

RESOURCE MANAGEMENT PERFORMANCE METRICS

0. PRD Title: Resource Management	Service: Resource Management Metric Name: Resource 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 Title: Resource Management	Service: Financial Performance Metric Name: Fixed vs. Variables Analysis and Annual Financial Plans-Customer Survey
Define the Metric – define each element of quantities being measured.	This metric measures the extent of customer satisfaction related to the timeliness and accuracy of annual Fixed vs. Variables Analysis and Financial Plan submittals. The areas rated are the timeliness and accuracy of each report submitted. The areas are rated on a customer satisfaction scale of 1 to 5. Metric reported monthly.
Sources of data used to calculate metric's value.	Customer Surveys completed by the Financial Analysis Office for each report submittal.
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.	Data does not currently exist. Required level is 100% of Fixed vs. Variables Analysis and Financial Plan submittals attain a rating of "3" or above on the Customer Satisfaction scale of 1 to 5. The Customer Survey rating scale shall incorporate the following criteria for evaluating timeliness and accuracy: 5 = Early submittal, accurate and complete, no rework required. 4 = On-Time submittal, accurate and complete, no rework required. 3 = On-Time submittal, minor clarification/justification required. 2 = On-Time submittal with omissions noted and rework required OR Late submittal. 1 = Late submittal, significant omissions noted and major rework required.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications.	Paragraph 5.1.2.1.2. & 5.1.2.3.1. Any Late submittal shall receive a Customer Satisfaction rating no greater than 2 regardless of the degree of accuracy.

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2. PRD Title: Resource Management	Service: Financial Performance Metric Name: <u>3080 Requirements and Unfunded Requirements Lists-Timeliness</u>
Define the Metric – define each element of quantities being measured.	This metric measures the percent of 3080 and Unfunded Requirements Lists submitted within 5 working days of receipt of request and is calculated by dividing the number of lists submitted within 5 working days of receipt of request by the total number of lists submitted expressed as a percentage.
Sources of data used to calculate metric's value.	Customer Surveys completed by the Financial Analysis Office. Completed Customer Surveys shall reflect the date of request and of date of submittal.
If the data currently exists, list where it can be located. If not available, so state.	Data is available through the Financial Analysis Office.
If the data currently exists, provide the data value by the metric	Data does not currently exist. The required level is 100 % of all 3080 and Unfunded Requirements Lists be submitted to the Financial Analysis Office within requested suspense time frame.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications.	Paragraph 5.1.2.1.4, 5.12.1.3., 5.1.2.3.1., & 5.1.2.1.1. Unfunded requirement list is used by organizational commanders to develop the base-wide year-end spend list. Fully validated and justified Unfunded Requirements Lists are essential for the organizations to successfully compete for limited year-end funding.

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3. PRD Title: Resource Management	Service: Financial Performance Metric Name: <u>Obligation of Funds</u>
Define the Metric – define each element of quantities being measured.	This metric measures the attainment of the minimum budget execution levels published in the <i>Headquarters AETC Specific Guidance</i> document. Attainment is calculated by dividing the number of budget execution levels that meet the published minimum execution levels by the total number of budget execution levels considered expressed as a percentage.
Sources of data used to calculate metric's value.	The minimum budget execution levels to be attained are published annually in the <i>Headquarters AETC Specific Guidance</i> document. Customer Surveys completed by the office of the Comptroller will verify the service provider's attainment of the published minimum budget execution levels.
If the data currently exists, list where it can be located. If not available, so state.	The <i>Headquarters AETC Specific Guidance</i> document and historical budget execution data required to assess the service provider's attainment are available in the office of the Comptroller.
If the data currently exists, provide the data value by the metric.	Metric value does not currently exist. The desired service level is attainment of the published minimum budget execution levels 100% of the time and is the current level of performance.
If Higher HQ standard, please enter and list source of standard.	The standard is attainment of the minimum budget execution levels published annually in the <i>Headquarters AETC Specific Guidance</i> document.
Additional Clarifications	Paragraph 5.1.2.2.1, 5.1.2.2.3.

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4. PRD Title: Resource Management	Service: Utility Bill and Document Submission Metric Name: <u>Submission of Utility Bills and Other Documents to DFAS – Timeliness</u>
Define the Metric – define each element of quantities being measured.	This metric measures the percent of utility bills and other documents submitted that meet DFAS suspense dates and is calculated by dividing the number of utility bills and other documents submitted on time by the total number of utility bills and other documents submitted expressed as a percentage. Reported monthly.
Sources of data used to calculate metric’s value.	Timely submittal to DFAS is verified through query of the Integrated Accounts Payable System (IAPS). The total number of bills submitted to DFAS is available to the Utility Engineer with certification authority.
If the data currently exists, list where it can be located. If not available, so state.	The data resides in the Integrated Accounts Payable System (IAPS) and is accessible by all current resource advisors and the Accounting Liaison Office (ALO).
If the data currently exists, provide the data value by the metric.	Metric value does not currently exist. The required level of service is 85% of utility bills submitted to meet DFAS suspense and is the current level of performance. With the desired level being 100%.
If Higher HQ standard, please enter and list source of standard.	Prompt Payment Act, the provisions of which are reflected in DoD publications.
Additional Clarifications.	Paragraph 5.1.2.3.1. In order to meet the provisions of the Prompt Payment Act, current procedures call for the turn-around of utility bills within 24 hours of receipt. Current procedures also call for transmittal of bills via facsimile.

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5. PRD Title: Resource Management	Service: Reimbursement Submission Metric Name: <u>Submission of Schedule of Reimbursements and Refunds to DFAS – Timeliness</u>
Define the Metric – define each element of quantities being measured	This metric measures the percent of monthly Schedules of Reimbursements and Refunds submitted to meet DFAS suspense dates and is calculated annually by dividing the number of monthly schedules submitted on time by the number 12 expressed as a percentage.
Sources of data used to calculate metric's value	Financial Management Office. Monthly submittal to DFAS is verified by email transmittal to the Accounting Liaison Office (ALO).
If the data currently exists, list where it can be located. If not available, so state.	The data is a product of the IWIMS system and is available and verifiable by the Financial Management Office or ALO.
If the data currently exists, provide the data value by the metric.	Metric value does not currently exist. . The required level is 100%.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	Paragraph 5.1.2.3.1 Currently the certified schedule is transmitted to DFAS no later than the 10th calendar day of the following month to meet the DFAS suspense. Portions of the Schedule of Reimbursements and Refunds not affecting DFAS prepared billings are forwarded to on-base agencies and organizations.

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6. PRD Title: Resource Management	Service: Real Estate Metric Name: <u>Maintain Real Property Records-Accuracy</u>
Define the Metric – define each element of quantities being measured.	This metric measures the of accuracy of real property accountability in the automated RPR and is calculated by dividing the number of accurate real property records by the total number of real property records expressed as a percentage. This metric is reported monthly.
Sources of data used to calculate metric's value.	Reports of Audits, Self-inspection Checklists, ORIs, ACES, Customer Surveys
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained in the Real Estate Office and/or by the Resources Flight Chief.
If the data currently exists, provide the data value by the metric.	The command standard is "maintain accurate records" required and current level is 95% or higher accuracy.
If Higher HQ standard, please enter and list source of standard.	The command standard is to "maintain accurate records" per AFI 32-9005, Chapters 2 through 5 and AETCI 32-9001, paragraphs 32 through 32.3.
Additional Clarifications.	Paragraph 5.1.2.4.1.. The data measures the accuracy of the RPR.

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7. PRD Title: Resource Management	Service: Real Estate. Metric Name: Real Property Accounting Work order Timeliness
Define the Metric – define each element of quantities being measured	This metric measures the percent of completed work orders processed within 90 days and is calculated by dividing the number of completed work orders processed within 90 days by the total number of work orders completed expressed as a percentage.
Sources of data used to calculate metric's value	Reports of Audits, Self-inspection Checklists and ACES.
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained in the Real Estate Office and/or by the Resources Flight Chief.
If the data currently exists, provide the data value by the metric.	Command standard requires that all work orders be vouchered in a timely manner, "usually within 90 days." 85% processing within 90 days and is also the current performance level. The desired level is 100%.
If Higher HQ standard, please enter and list source of standard.	The command standard "usually within 90 days" is stated AETCI 32-9001, paragraph 32.2.
Additional Clarifications	Paragraph 5.1.2.5.1., 5.1.2.5.2. The data measures the timely completion and reporting of real property capitalization actions. Guidance is provided in AFI 32-9005, Chapter 3 through 4, AETCI 32-9001, paragraphs 32 through 32.3.

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8. PRD Title: Resource Management	Service: Real Estate Metric Name: <u>Ingrant and Outgrant Actions – Timeliness</u>
Define the Metric – define each element of quantities being measured.	This metric measures the percent of ingrant and outgrant renewal actions completed prior to ingrant and outgrant expiration and is calculated by dividing the number of ingrant and outgrant renewal actions completed prior to expiration by the total number of outgrant renewal actions required expressed as a percentage. This metric is reported monthly.
Sources of data used to calculate metric's value.	Outgrant Files, ACES, and Customer Surveys
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained in the Real Estate Office and/or by the Resources Flight Chief.
If the data currently exists, provide the data value by the metric.	The metric is not currently tracked. The required service level is 100% and is the current performance level.
If Higher HQ standard, please enter and list source of standard.	AFI 32-9003, paragraph 1.6.4 requires review of all ingrant and outgrants 9 months prior to expiration, AETCI 32-90001, paragraph 25 requires a suspense to ensure timely renewal..
Additional Clarifications.	Paragraph 5.1.2.5.3. Data is used to verify renewal actions are initiated early enough to ensure renewal is accomplished prior to outgrant expiration.

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9. PRD Title: Resource Management	Service: Real Estate Metric Name: <u>Ingrant and Outgrant Compliance Inspections-Timeliness</u>
Define the Metric – define each element of quantities being measured	This metric measures the percent of annual outgrant compliance inspections completed in a timely manner and is calculated by dividing the number of annual outgrant compliance inspections completed by the total number of annual outgrant compliance inspections required, expressed as a percentage.
Sources of data used to calculate metric's value	Inspection sheets and ACES.
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained in the Real Estate Office.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	The data does not currently exist. The required service level is 100% and is the current performance level.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	Paragraph 5.1.2.5.3. The data is used to verify that compliance inspections are accomplished annually for each outgrant and discrepancies are corrected. Additional guidance is located in AFI 32-9003, paragraphs 1.6.2 through 1.6.3.

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10. PRD Title: Resource Management	Service: Real Estate Metric Name: <u>Boundary Inspections – Timeliness</u>
Define the Metric – define each element of quantities being measured.	This metric measures progress toward meeting the percent of boundaries inspected annually.
Sources of data used to calculate metric's value.	Inspection memo and ACES
If the data currently exists, list where it can be located. If not available, so state.	Data is maintained in the Real Estate Office.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Command standard requires inspection of all boundaries at least once per year. This is also the required and the current service level.
If Higher HQ standard, please enter and list source of standard.	Command standard is inspection of all boundaries at least once per year per AFI 32-9005, paragraph 5.3.
Additional Clarifications.	Paragraph 5.1.2.5.5. Data is used to verify that boundary inspections are accomplished annually and any encroachments are resolved.

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11. PRD Title: Resource Management	Service: Real Estate Metric Name: Financial Performance Submissions – Timeliness
Define the Metric – define each element of quantities being measured.	This metric measures the submission of various tasking, studies, and reports and is calculated by dividing the number of submission submitted on time by the total number of submission requested. This metric is reported monthly.
Sources of data used to calculate metric's value.	Submission will be verified by the Suspense Document.
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.	Metric value does not exist. Submission will meet suspense due date 85% of the time.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications.	Paragraph 5.1.2.1.4, & 5.1.2.2.2.