

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Fleet and Parking				In compliance	
Reporting Period		Q1 2015 (Jan-March 2015)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2015 (Jan-March 2015)	Trend
			PREVIOUS (-3)	PREVIOUS (-2)	PREVIOUS (-1) (LAST)	Current	
1	% of permanently assigned vehicle requests fulfilled with requested vehicle type	95.0%	100.0%	100.0%	100.0%	99.15%	
	# of vehicles replaced with requested type			50	37	117	
	Total # of vehicles replaced			50	37	118	
2	Average repair cost per mile	Tracked as a monitoring metric: Cost per mile.	No Data	\$0.038	\$0.037	\$0.036	
	Sum of repair costs			1,259,794	1,262,425	1,215,690	
	Total # of miles travelled			33,553,794	33,856,942	34,160,428	
3	% of fleet beyond optimal replacement schedule	5.0%	No Data	11.1%	12.3%	12.83%	
	Total # of vehicles beyond replacement schedule			393	438	456	
	Total # of vehicles			3,552	3,554	3,554	
4	Average # of days between the seasonal vehicle request date and the confirmation date	10	No Data	7.29	16.25	13.04	
	Sum of the days elapsed between request and confirmation			226	130	600	
	Total # of seasonal vehicle requests that have been confirmed			31	8	46	
5	% of rental vehicle requests fulfilled with type of vehicle requested	95.0%	97.0%	97.1%	94.9%	99.6%	
	# of requests fulfilled with requested type			396	314	273	
	Total # of survey responses			408	331	274	
6	% of vehicles taken to the shop for rework repairs	2.0%	3.5%	3.7%	5.0%	3.0%	
	# of reported rework incidents			5	9	4	
	Total # of survey responses			134	180	135	
7	Average Customer Satisfaction rating of vendors performing maintenance and repair services	8	8.6	8.00	8.62	8.78	
	Sum of customer satisfaction ratings					2370	
	Total # of survey responses					270	
8	% of vehicles available for pick up from preventative maintenance services in less than 1 day	80%	79.4%	78.6%	79.5%	87.5%	
	# of reported PM vehicles ready for pick up in less than 1 day			162	151	161	
	Total # of survey responses			206	190	184	
9	% of vehicles available for pick up from repair services in less than 2 days	80%	60.2%	81.7%	85.0%	88.8%	
	# of reported RS vehicles ready for pick up in less than 2 days			107	153	119	
	Total # of survey responses			131	180	134	
10	% of times DAS customers are billed within the same month of a work order being finished or a vendor invoice is received	TBD	No Data	87.5%	88.0%	90.0%	
	# of invoices sent within the same month			1,200	4299	4309	
	Total # of invoices sent			1,371	4886	4788	

Measure	Comments
% of permanently assigned vehicle requests fulfilled with requested vehicle type.	General Comments
	Error in reporting measure. Should be 100%. One cancelled additional vehicle request was marked incorrectly.
Average repair cost per mile.	General Comments
	We've continued to be tight on repairs while miles driven has increased leading to the dropping trend
Fleet replacement status	General Comments
	The increase in number of miles traveled has caused more vehicles to move toward replacement faster. We can expect this to continue if miles continue to rise
Confirmation of seasonal vehicle availability	General Comments
	Down a little due to staff outages but still better than expected
Daily rental vehicle fulfillment	General Comments
Repair comeback rate	General Comments
	Delving into data. Initial review shows some responses that are not legitimate comebacks. Also, some repairs, such as water leaks or electrical issues can take more than one trip to resolve.
Rating of maintenance vendors	General Comments
Downtime for preventative maintenance	General Comments
	interesting jump in % but not sure what the cause is
Downtime for repairs/breakdown	General Comments
Billing timeliness	General Comments

Name of Program/ Division	FLEET & PARKING
Date report is finalized	6/1/2015
Reporting Period	Q1 2015 (Jan-March 2015)

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

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