

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Fleet and Parking				In compliance	
Reporting Period		Q1 2016 (Jan-Mar)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2016 (Jan-Mar)	Trend
			Q2 2015 (Apr-Jun)	Q3 2014 (Jul-Sep)	Q4 2015 (Oct-Dec)	Current	
1	Average repair cost per mile	Tracked as a monitoring metric: Cost per mile.	\$0.035	\$0.036	\$0.037	\$0.039	
	Sum of repair costs		1,322,378	1,321,776	1,357,679	1,428,736	
	Total # of miles travelled		37,641,861	36,893,278	36,800,046	36,917,249	
2	% of fleet beyond optimal replacement schedule	≤ 9%	12.0%	14.2%	12.9%	11.5%	
	Total # of vehicles beyond replacement schedule		433	520	464	418	
	Total # of vehicles		3,606	3,673	3,603	3,638	
3	% of rental vehicle requests fulfilled with type of vehicle requested	≥ 95%	97.7%	98.3%	97.7%	99.7%	
	# of requests fulfilled with requested type		337	350	303	289	
	Total # of survey responses		345	356	310	290	
4	% of vehicles taken to the shop for rework repairs	≤ 4%	3.8%	5.0%	4.5%	3.9%	
	# of reported rework incidents		4	6	5	6	
	Total # of survey responses		106	121	110	155	
5	Average Customer Satisfaction rating of vendors performing maintenance and repair services (1-10)	≥ 8	8.68	8.59	8.53	8.59	
	Sum of customer satisfaction ratings		1,883	2,054	1,561	2,431	
	Total # of survey responses		217	239	183	283	
6	% of vehicles available for pick up from preventative maintenance services in less than 1 day	≥ 80%	84.0%	80.0%	78.5%	77.9%	
	# of reported PM vehicles ready for pick up in less than 1 day		131	140	95	166	
	Total # of survey responses		156	175	121	213	
7	% of vehicles available for pick up from repair services in less than 2 days	≥ 80%	86.8%	78.4%	88.1%	83.6%	
	# of reported RS vehicles ready for pick up in less than 2 days		92	91	96	127	
	Total # of survey responses		106	116	109	152	
8	% of times DAS customers are billed within the same month of a work order being finished or a vendor invoice is received	≥ 90%	90.7%	94.0%	97.8%	96.7%	
	# of invoices sent within the same month		4,343	5,082	4,900	4,412	
	Total # of invoices sent		4,786	5,408	5,011	4,563	

Measure	Comments
1. Average repair cost per mile	<p align="center">General Comments</p>
	<p>Jumped up another \$.002 per mile. Not a concern yet but bears watching if we see a continued increase that is beyond inflation rate</p>
2. Fleet replacement status	<p align="center">General Comments</p>
	<p>Dropped a bit as expected once new vehicles that were on order arrived. Next biennium, we should see further advance on this measure based on number of vehicles to be replaced at 130 should drop. This will allow is us to start replacing some vehicles, especially trucks, at a lower mileage</p>
3. Daily rental vehicle fulfillment	<p align="center">General Comments</p>
	<p>consistently high. Raise target to 97% or maybe just remove?</p>
4. Repair comback rate	<p align="center">General Comments</p>
5. Rating of maintenance vendors	<p align="center">General Comments</p>
	<p>Trend is steady. We continue to see outside vendors rated below SMPS shop</p>
6. Downtime for preventative maintenance	<p align="center">General Comments</p>
	<p>Research revealed again that multiple answers(11) were invalid. In several cases, the vehicle went in for a PM but other, deeper mechanical repairs were needed. In some, the driver indicated they intentionally left the vehicle longer. Removing these brought the measure into the green at 83.1%. We may need to change the survey questions slightly to better get at the root question</p>
7. Downtime for repairs/breakdown	<p align="center">General Comments</p>
	<p>interesting swings in data fro this one up and down but in the green for two qtrs. now</p>
8. Billing timeliness	<p align="center">General Comments</p>
	<p>should monitor for a few more qtr.'s and see if target should be raised. If above 95% for next two quarters, recommend we raise target to 95 %or eliminate</p>

Name of Program/ Division	FLEET & PARKING
Date report is finalized	5/25/2016
Reporting Period	Q1 2016 (Jan-Mar)

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