

COMMUNITY SERVICES PERFORMANCE METRICS

0. PRD Title: Community Services	Service: Community Services Metric Name: Community Services - Customer Satisfaction Survey
Define the Metric – define each element of quantities being measured	This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan.
Sources of data used to calculate metric's value	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, list where it can be located. If not available, so state.	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, provide the data value by the metric.	N/A. See paragraph 4.3 of the PMP.
If Higher HQ standard, please enter and list source of standard.	N/A. See paragraph 4.3 of the PMP.
Additional Clarifications	N/A. See paragraph 4.3 of the PMP.

COMMUNITY SERVICES PERFORMANCE METRICS

1. PRD Title: Community Services	Service: Community Services Metric Name: Customer Survey – Customer Service
Define the Metric – define each element of quantities being measured	This metric will measure customer satisfaction with the customer services provided in the following areas: Safety, Professionalism, Timeliness, Accuracy, Courteous, Mission Accomplishment. The survey will on a scale of 1 to 5. Survey forms will be collected and the average score will be reported monthly.
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 collected by customer comment cards, customer surveys, and other feedback mechanisms.
If the data currently exists, list where it can be located. If not available, so state.	Data currently maintained by each activity manager with a minimum of annual reports submitted to the Flight Chief and SVS Director.
If the data currently exists, provide the data value by the metric.	Required level of service is an average customer survey rating of at least 3.5.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory.

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2. PRD Title: Community Services	Service: Library, Sports & Fitness, and Community Centers Metric Name: Golden Eagle Standards, 5-Star Fitness Program requirements, and Community Center Standards Compliance
Define the Metric – define each element of quantities being measured	This metric will measure how well Community Services' programs adhere to Golden Eagle Standards, 5-Star Fitness Program requirements, and Community Center Standards. This metric will be measured and reported on a semi-annual basis by using assessment tools to perform self-assessments.
Sources of data used to calculate metric's value	Air Force Golden Eagle Standards, 5-Star Fitness Program requirements, and Community Center Standards Checklist will be used to calculate metric's value.
If the data currently exists, list where it can be located. If not available, so state.	Data currently maintained by each activity manager with a minimum of annual reports submitted to the Flight Chief and SVS Director.
If the data currently exists, provide the data value by the metric.	Required level of service is 100% compliance with all Standards and Programs elements currently being met.
If Higher HQ standard, please enter and list source of standard.	Golden Eagle Standards, 5-Star Fitness Program requirements, and Community Center Standards
Additional Clarifications	Non-compliance items must be tracked until corrective action has been taken to meet each standard. This checklist is used during Inspector General inspections to ensure mandatory compliance with Air Force guidance. The service provider must progress to achieve 5-Star rating in controllable areas within 2 years of contract start date.

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3. PRD Title: Community Services	Service: Library, Fitness and Sports, and Community Centers Metric Name: Facility Cleanliness/Customer Survey
Define the Metric – define each element of quantities being measured	This customer survey metric will measure on a monthly basis the cleanliness of the Community Services' equipment and facilities/grounds. A customer survey form will be available to customers to complete and submit. The following areas will be separately measured. Community Center Library Sports & Fitness
Sources of data used to calculate metric's value	The service provider may develop a Government approved customer satisfaction survey form. These forms must be available to each customer and cover each area listed above with no less than 40 customer surveys collected per month, per activity listed.
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained at both the activity level and by the SVS Trainer with monthly reports being forwarded to the Flight Chief and SVS Director for their review.
If the data currently exists, provide the data value by the metric.	An overall average rating of 3.5 or better on customer surveys measured on a scale of 1 to 5 that are compiled and reported monthly.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

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4. PRD Title: Community Services	Service: Library, Fitness and Sports, and Community Centers Metric Name: Administrative Support Requirements
Define the Metric – define each element of quantities being measured	This metric will measure on a monthly basis the accuracy and timeliness of administrative reports, projects and correspondence. The number of missed suspenses will be reported separately for the following areas. Community Center Library Sports & Fitness
Sources of data used to calculate metric's value	SVS and SPTG Suspense Management Logs
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained by the SVS Admin staff located in the SVS Director's office.
If the data currently exists, provide the data value by the metric.	Required level of service – not more than one suspense missed for all administrative and financial reports, projects of correspondence per month, per activity.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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5. PRD Title: Community Services	Service: Library, Fitness and Sports, and Community Centers Metric Name: Financial Management.
Define the Metric – define each element of quantities being measured	This metric will measure the service provider’s ability to meet (NAF and APF) budget targets with no greater variance than +/- 5% and suspense dates for all financial budgets and reports with no more than one late suspense per activity, per quarter. The number of late budget suspenses will be reported separately for the following areas: Community Center Library Sports & Fitness
Sources of data used to calculate metric’s value	Financial schedules, which includes required suspense dates and requirements.
If the data currently exists, list where it can be located. If not available, so state.	SVS Resource Management Flight Chief’s office.
If the data currently exists, provide the data value by the metric.	Required level of service – not more than one late budget suspense missed per year per activity.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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6. PRD Title: Community Services	Service: Library, Fitness and Sports, and Community Centers Metric Name: Innovative and Cost Effective Program Management
Define the Metric – define each element of quantities being measured	This metric will measure the service provider’s ability to provide innovative and cost effective programs and services that are based on customer demand derived from the use of Air Force and local surveys. Customer demand/interest surveys and focus groups will be conducted no less than quarterly, customer comment cards reviewed daily and tracked monthly.
Sources of data used to calculate metric’s value	Air Force provided survey instruments and locally derived customer survey forms that are designed to determine customer interest and obtain innovative programs are available to each customer and cover each area listed above with no less than 40 collected per quarter.
If the data currently exists, list where it can be located. If not available, so state.	Data is currently maintained in each activity and is used to develop innovative and cost effective programs and services.
If the data currently exists, provide the data value by the metric.	Required level of service is to conduct a minimum of quarterly surveys with no less than 40 surveys collected per quarter.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Air Force surveys include but are not limited to the Corporate Prism Survey, Customer Satisfaction and Base Training Support Survey. Golden Eagle standards and community center standards as well as the 5-star Fitness program specify core programs. Advisory committees are conducted quarterly