

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

May 4, 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 Executive Briefing



Making Progress

- **Facilities Maintenance Work Orders.** DGS utilizes Archibus software to manage their facilities maintenance workflow. While the system tracks work orders well, as of April 22, 2016, there were 686 total open work orders. 113 of those were in the “Other” category, slightly lower than what was reported at the last CitiStat meeting. To better capture open work order information and specifically those in the “Other” category, DGS created 43 new sub categories for work types. Through careful review of activities, the number of distinct work types has increased from 68 to 111.
- **Load Packer Availability.** 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. Load packer daily availability averaged 94% during the last two reporting periods, an increase from the 87% reported at the last CitiStat meeting. There were also 7 days where availability was at or above 100%.

Daily Availability	Available Load Packers for Each Day – March 3 to March 16													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar	22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar	29-Mar	30-Mar
Required>	86	86	----	----	----	86	86	86	86	----	----	----	86	86
Available>	68	69				73	75	86	94				74	83
Percentage>	79%	80%	----	----	----	85%	87%	100%	109%	----	----	----	86%	97%
Daily Availability	Available Load Packers for Each Day – March 31 to April 13													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	31-Mar	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	6-Apr	7-Apr	8-Apr	9-Apr	10-Apr	11-Apr	12-Apr	13-Apr
Required>	86	86	----	----	----	86	86	86	86	----	----	----	86	86
Available>	86	87				79	86	89	86				79	84
Percentage>	100%	101%	----	----	----	92%	100%	103%	100%	----	----	----	92%	98%



Needs Improvement

- Sweeper Availability.** During the last two reporting periods (20 days), sweeper availability has been **under** 100% every day. On April 5, 2016, sweepers were available at 42%, the lowest rate since October 1, 2015. The average percentage available during those 20 days was 60%. Days where availability was below the average are in bold.

Daily Availability	Available Sweepers for Each Day – March 17 to March 30													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar	22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar	29-Mar	30-Mar
Required>	25	24	----	----	24	24	28	25	24	----	----	24	26	23
Available>	16	16			15	14	16	14	18			16	14	11
Percentage>	64%	67%	----	----	63%	58%	57%	56%	75%	----	----	67%	54%	48%
Daily Availability	Available Sweepers for Each Day – March 31 to April 13													
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	31-Mar	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	6-Apr	7-Apr	8-Apr	9-Apr	10-Apr	11-Apr	12-Apr	13-Apr
Required>	25	24	----	----	24	24	23	25	24	----	----	24	26	26
Available>	14	11			14	10	11	11	17			17	19	20
Percentage>	56%	46%	----	----	58%	42%	48%	44%	71%	----	----	71%	73%	77%