

HC Facilities Department – % of Hrs for Proactive vs. Reactive Work-BS

Performance Measure

Percentage of Man Hours used for Proactive (preventative maint.) work versus Reactive (on demand) work for Building Services.

Objective

The goal is to track the amount of man hours used to maintain equipment vs. responding to customer needs.

Analysis

...2/09 - Changed the reporting status of the cleaning Staff and review all work orders by the new Managers

Month/ Total Hours	Pro./ PM	React./ OD	Total	% of Total
January	1910.06	1580.84	3490.90	55%
February	1901.04	1425.67	3326.71	57%
March	2253.65	1144.72	3398.37	66%
April	2347.75	1022.5	3370.25	70%
May	2466.00	1174.25	3640.25	67%
June	2456.15	1152.5	3608.65	68%
July	2291.00	1121.50	3412.50	67%
August	1971.15	1158.75	3315.9	59%
September	2180.73	1327.3	3508.03	62%
October	2064.00	1176.16	3240.16	63%
November	1719.35	1060.34	2779.69	62%
December	2104.80	1310.25	3415.05	62%
YTD Total	25665.68	14654.78	40506.46	63%

