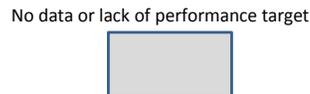
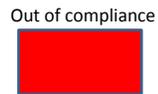


Name of Program/ Division	FLEET & PARKING
Date report is finalized	6/4/2014
Reporting Period	2013-15 Q3 (January - March 2014)

Measure #	Performance Measure	Service of Process it applies to	Target	Unit	2013-15 Q3 Performance		3 Previous Quarters			Metric definition
					CURRENT	STATUS	PREVIOUS (-1) (LAST)	PREVIOUS (-2)	PREVIOUS (-3)	
1	Replacement vehicle fulfillment	1- Leasing of permanently assigned vehicles	95%	%	100%		100%	100%		Percentage of (replacement) Permanently Assigned vehicle requests fulfilled with the type of vehicle requested, not fulfilled with other types of vehicles
2	Fuel efficiency	1- Leasing of permanently assigned vehicles	20.4	Miles per gallon	20.54		20.14	20.12	20.11	Average miles per gallon (MPG) across all Permanently Assigned vehicles, measured quarterly on a rolling year basis
3	Repair cost	1- Leasing of permanently assigned vehicles	TBD	Cost per mile	\$0.059		\$0.059	\$0.058		Average repair cost per mile for Permanently Assigned vehicles, measured quarterly on a rolling year basis
4	Operational cost	1- Leasing of permanently assigned vehicles	TBD	Cost per mile	\$0.224		\$0.223	\$0.221		Average operational cost per mile (combination of fuel cost and repair cost) for Permanently Assigned vehicles, to track overall cost to operate vehicles
5	Confirmation of seasonal vehicle availability	1- Leasing of Seasonal vehicles	TBD	%	0%		0%	0%		Percentage of times Fleet is able to confirm availability of Seasonal Vehicles to customers at least 30 days before the requested date
6	Daily rental vehicle fulfillment	2- Short term rental of vehicles	95%	%	98.0%		97.00%	97.83%	97.54%	Percentage of Daily Rental vehicle requests fulfilled with the type of vehicle requested, not fulfilled with other types of vehicles.
7	Repair comeback rate	4-Vehicle maintenance and repairs	TBD	%	2.5%					Percentage of completed repairs/ repaired vehicles returned to shop for rework on the same problem before 30 days
8	Rating of maintenance vendors	4-Vehicle maintenance and repairs	TBD	1-10 Rating	8.53					Average rating of maintenance vendors as per new maintenance transactional survey question
9	Downtime for preventative maintenance	4-Vehicle maintenance and repairs	TBD	%	68.32%					Results as per customer survey specific question on amount of time vehicle was in the shop for scheduled preventative maintenance
10	Downtime for repairs/ breakdown	4-Vehicle maintenance and repairs	TBD	%	62.34%					Results as per customer survey specific question on amount of time vehicle was in the shop for repairs and breakdowns
11	Billing timeliness	Billing	TBD	%	78.0%		64%	76%	71%	Percentage of times the elapsed time from service to date of billing is less than 30 days

		Unit	2013-15 Q3 Performance		3 Previous Quarters			
			CURRENT	STATUS	PREVIOUS (-1) (LAST)	PREVIOUS (-2)	PREVIOUS (-3)	
Number of formal performance complaints received during the last quarter	General service management	Number of complaints	0		0			CLICK HERE TO SEE COMPLAINTS REPORT



Measure	Comments
Replacement Vehicle Fulfillment	General Comments
Fuel Efficiency	General Comments
	The target was one initially set for the DAS Fundamentals Map Measures and, over time, it has become apparent is overly ambitious. The program does not have the ability to affect fuel efficiency as quickly as desired through purchase of more fuel efficient vehicles. Despite this, the overall efficiency is improving over time and the recommendation is to re-examine the target in a few more qtrs.
Repair Cost	General Comments
	Note: Repair cost per mile is affected by several factors including aging of the fleet, tire costs due to oil market, and inflation in general. Setting target for this measure should consider the impact of the factors outside the control of the program. The measure could also be used as an indicator of rising or sinking costs and what is causing those impacts.
Operational Cost	General Comments
	Note: See Repair cost note as Repair cost is part of Operational cost. The largest portion of Operation Cost per Mile is fuel. This is a market driven commodity plus, customer activity drives the rate of consumption and the miles driven. These are either not within the control of the program at all or only marginally so (Minimum Mileage Standards, Travel Restrictions, etc). In addition, any controls the program does exert are Policy driven. Setting a target for this measure will be tricky.
Confirmation of Seasonal Vehicle Availability	General Comments
	The average days to confirm fell from 9.6 to 5. The closest we got to the target was 21 days. The number of vehicles where the date we received the request was 30 days or less from the assignment start date was 52% of the total requests filled.
Daily Rental Vehicle Fulfillment	General Comments
	Historically above 95% target.
Repair Comeback Rate	General Comments
	Overall rating.
Rating of Maintenance Vendors	General Comments
	Overall average.
Downtime for Preventative Maintenance	General Comments
	Overall percentage of downtime that was less than one day.
Downtime for Repairs/Breakdown	General Comments
	Overall percentage of downtime that was less than one day.
Billing Timeliness	General Comments
	The billing cycle for Fleet is 45 days. Work processed in the first week and a half of a month will hit the customer invoice by around the 10th of the following month. So, for this past quarter, the remaining Work Orders closed have a billing timeline between 31 and 45 days. We went back to include all repair types in the previous quarters. The trend shows a drop in the 30 days or less for Oct through Dec. This appears to be a seasonal effect because for increased WO for winter tire changeovers; # of WO increased by 322 from Q3 to Q4. Another factor may be staff outages due to illnesses.

Name of Program/ Division	FLEET & PARKING
Date report is finalized	6/4/2014
Reporting Period	2013-15 Q3 (January - March 2014)

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