

MILITARY LODGING

ARMY LODGING

At-a-Glance

	Bed nights	*NIBD	Revenue
FY09	5,012,566	\$20.0 million	\$231.1 million
FY10	5,118,409	\$19.4 million	\$186.7 million
FY11	2,367,581	-\$59.0 million	\$196.0 million
FY12	2,133,346	\$30.1 million	\$137.4 million
FY13	1,591,039	-\$60.1 million	\$130.9 million
FY14	1,086,135	\$31.2 million	\$107.9 million
FY15	1,102,062	\$31.6 million	\$121.3 million
FY16	474,865	\$514,000	\$60.6 million
FY17	453,372	\$2.4 million	\$26.6 million
FY18	478,931	\$952,000	\$26.8 million

*Net Income Before Depreciation (NIBD)

Additional lodging, providing more than 17,000 rooms on 44 Army installations, is operated under the Privatization of Army Lodging (PAL) program by the InterContinental Hotels Group (IHG), parent company of the Holiday Inn, Crowne Plaza and other hotel chains.

Total Number of Employees (APF/NAF/local nationals):

439 (Full-time equivalents)

Number of Guest Rooms: 1,827

Properties: 18

Average Room Occupancy Rate: 72 percent based on inventory

Number of Occupied Room Nights: 478,931

Revenue Per Occupied Room: \$55.92

Room Size: 300 sq. ft.

Army Lodging Wellness Program Standards: four standard room types, which include ADA-accessible rooms

Standard Amenities: high-speed Internet access, computer desk, phone data ports, micro-fridge or kitchenette, coffeemaker, coffee, condiments, hair dryer, iron and ironing board.

As of Sept. 30, 2018

AIR FORCE LODGING

At-a-Glance

	Bed nights	Revenue	Income
FY09	7.6 million	\$289 million	\$56 million
FY10	7.5 million	\$302 million	\$63 million
FY11	7.2 million	\$292 million	\$48 million
FY12	7.3 million	\$300 million	\$50 million
FY13	6.7 million	\$367 million	\$124 million
FY14	6.5 million	\$365 million	\$149 million
FY15	6.3 million	\$372 million	\$149 million
FY16	6.1 million	\$364 million	\$147 million
FY17	6.0 million	\$354 million	\$139 million
FY18	5.9 million	\$350 million	\$142 million

Total Number of Employees: 4,770

Number of Guest Rooms: 26,110

Number of Properties: 89

Average Room Occupancy Rate: 71 percent

Average Room Rates: \$60

Standard Room Size: 280 sq. ft.

Standard Amenities: hair dryer, iron/ironing board, MP3 clock radio/ alarm, 43-in. televisions, free coffee, pen/paper, microwave and refrigerator, free Internet access

NAVY GATEWAY INNS and SUITES

At-a-Glance

	Bed nights	*NIBD	Revenue
FY09	6.0 million	\$26.3 million	\$184.8 million
FY10	5.8 million	\$50.5 million	\$216.4 million
FY11	5.4 million	\$38.4 million	\$216.9 million
FY12	5.2 million	\$33.2 million	\$217.2 million
FY13	4.8 million	\$34.7 million	\$235.8 million
FY14	4.7 million	\$47.1 million	\$259.9 million
FY15	4.8 million	\$46.4 million	\$264.7 million
FY16	4.5 million	\$53.7 million	\$268.8 million
FY17	4.1 million	\$65.1 million	\$279.3 million
FY18	4.2 million	\$103.7 million	\$287.7 million

Total number of employees (NAF/APF full-time employees; military; and local national full-time employees): 2,581

Guest rooms (lockable units): 20,472

Number of Properties: 69

Average Room Occupancy Rate: 57 percent

Average Room Rate: \$67.51

Standard Room Size: 300 sq. ft.

Standard Amenities: hair dryer, iron/ironing board, clock radio/alarm/ MP3 player/USB connections; HDTV with cable and premium channel, pen/ paper, microwave and refrigerator, Keurig coffee maker, complimentary wireless Internet, newspaper, daily housekeeping

Signature Amenities: NGIS Signature Bed: Sealy or Simmons queen mattress, signature duvet and bed scarf, soft and firm pillows. Bath: Signature soaps and shampoos, bath linens, curved shower rod and hook-less shower curtain.

NAVY LODGE

At-a-Glance

	Revenue
FY09	\$65 million
FY10	\$67 million
FY11	\$66 million
FY12	\$75 million
FY13	\$73 million
FY14	\$76 million
FY15	\$78 million
FY16	\$79 million
FY17*	\$84 million

* At press time, FY18 Navy Lodge sales had not yet been audited.

Total Number of Employees:

Approximately 1,200

Number of Guest Rooms:

More than 3,100

Number of Properties: 39

Average Room Occupancy Rate: 87.1 percent (a record high!)

Average Room Rate: \$84.22

Average Savings per night: 45% compared to per diem

Standard Room Size: family suites (830 sq. ft.) and extended-stay rooms (425 sq. ft.). Family suites

offer guests oversized rooms with living and dining areas, fully equipped kitchens, flat-screen televisions and soft/firm pillow options.

Room Sizes/On-Site Amenities: family suites and oversize guest rooms equipped with living area, dining area, kitchen, full bath and a variety of bedding options.

On-site amenities are offered such as firm and soft pillow options, flat-screen television, free Wi-Fi, complimentary breakfast, a weekly manager's reception, guest laundry facilities, free newspapers and coffee, free local and domestic long distance calls for CONUS locations, children's play areas and fitness rooms at many locations. Every Navy Lodge is handicapped-accessible.

As an added convenience, dogs and cats can stay at many Navy Lodges when traveling with their owner - perfect for a family on PCS orders. Guests need to contact the specific Navy Lodge regarding pet policies.

2018 Report

The Navy Lodge program celebrates its 50th anniversary in 2019. Since 1969, the program has bolstered scarce housing options for military families associated with permanent-change-of-station (PCS) moves.

"We are excited to share this milestone with all of our guests this year," said Michael Bockelman, vice president, Navy Lodge Program. Throughout the year, Navy Lodges will celebrate the anniversary with a series of events, activities and surprises for guests and their local military communities.

During 2018, each Navy Lodge helped support the quality of life of military members and their families via MWR events and Installation initiatives.

- Overall guest satisfaction rating for the year was 92 out of 100.
- The online guest survey system celebrated its one-year anniversary Dec. 31, 2018. Nearly 10 percent of guests completed the online survey.
- Hospitality Week – Associates worldwide were recognized during National Hospitality Week held at all Navy Lodge locations in mid-September.
- Reset projects were completed on 151 rooms worldwide. The program developed a new kitchen concept to provide additional counter space and allow for more family interaction. The program continued bathroom and kitchen upgrades and lobby remodels to support ever-changing trends as the Navy Lodge program strives to maintain its charter to better serve PCS members and their families.
- A family suite reset was completed at the Navy Lodge at NAS Patuxent River, Md. The reset included new furniture, paint, lighting, art, bathrooms and vanities.
- Lobby resets were completed at the Navy Lodges at NASJRB Fort Worth, Texas, and NSB Kings Bay, Ga. The lobbies were completely redesigned with breakfast area, new flooring, new front desk, lobby furniture and signage.
- A guest room and corridor reset was completed at the NS Newport, R.I., Navy Lodge. The guest room reset included new flooring, new furniture, mattresses, box springs, lighting, paint, lounge chair, coverlets and window treatments.
- Guest room resets were completed in Navy Lodges at NS Mayport, Fla., and NBVC Port Hueneme, Calif. The resets included new kitchens, flooring, lighting, paint, coverlets, window treatments and televisions.

INNS of the CORPS

At-a-Glance

Total Number of Employees: 213 (full-time equivalents)
Number of Guest Rooms: 1,103*
Number of Properties: 13 (on 10 installations)
Occupancy Rate: 74.61 percent
Average Daily Rate: \$110.56
Standard Room Size: 375 sq. ft.
Revenue per Available Room: \$82.49

Standard Amenities: Choice of one king bed or two queen beds, cable television, 42-inch flat-screen televisions, clock radio, iron/ironing board, hair dryer, in-room coffee/coffee maker, work desk, table lounge chair, branded guest amenity package featuring "Pharmacopia" products (soap, lotion, shampoo and conditioner). Select rooms feature kitchenettes with stove, microwave, refrigerator, dishwasher, dishes, pots/pans and dining tables/chairs. All Inns of the Corps hotels also feature free Wi-Fi, complimentary breakfast, guest laundry facilities, and vending machines. Several hotels also feature fitness centers, pet-friendly rooms, video game rooms, gaming / slots (Japan), outdoor children's playground and barbecue grills.

Guest Service: All Inns of the Corps associates have been trained to deliver a personalized and best-in-class hotel experience for guests. Associates embody the brand motto of "Clean Crisp Comfort" every day. Inns of the Corps take tremendous pride in its shared mission of taking care of Marines, Sailors and their families.

* 1,151 after upgrades. See Marine Corps Lodging in Military Club & Hospitality, June 2019.

	Total Rooms Sold	Annual Sales
FY09	279,853	\$21.5 million
FY10	280,184	\$21.0 million
FY11	289,991	\$23.3 million
FY12	278,523	\$23.4 million
FY13	263,776	\$20.7 million
FY14	276,488	\$25.8 Million
FY15	287,600	\$27.4 Million
FY16	300,541	\$30.5 million
FY17	301,697	\$32.3 million
FY18	299,261	\$33.6 million

COAST GUARD LODGING

At-a-Glance

	Total Rooms Sold	Revenue
FY09	82,638	\$3,816,729
FY10	83,715	\$3,895,550
FY11	81,311	\$3,897,333
FY12	83,482	\$4,304,865
FY13	107,925	\$4,941,533
FY14	111,296	\$5,241,781
FY15	114,773	\$4,792,521
FY16	107,219	\$4,993,088
FY17	116,410	\$4,854,973
FY18	117,526	\$5,384,351

Total Number of Employees: 52

Number of Guest Rooms: 601

Number of Properties: 22

Average Occupancy Rate: 54 percent

Average Room Rate: \$91

Standard Room Size: determined locally

Standard Amenities: determined locally