

Consolidating & Transforming

Facilities Management Functions

Fred Towers



LIVING IN TORONTO



DOING BUSINESS



VISITING TORONTO



ACCESSING CITY HALL

Presentation Outline



Why Centralize ?



Scope of Consolidation



Project Governance

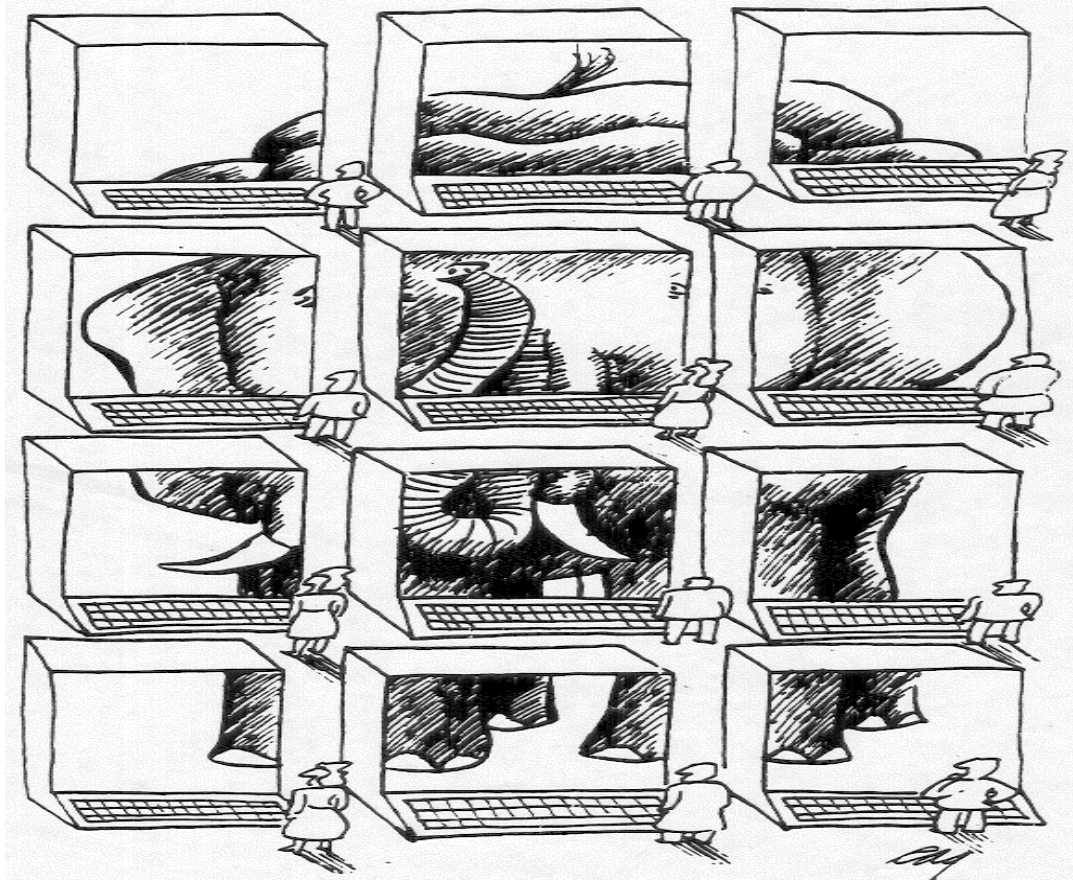


Early Dividends

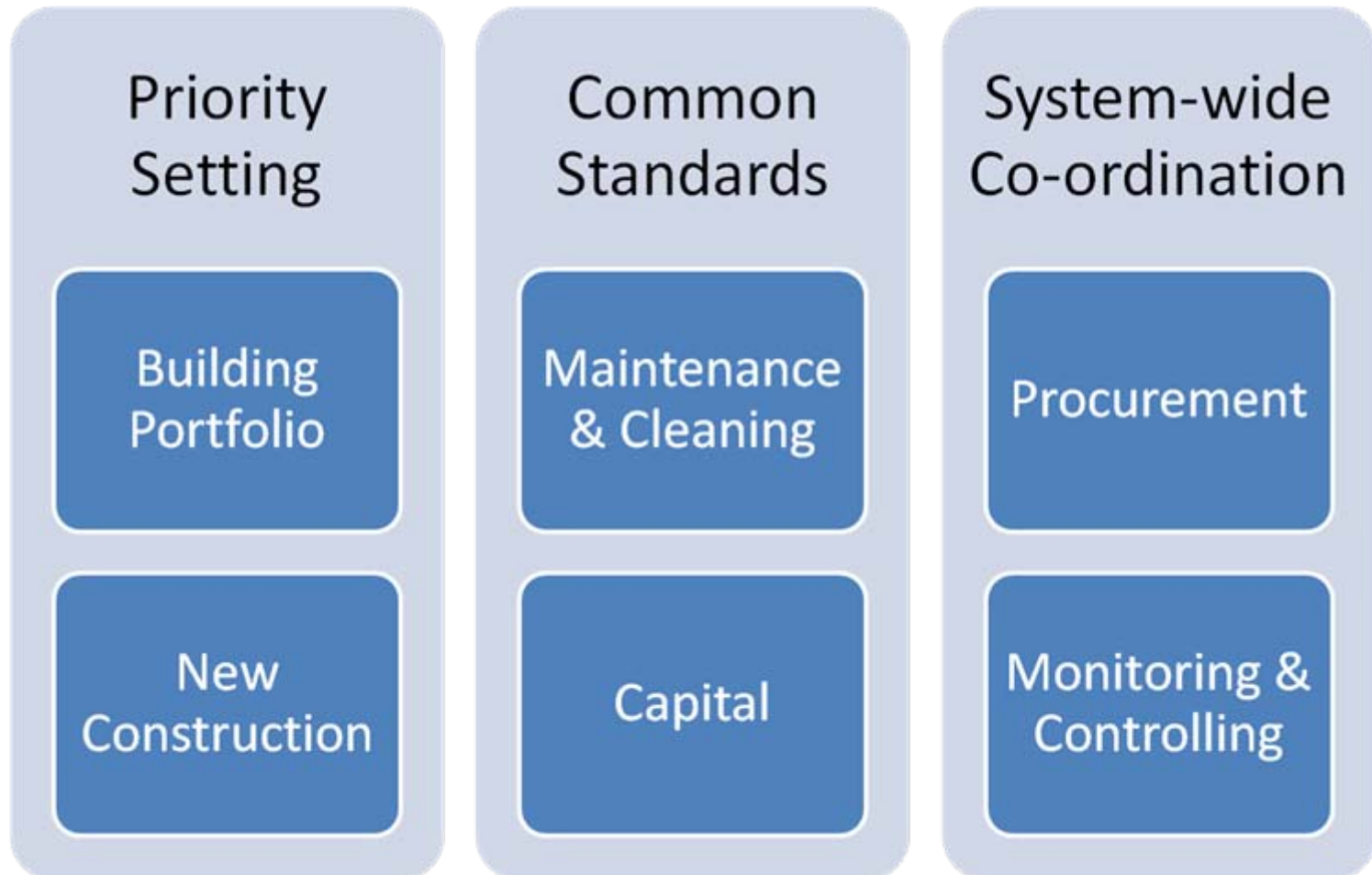


Lessons Learned

The Challenge – Seeing the Whole Picture



The Case – Centralize & Standardize





System-Wide – Planned Staff Transfers

500 Staff



System-Wide – Capital Transfers

\$60 Million

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Early Dividends



Lessons Learned



In Scope Organizations

15 Divisions

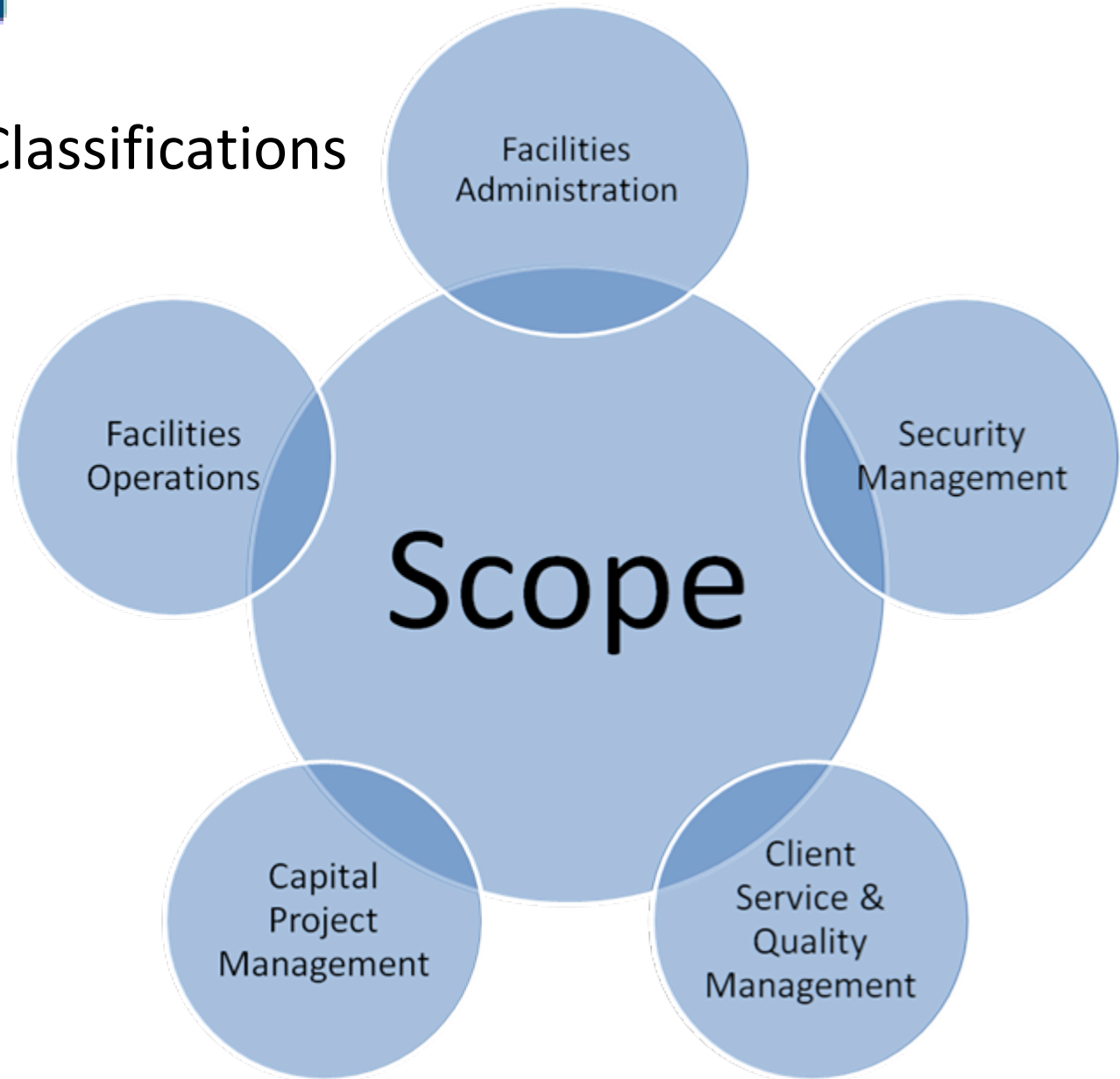


In Scope Organizations

Parks, Forestry and Recreation



Scope - Work Classifications



Scope – Work Classification Segments

Facilities Administration

Strategic
Planning

Standards
Development

Requirements
Planning

Financial
Management

Scope – Work Classification Segments

Facilities Operations

Building
Supervision

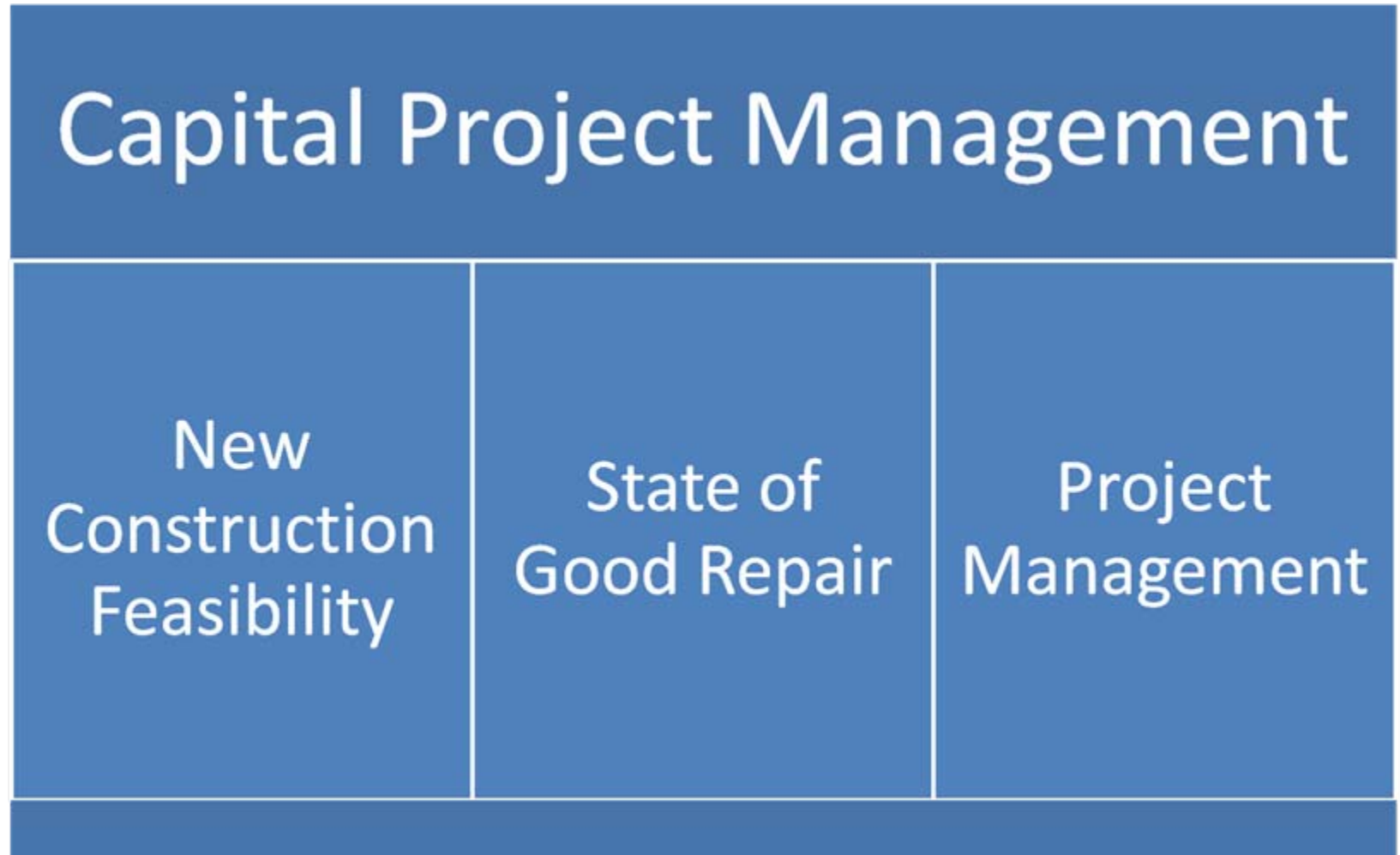
Facilities
Upgrades /
Repairs

Preventative
Maintenance

Emergency
Maintenance

Custodial
Services

Scope – Work Classification Segments



Scope – Work Classification Segments

Security Management

System-wide
Security
Planning

Security &
Life Safety
Assessments

Security
Installations

Scope – Work Classification Segments

Client Service & Quality Management			
Customer Service Framework	Service Level Agreement	Performance Metrics	Site Inspections



Scope – Work Classification Segments

Information Technology

Work Order
Processing

Preventative
Maintenance

Capital Asset
Management

Analytics &
Dashboards

Integrated
Financials

Scope – Work Classification Segments

Scalability

SAP Facilities
Management

BREEZE
Custodial
Workload
Measurement

RIVA Capital
Asset
Management

SAP Analytics
& Dashboards

SAP
Integrated
Financials

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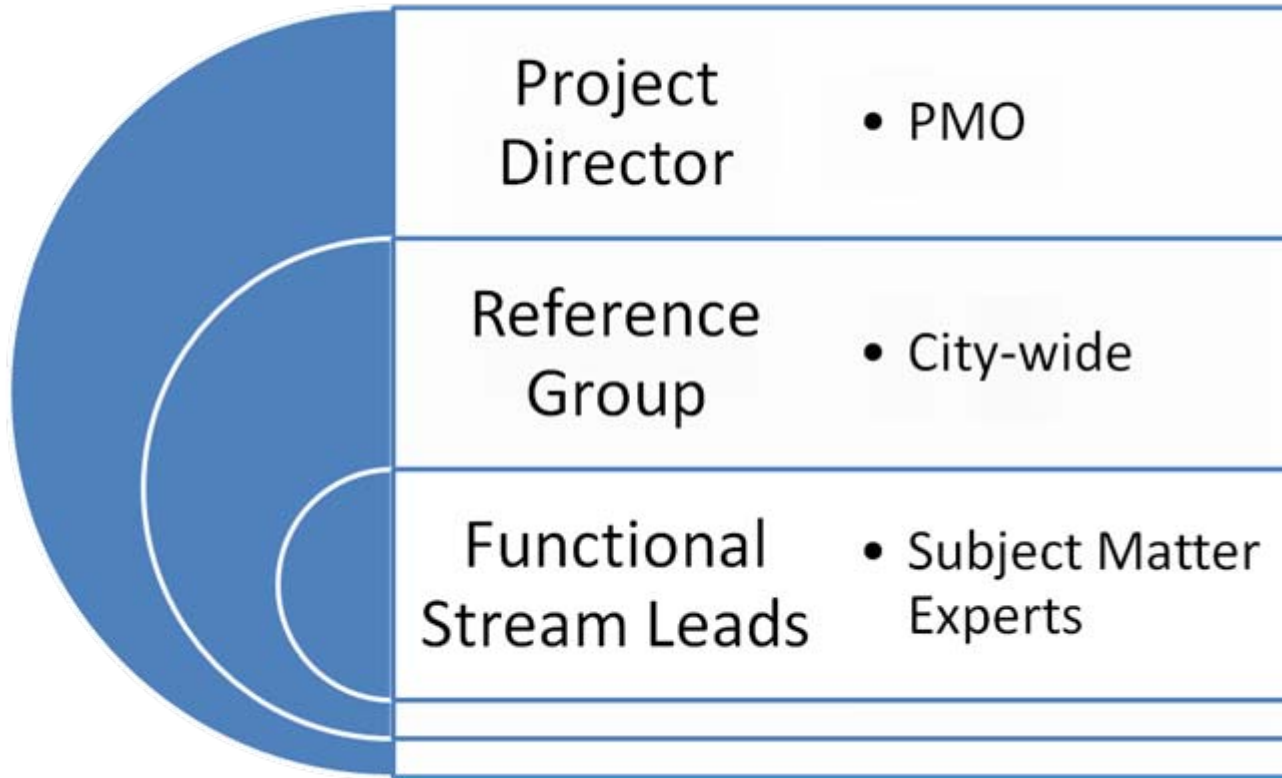
City Manager / DCM's

Division Heads

Chief Corporate Officer



Project Governance



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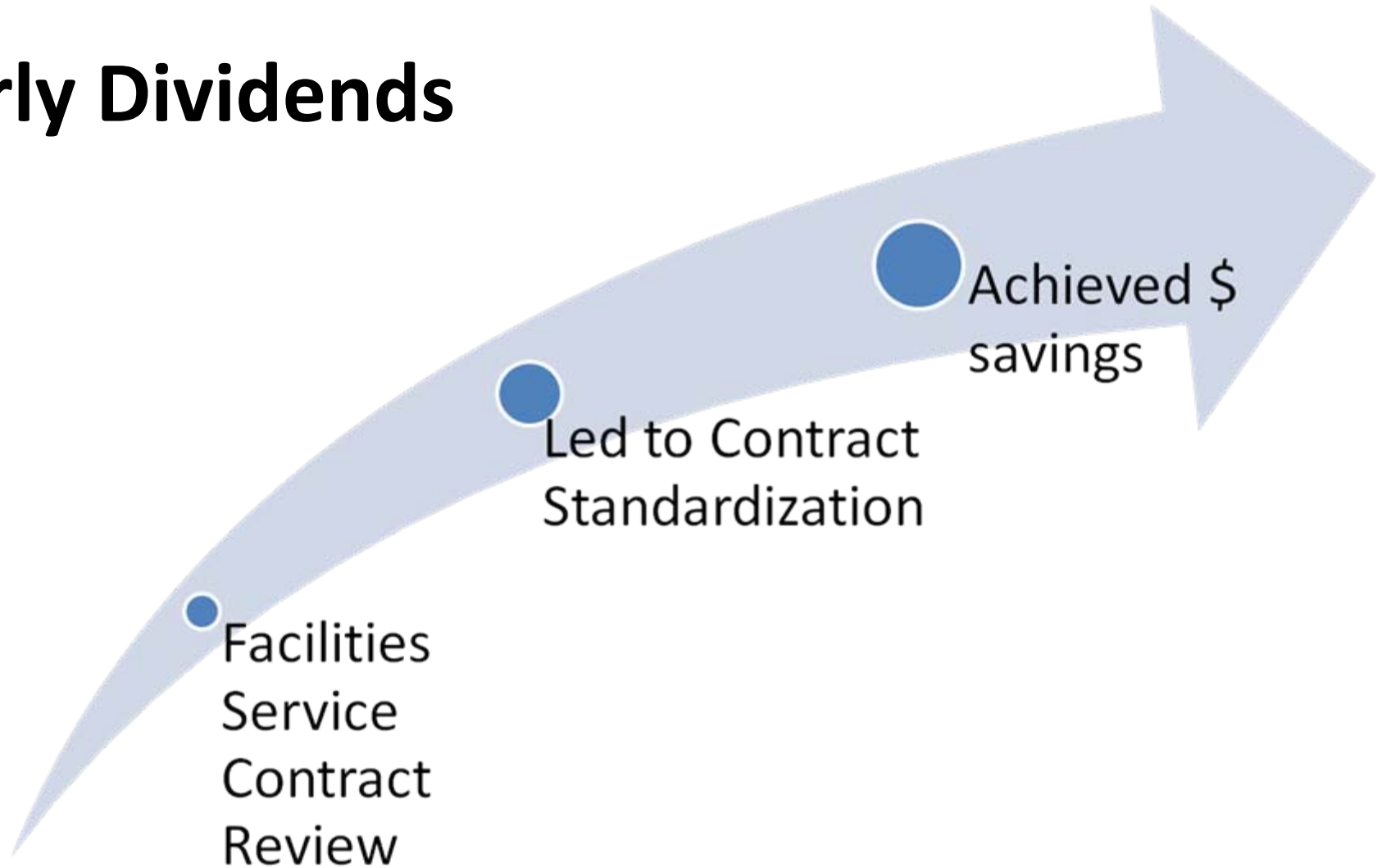


Early Dividends



Lessons Learned

Early Dividends



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Early Dividends



Lessons Learned

Lessons Learned



Thank You



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