

**Stephanie Rawlings-Blake**  
Mayor



Room 250  
City Hall  
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL  
MEMORANDUM:**

January 6, 2016

**TO:** The Honorable Mayor Stephanie Rawlings-Blake  
Kaliopé Parthemos, Chief of Staff  
Khalil Zaied, Deputy Mayor of Operations  
Sam Sidh, Director of CitiStat

**FROM:** CitiStat Team

**SUBJECT:** DGS-Stat Briefing



- **Making Progress**

- **Preventative Maintenance Pilot.** The Fleet Management Division (FMD) conducts Preventative Maintenance (PM) on vehicles and other equipment to extend their durability. A crew of five employees has been piloted to exclusively perform PM work orders. The table below notes the total number of Truck Shop PMs performed in October and November of 2014 and 2015. Compared to the same time last year, 30 more PMs have been performed.

<b>Number of Truck Shop PMs Performed October and November 2014 and 2015</b>			
	<b>2014</b>	<b>2015</b>	<b>Total Change</b>
October	55	74	19
November	53	64	11
<b>TOTALS</b>	<b>108</b>	<b>138</b>	<b>30</b>

- **Needs Improvement**

- **Facilities Maintenance Work Orders.** The Department of General Services (DGS) utilizes Archibus software to manage their facilities maintenance workflow. While the system tracks work orders well, informative performance measures are not available. DGS will meet to discuss establishing performance benchmarks that can be captured in Archibus.



- Available Street Sweepers.** DGS monitors the availability of all vehicles, including those designated as priority vehicles. Priority vehicles consist of medic units, ladder trucks, pumper engines, marked police, load packers, roll-offs, and sweepers. From November 26, 2015 through December 23, 2015 sweeper availability was under 100% all but one day.

Daily Availability	Available Sweepers for Each Day - November 26 to December 6													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec
Required>	25	24	----	----	24	24	23	25	24	----	----	24	26	28
Available >	23	20			20	17	19	17	18			17	16	17
Percentage>	92%	83%	----	----	83%	71%	83%	68%	75%	----	----	71%	62%	61%
Daily Availability	Available Sweepers for Each Day - December 10 to December 23													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec	23-Dec
Required>	25	24	----	----	24	24	21	25	24	----	----	24	26	28
Available >	18	22			21	23	25	22	22			22	19	21
Percentage>	72%	92%	----	----	88%	96%	119%	88%	92%	----	----	92%	73%	75%