

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Fleet and Parking				In compliance	
Reporting Period		Q2 2016 (Apr-Jun)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q2 2016 (Apr-Jun)	Trend
			Q3 2014 (Jul-Sep)	Q4 2015 (Oct-Dec)	Q1 2016 (Jan-Mar)	Current	
1	Average repair cost per mile	Tracked as a monitoring metric: Cost per mile.	\$0.036	\$0.037	\$0.039	\$0.039	
	Sum of repair costs		1,321,776	1,357,679	1,428,736	1,416,268	
	Total # of miles travelled		36,893,278	36,800,046	36,917,249	36,397,067	
2	% of fleet beyond optimal replacement schedule	≤ 9%	14.2%	12.9%	11.5%	12.8%	
	Total # of vehicles beyond replacement schedule		520	464	418	468	
	Total # of vehicles		3,673	3,603	3,638	3,664	
3	% of rental vehicle requests fulfilled with type of vehicle requested	≥ 95%	98.3%	97.7%	99.7%	98.7%	
	# of requests fulfilled with requested type		350	303	289	313	
	Total # of survey responses		356	310	290	317	
4	% of vehicles taken to the shop for rework repairs	≤ 4%	5.0%	4.5%	3.9%	3.5%	
	# of reported rework incidents		6	5	6	5	
	Total # of survey responses		121	110	155	143	
5	Average Customer Satisfaction rating of vendors performing maintenance and repair services (1-10)	≥ 8	8.59	8.53	8.59	8.62	
	Sum of customer satisfaction ratings		2,054	1,561	2,431	2,337	
	Total # of survey responses		239	183	283	271	
6	% of vehicles available for pick up from preventative maintenance services in less than 1 day	≥ 80%	80.0%	78.5%	77.9%	81.4%	
	# of reported PM vehicles ready for pick up in less than 1 day		140	95	166	149	
	Total # of survey responses		175	121	213	183	
7	% of vehicles available for pick up from repair services in less than 2 days	≥ 80%	78.4%	88.1%	83.6%	85.0%	
	# of reported RS vehicles ready for pick up in less than 2 days		91	96	127	119	
	Total # of survey responses		116	109	152	140	
8	% of times DAS customers are billed within the same month of a work order being finished or a vendor invoice is received	≥ 90%	94.0%	97.8%	96.7%	98.1%	
	# of invoices sent within the same month		5,082	4,900	4,412	4,486	
	Total # of invoices sent		5,408	5,011	4,563	4,573	

Measure	Comments
1. Average repair cost per mile	General Comments
	Trend leveling. If fuel prices rise, we can expect this measure to rise as well.
2. Fleet replacement status	General Comments
	not concerned with uptick. We know we are behind on sedan replacement at the moment. Primarily this is caused by buying cars for planned replacements but others are failing with repair costs beyond the vehicle value. Should budget allow next bi, a focus on replacing older but lower mile sedans to help alleviate this issue
3. Daily rental vehicle fulfillment	General Comments
	Still very high. Although valuable for us as a measure, is it for the CUB?
4. Repair comeback rate	General Comments
	trend is good and what we want
5. Rating of maintenance vendors	General Comments
	Steady trend. Likely to remind the same
6. Downtime for preventative maintenance	General Comments
	continue to have some where vehicle went in for LOF and had additional, more lengthy repairs.
7. Downtime for repairs/breakdown	General Comments
	continue to have some where vehicle went in for planned more lengthy repairs that are outside the 2 day parameter.
8. Billing timeliness	General Comments
	Continues to be very good. Recommend we raise target to 95%

Name of Program/ Division	FLEET & PARKING
Date report is finalized	8/31/2016
Reporting Period	Q2 2016 (Apr-Jun)

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