

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Fleet and Parking				In compliance	
Reporting Period		Q3 2015 (Jul-Sep)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q3 2015 (Jul-Sep)	Trend
			Q4 2014 (Oct-Dec)	Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Current	
1(Deleted)	% of permanently assigned vehicle requests fulfilled with requested vehicle type	95.0%	100.0%	99.2%	100.0%	No Data	
	# of vehicles replaced with requested type		37	117	61		
	Total # of vehicles replaced		37	118	61		
2	Average repair cost per mile	Tracked as a monitoring metric: Cost per mile.	\$0.037	\$0.036	\$0.035	\$0.036	
	Sum of repair costs		1,262,425	1,215,690	1,322,378	1,321,776	
	Total # of miles travelled		33,856,942	34,160,428	37,641,861	36,893,278	
3(Adjust Target)	% of fleet beyond optimal replacement schedule	9.0%	12.3%	12.8%	12.0%	14.16%	
	Total # of vehicles beyond replacement schedule		438	456	433	520	
	Total # of vehicles		3554	3,554	3,606	3,673	
4(Deleted)	Average # of days between the seasonal vehicle request date and the confirmation date	10	16.25	13.04	12.35	No Data	
	Sum of the days elapsed between request and confirmation		130	600	815		
	Total # of seasonal vehicle requests that have been confirmed		8	46	66		
5	% of rental vehicle requests fulfilled with type of vehicle requested	95.0%	97.0%	99.6%	97.7%	98.3%	
	# of requests fulfilled with requested type		314	273	337	350	
	Total # of survey responses		331	274	345	356	
6(Adjust Target)	% of vehicles taken to the shop for rework repairs	4.0%	3.5%	3.0%	3.8%	5.0%	
	# of reported rework incidents		9	4	4	6	
	Total # of survey responses		180	135	106	121	
7	Average Customer Satisfaction rating of vendors performing maintenance and repair services (1-10)	8	8.62	8.62	8.62	8.59	
	Sum of customer satisfaction ratings			2370	1883	2,054	
	Total # of survey responses			270	217	239	
8	% of vehicles available for pick up from preventative maintenance services in less than 1 day	80%	79.5%	87.5%	84.0%	80.0%	
	# of reported PM vehicles ready for pick up in less than 1 day		151	161	131	140	
	Total # of survey responses		190	184	156	175	
9	% of vehicles available for pick up from repair services in less than 2 days	80%	60.2%	88.8%	86.8%	78.4%	
	# of reported RS vehicles ready for pick up in less than 2 days		153	119	92	91	
	Total # of survey responses		180	134	106	116	
10(Target Set)	% of times DAS customers are billed within the same month of a work order being finished or a vendor invoice is received	90%	88.0%	90.0%	90.7%	94.0%	
	# of invoices sent within the same month		4,299	4,309	4,343	5,082	
	Total # of invoices sent		4,886	4,788	4,786	5,408	

Measure	Comments
1. % of permanently assigned vehicle requests fulfilled with requested vehicle type	General Comments
	SLA deleted.
2. Average repair cost per mile	General Comments
	Repair costs continue to hold the 5+ year trend of staying flat
3. Fleet replacement status	General Comments
	large influx of new vehicles due this next month and will reduce this.
4. Confirmation of seasonal vehicle availability	General Comments
	SLA deleted.
5. Daily rental vehicle fulfillment	General Comments
	remains high. May see some drop through winter months as demand for SUV's grows
6. Repair comback rate	General Comments
	will need to examine back data to see where issues are. Will report at next CUB
7. Rating of maintenance vendors	General Comments
	consistent trend
8. Downtime for preventative maintenance	General Comments
	will need to examine back data to see where issues are. Will report at next CUB
9. Downtime for repairs/breakdown	General Comments
	Field Services has been more on top of processing than ever.
10. Billing timeliness	General Comments

Name of Program/ Division	FLEET & PARKING
Date report is finalized	11/23/2015
Reporting Period	Q3 2015 (Jul-Sep)

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