



# Operations, Maintenance, and Custodial Evaluations

While facility condition assessments provide valuable insight into a facility's current condition, they do not offer a quantified view of the day-to-day operations, maintenance, and custodial (OMC) efforts provided by third-party management vendors or in-house staff. To offer a well-rounded view of both, Marx Okubo pairs an evaluation of the physical condition of the facilities with a detailed review of the OMC efforts to provide a more comprehensive understanding of the OMC efficacy.

Using criteria established by the Association of Physical Plant Administrators (APPA), Marx Okubo assigns numerical scores to OMC efforts using proprietary software developed in-house. These scores are often used to identify areas that need improvement, to properly allocate resources, or to determine performance-based compensation for vendors.

## Objective evaluations

Marx Okubo has the proven depth and experience clients need to better assess the effectiveness of their operations, maintenance, and custodial services. We provide an independent and objective evaluation of each facility through visual inspections, interviews of operations and maintenance staff (O&M Staff), interviews with residence life staff, reviews of supporting documents and service agreements, work order history, and verification of regulatory compliance certificates. At the conclusion of the evaluation, a numerical APPA level score is assigned to 50 detailed maintenance, operations, and custodial categories for each facility. Our team provides an executive summary for each facility including photos of the inspected items and an outline of the observations leading to the assigned APPA level.

## Key OMC evaluation services

- > On-site evaluation
- > Regulatory document review
- > Work order review
- > Resident life interviews
- > Data interpretation
- > Reporting & feedback



## OPERATIONS, MAINTENANCE, AND CUSTODIAL EVALUATIONS (CONTINUED)



### Project Examples

#### University System of Georgia (USG) P3 Student Housing Program

Client: University System of Georgia

- > Nine Colleges/Universities, 56 buildings, 3.6 million square feet, 10,000 beds
  - Abraham Baldwin Agricultural College
  - Augusta University
  - College of Coastal Georgia
  - Columbus State University
  - Dalton State College
  - East Georgia State College
  - Georgia Southern University - Savannah Campus
  - Georgia State University
  - University of North Georgia



#### University System of Georgia (USG) Facility Management Program for Student Housing

Client: University System of Georgia

- > Five Colleges/Universities, 110 buildings, 3.1 million square feet, 10,200 beds
  - Albany State University
  - Clayton State University
  - Fort Valley State University
  - Savannah State University
  - Valdosta State University



#### Wayne State University Student Housing, Detroit, Michigan

Client: Corvias Property Management

- > Seven buildings, 1.3 million square feet, 3,259 beds

#### Howard University Student Housing, Washington, D.C.

Client: Corvias Property Management

- > Seven buildings, 1.3 million square feet, 3,328 beds



#### North Carolina Central University Student Housing, Durham, North Carolina

Client: Corvias Property Management

- > Three buildings, 550,000 square feet, 1,220 beds