The mission of the Town of Normal Facilities Management Department is to provide a safe, functional, efficient, clean and welcoming environment for the Town of Normal through delivery of services that meet, or exceed, “customer” expectations reliably and consistently. Services are delivered in a manner which considers the well-being of people, economic value and environmental impact.

The International Facility Management Association (IFMA) defines Facility Management as a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology. The diverse responsibilities of Facility Management professionals has significant influence on efficiency, productivity, environmental impacts, financial resources and the overall health and wellness of people. The Town of Normal Facilities Management Department is responsible for all aspects of operations and maintenance of municipal facilities. Responsibilities include supervision and self-performance of building and equipment repair(s), renovation(s), construction, performance, energy management and custodial services among other duties.

The Facilities Management department attempts to deliver on the mission by means of a highly organized process approach to ensure department goals are met and sustained. The department leadership remains connected to current and relevant industry leading programs and guidelines from both internal and external resources. Those that are represented in the operations of the department were selected based on credibility and potential to support the success of the organization. Some of the primary components and outcomes include: logical procedures, operational efficiencies, extended equipment lifecycle(s), active energy management and achievable action plans all with measurable and repeatable results. Continuous improvement over an indefinite period of time can also be considered a predictable result.

The key to the success of our department is the exceptional Facilities Management professionals that make up our team. It is our hope that the credibility of the department serves as a positive influence in support of the overall organizational objectives.

“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”

-Andrew Carnegie
Accomplishments:

- Assisted multiple departments with a variety of event setups and teardowns
- Added the responsibility of cleaning police cars and keeping their supplies stocked
- Hydronic piping evaluation and electrical panel replacement at the Community Activity Center
- Assisted in parking lot and driveway work for the Fire Stations
- Developed and adopted a Facilities Management System Standard which lead to the department achieving the CIMS-GB with Honors certification.
- Partnered with Ameren to take advantage of incentives for LED lighting updates throughout the Facilities Management shop
- Coordinated the Normal Theater box office renovations allowing for a more efficient and user-friendly space
- Played a vital role in the clearing and removal of snow in the Uptown Business Area along with Broadview Mansion
- Facilitated emergency repairs to the structurally unsound steel columns in the street bay area at Public Works
- Directed repairs to 305 Pine St and the Normal Theater piping after being frozen as a result of the Polar Vortex
- Oversaw the installation of new gutters and downspouts at the Normal Theater
- Hired an additional full-time maintenance staff member to increase production and decrease the days of completion.
- Deep cleaned and knocked out various small projects at both the Normal Theater and the Children’s Discovery Museum during their annual shutdown period
- Assisted the Parks and Recreation Department in the deep cleaning of both Anderson and Fairview pools locker rooms and concession areas pre and post season.
- Contracted a comprehensive roof analysis for various town facilities which lead to the recommended roof replacement at the Water Treatment Plant
- Maintained minimum daily custodial duties on the Town’s Facilities while operating at a decreased staffing level
- Involved the Farnsworth Group in preparing a 7-year proposal for the collaborative Bell Tower Project at Broadview Mansion
- Worked with our Clerks department to organize and cleanout the Town’s dead storage area
- Cleaned out the old Uptown Development Offices and the Pod in preparation for the teardown
- Facilitated the contracted repairs to the Normal Theater rigging and curtain repairs
- Armory cabinet and renovations at the Police Department
- Retained a contract for the roof barrier project at Uptown Station
Ongoing Efforts:

- 24/7 emergency response
- Building Automation Control interface and management
- Capital and operational budget management
- Computerized Maintenance Management Software application(s)
- Construction and installation of equipment and building systems
- Document control
- Facility occupant support
- Fire prevention, suppression and detection system maintenance
- First aid, AED, safe room kit(s) inspection and maintenance
- General cleaning, solid waste and recycling services
- Maintenance and repair of equipment and building systems
- Measurement and assessment of key performance indicators
- Mechanical, electrical and plumbing infrastructure maintenance and repair
- Organizational support through maintenance and operations functions
- Participation on boards and committees within the organization and community
- Performance benchmarking, measurement and quality control
- Policy and procedure development
- Professional development
- Project management
- Readily achievable barrier removal (ADA)
- Solicitation of quotes and bids for outsourced services
- Sustainability
- Utility tracking, benchmarking, purchasing, conservation and overall management
- Various other routine operational and management tasks not listed above
Throughout the year Facilities Management performs a wide variety of tasks. The diversity of the work is one of the most enriching aspects of our occupation. The department is primarily an internal service provider supporting all other departments. We take great pride in being the Town’s “utility player” and enjoy serving each new day in any capacity that the often unique opportunities provide.

It was a momentous year for the FM Department as the department obtained a significant achievement. On August 16, 2019, ISSA the worldwide cleaning industry association, announced the Town of Normal Facilities Management achieved the ISSA Cleaning Industry Management Standard CIMS- Green Building (GM) certification with honors.

Compliance with the standard shows that a cleaning organization has the systems in place to deliver cost-effective, consistent, professional services designed to meet customer needs and expectations and is prepared to deliver a comprehensive green cleaning program based on LEED EB: O&M green cleaning criteria.

Town of Normal Facilities Management has and continues to provide high-quality service. Community stakeholders may rest assured that the highest level of care and competence is inherent to the daily operations of the Town of Normal Facilities Management Department in the preservation and care of the community assets.

Significant time was invested in the process of creating a standard that meets the needs of the stakeholder, service provider, and the CIMS-GB standard. Staff worked diligently to develop, modify, and implement a standard that best serves the Town of Normal. Meeting the requirements of the standard required the participation of many other Town of Normal departments. This achievement was a collaborative effort and a significant sign of the successful and committed individuals who make up the Town of Normal Facilities Management Department.
Emergency repairs were required to the structural support beams of the garage of the Public Works building. The Assistant Public Works Supervisor brought the structural integrity issue to the attention of our Maintenance Supervisor. The support beams were failing and there was immediate urgency to facilitate the repairs. Our Maintenance Supervisor outsourced the repairs to H & S Mechanical Inc. as they are specialized in this type of repair.

Chicago Flyhouse was contracted to complete the highly anticipated rigging repairs to the screen at the Normal Theater. In 2017, the Chicago Flyhouse was brought in to do an assessment on the Normal Theater and provided a report on suggested repairs. It was suggested the curtain be fire proofed. Facilities Management compiled the scope of work suggested and sought out Chicago Flyhouse again to make the appropriate rigging repairs. The complete scope of work included flame proofing, track anchorage updates, rehanging the black screen teaser, mousing the turnbuckles, and repairing the conduit that has pulled free of clamp.

Wilcox Electric approached Supervisor Eric Heggie with new incentives from Ameren that are being offered which would replace old fixtures with new LED fixtures throughout the FM shop at little cost to the Town. Wilcox had the capability to coordinate the installation and purchase with Ameren. Administration approved the upgrade due to the large return rate of nearly 90% of the cost. The total project cost was just over $4,000 but after the incentives were applied, our actual cost was $547.12.
During the annual shutdown of the Children’s Discovery Museum and the Normal Theater, Facilities Management staff members are dispatched to the facilities for deep cleanings and the completion of various projects. Staff’s is utilized to complete cleaning tasks they are usually unable to complete due to occupancy. The typical trend for our maintenance staff is to check off a laundry list of to do’s which almost always includes touch up painting. Over the last couple years, our supervisory staff has worked extra hard to create a schedule of our obligations and delegate them in a way that creates time management and efficiency.

FM staff coordinated the revamping of the box office space at the Normal Theater. The request came from theater management as the space the old spacing was tight and not user friendly. J Spencer Construction was hired for most of the work but was assisted by McLean Co Glass, Wilcox Electric, and Maxwell Counters in various projects to complete the new box office. FM staff played a key role in the remodel by demoing, painting, staining, and other various tasks in an effort for completion. The result is a more functional user-friendly space that has easier access and the necessary electronic equipment needed for their routine tasks.
In the early months of 2019, Mother Nature provided ample opportunities for the staff of Facilities Management to put their snow removal skills to the test. Facilities Management is responsible for the snow removal in the Uptown Business Area and for Broadview Mansion. We clear sidewalks, bike racks, benches, and doorways among other areas. The Polar Vortex passed through the Town of Normal during the end of January beginning of February. This event added additional duties for our staff.

Extreme cold temperatures from the Polar Vortex took it’s turn wreaking havoc on some of the Town’s facilities. In preparation of the possible issues the cold temperatures could cause, FM staff divided into teams and worked various extra shifts throughout the evening to ensure heat and mechanical systems were working properly. This included checking boilers for alarms, making sure pipes weren’t frozen, and all furnaces running properly.

While staff took preventative measures, the extreme temps presented a few aftermath issues. Upon their facility checks, staff found frozen pipes at the Normal Theater, Sprague’s Super Station, and the East stairwell of Uptown Station.
All Other Duties as Assigned