

## ALL-SERVICE REQUIREMENTS PERFORMANCE METRICS

1. PRD Title: All Service Requirements	Service: All Service Requirements <b>Metric Name:</b> <b>Customer Satisfaction</b>
Define the Metric – define each element of quantities being measured	A customer satisfaction survey will be developed by the service provider that separately accesses the following areas: Compliance with regulations, Courtesy, Professionalism, Work Place Appearance, Responsiveness, Flexibility, Responsiveness, Customer Focus, Cost Effectiveness, Support to IDEA program, Work Group Management, and Technical Expertise/Knowledge. The survey will be numeric based with the lowest rating being 1 and the highest being 5.
Sources of data used to calculate metric's value	Not currently available. Service provider is expected to develop databases to collect, record, and analyze the data.
If the data currently exists, list where it can be located. If not available, so state.	Does not exist.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Data does not exist. Desired level of service is a customer satisfaction rating of at least 4.0.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	None.

## ALL-SERVICE REQUIREMENTS PERFORMANCE METRICS

2. PRD Title: All Service Requirements	Service: Safety <b>Metric Name:</b> <b>Timely and accurate reporting of accident information</b>
Define the Metric – define each element of quantities being measured	This metric measures the number of customer complaints for late and inaccurate reports of accident information to Wing Safety Office and Contracting Officer.  The number of complaints will be compiled for each monthly period.
Sources of data used to calculate metric's value	Not currently available. Service provider is expected to develop databases to collect, record, and analyze the data.
If the data currently exists, list where it can be located. If not available, so state.	Does not exist.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Data does not exist. Desired level of service is no more than 1 late report per month.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	None.

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3. PRD Title: All Service Requirements	Service: Security <b>Metric Name:</b> <b>Number of security violations or compromises.</b>
Define the Metric – define each element of quantities being measured	The service provider will compile and report the number of security violations or compromises each month.
Sources of data used to calculate metric's value	Security inspections and reports. The service provider is expected to maintain a database for documentation and analysis purposes.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked for BOS areas.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Does not exist. Desired level of service is zero violations or compromises in any month.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	None.

## ALL-SERVICE REQUIREMENTS PERFORMANCE METRICS

4. PRD Title: All Service Requirements	Service: Records Management <b>Metric Name:</b> <b>Customer Satisfaction - Records Management</b>
Define the Metric – define each element of quantities being measured	A customer satisfaction survey will be developed by the service provider that accesses the service provider's Records Management performance  The survey will be numeric based with the lowest rating being 1 and the highest being 5.
Sources of data used to calculate metric's value	Not currently available. Service provider is expected to develop databases to collect, record, and analyze the data.
If the data currently exists, list where it can be located. If not available, so state.	Does not exist.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Data does not exist. Desired level of service is a customer satisfaction rating of at least 4.0.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	None.

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5. PRD Title: All Services Requirements	Service: Safety <b>Metric Name:</b> <b>Fire, Safety, and Health Violations</b>
Define the Metric – define each element of quantities being measured	<p>Number of written adverse notifications received from Federal, State, Regional, or Local authorities reported on a quarterly basis and provide status of closure actions in relation to required closure timelines.</p> <p>Written adverse notifications may include, but are not limited to, notices of violations, fire safety deficiency, Environmental Compliance Assessment and Management Program findings, or similar notifications.</p> <p>Discrepancies identified by facility managers or the service provider shall not be included in the number reported.</p>
Sources of data used to calculate metric's value	<p>Written adverse notifications may be received from enforcement agencies following an inspection, audit, or report submittal.</p> <p>Notifications of discrepancies previously identified by facility managers or the service provider shall not be included in the number reported.</p>
If the data currently exists, list where it can be located. If not available, so state.	Data is currently not tracked in this manner.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Abatement actions on identified safety hazards must be implemented immediately upon identification of a hazard.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	Self-identification of fire, safety, and health violations by the service provider and facility managers is encouraged. These violations should be documented and corrected in a timely manner.

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6. PRD Title: All Services Requirements	Service: Vehicle Operation: <b>Metric Name: Operator care and upkeep of government provided vehicles.</b>												
Define the Metric – define each element of quantities being measured	This metric is designed to measure the service providers ability to satisfactorily care for and provide operator level servicing of all government provided vehicles.												
Sources of data used to calculate metric’s value	The PRIME Care Inspection Checklist:  PRIME Checklist.doc												
If the data currently exists, list where it can be located. If not available, so state.	The data for this element is contained within the Transportation Fleet Management office.												
If the data currently exists, provide the data value by the metric.	Required level is for the service provider to obtain at least an 85% rating on all vehicle inspections. <table border="1" data-bbox="852 940 1211 1169"> <thead> <tr> <th>SCORE</th> <th>RATING</th> </tr> </thead> <tbody> <tr> <td>95-100</td> <td>Outstanding</td> </tr> <tr> <td>85-94</td> <td>Excellent</td> </tr> <tr> <td>75-84</td> <td>Satisfactory</td> </tr> <tr> <td>65-74</td> <td>Marginal</td> </tr> <tr> <td>0-64</td> <td>Unsatisfactory</td> </tr> </tbody> </table>	SCORE	RATING	95-100	Outstanding	85-94	Excellent	75-84	Satisfactory	65-74	Marginal	0-64	Unsatisfactory
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If Higher HQ standard, please enter and list source of standard.	N/A												
Additional Clarifications	A score of 85% is the Keesler standard for vehicle inspections.												