




Xavier University
Yale University
Yeshiva University


FY2014 ROPA Presentation

Saint Louis University



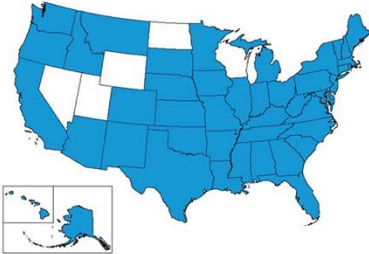
Who Partners with Sightlines?

Robust membership includes colleges, universities, consortia, and state systems



Serving the Nation's Leading Institutions:

- 19 of the Top 25 Colleges*
- 17 of the Top 25 Universities*
- Flagship Public Universities in 32 States
- 8 of the 12 Ivy Plus Institutions
- 12 of the 14 Big 10 Institutions




* U.S. News 2014 Rankings

Sightlines is proud to announce that:

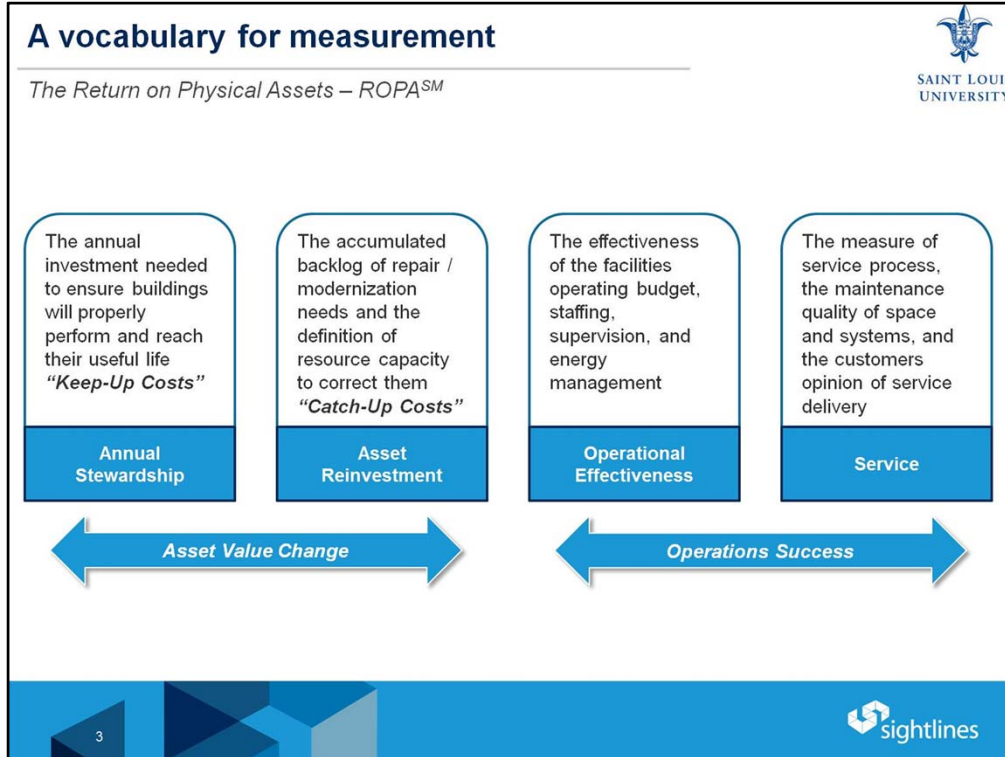
- 450 colleges, universities, and K-12 institutions are Sightlines clients, including over 300 ROPA members.
- 93% of ROPA members renewed in 2013
- We have clients in 44 states, the District of Columbia, and Canada
- 57 institutions became Sightlines members in 2013

Sightlines advises state systems in:


- Alaska
- California
- Connecticut
- Hawaii
- Maine
- Massachusetts
- Minnesota
- Mississippi
- Missouri
- New Hampshire
- New Jersey
- New York
- Oregon
- Pennsylvania
- Texas




2



Peer Institutions


SAINT LOUIS
UNIVERSITY


Institution	Location
Boston College	Boston, MA
Creighton University	Omaha, NE
Gonzaga University	Spokane, WA
Loyola University Maryland	Baltimore, MD
Seattle University	Seattle, WA
The University of Chicago	Chicago, IL
University of Dayton	Dayton, OH
University of Notre Dame	South Bend, IN
Vanderbilt University	Nashville, TN
Washington University in St. Louis	St. Louis, MO



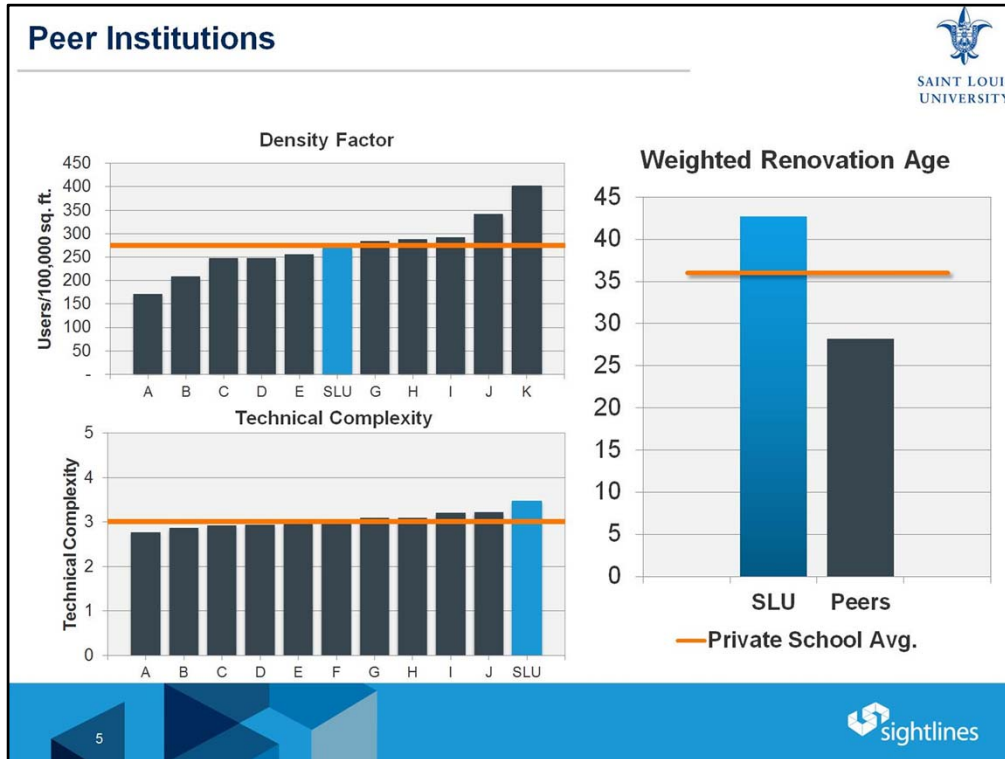
Considerations for Peer institutions:

- AJCUs
- Campus Size
- Technical Complexity
- Academic
- Regional

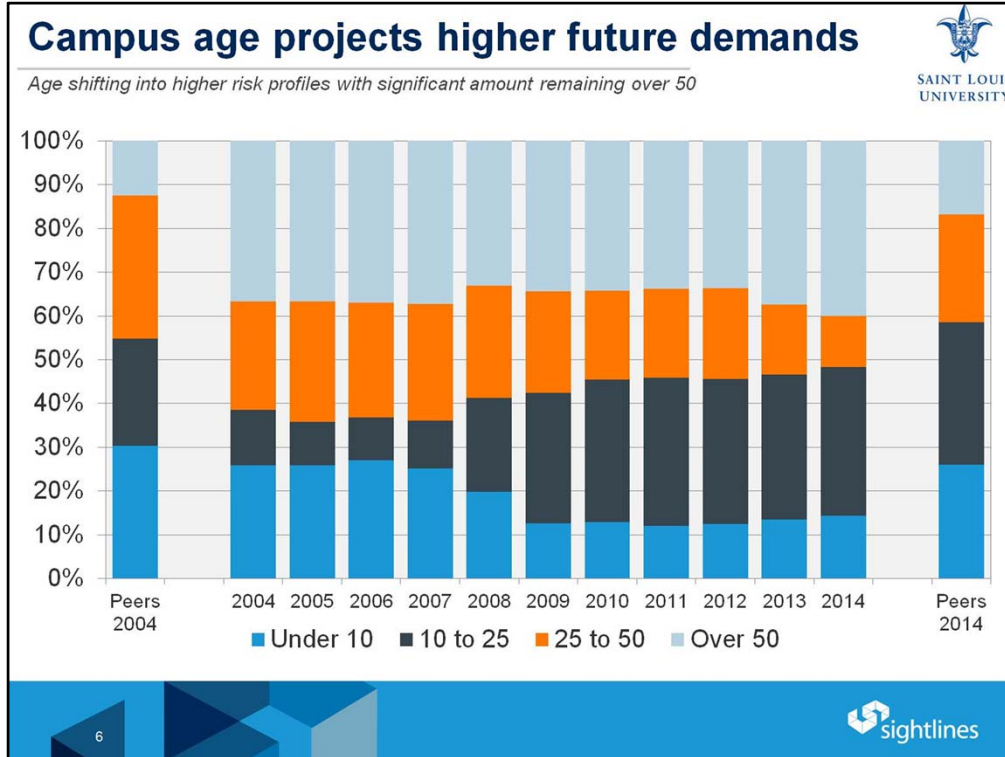
4



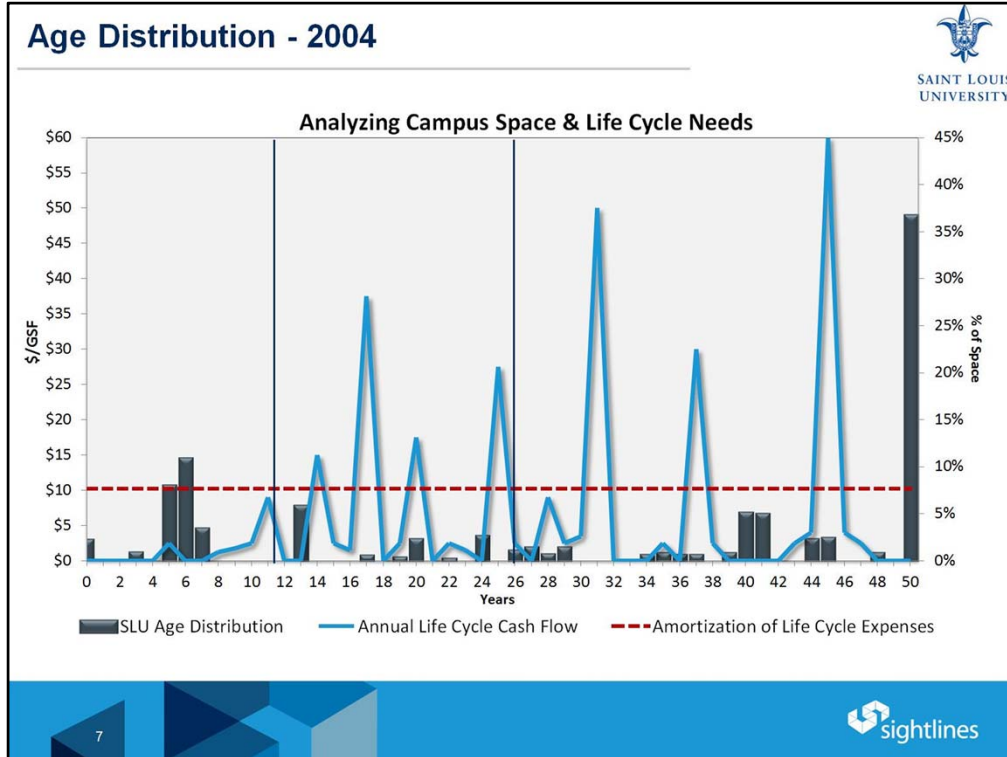
Peer Institutions are used throughout the presentation in each of the benchmarks. Institutions were selected based on both academic and physical profile characteristics. Factors used in this years peers include Jesuit Universities, campus size, complexity, region and academic similarities.



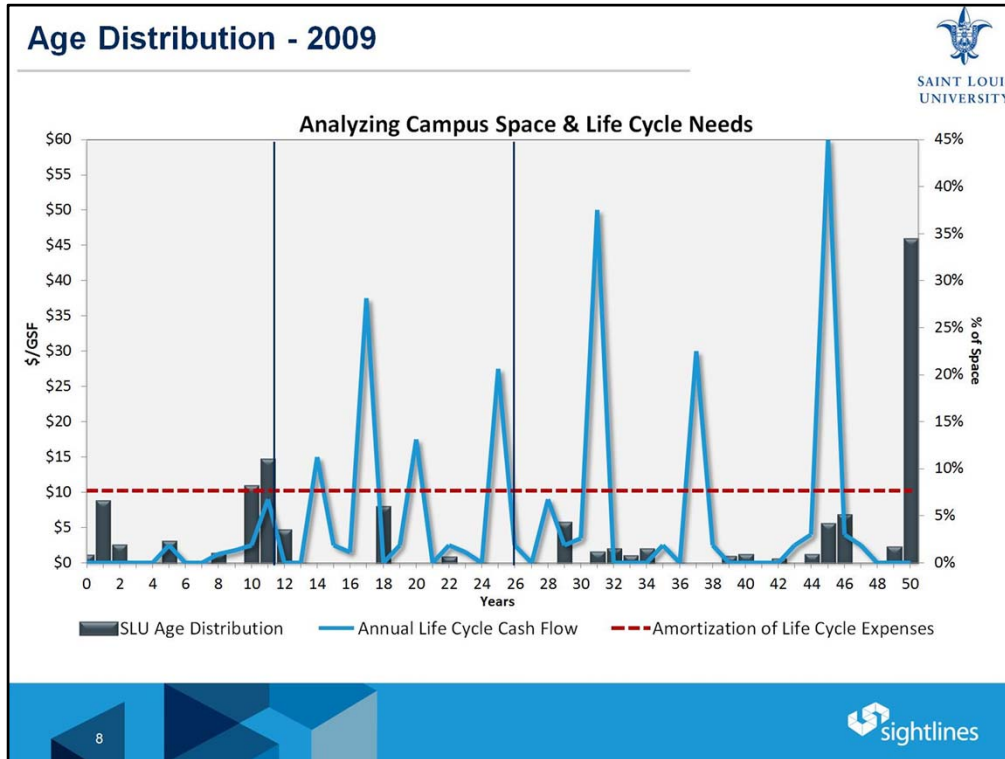
Among the peer institutions, Saint Louis University falls right at peer average for density factor, which measures the crowdedness of campus. SLU’s technical complexity falls as the highest in the peer group while their weighted renovation age of campus is around 42 years old where peers have an average age of 28 years old.



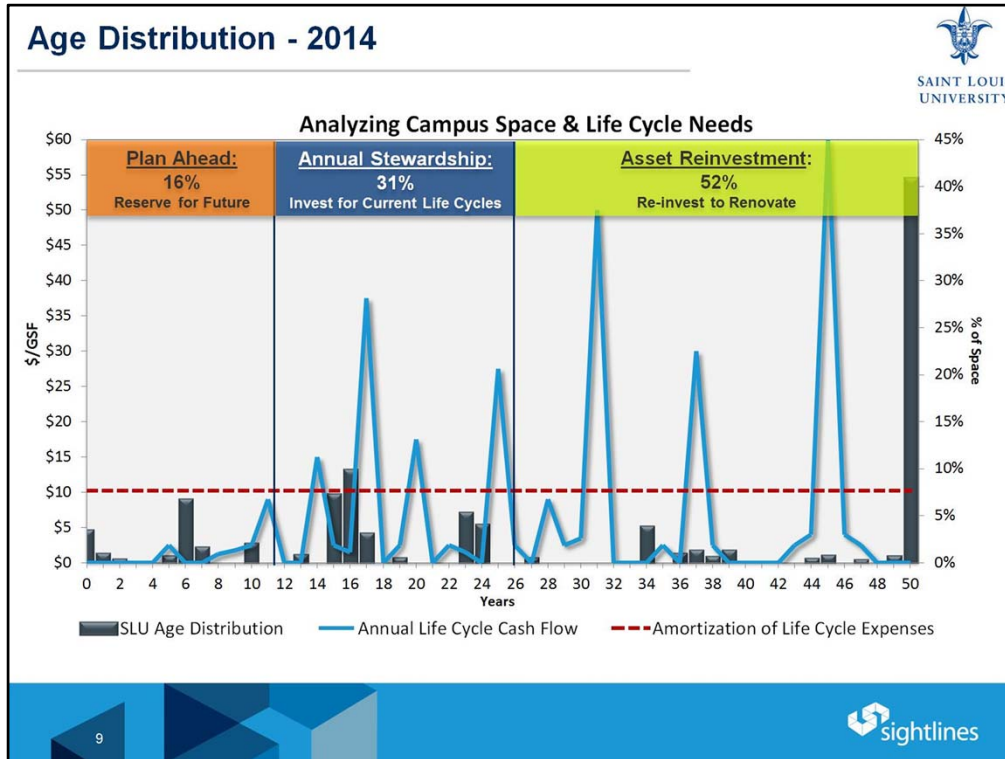
In analyzing the 4 age categories at SLU, one can see that the largest growth has happened in the 10 to 25 and the over 50 categories over the last 11 years. These represent a more costly profile for SLU, as much of the space is either reaching its first round of life cycles (10 to 25 years) or has reached all major life cycles, many of which are past due (over 50 Years).



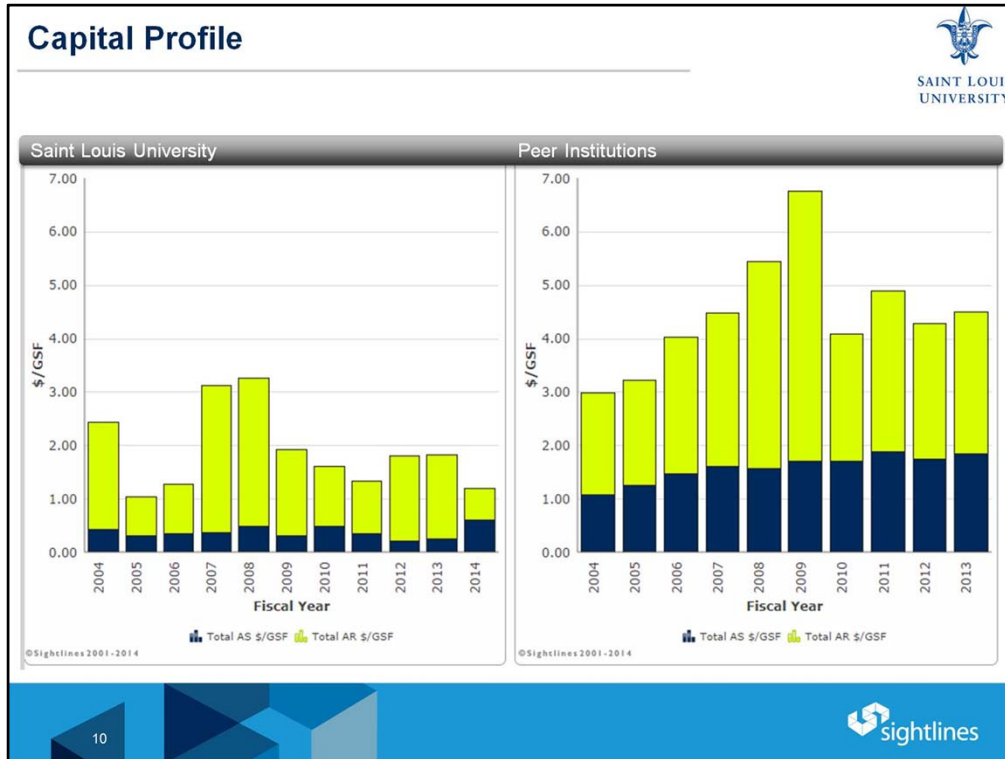
This chart illustrates the average life cycle needs of a building (blue line). Each spike represents a life cycled coming due. Larger spike represent more costly building systems. As a building gets older, the spikes become larger and more frequent. In tracking SLU’s campus profile over time, you can see how much of SLU’s space has shifted into the more costly life cycles. This illustrates the increasing needs for capital investment at SLU.



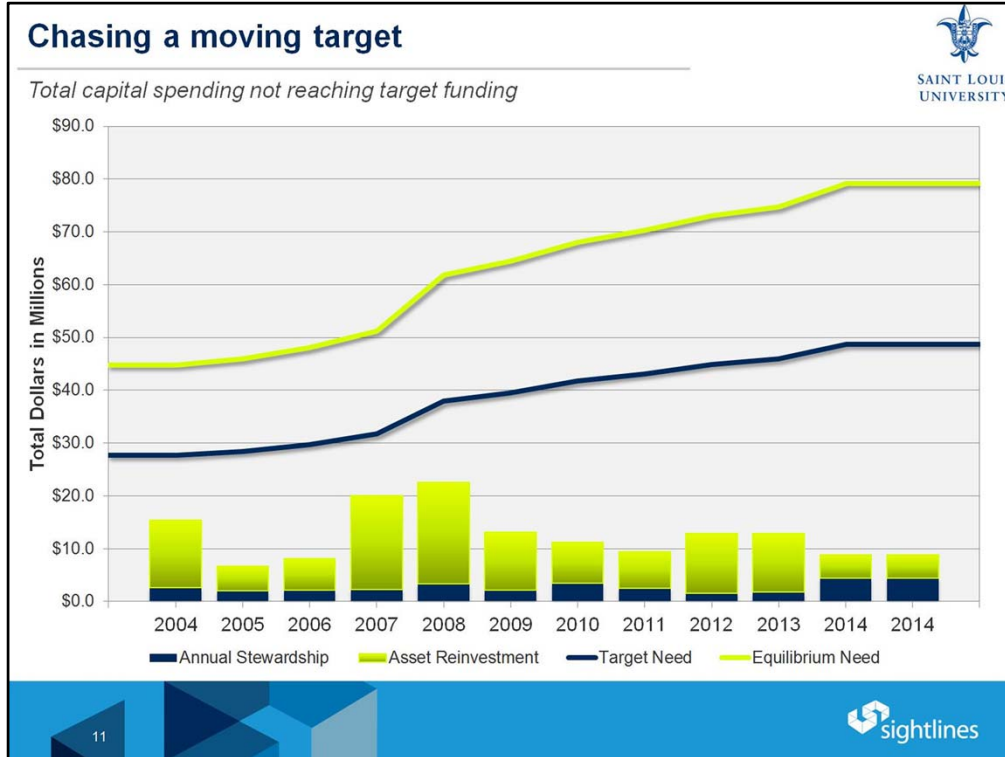
This chart illustrates the average life cycle needs of a building (blue line). Each spike represents a life cycled coming due. Larger spike represent more costly building systems. As a building gets older, the spikes become larger and more frequent. In tracking SLU’s campus profile over time, you can see how much of SLU’s space has shifted into the more costly life cycles. This illustrates the increasing needs for capital investment at SLU.



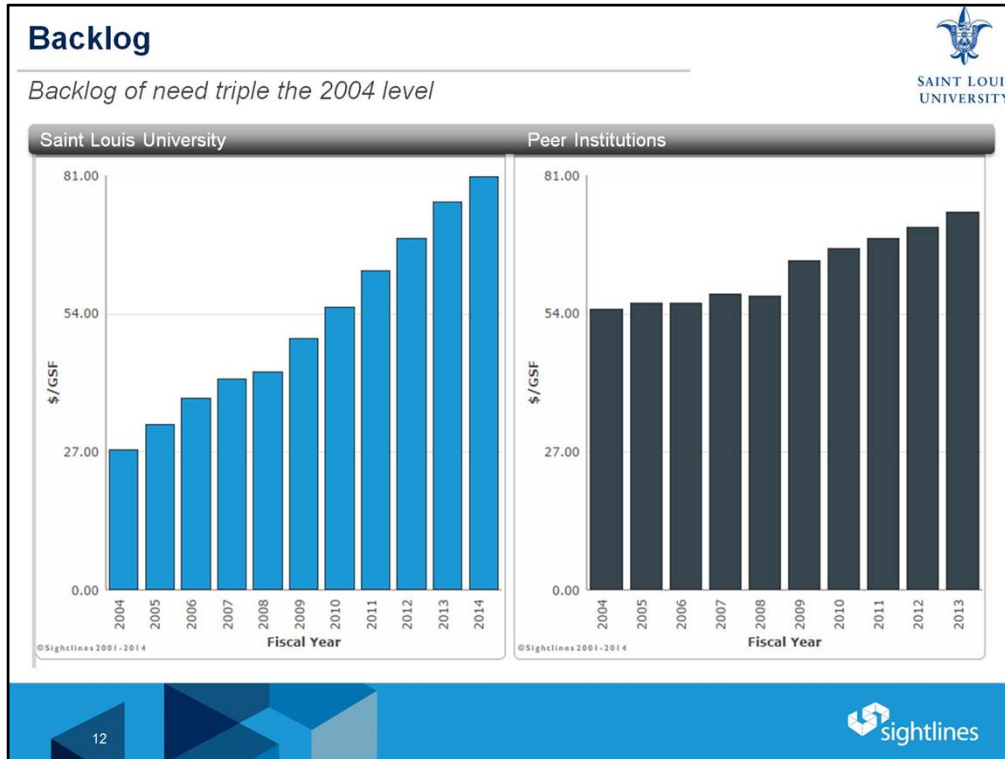
This chart illustrates the average life cycle needs of a building (blue line). Each spike represents a life cycled coming due. Larger spike represent more costly building systems. As a building gets older, the spikes become larger and more frequent. In tracking SLU's campus profile over time, you can see how much of SLU's space has shifted into the more costly life cycles. This illustrates the increasing needs for capital investment at SLU.



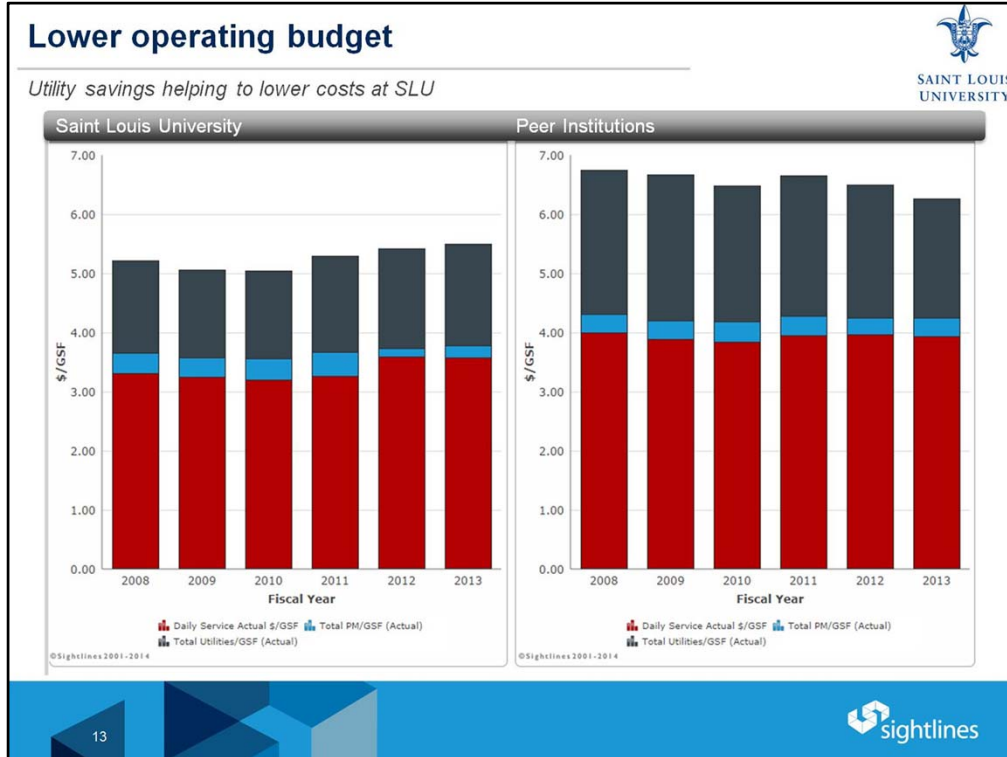
Capital Investment levels at SLU remain significantly below peer institutions. Both sources of funding are below peers Annual Stewardship (Blue) & Asset Reinvestment (Green). While peers have been able to address deferred maintenance and perform major renovations through significant investments, SLU has not.



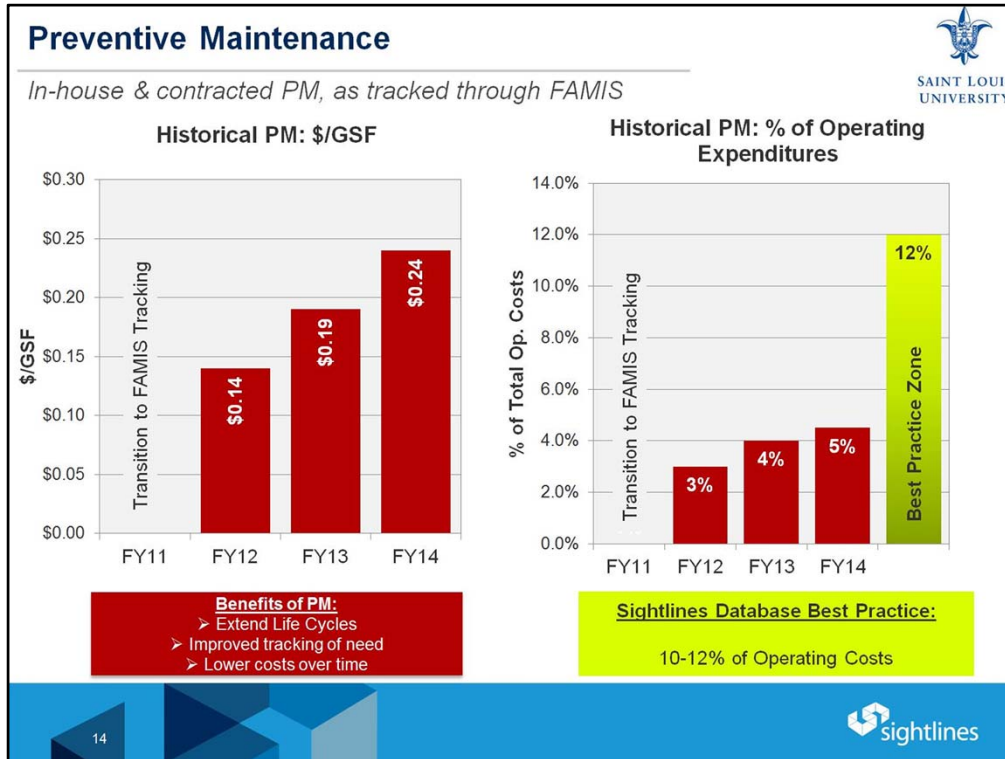
This chart shows budgeted investment targets. When you fall below the annual investment target range the backlog of need increases. This chart shows that in the past capital investment spending has fallen short of the investment targets as the targeted need continues to increase over time. However, as campus ages and more lifecycles come due, spending has not kept up with the needs and therefore is deferring maintenance and repair lifecycles to the backlog.



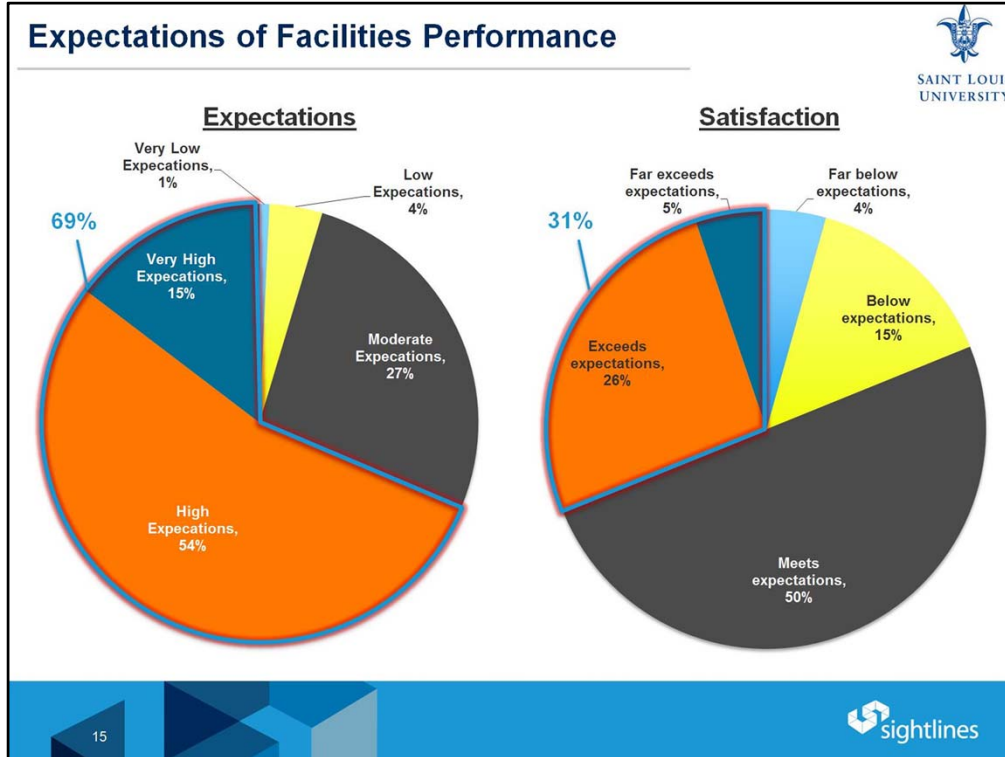
The Estimated backlog of need at SLU has increased dramatically since 2004. Campuses that see this significant growth in backlog will begin to see the affects in other areas of facilities performance, such as operational effectiveness and campus appearance. It will be important that SLU develops a plan that will stabilize the growth of the backlog in the near future to limit the overall campus impact.



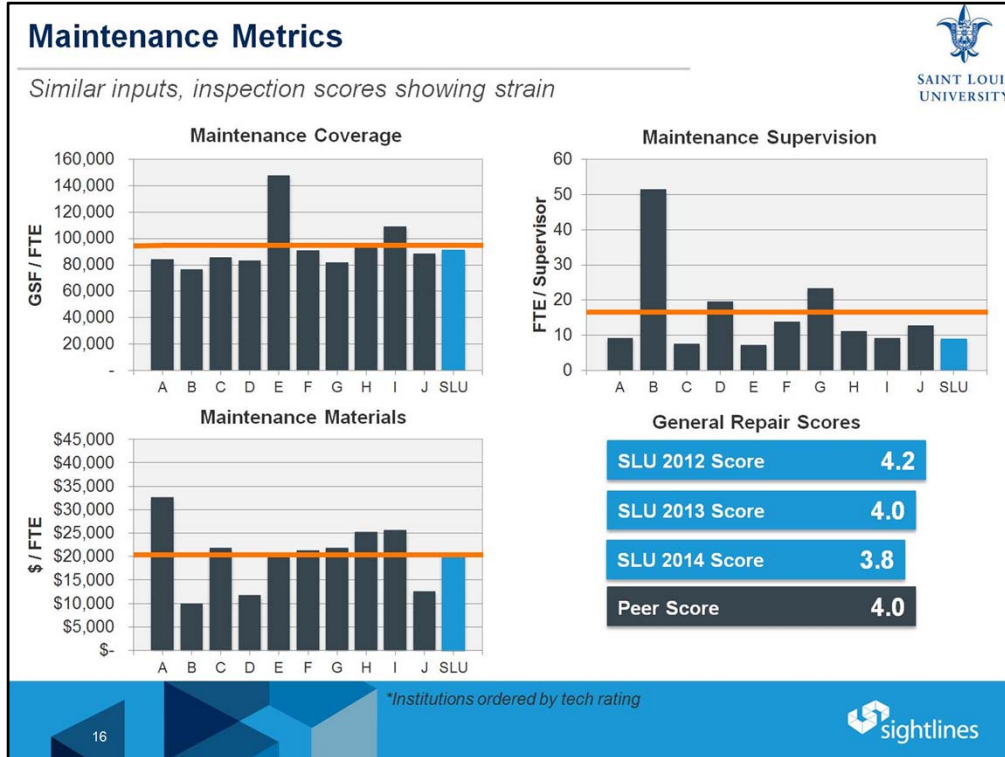
In examining SLU's total Operating budget, SLU's resource level have been below peers. In looking at the specific components, Utilities(gray), make up the largest difference between peers. It is also important to note, that despite having lower capital investment and an older campus, SLU's daily service costs are still below that of peers.



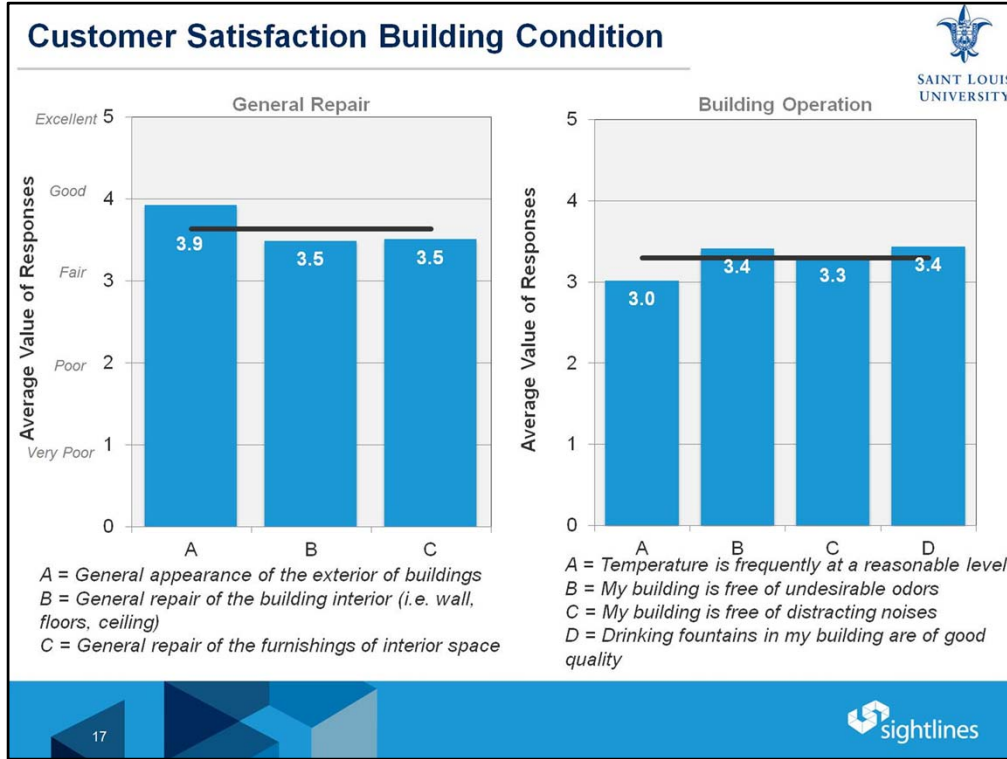
We have seen growth in Planned Maintenance since FY11 with the continued implementation of FAMIS and coded work orders. Increased tracking will help to improve performance against peers as well as provide strong data for project selection and capital planning. Planned Maintenance includes materials, labor costs, service contracts, etc. that enhance or extend the useful life of campus buildings and components. Some examples include changing belts and filters on HVAC equipment, elevator service contracts, sprinkler and fire alarm system testing/maintenance contracts, etc. The upward trending in data is a positive story of continued implementation and adoption. Best practice institutions in our database are able to dedicate 12% of their budget to this proactive work.



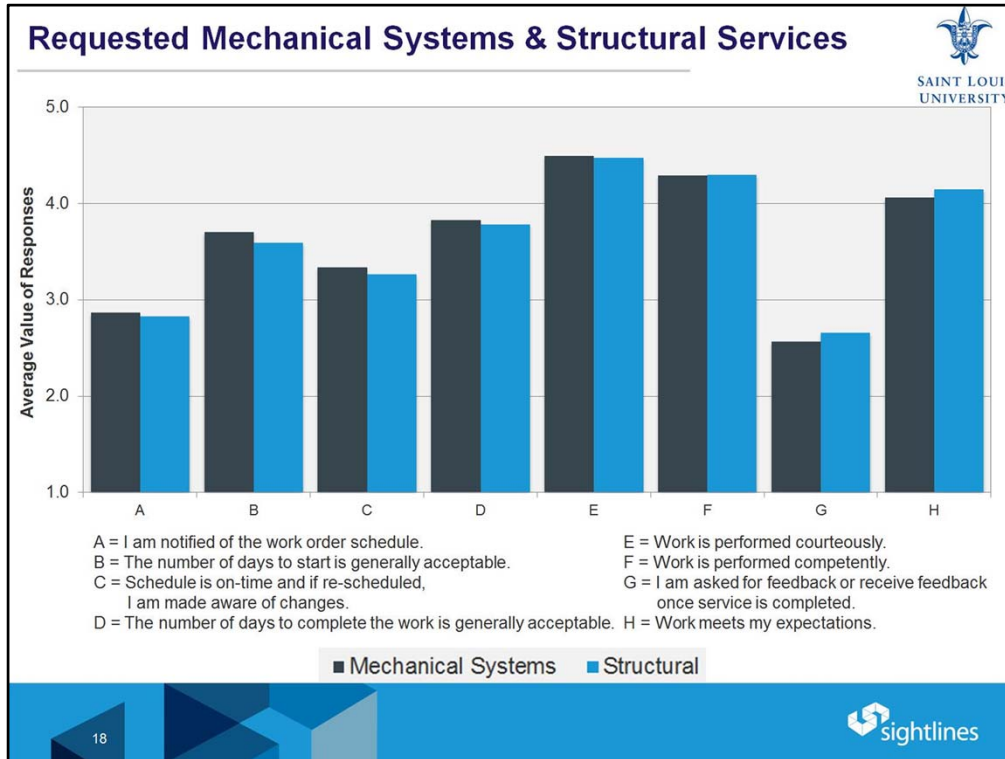
The customer survey results showed that 69% of campus users had very high or high expectations of facilities. Campus users reported satisfaction with facilities far exceeds or exceeds expectations 31% of the time. There is always a balance to strike between customer satisfaction levels and operational resources available. While it is important to focus on satisfying your customers needs, it is also important for facilities to manage users expectations of service levels as well.



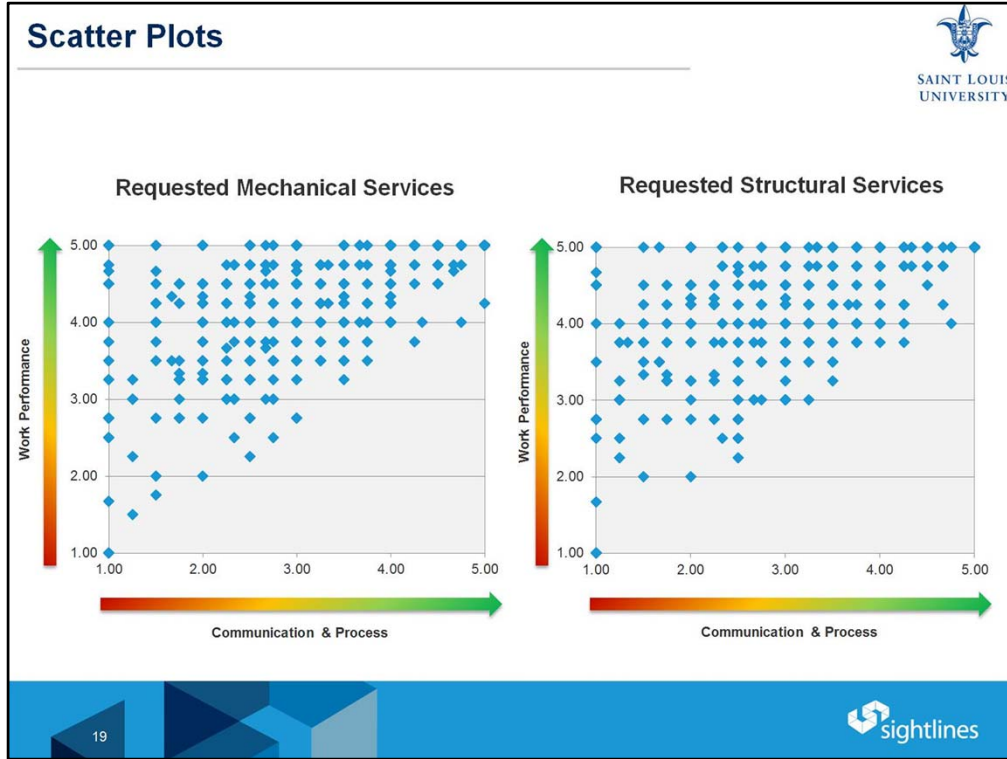
When examining the maintenance resources, SLU is covering a similar amount of space as peers, with slightly more supervision and similar amount of materials. In terms of output, SLU was performing at a higher level 4.2 versus peers with similar inputs last year. This year SLU is just below peer level, 3.8, down from the prior year. With the pace of backlog growth, as there are more emergencies, the scores can start to see the impact showing on campus.



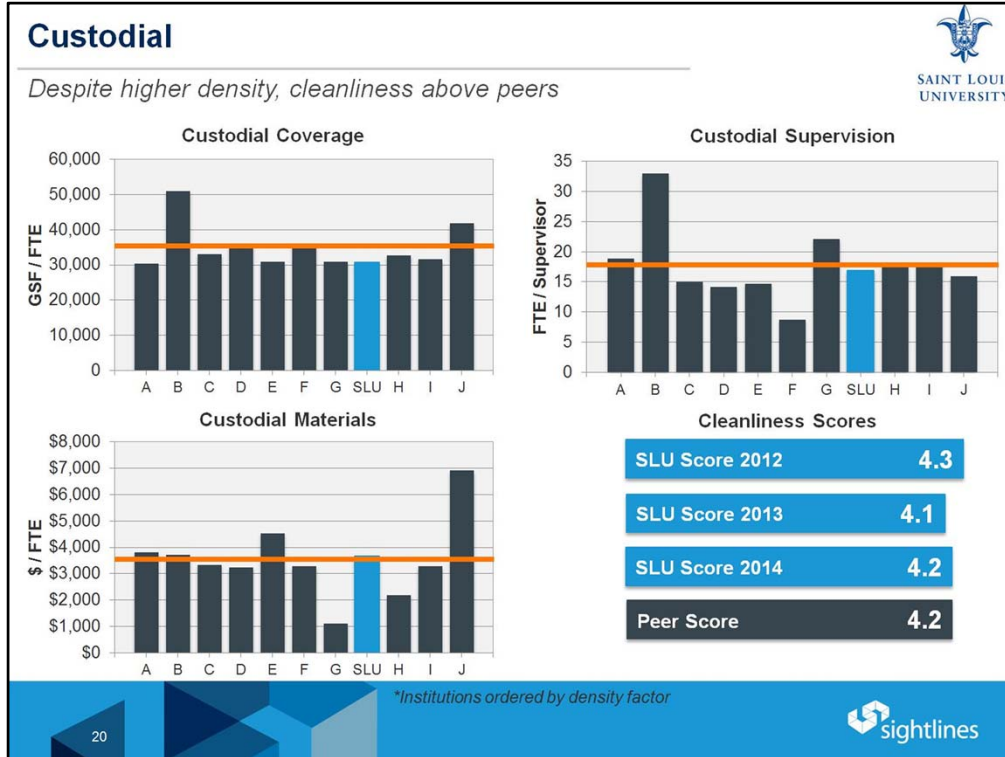
The customer survey results for General Repair and Building Operation can help to highlight customers perception of campus. Many of these questions highlight capital repair needs.



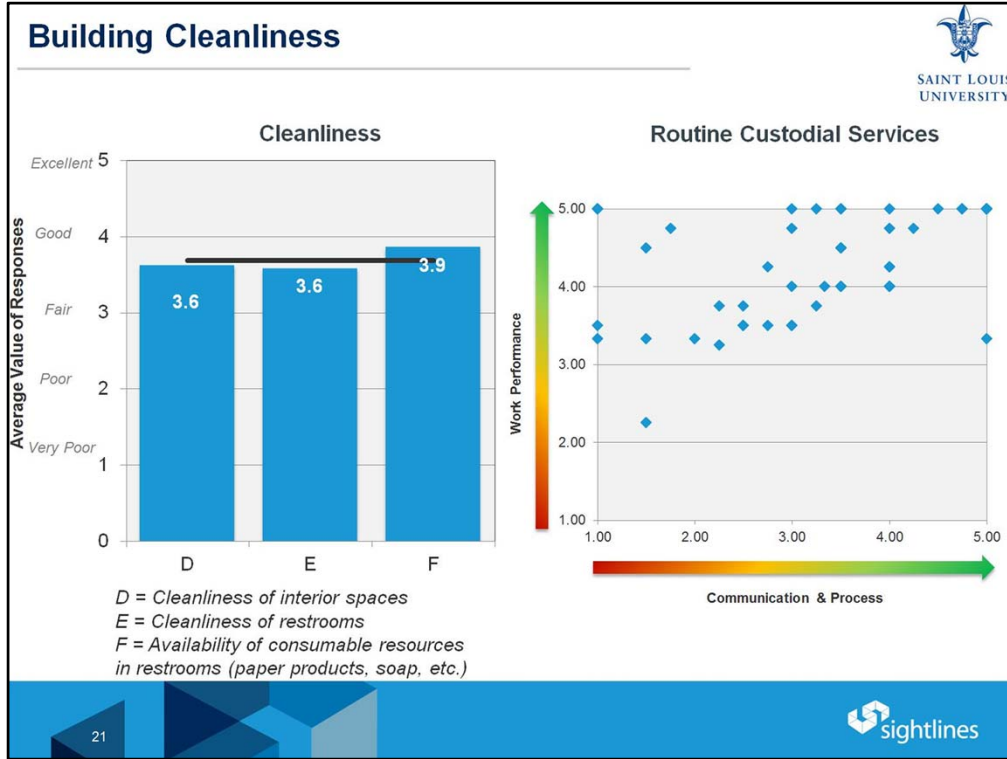
The results from the customer satisfaction survey shows that most areas for improvement are in schedule, communication and feedback. While work performance and satisfaction results are high in the customers eyes. Schedule, communication and feedback are often key areas of the process to tie into an automated work order system to keep customers informed.



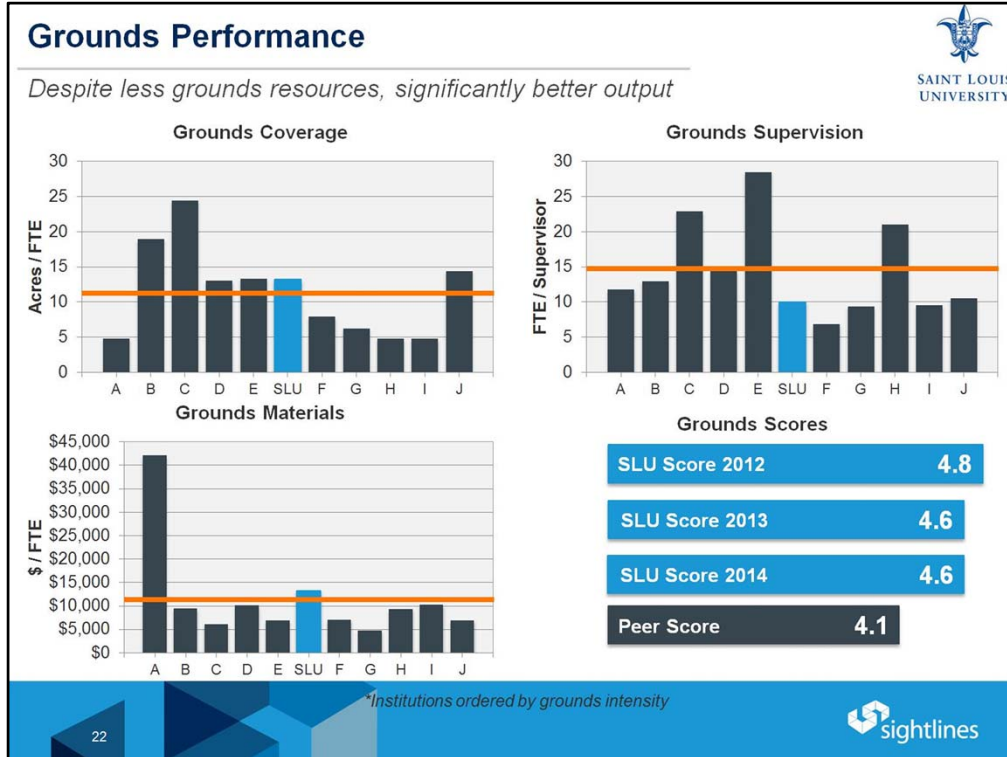
Each dot on these scatter plots represents a customer response. This illustrates that work performance is consistently rated higher, majority above a 3, while communication & process scores fluctuate more along the axis.



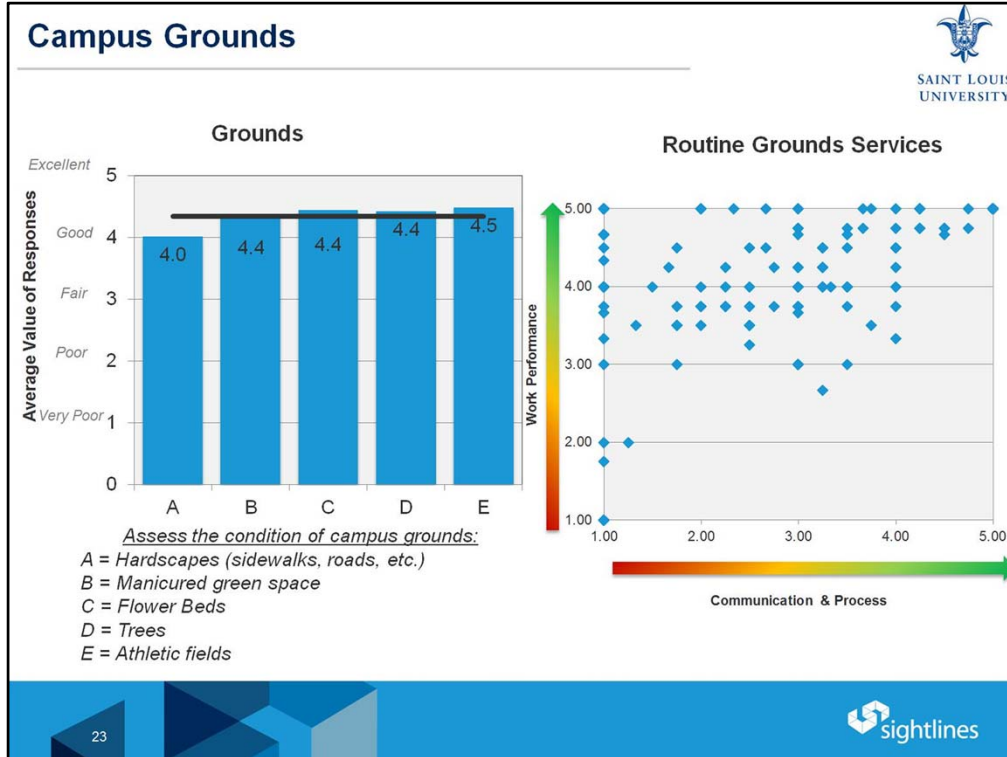
Higher density impacts the custodial operations. Custodial metrics are similar to peers in coverage, supervision and material spending. In terms of output, while SLU historically was above peer's in terms of cleanliness inspection, scores have begun showing signs of strain but are currently at peer levels at a 4.2.



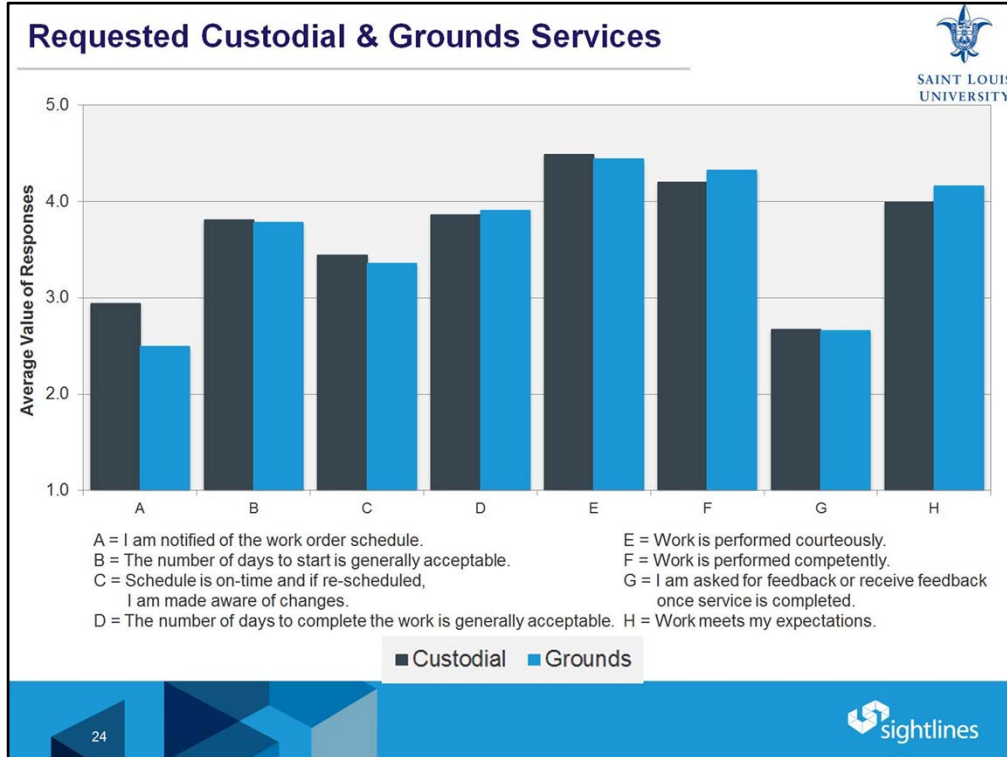
The left hand chart shows responses from our customer satisfaction survey related to building cleanliness. The average for this measure was 3.8 from campus users. Each dot on these scatter plots represents a customer response. This illustrates that work performance is consistently rated higher, majority above a 3, while communication & process scores fluctuate more along the axis.



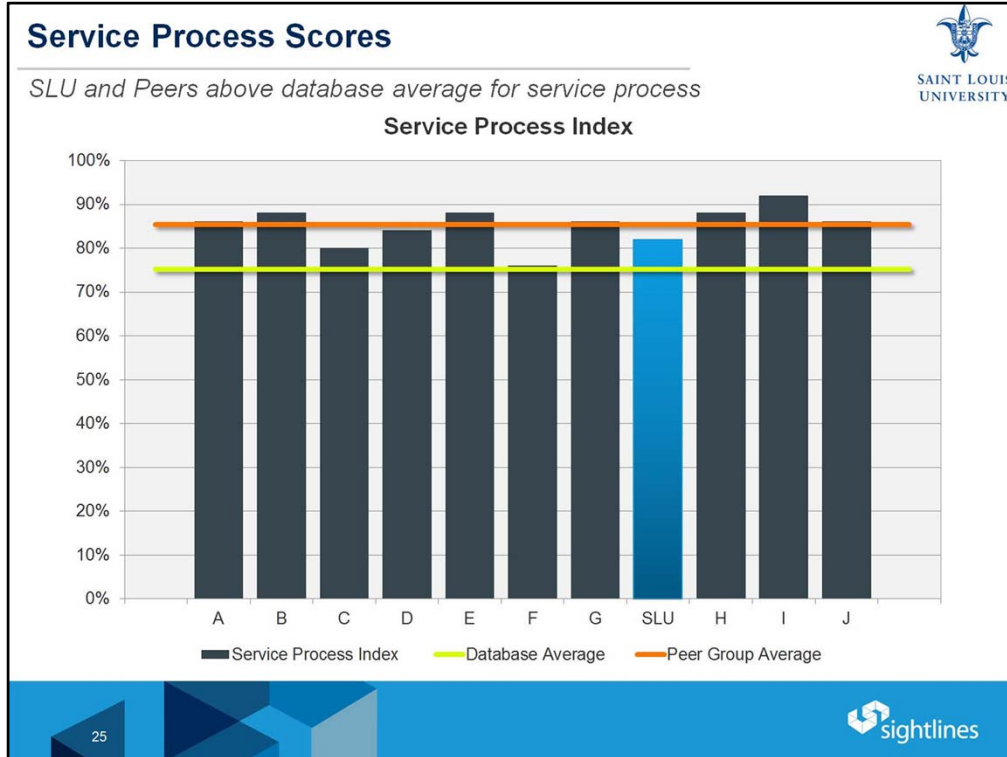
This is a best practice area for SLU. With less staffing and slightly more supervision and similar material spending, SLU is a out performing peers. SLU is a top performer of our database for grounds performance (4.6 out of 5).



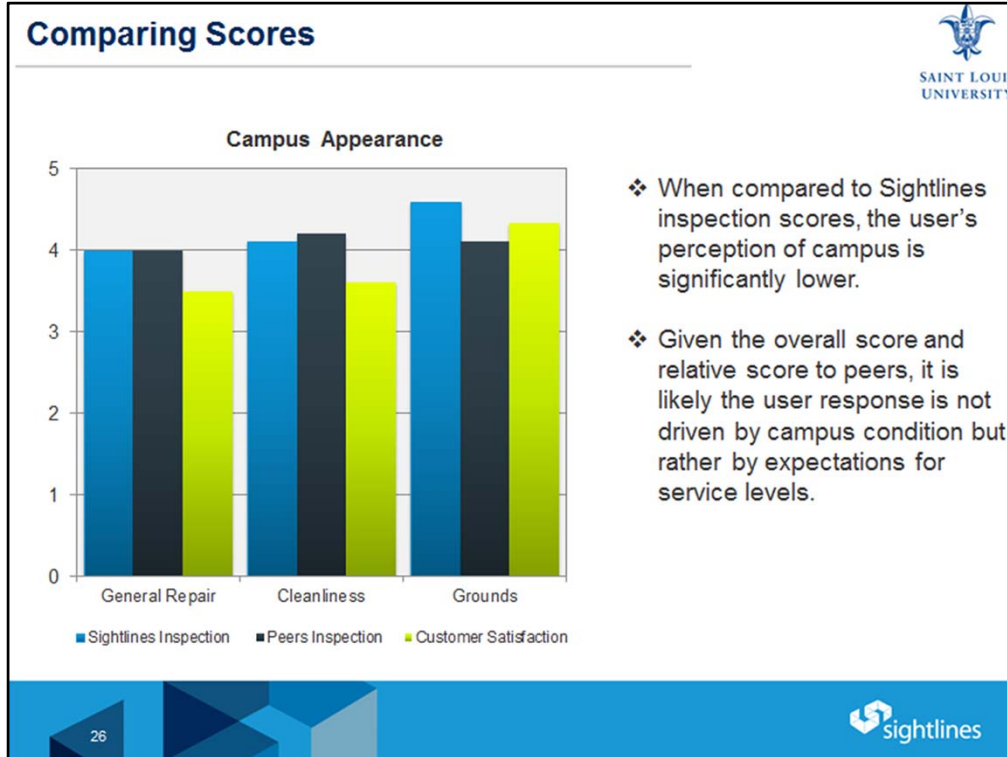
The left hand chart shows responses from our customer satisfaction survey related campus grounds. The average for this measure was 4.4 from campus users, the highest area for the customer satisfaction survey. Each dot on these scatter plots represents a customer response. This illustrates that work performance is consistently rated higher, majority above a 3, while communication & process scores fluctuate more along the axis.



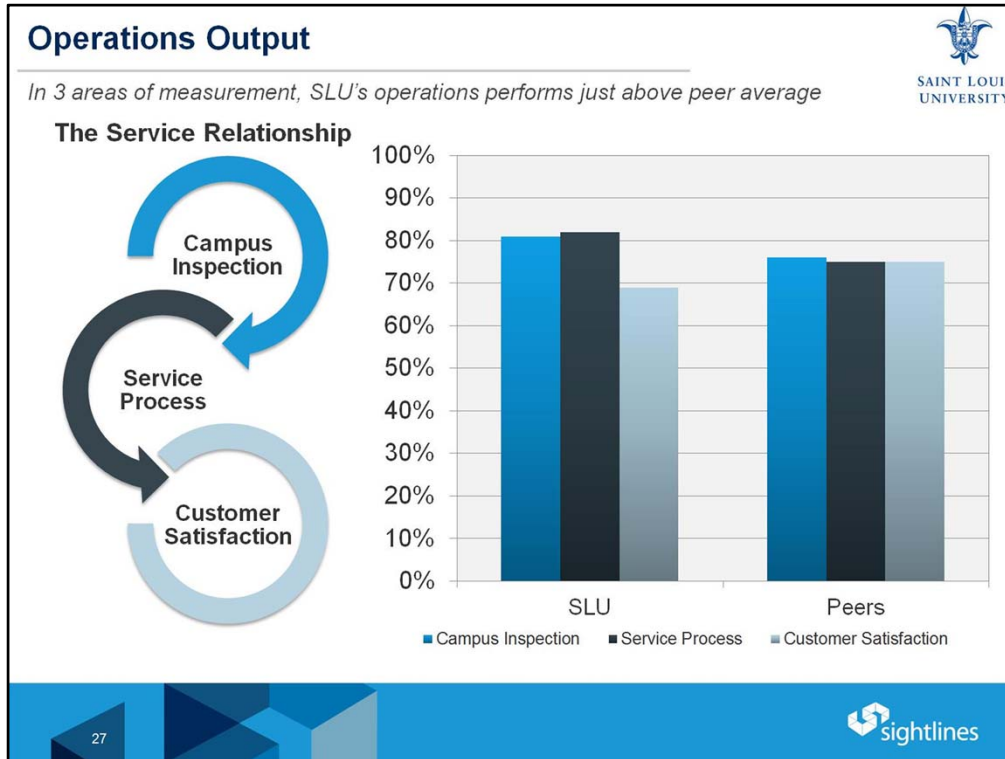
The results from the customer satisfaction survey shows that most areas for improvement are in schedule, communication and feedback. While work performance and satisfaction results are high in the customers eyes.



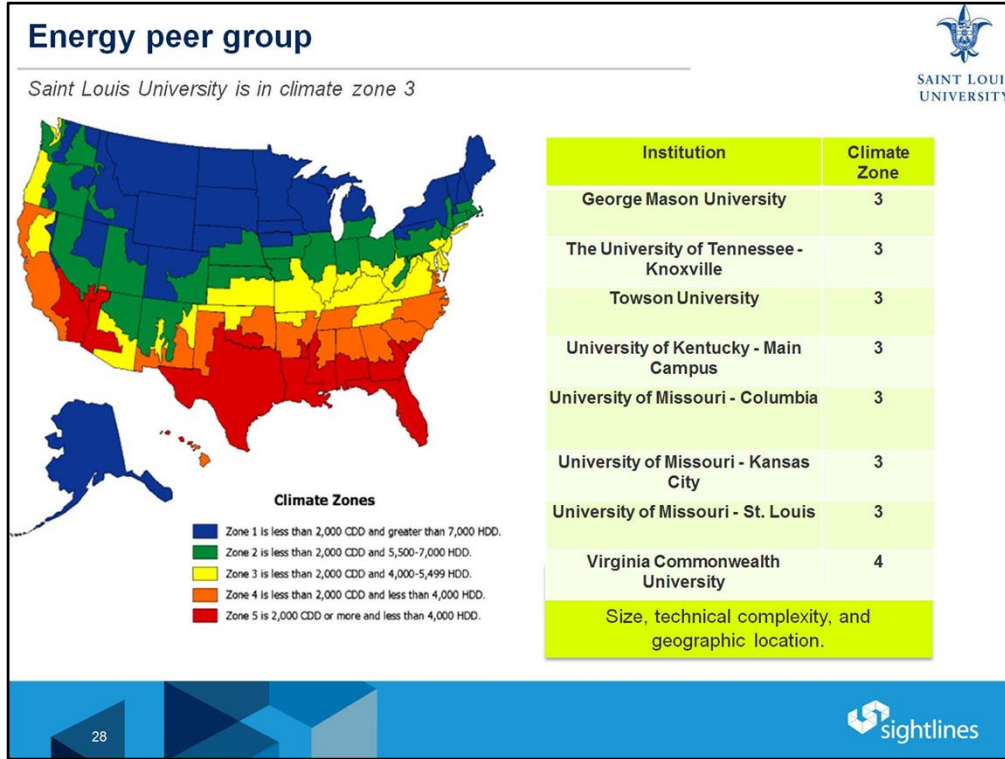
The Service Process Index (%) is the composite score of Sightlines' Service Process analysis which includes an evaluation of the service department reporting structure, scheduling process, work order system capacity, and reporting capabilities. SLU's composite score falls below the peer average. As FAMIS continues to be implemented, focusing on key areas such as scheduling will help to increase these scores and the effectiveness of your work order system.



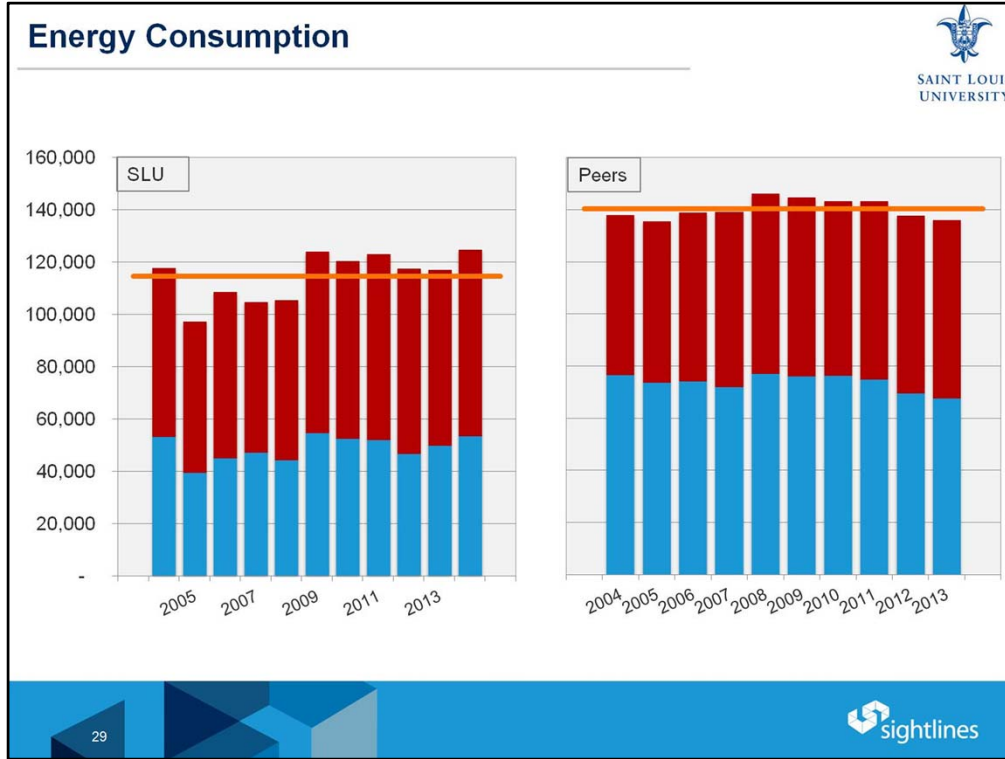
Comparing score from the Sightlines inspection, peer inspection and customer satisfaction survey can help to provide context to the scores received. In this case, focusing in on general repair, cleanliness and grounds, when compared to Sightlines the user's perception of campus is lower. Given the overall score and relative score to peers, it is likely the user response is not driven by campus condition but rather by expectations for service levels.



Sightlines and Saint Louis University continue to monitor service performance each year with 3 measures, Service Process, Campus Inspection and Customer Satisfaction. The Campus inspection is an independent judgment of the campus appearance gained by an inspection of a representative sample of campus buildings and grounds. The Customer Satisfaction survey brings in the campus user perspective from an online survey focusing on general satisfaction, knowledge of service request process, understanding of service levels, feedback and work meets expectations.



For energy metrics, a separate peer group is selected based on similar climate zones. Schools in similar climate zones face comparable energy demands such as number of heating and cooling degree days.



Energy Cost and Consumption have been below peers and trending has been relatively flat. This is one area where age and backlog could begin to put upward pressure on consumption. Energy consumption is influenced by many factors including region/climate, type of institution, technical complexity, utility systems, campus backlog, etc.