distributed to contractors, the contractors begin the assessment process in order to prepare their bid. Vendor bids shall include all the information stated in sections 4 and 5 of the Statement of Work. The due date for the bids will be clearly stated by the Operations Manager and late bids will not be considered. If it is necessary to revise the SOW during the bidding cycle, the Operations Manager shall provide all the active bidders the same updates.

4 – Reviewing the Bids

The BGCHV Operations Manager will set a deadline on when bids will be accepted. Once that deadline is reached, the process of reviewing the bids will begin. The length of time that it takes to review bids could vary, depending on the number of bids received. Below is a copy of the Club's Selection Summary form:

Date:				Service Start Date:			
Service Being Bid:				Service End Date:			
Unit Locations:				Annual Value:			
Was There a Written SOW?				SOW Approved By:			
Was There an Equipment List?							
	Vendor 1 Name Here	Vendor 2 Name Here	Vendor 3 Name Here	Vendor 4 Name Here	Vendor 5 Name Here	Comments:	
Price:							
Per Service							
Annual Cost							
Past Performance of Vendor							
Proof of Worker's Compensation							
Proof of Contractor's License							
Proof of LiveScan							
?							
Any Special Considerations?							
OVERALL ORDER OF PREFERENCE							

After the bids are thoroughly reviewed, the BGCHV Operations Manager will award the contract to the bidder providing the “best value” to the BGCHV using the specific criteria stated in the Bidder Selection Comparison Matrix above. If the Operations Manager would like to modify this criteria, this must be accomplished and approved prior to the arrival of the bids to ensure a fair and just process of selection.

5 – Performance Feedback

It is the responsibility of the BGCHV Operations Manager to maintain oversight of all current and future service and maintenance contract requirements and performance. Service providers should be given feedback on their performance whether good or otherwise. Recognizing good service providers is an important element.

5 – Tracking

It is also the responsibility of the BGCHV Operations Manager to track the status of current and ongoing service contracts to ensure they do not expire and to make sure they are rebid periodically to maintain competitiveness on an ongoing basis. The matrix below shall be maintained by the Operations Manager and reviewed in each Property Committee meeting.

Craft / Description	Last Bid Month/Year	Good Until Month/Year	Basic Fee Amount	Cancellation Provision	Next Bid Plan	BGCHV Overall Incumbent Provider	Haynes Huntington Beach	Kingston Fountain Valley	Learning Center CDC	Robert Mayer CDC	Clubhouse Academy	Oak View Branch	Pacific LF Branch	Boand Family Gymnasium
EXISTING MAINTENANCE CONTRACTS:														
Insect & Pest Abatement	1/1/2014	No End			Upon price increase	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Sea Shore Pest Control	Children's Bureau	Sea Shore Pest Control	Sea Shore Pest Control
Janitorial	1/1/2016	Dec-18			Nov-18	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance	Lee's Maintenance
Fire & Security Systems	1/1/2016	No End			None	JMG Security Systems	JMG Security Systems	JMG Security Systems	JMG Fire Systems	GWC Public Safety	JMG Security Systems	JMG Security Systems	GWC Public Safety	GWC Public Safety
Copy Services	1/1/2016	Jan-18			Dec-17	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	Advanced Copier Services	NA	Advanced Copier Services	NA
Cleaning Supplies	1/1/2015	Dec-18			Nov-18	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	Royal Paper Company	NA
Cleaning Chemicals	2015	No End			None - Free - Donation!	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green	Simple Green
Landscaping	4/1/2016	No End			Upon price increase	Quick Landscaping	Quick Landscaping	Quick Landscaping	Quick Landscaping	Quick Landscaping	Quick Landscaping	NA	Quick Landscaping	Quick Landscaping
Phone	1/1/2016	Dec-18			Nov-18	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Dennis Jenkins Co	Children's Bureau	Dennis Jenkins Co	Dennis Jenkins Co
Electrical/Lock & Key					Dec-17	Howard Sharpe	Howard Sharpe	Howard Sharpe	Howard Sharpe	Howard Sharpe	Howard Sharpe	Children's Bureau	Howard Sharpe	Howard Sharpe
Fire Extinguisher Inspections	12/1/2016	12/1/2018			Upon price increase	Orange County	Orange County	Orange County	Orange County	Orange County	Orange County	NA	Orange County	GWC
Riser Valve Inspection	12/1/2016	12/1/2018			Upon price increase	Orange County	Orange County	Orange County	Orange County	Orange County	NA	NA	Orange County	GWC
Backflow Device Maintenance	12/1/2016	12/1/2018			Upon price increase	Orange County	Orange County	Orange County	NA	NA	NA	NA	NA	GWC
Facility Management System (FMS)	2015	No End			None	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude	Facility Dude
HVAC	2016	Dec-16			Dec-17	Best Air Condition	Best Air Condition	Best Air Condition	Best Air Condition	Best Air Condition	Best Air Condition	NA	Best Air Condition	GWC
Plumbing Repairs	2016	12/1/2018			Nov-18	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	Crandle Plumbing	NA	Crandle Plumbing	GWC
Office Supplies/Paper Products	2016	No End			Dec-17	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples Advantage	Staples	Staples Advantage	NA
Internet/Cable	2016	2019			Nov-17	NA	Frontier	Spectrum	Spectrum	Frontier	Spectrum	Children's Bureau	Frontier	Frontier
Employee Benefits	2016	2017			Nov-17	Blue Shield, UCP Dental & Vision, Lincoln Financial Life Insurance, Mass Mutual Retirement								
REQUIRED MAINTENANCE CONTRACTS:														
Painting														
OTHER ANNUAL CONTRACTS:														
Utilities - Electricity/Gas					None									
Insurance	2016	2017			2017									
		Required Terms & Conditions:												
		Background screening of vendor employees												
		Proof of Worker's Compensation Insurance												

Facility Management System (FacilityDude.com)

In order to properly manage the oversight of hundreds of pieces of equipment, building components and site locations, the BGCHV must deploy a robust Facility Management System (FMS). It is insufficient to attempt to manage this complexity based on hand notes, calls and word of mouth.

The BGCHV has deployed three modules of FacilityDude.com as our FMS solution:

1. Work Order – Creation, tracking and closure of required BGCHV repairs.
2. Capital Forecast – Asset, vehicle and building component inventory management and needs forecasting.
3. Planned Maintenance – Create, deploy and track completion of periodic, planned and preventive maintenance, inspections and registrations.

FacilityDude.com provides strong customer support and training at:

- Phone = 1-877-655-3833
- Email = support@facilitydude.com

FacilityDude.com will email BGCHV leaders repair and planned maintenance Work Orders when appropriate – BGCHV MUST set their email to accept email from: “**FacilityDude Message Center** <message.center@facilitydude.com>” and ensure they do not go to the spam folder.

The BGCHV FMS shall be the primary tool for club leadership to use for:

1. Tracking appropriate repair and planned maintenance completions.
2. Equipment and building component asset inventory and anticipated replacements.
3. Vehicle usage.
4. Annual Budgeting.
5. Repository for Future Volunteer/Group Wish-List Projects
6. Tracking Land/Building Lease Expiration Dates

All BGCHV personnel are required to use the FMS tools to ensure the ability of executive leadership to monitor and track the proper management of equipment, vehicles, building components and real estate. This requires a common set of definitions:

As a cloud based software application, the Operations Manager shall be the primary administrator of the FacilityDude.com for BGCHV. In this role, the Operations Manager shall:

- Initiate new user accounts and login credentials
- Define user roles, site and craft access and hourly rates.
- Ensure all completed work orders have associated costs assigned.
- Disable FMS access upon role change or when exiting BGCHV employment

Typical FacilityDude.com (FMS) Roles include:

- “Administrator” – Operations Manager, CEO, Key Property Committee Members
- “Supervisor II” – Site Directors, Transportation Manager
- “Technician” – Craft Service Providers

Roles and Responsibilities within FMS:

- Site Directors – Create repair work orders, approve completed repairs, work and complete PM work orders assigned to them, inform Operations Manager of all equipment inventory changes, complete annual inventory review.
- CEO – Review and assist Operations Manager based on scope and aging of work orders, oversee annual inventory review, approve periodic PM schedules,
- Property Committee – Oversee overall FMS implementation and usage.

- Technician – Accomplish work orders assigned and complete in FMS
- Transportation Manager – Mandatory monthly vehicle mileage input, complete all PM work orders, create and complete all vehicle repair work orders, ensure all cost records are input and correct.

Key FMS Definitions:

- The Term “**Asset**” for FMS inventory - All assets owned by the BGCHV or under the BGCHV responsibility that meet one or more of the following categories:
 - 1) Assets valued over \$2500.
 - 2) Assets with model and serial numbers that are typically replaced.
 - 3) Assets requiring regular periodic maintenance and/or inspection.
 - 4) Asset categories listed on the BGCHV Equipment Code Matrix (See in Appendix 18).
- The term “**Repairs**” is to be used for unplanned repair and replacement of BGCHV assets and equipment. It will align with account “634300 – Repairs”.
- The term “**Equipment Need**” refers to the replacement of an equipment or building component that has reached its useful life (ex: Refrigerator, PCs, Audio/Visual, etc.).
- The term “**Planned Maintenance**” is to be used for planned, periodic and preventive maintenance and replacement of BGCHV assets and equipment. Key word here is “planned”. This used to be called “634100 - Deferred Maintenance”. The term “Planned Maintenance” refers to larger upgrades/reconditioning that restore asset to useable form (ex: Gym Floor Refinish, Painting, Slurry, etc.).
 - o The term “**Periodic Maintenance**” is a subset of PM and refers to simple ongoing upkeep/inspections conducted whether needed or not (ex: HVAC, Fire Extinguisher inspection, pest, etc.).

Key FMS Work Order Priority Definitions:

- “Emergency” – Items of immediate safety or ongoing damage. These should be called to the Operations Manager and CEO also.
- “High” – Important repairs requiring fast attention.
- “Medium” – Normal repairs requests. 90% of WO's will go here.
- “Low” – Required repairs but not impacting current operations.

Key FMS Work Order Status Definitions:

FMS has ten (10) Work Order “status” categories to help users manage “live” Work Orders. All ten (10) of these categories will maintain open Work Order traceability and can be used by the Operation Manager.

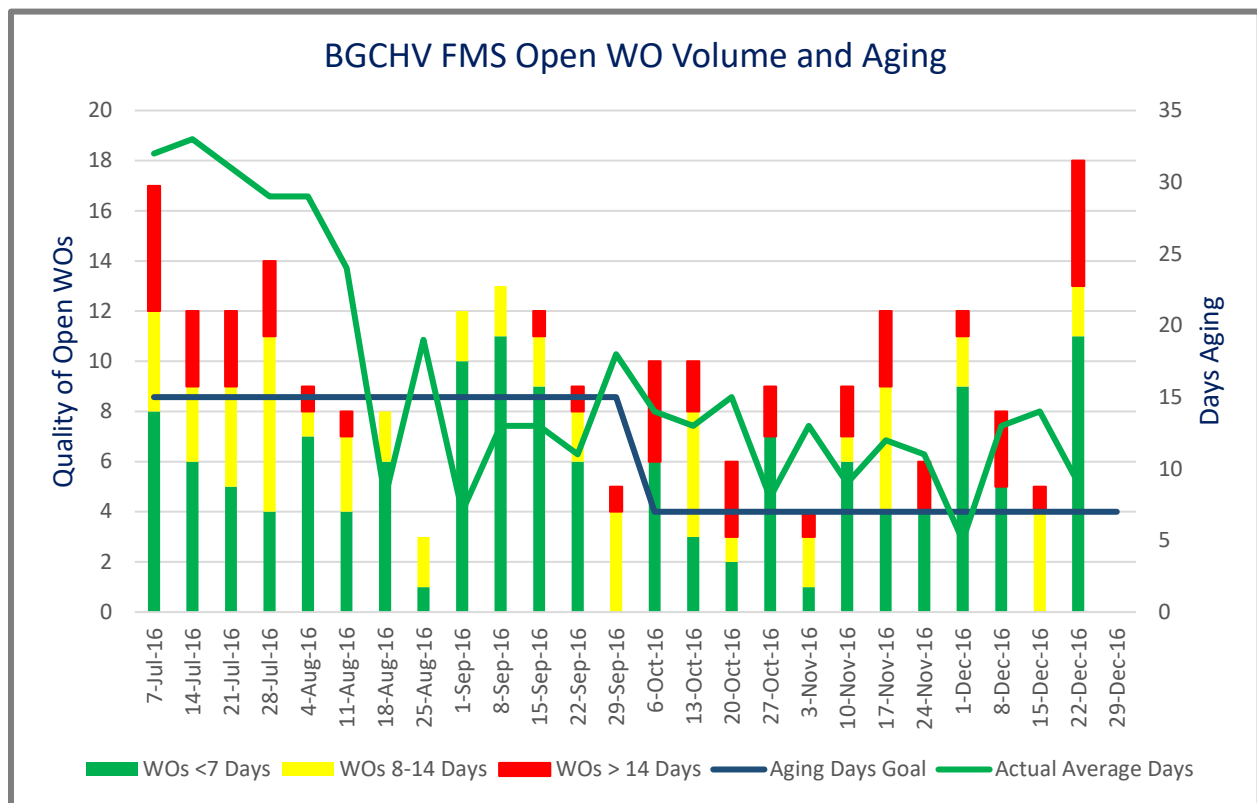
- “New Request”
- “Work In Progress”
- “On Hold”
- “Waiting More Information”
- “Open Extended”
- “Parts On Order”
- “Pending”
- “Waiting Funding”
- “Deferred” - BGCHV is not using this status designation at this time.
- “Forwarded” - BGCHV is not using this status designation at this time.
- These all can be used at the discretion of the person assigned the Work Order, but they remain responsible to finish the task at hand and “Complete” the Work Order.

FMS has five (5) Work Order “status” categories to help users manage “died” Work Orders. All five (5) of these categories will not be open Work Orders for traceability. The five (5) definitions to remove a Work Order from FMS tracking and counting are:

- “Complete” - The term “**Complete**” means a Work Order has been accomplished. An explanation of the action taken should be inserted in the notes. (Example – “Howard Sharp has made the need repairs and situation is resolved”).
- “Closed Work Orders” - The term “**Closed Work Orders**” means a Work Order effort has not been accomplished but has been handled in a different way. A detailed explanation with clear traceability must be inserted in the notes. (Example – “Tanya (CEO) asked that this WO be Closed and re-generated in 1 September 2017. PM Schedule 238 has been updated with 1 September 2017 as the new start date.”)
- “Declined” – BGCHV is not using this status designation at this time.
- “Duplicate Request” – The term “**Duplicate Request**” means a Work Order has been determined to be the same as another Work Order and thus not needed. An explanation is inserted in the notes. (Example – “Work Order 334 is for the exact same work as Work Order 311 and thus not needed. Duplicate.”)
- The term “**Void**” means a Work Order has been determined to be unneeded. An explanation is inserted in the notes. (Example – “Unit Director will discard equipment and purchase another.”)
- These are controlled and only used when there is NO more effort ever on this Work Order number.

Within the BGCHV Work Order tool, the following shall be managed and controlled by the Operations manager and shall in each Property Committee meeting:

1. Appropriateness of Work Orders created by the Unit Directors.
2. Volume of Work Order Backlog by aging category.
3. Aging of Work Oder Backlog (7 day average completion target).



Within the BGCHV FMS Equipment and Building Component tool, the following would be expected:

1. Twelve month forecast of coming replacement needs.
2. Three and five year dollar forecast replacement needs (See Appendix 19).

Within the BGCHV FMS Planned Maintenance tool, the following would be expected:

3. Mechanical systems – HVAC, etc.
4. Paint and floor replacements
5. Game table repair and resurfacing
6. Playground maintenance and ground cover
7. Lighting fixture cleaning and replacement
8. Fire extinguished, sprinkler and emergency lighting inspections
9. Backflow device inspections
10. Buses get the following PMs in FMS:
 - a. Mileage based PMI for mechanical repair (like oil changes)
 - b. 45 Day Safety Inspections (simply add the new bus to existing 45 Day Inspection PM)
 - c. CHP 292 Inspection Form every 13 months
 - d. DMV registration renewal (either a new PM or add to one of exiting 5 if month matches)

See Appendixes for detailed screen shot instructions on how to:

- Appendix 17 – How to open and close an Equipment Asset in FMS.
- Appendix 18 – How to open and complete a Repair Work Order in FMS.
- Appendix 19 – How to create a PM schedule and complete a PM Work Oder in FMS.

Annual Inventory & Budget

1. BGCHV Annual Asset Inventory

The Club shall use the tools created in the Facility Management System and supplement it with the Unit Director's knowledge. Each November, the Operations Manager shall lead this effort working closely with the Site Directors. There are six steps that should be taken:

1. The Operations Manager shall publish a comprehensive list from FMS of all equipment at each BGCHV location. List will include all asset number, asset description, forecasted expiration date, replacement value, and any other important information.

Item Number	Description	Status	Location	Bldg./Unit	Area Type	Manufacturer	Est. Replace	Est. Replace Cc
APP-PWASH-HB-BGYM-001	Floor Scrubber - "Zamboni Machine" Rider	Active	Boand Family Gymnasium (GWC)	Gymnasium	Utility Room/Closet	Niifsk Advantage	4/19/2028	\$10,000.00
APP-VM-HB-BGYM-001	Snack Vending Machine	Active	Boand Family Gymnasium (GWC)	Gymnasium	Hallway/Corridor	Crane National Vendors	3/18/2036	\$3,000.00
APP-VM-HB-BGYM-002	Gatorade Vending Machine	Active	Boand Family Gymnasium (GWC)	Gymnasium	Hallway/Corridor	Crane National Vendors	3/18/2046	\$2,500.00
ELR-AV-HB-BGYM-001	Fender Passport Sound System	Active	Boand Family Gymnasium (GWC)	Gymnasium	Utility Room/Closet	Fender	7/29/2041	\$500.00
FIT-BLCHR-HB-BGYM-001	Aluminum Bleachers (Quantity 2)	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym	BSN	7/29/2091	\$2,500.00
FIT-OTHER-HB-BGYM-001	Players Benches	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym	Anova	7/29/2091	\$1,500.00
FLS-FEXIT-HB-BGYM-001	Boand Gym Emergency Exit Signs (See Attached Men) - Quantity = 3	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym		4/26/2026	\$600.00
FLS-FEXIT-HB-BGYM-002	Boand Gym Emergency Lighting (See Attached Men) - Quantity = 11	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym		4/26/2026	\$6,000.00
FLS-FIRE-HB-BGYM-001	Boand Gym Fire Extinguishers (See Attached Men) - Quantity = 3	Active	Boand Family Gymnasium (GWC)	Gymnasium	Gym		4/26/2026	\$300.00
GRO-SIGN-HB-BGYM-001	Boand Family Sign on Side of Building	Active	Boand Family Gymnasium (GWC)	Gymnasium	Exterior		4/26/2026	\$600.00

2. The Operations Manager shall work with each Site Director and physically validate all information on the FMS Asset report. Corrections, additions and deletions shall be made to the report and the Operations Manager shall update FMS accordingly.
3. Upon completion of the physical validation and FMS update, the Operations Manager shall summarize the BGCHV Annual Asset Inventory on the summary matrix as shown below and review in detail with the BGCHV CEO. Large deviations shall be discussed and improvement plans deployed.

BGCHV Annual FMS Inventory Accuracy Summary:							
City	Location	Audit Date	Number of Assets Listed in FMS on Audit Date	Number of Assets Listed in FMS on Audit Date Missing From Location	Number of Assets NOT Listed in FMS on Audit Date Actually in Location	Percent Accuracy 1-((E+F)/D)	Comments:
HB	Haynes		100	3	3	94.0%	
HB	Oak View		0	0	0	#DIV/0!	
HB	Mayer		0	0	0	#DIV/0!	
HB	Pacific Life		0	0	0	#DIV/0!	
FV	Kingston		0	0	0	#DIV/0!	
FV	Cibhouse Academy		0	0	0	#DIV/0!	
FV	Learning Center		0	0	0	#DIV/0!	
HB & FV	Transportation Department		0	0	0	#DIV/0!	
BGCHV TOTAL:			100	3	3	94.0%	

- After the BGVHV CEO review, the Operations Manager shall summarize the BGCHV Annual Asset Inventory and deviation improvement plans and review with the Property Committee in the next meeting after November.

2. BGCHV Annual Budget

The Club shall use the tools created in the Facility Management System and supplement it with the Unit Director's knowledge to create the annual budget for Repairs, Planned Maintenance and Service Contracts. There are six steps that should be taken:

- Pull up the Facility Management System's Equipment expiration forecast for the following year and cleanse it by adding life to the product's life cycle. Example listed below:

Item Number	Description	Location	Est. Replac	Days Until R	Est. Replace Cost
ELR-PC-HB-HAYNES-006	Program Director's Computer in Front Office	Haynes Huntington Branch	1/25/2017	Overdue	\$700.00
ELR-PC-HB-HAYNES-005	Unit Director's Computer in Front Office - Dell	Haynes Huntington Branch	6/15/2017	28	\$700.00
ELR-PC-HB-HAYNES-009	Office Assistant's Computer in Front Office	Haynes Huntington Branch	6/15/2017	28	\$700.00
GRO-PGRD-HB-HAYNES-002	Kids Playground Jungle Gym	Haynes Huntington Branch	6/15/2017	28	\$12,000.00

- Pull up the Facility Management System's Building Component needs forecast for the following year and cleanse it. Example listed below:

Item Number	Description	Location	Est. Replac	Days Until R	Est. Replace Cost
HVAC-FURN-FV-CHA-001	Closet Heater Unit (F3) Supporting Hall A	Clubhouse Academy	6/15/2018	393	\$8,000.00
HVAC-FURN-FV-CHA-002	Closet Heating Unit (F7 and F8) -Supporting Hall B - Quantity 2 Linked to 1 Plenum	Clubhouse Academy	6/15/2018	393	\$16,000.00
HVAC-FURN-FV-CHA-003	Closet Heating Unit (F4) Supporting Hall C	Clubhouse Academy	6/15/2018	393	\$8,000.00
HVAC-FURN-FV-CHA-004	Closet Heating Unit (F6) Supporting Second Floor Conference Rooms	Clubhouse Academy	6/15/2018	393	\$8,000.00

- Pull up the Facility Management System's Maintenance needs forecast for the following year and cleanse it. Example listed below:

PM Schedule Title	Next PM WO On	Location	Type	Total Est. Costs
DMV Registration Group 1 - Expire March	1/1/2018	Transportation Department		\$215.00
DMV Registration Group 2 - Expire May	3/1/2018	Transportation Department	School Bus	\$300.00
Vehicle 292 Inspections - Group 1	3/23/2018	Transportation Department	School Bus	\$275.00
DMV Registration Group 3 - Expire July	5/1/2018	Transportation Department	School Bus	\$220.00
OCTA Bus Parking Lease Renewal	6/1/2018	Transportation Department	Land Lease ONLY	\$4,000.00

- Provide these three reports to the Unit Directors and ask them if they know of anything else we should add into the Facility Management System's forecast for the following year due to program enhancement needs. Once the list has been compiled and the timing agreed upon, the Director of Operations would input these items into the system.
- The Director of Operations will physically walk through the facility with the Unit Director in order to identify any items that may not be readily apparent or inadvertently left off the list. Example of equipment data sheet listed below:

Site:		
Items Description:		Square footage if gym or parking lot.
Date Purchased:		
Date Placed in Service/Installed:	If different than Purchase Date above - _____	This is probably the same as the "Purchased Date" above
Original Cost:		
Source of Original Cost:		Estimate? Purchase, Donation, Tom Ross sheet?
Manufacturer Name:		
Model Number:		
Serial Number:		
Supplier:		Who did we buy it from, or who installed it?
Condition Code:		1 = Not functional Obsolete to 5 = OK and keep on current PM schedule
Life Expectancy Units:	If not in years - _____	If not Years, what is Life measured in? Hours? Miles?
Current Unit Reading:	If not in years - _____	Current miles or meter reading if applicable.
Total Life Expectancy:	If different than Standard sheet - _____	Total (take into consideration condition, not just remaining life)
Estimated Replacement Cost:		Unit cost if something like a gym floor or parking lot (\$/sq ft)
Estimated Replacement Date:	If different than purchase date + expected life - _____	
Any special notes:		

6. The Property Management Committee will review the list and revise inputs as needed before submitting the budget proposal to the CEO to be included in the budget draft. The budget draft will be presented to the finance committee with final approval by the Board of Directors. Listed below is an example of the final report.

KINGSTON	
PAVING	
EXT PAINT	
SIGNAGE	
FENCE	
DOORS	
HVAC	
LIGHTING	
FLOORING	
GYM FLOOR	\$ 2,500.00
PLAYGROUND	\$20,000.00
PHONES	
SHADE STRUCTURE	
PLUMBING	
WINDOW REPAIRS	
TOTAL	\$22,500.00