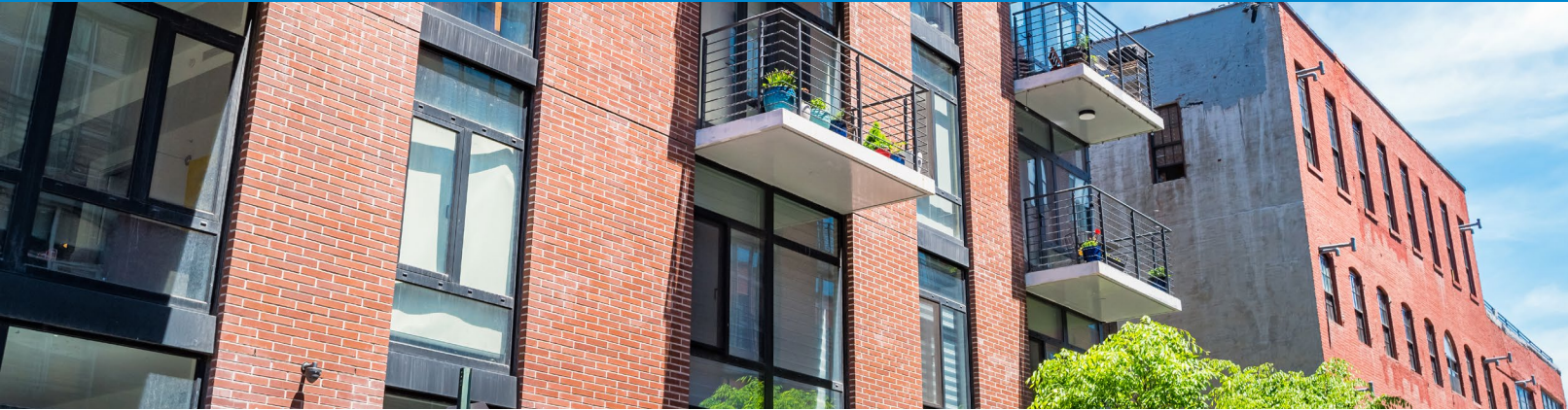


# Clean Energy Workforce Development

Building Operations & Maintenance – Multifamily



Get more out of your building with NYSERDA's **Building Operations & Maintenance Workforce Training Program**

**IDENTIFY**  
training needs

**PARTNER**  
with a training organization or develop your own training

**SUBMIT**  
an application

**\$11.5 MILLION**  
available

**Have a Question?**

Email the Workforce Development Team at [wfinfo@nyserdera.ny.gov](mailto:wfinfo@nyserdera.ny.gov)

or visit [nyserdera.ny.gov/BOM](https://nyserdera.ny.gov/BOM)

## Custom, hands-on, and funded training for your multifamily facilities team

According to the US EPA, utility expenses are the largest controllable costs in apartment communities,<sup>1</sup> which makes a facilities staff trained in clean energy a key component to optimizing building performance.

But keeping up with all the requirements for new equipment, new staff, new training, new best practices, and even new tenants can seem overwhelming. NYSERDA can help. It offers operations and maintenance (O&M) training initiatives designed to support your transition to clean energy.

When deciding to train building operators on the latest O&M best practices, several benefits can be expected, including lowered operating costs; improved resident satisfaction due to fewer equipment breakdowns, better temperature control, and comfort; improved indoor air quality; and increased property marketability.

### Pathways to Improvement

By participating in [NYSERDA's Building Operations and Maintenance Training Program](#), your workforce will be properly trained in today's clean energy systems, which translates into cleaner, more efficient buildings. With the right workforce training, you can expect:

- Improved indoor air quality and reduced infection transfer rates
- Reduced energy/water use and related costs
- Increased occupant satisfaction
- Improved skilled employee retention due to promotion and career advancement opportunities
- Reduced equipment breakdowns and maintenance costs
- Increased engagement in risk management instead of crisis management
- Compliance with NYC Local Law 97 (or penalty avoidance due to non-compliance)

Just as importantly, upgrading your buildings and workforce will contribute to New York's ability to reach its ambitious goal of reducing economy-wide green-house gas (GHG) emissions 40% by 2030, and no less than 85% by 2050 (when compared to 1990 levels<sup>3</sup>).

**Optimizing your building's performance can lead to long-term savings and year-round comfort for your residents.<sup>2</sup>**

<sup>1</sup> U.S. Environmental Protection Agency ENERGY STAR Program, [https://www.energystar.gov/sites/default/files/buildings/tools/SPP\\_marketing\\_flyer\\_for\\_multifamily\\_housing.pdf](https://www.energystar.gov/sites/default/files/buildings/tools/SPP_marketing_flyer_for_multifamily_housing.pdf)

<sup>2</sup> NYSERDA's Multifamily Performance Program At A Glance, [nyserdera.ny.gov/mpp](https://nyserdera.ny.gov/mpp)

<sup>3</sup> New York Climate Act, [climate.ny.gov/Our-Climate-Act](https://climate.ny.gov/Our-Climate-Act)



**NYSERDA**

## Funds for Change

By applying to [Program Opportunity Notice \(PON\) 5357](#),<sup>4</sup> employers and building owners can receive funding for the development and implementation of building O&M training programs. Specifically, PON 5357 is aimed at workforce educational strategies, on-site training frameworks, and the tools needed to advance the skills of building O&M workers.

It provides funding coverage for 70–90% of these types of project costs, which translates into low out-of-pocket expenditure.

Additionally, employees' wages can be included in the cost-share even while they are working on project tasks, while in training, and while using equipment specifically designed for training purposes. Training fees offset by a third party can also be included in the cost-share. Have a look at the Project Spotlights below, which illustrate ways that PON 5357 is useful.

*Through NYSERDA's Building O&M Training Program, thousands of employees have been trained, impacting operations of more than 450 million sq. ft. of floor space. Organizations that applied for funding are already reporting benefits.*

### 1. PROJECT SPOTLIGHT – PRESTIGE MANAGEMENT

NYSERDA and the Association for Energy Affordability (AEA) completed a building operator training demonstration project with Prestige Management, Inc., a real estate management company in New York City. Prestige Management, with the help of NYSERDA, has been able to incorporate smart investments in operations and maintenance, and provide targeted training toward:

- *Developing an energy master plan.*
- *Building science basics (heat transfer, air sealing priorities, moisture transport).*
- *Combustion science and boiler & burner basics.*
- *Hydronic heating systems or steam heating systems.*

On average, buildings with trained operators reduced their heating energy use by 5% when compared to the prior year.

### 2. PROJECT SPOTLIGHT – TIME EQUITIES INC. FOR 50 WEST CONDOMINIUMS

With funding provided by NYSERDA, the 32BJ Training Fund (32BJ TF)—a joint labor-management partnership—implemented the Green Supers Training and Coaching Program in the New York City region. Time Equities Inc. joined the program for 50 West Condominiums, a residential building with separate commercial space. 32BJ TF evaluated the needs with building management and implemented hands-on staff training sessions, including:

- *Customized training topics for air sealing, controlling radiant heat gain, and balancing HVAC system.*
- *Three-week training followed by coaching sessions and recommendations for further improvements.*
- *Activities such as a scavenger hunt of equipment in the mechanical rooms and instruction during a team walk-through of the building.*

Participants indicated “training far exceeded their expectations,” particularly that “training helps us understand the building we work in and how it operates.”

If your building portfolio has annual energy expenditures of \$1 million or more, now is the time to take advantage of resources offered through PON 5357 and invest in an innovative, forward-looking workforce development program.

## Ready to Get Started?

Visit [PON 5357](#) for more information.

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Become familiar with **additional NYSERDA programs** that support building performance and can help New York's organizations achieve significant benefits and savings!

#### Multifamily Performance Program

Review opportunities for multifamily buildings at: [nyserderda.ny.gov/mpp](https://nyserderda.ny.gov/mpp)

#### FlexTech Program

Schedule an energy check-up at: [nyserderda.ny.gov/All-Programs/FlexTech-Program](https://nyserderda.ny.gov/All-Programs/FlexTech-Program)

#### New Construction – Housing

Find an approved Primary Energy Consultant at: [nyserderda.ny.gov/Contractors-Find-a-Contractor/NCP-Primary-Energy-Consultant](https://nyserderda.ny.gov/Contractors-Find-a-Contractor/NCP-Primary-Energy-Consultant)

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<sup>4</sup> [nyserderda.ny.gov/PON5357](https://nyserderda.ny.gov/PON5357)

