

2017 Annual Report



Director: *Mark Clinch*
Supervisor: *Eric Heggie*
Assistant Supervisor: *Ladeen Finley*
Office Associate: *Jodi Sides*

Building Maintenance Specialists:
Eric Hawkey
Paul Beck

Full Time Custodians:
Randy Hoover
Randy Koch
Galen Engel
Chad Phillippe
Junior Nziango
Randy Tomera
Curtis Nussbaum
Sandra Vazquez

Part Time Custodians:
George Archie
Chris Yayu
Tricia Wulf
Claire Sabers
Lydie Kanza
Nick Lancaster

Overview:

This department is responsible for completion of all custodial and routine interior and exterior property maintenance responsibilities for: 102 North St, 104 North St, Broadview Mansion, Children’s Discovery Museum, City Hall Annex, Community Activity Center, Engineering, Fire Department Headquarters, Fire Station II, Fire Station III, Hewitt House (EAC), University Galleries at Uptown Station, Normal Theater, South Amtrak Depot, Beaufort Street Parking Deck, College Avenue Parking Deck, Uptown Station Parking Deck, Police Department, Police Sub-Station, 305 Pine St (Sprague Super Service), 1 Uptown on the Circle, Uptown Station, and Uptown sidewalk snow removal.

This department provides support to all departments as requested. This department also evaluates condition, performance, and supervises construction, renovation, and maintenance activities at all Town owned facilities.

Key Performance Indicators (KPI’s):

Description	Value
Work Orders Received	2615
Work Orders Completed	2500
Work Orders Completed < 1 Week (%)	60
Hours Spent on Preventive Maintenance	833
PM Work Orders Completed < 1 Month (%)	90
Total Facilities	36
Total Square Footage	950,000
Uptown Sidewalk Snow Removal (Lineal Feet)	3,321

“A team is a small number of people with complimentary skills committed to a common purpose, performance goals and approach for which they hold themselves mutually accountable.”

-Katzenburg and Smith

Accomplishments:

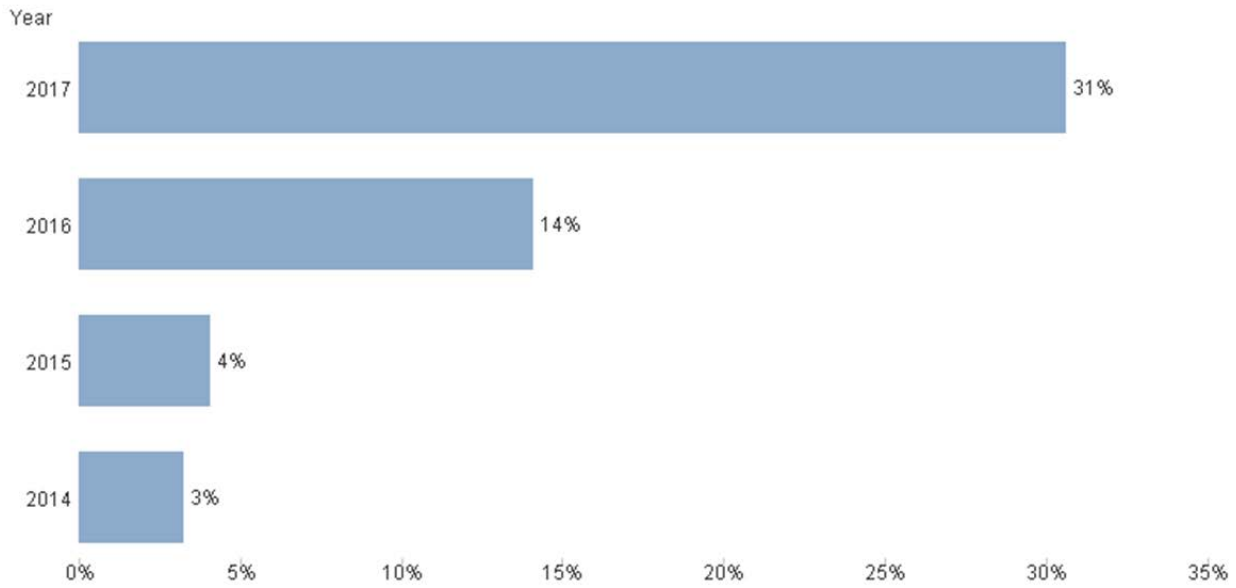
- Participated in YouthBuild internship program and Unit 5 Vocational Training Assistance Program
- Replaced carpet on second floor of Children's Discovery Museum
- Renovated the administrative office area on the third floor of the Children's Discovery Museum
- Renovated the nursing area at the Children's Discovery Museum
- Replaced Normal Theater HVAC systems and marquee roof
- Replaced multiple section of roofing at the Community Activity Center
- Completed comprehensive roof evaluation for Facilities Management, Water and Public Works
- Replaced fitness room flooring at the Community Activity Center
- Completed construction of the gift shop at the Route 66 Gas Station
- Completed bell base project at Broadview Mansion
- Assisted with the construction of the new Fire Department Headquarters
- Provided snow removal and general maintenance services in Uptown Normal
- Completed a multitude of small scale facility repairs and improvements
- Assisted Parks and Recreation with custodial services at the pools and golf course

Ongoing Efforts:

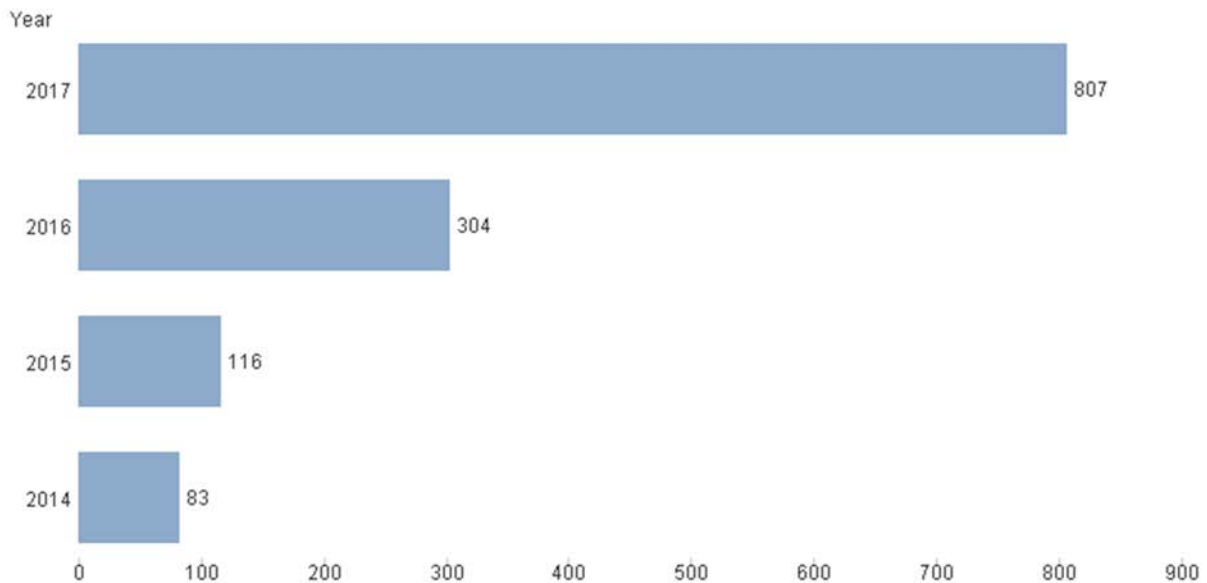
- Continue development of collaborative and centralized facility management process
- Continue Town property assessments, planning and renewal efforts
- Utility tracking, budgeting, purchasing and energy management strategies
- Identify and remove achievable accessibility barriers
- Increase professional and technical skills within department

Graphical Data:

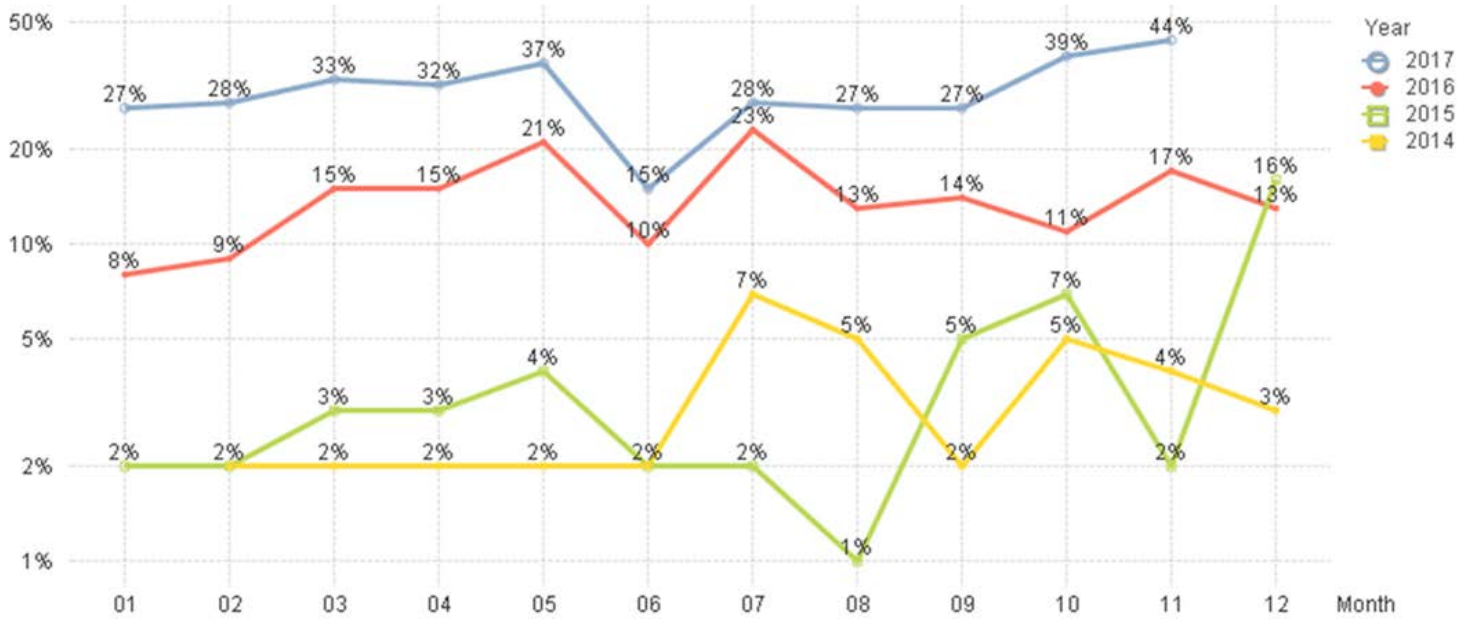
Planned vs Corrective Maint Ratio



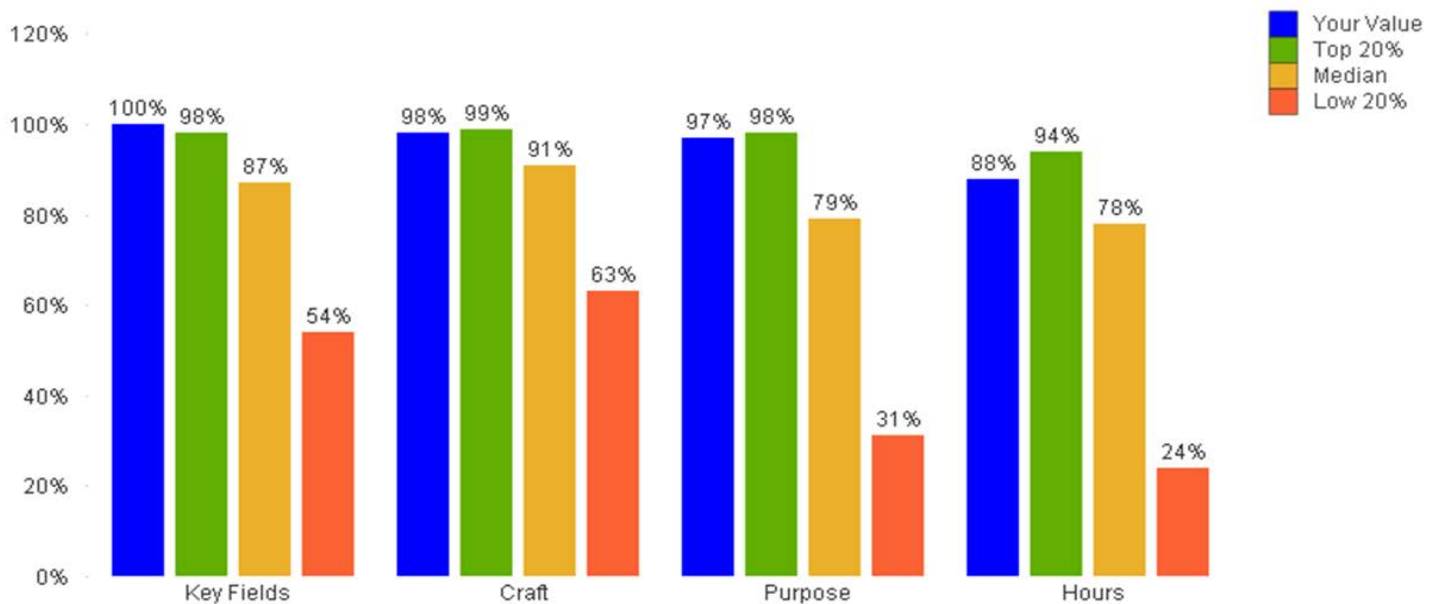
Hours Spent on PM WOs



Trend of Planned vs Corrective Maintenance Ratio

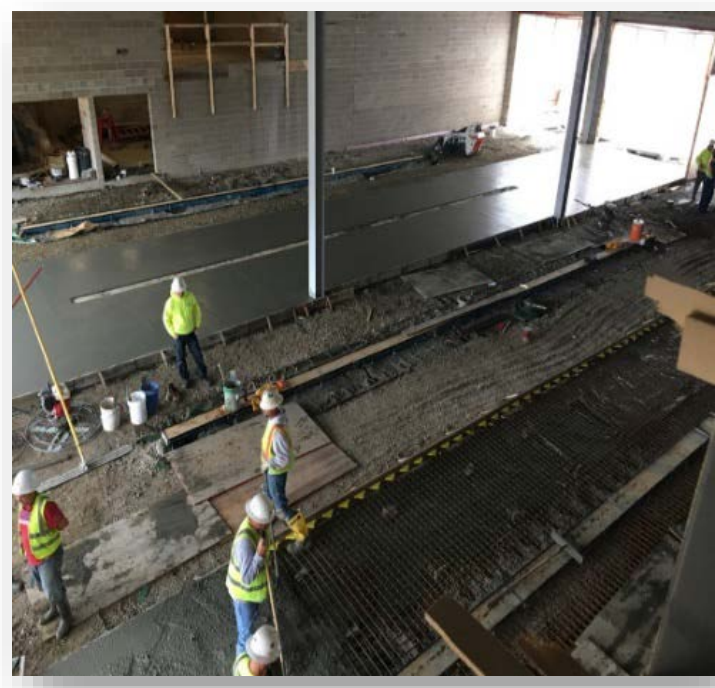
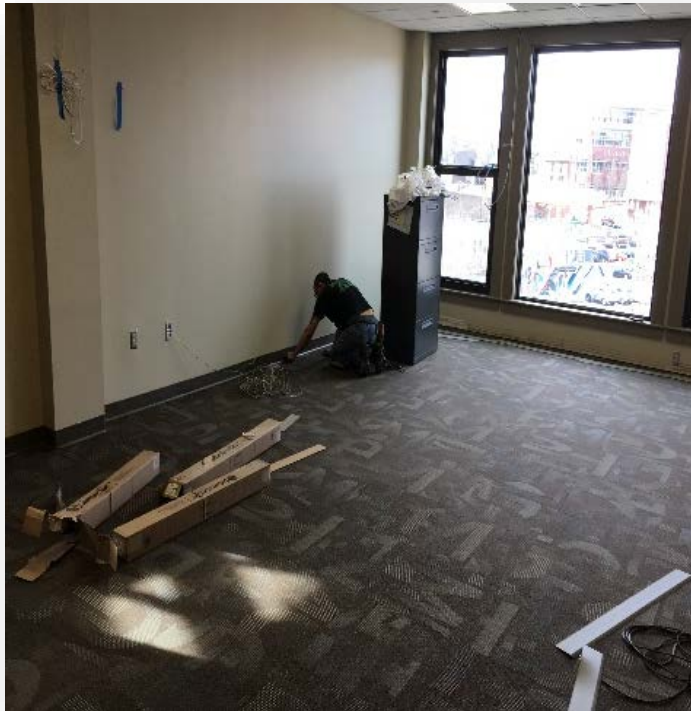


% of Completed WOs with Data Quality



FM

FACILITIES
MANAGEMENT



FM

FACILITIES
MANAGEMENT

