

ENVIRONMENTAL MANAGEMENT PERFORMANCE METRICS

0. PRD Title: Environmental Management	Service: Environmental Management Metric Name: Environmental 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.

ENVIRONMENTAL MANAGEMENT PERFORMANCE METRICS

1. PRD Title: Environmental Management	Service: Customer Satisfaction Metric – Survey of Customer Satisfaction
Define the Metric – define each element of quantities being measured	This metric must measure the customer satisfaction for environmental services provided by the service provider immediately following services provided. Services can include training, hazardous waste disposal, pollution generating activity analysis, information request, regulatory interpretation, emergency response and/or similar actions. TRAINING: Provided training is offered to base personnel for technical requirements or general awareness. HAZARDOUS WASTE DISPOSAL: Disposal of hazardous waste is funded through the environmental management service provider and is timely and effective. POLLUTION GENERATING ACTIVITY ANALYSIS: Upon request review proposed actions for reducing pollution and cost analysis. INFORMATION REQUEST: Provide reply to requests for information on environmental programs REGULATORY INTERPRETATION: Conduct reviews of operations that require compliance under federal, state or local regulations and provide expert interpretation and guidance on procedures and modifications to procedures EMERGENCY RESPONSE: Provide expertise when responding to emergency situations to include but not limited to notification requirements and chemical characteristics SIMILAR ACTIONS: Provide support as requested by organizations internal and external to include but not limited to news interviews, news release/ article preparation, personnel actions/documentation and briefings as required
Sources of data used to calculate metric's value	Customer satisfaction will be measured by using a customer survey similar to the attached "Environmental Flight Customer Survey" or approved equal.
If the data currently exists, list where it can be located. If not available, so state.	Data is not currently available.
If the data currently exists, provide the data value by the metric.	Required Levels: Customer Survey form (attached) compiled results provide the following Satisfaction percentage ratings with "Satisfaction" defined as an average minimum rating of "4" on a "5" point rating scale or the number of valid "Not Satisfied" customer comments as a percentage of all customer comments: <ul style="list-style-type: none"> • 90% of Environmental Protection Committee satisfied with timeliness and accuracy of information. • 100% of environmental requirements receivers satisfied with accuracy and timeliness • 100% of decision makers satisfied with accuracy and timeliness of comments • 80% of students satisfied with accuracy and timeliness of provided training. • 100% of valid requesters satisfied with timeliness and accuracy of information.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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2. PRD Title: Environmental Management	Service: Missed Deadlines Metric – Number of Missed Deadlines
Define the Metric – define each element of quantities being measured	<p>This metric will measure any missed suspenses, or reporting, notification, or application deadlines, regulatory time limits, and project completion deadlines missed on a quarterly basis. Deadlines can be either verbal electronic or hard copies and can come from within the chain of command, directly from headquarters, from regulators, from public organizations through the Freedom of Information Act process, established regulatory deadlines, or established notification requirements to public officials.</p> <p>SUSPENSES: Established recurring or non-recurring requirement for providing information, review comments, updates to plans, policies or directives or similar requests for actions.</p> <ul style="list-style-type: none"> - Information Requests Based On Freedom Of Information Act: Response requirement to formalized request for information through Public Affairs Office. - Higher Headquarters: Response requirement to headquarters functional office. Specifically HQ AETC/CEV or subdivisions. - Within the Chain of Command: Response requirement to direct supervisor. <p>REPORTS: Recurring requirement to provide similar data and/or metrics at an established time such as monthly, annually, quarterly.</p> <p>APPLICATIONS: Requirement to submit specified forms to regulatory bodies to meet or establish specific pollution limitations for continued mission accomplishment.</p> <p>NOTIFICATIONS: Requirement to submit specified forms and/or information to regulatory bodies to provide date and times have proposed or response actions.</p> <p>REGULATORY TIME LIMITS: Requirement to complete specific actions according to federal, state or local environmental regulation time requirements.</p> <p>PROJECT COMPLETIONS: Requirement to complete project according to established and/or agreed upon milestones and deadlines.</p>
Sources of data used to calculate metric's value	Any missed deadlines will be identified by originating organization and the service provider according to a list of deadlines co-maintained by project manager in management flight and the service provider.
If the data currently exists, list where it can be located. If not available, so state.	The data currently exists in the environmental flight files and federal, state and local regulations.
If the data currently exists, provide the data value by the metric.	<p>There are currently no outstanding suspense's, reports, applications, notifications, or projects. Data values are particular to the number of specific projects and performance criteria. No data is currently available.</p> <p>Required Level: 100% of regulatory deadlines are met, and 90% of non-regulatory deadlines met with the remaining 10% met by the approved deadline extension.</p>
If Higher HQ standard, please enter and list source of standard.	HQ AETC/CEV memorandum, dated 4 July 99, "Guidance on the HQ AETC Standard for A-76 Performance Metric for AETC Bases Concerning Notices of Violation (NOV)," establishes 6 or less missed deadlines annually as a standard for all deadlines except regulatory time limits. The standard for regulatory time limits is zero.
Additional Clarifications	N/A

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3. PRD Title: Environmental Management	Service: Customer Satisfaction Metric – Survey of Customer Satisfaction
Define the Metric – define each element of quantities being measured	<p>This metric must measure the customer satisfaction for environmental services provided by the service provider immediately following services provided. Services can include training, hazardous waste disposal, pollution generating activity analysis, information request, regulatory interpretation, emergency response and/or similar actions.</p> <p>TRAINING: Provided training is offered to base personnel for technical requirements or general awareness.</p> <p>HAZARDOUS WASTE DISPOSAL: Disposal of hazardous waste is funded through the environmental management service provider and is timely and effective.</p> <p>POLLUTION GENERATING ACTIVITY ANALYSIS: Upon request review proposed actions for reducing pollution and cost analysis.</p> <p>INFORMATION REQUEST: Provide reply to requests for information on environmental programs</p> <p>REGULATORY INTERPRETATION: Conduct reviews of operations that require compliance under federal, state or local regulations and provide expert interpretation and guidance on procedures and modifications to procedures</p> <p>EMERGENCY RESPONSE: Provide expertise when responding to emergency situations to include but not limited to notification requirements and chemical characteristics</p> <p>SIMILAR ACTIONS: Provide support as requested by organizations internal and external to include but not limited to news interviews, news release/ article preparation, personnel actions/documentation and briefings as required</p>
Sources of data used to calculate metric's value	Customer satisfaction will be measured by using a customer survey similar to the attached "Environmental Flight Customer Survey" or approved equal.
If the data currently exists, list where it can be located. If not available, so state.	Data is not currently available.
If the data currently exists, provide the data value by the metric.	<p>Required Levels:</p> <p>Customer Survey form (attached) compiled results provide the following Satisfaction percentage ratings with "Satisfaction" defined as an average minimum rating of "4" on a "5" point rating scale or the number of valid "Not Satisfied" customer comments as a percentage of all customer comments:</p> <ul style="list-style-type: none"> • 90% of Environmental Protection Committee satisfied with timeliness and accuracy of information. • 100% of environmental requirements receivers satisfied with accuracy and timeliness • 100% of decision makers satisfied with accuracy and timeliness of comments • 80% of students satisfied with accuracy and timeliness of provided training. • 100% of valid requesters satisfied with timeliness and accuracy of information.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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<p>4. PRD Title: Environmental Management</p>	<p>Service: Notifications Of Deficiencies Metric – Number of Written Deficiencies and Meeting Closure Time Frames</p>
<p>Define the Metric – define each element of quantities being measured</p>	<p>This metric measures the number of written adverse notifications (enforcement actions, notices of violations, Environmental Compliance Assessment and Management Program Findings or similar notification) received from Federal, State, Regional, or Local environmental regulators, headquarters Inspector General, Environmental Audit Teams, or Air Force Audit Agency on a quarterly basis and provide status of closure actions in relation to proposed closure timelines.</p> <p>ENFORCEMENT ACTION: The number of times the Environmental Protection Agency (EPA), Mississippi Department of Environmental Quality (MDEQ), and Mississippi State Department of Health notifies in writing a deficiency that will result in formal enforcement from an enforcement body, fines and/or penalties resulting from an environmental deficiency including a violation of an existing compliance agreement. (Closure Timeline: Immediate)</p> <p>NOTICE OF VIOLATION: The number of times the EPA, MDEQ, Mississippi State Department of Health identifies in writing an environmental deficiency including a violation of an existing compliance agreement. (Closure Timeline: Immediate)</p> <p>ENVIRONMENTAL COMPLIANCE ASSESSMENT AND MANAGEMENT PROGRAM FINDING: Four levels of ECAMP Findings exist, each must be tracked:</p> <ul style="list-style-type: none"> - Significant: an ECAMP finding that results from identification of circumstances where significant danger to the environment exists or could easily exist if left alone or there is an immediate threat to the human safety. (Closure Timeline: Immediate) - Major: an ECAMP finding that results from identification of circumstances where a deficiency of federal, state or local environmental law exists or could easily exist if left alone. (Closure Timeline: As Determined in Management Action Plan) - Minor: an ECAMP finding that results from identification of circumstance where a deficiency of Air Force environmental policies or directives exists. (Closure Timeline: As Determined in Management Action Plan) - Management Procedure: an ECAMP finding that identifies a management procedures that if implemented would improve the environment. (Closure Timeline: As Determined in Management Action Plan) <p>SIMILAR NOTIFICATIONS: A written notification from an audit organization identifying a deficiency in the overall environmental management program. (Closure Timeline: As Determined in Final Report)</p>
<p>Sources of data used to calculate metric’s value</p>	<p>Enforcement actions and notice of violations result from written notification from enforcement agencies. Significant ECAMP findings are identified during internal or external ECAMP audits and are documented in a final ECAMP Audit Report. Other deficiency notifications will be presented in written format after an inspection or audit.</p>
<p>If the data currently exists, list where it can be located. If not available, so state.</p>	<p>The historical data will exist in the environmental flight files and will be an attachment to the installation Environmental Protection Committee meeting minutes.</p>
<p>If the data currently exists,</p>	<p>There is currently no Notice of Violations. No data is currently available.</p>

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provide the data value by the metric.	Required Level: Zero missed deadlines
If Higher HQ standard, please enter and list source of standard.	The standard for notification of deficiencies is zero for enforcement actions, notice of violations and significant ECAMP findings per HQ AETC/CEV memorandum, dated 4 July 99, "Guidance on the HQ AETC Standard for A-76 Performance Metric for AETC Bases Concerning Notices of Violation (NOV)." Major and Minor ECAMP Findings, Management Practices and other similar notification standards are determined in the final report and based on closure timelines.
Additional Clarifications	N/A

5. PRD Title: Environmental Management	Service: Mission Accomplishment Metric: Secure Appropriate Funding
Define the Metric – define each element of quantities being measured	This metric measures the service provider’s ability to accomplish environmental tasks by identifying the environmental requirements and submitting the appropriate narrative funding justifications. The number of mission failures due to lack of sufficient resources will be tracked and submitted.
Sources of data used to calculate metric’s value	
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 by the metric. If not available, state the desired level of service.	Required level of service is 100% of requirements identified and narrative justifications complete.
If Higher HQ standard, please enter and list source of standard.	No Higher HQ Standard
Additional Clarifications	N/A

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6. PRD Title: Environmental Management	Service: Funds Management Metric – Expenditure of Funds for Environmental Requirements
Define the Metric – define each element of quantities being measured	<p>This metric measures the overall environmental budget requirement and rate of expenditure of environmental funding (pollution prevention, compliance, and non-compliance) to ensure management of environmental risk. Identifying environmental requirements, ensuring expenditure of environmental funds and reduction of overall cost of doing business through risk reduction is essential for maintaining a fiscally sound environmental program.</p> <p>IDENTIFYING ENVIRONMENTAL REQUIREMENTS: Each environmental program comes with an associated cost. Congress specified funds in the annual budget to manage environmental programs. Each base is responsible for identifying to higher headquarters the total environmental funding requirement for the next seven years. This incorporates a specific budget for the next fiscal year and a broader planning budget for the next fiscal year plus 1 through 6. FY03 execution year requires a specific budget for FY04 and a planning budget for FY05-10. The annual budget is required to be measured.</p> <p>Pollution Prevention Funding. Funds used to reduce or eliminate pollution. Pollution prevention funds are commonly used to manage compliance requirements such as recycling of fluorescent light bulbs Vs disposal (which would be compliance funding)</p> <p>Compliance Funding. Funds used to meet a specific environmental law or regulation such as permits, fees, sampling, and hazardous waste disposal.</p> <p>Non-Compliance Funding. Funds used to manage an environmental requirement but is expected to be paid out of funds other than environmental funds such as solid waste disposal, replacement of monitoring systems required by law, or asbestos abatement in facility renovations.</p> <p>ENSURING EXPENDITURE OF ENVIRONMENTAL FUNDS: Environmental management develops the line item budget and prepares execution documents as appropriate.</p> <p>REDUCING TOTAL COST OF BUSINESS THROUGH ENVIRONMENTAL RISK REDUCTIONS: Tracking of non-environmental funds savings is essential to demonstrate the connection between reducing environmental risk and economic benefits to ensure fiscally sound environmental funds obligation</p>
Sources of data used to calculate metric's value	The data can be found from actual environmental funds expenditures throughout the fiscal year and from estimated non-environmental savings from pollution prevention opportunity assessments.
If the data currently exists, list where it can be located. If not available, so state.	Current data is available in environmental files and resources flight database of commitments, expenditures, and available funds.
If the data currently exists, provide the data value by the metric.	<p>Required Levels:</p> <ul style="list-style-type: none"> • Reduce compliance funding expenditures by 10% • Increase pollution prevention funding expenditures by 10% • 100% obligation of environmental funding on environmental requirements.
If Higher HQ standard, please enter/list source of standard.	Obligation rate follows HQ AETC standard, 25% by 1 Jan 0x, 50% by 1 Apr 0x, 75% by 1 Jul 0x and 100% by 30 Sept 0x.
Additional Clarifications	N/A

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7. PRD Title: Environmental Management	Service: Mission Accomplishment Metric – No Environmental Impediments to Mission Accomplishment
Define the Metric – define each element of quantities being measured	<p>This metric must measure the number of times that the mission accomplishment is impeded due to failure in addressing, identifying, notifying, or similar oversights.</p> <p>ADDRESSING ENVIRONMENTAL IMPACTS: Each action taken by the Air Force requires an environmental analysis to determine any significant impacts on proposed actions and alternative actions. The Air Force instituted a program to ensure compliance with the National Environmental Policy Act called the Environmental Impact Analysis program that documents this process. Failure to complete this process can prevent mission accomplishment.</p> <p>IDENTIFYING ENVIRONMENTAL IMPACTS: Environmental impacts are present on almost every aspect of mission operations, identify these impacts to prevent unscheduled delays is critical in environmental management. The service provider must ensure that unidentified environmental impacts do not impede mission accomplishment. Such identifications include but are not limited to asbestos containing material location, lead-base paint location, operating air emissions equipment, hazardous material usage, hazardous waste disposal, soil and water contamination.</p> <p>MAKING NOTIFICATIONS: Regulatory agencies require certain notifications prior to initiation of an event. These events include but are not limited to Lead Base Paint Abatement, Construction Projects on an area greater than one (1) acre, asbestos abatement activities, open burning, or generation of air emissions.</p> <p>SIMILAR OVERSIGHTS: New requirements appear on a recurring basis in environmental management. Often these requirements have new deadlines or similar requirements.</p>
Sources of data used to calculate metric's value	Customer Complaints will be used to identify mission impedance due to unforeseen environmental requirements.
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 by the metric.	Required level of service is zero mission impedance.
If Higher HQ standard, please enter and list source of standard.	No Higher HQ Standard
Additional Clarifications	N/A