

BUILDINGENERGY NYC

Sealing the O&M Gap: Empowering Building Operators

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Curated by Monisha Royan (International WELL Building Institute)
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Northeast Sustainable Energy Association (NESEA)
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Attendees will learn how to:

- Empower and collaborate with building operators, recognizing opportunities to ensure broader ownership and long-term success
- Identify and take advantage of opportunities to support building operator training
- Examine the project activities and communication within the building industry to determine the immediate training needs of building operators
- Leverage training to improve communication among building operators, owners/board members, shareholders, and tenants, to improve engagement and energy efficiency.





In your apartment or office building, do you have a –

- Super/Resident Manager?
- Handy person?
- Porter?
- Doorperson?
- Cleaner?
- Security Guard?

32BJ Union, RAB, and 32BJ Training Fund



32BJ Union

With 175,000 members in 12 states & the District of Columbia, 32BJ SEIU is the largest property service workers union in the country.



Realty Advisory Board on Labor Relations (RAB)

A multi-employer association that negotiates collective bargaining agreements on behalf of owners and operators of real property, including almost 40 property management companies for residential and commercial buildings



32BJ Training Fund

Joint labor-management partnership, resulting from collaboration by Local 32BJ and the Realty Advisory Board on Labor Relations

- FREE training to eligible 32BJ members
- 60+ locations (CT, FL, MD, NJ, NY, MA, PA, RI, VA, & Washington, D.C.)
- On-Site classes at employer sites
- Over 250+ courses and quick-courses



Developing Course Training

- 32BJ Union
- Employers/RAB
- 32BJ Training Advisory Board
- Upcoming/Current/After Events
 - Laws (i.e. Green Local Laws)
 - New Technology (i.e. BMS)
 - Best Practices (i.e. Disaster Prep)
- 32BJ Members & Instructors
- **The building industry**

*32BJ Course Catalog with list of
employers on the Advisory Board*





WHY O&M?

“Building operation and maintenance programs specifically designed to enhance operating efficiency of HVAC and lighting systems can save **__ to __ percent** of the energy bills without significant capital investment.”

- DOE Operations & Maintenance Best Practices: A Guide to Achieving Operational Efficiency, 2010

1 YEAR: 1,000 GREEN SUPERS

Our Plan For A Greener
New York City



**Green Buildings
from the Bottom Up**

Green Supers Program: M&V

2010-2012: Green Supers Program

- Trained 2,000 MF building operators in 2 years
- Supers created a Green Building Plan
- Tracked changes operators made in their building

Steven Winters - Measurement & Verification

- Benchmarked 43 buildings and conducted 38 superintendent interviews - 92% of the superintendent's implemented ECMs in buildings as a result of the Program
- **Energy savings between 1 – 14%**

Forum on the Green Supers Program
and it's results and impacts:

*(Green Supers: The Critical Role of Energy
Efficiency Training – Nov. 12, 2013)*





Scenario #1: In the Process of a Building Project

- Include the building operator/s into the conversation - Please include building operators in the integrated process
- Include training in your proposal
- Train the staff/building operators and possibly the board (i.e. sit down or coaching method)
- If focused on building products – Offer training on how to use/maintain your products properly to building operators



Scenario #2: In the Process of a 32BJ Building Project

- Share that you heard about **free** training at 32BJ
- Communicate with 32BJ Training Fund
 - If there are 7-10 eligible 32BJ members, can do customized and/or on-site training
 - *Note: If working on a LEED or WELL building project – training can help you earn a point*
- In your building or on your board:
 - Encourage operators to take training
 - Set aside a small stipend for training
 - Supers Tour
 - Green Welcome Packet



Scenario #3: In the Process of a Non-32BJ Building Project

- Communicate/Collaborate with other organizations that offer training
 - Urban Green Council
 - CUNY Building Performance Lab (BPL)
- If working with the City
 - Dept. of Citywide Administrative Services (DCAS) – Energy Management
 - CUNY BPL



CUNY BPL



DCAS



Urban Green Council
***25% Off Code: NESEA**

2,956

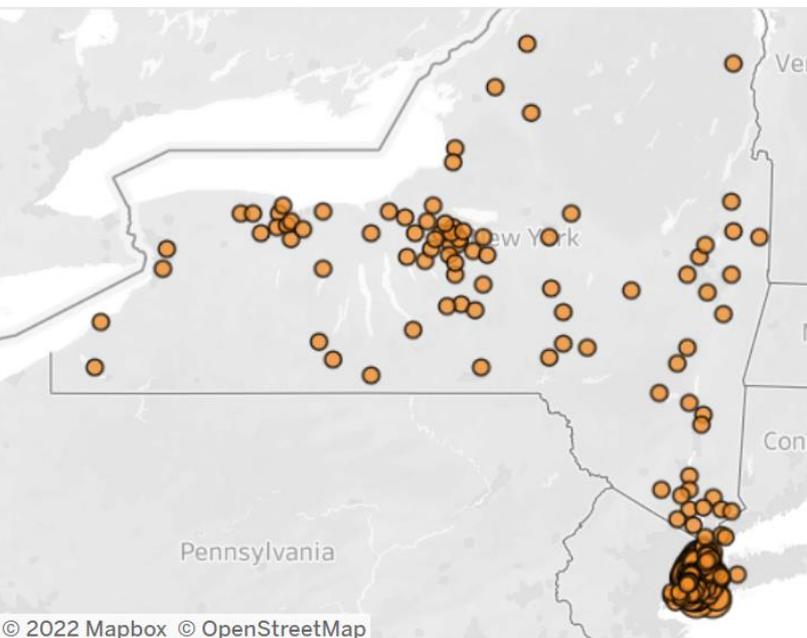
Sites

453.4 Million Sq. Ft. Impacted

7,578 Trainees

\$13.1 Million in NYSERDA Funding

\$14.8 Million in Leveraged Funds



of Sites by Type

Multifamily	2,522	<div style="width: 87%;"></div>
College / University	172	<div style="width: 6%;"></div>
K-12 School	124	<div style="width: 4%;"></div>
Commercial	97	<div style="width: 3%;"></div>
Hospital	24	<div style="width: 1%;"></div>
Mixed Use	16	<div style="width: 0.5%;"></div>
Residential	1	<div style="width: 0.003%;"></div>

Scenario #4

Apply for the NYSERDA Grant

PON 3715 - Building Operations and Maintenance Training

Funding to advance the skills of building operations and maintenance workers beyond conventional classroom training

- Creation of on-site training laboratories, curriculum development, in-person and virtual training, on-the-job training, coaching/mentorships, apprenticeships, training trainers within a company, and partnerships with manufacturers

www.nyserda.ny.gov/BOM

**Check-out the case studies*



**One-on-One
with a
Green Resident Manager**



**Conversations
with a
Green Owner &
Board Member**



“Building engineers and facility managers are the true heroes of our health. (As you'll see, they are the reason why I often say, "The people who manage your building have a greater impact on your health than your doctor.")”

- *Who are we and why should we care?; Healthy Buildings - How Indoor Spaces Drive Performance and Productivity by Joseph G. Allen and John D. Macomber, 2020 Harvard University Press*



Resources & Contacts

32BJ Training Fund

Training with 32BJ building operators
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DCAS – Energy Management

Training with City building operators
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CUNY BPL

Training with building operators
(BOT + other programs)
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Urban Green Council

Training for various audiences
(GPRO@Work + GPRO O&M*)
**25% off Discount Code: NESEA*
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