

Level	1	2	3	4	5
Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management	Crisis Response
Customer Service and Response Time	Able to respond to virtually any type of service, immediate response	Response to most service needs including limited non-maintenance activities, typically in a week or less	Services available only by reducing maintenance, one month or less	Services available only by reducing maintenance, one year or less	Services not available unless directed from top administration, none except emergencies
Customer Satisfaction	Proud of facilities, have a high level of trust for the facilities organization	Satisfied with Facilities related services, usually complimentary of facilities staff.	Accustomed to basic level of facilities care. Generally able to perform mission duties. Lack of pride in physical environment.	Generally critical of cost, responsiveness and quality of facilities services.	Consistent customer ridicule, mistrust of facilities services.
Preventive Maintenance vs. Corrective Maintenance	100%	75-100%	50 - 75%	25 - 50%	0%
Maintenance Mix	All recommended PM's are scheduled and performed on time. Reactive maintenance (e.g. spot relamping and adjusting door closers) is minimized to the unavoidable or economical. Emergencies (e.g. storms or power outages) are very infrequent and handled efficiently.	A well developed PM program: most required PM's are done but frequency is slightly less than per defined schedule. Appreciable reactive maintenance required due to systems wearing out prematurely and high number of lamps burning out. Occasional emergencies caused by pump failures, cooling system failures, etc.	Reactive maintenance predominates due to systems failing to perform, especially during harsh seasonal peaks. An effort still made at PM: priority to schedule as time and manpower permit. The high number of emergencies (e.g. pump failures, heating and cooling system failures) causes reports to upper administration.	Worn out systems require manpower to be scheduled to react to systems that are performing poorly or not at all. Significant time spent procuring parts and services due to the high number of emergency situations with weekly reporting to upper administration. Possible PM work consists of simple tasks and is done inconsistently: e.g. filter changing, greasing and fan belt replacement.	No PM performed due to more pressing problems. Reactive maintenance is a necessity due to worn out systems (e.g. doors won't lock, fans lock up, HVAC systems fail). Good emergency response because of skills gained reacting to frequent system failures (no reporting, upper administration is tired of reading the reports).
Aesthetics (Interior)	Like new finishes	Clean/crisp finishes	Average finishes	Dingy finishes	Neglected finishes
Exterior	Windows, doors, trim, exterior walls are like new	Watertight, good appearance of exterior closures.	Minor leaks/blemishes, average exterior appearance.	Somewhat drafty and leaky exterior, rough looking exterior, extra painting necessary to prevent further deterioration.	Inoperable windows, leaky windows, unpainted, cracked panes, significant air/water penetration, poor appearance, accelerated deterioration.
Lighting	Bright and clean, attractive lighting.	Bright and clean, attractive lighting.	Small percentage of lights out, generally well lit and clean.	Numerous lights out, some missing diffusers, secondary areas dark.	Dark, lots of shadows, bulbs and diffusers missing, cave-like, damaged/hardware missing.
Service Efficiency	Maintenance activities appear highly organized and focused. Typically, equipment and building components are fully functional and in excellent operating condition. Service and maintenance calls are responded to immediately. Buildings and equipment are routinely and regularly upgraded keeping them current with modern standards and usage.	Maintenance activities appear organized with direction. Equipment and building components are usually functional and in operating condition. Service and maintenance calls are responded to in a timely manner. Buildings and equipment are regularly upgraded keeping them current with modern standards and usage.	Maintenance activities appear to be somewhat organized, but remain people dependent. Equipment and building components are mostly functional, but suffer occasional breakdowns. Service and maintenance call response times are variable and sporadic, without apparent cause. Buildings and equipment are periodically upgraded to current standards and use, but not enough to control the effects of normal usage and deterioration.	Maintenance activities appear somewhat chaotic and are people dependent. Equipment and building components are frequently broken and inoperative. Service and maintenance calls are typically not responded to in a timely manner. Normal usage and deterioration continues unabated making buildings and equipment inadequate to meet present use needs.	Maintenance activities appear chaotic and without direction. Equipment and building components are routinely broken and inoperative. Service and maintenance calls are never responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present use needs.
Building Systems Reliability	Breakdown maintenance is rare and limited to vandalism and abuse repairs.	Breakdown maintenance is limited to system components short of MTBF (mean time between failures).	Building and systems components periodically fail.	Many systems unreliable. Constant need for repair. Backlog of repair needs exceeds resources.	Many systems non-functional. Repair only instituted for life safety issues.
Fac. Maint. Operating Budget as % of Current Replacement Value (CRV)	> 4.0	3.5 - 4.05	3.0 - 3.5	2.5 - 3.0	< 2.5
Campus Average Facility Condition Index (FCI)	< 0.05	0.05 - 0.15	0.15 - 0.29	0.30 - 0.49	> 0.50