



## Definitions Document

### All FM Results

Performance Measure	Definition	Calculation	Data Source	All FM Results			Department Results			
				Target Value	Green Value	Yellow Value	Red Value	Green Value	Yellow Value	Red Value
Lost Time Injuries	Quantity of injuries where an employee was absent one or more days of work due to injury.	OSHA Reportable Time Lost Injuries	Safety Department	0	0	1 – 3	4+	0	1	2+
Safety Meeting Participation	Employee participation in the departmental required monthly safety meeting.	Meetings Completed / Meetings Required	Safety Department	100%	95+%	90-94%	<90%	95+%	90-94%	<90%
Time Lost Sick	Employee sick time usage as a percentage of total work time. (Peoplesoft Codes SICKLEAVE, VLSICKLV, PRIORSICK)	Sick Hours / Total Work Hours	U Services Payroll Department	3.5%	<3.5%	3.5 – 4.4%	4.5+%	<3.5%	3.5 – 4.4%	4.5+%
Actionable Alarms	Quantity of alarms on BSAC monitored equipment that required immediate communication.	Records in BSAC Log	Building System Automation Center (BSAC)	1,500	< 1,500	1,500-1,999	2,000+	< 1,500	SP: <300 NW: <425 HS: <450 EB: <250	SP: >460 NW: >645 HS: >650 EB: >380
Budget vs. Actual	Percentage of variance between actual and budgeted expenses.	Actual – Budget / Budget	U Services Finance	+5% to -2%	+5% to -2%	+6 to +15 or -3-5%	>+15% or <-5%	+5% to -2%	+6 to +15 or -3-5%	>+15% or <-5%
Preventative Maintenance – FLS	Percentage of preventative maintenance work orders for Fire, Life, or Safety (FLS) equipment completed by the scheduled date.	Completed as Scheduled / Total Scheduled	Zone Maintenance Departments	100%	100%	N/A	<100%	100%	N/A	<100%
Preventative Maintenance – Non-FLS	Percentage of preventative maintenance work orders for Non-FLS program equipment completed by the scheduled date.	Completed as Scheduled / Total Scheduled	Zone Maintenance Departments	85%	85+%	70-84%	<70%	85+%	70-84%	<70%
INFORM – Completed by due date	Percentage of customer work orders completed by the final communicated due date.	Completed as Scheduled / Total Scheduled	Information & Process Management (IPM)	90%	90+%	70-89%	<70%	90%	70-89%	<70%
INFORM – Completed without changes	Percentage of customer work orders completed by the original due date.	Completed as Scheduled / Total Scheduled	Information & Process Management (IPM)	70%	70+%	50-69%	<50%	70+%	51-69%	<50%
Custodial Project Maintenance	Percentage of project maintenance work orders completed by the scheduled date.	PM's Completed as Scheduled / Total Scheduled	Information & Process Management (IPM)	85%	85+%	70-84%	<70%	85+%	70-84%	<70%
CCC Quantity	Quantity of Customer Custodial Concerns (CCC) brought to FM's attention where published standards were not met.	Total CCC Service Requests Received	Information & Process Mgmt (IPM)	<100	<100	100 -150	150+	<100	SP: 21-30 NW: 25-37 HS: 27-39 EB: 31-45	SP: 31+ NW: 38+ HS: 40+ EB: 46+
CCC Compliance	Percentage of Customer Custodial Concern (CCC) work orders corrected and communicated within one business day.	CCC's Corrected / Total Received	Information & Process Management (IPM)	100%	95+%	85-94%	<85%	95+%	85-94%	<85%
Quality Inspections	Percentage of custodial staff inspections completed. Goal is one per employee per month.	Inspections Completed / Total Staff	Zone Departments	95%	95+%	70-94%	<70%	95+%	70-94%	<70%
Utility Outages	Quantity of major steam or electric outages.	Quantity Reported	Utilities Dept.	0	0	1	2	0	1	2
Utility Preventative Maintenance	Percentage of preventative maintenance work orders acted on during the scheduled month.	PM's Acted On / Total Scheduled	Utilities Dept.	70%	70+%	25-69%	<25%	70+%	25-69%	<25%