## P³ Overview

<table>
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<tr>
<th></th>
<th>Existing Beds</th>
<th>New Beds</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>ABAC</td>
<td>1,324</td>
<td>-</td>
<td>1,324</td>
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<tr>
<td>ASU</td>
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<td>AU</td>
<td>-</td>
<td>724</td>
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<td>CCGA</td>
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<td>218</td>
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<td>CSU</td>
<td>444</td>
<td>540</td>
<td>984</td>
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<td>DSC</td>
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<td>EGSC</td>
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<tr>
<td>GSU</td>
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<td>1,152</td>
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<td>UNG</td>
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<td>540</td>
<td>854</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>6,195</strong></td>
<td><strong>3,753</strong></td>
<td><strong>9,948</strong></td>
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</table>
Student Centered Partnership

**Campus**
- Residence Life
- Housing Applications
- Room Assignments
- Rent Collection
- Security

**P³ Partner**
- Maintenance
- Housekeeping
- Capital Repair & Replacement
Student Centered Partnership

- Rental Rates within 3% Cap
- 320 Students Awarded Needs Based Aid
Key Performance Metrics

Performance Incentive Fee 2.25%

Occupancy ✓

Student Satisfaction Survey ✓

Facility Stewardship

Work Order Completion Rates
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>ABAC</td>
<td>94%</td>
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<tr>
<td>Armstrong</td>
<td>82%</td>
<td>86%</td>
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<tr>
<td>Coastal</td>
<td>98%</td>
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<td>Columbus State</td>
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<tr>
<td>East Georgia</td>
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<tr>
<td>Georgia State</td>
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</tr>
<tr>
<td>North Georgia</td>
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<td>99%</td>
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</tbody>
</table>
Key Performance Metrics

Student Satisfaction Survey

- 1854 Respondents
- Participation Rate: 31%
- Satisfaction
  - Professionalism of Staff: 95%
  - Timeliness of Repairs: 90%
  - Upkeep & Appearance of Residence Hall: 90%
  - Internet Enhancements: 90%

Photo: Gerald Dent, Corvias Operations Manager, receiving Presidential Award for Student Service at the College of Coastal Georgia
Key Performance Metrics

Technology Enhancements

- $1.8 million invested in technology upgrades
- 24/7 live help desk support
- 80+ channels of HD Digital Programming
- 50mbps for up to five devices per student
- 1GB bandwidth pipeline, average increase of 350%
Key Performance Metrics

Third Party Assessments-April 2016

- Operational Efficiency
- Preventative Maintenance & Systems Reliability
- Regulatory Compliance & Life Safety
- Level of Cleanliness & Aesthetics
- Student Satisfaction
Improved Facility Conditions

Addressing Deferred Maintenance

✓ Major Replacement
  • HVAC Units
  • Appliances
  • Cabinets & Countertops
  • Flooring
  • Furniture
  • Roofing
  • Laundry Machines
  • Wireless Network Equipment

✓ Exterior & Interior Painting

✓ Pressure Washing & Deep Cleaning

✓ Major Mechanical System Repairs
Improved Facility Conditions

Life Cycle Management

✓ Preventative Maintenance Schedules

✓ 5 Year Repair & Replacement Plans

Roofing & Exterior
Boilers, Chillers, Pumps
Generators
HVAC Units
Plumbing
Lighting
Life Safety Equipment
Furniture & Flooring
Painting
Key Performance Metrics

Work Order Completion Rates

✓ Monitored Centrally Through Yardi System
  ▪ 10,000+ Work Orders Completed
  ▪ Average Completion Time
    • Routine: 8 business hours (N=5,193)
    • Non-Routine: 6 hours (N=5,759)

✓ Sole Focus Staffing Model
  • 43 Dedicated Maintenance Staff
  • 24/7 Dedicated Emergency Maintenance Line
Enhanced Management at a Lower Cost

- 3.3% Year One Operating Savings

- National Purchasing Power
  - Laundry Unit Costs
    - Reduced from $34 to $28 per machine
    - $18,000 annual savings
  - LED Bulb Unit Cost
    - Reduced from $4.82 to $3.00
    - $36,000 one time savings
Enhanced Management at a Lower Cost

- **Energy Costs**
  - Leveraging Educational Rates
    - Consolidation of Meters
      - $53,000 annual savings at one facility
  - Rate Analysis
    - $6,000 annual savings with rate change
- **Energy Rebates**
  - Appliances-$15,000
  - LED Lighting-$27,000
Improved Facility Conditions

Before

After
Improved Facility Conditions

Before

After

Before

After
University of North Georgia
P³ Initiative
Board of Regents Update