

HOUSING PERFORMANCE METRICS

0. PRD Title: Housing	Service: Housing Metric Name: Housing - 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 Title: Housing	Service: Housing Metric Name: Facility Utilization Rate of Family Housing (FH)
Define the Metric – define each element of quantities being measured	The metric measures the monthly occupancy rate for FH. The occupancy rate is a percentage of days in a month houses are occupied when compared to the number of days that are available. Inactive houses do not count in the number available.
Sources of data used to calculate metric's value	The source of the data is a monthly report from ACES HM. Collected monthly and reported monthly, quarterly and annually. System generates information in ad hoc query format to use in reporting the data to higher headquarters.
If the data currently exists, list where it can be located. If not available, so state.	Data currently exists in files and computers in the FH office
If the data currently exists, provide the data value by the metric.	Housing: FY97 = 98.6% FY98 = 98.0% FY99 = 98.5% FY00 =93% FY01 = 93% Use 98% as a goal for measuring occupancy of existing assets and determine management actions when occupancy fails to meet that goal.
If Higher HQ standard, please enter and list source of standard.	AETC & HQ USAF AFI 32-6001, para 1.3.2.
Additional Clarifications	Data collection and maintenance time requirements are reported by the FH Maintenance function. The standard is based on an annual computation. The monthly rate may drop below 98% in a particular month.

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2. PRD Title: Housing	Service: Housing Metric Name: Facility Utilization Rate Dormitories
Define the Metric – define each element of quantities being measured	The metric measures the monthly occupancy rate for permanent party dormitories. The occupancy rate is a percentage of dormitory rooms that are occupied when compared to the number that are available. Inactive or diverted rooms do not count in the number available.
Sources of data used to calculate metric's value	The source of the data is a monthly report from DIMS and/or ACES HM. Collected monthly and reported monthly and annually. System generates information for Quality Performance Metric for dormitories.
If the data currently exists, list where it can be located. If not available, so state.	Data currently exists in files and computers in the Centralized Dormitory Management Office
If the data currently exists, provide the data value by the metric.	Permanent Party Enlisted Dormitories: FY97 = 82.2% FY98 = 94.7% FY99 = 95.4% FY00 = 91.7% FY01 = 93.4% The required level of service is 90% occupancy rate for a fiscal year.
If Higher HQ standard, please enter and list source of standard.	AETC & HQ USAF: Dormitories 90% (minimum) AFI 32-6005, para 1.4.1.4.
Additional Clarifications	The standard is based on a semi-annual computation done each March and an annual computation done in September.

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3. PRD Title: Housing	Service: Housing Metric Name: Customer Complaints
Define the Metric – define each element of quantities being measured	The metric measures monthly the number of complaints for FH, permanent party dormitories, and off-base referral service for members seeking information and assistance in finding suitable housing
Sources of data used to calculate metric's value	Customer complaint forms that cover the areas listed above
If the data currently exists, list where it can be located. If not available, so state.	Data is available in the FH office
If the data currently exists, provide the data value by the metric.	Required level – not more than 2 valid complaints per month. Desired level determined by current service level.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer complaint forms should have a customer comment section and customer contact information

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4. PRD Title: Housing	Service: Housing Metric Name: Timely Inspections/Courtesy – Customer Complaints
Define the Metric – define each element of quantities being measured	The metric measures monthly the number of complaints for timeliness and courtesy of personnel when conducting initial, pre-final, and final inspections and other required briefings
Sources of data used to calculate metric's value	Customer complaint forms that cover the areas listed above
If the data currently exists, list where it can be located. If not available, so state.	Data is not available
If the data currently exists, provide the data value by the metric.	Required level – not more than 2 valid complaints per month. Required level determined by current service level.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer complaint forms should have a customer comment section and customer contact information

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5. PRD Title: Housing	Service: Housing Metric Name: Timeliness of Reports
Define the Metric – define each element of quantities being measured	The metric measures on a monthly basis the percentage of time the monthly, quarterly, and annual computer generated reports and other required reports are submitted within required timelines. The metric will be calculated by the number of reports submitted on time each month divided by the total number of reports submitted each month.
Sources of data used to calculate metric's value	Required and actual report submission dates.
If the data currently exists, list where it can be located. If not available, so state.	Data is not available
If the data currently exists, provide the data value by the metric.	Required level – 95% or greater on time per month. Required level determined by current service level.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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6. PRD Title: Housing	Service: Housing Metric Name: Assign/Refer Homes to Customers
Define the Metric – define each element of quantities being measured	The metric measures the number of customers who visit the housing flight and are successfully assigned family housing or referred to community housing within 30 days after arrival. The metric will be based on the percentage of housing visitors who state their visit to the housing office was unsuccessful in obtaining a referral to on or off base housing.
Sources of data used to calculate metric's value	Sign in register at the receptionist desk. Customer comment cards returned to the housing office. Both during a one calendar month period.
If the data currently exists, list where it can be located. If not available, so state.	Data is not available
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Desired level – 99% satisfaction
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A