



## KPI Executive Summary

W&M university strategy: *to deliver the most personal learning experience of any public university in the nation.* W&M Key Performance Indicators (KPIs) allow us to track and analyze business performance towards this strategy.

**Committee Name:** Administration, Buildings & Grounds

**Date:** September 28, 2023

**KPI Title:** Physical Plant Deferred Maintenance

**SUMMARY:** Deferred maintenance is calculated by dividing known & expected maintenance costs by the total replacement value of the building asset. It is experienced by all campus community members and is exacerbated by limited maintenance reserve funding, aging building stock and historic facilities with unique challenges. Regularly measuring and managing our deferred maintenance to acceptable levels improves the well-being of our students while ensuring we provide the campus learning experience for which William & Mary is known. Importantly, deferred maintenance expressed as a facility condition index is a SACSCOC accreditation metric. W&M Business Affairs owns and manages these efforts for the institution.

**DATA:** 1) William & Mary Facilities Condition Index (FCI) reports, annually; 2) William & Mary Maintenance Reserve Project Plan; 3) William & Mary Maintenance Plan; 4) William & Mary Annual Capital Plan

**CYCLE:** Annual: start of fiscal year or academic fall semester.

**S.M.A.R.T. GOALS:** Current Status: **YELLOW** by 2030, W&M will achieve: a facility condition index of 5% or less, as measured by a 3<sup>rd</sup> party assessor, annually. Meeting this goal will require continued and new investment in our existing facilities.

**DECISION-MAKING:** W&M Operating Budget (April), Annual Capital Plan (April). Annual tracking by the COO.

**SAMPLE GRAPH FOR A QUADRANT:**

