ASSET MANAGEMENT JOURNEY - FRANKSTON COUNCIL

9th LOCAL GOVERNMENT AND PUBLIC SECTOR BUILDING MAINTENANCE AND FACILITY MANAGEMENT CONFERENCE – MELBOURNE

October 2019

ventia

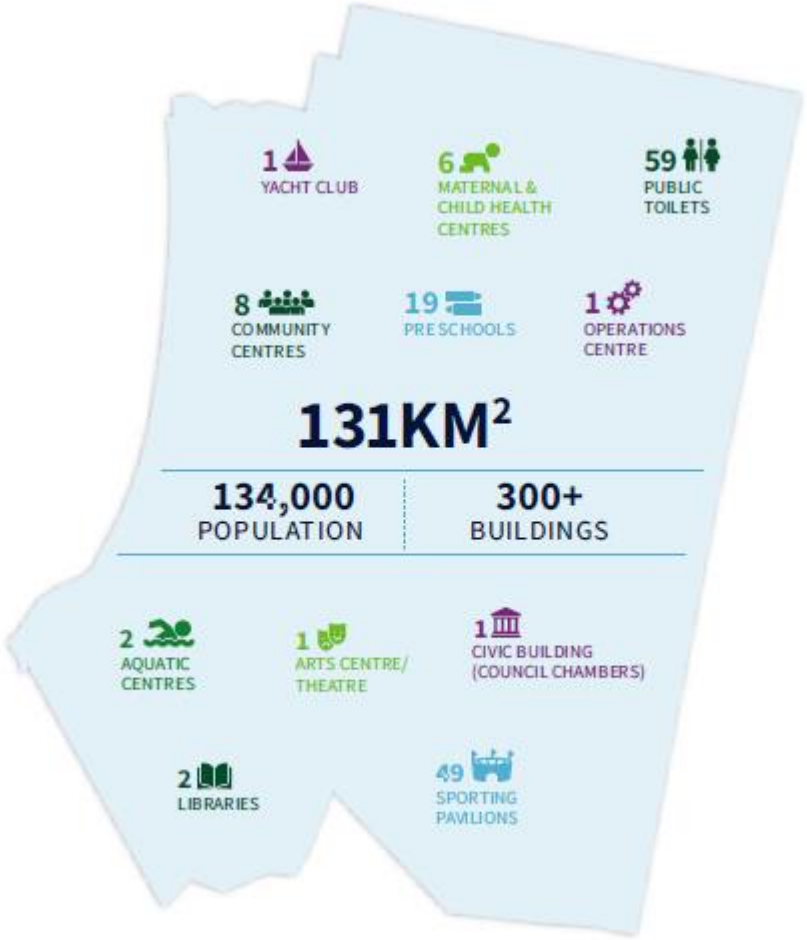
AGENDA

- Frankston's Journey
- Challenges
- Achievements
- Structures
- Q&A

BACKGROUND

Suburban Melbourne council with the suburbs of Frankston, Carrum Downs, Frankston North, Frankston South, Langwarrin, Seaford, Karingal, Sandhurst and Skye it has

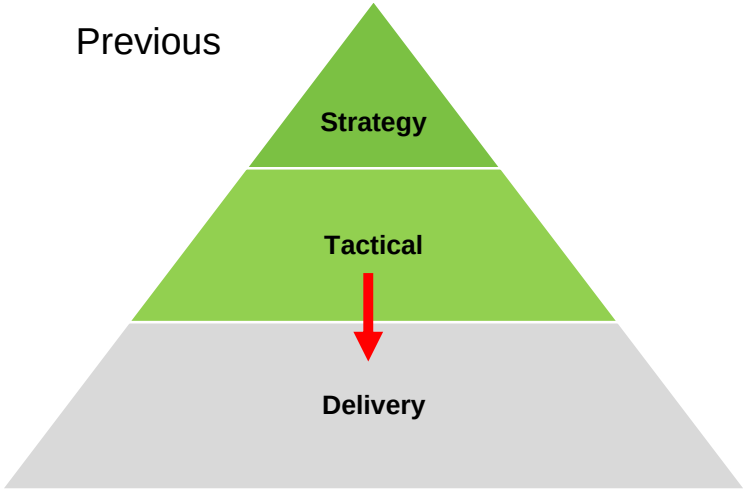
- 386 properties
- Peninsula Aquatic Recreational Centre PARC which is an Environmentally sustainable design and includes a Wellness Centre
- Frankston Arts Centre one Australia Leading Arts centre with Theatre, Galleries, Creative Arts Hub and Function Centre
- Mix of assets including coastal and parkland requirements and significant exposure to the public.



FROM INHOUSE TO INTEGRATED FM

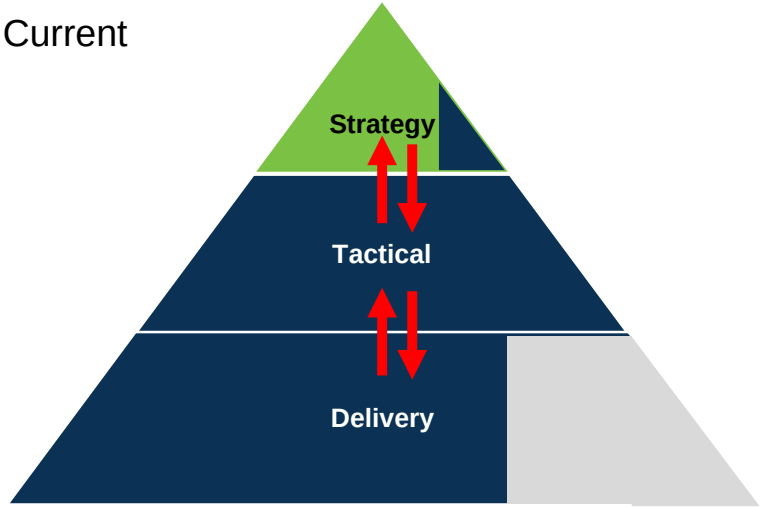
REACTIVE TO PROACTIVE

Previous



- Limited Data
- Reduced accountability many invoices
- Duplication of function

Current



- Asset captured and managed
- Increased accountability – one invoice
- Integrated Technology

Managing Agent

Frankston City Council

Trade Supplier

KEY INGREDIENTS FOR SUCCESS

GOOD DATA

- Detailed Asset List
- Integrated Technology
- Service for Asset identified

STRUCTURAL ALIGNMENT

- New FM role

PERFORMANCE MECHANISM

- KPI's
- Measurement and abatement model
- Sustainable T&Cs

OPTIMISATION ASSETS

Understanding current utilisation of community assets

Assessing condition and functionality of assets

Planning the retirement and refurbishment of assets

Increase utilisation of community assets

CHALLENGES….

Mobilisation was problematic due to **recruitment** and **procurement** policies and procedures

The **T&C's** were not geared towards a sustainable partnership and needed changing

There were significant issues with **integrating technology**

Which was compounded by a **lack of Accountability** by subcontractors

BUT … THE SPIRIT OF PARTNERSHIP PREVAILED

a good **Governance Framework** was established

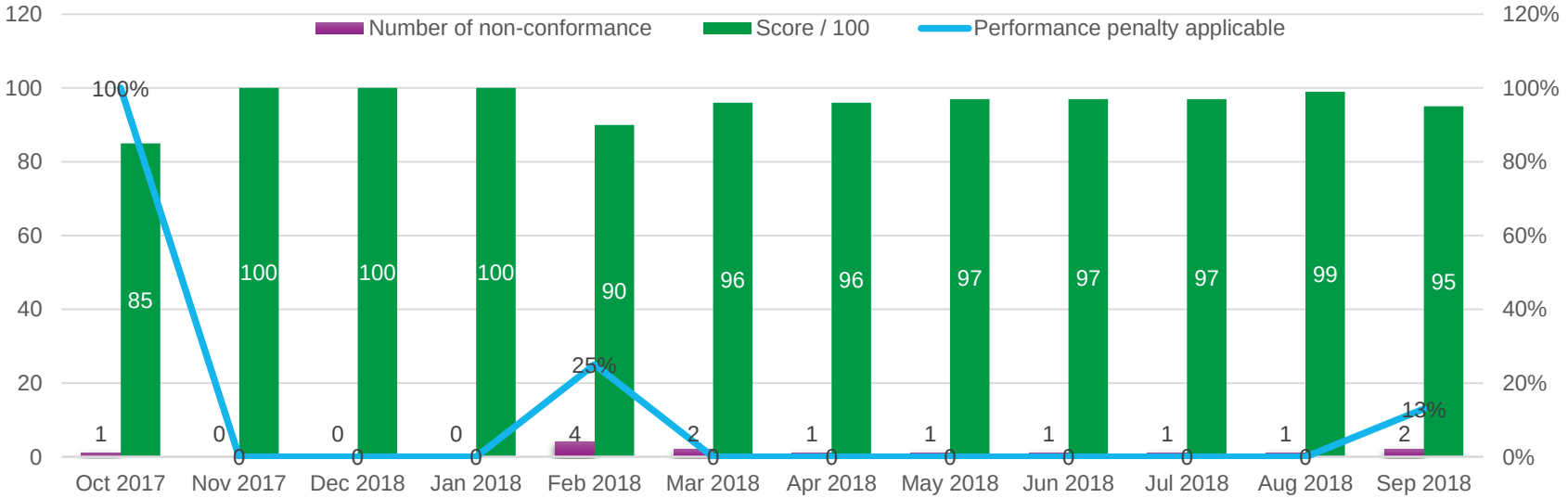
a **New Contract Manager** was appointed

… an **issues register** was prepared.

Strong **reporting and communication** commenced

A **Deed of Contract Variation** was executed

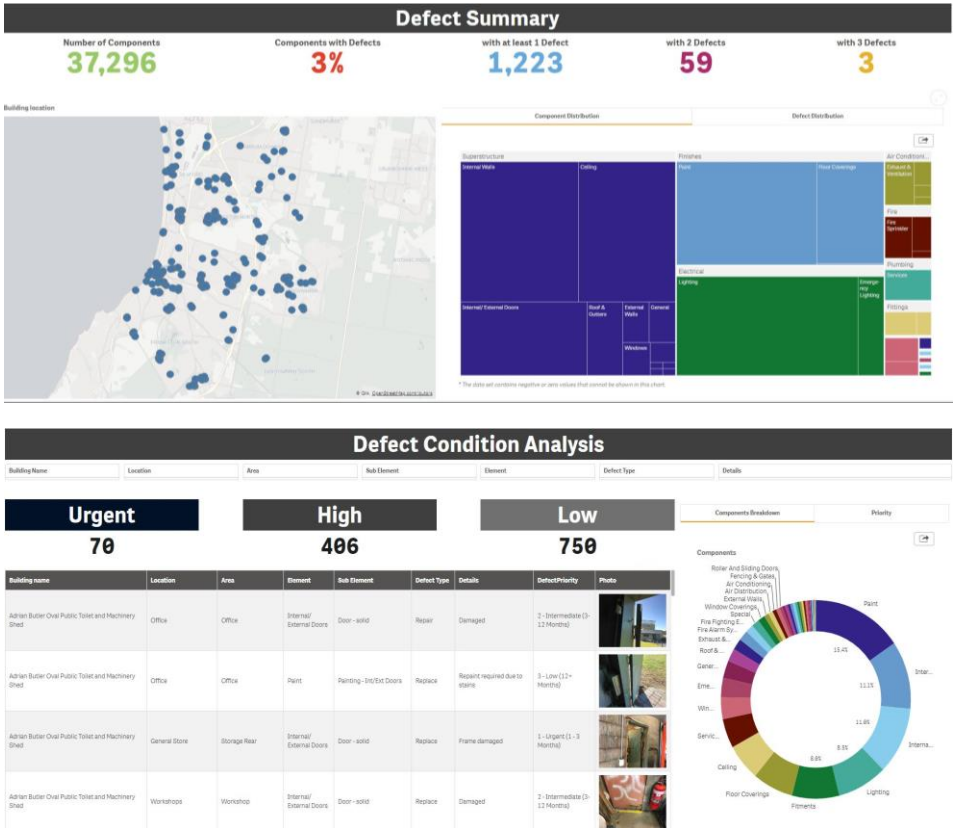
KPI'S YEAR 2



Notes

- October 2017 - LTI (4 October Year 1)
- January 2018 – Failure for cleaning at FAC
- Sept 2018 – Failure cleaning at MCHC's

KEY ACHIEVEMENTS



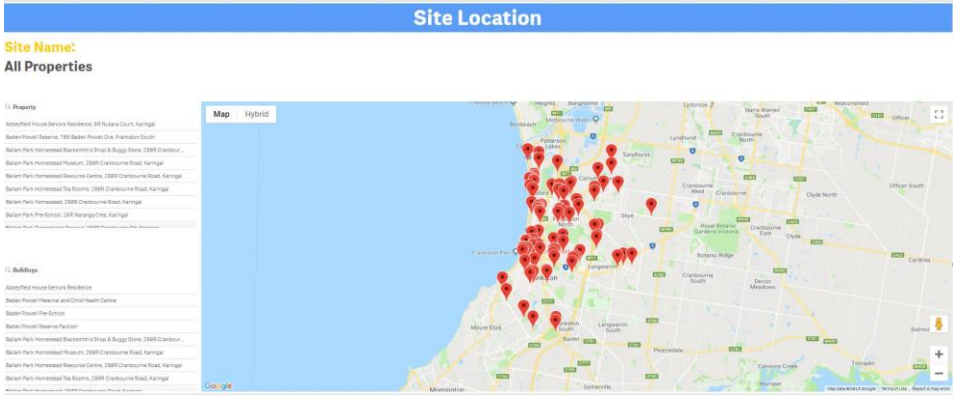
Asset management

- Engaging key suppliers on SLA's
- Reduced costs to FCC due to proactive communication from suppliers and more efficient rectification of repairs
- Proactively advising when assets reach end of life
- Subcontractors provide expert advice at no charge
- Positive feedback from FCC assets team re: Condition Assessment

Project handover

- Provide assistance to FCC projects team at handover of completed projects
- Civic Centre AC Assistance re: recent HVAC upgrade

KEY ACHIEVEMENTS (cont'd)



Compliance

- Frankston Arts Centre cooling tower cooling tower serviced and water treated.
- Hendry Group now conducting full review
- Roof safety access equipment review completed - quotes for upgrades provided

Project delivery

- Delivering quality outcomes when awarded project work
- Competitive pricing
- Delivered on time and on budget
- Main switch repair at Civic Centre

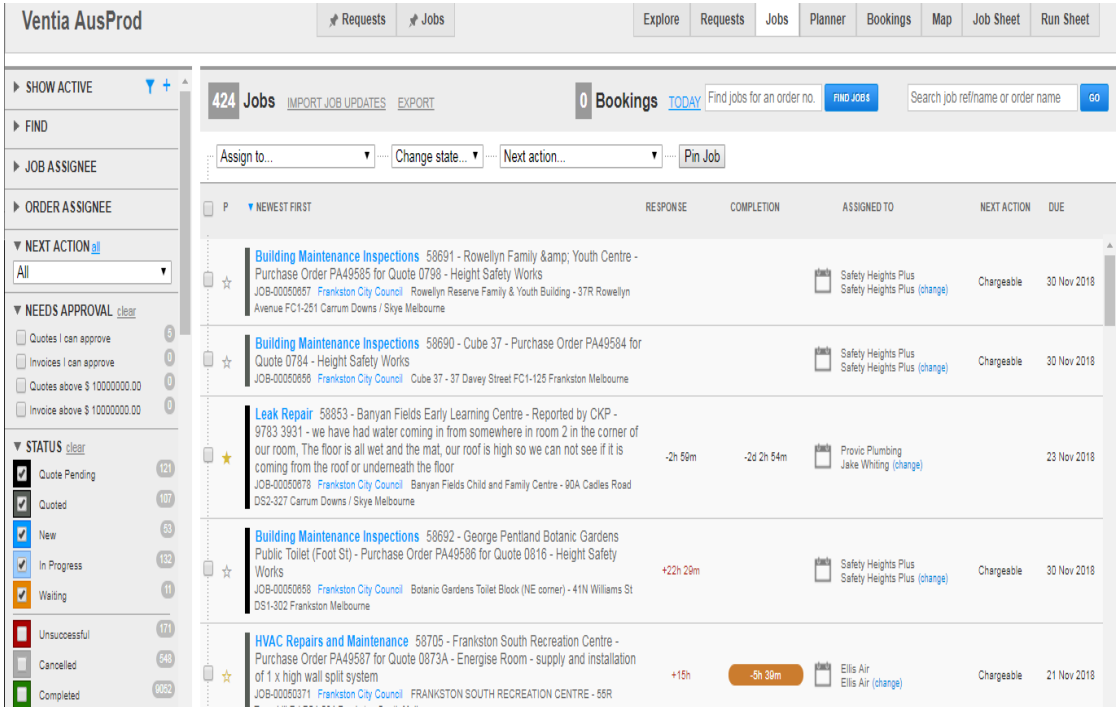
KEY ACHIEVEMENTS (cont'd)

Communications

- Joint cleaning audits occurring regularly
- Monthly KPI review meetings and
- weekly BAU meetings
- Reports - after hours calls (weekly)
- Quality (monthly)
- Reports – daily cleaning and security
- Year 2 LTI free

Technology and Innovation

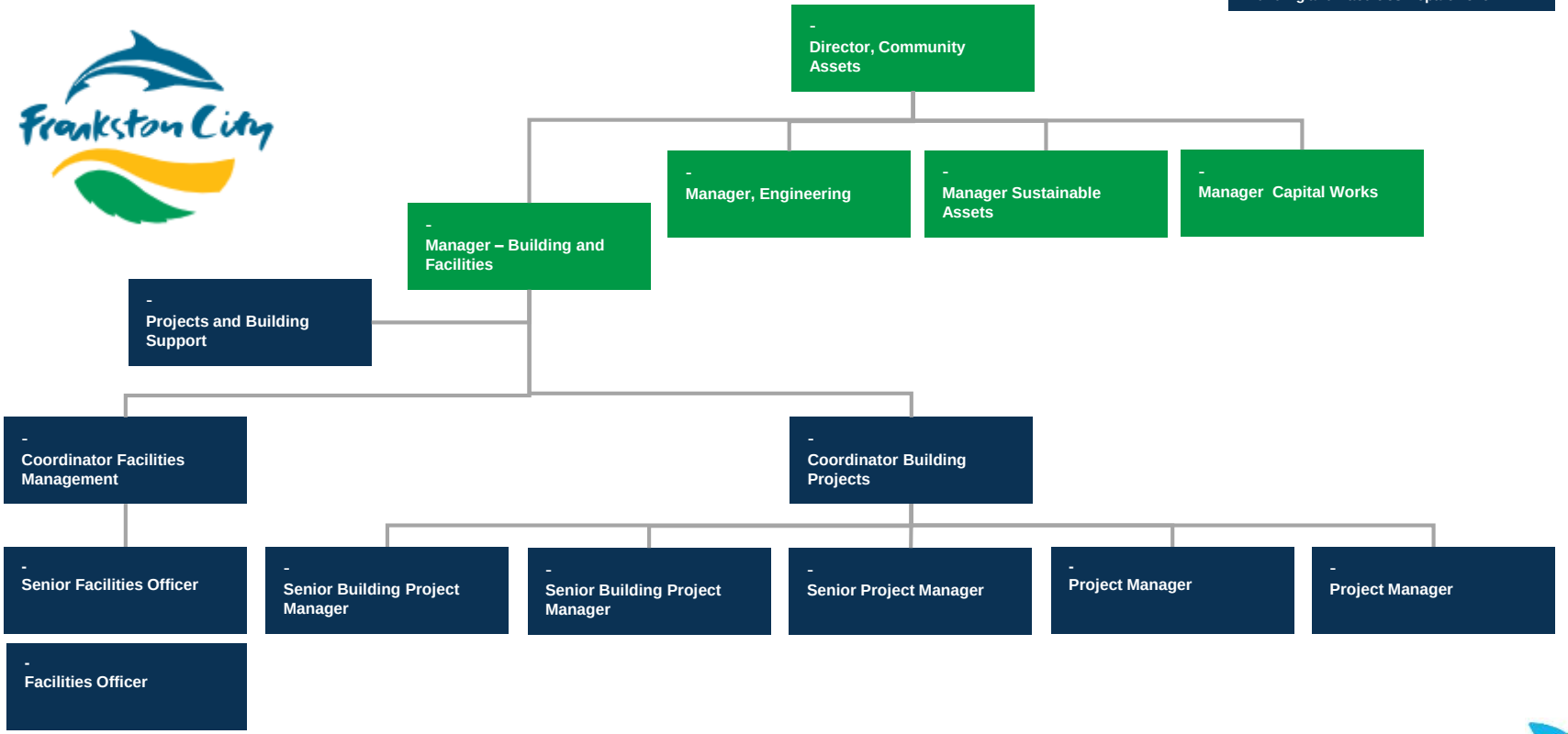
- CMMS – works management and asset management
- Cleantelligent – reduction in correspondence
- Dashboard reporting
- INX | VISRES | SharePoint | Iauditor
- CAMS in progress



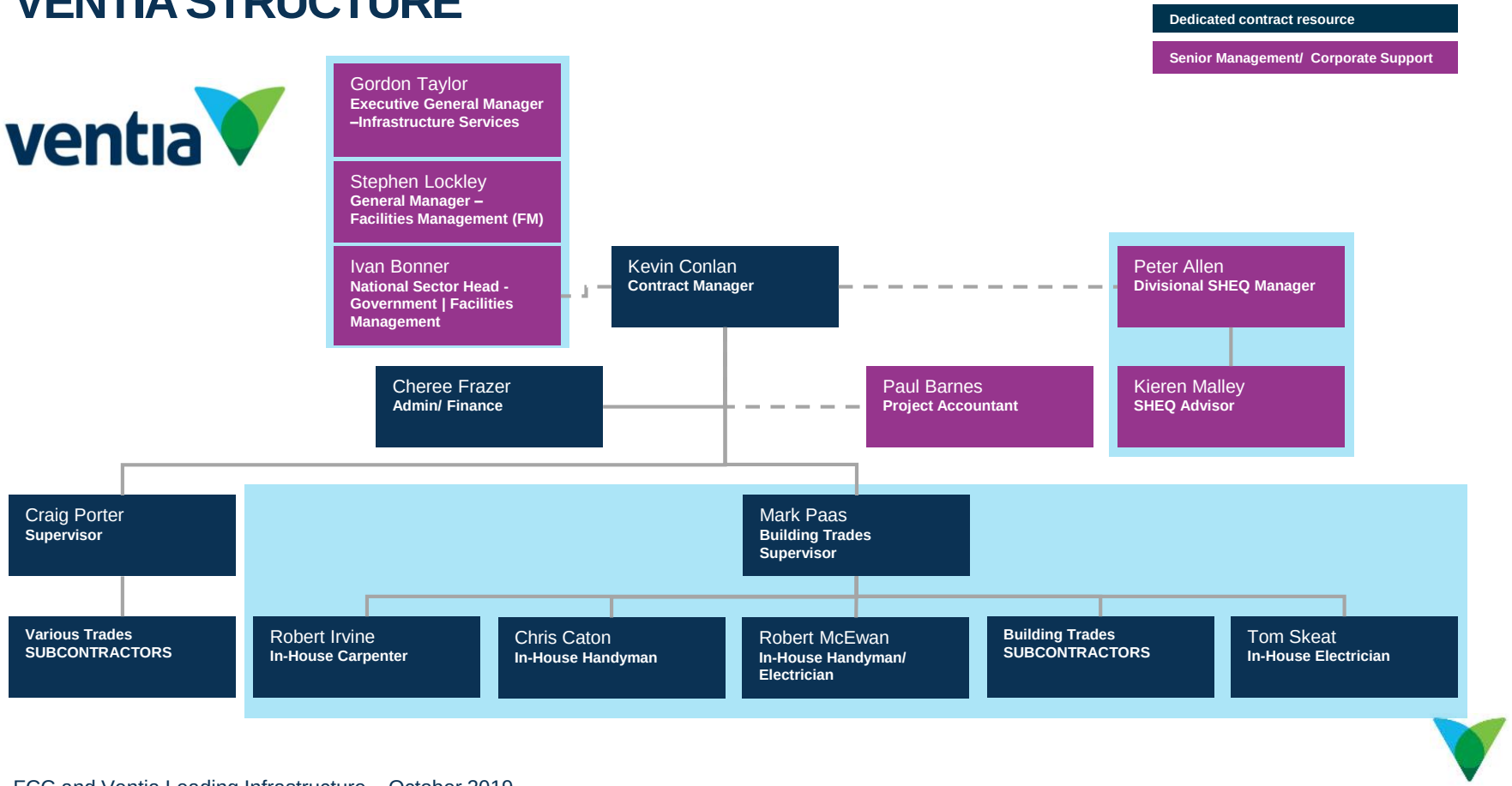
FCC STRUCTURE

Community Assets Division

Building and Faculties Department



VENTIA STRUCTURE



LOOKING FORWARD ….

improved formatting for **Annual Building Condition reports**

Increasing the transparency for preventative maintenance activity

Increased communication for **Periodical Cleaning**

Reducing reactive maintenance jobs due to planned preventative maintenance activity

QUESTIONS