

KEY FINDINGS

- 74% of respondents are tracking some utility data, with 72% of those tracking electricity, 51% tracking water, and less than half tracking natural gas or waste diversion.
- 44% of respondents indicated that utility data is tracked by facilities, 24% by the sustainability department, and 16% by the accounting department.
- 46% do not track any other sustainability metrics such as green purchasing, business travel, employee commute, or a carbon footprint.
- 86% of respondents currently use Excel to track their utility data, but only 33% are satisfied or very satisfied with this tool.

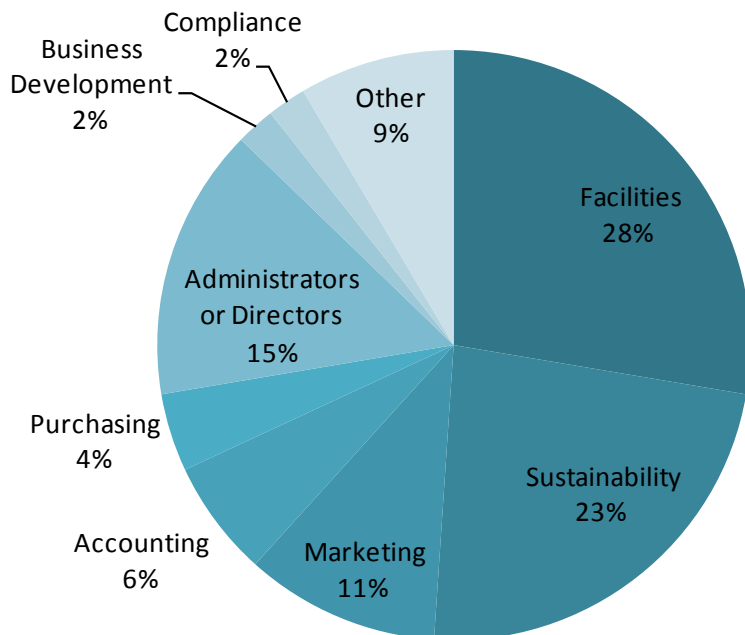
Overview

In 2010, iReuse surveyed commercial facility and sustainability professionals in order to identify which sustainability metrics were being tracked, what metrics were most important, and how data was being managed. Survey respondents included facilities managers (28%), sustainability directors or professionals (23%), administrators or directors (15%), and marketing professionals (11%).*

The results suggest that electricity management and data tracking remains a critical metric for most companies, but a significant number still do not track any other utility or sustainability data. Many of those who do track utility data report that they are using Excel-based systems and are looking for better software solutions that are easier to use, ensure data integration, and provide dashboards and graphics for reporting purposes.

Two of the top reasons given for tracking data were to increase efficiency and decrease environmental impact. However, an interesting finding was that a majority of respondents ranked LEED certification and carbon reporting among the least important reasons to track facility and sustainability data.

Survey Respondents' Departments



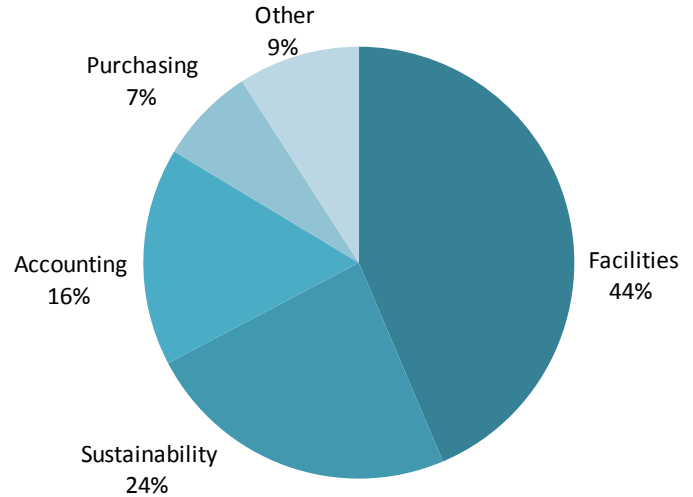
*Report results are based on a sample size of 64 survey respondents.

Survey Results

WHAT MOTIVATES YOU TO TRACK DATA FOR YOUR FACILITY AND OPERATIONS?

In a ranking of the most important reasons for tracking data, respondents indicated that it was most important to increase operational efficiency, followed closely by reducing the company's overall environmental impact, and cutting costs as the third most important reason. The reasons ranked as least important were attaining LEED certification and complying with carbon regulatory and reporting programs.

Which Departments Track Utility Data?



WHAT WOULD MOST HELP YOU ACHIEVE MEASURED RESULTS?

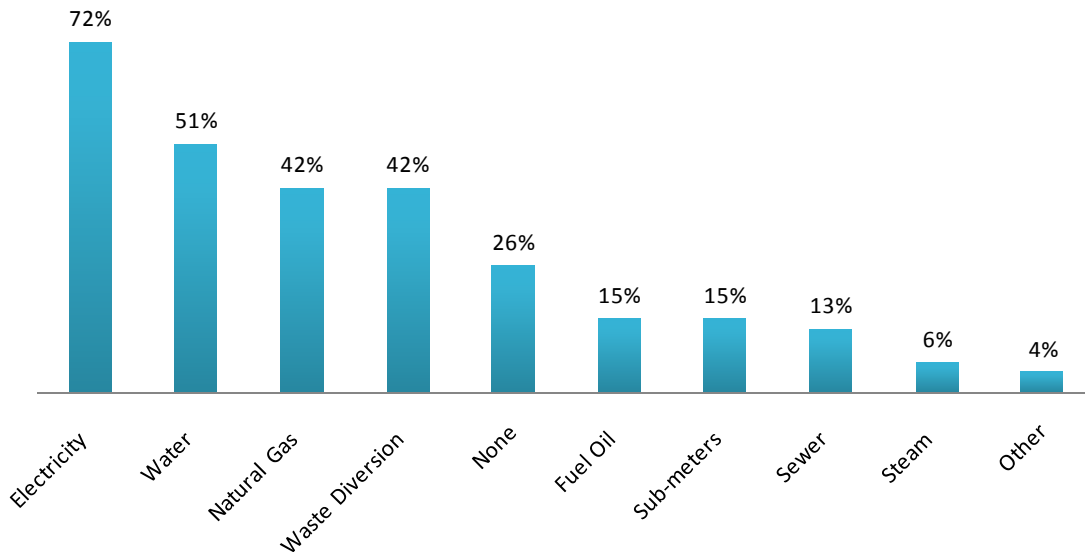
In overall rankings, clear metrics on current performance and additional funds were the top ranked factors that respondents indicated would most help them reach their goals of increasing operational efficiency, reducing environmental impact, and cutting costs. The next biggest need chosen was for analysis of metrics to identify opportunities for improvement.

For respondents that manage more than ten buildings, the ranking differed slightly. These respondents placed their need for analysis of metrics to identify opportunities for improvement at the top, followed by recommendations on what projects would have the biggest impact, and help with project implementation.

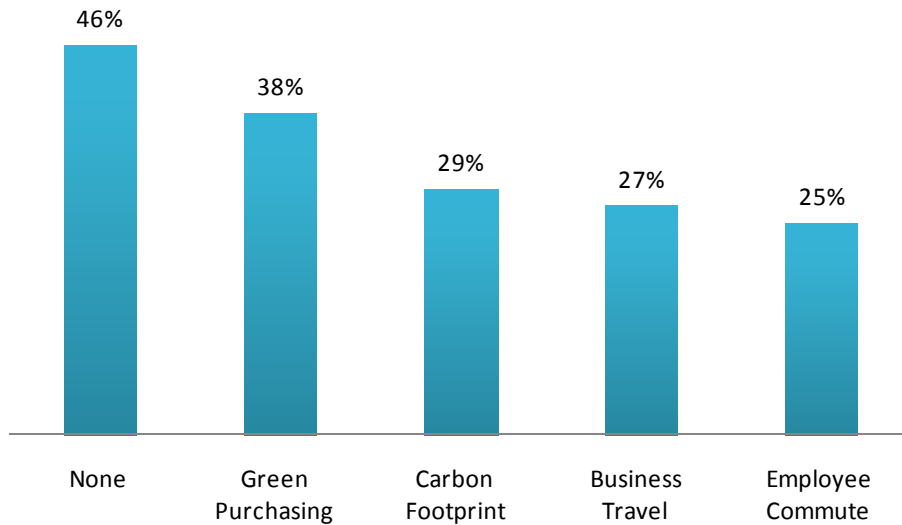
WHAT UTILITY DATA DO YOU CURRENTLY TRACK, IF ANY?

An overwhelming majority of respondents (74%) indicated that they are tracking at least some utility data, but 26% are still not tracking any utility data at all. Of those who do track utility data, 72% track electricity, followed by water (51%), natural gas (42%), and waste diversion (42%). Utility data is tracked by facilities departments by almost half of respondents (44%), followed by sustainability (24%) and accounting (16%) departments.

Utility Data Tracked



Other Sustainability Metrics Currently Tracked



DOES YOUR COMPANY CURRENTLY TRACK ANY OTHER SUSTAINABILITY METRICS?

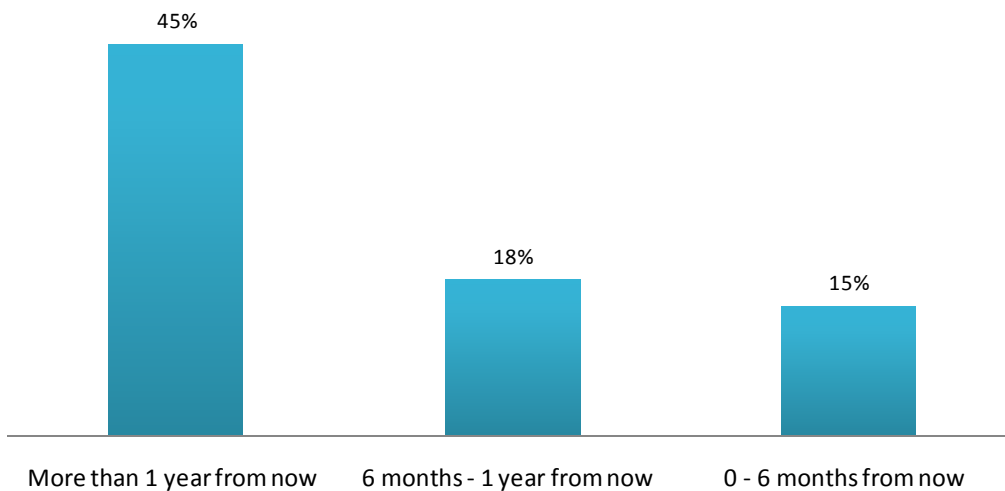
Almost half of respondents (46%) said they do not track any other sustainability metrics besides utility data. Of the remaining 54% who do track other sustainability metrics, green purchasing is the data most often tracked (38%), and business travel, employee commute, and carbon footprint metrics are tracked by a 25% - 29% of these respondents.

WHAT SOFTWARE TOOLS OR SERVICES DO YOU CURRENTLY USE TO TRACK THIS DATA? (I.E. EXCEL, OR OTHER PRODUCTS OR SERVICES)

86% of respondents indicated that they currently use Excel to track utility data. They listed the best features of their chosen tool as ease of use, graphing, and availability. The worst features listed included that the tool is cumbersome, time consuming, limited in its ability to predict trends, and vulnerable to faulty data entry.

Only 33% of respondents were either satisfied or very satisfied with their current tool. When asked what additional features an ideal product would have, respondents identified ease of use, a dashboard, better graphics, and ability to integrate with other applications as top items on their wish list. Of those interested in purchasing more advanced tracking tools, 33% indicated that they plan on purchasing a new software tool within the next year.

Timeline for Purchase of New Tracking Tool



Conclusion

The Facility and Sustainability Data Management Survey results suggest that there is broad interest for increased tracking of sustainability metrics from across the organization. Management of this data is no longer just the purview of the facilities department. Therefore, data integration will be essential to support the various departments that are now responsible for tracking facility and sustainability data which include accounting, purchasing, administrators, facilities personnel, and sustainability departments.

Companies will also need to expand the metrics they are tracking in order to achieve their top stated goals of increasing operational efficiency and reducing environmental impact. Although a majority of those surveyed are already managing their electricity data, there is still broad opportunity for more companies to begin tracking other utility data such as water and waste, as well as additional sustainability metrics such as green purchasing, business travel, and a carbon footprint.

Over one third of companies surveyed are planning to expand their capacity to track this data in the next year by investing in a new software tool. The ideal solution will provide the affordability and flexibility of the Excel, but with vastly better graphics and dashboards as well as robust data integration and quality assurance features.