

# Chief Facilities and Operations Officer

Maintenance & Operations

Thursday, April 14, 2011

# Scorecard

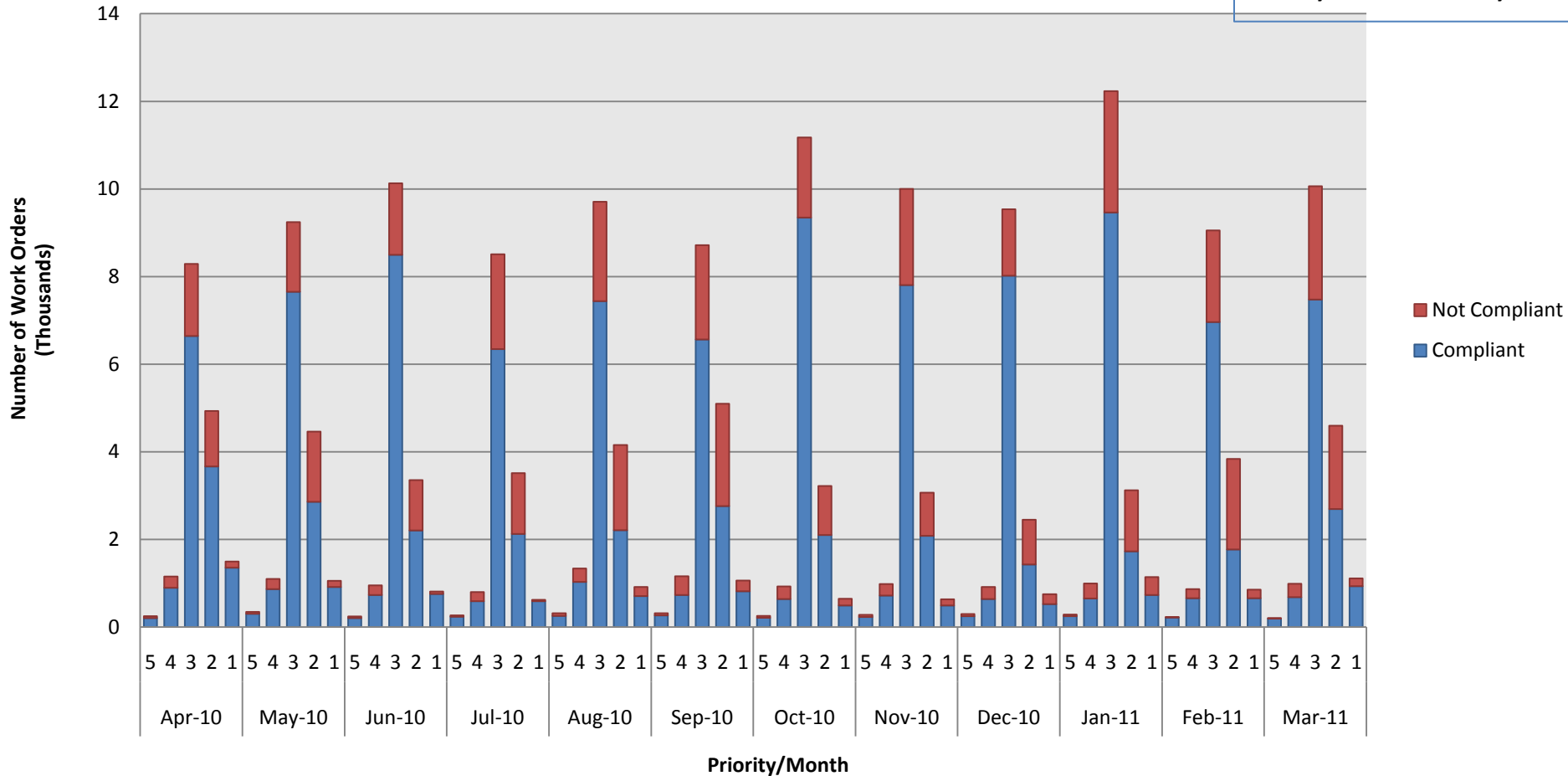
Progress Indicators		Fidelity Indicators	
		Item	Status
Work Orders	# of work orders completed (182,688)	Avg. # of work orders completed per month	15,224
	# of open work orders (19,793)	# of overdue work orders	8,270
	Avg. response time to P5 requests (24 hrs.)	Avg. response time to P4 requests (7 days)	11 days
Avg. work orders (April—March)	Avg. # of work orders completed 703	Avg. response time to P3 requests (29 days)	23 days
	Avg. # of work order initiated 781	Avg. response time to P2 requests (59 days)	56 days
	Avg. # of P5 work orders initiated 13	Avg. response time to P1 requests (180 days)	111 days

Benchmark Target
  On-track
  Of concern
  Off-track
  Propose to remove

# Work Order Compliance

## Completion Compliance by WO Priority per Month

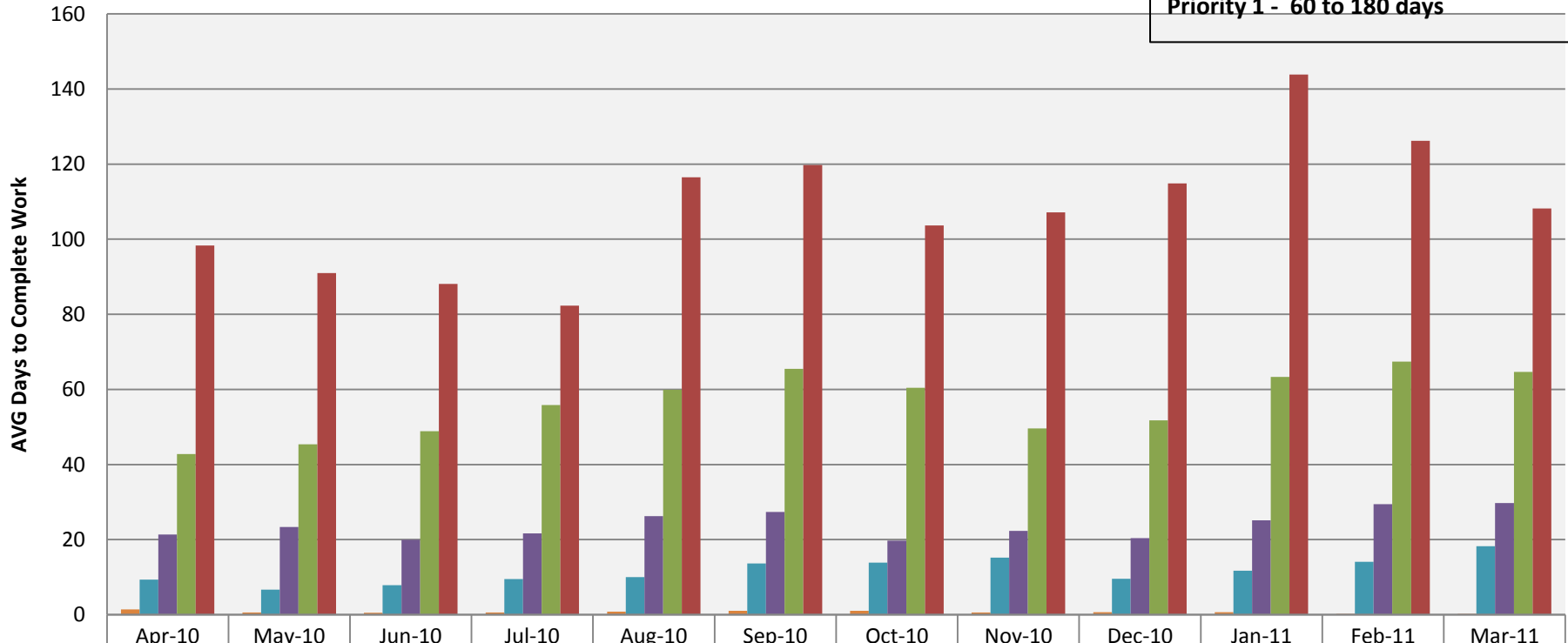
Priority 5 - < 1 day  
 Priority 4 - 1 to 7 days  
 Priority 3 - 8 to 29 days  
 Priority 2 - 30 to 59 days  
 Priority 1 - 60 to 180 days



# Work Order Response Time

## Average Response Time by Priority

**Priority 5 - < 1 day**  
**Priority 4 - 1 to 7 days**  
**Priority 3 - 8 to 29 days**  
**Priority 2 - 30 to 59 days**  
**Priority 1 - 60 to 180 days**

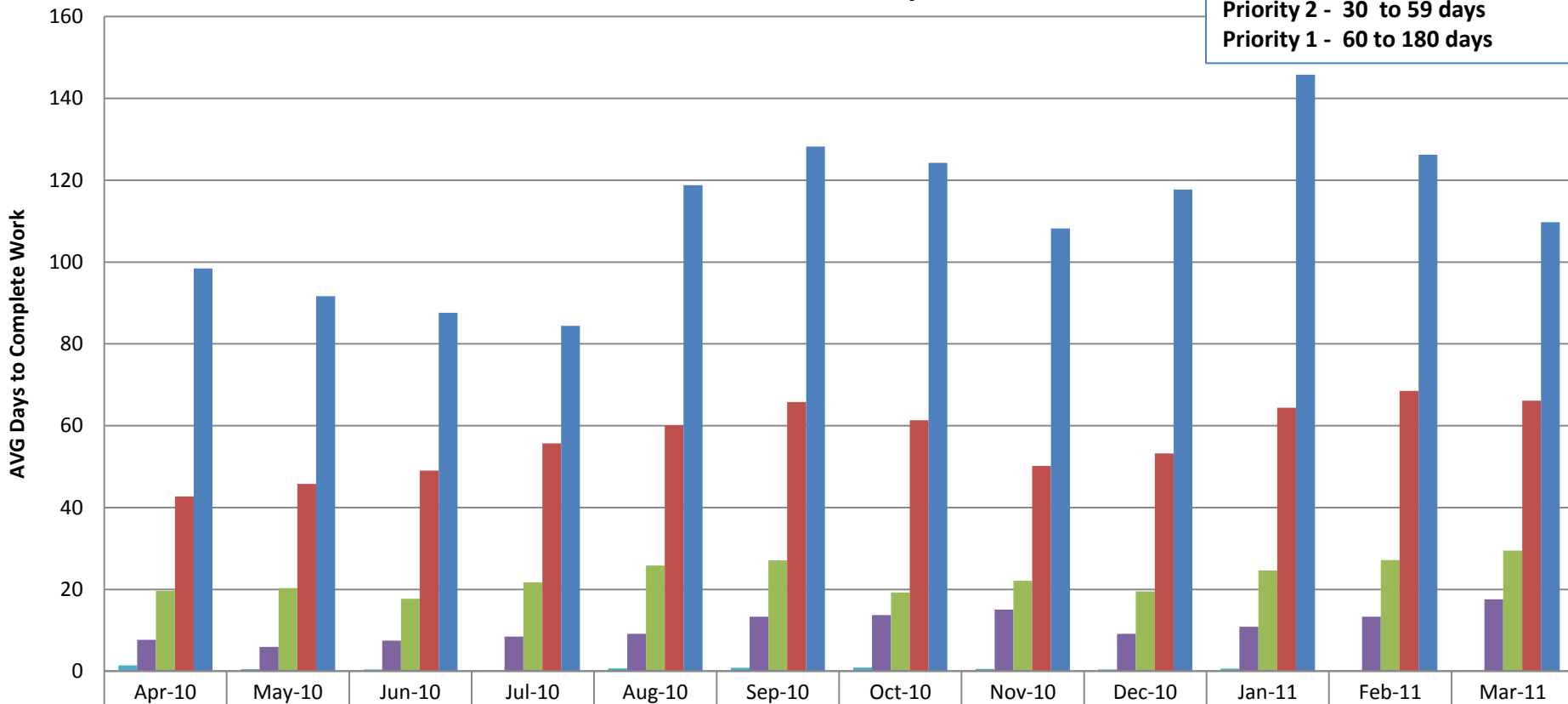


	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
5	1	1	1	1	1	1	1	1	1	1	0	0
4	9	7	8	10	10	14	14	15	10	12	14	18
3	21	23	20	22	26	27	20	22	20	25	29	30
2	43	45	49	56	60	65	60	50	52	63	67	65
1	98	91	88	82	117	120	104	107	115	144	126	108

# WCPSS Employee Response Time

**Average Response Time by Priority  
In House Labor Only**

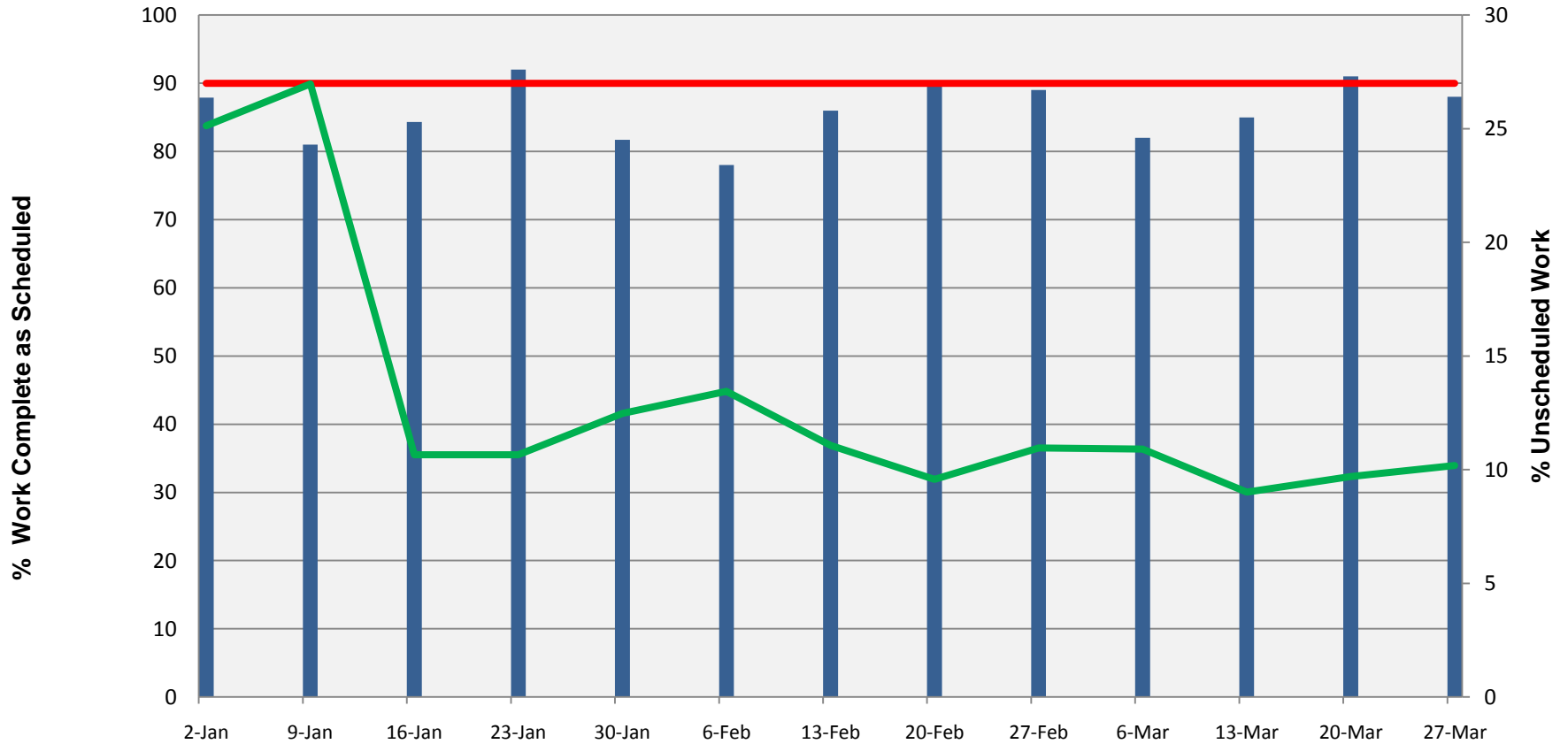
Priority 5 - < 1 day  
 Priority 4 - 1 to 7 days  
 Priority 3 - 8 to 29 days  
 Priority 2 - 30 to 59 days  
 Priority 1 - 60 to 180 days



5	1	0	0	0	1	1	1	1	0	1	0	0
4	8	6	7	8	9	13	14	15	9	11	13	18
3	20	20	18	22	26	27	19	22	19	25	27	29
2	43	46	49	56	60	66	61	50	53	64	69	66
1	98	92	88	84	119	128	124	108	118	146	126	110

# Schedule Compliance

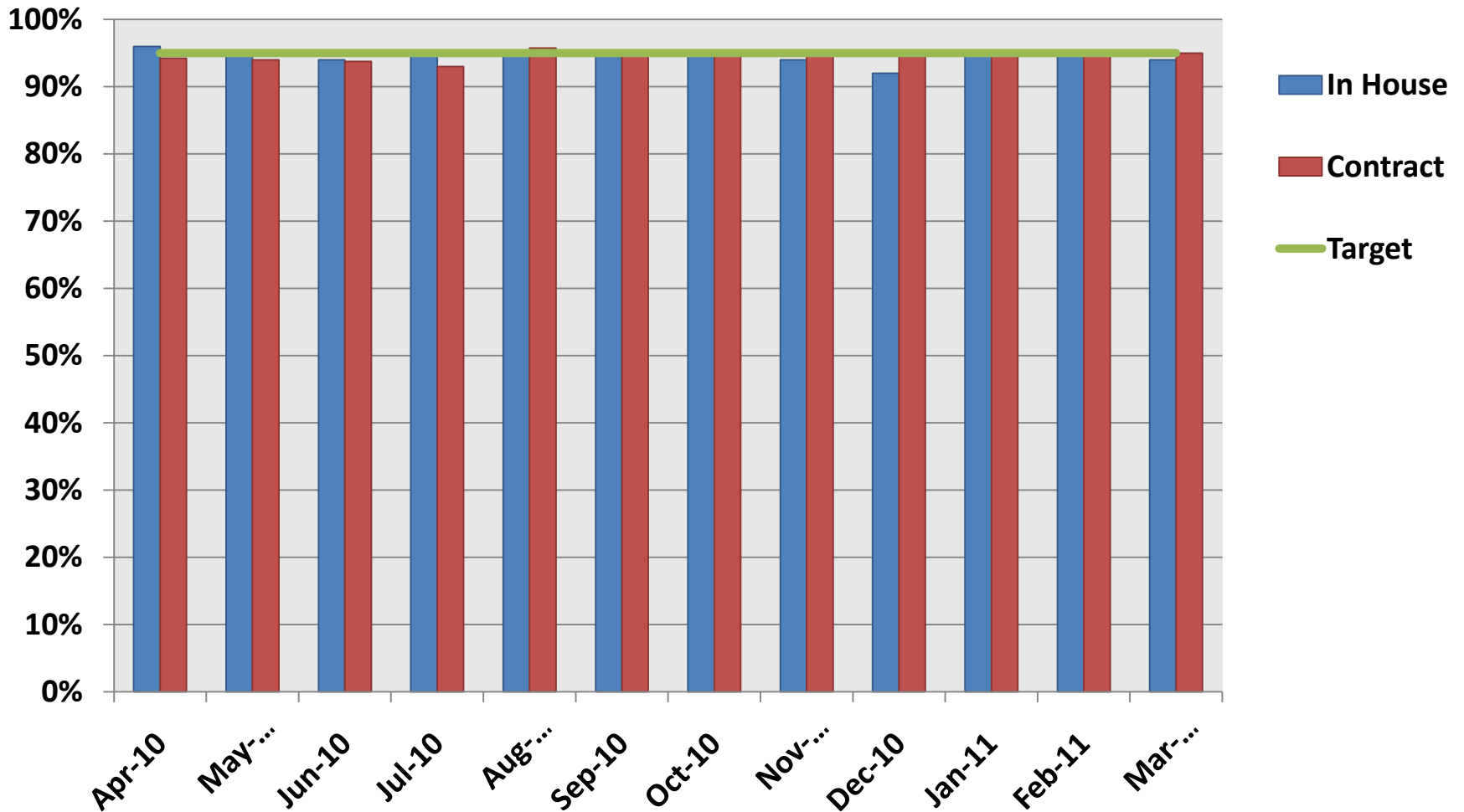
## Schedule Compliance



	2-Jan	9-Jan	16-Jan	23-Jan	30-Jan	6-Feb	13-Feb	20-Feb	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar
<span style="color: blue;">■</span> Compliant	88	81	84	92	82	78	86	90	89	82	85	91	88
<span style="color: red;">—</span> Target	90	90	90	90	90	90	90	90	90	90	90	90	90
<span style="color: green;">—</span> Unsched	25	27	11	11	12	13	11	10	11	11	9	10	10

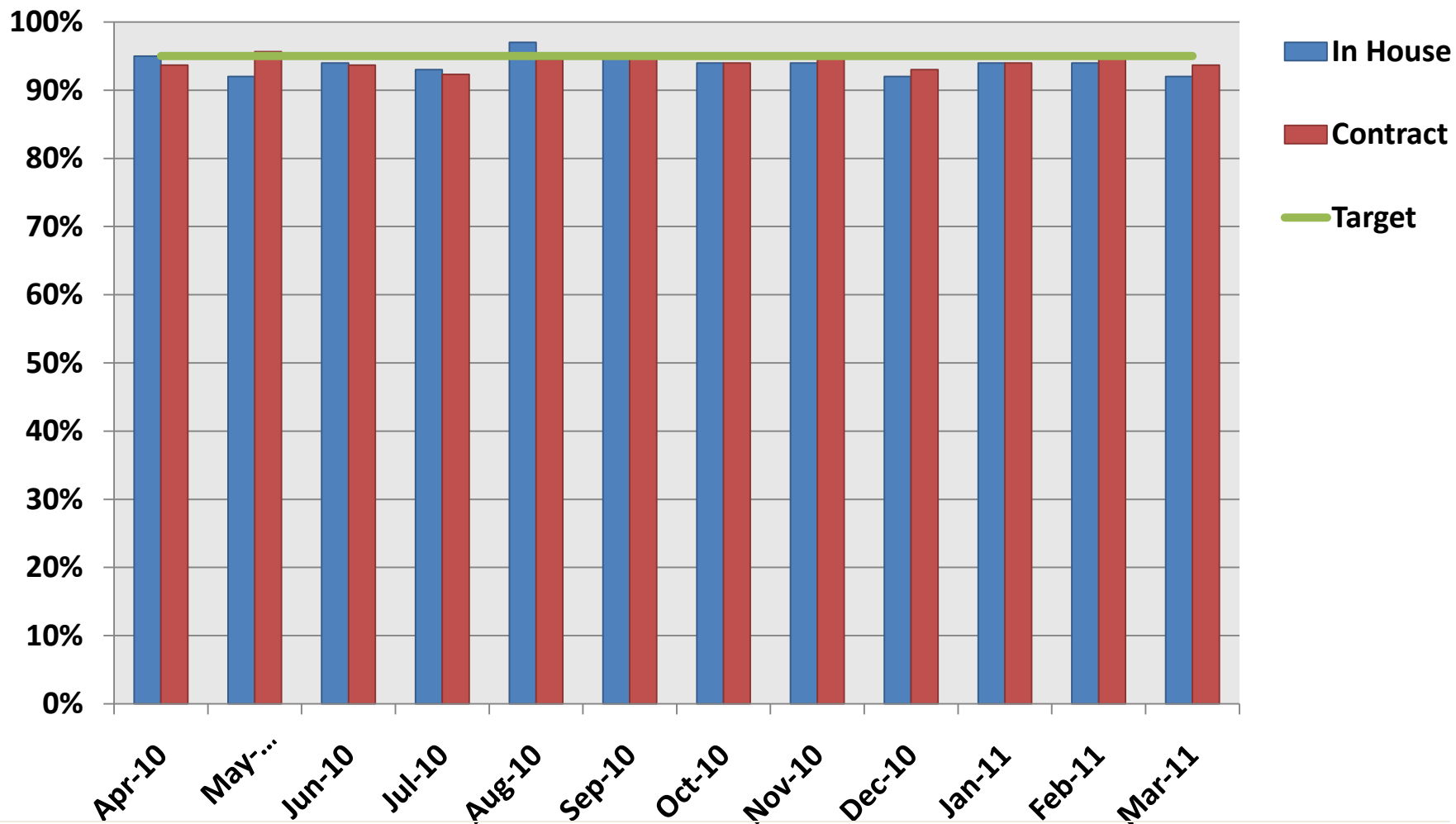
# Elementary School Custodial Inspection Scores

## Custodial Inspections of Elementary Schools



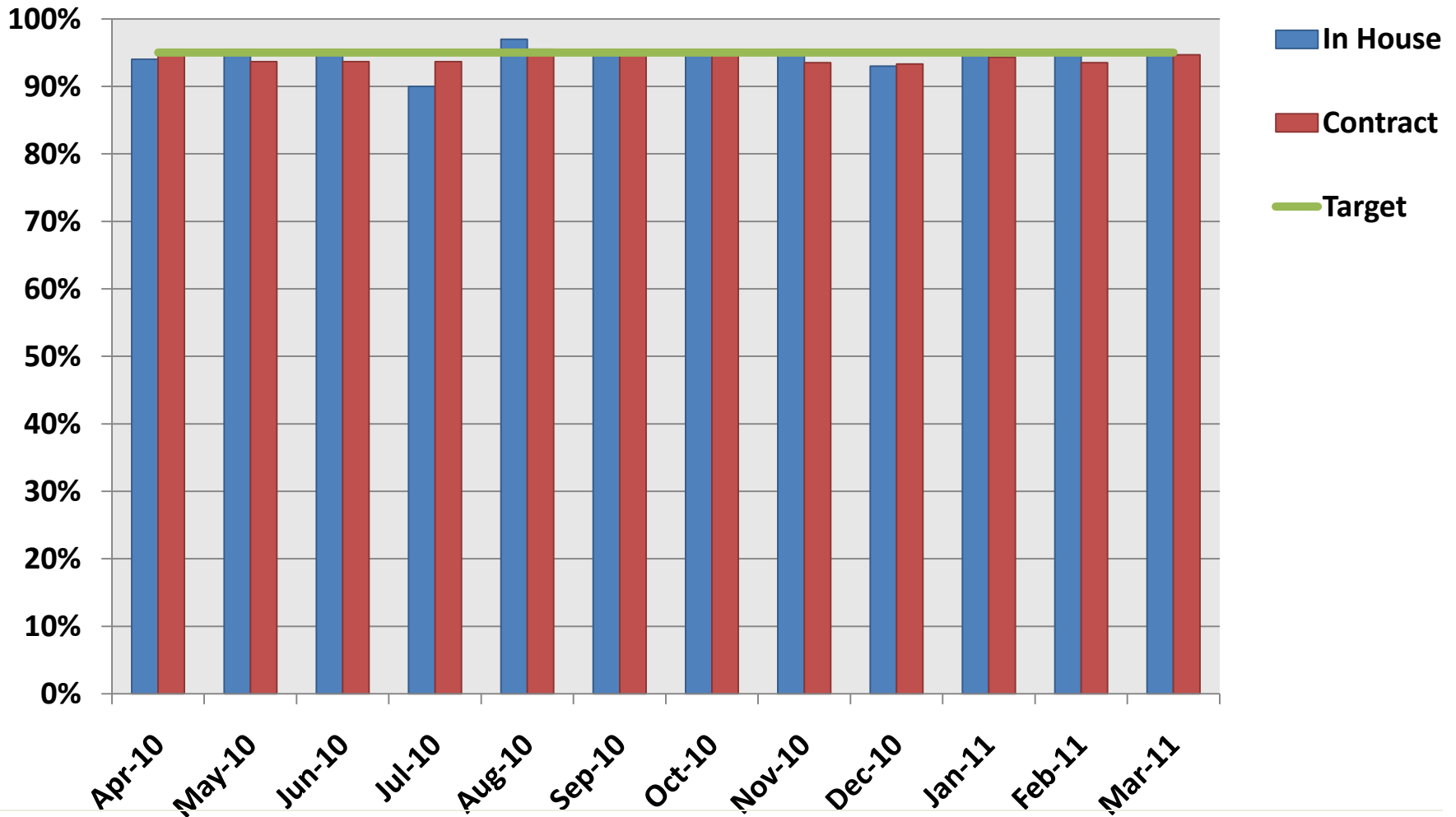
# Middle School Custodial Inspection Scores

## Custodial Inspections of Middle Schools



# High School Custodial Inspection Scores

## Custodial Inspections of High Schools



# Issues

**Issues that require action or addressing in the next:**

Next 30 days	30-60 days	60-90 days
Job order contracts & Service Agreements	Joint ARRA grant w/ Town of Wake Forest	Negotiations w/ Home Depot and Lowes
Contract bid w/WCG	Lighting retrofits @ West Lake ES and MS and Morrisville ES	Pilot of custodial services at Renaissance schools and Walnut Creek
Working w/ Principal's on custodial waivers & hiring		Begin summer cleaning; classroom inspections