

Section 4: Performance Against Service Standard

KPI	Core Business	Service STD	Target	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Year To Date		JPC Comment
				Total	Actual	Total	Actual	Total	Actual	Total	Actual	Total	Actual	
TOTAL	Actual	Within 1 day of logged call	1 day	3 332	3 332	2 609	2 609	3 054	3 054	2 796	2 796	11 791	11 791	Statistics based on walk-ins, inboxes and emails, except telephonic calls
KPI 1.2	Provision of answers or results related to the receipt of the requests and enquiries regarding properties	Within 3 days of logged call	3 days	2 143	2 143	2 828	2 828	2 061	2 061	1 995	1 995	9 027	9 027	Statistics based on walk-ins, inboxes and emails, except telephonic calls
KPI 1.3	Performance of emergency work	Within 1 day of logged call **	1 days	5	5	14	14	14	14	15	15	48	48	Statistics based on facilities management inbox and emails
KPI 1.4	Performance of minor works on facilities managed	Within 2 days of logged call **	2 days	0	0	0	0	0	0	0	0	0	0	Statistics based on facilities management inbox and emails
KPI 1.5	Performance of major works on facilities managed	Within 5 days of logged call **	5 days	0	0	0	0	0	0	0	0	0	0	Statistics based on facilities management inbox and emails