

Service Scorecard

Maintenance, Operations and Facilities

Director: Robbie Lyng

SERVICE STANDARDS	Customer	Prior Annual Data			Current Annual Growth Target			Future Annual Growth Targets			
		06/07 Annual	07/08 Annual	08/09 Annual	09/10 Target	% to 09/10 Target	09/10 Actual Annual	10/11 Target	11/12 Target	12/13 Target	Ultimate Target
		Work orders (2s, 3s and 4s) are acknowledged and scheduled or canceled within 5 business days.	All School Sites	N/A	N/A	N/A			13%	75%	85%
MOF meets resolution timelines for work orders (1s and 2s, 3s and 4s) within the timeframe expected by the client. (survey)	All School Sites	N/A	N/A	N/A			25%	55%	60%	75%	100%
Improve preventative maintenance program by increasing the percent of site preventative maintenance completed per visit (out of total required/reported by PM techs)	All School Sites	N/A	N/A	N/A				50%	65%	75%	100%
Improve site inspection program by ensuring that the coordinator of MOF meets all appointments to monitor site cleanliness, maintenance and repair (using standardized evaluation tools); facilitate clear communication with sites and build community support.	All School Sites	N/A	65%	30%				60%	75%	85%	100%
Interactions with the facilities-use branch of the MOF department meets customer expectations (high quality of customer service at the office; high quality of maintenance of facilities; timeliness of scheduling) (POFsurvey)	User Groups	N/A	N/A	N/A			53%	55%	65%	80%	100%
Principals report that school sites are cleaned daily. (survey)	Site Admin	N/A	N/A	N/A			50%	70%	80%	90%	100%
BUDGET											
Budget to Actual (OVER) UNDER											
Cost Savings or Revenue Generation (select one)											

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Run regular (monthly, bi-monthly) department budget reports to monitor progress											
CUSTOMER SERVICE (survey)											
Reliability											
Assurance											
Tangibles											
Empathy											
Responsiveness											
OVERALL RATER AVERAGE											
PEOPLE											
Employee attendance											
Employee performance evaluation											
Employee retention											
Employees sufficiently trained (survey)											
Employees are informed of and understand expectations. (survey)											
Employee overall satisfaction (survey)											
PRIMARY DISTRICT MISSION	Making sure all students are enrolled in the appropriate grade and school. Making sure that all expulsions are dealt with in a timely manner and according to Ed Code. Making sure that truancy issues are dealt with in a timely manner and according to Ed Code.										
SUPPORTING STUDENT ACHIEVEMENT (survey)											