

WEATHER SUPPORT SERVICES PERFORMANCE METRICS

<p>0. PRD Title: Weather Support Services</p>	<p>Service: Airfield Services Requirements <b>Metric Name: Weather Support Services - Customer Satisfaction Survey</b></p>
<p>Define the Metric – define each element of quantities being measured</p>	<p>This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan</p>
<p>Sources of data used to calculate metric’s value</p>	<p>N/A. See paragraph 4.3 of the PMP.</p>
<p>If the data currently exists, list where it can be located. If not available, so state.</p>	<p>N/A. See paragraph 4.3 of the PMP.</p>
<p>If the data currently exists, provide the data value by the metric.</p>	<p>N/A. See paragraph 4.3 of the PMP.</p>
<p>If Higher HQ standard, please enter and list source of standard.</p>	<p>N/A. See paragraph 4.3 of the PMP.</p>
<p>Additional Clarifications</p>	<p>N/A. See paragraph 4.3 of the PMP.</p>

## WEATHER SUPPORT SERVICES PERFORMANCE METRICS

1. PRD Title: Weather Support Services	Service: Weather Support Services <b>Metric Name:</b> <b>Customer Survey – Customer Service</b>
Define the Metric – define each element of quantities being measured	This metric will measure customer satisfaction with the customer services provided in the following areas: Safety, Professionalism, Timeliness, Accuracy, Courteous, Mission Accomplishment. The survey will on a scale of 1 to 5. Survey forms will be collected and the average score will be reported monthly.
Sources of data used to calculate metric's value	Currently using a locally developed Air Crew Questionnaire. Service provider is expected to develop databases to collect, record, and analyze the data.
If the data currently exists, list where it can be located. If not available, so state.	The data is located in the Chief Weather manager's office.
If the data currently exists, provide the data value by the metric.	Required level of service is an average customer survey rating of at least 4.0.
If Higher HQ standard, please enter and list source of standard.	None.
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory.

## WEATHER SUPPORT SERVICES PERFORMANCE METRICS

2. PRD Title: Weather Support Services	Service: Weather Services <b>Metric Name: Disseminate Weather Products</b>
Define the Metric – define each element of quantities being measured	The metric measures the timeliness and correctness of products disseminated to customers. The elements measured are: Actual production and dissemination of products, Timeliness, and Accuracy. A required product not produced or disseminated counts as an error. The number of errors will be reported monthly.
Sources of data used to calculate metric's value	Monthly report derived from a Quality Control Program
If the data currently exists, list where it can be located. If not available, so state.	The data is currently in the Base Weather Station files.
If the data currently exists, provide the data value by the metric.	Required level - 100% of all required products are produced and disseminated with 98% accuracy.  The 98% accuracy is based on current error free rate statistics.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

## WEATHER SUPPORT SERVICES PERFORMANCE METRICS

3. PRD Title: Weather Support Services	Service: Weather Services <b>Metric Name: Aircrew Weather Support – Customer Survey</b>
Define the Metric – define each element of quantities being measured	This metric measures customer satisfaction with the timeliness and accuracy of weather briefings to aircrew. The elements measured are: Quality of the briefing, Timeliness, and Accuracy. The metric will be calculated by dividing the total of all survey ratings monthly by the total number of surveys to determine the average customer satisfaction rating. This metric uses a scale of 1 to 5. The survey will also have a section for customer complaints. The number of valid customer complaints resulting in aircraft delays will be tracked and reported monthly.
Sources of data used to calculate metric's value	Current Weather Briefing Survey
If the data currently exists, list where it can be located. If not available, so state.	Weather Survey Binder behind the Chief of Weather Station Operations (CWSO) desk
If the data currently exists, provide the data value by the metric.	Required level: An average monthly survey score of 4.0 on a scale of 1-5 with no valid customer complaints of aircraft delays due to weather support.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Aircraft delays due to inclement weather or briefing saturation are not valid aircraft delay complaints.  Customer survey forms should have a customer comment section and customer contact information. The scale will be 1 to 5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

## WEATHER SUPPORT SERVICES PERFORMANCE METRICS

4. PRD Title: Weather Support Services	Service: Weather Services <b>Metric Name: Base Weather Support – Customer Complaint</b>
Define the Metric – define each element of quantities being measured	This metric measures customer satisfaction with the general weather support to the base populace. The elements measured are: Availability and professionalism of briefer, Accuracy and relevancy of weather information, and Timeliness. The number of valid customer complaints will be tracked and reported monthly.
Sources of data used to calculate metric's value	AF Form 714 "Customer Complaint Record"
If the data currently exists, list where it can be located. If not available, so state.	The forms are located around the base or can be obtained off the Air Force Forms and Publications internet site.
If the data currently exists, provide the data value by the metric.	Required level - Not more than 3 valid customer complaints per quarter.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Valid customer complaints are functions and services that the service provider is responsible for that were not to the customer's satisfaction. A non-valid customer complaint is a complaint not related to the service provider's function or responsibility. Ensure all customer complaints dealing with issue outside of Airfield mission are forwarded to the Performance Management Office.

## WEATHER SUPPORT SERVICES PERFORMANCE METRICS

5. PRD Title: Weather Support Services	Service: Weather Services <b>Metric Name: Compliance with Weather Directives and Guidance</b>
Define the Metric – define each element of quantities being measured	This metric measures compliance with relevant guidance and regulations.  The metric will be computed by counting the number of deficiencies that require a written response to AETC identified during any Air Force Weather Standardization and Evaluation Inspection.
Sources of data used to calculate metric's value	Air Force Weather Standardization and Evaluation Inspection. (AFWSEP) Report
If the data currently exists, list where it can be located. If not available, so state.	Base Weather Files
If the data currently exists, provide the data value by the metric.	Required level - No more than 2 deficiencies that require a written response to AETC identified during any Air Force Weather Standardization and Evaluation Inspection.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	These inspections occur about once every two years and last about a week each time.