DAS Enterprise Asset Management

Fleet and Parking Services Program

Service Level Agreement (SLA)

Name of document:

Fleet and Parking Service Level Agreement, Version 1.1

Approved by:

DAS Representative

Brian King, Fleet and Parking Services Program Manager	**Date**
	11/10/2015

EAM Customer Utility Board

Marc Williams, EAM CUB Chair	**Date**
	11/10/2015

Document Changes:

Date of approval	SLA Version	DAS Representative	EAM CUB Representative	Description of changes
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1. Introduction.

1.1. Background.

The Department of Administrative Services has four Service Enterprises, each governed by a Customer Utility Board (CUB). Each CUB acts as a governing board for the services provided by the associated Service Enterprise that have been designated as utility services.

The CUB's have four primary responsibilities:

a) Approving general service level agreements.

b) Approving rate-setting methodologies and resulting rates.

c) Reviewing business plans and annual financial statements.

d) Settling unresolved service complaints.

One of the key responsibilities assigned to CUB's is the approval of Service Level Agreement (SLA) documents. CUB's are responsible for reviewing and approving the content of these documents, ensuring the defined service levels are commensurate with the rates charged for each service.

CUB's are also responsible for approving the process to be followed for the development, approval and amendment of SLA documents. They assign members to specific workgroups created to conduct and oversee this work, and ensure participating representatives from customer agencies can clearly articulate the needs of the customers.

1.2. Objectives and purpose of SLA.

The objective of this Service Level Agreement document is to ensure both Fleet and Parking Services customers and employees understand and agree how the services delivered by the Program will be performed and the responsibilities and expectations of each party.

The SLA will:

a) Describe the services provided by Fleet and Parking Services.

b) Identify service level objectives and performance targets for the services, agreed upon between Fleet and Parking Services and customers.

c) Identify responsibilities of each party.

d) Document the following service management processes agreed upon between DAS and customer representatives from all four CUB's:

1. Performance tracking and reporting to customers.

2. Review and amendment of the SLA document.

3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in services delivered by DAS, service delivery operating processes, and service level expectations agreed between Fleet and Parking Services and its customers.

1.3. Identification of Fleet and Parking Services Program.

1.3.1. Short description of Fleet and Parking Services Program mission.

Fleet and Parking Services is a part of the Department of Administrative Services Enterprise Asset Management Division. Fleet Services provides low cost options for vehicles used by the Program's 126 state and local governmental customer agencies as they deliver services to the people of Oregon. Parking Services provides over 4,600 spaces to state agencies' employees to park cars they use to get to work, vehicles they use to do their work, and for citizens to easily receive or access services provided by those agencies.

1.3.2. Applicable statutes, rules and policies.

Statute, Rule or Policy	Summary
ORS 283.305-395	Grants authority for managing use and operation of state vehicles including: standards for vehicle replacement, sustainable purchasing, minimum usage, and disposal at end of life.
ORS 276.591-601	Grants authority for parking management, enforcement, and charging for services.
OAR 125-155-0000-0900	Establishes authorized drivers, passengers and uses of state vehicles.
OAR 125-090-0000-0160	Defines parking areas managed, sets priority for access to available spaces, establishes incentives for carpool and use of mass transit, general and specific rules for rates, payment for parking, use of facilities, and enforcement.
Statewide Fleet Management Policy	Sets standards for managing and operating motor vehicle in state government fleets. The policy is applicable only to agencies subject to ORS 283.

2. Service Catalog.

The Service Catalog lists and describes the main services Fleet and Parking Services provides to its customers. The following criteria were considered in order to identify and describe the services included in the Service Catalog:

- The intent of the Service Catalog is to identify and describe services **from the customer's point of view.** This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by Fleet and Parking Services staff in order to deliver these services. As a

result, business support processes and functions, such as account management or help desk functions, are not meant to be systematically captured or thoroughly explained in this catalog.

- The services included in this Service Catalog are those **available to Fleet and Parking Services customers today**. Service descriptions reflect the different features and options currently available to Fleet and Parking Services customers, enabling customers and Fleet and Parking Services staff to know what to expect and not to expect from a service. Clearly defined services inform customers about service offerings, including what each service does and does not include, service boundaries, how to request services, and how to get help, as well as other factors influencing the extent to which they can be currently enjoyed by Fleet and Parking Services customers. Consequently, all narrative about future service features and offerings has been purposefully removed from the description of services included in this Catalog.
- In order to identify and describe services with the right level of detail, consideration has been given to describing **services or offerings that can be purchased in stand-alone mode**. If a given service needs to be purchased as part of a packaged offering, the package will be described in its own Service Catalog sheet and the individual service will be described in the "What's included" section of the packaged offering Service Catalog sheet.
- The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

2.1. List of services offered by Fleet and Parking Services.

A brief description of each service is included in the section below. For detailed descriptions about the services available to Fleet and Parking Services customers, consult the Service Catalog sheets in appendix 8.1 of this SLA document.

Service family	Service	Summary
FLEET SERVICES	**1. Permanently and Seasonally assigned vehicles**	Rental of long term (more than 9 months) and medium term (1-month to 9-months) vehicles for official government business use. Fleet and Parking Services' non-profit, self-funding structure allows customers to spread out vehicle costs across multiple budget cycles while avoiding capital investment, debt repayment or financing charges.
	2. Daily rental Motor Pool vehicles	Short term rentals (by the day or up to one month) of vehicles located at the Salem Motor Pool. This shared pool allows many agencies to use the same vehicles for brief business trips. This helps prevent permanently assigned vehicles to sit idle at agency offices.
	3. Management of	Managed vehicles are vehicles owned by, donated to or

	agency owned vehicles	seized by an agency other than DAS for which DAS Fleet and Parking Services provides management oversight and service support (fuel credit card, vehicle maintenance and repair monitoring, average monthly usage, reporting, etc.). The agency usually retains ownership (title) of the vehicle. The risk of ownership, such as providing capital finance, ensuring proper maintenance for the vehicle and re-sale will also remain with the owning agency. Funds from sale of the vehicle are returned to the agency.
	4. Vehicle maintenance and repair services	Centralized service, coordination and billing of motor vehicles by experienced fleet professionals that ensure the appropriate service for reasonable price is performed. Includes preventative maintenance, repairs, special vehicle modifications and accident repairs.
	5. Vehicle wash	Low cost automated car wash and manual truck power wash at Salem Motor Pool. Access to statewide network of vendor carwashes via Voyager fuel card.
	6. Fuel sites	Access to lower cost fuel sites located at the Salem Motor Pool fuel island or at agency facilities in remote areas where traveling to get fuel elsewhere is too far and/or time consuming.
PARKING SERVICES	**7. Long term/monthly assigned parking**	Accessible, cost-effective and easy-to-find parking for vehicles, motorcycles, and bicycles on a permanent or temporary basis in reserved or unreserved parking lots and structures. These spaces allow for parking of state employee and state owned vehicles.
	8. Daily/metered temporary parking	Access to metered, and Park & Pay spaces in lots and structures around the Salem Capitol Mall and Portland State Office Building.
	9. Management of agency owned lots	Management, payment collection, and enforcement of lots/structures owned by state agencies other than DAS or privately owned lots.

3. Service Level Expectations.

3.1. Performance metrics.

This subsection identifies the metrics used to track quality of service delivery along cost, timeliness, and other service related attributes.

These metrics are agreed upon by Fleet and Parking Services and customer representatives and approved by the EAM Customer Utility Board.

Fleet and Parking Services performance metrics:

1. **Repair Cost**- Average permanently assigned vehicle repair cost per mile.
2. **Fleet replacement status** - Percentage of DAS-owned fleet that is beyond optimal replacement schedule.
3. **Daily rental vehicle fulfillment**- Percentage of daily rental vehicle requests that can be fulfilled with the type of vehicle requested.
4. **Repair comeback rate**- Percentage of repair services survey respondents who report their vehicles were taken to the shop for rework on repairs that had been made less than 30 days ago.
5. **Rating of maintenance vendors**- Average customer satisfaction rating of vendors performing maintenance and repair services.
6. **Downtime for preventative maintenance** - Percentage of maintenance survey respondents who report their vehicles were available for pickup less than 1 day after dropping the vehicle at the shop for PM services.
7. **Downtime for repairs/breakdown**- Percentage of maintenance survey respondents who report their vehicles were available for pickup in 2 days or less after dropping the vehicle at the shop for repair services.
8. **Billing timeliness**- Percentage of times DAS Motor Pool work orders finished in a month, or vendor invoices received in a month, are billed to DAS customers within the same month.

For detailed description about these performance metrics, consult the SLA measure dictionary sheets in appendix 8.2 of this SLA document

3.2. Service levels/ performance targets.

The following metric targets are agreed upon between RES and customer representatives, and approved by the EAM Customer Utility Board.

Metric Number	Metric	Metric explanation	Target
1	**Repair cost per mile**	Average repair cost per mile for permanently assigned vehicles	**None- tracked as a monitoring metric**
2	**Fleet replacement status**	Percentage of DAS-owned permanently assigned fleet vehicles beyond optimal replacement schedule	**9%**
3	**Daily rental vehicle fulfillment**	Percentage of daily rental vehicle requests fulfilled with the type of vehicle requested, not fulfilled with other types of vehicles.	**95%**
4	**Repair comeback rate**	Percent of repair services survey respondents who report their vehicles were taken to the shop for rework on repairs that had been made less than 30 days ago	**4%**
5	**Rating of maintenance vendors**	Average customer satisfaction rating of vendors performing maintenance and repair services	**8 (out of 10)**
6	**Downtime for preventative maintenance**	Percent of maintenance survey respondents who report their vehicles were available for pickup less than 1 day after dropping the vehicle at the shop for PM services	**80%**
7	**Downtime for repairs/ breakdown**	Percent of maintenance survey respondents who report their vehicles were available for pickup in 2 days or less than 2 days after dropping the vehicle at the shop for repair services	**80%**
8	**Billing timeliness**	Percentage of times DAS motor pool work orders finished in a month, or vendor invoices received in a month, are billed to DAS customers within the same month	**90%**

4. Financial Processes.

4.1. Billing.

Customers are billed at the beginning of each month, by the fifth business day, for Fleet services rendered in the previous month. Electronic billing is used where possible and mail otherwise.

Parking state agency customers are billed monthly for spaces through electronic invoice. For individual employees renting a space, payroll deductions are done at the time of their regular paychecks.

4.2. Billing disputes.

Customers may contact the Fleet Billing Coordinator at motor.billing@oregon.gov or at 503-373-7744 for inquiries or disputes.

For Parking billing disputes and inquiries, customers can contact state.parking@oregon.gov or call 503-378-5090.

All disputed charges will be investigated and negotiated in good faith with credits issued accordingly.

To escalate a dispute, contact the Fleet Business Manager at 503-373-7783.

4.3. Payment.

Payment of invoices is net 30 Days.

Parking permit books and meter cash keys must be paid for via electric transfer, credit card or check before issuing to the customer.

5. Service Management Processes.

5.1. Performance measurement and reporting.

Fleet and Parking Services will be responsible for measuring service performance, as well as for reporting on compliance within the agreed SLE's or performance targets.

At a minimum, Fleet and Parking Services will develop and publish quarterly and annual performance reports as described below:

5.1.1. Quarterly reports

Quarterly reports will track the performance target and the actual performance for each measure identified in this SLA document. They will be posted electronically on Fleet and Parking Services' website for all customers to review.

At a minimum, these reports will include the following information:

1. **A comparison of actual performance results versus performance targets for the current period and at least the two previous periods.**

   Quarterly reports can include other tables or graphs with additional views or analysis of performance along other dimensions relevant to Fleet and Parking Services. This may include a breakdown of performance results per geographic area, per customer group or per type or subtype of triggering event.

2. **A proposed action plan for each measure not in compliance with the agreed service level expectations or performance targets.**

   An action plan will include:
   a. An analysis / statement of the **root causes/reasons** for not meeting the service level target(s).
   b. A description of **corrective actions identified and recommended** by Fleet and Parking Services in order to meet the agreed service level(s).
   c. A **timeframe** for the implementation of the corrective actions.

   A measure will be considered not in compliance with the agreed performance target if either one of the following scenarios applies:
   a. If the SLE is measured monthly, when the performance is below target level for two consecutive months.
   b. If the SLE is measured quarterly, when the performance below target level in any given quarter.

3. **A report on customer-specific formal performance complaints received by Fleet and Parking** Services **over the previous quarter.** This report will:
   a. Identify number of complaints received by type.
   b. Describe each complaint and performance incident and the affected customer(s).

In addition to being posted on Fleet and Parking Services' website, quarterly performance reports will be delivered to the members of the EAM CUB. Fleet and Parking Services will be present at the CUB meeting every quarter to present the report for CUB members to review the last quarter's performance report and to present and receive feedback on the corrective action plans for the measures where performance is not in compliance with the agreed targets.

5.1.2. Annual performance reports

Fleet and Parking Services will develop and deliver a draft annual performance report, analyzing actual performance results achieved and corrective actions implemented during the previous year for each measure identified in the SLA document.

Based on the information shown on the draft annual performance report, members of the EAM CUB will have an option to review and provide feedback to any corrective actions recommended by Fleet and Parking Services to address non-compliance with performance targets, as well as to **monitor the implementation of the action plans agreed upon** with Fleet and Parking Services throughout the previous twelve months for the measures that did not show compliance with the established performance targets.

The annual performance report will include:

1. The same information as the quarterly performance reports for the performance of each measure identified in the SLA document over the last quarter of the year.
2. An additional section with follow up information about the corrective actions implemented and the results achieved for the measures where performance was not in compliance with the agreed SLE's in any given quarter within the year.

CUB members will use this Annual Report to conduct a yearly performance review, which will be deeper and broader than the regular performance reviews conducted every quarter between the CUB and Fleet and Parking Services. The recommendations and feedback provided by the CUB will be incorporated by Fleet and Parking Services into a final version of the annual performance report. The annual performance review process could lead to a review and/or amendment of the SLA document agreed between Fleet and Parking Services and its customers. The final report will be posted electronically on our website.

5.2. SLA review and amendment.

This Service Level Agreement is a living document, capable of being updated and amended over time with the agreement of both parties.

5.2.1. Ongoing SLA review.

SLA document reviews or amendments will be considered as a result of any of the following:

1. A new service or a service enhancement is incorporated into the service catalog, allowing for new associated SLE´s to be developed and added to the SLA document
2. Changes in Fleet and Parking Services' ability to perform as a result of:
    a. Significant and sustained change in workload demands.
    b. A significant and sustained increase or reduction in service provider resources.
    c. A need to conform to other unforeseen organizational constraints within DAS or within state government.
3. When customers' expectations and/or performance service level needs have changed.
4. Evolution in Fleet and Parking Services tools and processes, which allow for better metrics and/or evolved performance level targets.
5. Missing performance targets by 15% (whether actual performance is over or under the target) in more than 2 consecutive quarters.
6. When Fleet and Parking Services' corrective action recommends a reassessment in the performance targets agreed for a service.

The **SLA amendment process** will be as follows:

1. The request to review and modify the SLA document can be initiated by Fleet and Parking Services or any customer represented at the CUB.
2. Based on the nature or scope of the SLA modification request, the CUB and Fleet and Parking Services may undertake the modification and approval of the amended SLA document in the course of a regular CUB meeting or choose to create a SLA review team/workgroup for this purpose.
3. If an SLA review team is created, the workgroup will review and draft the recommended changes/updates to the content of the SLA document.
4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.2.2. Biennial SLA review.

The Service Level Agreement will be reviewed at least **once per biennium** to ensure service levels are adjusted and remain both appropriate for the services the provider delivers and commensurate with the rates charged for each service.

The **Biennial SLA review** will be as follows:

1. The CUB and Fleet and Parking Services will designate a SLA review team consisting of customer and Program representatives. Customer representation will include at a minimum a member from the CUB.
2. The SLA review team will conduct an analysis and evaluation of the SLA agreement and identify any potential amendments to the SLA document. To do so, the SLA review team will:
    a. Conduct an analysis of the SLE's against the actual performance results achieved in the last two years, identifying opportunities and/or needs to readjust service level expectations or performance targets.
    b. Conduct a review of previous and potential performance issues that may affect services.
    c. Conduct an evaluation of the success in the adoption, acceptance and commitment to the SLA by both parties:
        i. How successful has the SLA been - has it made a difference?
        ii. Has it been used by Fleet and Parking Services staff, and if not, why?
        iii. Have customers used it or adhered to it, and if not, why?
        iv. Has it helped manage customers' expectations?
        v. What barriers/problems have there been and what other feedback has Fleet and Parking Services received?
3. The SLA team will review and make recommended changes/updates to the content of the SLA document.
4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.3. Incident management.

Because each incident for Fleet and Parking Services is usually unique in nature, location, and method of resolution, there is no formal incident response process.

The general incident management process for Fleet and Parking Services is to first contact the person who provided the service to report the issue.

Should that not lead to resolution, contact the Manager of the section:

- Parking and Motor Pool Manager- 503-373-7783
- Shop Manager- 503-373-7844

Customers can contact the Fleet and Parking Services Manager at 503-373-7723 if the incident needs additional resolution or was not resolved satisfactorily.

For recall notifications, safety issues, facility closures or limitations, Fleet and Parking Services will notify customers using our customer email lists.

5.4. Complaint resolution and remediation.

5.4.1. Principles

Performance complaints should be addressed and resolved at the lowest common level, collaboratively between the customer and representatives of Fleet and Parking Services.

If performance is below customer's expectations, an informal approach often offers the quickest solution. If circumstances permit, customers should talk with the DAS employee or unit involved in the situation to seek resolution to any performance dispute—explain the problem and ask for assistance. If this informal approach does not resolve the issue, or if at any given time Fleet and Parking Services customers are not satisfied with the levels of utility services received, they may submit a formal performance complaint to Fleet and Parking Services via the formal complaint intake process described below.

Resolution of formal performance complaints raised by individual customers will be done in accordance with the following principles:

1. All complaints submitted using the process outlined below in 5.4.b) will be considered formal, and they will be logged, documented and published by Fleet and Parking Services.
2. Formal performance complaints shall only be considered resolved when:
    a. Fleet and Parking Services and the affected customer (s) **have agreed on an action plan to solve/ correct the problem;** and
    b. **Applicable remedies** to compensate and/or exact reparation to the affected customer (s) **have been agreed** to the satisfaction of both parties.
3. In the event a customer is not satisfied with either the action plan or the remedies offered by Fleet and Parking Services, complaints can be escalated by the customer to the next level in the escalation path within DAS for resolution.

5.4.2. Raising and recording formal complaints

Performance complaints can be submitted to DAS Fleet and Parking Services via the following complaint intake email inbox specifically established for this purpose: CustomerComplaints.FleetandParking@oregon.gov

All complaints submitted via this process will be considered formal complaints.

Formal complaints should include:

1. A summary description of the complaint. This description may include a customer's desired resolution of the matter.
2. Identification of affected customer (s).
3. If applicable, a description of aggravating circumstances (incident severity, repeated problems, estimated financial loss incurred or savings not materialized by the customer as a result of the performance incident, etc.)

All formal complaints received will be documented in Fleet and Parking Services' complaints log file, and responsibility will be assigned to staff within Fleet and Parking Services to follow up and seek resolution.

The information in the complaints log file will be used to develop the customer-specific formal performance complaints report that will be published as part of Fleet and Parking Services' quarterly performance report.

5.4.3. Complaint escalation process

In the first instance complaints will be assigned to a supervisor of the functional unit affected by the complaint. After investigation and consultation with the staff involved, the supervisor will seek resolution by offering to the complainant both:

1. **An action plan to solve/ correct the problem,** which at a minimum will consist of:
    a. A description of corrective actions identified and recommended by Fleet and Parking Services to solve/ correct the problem.
    b. A timeframe for the implementation of the corrective actions.
2. **Applicable remedies** to compensate and/ or exact reparation to the affected customer.

A customer who has not obtained satisfactory resolution to their formal complaint can escalate the dispute to the next level in the escalation path within DAS, until an action plan and appropriate remedial measures to solve the performance issue are agreed to the satisfaction of both customer and DAS representatives. At each step in the escalation process, the customer needs to describe why the prior proposal by DAS was not satisfactory. The steps in the escalation path after seeking resolution with the unit directly involved in the problem are the following:

- Fleet and Parking Services Program Manager. If unresolved, escalate to
- EAM Service Enterprise administrator. If unresolved, escalate to
- Deputy Director of DAS. If unresolved, escalate to
- EAM CUB.

At the end of the escalation process, the CUB will provide a last resort resolution forum to discuss and settle unresolved performance complaints.

5.4.4. Remedies

As part of resolving performance complaints, the following remedial actions can be offered to the complainant by Fleet and Parking Services:

1. A clear explanation for the performance incident will be offered in all instances to any customer raising a complaint.
2. A credit / discount on the service charges corresponding to the period when the performance incident occurred may be awarded in appropriate circumstances (based on aggravating factors such as incident severity, financial losses incurred by the customer as a result of the performance issue, etc.).
3. A customer may be granted the ability to change providers for a specific service. This remedial measure will be reserved for exceptional circumstances in which resolution of a customer-specific performance issue has proved historically elusive, combining severe incompliance with agreed SLE's or performance targets and repeated failure to implement corrective actions agreed between service provider and customer to fix the underlying performance problem.

6. Glossary: Acronyms & Definitions.

6.1. Acronyms.

- **CUB:** Customer Utility Board.
- **CNG:** Compressed Natural Gas.
- **DAS:** Department of Administrative Services.
- **FAQ:** Frequently Asked Questions.
- **FTE:** Full-Time Equivalent.
- **EAM:** Enterprise Asset Management.
- **EM:** Entrepreneurial Management.
- **GHG:** Green House Gas
- **NPS:** Net Promoter Score.
- **PA:** Permanently Assigned vehicle.
- **SA**: Service Agreement.
- **SFMA:** Statewide Financial Management Application.
- **SLA:** Service Level Agreement.
- **SLE:** Service Level Expectation.
- **SMP:** Salem Motor Pool.

6.2. Definitions.

- **Billing Dispute:** A customer billing dispute is any alleged inaccuracy, omission or error in relation to a service charge or reflected on a service bill.

- **Cash Key:** A key-like device that can be loaded with funds and used to pay for parking at state owned parking meters.

- **Complaint (a.k.a. Performance or Service Complaint)**: A formal expression of dissatisfaction with the quality of service received by a customer.

  Formal complaints will be those raised by customers using a complaint intake email inbox or through other electronic means. Each service provider within DAS will set up a dedicated email inbox or other electronic means (web forms, etc.) specifically established for this purpose.

  A formal complaint can be motivated by one or many unresolved service incidents, an unresolved billing dispute or, generally speaking, by any perceived lack in the quality of operations or in the quality of services received by a customer.

- **Entrepreneurial Management:** Innovative public management model that uses customer choice, competition, and policy/service separation to increase service satisfaction.

- **Full Time Equivalent:** This is the number of working hours that represents one full-time employee during a fixed time period, such as one month or one year.

- **Incident (a.k.a. Performance or Service incident):** Any event which is not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of that service. A service incident can be communicated by a customer or can be detected by Fleet and Parking Services.

- **Incident Management:** Process for dealing with service incidents and restoring normal service operation as quickly as possible, minimizing the adverse impact on business operations.

- **Motor Pool:** a term used to describe the rental pool of vehicles customers can reserve for one-day to one-month use. In statute, this term is also used to generically describe the overall fleet operation.

- **Park & Pay:** Daily and hourly parking is available at self-serve park and pay machines. Customers park in an available space and then pay at the kiosk. The kiosk issues a receipt which is displayed in the windshield of the vehicle.

- **Permanently Assigned Vehicle:** a vehicle assigned to an agency for more than one year with an indefinite return date.

- **Rate (Service rate)**: A price that incorporates the costs of delivering the service at the service levels agreed to by both parties.

- **Remediation (a.k.a. Remedies or Remedial actions/ measures):** In the event of a formal complaint raised by a customer, remediation refers to the list of actions/ measures DAS or any of its service delivery units can take or offer to compensate and/or exact reparation to the affected customer(s) above and beyond agreeing on an action plan to correct the underlying service problem.

- **Seasonal Vehicle (a.k.a. Seasonally Assigned Vehicle):** a vehicle assigned to an agency for more than one month but less than one year.

- **Service**: A bundle of activities and resources (processes, people and IT resources) combined to provide a clear business outcome or output/ deliverable received by the customer.

- **Service Agreement:** A document, signed by service provider and a single customer, reflecting customer-specific information such as choice of services from service catalog, specific operational procedures between the parties, or contact information for critical information systems or processes, etc.

- **Service Catalog:** A description of the services and service offerings provided by a service provider. This can be a multi-level set of information with linked and discrete hierarchies of services, child services and specific 'offerings' (specific tasks) available for these services, and will typically describe service terms, standards, packages (if available), exclusions (if applicable), etc.

- **Service Level Agreement (SLA):** A document, specific per service provider, which includes the following core elements: (1) A service catalog; (2) A set of agreed SLE's (performance targets); (3) A statement of responsibilities of service provider and customers; and (4) A description of key service management processes. All of these elements help improve service delivery, manage expectations, clarify responsibilities and facilitate communication between Fleet and Parking Services and its customer base.

- **Service Level Expectation (SLE):** Written, measureable target for a service or a process performance agreed between service provider and customers.
    a. For any given service with an SLE, service performance targets will be common to all customers (concept of utility services).
    b. If a service offering includes different packages/ levels of service, different packages of the same service can have different performance targets but these will be common to all customers of the same package/ level of service.

- **Smart Commuter:** A state program to encourage employees to use alternative modes of transportation in their commute.

- **Statewide Financial Management Application:** This is the accounting IT system in use by most state agencies of Oregon state government.

- **Utility Service**: DAS Utility services are those most efficiently provided through DAS in order to maximize efficiency or capture economies of scale—where it makes economic sense to have a single supplier for all users for any of the following reasons: economies of scale; policy reasons; the need for one integrated system; or a strong need for uniformity.

Customers of utility services are local government entities, individual state agencies and other public entities that may choose how much to purchase, but for any of the reasons cited above the choice of supplier is limited to a single designated source.

7. Contact Data.

Address	Hours of Operation	Contact
Fleet & Parking Services 1100 Airport Rd. SE Salem, OR 97301-6082 **24-Hour Non-Emergency Assistance** Fleet: 503-881-2451 **Parking**: 503-378-5090 x0	Admin/Motor Pool: 6:30 AM - 6 PM Shop: 7:30 AM - 5 PM Field Services: 8 AM - 5 PM Parking: 8 AM - 5 PM	Fleet Information **Daily Rental Motor Pool:** 503-378-4377 Shop: 503-378-4269 **Fax:** 503-378-5813 **Field Services:** 800-378-0077 State Parking **Office:** 503-378-5090 **Fax:** 503-378-2157

Service Area	Phone Number	E-Mail
General Fleet Information	503-378-4377	fleet.info@oregon.gov
General Parking Information	503-378-5090	state.parking@oregon.gov
Vehicle Service & Repair Authorization	800-378-0077	field.services@oregon.gov
Daily Rental Checkout Card Information	503-373-7830	
Fuel Card Information	503-378-6937	
Long-Term Vehicle Requests	503-378-2132	
Seasonal Vehicle Requests	503-373-7844	
Driver/Cost Center Changes	503-378-8866	

8. Appendixes.

8.1. Service Catalog sheets.

Fleet and Parking Services	
Fleet Services	Permanent & Seasonally Assigned Vehicles
	Daily Rental Motor Pool Vehicles
	Management of Agency Owned Vehicles
	Vehicle Maintenance and Repair services
	Vehicle Wash
	Fuel sites
Parking Services	Long Term/Monthly Assigned Parking
	Daily/Metered Temporary Parking
	Management of Agency Owned Lots

1- PERMANENTLY & SEASONALLY ASSIGNED VEHICLES	
1. What is the service?	**Description**
a. Service Summary	Rental of long term (more than 9 months) and medium term (1-month to 9-months) vehicles for official government business use. Fleet and Parking Services' non-profit, self-funding structure allows customers to spread out vehicle costs across multiple budget cycles while avoiding capital investment, debt repayment or financing charges.
b. What is included / detailed description of the features and benefits of the service	• Consultation and guidance on efficient vehicle options and vehicle management. • Purchase of vehicles. • Financing of the vehicles using DAS expenditure limitation/funds. • Titling and registration of the vehicle(s) assigned to each customer agency. • Depreciation/ amortization tracking and reporting. • Maintenance coordination and tracking. All vehicles will be assigned to preventative maintenance (PM) programs. PM and repair services will be tracked and monitored to insure adequate services are performed. • Drivers receive electronic preventative maintenance notifications.

	• Access to 24/7 emergency roadside assistance. • Voyager fuel credit card, allowing the driver to purchase fuel in multiple locations. Each vehicle is assigned a unique card for security purposes. Limits on amount of fuel that can be pumped per vehicle and day plus fuel use is tracked to prevent fuel theft. • Access to lower cost state and local government fuel sites. • Monthly web based billing for all Fleet activities with electronic notification to agency appointed billing contact. Includes use and cost reporting, by vehicle plate number for all vehicle rentals, fuel use, maintenance/ repairs performed, and mileage. • DAS Fleet and Parking Services will manage all federal and state vehicle related reporting requirements. • Replacement of permanently assigned vehicles. • Checking availability and fitness of end-of-life permanently assigned vehicles for use as seasonally assigned vehicles. Fleet and Parking Services is able to fulfill 96% of customer requests for seasonally assigned vehicles. • Disposition of vehicle at end of life.
c. Description of what is not included in the service	• Single type of lease – no financing options (floating interest rate, fixed interest rate, open end lease, etc.). • Fuel, repairs, and maintenance costs are not included in the monthly vehicle rental rate. • Insurance is customer responsibility through Statewide Risk Management or other carrier. DAS Fleet and Parking Services will handle any repair needs as a result of an accident; however each agency or local government customer is responsible for the cost of any damages incurred by their drivers.
d. Offerings and options, as needed/requested	• Customers have some choice in type of vehicle but must adhere to policy requirement to use the most cost effective vehicle that will meet the business need. Available vehicle types include: o Standard fuel, hybrid, and compressed natural gas sedans. o Minivans, 12-passenger vans, and cargo vans. o Compact through large size SUV's. o Compact through 1-ton pickups. o Police sedans and SUV's. o Specialty vehicles of various types, if within allowable budget limitation. • Up-fitting/vehicle modifications for security barriers, special tires, winches, radios, etc. can be coordinated through DAS Fleet and Parking Services. • Additional keys (extra charge). • Pacific Pride fuel cards provided upon request. • Customized invoicing to show agency specific cost centers.

	• Ad hoc, detailed reports on vehicle usage, maintenance history, or other parameters. • Individual or group training on alternative fuels. • Tire chains or traction devices supplied upon request (extra charge). • Extension of vehicle replacement time. Customers accept risk that sudden vehicle failure may mean they are responsible for the cost to repair the vehicle and a lengthy wait for a replacement.
e. Service prerequisites	• Must be a state agency, local government or public entity. • Intergovernmental Agreement required for some agencies and all other public entities. • Must sufficiently meet utilization requirements before obtaining additional vehicles or replacements, unless authorized by DAS through a valid mileage criteria exemption. • Justification and approval of agency Director required for large SUV's and unmarked plates.
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • Meet the minimum mileage criteria as set in policy to retain vehicles, unless authorized by DAS through a valid mileage criteria exemption. • Respond within deadlines set and communicated by the DAS Fleet and Parking Services Manager for annual Minimum Mileage Review, for vehicles permanently assigned to state agencies subject to ORS 283. • Respond within three business days to all inquiries concerning traffic citations and moving violations with affidavit signed by offending driver transferring responsibility for the citation(s) from DAS to the driver. • Coordinate maintenance and accident repairs through DAS Fleet and Parking Services. Customers need to receive pre-authorization for all service or repairs (commercial and/or agency shops) through the DAS Field Service Coordinators at 1-800-378-0077. • Use only fuel cards issued by DAS Fleet and Parking Services for proper tracking and reporting of fuel usage (unless an emergency or card is not accepted). All other fuel transactions not using a fuel card issued by DAS Fleet and Parking Services must be tracked and reported monthly by the agency to the Fleet Fuel Coordinator. • Use lowest cost fueling options. • Coordinate with DAS Fleet and Parking Services on budget requests to Legislature for activities that will require new, additional vehicle purchases. • Provide and keep updated assigned driver information. • Requests for seasonal vehicles must be submitted by deadlines set and communicated by DAS Fleet and Parking

	Services. **DAS Fleet and Parking Services responsibilities:** • Provide the most economical vehicles that can safely perform the work required. • Provide alternative fuel vehicles where feasible or as required to meet federal and state standards. • Coordinate with customer on delivery of vehicles to remote locations. • Ensure all vehicles are assigned with a full tank of fuel. • Contact the driver/agency and reassign the citation when DAS Fleet & Parking Services receives notice of a citation from a law enforcement agency. • Keep all property left in vehicles returned to the Motor Pool in a "Lost and Found" for two weeks after the date it was found. Property may be disposed of after two weeks from date found. • Submit accurate and timely vehicle usage reports for each vehicle. • Resolve service-related disputes with vendors.
2. How is the service requested?	**Description**
a. How is this service requested?	• Initial consultation on vehicle availability, most economical options, and best vehicle type required for the work can be done via phone or email to the Fleet Management Operations Analyst: 503-378-2132 • For vehicles due for replacement, the Fleet Management Operations Analyst will contact the driver and agency vehicle coordinator to discuss vehicle options and the replacement timeline.
b. What forms are used/ needed to request this service?	• DAS Vehicle Request Form. Justification and Agency Head approval required for larger SUV requests http://www.oregon.gov/DAS/EAM/FPS/docs/pa_requestnew.doc • Request for Vehicle Marking Exemption required for unmarked/ plain plated vehicles http://www.oregon.gov/DAS/EAM/FPS/docs/vmef.pdf • For individual or group fuel training, send an email to Fuel Coordinator at 503-378-6937 or fleet.fuel@state.or.us. Address the subject line of the e-mail as "Alternative Fuels Training."
c. When can you expect to have your service request fulfilled?	• Replacement of vehicles generally follows 8 to 10 years/130,000 miles. However, this is dependent on available DAS Fleet and Parking Services budget to meet replacement vehicle needs. • Fulfillment time for new, additional vehicle request and replacements can vary greatly depending on DAS Fleet and

	Parking Services budget resources, vehicle availability and manufacturer assembly schedules, and priority of the request compared to other state enterprise vehicle needs. • Seasonal vehicle requests are subject to availability. Fleet may request customers to accept closest comparable vehicle type. DAS Fleet and Parking Services will notify the customer at least one month prior to requested date if unable to fulfill the request. Otherwise, requests will be fulfilled by the requested date.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	Forms are available via the DAS Fleet and Parking Services website http://www.oregon.gov/DAS/EAM/FPS/Pages/forms.aspx
b. How to request support	• Emergency roadside assistance during normal business hours: 1-800-378-0077. • Emergency roadside assistance after normal business hours: 1-800-987-6591 (number on the back of the Voyager card). • Consultation for vehicle requests, replacement timeframes or coordinating delivery of vehicles: Fleet Management Operations Analyst: 503-378-2132. • Consultation for policy or utilization issues: Fleet and Parking Services Manager: 503-378-7723.
c. When can you expect to get a response?	Roadside assistance will be immediate. All other requests for support will be responded within one business day.

2- DAILY RENTAL MOTOR POOL VEHICLES	
1. What is the service?	**Description**
a. Service Summary	Short term rentals (by the day or up to one month) of vehicles located at the Salem Motor Pool. This shared pool allows many agencies to use the same vehicles for brief business trips. This helps prevent permanently assigned vehicles to sit idle at agency offices.
b. What is included / detailed description of the features and benefits of the service	• Access to short term vehicle rentals located at 1100 Airport Rd. in Salem. o The Salem Motor Pool facility is open Monday through Friday, 6:30 am to 6:00 pm, and closed for all state holidays and furlough days. o DAS Fleet and Parking Services is able to fulfill 97% of reservation requests. Requests made less than 24 hours in advance are less likely to be

	fulfilled. • Voyager fuel credit card provided with all rentals, allowing the driver to purchase fuel in multiple locations. • DAS Fleet and Parking Services staff refuels the vehicle after return; customer can return the vehicle without refueling it themselves. • Access to 24/7 emergency roadside assistance. • For fuel dispensed from our fuel sites, bulk price discounts are passed on to the customers. • Customers can park their personal vehicles at the Salem Motor Pool for free. • Upon request and at no additional charge, customers can pick up a vehicle after 4 pm the day prior to the rental if they need to leave before our facility is open in the morning. • Afterhours access using provided Voyager fuel card for returns to our locked, gated lot. Customers can also park their personal vehicles within the locked lot for security. • Monthly web based billing for all Fleet activities with electronic notification to agency appointed billing contact. A consolidated bill for rentals, fuel, and other customer transactions with Fleet can be processed in one billing transaction.
c. Description of what is not included in the service	• Fuel is not included in rental rate. • Insurance is customer responsibility through Statewide Risk Management or other carrier. Fleet will handle any repair needs as a result of an accident; however each agency or local government customer is responsible for the cost of any damages incurred by their drivers.
d. Offerings and options, as needed/requested	• Rental vehicles available include sedans (hybrid, compressed natural gas, and regular fuel), minivans, SUV's, 12-passenger vans, pickups, and cargo vans. • Vehicles with tire chains or other traction devices available.
e. Service prerequisites	• Must be a state agency or a public entity with an Inter-Governmental Agreement with DAS Fleet and Parking. Services
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • In compliance with state policy, determine which rental option is most cost-effective for their agency before reserving a daily rental vehicle. A tool developed by DAS Fleet and Parking Services is available to assist customers with this calculation (Daily rental cost calculator) and is located at: http://www.oregon.gov/DAS/EAM/FPS/docs/Fleet_DR_Calc.xlsx

	• In compliance with state policy regarding the least costly transportation and to meet greenhouse gas reduction goals, a compressed natural gas sedan must be used for all trips that suit this vehicle type and the 200 mile range. • Agencies must obtain a Daily Rental Check Out card for each cost center they wish billed. • Driver must present the Check Out card at time of dispatch to verify authorization to obtain, and be billed for, vehicle rental. • Driver must have and present a valid license at time of rental dispatch. • Driver must pick up the reserved vehicle within two hours of the requested time. DAS Fleet and Parking Services reserves the right to re-assign a vehicle if it is not picked up within two hours of the requested time. • Timely cancellation of vehicle reservation. No-show fees and late cancellation fees apply if less than 48 hours' notice for SUV's, and less than 24 hours' notice for other types. • Vehicle inspection at the time of dispatch. If any damage is discovered it must be reported before leaving the Motor Pool. If vehicle damage is discovered by DAS Fleet and Parking Services when the vehicle is being prepared for the next dispatch or assignment, the cost of repair may be billed to the agency whose driver was last responsible for the vehicle. • Costs to clean or detail a vehicle resulting from a driver returning an excessively dirty vehicle are billed to the agency. • Use only fuel cards issued by DAS Fleet and Parking Services for proper tracking and reporting of fuel usage, unless an emergency or card is not accepted. All other fuel transactions not using a fuel card issued by DAS Fleet and Parking Services must be tracked and reported to the Fleet Fuel Coordinator. **DAS Fleet and Parking Services responsibilities:** • Dispatch vehicles with a full tank of fuel. • Vehicles will be clean at time of dispatch. • Maintenance is included. • Provide an alternate vehicle, if the requested vehicle is not available at time of dispatch. • Keep all property left in vehicles returned to the Motor Pool in a "Lost and Found" for two weeks after the date it was found. Property may be disposed of after two weeks from date found.
2. How is the service requested?	**Description**

a. How is this service requested?	By phone at 503-378-4377.
b. What forms are used/ needed to request this service?	• Customers will be asked a series of questions in order to make the reservation. To expedite the process and ensure all necessary information is available at the time of placing the call, see Reservation Information form at http://www.oregon.gov/DAS/EAM/FPS/docs/resinfo.pdf • Motor Pool Checkout cards may be obtained on the DAS Fleet & Parking Services website at http://www.oregon.gov/DAS/EAM/FPS/docs/resinfo.pdf or through the DAS Fleet and Parking Services Admin. Office at 503- 378-2307.
c. When can you expect to have your service request fulfilled?	• Reservations made by phone are confirmed immediately. • Messages are returned within the next business day at the latest.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	• Vehicle reservation information website: http://www.oregon.gov/DAS/EAM/FPS/Pages/ResInfo.aspx • Daily rental cost calculator is located at: http://www.oregon.gov/DAS/EAM/FPS/docs/Fleet_DR_Calc.xlsx
b. How to request support	• Emergency roadside assistance during normal business hours: 1-800-378-0077. • For afterhours emergency roadside assistance, use number on the back of the Voyager card: 1-800-987-6591 • Contacts us directory at http://cms.oregon.egov.com/DAS/EAM/FPS/Pages/contact_us.aspx • Regular reservations number: 503-378-4377. • Business Services Manager: 503-378-7783. • DAS Fleet and Parking Services Manager: 503-378-7723.
c. When can you expect to get a response?	Roadside assistance will be immediate, all others within one business day.

3- MANAGEMENT OF AGENCY OWNED VEHICLES	
1. What is the service?	**Description**
a. Service Summary	Managed vehicles are vehicles owned by, donated to or seized by an agency other than DAS for which DAS Fleet and Parking Services provides management oversight and service support (fuel credit card, vehicle maintenance and repair monitoring,

	average monthly usage, reporting, etc.). The agency usually retains ownership (title) of the vehicle. The risk of ownership, such as providing capital finance, ensuring proper maintenance for the vehicle and re-sale will also remain with the owning agency. Funds from sale of the vehicle are returned to the agency.
b. What is included / detailed description of the features and benefits of the service	• Titling, registration of the vehicle(s). • Maintenance coordination and tracking. Vehicles will be assigned to Preventative Maintenance (PM) Programs. PM and repair services will be tracked and monitored to insure adequate services are performed. • Drivers receive electronic preventative maintenance notifications. • Access to 24/7 emergency roadside assistance. • Voyager / fuel credit card, allowing the driver to purchase fuel in multiple locations. Each vehicle is assigned a unique card for security purposes. Limits on amount that can be pumped per vehicle and day plus fuel use is tracked to prevent fuel theft. • Access to lower cost state and local government fuel sites. • Monthly web based billing for all Fleet activities with electronic notification to agency appointed billing contact. Includes use and cost reporting, listed by vehicle plate number for all vehicle rentals, fuel use, maintenance and repairs performed, and mileage. • DAS Fleet and Parking Services will manage all federal and state vehicle related reporting requirements.
c. Description of what is not included in the service	• Financing of new and replacement vehicles is customer responsibility. • Fuel, repair, and maintenance costs are charged directly to the customer. • Insurance is customer responsibility through Statewide Risk Management or other carrier. DAS Fleet and Parking Services will handle any repair needs as a result of an accident; however each agency or local government customer is responsible for the cost of any damages incurred by their drivers. • DEQ inspections.
d. Offerings and options, as needed/requested	• Purchase of the vehicle, using the requesting agency's funds. • Disposition of vehicle at end of life. • Depending on available budget, managed vehicles may be placed on the DAS standard replacement cycle. If at such time the agency owned vehicle meets DAS replacement criteria, the agency owned vehicle may be replaced with a

	DAS owned vehicle. • Managed agreements can be modified to meet specific agency needs. • Up-fitting for security barriers, special tires, winches, radios, etc. can be coordinated through DAS Fleet and Parking Services. • Additional keys can be requested (extra charge). • Pacific Pride fuel cards provided upon request. • Customized invoicing to show agency specific cost centers. • Ad hoc reports on vehicle usage, maintenance history, or other parameters. • Individual or group training on alternative fuels.
e. Service prerequisites	• Must be a state agency, local government or public entity. • Intergovernmental Agreement required for some agencies and all other public entities.
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities**: • Meet the minimum mileage criteria as set in policy to retain vehicles, unless authorized by DAS through a valid mileage criteria exemption. • Respond within deadlines set and communicated by the DAS Fleet and Parking Services Manager for annual Minimum Mileage Review, for permanently assigned vehicles assigned to state agencies subject to ORS 283. • Respond within three business days to all inquiries concerning traffic citations and moving violations with affidavit signed by offending driver transferring responsibility for the citation(s) from DAS to the driver. • Receive pre-authorization for all service or repair (commercial and/or agency shops) through the DAS Field Service Coordinators at 1-800-378-0077. • Notify DAS Fleet and Parking Services when an agency managed vehicle is sold. Agency will continued to be billed until the date DAS Fleet and Parking Services is notified the vehicle is sold. • Agency must report fuel usage and miles, if vehicle fueling is done by method other than fuel card issued by DAS Fleet and Parking Services. **DAS Fleet and Parking Services responsibilities:** • Contact the driver/agency and resolve the citation when DAS Fleet and Parking Services receives notice of a photo radar citation from a law enforcement agency. • Keep all property left in vehicles returned to the Motor Pool in a "Lost and Found" for two weeks after the date it was found. Property may be disposed of after two weeks from date found • Resolve service-related disputes with vendors.

2. How is the service requested?	Description
a. How is this service requested?	Via phone or email to the Fleet Management Operations Analyst: 503-378-2132.
b. What forms are used/ needed to request this service?	• Managed Vehicle Agreement (sent upon request). • To insure correct billing when a managed vehicle is sold, complete the "Sold Managed Vehicle" form located at http://www.oregon.gov/DAS/EAM/FPS/pages/managed_vehicles.aspx and email to the Fleet Projects Coordinator at fleet.office@oregon.gov • Reporting of all agency owned site fuel transactions by the 10th of each month for the previous month to DAS Fleet and Parking Services using the "Fuel" form located at http://www.oregon.gov/DAS/EAM/FPS/pages/managed_vehicles.aspx . Email the completed "Fuel" form by the 10th of each month to the DAS Fleet Fuel Coordinator at fleet.fuel@oregon.gov
c. When can you expect to have your service request fulfilled?	Within two weeks.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	None.
b. How to request support	Fleet Management Operations Analyst: 503-378-2132.
c. When can you expect to get a response?	Within 24 hours.

4- VEHICLE MAINTENANCE & REPAIR SERVICES	
1. What is the service?	**Description**
a. Service Summary	Centralized service, coordination and billing of motor vehicles by experienced fleet professionals that ensure the appropriate service is performed for a reasonable price. This includes preventative maintenance, repairs, special vehicle modifications and accident repairs.
b. What is included / detailed description of the features and benefits of the service	• Scheduled preventive maintenance (PM) with email notification to drivers. 5,000 PM service and the 30,000 PM service schedules as described at http://www.oregon.gov/DAS/EAM/FPS/docs/pm_service.pdf • Drive up service for wipers and bulbs. • Towing service and coordination. • Repair shop at Salem Motor Pool with appointments for

	maintenance and service. • Diagnosis and repair of stated problems with referral to specialist shops as required. • Maintenance consultation, history tracking and cost control advisory services. • Up-fitting for security barriers, special tires, winches, radios. • Coordination of services via Field Services call center. Vendor or commercial repairs and payments will be authorized centrally to insure accurate services are performed. • Emergency roadside assistance available through call center during normal business hours and through Voyager using number on the back of the vehicle fuel card. • Monthly web based billing with electronic notification to agency appointed billing contact. Includes, repairs, fuel use and cost reporting, listed by vehicle plate number for all vehicles.
c. Description of what is not included in the service	• Accident claim management. • Cost of parts and repair labor billed to customer.
d. Offerings and options	• Shop rental "loaner" vehicles available at Salem for $5 per day while primary vehicle is repaired.
e. Service prerequisites	• Must be a DAS Fleet and Parking Services customer for assigned or managed vehicles. • A state agency, local government or public entity. Intergovernmental Agreement required for some agencies and all other public entities.
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • Insure all assigned vehicles are operated in a safe manner and as outlined in the Operators Manual. This includes performing all post and pre trip operational checks and services including checking tire pressure, checking tires for excessive or uneven tread wear, checking oil levels, checking ground for oil or fluid leaks. • Have vehicle license number, vehicle mileage, and description of service needed when calling a Field Service Coordinator. **DAS Fleet and Parking Services responsibilities:** • Send electronic preventative maintenance notifications to driver. • Issue of purchase order, work order and payment for parts and vendor services. • Tracking and reporting of maintenance history and cost.

	• Controlling cost and ensuring only necessary repairs are performed • Resolve service-related disputes with vendors.
2. How is the service requested?	**Description**
a. How is this service requested?	• 1-800-378-0077 Field Service Coordinator call center during business hours. • 24-Hour non-emergency assistance: 503-881-2451. • 24-Hour roadside assistance (on back of Voyager gas card): 1-800-987-6591, which should only be used after normal DAS Fleet and Parking Services hours of operation.
b. What forms are used/ needed to request this service?	Depending on severity, accident repairs may require DMV accident report form which can be obtained at http://www.oregon.gov/DAS/EAM/FPS/pages/accidents.aspx
c. When can you expect to have your service request fulfilled?	• DAS Fleet and Parking Services representatives will make contact no later than the next business day. • Repair times will vary depending on type and availability of parts. • For 5000 mile lube, oil, filter preventative maintenance, completion will be one hour or less unless additional repairs are required.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	None.
b. How to request support	• 1-800-378-0070 or field.services@oregon.gov • Emergency roadside assistance during normal business hours: 1-800-378-0077. • After hours emergency roadside assistance; use number on the back of the Voyager card (1-800-987-6591).
c. When can you expect to get a response?	Not later than the next business day.

5- VEHICE WASH	
1. What is the service?	**Description**
a. Service Summary	Low cost automated car wash and manual truck power wash at Salem Motor Pool. Access to statewide network of vendor carwashes via Voyager fuel card.
b. What is included / detailed	Salem Motor Pool:

description of the features and benefits of the service	• 24 hour, 7 days a week automated car wash including soap. The wash uses low environmental impact biodegradable soap. Hydraulic fluids that run the machinery are also biodegradable. Water is reused. • During normal business hours, power washer and soap wands for larger vehicle and truck washes. • Vacuums available 24 hours / 7 days a week. Voyager card vendors: • Over 130 locations statewide accept the Voyager card for carwashes. The most recent list is on the DAS Fleet and Parking Services website at: http://www.oregon.gov/DAS/EAM/FPS/docs/cw_voy.pdf
c. Description of what is not included in the service	The automated carwash at Salem Motor Pool is closed during freezing weather.
d. Offerings and options	N/A
e. Service prerequisites	Voyager fuel card.
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • Make sure vehicle is compatible with automated car wash ***before*** entering and report any problems. • Ensure vendor accepts Voyager card ***before*** obtaining carwash. **DAS Fleet and Parking Services responsibilities:** • Maintenance, repair and supplies for automated carwash. • Resolve disputes with service vendors.
2. How is the service requested?	**Description**
a. How is this service requested?	Self-service.
b. What forms are used/ needed to request this service?	None.
c. When can you expect to have your service request fulfilled?	Self-service with approximately four minute cycle time for a wash.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	Link to web search for a vendor that accepts the Voyager card for carwashes: https://www.fleetcommanderonline.com/app/public/merchantLocator.do

b. How to request support	• Inside DAS Fleet and Parking Services Office or by asking any Program staff in the vicinity. • For carwash breakdowns or other issues after hours, call 503-881-2451. • Contact Fleet Fuel Coordinator at 503-378-6937 for questions concerning Voyager card use at vendor facilities.
c. When can you expect to get a response?	Within minutes during normal business hours. Within the next business day otherwise.

6- FUEL SITES	
1. What is the service?	**Description**
a. Service Summary	Access to lower cost fuel sites located at the Salem Motor Pool fuel island or at agency facilities in remote areas where traveling to get fuel elsewhere is too far and/or time consuming.
b. What is included / detailed description of the features and benefits of the service	• Fuels obtained at bulk discount rates with those savings passed on to customers. • Fuel accessible 24/7 with Voyager fuel card. • Training on how to fuel vehicles. • Remote fuel sites and Salem Motor Pool fuel island, which can be used by other agencies and local government vehicles with Voyager fuel cards. • Installation and maintenance of card reader to track fuel dispensing, capture fuel use, cost, and mileage data via Voyager card. • Monthly web based billing with electronic notification to agency appointed billing contact. Includes fuel use and cost reporting, listed by vehicle plate number for all vehicles.
c. Description of what is not included in the service	• At remote sites, agency is responsible for installation and maintenance of fuel tank and pumps with DAS Fleet and Parking Services assistance. • Agency is responsible for installation and maintenance of communication lines or systems needed for tank monitoring and card readers.
d. Offerings and options	<u>Salem Motor Pool:</u> • Dispenses four types of fuels: unleaded (E10), compressed natural gas (CNG), E85, and biodiesel (B20). • Fueling assistance for physically challenged customers. <u>Remote fuel sites:</u> • Installation, maintenance and repair of card reader system. • Automated monitoring and reporting of fuel usage,

	including audits of abnormal fuel consumption patterns. • Fuel ordering in coordination with agency site staff. Fuel is billed to DAS Fleet and Parking Services.
e. Service prerequisites	Voyager card.
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • Agency staff on site must perform weekly tank dip readings to monitor fuel tank levels using Weekly Fuel Dip Reading Sheet and notify DAS Fleet and Parking Services when fuel needs to be ordered. **DAS Fleet and Parking Services responsibilities:** • Maintenance and service of card readers. • Ordering and payment for fuels. • Monitoring of fuel use for fraudulent activity.
2. How is the service requested?	**Description**
a. How is this service requested?	• Salem fuel island is a self-service card lock facility • Remote site service, repair, tank fuel refill requested via Fuel Coordinator at 503-378-6937 or fleet.fuel@oregon.gov
b. What forms are used/ needed to request this service?	Weekly Fuel Dip Reading Sheet for remote fuel tanks.
c. When can you expect to have your service request fulfilled?	• Repair time for remote sites can vary depending on availability of technicians (currently DAS Fleet and Parking Services has only one technician). • Refueling will usually be within three days. • Onsite training can vary depending on availability of DAS Fleet and Parking Services technicians.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	Fleet fuel pump tutorials: http://www.oregon.gov/DAS/EAM/FPS/pages/fuel_tutorial.aspx
b. How to request support	• Onsite training: http://www.oregon.gov/DAS/EAM/FPS/pages/altfueltrain.aspx • Salem Motor Pool fueling assistance: Inquire within DAS Fleet and Parking Services office or call 503-378-4377.
c. When can you expect to get a response?	Within minutes, for fueling assistance at Salem Motor Pool during normal business hours.

7- LONG TERM/ MONTHLY ASSIGNED PARKING SERVICES	
1. What is the service?	**Description**
a. Service Summary	Accessible, cost-effective and easy-to-find parking for vehicles, motorcycles, and bicycles on a permanent or temporary basis in reserved or unreserved parking lots and structures. These spaces allow for parking of state employee and state owned vehicles.
b. What is included / detailed description of the features and benefits of the service	• Assignment of permanent parking spot in reserved or unreserved parking lot, if available. • If unavailable, the employee will be included in a wait list. DAS Fleet and Parking Services will proactively contact customers whenever a new reserved or unreserved spot becomes available. • Pre-tax payroll deduction from employee pay checks for payment of space. • Monthly billing for agency parked vehicles. • Enforcement with citation authority to warn and ticket people parking in an assigned paid space. • Parkers may list up to three vehicles for the same space or permit. • Weekend rental of Red, Yellow, Green, Orange Lot, and Capitol Mall parking structure for events.
c. Description of what is not included in the service	• Vehicle security. Customers park at their own risk; the state is not responsible for any theft, vandalism, or damage. If a personal vehicle is damaged by a state employee while driving a state owned vehicle in a DAS lot or structure, contact Statewide Risk Management at 503-373-7475 for instructions.
d. Offerings and options	• Covered and uncovered parking spaces. • Reserved and unreserved parking spaces. • Smart Commuter Program with occasional parking permits and guaranteed ride home (Salem participants only) Salem-Keizer Transit, Cherriot's Rideshare office offers an emergency ride home to a wide geographic area, available through many state agencies. • Carpool incentives: Registered carpool groups have priority over single drivers for parking assignment and receive discounts on monthly parking rates in DAS controlled lots and structures. • Bicycle Parking: Secure bicycle parking is available to employees in the Capitol Mall area for a small fee. • Bus Pass: Purchase a bus pass by pre-tax payroll deduction for Cherriots/Salem-Keizer Transit, Portland Tri-Met, Lane Transit in Eugene and others. • Half-time parking for employees working less than full time positions (in unreserved lots only). • Service vehicle parking and permits.

e. Service prerequisites	• Parking is available to employees and state agencies with priority established in OAR 125-090
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • If a permit is lost, stolen, or forgotten for the day, customer must notify Parking Services immediately by phone, letter or email. • Notify Parking Services of personal information and changes in vehicle and license numbers, work location, phone numbers and agency changes. This updated information assists the Parking office in contacting customers when necessary. • Hang parking permits from rearview mirror and make them clearly visible at all times with permit number facing outward (toward the front of the vehicle). • Damaged and no longer needed permits must be returned to DAS. Parking permits are assigned to individuals by number and are considered state property. • Alteration of permits is forbidden; altered permits will result in citation for unauthorized parking. • Timely notice of cancellation of parking services by letter, email or phone. Rates will be prorated if the cancellation is effective prior to the first of the next month. **DAS Fleet and Parking Services responsibilities:** • Maintenance of lots and structures. • Issuance of warnings and citations to unauthorized parkers. • Offering alternate space to customer whose space is occupied by unauthorized vehicle. • Notification to wait listed customers when space becomes available. • Accurate deduction of employee parking payments from payroll.
2. How is the service requested?	**Description**
a. How is this service requested?	Application forms that vary depending on service requested
b. What forms are used/ needed to request this service?	Application forms: http://www.oregon.gov/DAS/EAM/FPS/pages/forms_park.aspx
c. When can you expect to have your service request fulfilled?	This can vary greatly depending on the lot or structure that is requested, how the individual parking request fits in the priority waiting list, and the current availability within the requested area. For example, a Priority 1 Disabled employee request can usually be filled immediately or within 6 month depending on structure or lot requested. A Priority 8 single driver can wait 10 to 15 years for lots or structures with high

	demand.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	FAQ at http://www.oregon.gov/DAS/EAM/FPS/pages/faq_park.aspx
b. How to request support	503-378-5090 or state.parking@oregon.gov
c. When can you expect to get a response?	The same or the next business day.

8- DAILY/ METERED TEMPORARY PARKING SERVICES	
1. What is the service?	**Description**
a. Service Summary	Access to metered, and Park & Pay spaces in lots and structures around the Salem Capitol Mall and Portland State Office Building.
b. What is included / detailed description of the features and benefits of the service	• **Metered Spaces:** Parking Meters that accept coin or state issued meter cash keys. Customers may park up to the time indicated on the meter and may stay in the space by paying again as many times as they wish. • **Park & Pay:** o *Portland State Office Building*; Customers may park in a space, then purchase a pass from 15 minutes to all day using coin, bills, or credit card. o *Salem Yellow Lot*; Customers may park in a space, then purchase a daily pass using credit or debit card **(no cash).**
c. Description of what is not included in the service	• Vehicle security. Customers park at their own risk; the state is not responsible for any theft, vandalism, or damage. If a personal vehicle is damaged by a state employee while driving a state owned vehicle in a DAS lot or structure, contact Statewide Risk Management at 503-373-7475 for instructions. • Vehicle, bike or other storage of any kind.
d. Offerings and options	• **Disabled Visitor Parking** Disabled visitors to the Capitol Mall area can use designated disabled parking spaces or meters (except 30 minute or 15 minute meters) for all day parking if they display a valid DMV disabled parking placard or disabled plate. • **Park & Pay – Yellow Lot**

	Daily parking is available in the Capitol Mall area Yellow Lot at a self-serve park and pay machine. Payment only by debit/credit VISA/MC. See Yellow Lot Park & Pay Flyer (pdf) for location; http://www.oregon.gov/DAS/EAM/FPS/docs/yellow_parkandpay_flyer.pdf • **Park & Pay – Portland State Office Building** Daily, hourly, and 15 minute parking is available at the self-serve park and pay machine at the Portland State Office Building surface lot. Payment only by coin or debit/credit VISA/MC. • **Parking Meters** There are a variety of meters for temporary parking in Capitol Mall area parking lots, structures and on the street. Parking meters accept coins or CashKeys only. Meter use hours vary from 30 minutes to 10 hours. • **CashKeys for Meters** The CashKey is a debit (pre-pay) parking system designed for use in parking meters. The key eliminates the need to carry change for parking meters. The City of Salem and the State of Oregon meters both use CashKeys. The keys are not interchangeable, city keys cannot be used to put time on state meters, state keys cannot be used to put time on city meters. All State of Oregon meters have a purple sticker surrounding the keyhole that matches the purple sticker on the CashKey. See Cashkey Brochure (pdf) for more information. • **One-Day permits sold through the Parking Office** One-day and half-day permits for parking may be purchased at the Parking office located at 1100 Airport Road in Salem. Permits are valid for: o Yellow Lot o Capitol Mall Parking Structure **meters** o Ferry Structure Rooftop visitor spaces o Portland State Office Building Pay and Display public parking spaces (no Half Day) o State of Oregon **meters** in the Capitol Mall Area: ▪ Archives Building (not valid for 30 minute meters) ▪ Commerce Building ▪ Executive Parking Structure Upper Level ▪ General Services Bldg./1200 Ferry St SE ▪ Public Utility Commission Building (not valid for 30 minute meters) ▪ ODOT Mill Creek Building • **One-Day Permit books sold through the Parking Office** One-day permit books may be purchased by any individual or agency customer. To purchase, fill out the Parking Permit Book Order Form (pdf). View One-day permit instructions & map (pdf).

e. Service prerequisites	None
f. (Service-specific) Customer and provider responsibilities	**Customer Responsibilities:** • Customers must park within the designated space lines and obey any other posted instructions. **DAS Fleet and Parking Services responsibilities:** • Maintenance of lots and structures. • Issuance of warnings and citations to unauthorized parkers.
2. How is the service requested?	**Description**
a. How is this service requested?	Self Service for meters and Park & Pay For Cash Keys and Daily Permits: • In person or mail order at the Parking Office at 1100 Airport Rd, Salem • CashKey or Permit Book Order Form order form; http://www.oregon.gov/DAS/EAM/FPS/docs/order_form.pdf Forms can be emailed to: state.parking@oregon.gov Or faxed to: 503-378-2157
b. What forms are used/ needed to request this service?	See above.
c. When can you expect to have your service request fulfilled?	For walk-in customers, within minutes. For mailed, faxed or email orders for cash keys and permits, three business days to send back through mail.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	None.
b. How to request support	503-378-5090 or state.parking@oregon.gov
c. When can you expect to get a response?	The same or next business day.

9- MANAGEMENT OF AGENCY OWNED PARKING LOTS AND STRUCTURES	
1. What is the service?	**Description**
a. Service Summary	Management, payment collection, and enforcement of lots/structures owned by state agencies other than DAS or privately owned lots.

b. What is included / detailed description of the features and benefits of the service	• Applying payroll deductions for employee parkers. Rates charged will be consistent with rates at other DAS lots in Salem. • Enforcement for all spaces by responding to complaints from authorized space holders or authorized customer personnel. DAS will provide regular parking enforcement on parking meters in the same manner as in other DAS managed parking lots that contain meters. • Maintenance of parking meters. DAS purchases and retains ownership of the meter mechanisms and housings for inventory and control. • Collection of coin from the meters weekly. DAS will audit each meter at the time of collection and send a copy of the audit report to customer with the quarterly parking revenue rebate. • Monthly billing of DAS Management charges and transfer of agency proceeds of parking fees collected. • Reporting of activity and calculation of applicable property taxes for payment by owner of the lot or structure.
c. Description of what is not included in the service	• Insurance coverage is not included. • Property taxes are not included in this agreement. • Maintenance of the parking lot is not included. • Installation of any signs.
d. Offerings and options	• Agency may decide employees of the agency have highest priority for space assignment.
e. Service prerequisites	• DAS Fleet and Parking Services will only administer rental of monthly spaces to state employees and lots or structures in close proximity to the Capitol Mall as defined in ORS 276.
f. (Service-specific) Customer and provider responsibilities	**Customer responsibilities:** • Customer agency must sign Interagency Parking Services Agreement. • Customer agency must designate primary and secondary contact persons to deal with parking related issues. • Customer agency must have an invoice contact person. • Maintenance of lots and structures. **DAS Fleet and Parking Services responsibilities:** • Provide parking management services as required in ORS Chapter 276 and Oregon Administrative Rules Chapter 125, Division 90, and State Parking policy. • Issue of warnings and citations to unauthorized parkers. • Offering alternate space to customer whose space is occupied by unauthorized vehicle. • Notification to wait listed customers when space becomes

	available. • Accurate deduction of employee parking payments from payroll.
2. How is the service requested?	**Description**
a. How is this service requested?	By request to Parking Services: 503-378-5090 or state.parking@oregon.gov
b. What forms are used/ needed to request this service?	Interagency Parking Services Agreement is customized to each situation.
c. When can you expect to have your service request fulfilled?	Approximately 2 months for processing of initial agreement.
3. How do I get help? How does DAS Fleet and Parking Services provide support to customers?	**Description**
a. Self-service support	None.
b. How to request support	503-378-5090 or state.parking@oregon.gov
c. When can you expect to get a response?	The same or next business day.

8.2. SLA performance measure data dictionaries.

This section includes a description of the performance metrics and the associated service levels expectations/ performance targets agreed upon between customers and DAS Fleet and Parking Services.

SLA Metric # 1: Average repair cost per mile

- **Description:** Average repair cost per mile for all permanently assigned vehicles.
- **Purpose:** To measure the cost of repairs over time to inform budget planning decision making and help agencies track and plan all costs associated with leasing vehicles from DAS. Proper, timely replacement of vehicles affects this cost factor and as the Program works to reduce the age and miles for vehicle replacement, this should reduce the cost of repairs.

  This is an indicator metric and not a performance metric. Fleet will report quarterly on the repair cost per mile down to each vehicle Standards Class so customers can better see which vehicle types are more cost effective and make better budget planning decisions.
- **Comparability:** While some comparability with other fleets is possible, repair cost is highly variable within fleets depending on their types of vehicles, geographic range of usage, and ratio of highway to rural/off road travel.

- **Measure calculation formula:**
  - **A= (B/C)**, where
    - **B (Numerator) =** Sum of all repair costs billed by DAS Fleet and Parking for permanently assigned vehicles in the previous 12 months.
    - **C (Denominator) =** Total number of miles travelled by permanently assigned vehicles leased by DAS Fleet and Parking in the previous 12 months.
    - This measure will be tracked quarterly on a rolling year basis; that is, the measurement period for each quarterly calculation will include data for the previous 12 months (the reporting quarter and the previous 9 months).

- **Detailed metric definition / calculation formula:**
  - **Numerator:**
    - The repair costs included in the calculation will include all repair costs incurred by DAS Fleet and Parking during the measurement period for:
      - Repair services performed by vendors/ service providers
      - Repair services performed by DAS Motor Pool technicians.
    - Repair costs included are for unscheduled vehicle repair services, including but not limited to brakes, suspension, engine, transmission, electrical and other services.
    - The numerator will include repair costs of permanently assigned vehicles leased to customer organizations **uninterruptedly for the full 12-month measurement period.**

  - **Denominator:**
    - The denominator will track mileage for all permanently assigned vehicles leased to customer organizations **uninterruptedly during the full 12-month measurement period**

  - **Exclusions:**
    - This measure tracks repair costs and mileage associated with permanently assigned vehicles only. Seasonal or daily rental vehicles are excluded from this performance measure.
    - Repair costs and mileage from vehicles that haven't been leased for the full rolling 12-month measurement period (e.g., vehicles purchased and added to the Fleet, or vehicles replaced and removed from active service at some point during the 12 month period) will be excluded from the numerator and denominator of this performance measure.
    - The numerator of this measure will exclude all costs associated with:
      - Accidents.
      - Vandalism.
      - Preventative maintenance costs such as oil changes or tire replacement.

- **Baseline:** $.074 as of June, 2013.

- **Service Level Expectation (Quantitative performance target):** None. This is tracked as an indicator metric and not a performance metric. The average repair cost per mile is influenced by policy decisions regarding timely replacement of vehicles or linked to

factors that are to a large extent or for the most part beyond the direct influence of DAS Fleet and Parking Services, such as customer decisions on:

- Type of vehicle,
- Geographic range of usage,
- Ratio of highway to rural/off road travel.

Because of the factors mentioned above, the SLA team did not consider this measure was a good indicator to gauge the performance of DAS Fleet and Parking Services. However, it is agreed DAS Fleet and Parking Services will measure and report quarterly to the EAM CUB about this metric, even if no performance target is established, as it provides useful information to Program customers and other key stakeholders of DAS (e.g., Legislature).

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None

SLA Metric # 2: Percentage of fleet beyond optimal replacement schedule.

- **Description:** Percentage of DAS-owned permanently assigned fleet vehicles beyond optimal replacement schedule.

- **Purpose:** This measure was selected by the SLA team to track average age of Permanently Assigned fleet.

  DAS Fleet and Parking will report quarterly on this measure down to each vehicle Standards Class so customers can better see the correlation between the average repair cost per mile and the percentage of the fleet beyond optimal replacement. It is expected this data will support the cycling of older, higher-mileage vehicles to reduce costlier repairs and driver downtime.

- **Comparability:** No reliable source of comparable information has been identified at this point.

- **Measure calculation formula:**
  - **A= (B/C)*100**
  - **B (Numerator) =** Total number of permanently assigned vehicles owned by DAS that are beyond optimal replacement schedule on the last day of the measurement period.
  - **C (Denominator) =** Total number of permanently assigned vehicles owned by DAS on the last day of the measurement period.

- **Detailed metric definition / calculation formula:**
  - This measure is for permanently assigned vehicles only. Seasonal or daily rental vehicles are excluded from this performance measure.
  - **Numerator:**
    - Total number of permanently assigned vehicles owned by DAS beyond DAS's optimal replacement schedule. This schedule suggests vehicles to be replaced based on age and mileage criteria.

- DAS Fleet has researched optimal replacement schedules for vehicles using materials from other states, the National Association of Fleet Administrators, and advice from Mercury Associates, a leading Fleet consulting firm that was hired to complete a legislatively mandated third party review in October, 2011. The result is a schedule that follows industry best practices and gives the state of Oregon the best long term, cost effective strategy to manage vehicle replacement.

Year Schedule	Mileage Range	Optimal Mileage Replacement Schedule
8	1,354 or less miles per month	**115,000**
7	1,355 to 1,548 miles per month	**120,000**
6	1,549 to1,806 miles per month	**125,000**
5	1,807 to 2,167 miles per month	**130,000**
4	2,168 to 2,708 miles per month	**135,000**
3	2,709 to 3,611 miles per month	**140,000**

  - **Denominator:**
    - Total number of permanently assigned vehicles owned by DAS on the last day of the measurement period.

- **Baseline:** In June 2014, 15% of DAS Fleet and Parking vehicles were beyond optimal replacement according to the optimal replacement criteria outlined above.
- **Service Level Expectation (Quantitative performance target):** 9%.
- **Frequency of reporting / timeliness:** Quarterly.
- **Attachments:** None.

SLA Metric # 3: Daily rental vehicle fulfillment

- **Description:** Percentage of daily rental vehicle requests that can be fulfilled with the type of vehicle requested, not fulfilled with other types of vehicles.
- **Purpose:** To measure Fleet and Parking Services' ability to meet customer requests for daily rental vehicles with the type of vehicle desired. The intention is to see how well the Program fulfills customers' requirements.

- **Comparability:** None known at this point although the desire is for the Program to maintain a high fulfillment rate over time.

- **Measure calculation formula:**
  - **A=(B/C)*100**
  - **B =** Number of daily rental transactional survey respondents that state the type of vehicle requested was the type provided by DAS Fleet and Parking Services.
  - **C =** Total number of daily rental transactional surveys received in the reporting period.

- **Detailed metric definition / calculation formula:**
  - This measure is captured through the daily rental transactional customer survey. This survey is sent to all agency customers who have received a daily rental vehicle from DAS Fleet and Parking Services.
  - The Program will have met the requirement for type of vehicle requested when providing a vehicle within the same Standards Class (provided regardless of make or model). For example, if the request is for an intermediate sedan, it is considered fulfilled as long as an intermediate sedan is provided regardless of make or model.

- **Baseline:** 97.5%.

- **Service Level Expectation (Quantitative performance target):** 95%.

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None.

SLA Metric # 4: Repair comeback rate

- **Description:** Percentage of repair services survey respondents who report their vehicles were taken to the shop for rework on repairs that had been made less than 30 days ago.

- **Purpose:** Because each repair trip is costly in staff time and effort, the desire is to ensure repeat trips to repair the same issue are minimized. This is commonly referred to as the "comeback rate" in the fleet industry.

  By measuring the comeback rate, Fleet and Parking Services can manage its vendor base to provide better, more consistent service to its agency customers and decrease the time, effort, and cost of multiple repair trips for the same issue.

- **Comparability:** This is measured and compared across the fleet industry. However, there is considerable variability on how it is measured and how accurately it is measured which calls into question how to accurately compare it.

- **Measure calculation formula:**
  - **A= (B/C)*100**

- **B (Numerator)** = Number of respondents to repair services customer survey in the measurement period who report they had taken their vehicle to the shop for rework on repairs that had been made less than 30 days ago.
- **C (Denominator) =** Total number of responses received to repair services customer survey in the measurement period.

- **Detailed metric definition / calculation formula:**
  - This measure is for permanently assigned vehicles.
  - This measure relies on data collected through a transactional customer survey sent to fleet customers after repair services are performed either by outside vendors or the DAS Motor Pool.
  - **Denominator:**
    - The denominator tracks the total number of respondents received to the maintenance services customer survey in the measurement period who report having taken the vehicle for repair services, irrespective of:
      - Whether the services were performed by DAS Motor Pool or a third party service provider.
      - The date the repair services were performed.
  - **Numerator:**
    - The values for the numerator will be based on the responses to the survey.
  - **Exclusions:**
    - For the avoidance of doubt, this performance measure excludes data from customer survey respondents who report their vehicles were taken to the shop for preventative maintenance services.

- **Baseline:** The average comeback rate for the March-June 2014 period was 3%.

- **Service Level Expectation (Quantitative performance target):** 4%.

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None.

SLA Metric # 5: Rating of maintenance vendors

- **Description:** Average customer satisfaction rating of vendors performing maintenance and repair services.

- **Purpose:** To add another factor for management of fleet maintenance and repair vendors. The intention is that this data will help DAS Fleet and Parking services achieve the best, most cost effective vendor base for repair and maintenance services.

- **Comparability:** None identified at this time.

- **Measure calculation formula:**
  - **A = $\sum$B/ n (number of surveys).**
    - **B** = Customer satisfaction rating of vendors (as per specific survey question on "How likely are you to recommend this provider to a friend or

fellow co-worker?" measured in a scale of 1 -10, with 10 being "Likely to recommend") in transactional electronic surveys.
        - **N** = Number of surveys received in the measurement period for services performed by vendors.
    - Results (ratings to "How likely are you to recommend this provider to a friend or fellow co-worker?" question on survey) will be added up and divided by the total number of surveys received in the measurement period rating services performed by vendors to calculate the average customer satisfaction rating of vendors.

- **Detailed metric definition / calculation formula:**
    - This measure is for permanently assigned vehicles.
    - This measure relies on data collected through a transactional customer survey sent to fleet customers after repair or maintenance services are performed.
    - **Denominator:**
        - Although surveys are sent for maintenance and repair services performed by either DAS Motor Pool technicians or outside vendors, this measure is for maintenance and repair customer survey respondents who report their vehicles were serviced by third party vendors/ service providers.
    - **Exclusions:**
        - For the avoidance of doubt, this performance measure excludes data from customer survey respondents who report their vehicles were serviced by DAS Motor Pool staff.

- **Baseline data:**
    - The average customer satisfaction rating of vendors for maintenance and repair services performed during the March-June 2014 period (the first 4 months where maintenance survey data was available) was 8.47 (out of 10).
    - The average customer satisfaction rating for maintenance services delivered by the DAS Motor Pool in the same period was 9.01 (out of 10).

- **Service Level Expectation (Quantitative performance target):** 8 (out of 10).

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None.

SLA Metric # 6: Downtime for preventative maintenance

- **Description:** Percentage of maintenance survey respondents who report their vehicles were available for pickup less than 1 day after dropping the vehicle at the shop for preventative maintenance services.

- **Purpose:** This metric was selected in an attempt to measure timeliness of scheduled maintenance services, which was identified by Fleet and Parking Services customers as one of the most critical quality attributes associated with the delivery of repair and maintenance services.

- **Comparability:** None known at this time.

- **Measure calculation formula:**
  - **A= (B/C)*100, where**
  - **B (Numerator) =** Number of respondents to DAS Fleet and Parking preventative maintenance services customer survey in the measurement period who report their vehicles were available for pick-up in less than 1 day after vehicle drop off at the preventative maintenance shop.
  - **C (Denominator) =** Total number of respondents to DAS Fleet and Parking preventative maintenance services customer survey in the measurement period.

- **Detailed metric definition / calculation formula:**
  - Results for this performance measure will be broken down to show differences in performance between preventative maintenance services performed by DAS Motor Pool and services delivered by third party vendors.
  - The measure is for permanently assigned vehicles.
  - This measure relies on data collected through a transactional customer survey sent to fleet customers after preventative maintenance services are performed.
  - **Exclusions:**
    - For the avoidance of doubt, this performance measure excludes data from customer survey respondents who report their vehicles were taken to the shop for repair services.

- **Baseline:** The average percentage of preventative maintenance survey respondents who reported their car was available for pickup less than 1 day after it had been dropped at the shop during the March-June 2014 period (the first 4 months where maintenance survey data was available) was 78.6%

- **Service Level Expectation / Quantitative performance target):** 80%.

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None.

SLA Metric # 7: Downtime for repairs / breakdowns

- **Description:** Percentage of maintenance survey respondents who report their vehicles were available for pickup in 2 days or less after dropping the vehicle at the shop for repair services.

- **Purpose:** This metric was selected in an attempt to measure timeliness of repairs, which was identified by Fleet and Parking Services customers as one of the most critical quality attributes associated with the delivery of repair and maintenance services.

- **Comparability:** None known at this time.

- **Measure calculation formula:**
  - **A= (B/C)*100, where**

- **B (Numerator)=** Number of respondents to customer survey on repair services who report their vehicles were available for pick-up in less than 2 days after vehicle drop off at the repair shop.
- **C (Denominator)** = Total number of respondents to customer survey on repair services in the reporting period.

- **Detailed metric definition / calculation formula:**
  - Results for this performance measure will be broken down to show differences in performance between repair services performed by DAS Motor Pool and services delivered by third party vendors.
  - The measure is for permanently assigned vehicles.
  - This measure relies on data collected through a transactional customer survey sent to fleet customers after repair services are performed.
  - **Exclusions:**
    - For the avoidance of doubt, this performance measure excludes data from customer survey respondents who report their vehicles were taken to the shop for preventative maintenance services.

- **Baseline:** The average percent of maintenance survey respondents who reported their car was available for pickup less than 2 days after it had been dropped at the shop for repair services during the March-June 2014 period (the first 4 months where maintenance survey data was available) was 82.7%.

- **Service Level Expectation (Quantitative performance target):** 80%.

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None.

SLA Metric # 8: Billing timeliness

- **Description:** Percentage of times DAS motor pool work orders finished in a month, or vendor invoices received in a month, are billed to DAS customers within the same month.

- **Purpose:** Some customers of the Program have short timeframes they are allowed to seek reimbursement from grants and other secondary funding sources for the vehicle expenses related to the work they perform. This measure is designed to track how quickly DAS Fleet and Parking Services moves charges for services through its management systems to bill the agency end user.

- **Comparability:** None known at this time.

- **Measure calculation formula**
  - **A= (B/C)*100**
    - **B (Numerator)** = **(B_1 + B_2)**, where

        - B_1= Number of DAS Motor pool maintenance and repair work orders invoiced within the same month they were finished in the measurement period.
        - B_2= Number of vendor invoices that were billed to DAS customers within the same month they were received in the measurement period.
    - **C (Denominator) = (C_1 + C_2),** where
        - C_1= Number of DAS Motor pool maintenance and repair work orders finished in the measurement period.
        - C_2= Number of vendor invoices that were received in the measurement period.

- **Detailed metric definition / calculation formula:**
    - Results for this performance measure will be broken down to show differences in billing timeliness for DAS Motor Pool maintenance and repair work orders and for vendor invoices.
    - **Numerator:**
        - In order to determine if the vendor invoices are billed to DAS customers within the same month they were received, DAS Fleet and Parking staff will date/ time stamp every invoice received in the postal mail or, for invoices received electronically, will use the date in which the email was received and compare that to the date in which those services were invoiced to DAS customers within the fleet electronic billing system.
        - In order to determine if DAS Motor Pool maintenance and repair work orders are billed to DAS customers within the same month they were finished, DAS Fleet and Parking staff will obtain the date in which the work order was finished by the Motor Pool technicians from the work order management system and compare that to the date those services were invoiced to DAS customers within the fleet electronic billing system.
    - **Denominator:**
        - The denominator will add:
            - The total number of maintenance and repair work orders finished by DAS Motor Pool in the measurement period.
            - The total number of vendor invoices received by DAS Fleet and Parking in the measurement period, including but not limited to:
                - Maintenance and repair services invoices.
                - Parts invoices.
                - Fuel invoices.
            - For the avoidance of doubt, all invoices received by DAS Fleet and Parking in a measurement period will be tracked by the denominator, **irrespective of the date in which the actual services were performed or delivered by the vendor.**

- **Baseline:** None available at this time.

- **Service Level Expectation (Quantitative performance target):** 90%

- **Frequency of reporting / timeliness:** Quarterly.

- **Attachments:** None.

8.3. Rate methodologies.

DAS Fleet and Parking Services is self-funded through user fees that are designed to recover the overhead cost for management and delivery of the services, and the acquisition/depreciation cost for the vehicle and parking space assets managed.

- For parking, the cost to maintain the lots, meters, and structures is included as part of the overall charge for the spaces. The Program has per month, per day, and per hour spaces.
- For vehicles, the cost for maintenance obtained through a vendor is passed through to the customer for payment.
- Permanently assigned vehicles have a sliding rate scale that charges more each month depending on how many miles a customer drives on average. At the turn of each fiscal year, the vehicle usage is analyzed and adjusted up or down accordingly.
- The daily rental motor pool vehicles have a daily charge regardless of how many miles driven, which also covers maintenance of the vehicles. However, customers pay additional charges for the actual fuel used.
- Fuel cost is also passed through with a service charge per gallon added to cover management of the fuel card network.
- The Salem Motor Pool Shop charges a per-hour or flat rate for repair and maintenance services rendered with a markup on parts to cover some overhead costs.

Link to the published price list for updated rate information:

http://www.oregon.gov/DAS/EAM/FPS/pages/rates.aspx