

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

0. PRD Title: Operations and Maintenance	Service: Operations and Maintenance <b>Metric Name:</b> <b>Operations and Maintenance - Customer Satisfaction Survey</b>
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.

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

1. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Monthly On Time Completion Rate For Emergency, Urgent, and Routine non- Family Housing (FH) Work Orders</b>
Define the Metric – define each element of quantities being measured	This metric will measure the monthly on time completion rate for emergency, urgent, and routine non-FH work orders. The emergency completion rate will be calculated by the number of non-FH emergency work orders completed or downgraded within 24 hours each month divided by the number of non-FH emergency work orders received each month. The urgent completion rate will be calculated by the number of urgent non-FH work orders completed or downgraded within 7 days each month divided by the number of urgent non-FH work orders received each month. The routine completion rate will be calculated by the number of routine non-MFH work orders completed within 30 days each month divided by the number of routine non-MFH work orders received each month. All numbers expressed as a percentage.
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 service provider will have access to the IWIMS database.
If the data currently exists, provide the data value by the metric.	The monthly rate for completion/downgrade averaged for FY 01: Emergency - 92% Urgent - 94% Routine - 95% The required service level is the below AF Standard.
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. Reference AFI 32-1001, paragraph 8.2.
Additional Clarifications	Completion of the work order is determined by the last hour/date any labor was performed in support of the work requirement.

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

2. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name: Monthly On Time Response and Completion Rate For Emergency, Urgent, and Routine Work Orders Family Housing (FH)</b>
Define the Metric – define each element of quantities being measured	This metric measures monthly on-time response & completion rate for emergency, urgent, and routine FH work orders. Emergency response time will be calculated by the monthly number of responses to FH emergency work orders within 1 hour divided by number of emergency work orders. Emergency completion rate will be calculated by computing the monthly number of FH emergency work orders completed or downgraded within 24 hours divided by the number of emergency work orders scheduled for completion. Urgent response time will be calculated by computing the monthly number of responses to FH urgent work orders within 24 hours divided by the number of emergency work orders. The urgent completion rate will be calculated by the monthly number of urgent FH work orders completed or downgraded within 5 calendar days divided by the number of urgent work orders scheduled for completion. The routine response time will be calculated by the monthly number of routine FH work orders completed within 30 days divided by the number of routine FH work orders scheduled for completion. The routine completion rate will be calculated by the monthly number of responses to FH routine work orders within 5 calendar days divided by the number of emergency work orders. All numbers expressed as a percentage.
Sources of data used to calculate metric's value	Date/time work order received, date/time of response, completion date/time, etc. are tracked in the FH contractor's database.
If the data currently exists, list where it can be located. If not available, so state.	The data is currently tracked and maintained by the family housing maintenance contractor. The service provider will have access to the data.
If data currently exists, provide the data value by the metric.	The monthly rate for response time is not currently tracked. The monthly value for completion averaged 100% for FY 99. The required service level is the HQ AETC Standard of 100% on time responses and completions per standards.
If Higher HQ standard, please enter and list source of standard.	HQ AETC Standard is as stated above for emergency, urgent and routine work requests, exclusive of material delays. HQ AETC/CE Memorandum, CE "Big 4" Service Contract Standards Implementation, dated 27 Apr 98
Additional Clarifications	Completion of the work order is determined by the last hour/date any labor was performed in support of the work requirement.

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

3. PRD Title: Operations and Maintenance	Service <b>Metric Name:</b> <b>Military Family Housing (FH) Change of Occupancy Maintenance (COM) – Timeliness</b>
Define the Metric – define each element of quantities being measured	This metric will provide a monthly trend analysis for the percentage of FH units requiring COM that are completed on time, factoring in allowable downtimes. The metric will be calculated per month by the number of FH units completed in the scheduled period per month divided by the number of MFH units scheduled for completion, expressed as a percentage.
Sources of data used to calculate metric's value	Source of data will be the number of units released to the service provider for COM during the month, the allowable downtime for units vacated for COM, and the number of FH units completed during the month.
If the data currently exists, list where it can be located. If not available, so state.	Historical data is currently available in the Housing Flight's database and the FH contractor's database.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	The current and required level of service is 100% completed on time or ahead of schedule.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	Downtimes allowed: minor (normal) COM and cleaning -- 3 calendar days; major painting -- 1.5 calendar days; major floor tile replacement -- 1.5 calendar days; termite damage repair -- 2 calendar days; and carpet repair -- 1 calendar day; wood stain refinish -- 3 calendar days.

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

4. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>On Time, Within Estimated Cost Completion Rate For Measured (Planned) Work Orders</b>
Define the Metric – define each element of quantities being measured	This metric measures monthly on-time completion, estimated cost completion and re-approval processing rates for measured (planned) work orders. Estimated commitment date and cost is determined by service provider’s planning section. Work order completion is determined by the last date any labor was performed in support of work order. Completion rate will be calculated by the number of measured (planned) work orders completed by estimated commitment date each month divided by number of measured (planned) work orders scheduled to be completed each month. Estimated cost is determined by total cost of all labor and materials required in completing the work order. Estimated cost completion rate will be calculated by dividing the number of measured (planned) work orders within plus or minus 25% of estimated cost each month by the number of measured (planned) work orders scheduled to be completed each month. All work requests with cost variations exceeding 25% of estimated costs must be processed for re-approval (change order). Re-approval processing rate will be calculated by dividing the number of measured (planned) work orders with cost variations each month the number of measured (planned) work orders active each month.
Sources of data used to calculate metric’s value	Start dates, completion dates, labor costs, material costs, etc. are particular field entries in the IWIMS database
If the data currently exists, list where it can be located. If not available, so state.	The service provider will have access to the IWIMS database.
If the data currently exists, provide the data value by the metric.	Averaged 99% for FY 02's monthly rate of work orders completed by estimated commitment date; completed work orders within 25% of the estimated cost averaged 97%; 100% of work orders with cost variation exceeding 25% were processed for re-approval Required level of service is: - 85% of all measured work orders (i.e., planned work orders) completed by estimated commitment date. (Existing level of performance) - 90% of measured work orders accomplished will be within 25% of the estimated cost. (Existing level of performance) - 100% of work orders with cost variations exceeding 25% processed for re-approval. (Command standard)

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

4. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>On Time, Within Estimated Cost Completion Rate For Measured (Planned) Work Orders</b>
If Higher HQ standard, enter and list source of standard.	None
Additional Clarifications	All work requests with cost variation greater than 25% of estimated cost must be processed for re-approval (change order). Reference AFI 32-1001, paragraph 9.1.2. Measured or planned work – work that requires detailed planning or capitalization of the real property records. Planners determine the scope, method, type of resources, and estimate the quantity of resources (material and labor).

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

5. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Real Property and RPIE Through An Effective Preventative Maintenance Program</b>
Define the Metric – define each element of quantities being measured	<p>This metric will provide a monthly trend analysis for the number of Emergency Direct Scheduled Work (DSW) orders versus total number of all DSWs consisting of emergency, urgent and routine. This Metric will also provide a monthly trend analysis for the number of Routine DSWs versus the total number of all DSWs consisting of emergency, urgent and routine</p> <p>The metric will be calculated by dividing the total for emergency and routine DSWs each month by the total of all DSW each month, expressed as a percentage. Increased emphasis on RWP (preventative maintenance) should show a decrease in DWS (emergency and urgent work order) hours over time.</p>
Sources of data used to calculate metric's value	DSW data shall be tracked and provided by the service provider.
If the data currently exists, list where it can be located. If not available, so state.	The total numbers of DSW are tracked in the Interim Work Information Management System (IWIMS) database. The service provider will be provided access to the database.
If the data currently exists, provide the data value by the metric.	For FY01: Number of Emergency DSWs: 64 ... 1% Number of Urgent DSWs: 6091 ... 28% Number of Routine DSWs: 14153 ... 71 %.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	RWP consists of work with known frequency and scope, established locations, and available material. It is used to identify recurring maintenance actions to support critical mission essential equipment. When properly implemented, preventative maintenance will serve to extend the longevity, operability, and reliability of critical facilities and equipment. In addition proper preventative maintenance should reflect a decrease in emergency and routine DSWs. DSW is work that is minor in nature requiring no detailed planning. Materials should already be on hand or be short lead-time items.

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6. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Self Help Customer Survey</b>
Define the Metric – define each element of quantities being measured	<p>This metric will measure customer satisfaction, and availability of approved items, through customer surveys that obtain feedback regarding availability of stocked items, courtesy of personnel, and support provided in accomplishing self-help work.</p> <p>The metric shall compile input from random surveys completed for base facilities and FH customers that used products or services provided by the Self-Help store. Service provider shall maintain or exceed a 4.5 Satisfaction Rating. Service is rated on a scale of 1-5 in areas of quality and timeliness.</p>
Sources of data used to calculate metric's value	Source of data will be self help store customer satisfaction rating each month.
If the data currently exists, list where it can be located. If not available, so state.	Historical data currently available from the Industrial Engineer located in Maintenance Engineering Element/Operations Flight.
If the data currently exists, provide the data value by the metric	Average customer satisfaction rating of 4.5 (90)% or better is required.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	<p>Over-the-counter issues are materials issued to perform minor maintenance or repair work by the customer. Self-help work orders require detail planning for material estimates exceeding \$100.</p> <p>Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5</p> <p>5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory</p>

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7. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>O&amp;M Customer Survey</b>
Define the Metric – define each element of quantities being measured	<p>This metric will measure quarterly, the satisfaction level customers have with O&amp;M products and services delivered. The metric shall compile input from surveys developed and completed of two groups of customers. Group 1 will include squadron commanders and facility managers; Group 2 will include dormitory residents, housing residents, and any other O &amp; M customers. 25% of each of these groups will be randomly surveyed quarterly.</p> <p>The metric will be calculated by the total of all survey ratings divided by the total number of random surveys taken to determine the customer satisfaction rating. Service provider shall maintain or exceed a 4.5 Satisfaction Rating. Service is rated on a scale of 1-5 for both groups in areas of quality and timeliness.</p>
Sources of data used to calculate metric's value	Service provider will conduct random quarterly surveys.
If the data currently exists, list where it can be located. If not available, so state.	Historical data not currently available.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	On scale of 1-5, customer satisfaction rating of 4.5 or better is required.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	<p>Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5</p> <p>5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory</p>

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

8. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Cost Efficient and Effective Repair/Replace Decisions – Customer Survey</b>
Define the Metric – define each element of quantities being measured	This metric will provide a summary of customer satisfaction with repair versus replace decisions made by the service provider for work orders (direct scheduled or planned) costing greater than \$10,000. The objective of the metric is to ensure smart business decisions are being made with respect to the maintenance and repair of facilities. The metric shall compile input from reviews completed by two groups of customers. Group 1 will include commanders and facility managers of facilities with reimbursable accounts. Group 2 will include the Performance Management Flight. Service provider shall develop a reporting process that demonstrates efficient/effective maintenance decisions. Cost and benefit shall be demonstrated for life-cycle cost, mission/operational impact, health/safety, environmental impact, morale, and facility adequacy. The metric will be calculated by the number of work orders, costing greater than \$10,000 completed each month, that Group 1 and 2 concur with the investment decision divided by number of work orders completed costing greater than \$10,000, expressed as a percentage.
Sources of data used to calculate metric's value	Work order cost, customer account, cost benefit review are items of reporting interest. Source of data will be customer review of completed work orders costing more than \$10,000. Cost data shall be tracked and provided by the service provider.
If the data currently exists, list where it can be located. If not available, so state.	The IWIMS database is the current source of cost and account data. The service provider will have access to the database. The service provider Shall develop report for customer input.
If the data currently exists, provide the data value by the metric.	This metric is not currently tracked. Customer satisfaction rating of 100% is required.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	No fewer than 25% of Group 1 members will be surveyed monthly. One survey will be provided to PMF Chief for a consolidated response monthly.

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9. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Airfield Mission Support</b>
Define the Metric – define each element of quantities being measured	Check airfield lighting twice weekly. Document actions taken, to include work order number and restoration time, monitor status until corrected 100% of the time. The airfield lighting inspection metric will be calculated by the number of airfield lighting inspections conducted and documented each month divided by the number of weeks each month, divided by two, expressed as a percentage. The airfield corrective actions metric will be calculated by dividing the number of corrective actions taken by the number of airfield lighting hazards identified per month, expressed as a percentage.
Sources of data used to calculate metric's value	Airfield Inspection log shall provide documentation of date and time inspections are conducted and actions taken. A copy of the log shall be submitted to the Performance Management Flight monthly.
If the data currently exists, list where it can be located. If not available, so state.	Current inspection log (AETC Form 688) is maintained by 81 OSF/OSAM. Actions Taken log is not available.
If the data currently exists, provide the data value by the metric.	Inspections and corrective actions are currently performed at a 100% completion rate.  Required level of service is the current service level.
If Higher HQ standard, enter and list source of standard.	None
Additional Clarifications	Performance Management Flight (PMF) will perform quality assurance surveillance of airfield lighting technical requirements. Random surveillance will be conducted monthly by trained PMF personnel and serve to validate operational status of airfield lighting system.

## OPERATIONS AND MAINTENANCE PERFORMANCE METRICS

10. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Fire, Safety, and Health Violations</b>
Define the Metric – define each element of quantities being measured	Number of written adverse notifications received from Federal, State, Regional, or Local authorities reported on a quarterly basis and provide status of closure actions in relation to required closure timelines. Only report notifications received for systems maintained by the service provider (e.g., back flow prevention, fire suppression, etc.). Discrepancies identified by facility managers or the service provider shall not be included in the number reported. Written adverse notifications may include, but are not limited to, notices of violations, fire safety deficiency, Environmental Compliance Assessment and Management Program findings, or similar notifications.
Sources of data used to calculate metric's value	Written adverse notifications may be received from enforcement agencies following an inspection, audit, or report submittal.  Notifications of discrepancies previously identified by facility managers or the service provider shall not be included in the number reported.
If the data currently exists, list where it can be located. If not available, so state.	Data is currently not tracked in this manner.
If the data currently exists, provide the data value by the metric.	Zero adverse notifications received.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	Self-identification by the service provider of fire, safety, and health violations is encouraged. Violations should be documented and corrected in a timely manner.

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11. PRD Title: Operations and Maintenance	Service: O&M <b>Metric Name:</b> <b>Compliance with Base Contingency Plans</b>
Define the Metric – define each element of quantities being measured	Number of written adverse findings documented in the base Exercise Evaluation Team (EET) after action report following contingency exercises or real-world scenarios. Adverse findings are deficiencies that impact the base’s ability to successfully complete the contingency exercise or real-world situation. These deficiencies are a result of failing to comply with, or portions of base contingency plans.
Sources of data used to calculate metric’s value	Written adverse notifications may be received from any member of the base Exercise Evaluation Team or any supervisory official in the EET chain-of-command.  Notifications of discrepancies identified by persons outside the EET chain-of-command or by the service provider shall not be included in the number reported.
If the data currently exists, list where it can be located. If not available, so state.	EET office has an exercise report history file.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	CE has received zero deficiencies so far this year. No more than one adverse EET finding per exercise with zero repeats is the required standard.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	Self-identification of problems by the service provider is encouraged. While not counted against the service provider, problems should be documented and corrected in a timely manner.