Sealing the O&M Gap: Empowering Building Operators

Michaela Boren, 32BJ Training Fund
Martin Robertson, The Oro Condominium
Gerrit Geurs, CUNY

Curated by Monisha Royan (International WELL Building Institute) and Michaela Boren (32BJ Training Fund)

Northeast Sustainable Energy Association (NESEA)
September 15, 2022
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?
- Handyperson?
- 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.”

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

*25% Off Code: NESEA
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

<table>
<thead>
<tr>
<th># of Sites by Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Multifamily</td>
<td>2,522</td>
</tr>
<tr>
<td>College / University</td>
<td>172</td>
</tr>
<tr>
<td>K-12 School</td>
<td>124</td>
</tr>
<tr>
<td>Commercial</td>
<td>97</td>
</tr>
<tr>
<td>Hospital</td>
<td>24</td>
</tr>
<tr>
<td>Mixed Use</td>
<td>16</td>
</tr>
<tr>
<td>Residential</td>
<td>1</td>
</tr>
</tbody>
</table>
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.")”

Resources & Contacts

32BJ Training Fund
Training with 32BJ building operators
Michaela Boren – Kapadia
Manager, Green Programs
mboren@32bjfunds.com
212-539-2811

DCAS – Energy Management
Training with City building operators
Gretel Guivelondo
Program Manager
gguivelondo@dcas.nyc.gov

CUNY BPL
Training with building operators
(BOT + other programs)
Paul Reale
Director, Building Operations
Research and Training
preale@ccny.cuny.edu

Urban Green Council
Training for various audiences
(GPRO@Work + GPRO O&M*)
*25% off Discount Code: NESEA
Ellen Honigstock
Director, Education
gpro@urbangreencouncil.org