

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Fleet and Parking				In compliance	
Reporting Period		Q2 2015 (Apr-June)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q2 2015 (Apr-June)	Trend
			Q3 2014 (Jul-Sep)	Q4 2014 (Oct-Dec)	Q1 2015 (Jan-Mar)	Current	
1	% of permanently assigned vehicle requests fulfilled with requested vehicle type	95.0%	100.0%	100.0%	99.2%	100.00%	
	# of vehicles replaced with requested type		50	37	117	61	
	Total # of vehicles replaced		50	37	118	61	
2	Average repair cost per mile	Tracked as a monitoring metric: Cost per mile.	\$0.038	\$0.037	\$0.036	\$0.035	
	Sum of repair costs		1,259,794	1,262,425	1,215,690	1,322,378	
	Total # of miles travelled		33,553,794	33,856,942	34,160,428	37,641,861	
3	% of fleet beyond optimal replacement schedule	5.0%	11.1%	12.3%	12.8%	12.01%	
	Total # of vehicles beyond replacement schedule		393	438	456	433	
	Total # of vehicles		3552	3,554	3,554	3,606	
4	Average # of days between the seasonal vehicle request date and the confirmation date	10	7.29	16.25	13.04	12.35	
	Sum of the days elapsed between request and confirmation		226	130	600	815	
	Total # of seasonal vehicle requests that have been confirmed		31	8	46	66	
5	% of rental vehicle requests fulfilled with type of vehicle requested	95.0%	97.0%	94.9%	99.6%	97.7%	
	# of requests fulfilled with requested type		396	314	273	337	
	Total # of survey responses		408	331	274	345	
6	% of vehicles taken to the shop for rework repairs	2.0%	3.5%	5.0%	3.0%	3.8%	
	# of reported rework incidents		5	9	4	4	
	Total # of survey responses		134	180	135	106	
7	Average Customer Satisfaction rating of vendors performing maintenance and repair services	8	8	8.62	8.62	8.68	
	Sum of customer satisfaction ratings				2370	1,883	
	Total # of survey responses				270	217	
8	% of vehicles available for pick up from preventative maintenance services in less than 1 day	80%	79.4%	79.5%	87.5%	84.0%	
	# of reported PM vehicles ready for pick up in less than 1 day		162	151	161	131	
	Total # of survey responses		206	190	184	156	
9	% of vehicles available for pick up from repair services in less than 2 days	80%	60.2%	85.0%	88.8%	86.8%	
	# of reported RS vehicles ready for pick up in less than 2 days		107	153	119	92	
	Total # of survey responses		131	180	134	106	
10	% of times DAS customers are billed within the same month of a work order being finished or a vendor invoice is received	TBD	87.5%	88.0%	90.0%	90.7%	
	# of invoices sent within the same month		1,200	4,299	4,309	4,343	
	Total # of invoices sent		1,371	4,886	4,788	4,786	

Measure	Comments
% of permanently assigned vehicle requests fulfilled with requested vehicle type.	General Comments
Average repair cost per mile.	General Comments
Fleet replacement status	General Comments
Confirmation of seasonal vehicle availability	General Comments
Daily rental vehicle fulfillment	General Comments
Repair comback rate	General Comments
Rating of maintenance vendors	General Comments
Downtime for preventative maintenance	General Comments
Downtime for repairs/breakdown	General Comments
Billing timeliness	General Comments

Name of Program/ Division	FLEET & PARKING
Date report is finalized	8/25/2015
Reporting Period	Q2 2015 (Apr-June)

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