

SITE MAINTENANCE PERFORMANCE METRICS

0. PRD Title: Grounds and Site Maintenance	Service: Site Maintenance Metric Name: Grounds and Site Maintenance - 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.

SITE MAINTENANCE PERFORMANCE METRICS

1. PRD Title: Grounds and Site Maintenance	Service: Provide site maintenance services. Metric Name: Customer Complaints – Base Appearance, Safety and Security
Define the Metric- define each element of the quantities being measured	The metric will measure customer satisfaction with the performance of work as expressed in the form of complaints (e.g., complaints of potholes, low areas holding water, accumulation of debris on the streets/pavement, leaning signs and fences). The number of valid complaints per month will be compiled and reported.
Sources of data used to calculate metric's value	Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.
If the data currently exists, list where it can be located. If not available, so state	Data does not exist. The service provider will establish a database based Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.
If the data currently exists, provide the data value by the metric.	Data does not exist. Based on a good technical estimate, the number of complaints should not exceed 6 valid customer complaints per month.
If higher HQ standard, please enter and list source of standard	No
Additional Clarifications	

SITE MAINTENANCE PERFORMANCE METRICS

<p>2. PRD Title: Grounds and Site Maintenance</p>	<p>Service: Provide ground maintenance services. Metric Name: Customer Complaints – Base Appearance</p>
<p>Define the Metric- define each element of the quantities being measured</p>	<p>The metric will measure customer satisfaction with the performance of work as expressed in the form of complaints (e.g., grass in cracks, unmowed/untrimmed areas, weeds in beds, litter on grounds.) The number of valid complaints per month will be compiled and reported.</p>
<p>Sources of data used to calculate metric's value</p>	<p>Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.</p>
<p>If the data currently exists, list where it can be located. If not available, so state</p>	<p>Data does not exist. The service provider will establish a database based Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.</p>
<p>If the data currently exists, provide the data value by the metric.</p>	<p>Data does not exist. Based on a good technical estimate, the number of complaints should not exceed 6 valid customer complaints per month.</p>
<p>If higher HQ standard, please enter and list source of standard</p>	<p>No</p>
<p>Additional Clarifications</p>	<p>This metric supports performance objective #2 in SDS</p>

SITE MAINTENANCE PERFORMANCE METRICS

3a. PRD Title: Grounds and Site Maintenance	Service: Operate and Maintain Installed irrigation systems Metric Name: Timely Documented inspections of installed sprinkler systems.
Define the Metric- define each element of the quantities being measured	The metric will measure, on a monthly basis, the timely completion of inspections. The number of inspections completed on time divided by the number of required inspections expressed as a percentage.
Sources of data used to calculate metric's value	Data is not currently tracked.
If the data currently exists, list where it can be located. If not available, so state	Data does not exist. The service provider will establish a database to document and analyze.
If the data currently exists, provide the data value by the metric.	Data does not exist. Required level of service is 100% completion of required inspections.
If higher HQ standard, please enter and list source of standard	No
Additional Clarifications	This metric supports performance objective #3 in SDS

SITE MAINTENANCE PERFORMANCE METRICS

3b. PRD Title: Grounds and Site Maintenance	Service: Roads, Sidewalks, Fences, Signage, Airfield and Base Pavements, Storm Water Drainage, Base Landscaping, Irrigation Systems, And Overall Base Appearance Metric Name: Installed Sprinkler systems are operational 90% of the time
Define the Metric- define each element of the quantities being measured	The metric will measure, on a monthly basis, the operational level of installed sprinkler systems. It will be computed by dividing the number of sprinkler systems by the number operational, expressed as a percentage.
Sources of data used to calculate metric's value	Data is not currently tracked.
If the data currently exists, list where it can be located. If not available, so state	Data does not exist. The service provider will establish a database to document and analyze.
If the data currently exists, provide the data value by the metric.	Data does not exist. Required level of service is 90% operational
If higher HQ standard, please enter and list source of standard	No
Additional Clarifications	This metric supports performance objective #3 in SDS

SITE MAINTENANCE PERFORMANCE METRICS

<p>4a. PRD Title: Grounds and Site Maintenance</p>	<p>Service: Signage, storm water drain systems, ditches/culverts, airfield pavements, surfaces including all MET/NAV equipment Metric Name: Airfield Site Maintenance Inspections</p>
<p>Define the Metric- define each element of the quantities being measured</p>	<p>The service provider will be expected to conduct routine maintenance and inspections of all signage, grounds, storm water drain system, ditches/culverts, airfield pavements, and surfaces including all MET/NAV equipment. This metric will measure, on a monthly basis. It will be calculated by dividing the number of inspection by the number documented on time, expressed as percentage.</p>
<p>Sources of data used to calculate metric's value</p>	<p>Data is not currently tracked.</p>
<p>If the data currently exists, list where it can be located. If not available, so state</p>	<p>Data does not exist. The service provider will establish a database to document and analyze.</p>
<p>If the data currently exists, provide the data value by the metric.</p>	<p>Data does not exist. Required level of service is 100% on-time inspections.</p>
<p>If higher HQ standard, please enter and list source of standard</p>	<p>No</p>
<p>Additional Clarifications</p>	

SITE MAINTENANCE PERFORMANCE METRICS

<p>4b. PRD Title: Grounds and Site Maintenance</p>	<p>Service: Signage, storm water drain systems, ditches/culverts, airfield pavements, surfaces including all MET/NAV equipment Metric Name: Customer Complaints – Airfield Site Maintenance</p>
<p>Define the Metric- define each element of the quantities being measured</p>	<p>The metric will measure customer satisfaction with the performance of work as expressed in the form of complaints. The number of valid complaints per month will be compiled and reported.</p>
<p>Sources of data used to calculate metric's value</p>	<p>Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.</p>
<p>If the data currently exists, list where it can be located. If not available, so state</p>	<p>Data does not exist. The service provider will establish a database based Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.</p>
<p>If the data currently exists, provide the data value by the metric.</p>	<p>Data does not exist. Based on a good technical estimate, the number of complaints should not exceed 2 valid customer complaints per month.</p>
<p>If higher HQ standard, please enter and list source of standard</p>	<p>No</p>
<p>Additional Clarifications</p>	

SITE MAINTENANCE PERFORMANCE METRICS

5. PRD Title: Grounds and Site Maintenance	Service: Provides heavy equipment and/or personnel in support of base contingency exercises, disaster recovery operations and other natural and manmade emergencies IAW Keesler OPLANS Metric Name: Exercise Findings - Support for Exercises
Define the Metric- define each element of the quantities being measured	The metric will measure EET findings per exercise conducted by the exercise evaluation team and submitted on an exercise outbrief report.
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	Data does not exist. The service provider will establish a database.
If the data currently exists, provide the data value by the metric.	Data does not exist. Required level of service is not more than two adverse findings per exercise.
If higher HQ standard, please enter and list source of standard	No
Additional Clarifications	

SITE MAINTENANCE PERFORMANCE METRICS

6a. PRD: Grounds and Site Maintenance	Service: Integrated Pest Management Services Metric Name: Base-Wide Pest Management Customer Complaints
Define the Metric- define each element of the quantities being measured	This metric will capture site-related customer complaints and incidents pertaining to pest management services. The service provider will be expected to employ appropriate measures to ensure that pests are properly controlled. Any deviation from this professional level of service (e.g., repeated complaint of target pest problems within any 30-day period, higher than threshold limits for mosquito population, etc.) will be counted as a data point for this metric. An incident is the first time that an event is brought to the attention of the service provider. A complaint is dissatisfaction with the pest control service rendered, repeat calls to a facility for the same problem within any 30-day period, or a lack of response to the incident.
Sources of data used to calculate metric's value	Customer Complaints received by telephone, e-mails, Customer Complaint Record, or verbal communications.
If the data currently exists, list where it can be located. If not available, so state	The data required by this metric is currently maintained by Environmental Controls Office, in hard copy, and in the WIMS database.
If the data currently exists, provide the data value by the metric.	Based on a good technical estimate the number of complaints should not exceed 5 per month. Required level of service is no more than 5 valid customer complaints per month.
If higher HQ standard, please enter and list source of standard	No
Additional Clarifications	Target pests should be considered the undesirable pest the customer wishes to be rid of.

SITE MAINTENANCE PERFORMANCE METRICS

6b. PRD: Grounds and Site Maintenance	Service: Integrated Pest Management Services Metric Name: Number of pest related public health violations.
Define the Metric- define each element of the quantities being measured	This metric will capture the number of pest related public health violations pertaining to pest management services. The service provider will be expected to employ appropriate measures to ensure that pests are properly controlled. The number of public health violations pertaining to pest management will be compiled and reported monthly.
Sources of data used to calculate metric's value	Service provider will develop database to document and analyze.
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 by the metric. If not available, state the desired level of service.	Required level of service is no violations per month.
If higher HQ standard, please enter and list source of standard	No
Additional Clarifications	

SITE MAINTENANCE PERFORMANCE METRICS

7. PRD Title: Grounds and Site Maintenance	Service: Provide site maintenance to areas and routes in preparation for special events and distinguished visitors Metric Name: Maintenance of areas in support of special events or distinguished visitor
Define the Metric – define each element of quantities being measured	This metric measures customer satisfaction (as expressed by the number of customer complaints each month) with the appearance of designated areas in support of special events and/or distinguished visitors.
Sources of data used to calculate metric's value	Customer Complaints received by telephone, emails or verbal communications
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 by the metric. If not available, state the desired level of service.	Required service level is no more than 1 valid-customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	

SITE MAINTENANCE PERFORMANCE METRICS

8. PRD: Grounds and Site Maintenance	Service: Base appearance roads, sidewalks, fences, signage, airfield and base pavements, and storm water drainage Metric Name: Response and completion rate for Emergency, Urgent, and Routine work orders generated.
Define the Metric- define each element of the quantities being measured	The metric will measure whether the service provider is meeting expected completion times to properly maintain airfield and base pavements. The service provider is expected to be proactive with a routine maintenance program designed to keep all airfields and base pavements free of defects. Number of emergency work orders completed/downgraded within 24 hours each month divided by number of emergency work orders received each month, expressed as a percentage. Number of urgent work orders completed or downgraded within 7 days each month divided by number of urgent work orders received each month, expressed as a percentage. Number of routine work orders completed within 30 days each month divided by number of routine work orders received each month, expressed as a percent.
Sources of data used to calculate metric's value	Date/time work order received, completion date/time, etc. are particular field entries in the IWIMS database for each work order.
If the data currently exists, list where it can be located. If not available, so state	The IWIMS database is the current source of data. The service provider will have access to the IWIMS database.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Monthly value for completion/downgrade average FY 99: Emergency – 100% Urgent – 98% Routine – 92% Required level of service is 100% completion/downgrade for each category.
If higher HQ standard, please enter and list source of standard	AF Standard is 100% downgraded/completed within 24 hours for emergency, 7 calendar days for urgent and 30 calendar days for routine requests, exclusive of material delays
Additional Clarifications	Completion of work order is determined by last hour/date any labor was performed in support of work requirement.