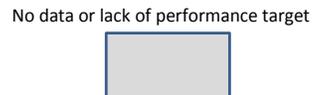
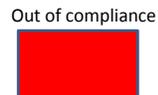


Name of Program/ Division	FLEET & PARKING
Date report is finalized	2/26/2015
Reporting Period	Q4 2014 (Oct - Dec 2014)

Measure #	Performance Measure	Service of Process it applies to	Target	Unit	Q4 2014 (Oct - Dec 2014)		3 Previous Quarters			Metric definition
					CURRENT	STATUS	PREVIOUS (-1) (LAST)	PREVIOUS (-2)	PREVIOUS (-3)	
1	<a href="#">Replacement vehicle fulfillment</a>	1- Leasing of permanently assigned vehicles	95%	%	100%		100%	100%	100%	Percentage of (replacement) Permanently Assigned vehicle requests fulfilled with the type of vehicle requested, not fulfilled with other types of vehicles.
2	<a href="#">Repair Cost Per Mile</a>	1- Leasing of permanently assigned vehicles	Tracked as a monitoring metric	Cost per mile	\$0.037		\$0.038	N/A	N/A	Average repair cost per mile for all permanently assigned vehicles, measured quarterly on a rolling year basis.
3	<a href="#">Fleet replacement status</a>	1- Leasing of permanently assigned vehicles	5%	%	12.3%		11%	N/A	N/A	Percentage of DAS-owned fleet that is beyond optimal replacement schedule.
4	<a href="#">Confirmation of seasonal vehicle availability</a>	1- Leasing of permanently assigned vehicles	10	Calendar days	16.3		7	N/A	N/A	Average number of calendar days between the date a seasonal vehicle is confirmed for assignment to a customer agency and the requested start date.
5	<a href="#">Daily rental vehicle fulfillment</a>	2- Short term rental of vehicles	95%	%	94.9%		97.1%	97.0%	98.0%	Percentage of Daily Rental vehicle requests fulfilled with the type of vehicle requested, not fulfilled with other types of vehicles.
6	<a href="#">Repair comeback rate</a>	2- Short term rental of vehicles	2%	%	5.0%		3.70%	3.50%	2.50%	Percentage of completed repairs/ repaired vehicles returned to shop for rework on the same problem before 30 days.
7	<a href="#">Rating of maintenance vendors</a>	4-Vehicle maintenance and repairs	8	1-10 Rating	8.62		8.00	8.60	8.53	Average customer satisfaction rating of vendors performing maintenance and repair services.
8	<a href="#">Downtime for preventative maintenance</a>	4-Vehicle maintenance and repairs	80%	%	79.5%		79.0%	79.4%	68%	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.
9	<a href="#">Downtime for repairs/breakdowns</a>	4-Vehicle maintenance and repairs	80%	%	85.0%		82.0%	60.2%	62%	Percentage of maintenance survey respondents who report their vehicles were available for pickup less than 2 days after dropping the vehicle at the shop for repair services.
10	<a href="#">Billing timeliness</a>	4-Vehicle maintenance and repairs	TBD	%	88.0%		88.0%	N/A	N/A	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.

	Unit	Q4 2014 (Oct - Dec 2014)		3 Previous Quarters			
		CURRENT	PREVIOUS (-1) (LAST)	PREVIOUS (-2)	PREVIOUS (-3)		
Number of formal performance complaints received during the last quarter	General service management	Number of complaints	0	0	0	0	<a href="#">CLICK HERE TO SEE COMPLAINTS REPORT</a>



Measure	Comments
<a href="#">Replacement vehicle fulfillment</a>	<b>General Comments</b>
	<p>This measure reviews 'fulfilled' requests and is therefore almost always going to be at 100%.</p> <p><b>Further explanation of the vehicle request/assignment process:</b>  A small percentage of vehicle requests do not have the specified vehicle type available by the requested assignment date. In these instances, Fleet may offer an alternative vehicle type on a temporary basis until the specified vehicle type becomes available (this is dependent on Fleet's vehicle inventory at the time). The customer may or may not choose to take the temporary vehicle. If the customer does take the temporary vehicle, at the time the specified vehicle type becomes available, the temporary vehicle is returned to Fleet and the specified vehicle is then assigned to the customer; at this point the request is considered 'fulfilled.' The maximum time from temporary vehicle to 'fulfilled' request is six months.</p>
<a href="#">Repair Cost Per Mile</a>	<b>General Comments</b>
	New metric, effective 2014 Q3 reporting period. When taken out to three decimal places, the current quarter is \$0.037 CPM.
<a href="#">Fleet replacement status</a>	<b>General Comments</b>
	New metric, effective 2014 Q3 reporting period.
<a href="#">Confirmation of seasonal vehicle availability</a>	<b>General Comments</b>
	<p>Metric definition/calculation revised, effective 2014 Q3 reporting period.</p> <p>Previous reporting periods calculated this metric based on the percentage of times Fleet was able to confirm availability of Seasonal Vehicles to customers at least 30 days before the requested start date.</p>
<a href="#">Daily rental vehicle fulfillment</a>	<b>General Comments</b>
	314 out of the 331 vehicles requested were fulfilled with the type vehicle originally requested by the customer.
<a href="#">Repair comeback rate</a>	<b>General Comments</b>
	Out of the 180 survey respondents, 9 reported that they had to bring the vehicle back for the same problem within 30 days of the original repair. Out of the 9, 8 were from outside vendors.
<a href="#">Rating of maintenance vendors</a>	<b>General Comments</b>
	The average customer satisfaction rating for vendors is 8.62.
<a href="#">Downtime for preventative maintenance</a>	<b>General Comments</b>
	151 out of 190 survey respondents reported that their vehicle was available for pick up within 1 day.
<a href="#">Downtime for repairs/breakdown</a>	<b>General Comments</b>
	153 out of 180 survey respondents reported that their vehicle was available for pick up within 2 days.
<a href="#">Billing timeliness</a>	<b>General Comments</b>
	<p>Metric definition/calculation revised, effective 2014 Q3 reporting period.</p> <p>Previous reporting periods calculated this metric based on the percentage of times the elapsed time from service to date of billing is less than 30 days.</p>

<b>Name of Program/ Division</b>	<b>FLEET &amp; PARKING</b>
<b>Date report is finalized</b>	<b>2/26/2015</b>
<b>Reporting Period</b>	<b>Q4 2014 (Oct - Dec 2014)</b>

**Report on Formal complaints received in the previous quarter**

Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

<b>Complaint #</b>	<b>Date received</b>	<b>Complaint Type</b>	<b>Complainant (Agency and, if applicable, Dept.)</b>	<b>Affected Customer (s)</b>	<b>Description</b>