

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Fleet and Parking				In compliance	
Reporting Period		Q4 2015 (Oct-Dec)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q4 2015 (Oct-Dec)	Trend
			Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Q3 2014 (Jul-Sep)	Current	
1	Average repair cost per mile	Tracked as a monitoring metric: Cost per mile.	\$0.036	\$0.035	\$0.036	\$0.037	
	Sum of repair costs		1,215,690	1,322,378	1,321,776	1,357,679	
	Total # of miles travelled		34,160,428	37,641,861	36,893,278	36,800,046	
2	% of fleet beyond optimal replacement schedule	9.0%	12.8%	12.0%	14.2%	12.88%	
	Total # of vehicles beyond replacement schedule		456	433	520	464	
	Total # of vehicles		3554	3,606	3,673	3,603	
3	% of rental vehicle requests fulfilled with type of vehicle requested	95.0%	97.0%	97.7%	98.3%	97.7%	
	# of requests fulfilled with requested type		273	337	350	303	
	Total # of survey responses		274	345	356	310	
4	% of vehicles taken to the shop for rework repairs	4.0%	3.5%	3.8%	5.0%	4.5%	
	# of reported rework incidents		4	4	6	5	
	Total # of survey responses		135	106	121	110	
5	Average Customer Satisfaction rating of vendors performing maintenance and repair services (1-10)	8	8.78	8.68	8.59	8.53	
	Sum of customer satisfaction ratings		2,370	1,883	2,054	1,561	
	Total # of survey responses		270	217	239	183	
6	% of vehicles available for pick up from preventative maintenance services in less than 1 day	80%	87.5%	84.0%	80.0%	78.5%	
	# of reported PM vehicles ready for pick up in less than 1 day		161	131	140	95	
	Total # of survey responses		184	156	175	121	
7	% of vehicles available for pick up from repair services in less than 2 days	80%	60.2%	86.8%	78.4%	88.1%	
	# of reported RS vehicles ready for pick up in less than 2 days		119	92	91	96	
	Total # of survey responses		134	106	116	109	
8	% of times DAS customers are billed within the same month of a work order being finished or a vendor invoice is received	90%	90.0%	90.0%	94.0%	97.8%	
	# of invoices sent within the same month		4,309	4,343	5,082	4,900	
	Total # of invoices sent		4,788	4,786	5,408	5,011	

Measure	Comments
1. Average repair cost per mile	General Comments
	Rising slightly but not a concern
2. Fleet replacement status	General Comments
	drop due to influx of new vehicles. Will probably drop further for current qtr
3. Daily rental vehicle fulfillment	General Comments
	consistently high. Raise target to 97%?
4. Repair comeback rate	General Comments
	will need to research each incident to see if all are valid comebacks
5. Rating of maintenance vendors	General Comments
	dropping slightly, not sure if it will be a continuing trend
6. Downtime for preventative maintenance	General Comments
	will need to research each incident to see if all are valid. Past research showed several that were not.
7. Downtime for repairs/breakdown	General Comments
	interesting swings in data fro this one up and down. Not sure what causes that
8. Billing timeliness	General Comments
	should monitor for a few more qtr's and see if target should be raised

Name of Program/ Division	FLEET & PARKING
Date report is finalized	2/24/2016
Reporting Period	Q4 2015 (Oct-Dec)

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