

EMERGENCY MANAGEMENT PERFORMANCE METRICS

0. PRD Title: Emergency Management	Service: Emergency Management Metric Name: Emergency Management - 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.

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1. PRD Emergency Management	Service: Staff Assistance Visit (SAV) and SAV Written Report Completion Metric Name: Customer Complaints - SAV and SAV Reports
Define the Metric - define each element of quantities being measured	This metric will measure customer satisfaction, based on customer complaints, on a yearly basis of each Keesler AFB organization requesting SAVs based on the following established timeframes: Received SAV within 45 days of request Received a written report within 10 duty days after the visit
Sources of data used to calculate metric's value	Not currently tracked. The service provider may develop a Government approved customer complaint process to collect the data.
If the data currently exists, list where it can be located. If not available, so state.	Data does not currently exist
If the data currently exists, provide the data value of the metric	Required level of service: Not more than 1 valid customer complaint based on timeliness per year.
If higher HQ standard, please enter and list source of standard	A SAV report will be provided to the unit NLT 10 workdays after the visit. (KAFBI 32-4001, Paragraph 6.2.)
Clarifications needed	SAVs will not be conducted within 30 days of any higher headquarters SAV/inspection/assessments. (KAFBI 32-4001, Paragraph 6.1.2.) N/A

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2. PRD Emergency Management	Service: Schedule Development and Distribution Metric Name: Customer Complaints - Training Scheduling and Notification
Define the Metric - define each element of quantities being measured	This customer complaint metric will measure, on a monthly basis, customer satisfaction of the service provider's identification of base DP training requirements, development of training schedules, and distribution to affected base agencies.
Sources of data used to calculate metric's value	Not currently tracked. The service provider may develop a Government approved customer complaint process to collect the data.
If the data currently exists, list where it can be located. If not available, so state.	Data does not currently exist
If the data currently exists, provide the data value of the metric.	Required level of service: Not more than 2 valid customer complaints per month.
If higher HQ standard, please enter and list source of standard	N/A
Clarifications needed	Training schedules need not be developed or revised for short notice training requirements (i.e. HTA deployments)

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3. PRD Emergency Management	Service: Training Quality and Timeliness Metric Name: Student Training Survey
Define the Metric - define each element of quantities being measured	This metric will measure the service provider's ability to provide training courses that satisfy customers in the following areas on a scale of 1-5: appropriate environment, timeliness, quality of information, instructor knowledge, instructor professionalism, and visual aid/multimedia quality. This metric will be compiled after each training course and reported quarterly.
Sources of data used to calculate metric's value	A locally developed customer survey form that is attached
If the data currently exists, list where it can be located. If not available, so state.	Data is not on file.
If the data currently exists, provide the data value of the metric.	No current level exists. Required level of service is an average rating of not less than a 4.0 on a scale of 1-5.
If higher HQ standard, please enter and list source of standard	N/A
Clarifications needed	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 Emergency Management	Service: Training Levels Metric Name: Training Availability for Mobility Tasked Personnel
Define the Metric - define each element of quantities being measured	This metric will measure monthly the availability of training within established time constraints for personnel on mobility (primary and alternate), personnel deploying to a HTA, personnel transferring to a HTA, personnel identified as first responders, as well as base organizations deploying. Training courses include NBC, EOR, HAZMAT, BEPO, EET, and UCC training. The metric will be calculated by the number of training slots offered within established time frames divided by total training slots needed. (Needed training slots are based on required and requested training.)
Sources of data used to calculate metric's value	Data currency is dependent on Keesler AFB organizations supplying current data, e.g. if a new mobility requirement exists the organization must notify the service provider of the change so training can be offered.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value of the metric.	Not currently tracked. Required level of service: 100% availability. Individually assess each subject area monthly.
If higher HQ standard, please enter and list source of standard	Installations must ensure that all employees with a HAZMAT emergency response role (Initial Response Element, selected Follow-On Element members, and the HAZMAT Emergency Response Team) are trained and DoD certified before they take part in an actual HAZMAT emergency. (AFI 32-4002, Paragraph 4.5.)
Clarifications needed	N/A

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5. PRD Emergency Management	Service: Emergency Management and Contingency Training Metric Name: Timeliness of DP Training
Define the Metric - define each element of quantities being measured	This metric measures the service provider's ability to ensure personnel assigned to DP duties are trained in required disciplines within the following time constraints: <ul style="list-style-type: none"> • OSC/OSC alternate and FOE DCG representatives shall receive DCG training within 60 days of assignment and annually thereafter. • DP representatives shall receive initial DP Representative training within 60 days and annually training thereafter. • SMT and CCT team chiefs shall be briefed within 60 days of assignment to position and shall receive annual updates on current requirements thereafter. This metric will be calculated by dividing the number of personnel trained within the required time constraints by the total number of personnel trained.
Sources of data used to calculate metric's value	Service provider will be expected to create a database to track and monitor this data.
If the data currently exists, list where it can be located. If not available, so state.	Training tracked via ACES system in CEX training section.
If the data currently exists, provide the data value of the metric.	Required level of service is 85% within time frames.
If higher HQ standard, please enter and list source of standard	None
Clarifications needed	None

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6. PRD Emergency Management	Service: Emergency Response Metric Name: Major Accident Response Assessment
Define the Metric - define each element of quantities being measured	This metric will measure annually how expediently the service provider responds to major accidents, natural disasters, and contingencies (real or exercise). During duty hours, respond to tasked activity (i.e. BS, DCG, and EMCC) within 15 minutes of notification. During non-duty hours, respond within 45minutes of notification. The number of responses in which arrival time was within established time frames divided by the number of responses will be used to calculate the metric.
Sources of data used to calculate metric's value	Event logs recording time notifications and arrivals.
If the data currently exists, list where it can be located. If not available, so state.	Logs annotating time of recall and time of arrival at specified locations are maintained at the Command Post and EMCC.
If the data currently exists, provide the data value of the metric.	Current level of service: Not currently tracked Required level of service: Respond within established timeframes 90% of the time per year.
If higher HQ standard, please enter and list source of standard	N/A
Clarifications needed	Situations clearly outside the service provider's control (i.e. inclement weather) should be considered when assessing this metric.