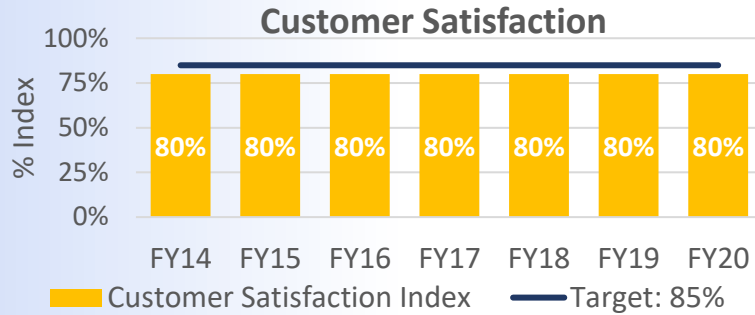
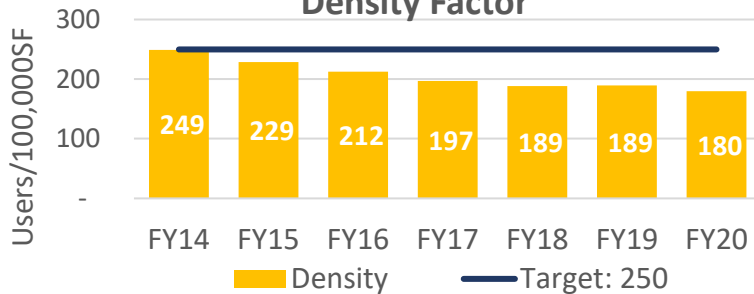


University of Alaska Southeast - KPI Summary

Customer Satisfaction – (% Index of 100%) score derived from annual surveys of campus community

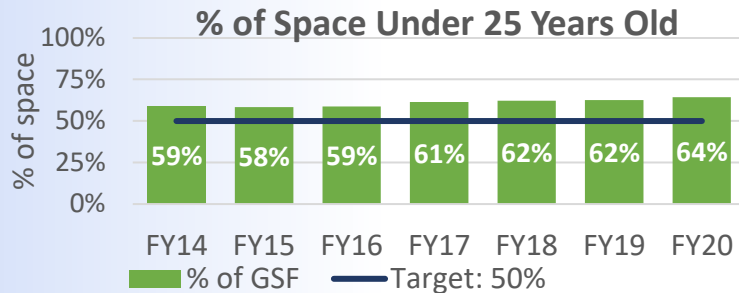


Density Factor

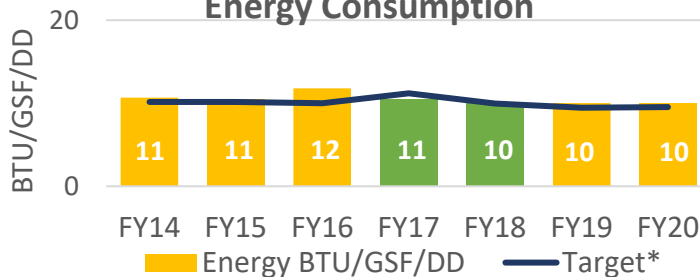


Campus Density (FTE/100,000 GSF) – Includes total on-site student, faculty and staff FTE, and all usable GSF

% of Space Under 25 Years Old – based on age of each building, accounting for major (gut) renovations

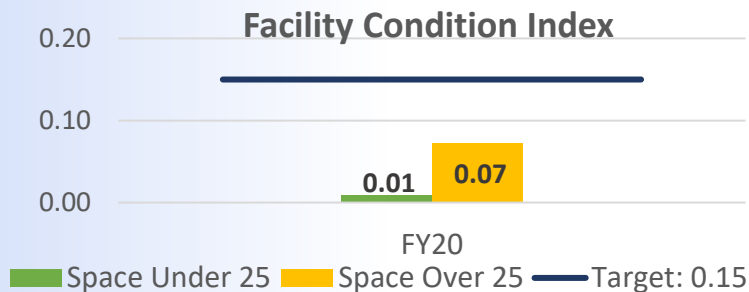


Energy Consumption



Energy Consumption (BTU/GSF/DD) – Total energy consumption (fossil + electric) normalized over GSF and divided by Degree Days. *Target = 2.5% reduction from previous year actual.

Facility Condition Index – calculated using facility condition assessment data (FCI = Backlog / Replacement Value)



Customer Satisfaction

Target is best practice in the Sightlines database. The composite score of Sightlines' online customer satisfaction survey, including the following categories: general satisfaction; knowledge of process; understanding of service levels; feedback; and work meets expectations.

Density Factor

Density factor measures the number of faculty, staff and students FTEs on campus per hundred thousand square feet. This determines the intensity of use that campus space experiences on a daily basis, or the number of people utilizing the space on a regular basis. The higher the density factor, the quicker space becomes worn out, dirty, etc. and the harder it is for facilities to maintain. Typically, we find that small liberal arts institutions have a density factor under 250 while large urban and research institutions have density factors at the higher end of the spectrum (400+ users/100,000 GSF).

% of Space Under 25 Years Old

Based on Sightlines data-driven knowledge of building life cycles and managing the aging of major building systems. Campuses operate most efficiently with a balanced building age profile.

- **Less than 10 Years** – the “honeymoon period” of a building in which very few life cycles are due. Requires little to no investment and minimal operational effort.
- **10-25 Years** – a time period in which small components within a building begin to reach the end of their useful lives. Require more time and investment than buildings under 10 years old, but still operate as a “new” building
- **25-50 Years** – Post World War II buildings. These buildings were generally not built with the same quality as those prior to or after this time period. Therefore, these buildings and their components often reach the end of their useful life more quickly, and place a great strain on facilities staff.
- **Over 50 Years** – a time period in which most major components of a building reach the end of their useful lives. Require a significant amount of investment and operational effort. These buildings are often completely renovated to restore them to a working condition that is consistent with today's standards.

Energy Consumption

Energy reduction target is set to 2.5% each year compared to the last. While many large capital improvements resulting in energy reduction have already occurred in campus buildings, continuing to find operational efficiencies that result in lower consumption can yield cost savings and benefit campus sustainability. With any major renovations or new space added to campus, we encourage using ASHRAE Standard 90.1 as a basis of design.

Facility Condition Index

Target driven by the amount of backlog that should be in a building at any given point in time. This considers intentional deferral and a rolling backlog in buildings as they age over time.