



# The Real Pressures Facility Leaders Are Facing In 2026

by ARC Facilities

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There's a growing tension inside facility operations. Teams are working harder than ever, but the foundation they rely on is becoming increasingly fragile.

The most pressing risks—institutional knowledge loss, emergency preparedness, and access to building information—aren't abstract. They show up every day.

A Facility Insights survey following an ARC Facilities panel webinar with leaders from healthcare, higher education, and NFL stadium operations revealed where teams feel most exposed: **knowledge retention and emergency preparedness.**

## It looks like this:

- A retiring technician who knows every shut-off
- As-builts scattered across folders and systems
- A crisis where no one can find the right valve diagram

These aren't inconveniences. They're operational vulnerabilities.

The survey revealed something else: partial confidence. Many respondents said they were somewhat confident they could access critical building information when it matters. "Somewhat" means it's possible—but not fast. In emergencies, delay equals risk.

**One response was especially telling: "We don't have a reliable system."**

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**Another respondent added: "We struggle to capture and retain critical knowledge."**

These aren't isolated problems. As documentation ages, systems multiply, and experienced staff retire, the cracks widen. The knowledge that keeps buildings safe is increasingly undocumented or inaccessible.

Yet the tone of the survey wasn't pessimistic. Nearly all respondents said they gained insights they could apply immediately. The discussion validated what many already feel—and confirmed that practical solutions exist.

Panelists brought this to life with real-world examples, reminding attendees that behind every risk metric is a human moment: a team responding under pressure, a leader trying to protect operations with incomplete information.

The data points to leaders who understand the stakes, feel the pressure, and are actively searching for better ways to prepare their teams. Motivation isn't the issue. Infrastructure is.

The strongest theme wasn't fear—it was a desire for control.

The future of facility operations depends on how well knowledge is preserved and how quickly critical information can be accessed.

ARC Facilities helps leaders reclaim that control by replacing guesswork with accessible, verified building information—when it matters most.