

Stephanie Rawlings-Blake
Mayor



Room 250
 City Hall
 Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
 MEMORANDUM:**

February 3, 2016

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

FROM: CitiStat Team

SUBJECT: DGS-Stat Briefing



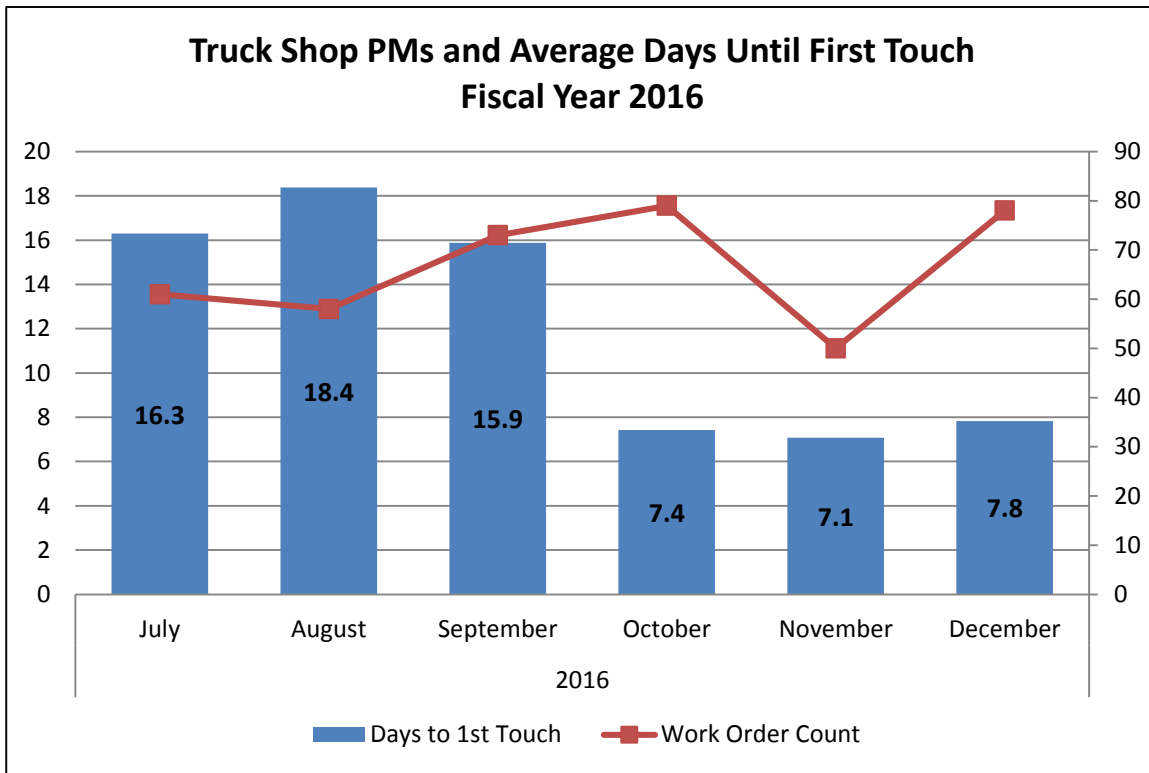
• **Making Progress**

- **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. During the last reporting period, sweeper availability was **under** 100% all but one day. Conversely, from December 24, 2015 to January 6, 2016 sweeper availability was **over** 100% all but one day.

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%
Daily Availability	Available Sweepers for Each Day - December 24 to January 6													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec	29-Dec	30-Dec	31-Dec	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan
Required>	25	24	----	----	24	24	23	25	24	----	----	24	26	23
Available >	24	27			27	27	25	26	26			26	28	26
Percentage >	96%	113%	----	----	113%	113%	109%	104%	108%	----	----	108%	108%	113%



- **Preventative Maintenance Pilot.** The Fleet Management Division (FMD) conducts Preventative Maintenance (PM) on vehicles and other equipment to extend their durability. FMD began a pilot utilizing one crew exclusively for PM work orders. This PM crew of five employees involves performing PMs and small repairs off PMs. The chart below shows that from July 2015 to December 2016 the average time it took for the first labor entry to occur has decreased in half, from 16.3 days to 7.8 days.



- **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 continue to meet to discuss establishing performance benchmarks that can be captured in Archibus.
- **Sequel Server Reporting Services (SSRS):** DGS is working to provide monthly invoice reports to agency officials broken down by individual charges. Originally, the process required a different link be sent for each monthly report. The Mayor’s Office of Information Technology (MOIT) created one link to an agency folder where an agency official can choose from any of the available reports. After providing fiscal personnel from all major agencies with the report, DGS will make any necessary changes to the report.