



# Training facility staff for operational efficiency in New York State schools

## Case Study

Business Type:  
New York State  
Public Schools

Association:  
New York State School  
Facility Association and  
The Northwest Energy  
Efficiency Council

Program:  
Building Operator  
Certification

## Overview

The New York State Energy Research and Development Authority (NYSERDA) and the New York State School Facilities Association (NYSSFA) joined with the Northwest Energy Efficiency Council (NEEC) to create a sustainable training program for public school facility and maintenance staff in the State.

## Building Operator Certification

The objective of the Building Operator Certification (BOC) is to elevate the building operator profession through training in energy efficiency and smart building technologies, continued education, and certification. BOC's Fundamentals of Energy Efficient Building Operations training covers strategies and best practices for reduced energy use and increased cost savings. This competency-based training and certification course guides building operators on ways to improve a building's comfort, safety, and efficiency by making systems work better together.

## Targeted Training

NYSSFA worked with NEEC to conduct BOC training courses in several phases to engage facilities staff on a broad range of topics from HVAC systems and lighting to indoor air quality and energy management. During the initial series of in-person training events, 75 staff members participated at three different sites in Liverpool, Albany, and Mamaroneck. More recently, NYSSFA offered a virtual training series—32 students participated in six half-day sessions during a 2021 cohort.



To enable school staff to provide building operations and maintenance training to additional school personnel in the future, six employees were selected to be instructor trainees. These individuals participated in a full-day “train-the-trainers” course that delved into both content and pedagogical techniques, preparing them to teach courses to others.

## Feedback

NYSSFA surveyed training participants, and the consensus was the education provided was useful and will be applied back at their school districts to reduce costs and energy consumption.

*“The energy consumption was big. I have already contacted our energy supplier regarding an LED program and now have all new LED bulbs and fixtures coming for one of my buildings.”*

*“I think the course has reinvigorated my personal quest to be the most energy efficient campus that we can be. If I can get all my guys thinking and doing the same, the goals will be much easier to achieve”*

*“After this class, I now have the tools to open discussions with my superiors, on how we can make our facilities run more efficient and save money. Thank you for the experience and education.”*

## Next Steps

NYSSFA acquired a license to the BOC curriculum and expanded the partnership with NYSERDA to continue providing the Fundamentals level training to school facilities personnel at no cost. As a result, NYSSFA will be able to sustain training by utilizing their own pool of trainers and licensed curriculum. In addition, they will replicate the sustainability model for training school facility personnel on NEEC’s Level One BOC Training—a more advanced training that builds on the knowledge gained from the Fundamentals course, including train-the-trainer on the level one content.

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