



Future AGFMA

Agency Site Representative Survey

Responses Report

March 2021



EXECUTIVE SUMMARY

In November 2020, the Future AGFMA Site Representative Feedback Survey was released to Participating Agency Site Representatives in coordination with the Facilities Management Governance Group (FMGG). The survey was designed to build on the understanding of Participating Agency requirements at the site representative level. The survey developed for site representatives asked what Site Representatives valued when using a facilities management job logging system, what factors site representatives considered important in relation to breakdown and preventative maintenance, and what improvements could be made to improve the services provided at their respective sites.

Distribution of the survey was supported and actioned by the FMGG through an email.

The original close date was 20 November 2020, this date was subsequently extended to accommodate the COVID-19 'circuit breaker' lockdown that occurred across South Australia around this time.

All responses received have been captured in **Appendix 3** and the content of these responses summarised in this report.

This report has been developed to align with the Future AGFMA implementation timeframes. These responses will be taken into consideration with the finalisation and implementation of the Future AGFMA model.



OVERVIEW

What did they say?

The results of the survey showed that site representatives place a high importance on the following matters:

- site knowledge by the Facilities Managers (FMs),
- being able to reference trend analysis and historical asset data when planning jobs;
- a user-friendly system for logging jobs that includes easily accessible information;
- an efficient and effective response from contractors; and
- the ability to choose a contractor for the job.

Site representatives indicated that they want more engagement with FMs moving into the Future AGFMA in the form of more frequent reporting and advice on asset works and expenditure, communication and follow up.

It was also found that site representatives want more information and involvement by being better informed as to their responsibilities in the AGFMA, the requirements of all parties including the Participating Agency and Facilities Management Service Providers (FMSPs), including the best way to manage costs across sites. This included having access to the preventative maintenance schedule well in advance, and having access to job quotes prior to acceptance. In addition, some site representatives indicated that a responsive FM service that considers the program of work to minimise site exposure, asset downtime and costs would be an advantage.

In terms of service delivery, some indicated that they would like to have access to improved information not only on the site's assets but also access to a complete list of available contractors which includes the individual services, to allow for improved decision making and selection.

On the whole, site representatives communicated that their experience with the AGFMA and the ability to log jobs could be improved through additional information and more flexible systems including easy access to historical records, a real-time job status dashboard, and being able to track information on specific assets across the site as a whole so that costs and priorities could be considered holistically across the life of assets.

The Future AGFMA team is aware that currently some Agency contacts are not necessarily aware of the existing AGFMA and others do not have direct access to job logging systems and instead use the Department for Infrastructure and Transport hotline or fax request forms for all works. There are also quite a few sites that do not have a local named FAMIS user. Survey responses acknowledged a combination of both direct communication (hotline service for emergencies) and online system (day to day) capabilities are effective and should remain in the Future AGFMA.



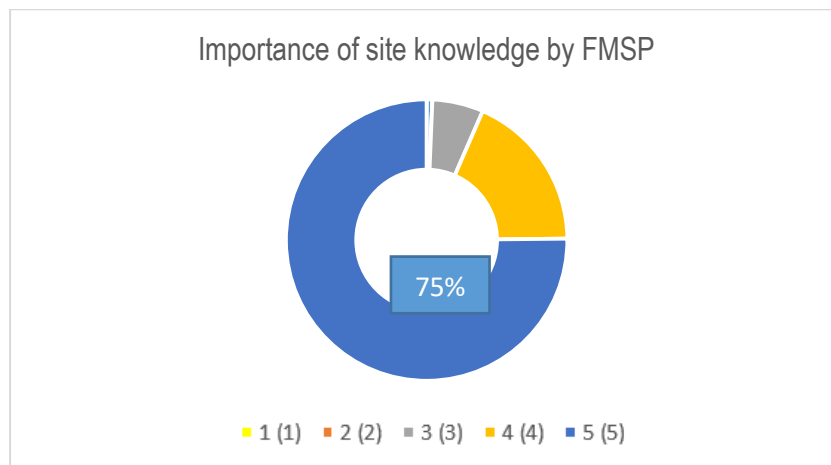
SURVEY SUMMARY

The Future AGFMA Team are committed to transparent communications and consultation, with a focus on gaining as much insight as possible from all key stakeholders. To achieve this the Future AGFMA Site Representative Survey was developed to ensure that views were captured from a user perspective.

Questions 1 – 4 asked questions such as Agency, Site Name, Position and specific facilities management role. Question 5 introduced a rating scale which asked 7 sub-questions, which are summarised below. The scale used took 1 to mean limited importance (yellow) and 5 of most importance (blue).

All responses have been graphed and tabled below dependent on the respective answer. The percentage signifies the number of responses and preference rating represented as 1 through 5.

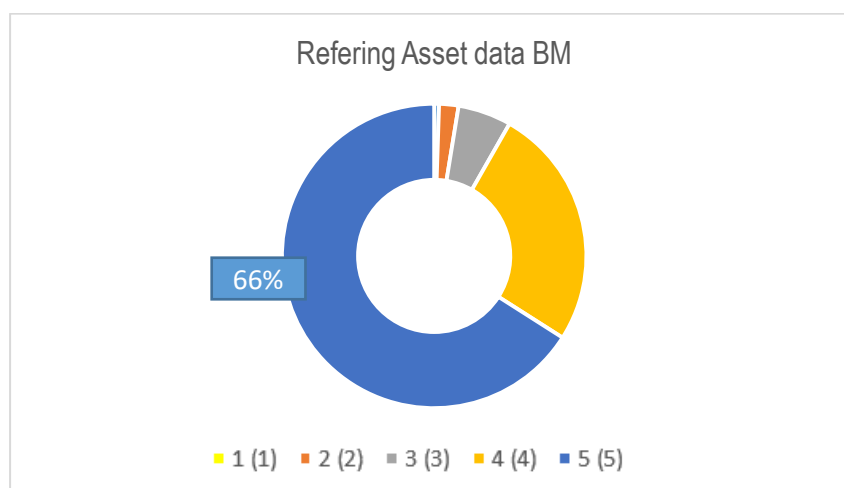
Sub-Question A: How important is local site knowledge of the facilities management service provider (FMSP to maintaining your site effectively?



Answer	Count	Percentage
1	1	0.52%
2	0	0.00%
3	11	6%
4	36	19%
5	146	75%

Based on the rating scale responses considered local site knowledge one of the most important aspects of facilities management service provision.

Sub-Question B: How important is the ability to choose a specific contractor within the approved FMSP job logging system for breakdown maintenance?

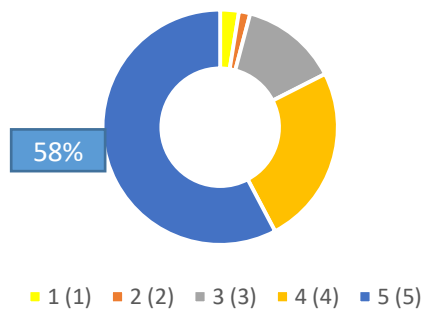


Answer	Count	Percentage
1	1	0.52%
2	4	2%
3	11	6%
4	50	26%
5	128	66%

Sub-Question C: How important is the ability to choose a specific contractor within the approved FMSP job logging system for preventative maintenance?



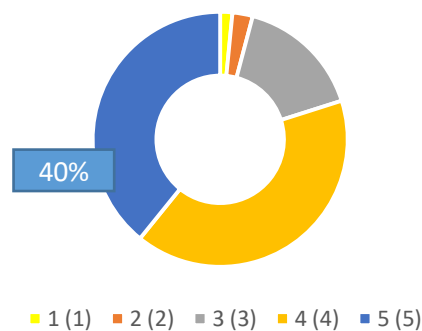
Referring Asset Data PM



Answer	Count	Percentage
1	5	3%
2	3	2%
3	26	13%
4	48	25%
5	112	58%

Sub-Question D: How important do you consider previous contractor recommendations on condition of assets when logging jobs?

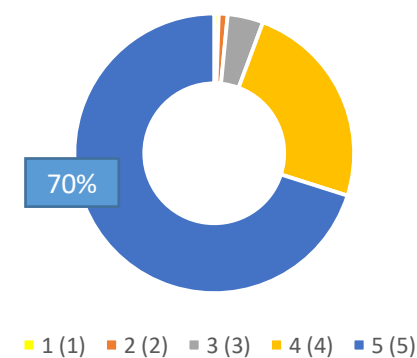
Contractor Recommendations on Assets



Answer	Count	Percentage
1	3	2%
2	5	3%
3	31	16%
4	79	41%
5	76	40%

Sub-Question E: How important in terms of efficiency would you rate an accurate, informed user friendly job logging system assets when logging jobs?

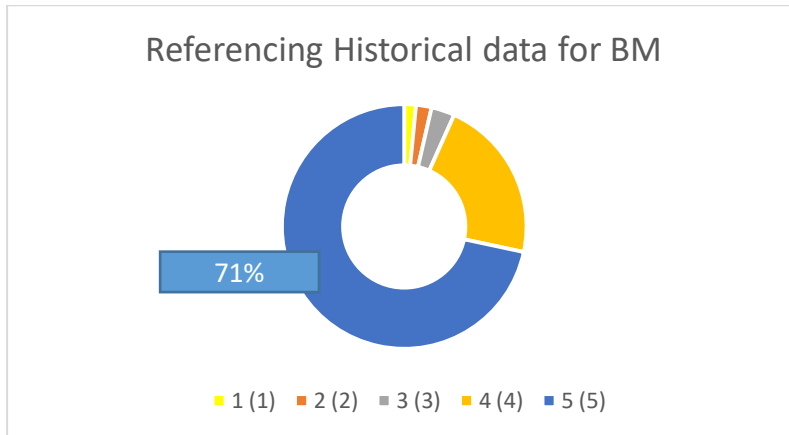
User Friendly Job Logging System



Answer	Count	Percentage
1	1	0.52%
2	2	1%
3	8	4%
4	47	24%
5	136	70%

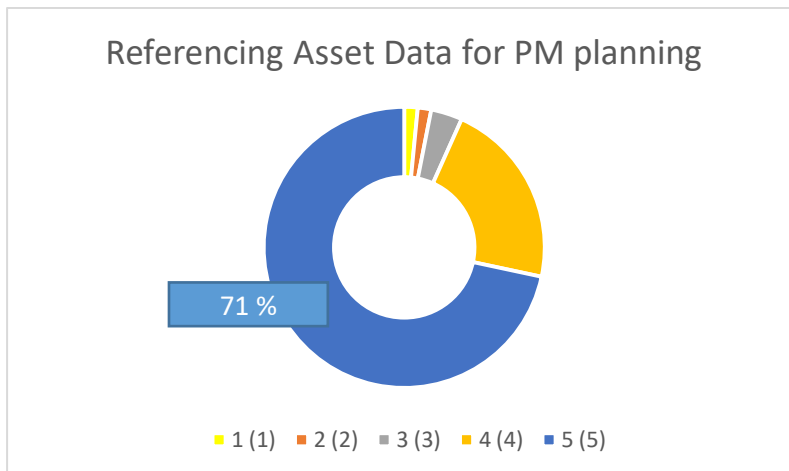


Sub-Question F: When considering logging individual breakdown jobs, how important would you see a user friendly asset register showing accurate and historical records of your assets on site; including planned maintenance schedules?



Answer	Count	Percentage
1	3	2%
2	4	3%
3	6	3%
4	42	22%
5	139	71%

Sub-Question G: When considering planning maintenance, how important would you see a user friendly asset register showing accurate and historical records of your assets on site; including planned maintenance schedules?



Answer	Count	Percentage
1	3	2%
2	3	2%
3	7	5%
4	42	20%
5	139	71%

Based on the rating scale responses for sub-question F and G, referencing accurate data is also considered one of the most important aspects of facilities management service provision.

In summary

Responses highlight the importance of site knowledge and a live asset and facilities management information system that provide users with up to date and historical information that can be accessed easily, to allow for effective strategic asset management planning.



FUTURE AGFMA CONSIDERATIONS

Site Representatives raised a number of valuable suggestions and comments in the survey that the Future AGFMA team will be considering over the coming months as part of the Future AGFMA procurement process and model.

Technology efficiencies

Reduced paperwork and improved follow up including electronic sign-off of jobs.

System functionality to run intelligence reporting including ad-hoc reporting.

Asset system that includes costs, plans, building and equipment assets, and dimensions.

Site planning schedules that provide email alerts of upcoming works and jobs that are outstanding or finished to improve disruption to sites.

Job status tracker from request to completion for breakdown and across the year for preventative works.

Simplified system based up to date information, user guides and decision trees.

Improved availability of accurate system based information with improved descriptors and flexibility.

Job Logging System Suggestions

Sufficient room in the description field to accurately describe the job required.

Ability to attach plans and photos when logging the job.

Include more suitable classes of work descriptions for maintenance jobs.

Ability to access work service reports and invoices for jobs within the job system.

Ability to log jobs together.

System contains all compliance information (i.e. Job Safety Analyses) for each job.

System includes Custom Service Reports.


Drop down menus including for local suppliers/contractors.

Asset maintenance approach


More focus on the holistic life cycle of an asset (preventative maintenance or replacement), rather than breakdown maintenance.



Appendix Three - Survey Responses (similar responses have been consolidated and represented with bracketed numbers)

Survey Q #	Question	Responses	Specific Ideas / Improvements
	Additional comments on the importance scale from Q5	<ul style="list-style-type: none">Trust and confidence in FM's/contractor's site and asset knowledge including history (38).Use of/being able to select the same contractor/company – i.e. for their site and agency work flow knowledge, for efficiency when providing orientation (17).History of asset and previous job costs in job-logging system would be good (13).Local contractors who have local knowledge is good – i.e. they have a vested interest in the site (i.e. schools) (12).Having the ability to choose contractors is important (11).An easy/user-friendly job logging system would be good – i.e. for reporting, auditing, efficiency (9).Local FMSP is important including on-site support (6).Confidence in receiving high-quality workmanship in a timely manner (4).Important that FMSP will inspect jobs/have oversight and accountability to ensure compliance with regulations (2).Contractor recommendations on conditions of assets are important (2).Knowledge of the agency's work flow in relation to the assets and performance of jobs – i.e. A high level of clinical knowledge for assets which impact clinical care; Metropolitan Fire Service's critical systems and workflow (1).All the information available in SAMIS and FAMIS is necessary (1).The current job logging system is good (1).The hotline is supportive (1).System showing historical records of assets and planned maintenance schedules not that important as this information is stored in agency's own electronic records management system (1). <p>Key Summary:</p> <p>Relationship management - Trust and confidence in Facility Management and local contractor's site and asset work flow knowledge is highly valued. Contractors being familiar with site makes it easier to understand repetitive problems (what works and hasn't worked in the past). Having the ability to propose a contractor that is knowledgeable with sites provides benefits.</p> <p>Improved system functionality – Accessibility to accurate and inclusive information with asset related tracking. Improved contractor information including, type of contractor, previous contractor and detailed registers (compliance and certificate), history of the asset and prior work cost, with user friendly dashboard capabilities.</p> <p>Improved reporting and statistics - on breakdown of maintenance and be able to retrieve past jobs or status of job submitted.</p> 	<ul style="list-style-type: none">Along with job history we would like to have all the compliance information (COC's, JSA's etc.) available for each job.It would be good to have a register where we can see when we are expecting someone to come in for maintenance as we are often running a busy clinic so at times it can be difficult to conduct site inductions.Being able to access the preventative maintenance schedule for assets, would be good to save money and administration time i.e. avoid having breakdown maintenance, and the preventative maintenance on the same asset a few weeks later.An accurate and up to date asset register illustrating previous historical records for breakdown jobs logged against each asset, would be extremely beneficial for future planning repairs / replacement upgrade works. The ability to easily identify previous costs spent to date, and possible cost for replacement would also be a great planning tool for future consideration.With the turnover of staff and leadership documentation of previous work and plans important.Get accurate, timely, and effective feedback from FMSPs.A user friendly asset register with historical data including Custom Service Reports (CSR) and detailed registers i.e. velocity reading for welding extraction systems is critical in maintaining building compliance information and data. This information greatly assists in a range of activities including asset audits.Being able to log breakdown maintenance tasks on FAMISHaving a user friendly asset register showing accurate and historical records of our assets on site including planned maintenance schedules including CSR's would be invaluable in enabling us to carry out our duties in relation to compliance and audits.Critical assets should have to date information.Increased focus on preventative maintenance over breakdown maintenance.Flexibility in job logging system - i.e. performance of additional small works when contractor is on-site.When logging jobs there should be consistency in descriptions of the logged breakdown job e.g. building can be abbreviated in many forms having check buttons to nominate the building number and room number as well as reference to SAMIS data.User training for FAMIS and general information/training of aspects of AGFMA i.e. preventative maintenance.A help desk would be of value.Site representatives knowing planned maintenance schedule is important i.e. so business functions are not disruptedIf we need to log our own maintenance jobs it would be good to get alerts via email that they are due to be done and confirmation emails with job IDs after the job is logged on FAMIS.Having an accessible asset register would be invaluable.It would be great if we could have a list of contractors that we can contact them direct for breakdown jobs.Being able to see prior jobs logged in the system.For any signing off on jobs/projects it would be good to have this all done directly through the system or electronic signing documents so all records could be kept electronically and not need to file paper versions.Improving accessibility to FMs.Compliance and certificate registers, so site representatives know the work is up to standard.It would be good to have a dashboard to see money spent on certain assets.Project Commencement Forms and completion forms would be better online without printing/signing/scanning/emailing that's too tedious.Improving the choice of type of contractor functionality in the system.Ease of access to historical records e.g. breakdown maintenance.We would like FAMIS to have an additional layer where we (the client) can check the status of the job in real time – e.g. open waiting on parts or closed and job completed.It would be nice to be able to log in and see some kind of dashboard for my site with stats etc., able to retrieve past jobs logged through a list/search. Also to be able to see the status of jobs submitted.A list of preferred local contractors. E.g. electrical, plumbing, etc.Historical data on assets update in the system as soon as the job has been completed.I would like to be able to easily report on breakdown maintenance request types i.e. vandalism, changing fluoro tubes etc. Perhaps more fields (which are not mandatory) could be provided to enable those sites who wish to be able to report on this level.An electronic yearly maintenance schedule that can be accessed would be good.



Survey Q #	Question	Responses	Specific Ideas / Improvements
Q6	What factors do you as a site representative consider important when logging jobs? (For example, balance between cost, performance and risk)	<ul style="list-style-type: none">• Cost / value for money (74).• Quality of the job / performance (47).• How quickly the contractor can be on-site / timely response / efficiency (27).• Risk (25).• Local site, business procedures, and/or prior works knowledge by contractor (17).• Being able to choose a contractor (13).• The necessity of the work /urgency (11).• Easy and quick to log jobs and track them (10).• Safety (7).• Local contractors (7).• The impact the breakdown has on business functions/ business continuity (5).• Compliance with legal requirements (5).• Risk management (2).• Helpfulness and consideration of contractor (professionalism) (2).• The following are considered in order of importance when logging jobs: 1) Risk Management, 2) Performance, 3) Cost (2).• In order of importance when logging jobs: 1) Priority (time factor), 2) Risk, 3) Performance, 4) Cost (1).• In order of importance when logging jobs: 1) Risk Management, 2) Cost, 3) Performance (1).• Past performance (1).• Urgency of the breakdown (1).• Relevant and logical when choosing items from a drop-down list (1).• Job history of asset that has broken down (1).• Whether the work can be raised as a 'multi trip' request (1).• Knowing the history of the asset (1).• Ease of reimbursement when the allocated funding is exceeded (1).• Facilities Manager reviews site on a regular basis to advise on works needed (1). <p>Key Summary:</p> <p>Quality Assurance - Most responses rated getting value for money, quality/performance and Risk & Safety Management and improved customer service reports – for tracking assets and budgets.</p> <p>Access to reports and real time information- The ability to access and download work service reports, invoices and quotes, inclusive of status dashboard reports, and asset related tracking is crucial in real time. Linking the job logging system to the financial management system.</p> <p>Detailed job description - More space in the description field to describe the job required, priorities and be able to group jobs together if similar. Ability to attached photos, floor plans and standard description.</p> 	<p>Suggestions:</p> <ul style="list-style-type: none">• Sufficient room in the description field to accurately describe the job required.• Ability to attach plans, photos etc. to the job.• Include more suitable classes of work descriptions for maintenance jobs on residential housing and gardens.• A more user-friendly job acceptance system which gives information on the cost of the job, time taken etc.• Ability to access the work service reports and invoices for the jobs without having seek approval from Facilities Services. This information is often required for on-charging costs to tenants for damage.• Ability to access / download work service reports and invoices / photos for jobs.• Ease of logging jobs, intuitive responses and drop down menus - job logging system must talk to financial systems and be linked and matched.• Being able to identify via an asset register the condition on the asset and previous costs incurred would provide basis of whether to undertake additional repairs or look towards a planned replacement, thus saving costs in the long term.• More space in the description field to describe the job required and to group jobs together if similar.• Knowing what the cost of the work is before it is carried out (unless the work being performed is a tendered project, we do not know the cost until it is charged back to site).• Would be good to see a user friendly asset register showing accurate and historical records of the assets on site including planned maintenance schedules.• Simplification of refurbishment and construction jobs.• Should include a drop down list of local suppliers/contractors.



Survey Q #	Question	Responses	Specific Ideas / Improvements
Q7	What type of frequency and reporting would you like to see to improve facilities management and/or asset management for your site?	<p>Frequency:</p> <ul style="list-style-type: none"> Monthly (16). Quarterly reports (14). We are happy with frequency of monthly reporting, Focus group and Operational meetings (10). Annual reports (4). Bi-annual reports (3). Fortnightly dependent on risk to agency (2). As required with sufficient notice (1). Real-time / ad-hoc reporting (site representative able to pull from the system) (1). Monthly reporting on critical assets, less critical assets can move out to quarterly or 6 monthly (1). PM reports to be available on July 1st, not in September as they currently are (1). <p>Content/Type:</p> <ul style="list-style-type: none"> Reporting on preventative maintenance and breakdown maintenance on assets and costs (6). Ad-hoc reporting on assets, including asset descriptions and historical information on them (2). Reporting of any follow up work that is required and outstanding jobs (1). Cost breakdown per site/building/room (1). Any sort of reporting which provides information about maintenance trends over the course of a year and previous years, costs, last update of specific services or areas (roads, water pumps, air-conditioning systems etc.) (1). More detail of the specific preventative maintenance, and not just one big grouping of PM services (1). Reports and tests with reports/recommendation as an outcome of Technical Data Sheets and maintenance lists being performed correctly and recorded (1). Reports with full details of information around work carried out by the FM on our behalf which is additional to those we (the school) log into FAMIS (1). Information on reporting to define asset management and risk strategy, and any risks (1). Status report which shows the FAMIS numbers, the contractor, the date the job was undertaken/completed and the cost (1). Compliance reporting (1). A monthly calendar with what PM jobs have been automatically raised, including Who, Job context, and any other information to better coordinate future jobs – forecasting of works (1). Weekly / fortnightly update for status of Minor works jobs (1). Reporting on repeated repairs to assist in replacement of assets (1). Reports by area of jobs logged by helpdesk for site representative/agency (1). Ability for additional fields in the system so that agencies can input clients GL cost codes so reports can be run and forwarded to agency finance divisions for updating (1). <p>Format:</p> <ul style="list-style-type: none"> Reports in a user friendly format (5). Real time online/web access reporting with client capability to compile site-specific and portfolio reports (1). <p>Key Summary:</p> <p>Format - User friendly and efficient.</p> <p>Frequency - Monthly for critical assets and addition of program calendar. Quarterly for breakdown activities (repaired and maintained and at what cost) with the addition of real time online/ web access with advanced client capabilities that provide work progress reporting in real time (i.e. completion to be online sign off and costs captured).</p> <p>Content - PM and BM reports with accurate real time relevant information.</p>	<ul style="list-style-type: none"> Unlimited access to our site's records - current and historical. Better reporting on approvals completed and more information in the approval report, for example a description rather than 'preventative maintenance – mechanical'. Would like to see a sunset list of outstanding jobs including designated response time, this would enable prompt follow up. Ability to access adhoc reporting accurately with proper descriptions when required on assets including historical information. Reports on assets such as traffic light reports should have more funding; when assets reach the end of serviceable life they should be replaced rather than waiting for them to fail. Better reporting including outstanding jobs outside designated response time. Reporting on Compliance. Site asset plans have not been updated as a whole for a number of years. It would be good to have some sort of audit which would ensure that all aspects of our site has suitable plans for the future. Quick feedback 'tick a box' email rating work and client satisfaction following the work that also includes a rating about the cost of the job. After the job is completed, we would like some form of communication i.e. email for any repair or follow up work after a preventative maintenance job is completed. Historic calendar that forward projects maintenance that auto logs the job so contractors can complete maintenance in a timely fashion. Quick response times fir emergency call outs from a contractor that knows the site would mean continuity for the site. <div> <div> Frequency <p>Majority responded with improvement to include monthly and quarterly reporting. Potential that majority of site representatvies are not aware of current reports as some responses indicated happy with reporting</p> </div> <div> Content / Type <p>Reports to include full details on all maintenance work including asset trends current and previous year's costs, specific service requirements and contractor recommendations and reporting that will indicate cost of repair vs replacement to assist with decision making – Cost breakdown site/building/room</p> </div> <div> Format <p>Real-time client capable online web access reporting including costs and history</p> </div> </div>

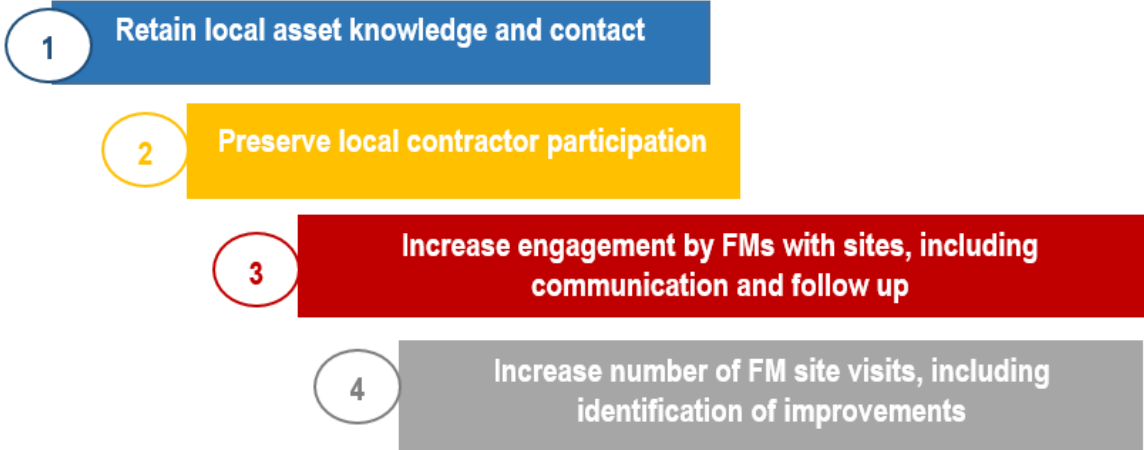


Survey Q #	Question	Responses	Specific Ideas / Improvements
Q8	Are information/guidance materials currently provided to you to assist you in fulfilling your site responsibilities appropriate, useful and easy to understand? What additional information would assist?	<p>The usability of the current information provided / ease of access to information:</p> <ul style="list-style-type: none">• Yes, the information provided is appropriate, useful and easy to understand (29).• No, the information provided is not appropriate, useful and easy to understand, Not a great deal of information provided currently, however, the information received is reasonably easy to understand when received (24).• Not receiving information and/or training (11).• Some information is helpful, but others are not (6).<ul style="list-style-type: none">○ For example, sometimes Technical Data Sheets have requirements that cannot be completed by the site e.g. pump head pressures, current draw of motors.• Contact is made with the local DIT Facilities Services office to provide any other guidance or assistance beyond the online FAMIS guide, which is usually always provided in a very timely manner (6).• FAMIS is not a user friendly site (4).• Current system is easy to manage and understand (2). <p>Additional information that would assist:</p> <ul style="list-style-type: none">• A complete list of contractors and their abilities would be great. You don't know who you have to choose from (3).• Knowing when preventative maintenance is due (i.e. having access to a schedule) and knowing costs in advance (3).• New online and/or face-to-face refresher sessions for systems and the AGFMA (3).• Better reports and in a more timely manner (2).• A flow chart would be handy so you can see the process you should follow (i.e. when this happens and it's still broken then try this by completing this form) (2).• A helpdesk (2).• Clearer information on what trade is required and/or what option should be selected when logging jobs (2).• Any information, Advice and best practice information would assist (3).• Background information on the AGFMA i.e. what it is, where particular agencies fit in (3).• Some more information would on what services can be requested and what Agencies have to do themselves (1).• Access to documents such as PDFs for extra sign-in sheets would be helpful (1).• It would be better if the information was site-specific (1).• Links to what sites can and can't have, install, and build inclusive of specifications (1).• Up-to-date maintenance schedules (1).• An asset management plan would be great so we knew what funding might become available and what projects it could cover (1).• A list of what the Acronyms mean and when to use the form. E.g. APA, PCF (1).• It would be good if there was information given to new leaders (induction) (1).• Information on the process of what to do with building works and how to get quotes (1).• Updated information regarding student learning spaces and what sites should have in place, inclusive of timelines and check lists to ensure site compliance (1).• On-going updates on service expectations of Facilities Management Service Providers and site representatives (1).• Clearer responsibilities and guidelines (1).	<ul style="list-style-type: none">• Better system of customer service reports, these are sometimes paper based, email or not at all.• An electronic system for customer service reports and contractor sign in at sites.• Service Flow charts and process maps.• Online easy to reference help guides. Contact is made with the local DIT Facilities Services office to provide any other guidance or assistance, which is usually always provided in a very timely manner. Any query unable to be answered is always responded to with alternative points of contact (POC) for assistance.• Preventative maintenance schedules that are well mapped out and allow the ability to coordinate site activities to improve overall costs. <p>Key Summary:</p> <p>General improvements to consider:</p> <ul style="list-style-type: none">• Ease of Access - a complete list of contractors and their services;• Process flow maps to assist with decision making;• Up-to-date site specific information with attachments, PDFs photos and site specific location plans;• Well mapped out preventative maintenance schedules with the ability to be able to track cost in advance;• Asset related tracking an asset management plan and up to date asset register for specific assets;• The ability to access the quotes given to jobs and completion certificates;• Easy to use and access Customer Service Reports (e.g. Annual condition reports) and contractor sign-ins at sites;• Service flowcharts and improvement to appropriate policies, procedures and standards inclusive of well documented procedures; and• System built with an auto approve function when job completed. <div><div><p>Utility of current information</p><ol style="list-style-type: none">1 Appropriate, useful and easy to understand2 Not appropriate, useful and easy to understand3 Inappropriate, not useful and hard to understand4 Not receiving information and/or training</div><div><p>Additional information that would assist</p><ol style="list-style-type: none">1 A complete list of contractors and their services2 PM schedules and costs in advance3 Refresher sessions on systems and all resources4 Quality, frequent, reports5 Service and Process flow maps6 Information and Clarity on trades required for jobs</div></div>
Survey Q #	Question	Responses	Specific Ideas / Improvements



Q9	<p>If you could change any element(s) of the current facilities management function as it relates to the work you perform that would make your role as a site representative easier, what would it/they be? E.g. Easy access to accurate historical records, Job status dashboard, asset-related tracking for specific assets.</p>	<ul style="list-style-type: none">• Easy access and search to accurate historical records (58).<ul style="list-style-type: none">◦ This needs to include all records including Client Service Reports and registers generated from the specific Technical Data Sheets, fire extinguisher registers, E&E lighting registers, and RCD registers (1).• Real time job status dashboard (56).<ul style="list-style-type: none">◦ Including if the job is delayed and why, and the estimated time of job completion (2)◦ Updated photos of issues, update of status of work (1).◦ Alerts when jobs are completed (1).◦ Seeing what contractors have been allocated to jobs (1).◦ With individual job numbers (1).◦ This should include better/more search string options e.g.; search by Contractor, building and room number, site reference number (e.g. ZOHODesk#), Breakdown Priority #, Type of job raised, and funding (1).◦ Information should be in clear and plain language (1).• Asset-related tracking for specific assets (26).<ul style="list-style-type: none">◦ Including asset condition and location (1).• A better and more interactive / user friendly system software package (11).• Current system works well (7).• Easier access to invoices and quotes (6).• More contact with, and site visits from, the local Facility Managers (6).• Increased knowledge and training on Facilities Management Services Providers and their procedures (3).• Access to site plans that include electrical cabling, water, and sewers (3).• Planned preventative maintenance schedules are accessible to site representatives (3).<ul style="list-style-type: none">◦ With an online calendar functionality (1).• Easier access to work service reports (2).• Receiving advice when a job is completed and an asset can be used (2).• Consistency between processes, procedures, and information/data provided by different Facilities Management Service Providers (2).• Having work costs broken down into components to show where costs were incurred before acceptance of invoice (2).• Receiving feedback from contractors on specific jobs (2).• A quicker billing/invoice process (2).• Updated SAMIS plans (2).• Define roles and responsibilities of Facilities Managers and site representatives (2).• Down times and time to fix data (1).• Ability to add additional information when raising jobs i.e. attachments of site plans, drawings and job details of more than a set amount of characters.• To be able to see total spend on repairs of the asset, in order to evaluate the cost of repairs vs replacement (1).• Facilities Managers providing site representative with recommendations (1).• Annual condition reports to be provided to sites (1).• Sites able to nominate preferred days and time slots for preventative maintenance / a regulated booking system – i.e. to ensure staff are on site (1).• Ensure timeliness of current system is not impacted by any system changes / AGFMA Reform (1).• An up-to-date asset management plan (1).• The ability to log a job electronically while off-site (i.e. via. Smart phone or tablet application) (1).• Simplified audit process (reduced duplication) (1).• Ability to attach a file/document/image when logging a job on the system (1).• Facilities Managers need strong site knowledge (1).• More information on what trades are required for jobs (1).• Follow up after works are completed (1).• Detailed approval reporting (1).	<ul style="list-style-type: none">• A dashboard/system to see where Building owner issue raised jobs with DIT are at. Trades can arrive unannounced and we may not know they have completed a job.• All Client Service Reports should be made electronic.• An electronic (on line) system to know where work is tracking is crucial - continuously update/change/alter preventative maintenance schedules. <p>Key Summary:</p> <p>Interactive and user friendly environment to include:</p> <ul style="list-style-type: none">• Updated Facility Service procedures to incorporate additional requirements to provide more accurate, specific break down of cost before acceptance of job;• Easy access to historical records, work service reports and invoices;• Interactive billing/invoice process to reduce duplication and simplify audit process;• System alerts when a job is complete and the asset can be put "back on line";• A system that incorporates approving to proceed with a job, and financial management capabilities;• Online calendar booking functionality for contractors; and• Additional field capabilities to include job description, clients cost code for easy of financial reports. <p>1 Easy to access and search for historical records</p> <p>2 Real time job status dashboard</p> <p>3 Asset-related tracking for specific assets</p>
Survey Q #	Question	Responses	Specific Ideas / Improvements



Q10	<p>Any other considerations and or comments you wish to make that you believe will help improve facilities management services and/or asset management in the future.</p>	<ul style="list-style-type: none"> • Important to retain local asset knowledge and contact (Facilities Manager) to assist with decision making (15). • Preserve local contractor participation in the AGFMA (11). • Better engagement from Facilities Managers, including communications with sites and prompt follow up (11). • Increased site visits from Facilities Managers to understand site specifics and improvements (9). • Happy with current system and Facilities Managers' interactions with site representatives (8). • Improvement on budget process and funding inclusive of FM (holistic) including reporting (4) • Meetings with Facilities Managers to discuss improvements, receive updates etc. (4). • A quicker turn around for projects (4). • Pre-notified preventative maintenance schedules that correspond with when the site is open (i.e. not on school break) (4). • Better systems (4). • Having a more accurate, and historical, asset register (3). • Digitise processes and paperwork (3). • Increase the number of Facilities Managers (3). • Have easy to use job-logging software (3). • Simplification of processes and procedures (3). • A more proactive and preventative approach (3). • Have more detailed and updated site plans available (2). • More prompt billing (2). • Being able to choose what contractors are engaged for the works (2). • Having the ability to coordinate jobs and like work activities (2). • Accurate and up to date preventative maintenance (1). • Facilities Management Service Provider reconciles invoices and original quotations to prevent cost-blow outs (1). • A local Facilities Manager is essential (1). • Responsibilities and scope of Facilities Management Service Provider, the Facilities Manager, and agencies to be clearly defined (1). • The capacity to change preventative maintenance contractors with ease (1). • Facilities Managers taking on board site representative's cost-savings suggestions (1). • Reduction in paperwork for contractors to encourage local participation (1). • Timely and reasonable timelines for breakdown maintenance in rural communities (1). • Business continuity alternatives for rural areas, where there are significant and continual interruptions to internet services (1). • Facilities Managers look for more cost-effective solutions (1). • Have quality, reliable, contractors (1). • Have training for site representatives on the new systems (1). • The ability to seek quotes for works prior to engaging contractors for work (1). • Contacts defined and distributed (1). • Ability to contact contractors directly and discuss issues and possible solutions (1). • Value for money for preventative maintenance (1). • Auditing so that sites have suitable plans for the future (1). • Being able to see records of jobs to see what work was carried out (1). 	<ul style="list-style-type: none"> • SAMIS includes all building and equipment assets, space utilisation/allocation measurements, and energy intensity MJ/m2 and Greenhouse gas emissions tCO2e (we add our utility cost and consumption) and SAMIS provides the dashboard reports and converts Kw and GJ to MJ/m2. • The ability to change the priority of a job without having to cancel it and create a new job. • Have electronic site sign-in (i.e. with an iPad) for contractors (3). • When assets reach the end of serviceable life they should be replaced rather than waiting for them to fail. • Sign in sheets for preventative maintenance contractors so that they can be cross-checked when the jobs appear on FAMIS. • Dedicated regular project meetings with the FM's including current, forecasted works, and lessons learned for projects would be beneficial. • Building condition with the C1 to C5 process applied via SAMIS Mk2. • Client satisfaction surveys allow the site representatives to rate on cost (1). • Option to attached photos, floor plans and standard description would be useful and efficient. <p>Key Summary:</p> <p>Site representatives requested better engagement and resources including responsivity from facilities managers and prompt and proactive follow up with concerns.</p> 
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