

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

June 1, 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

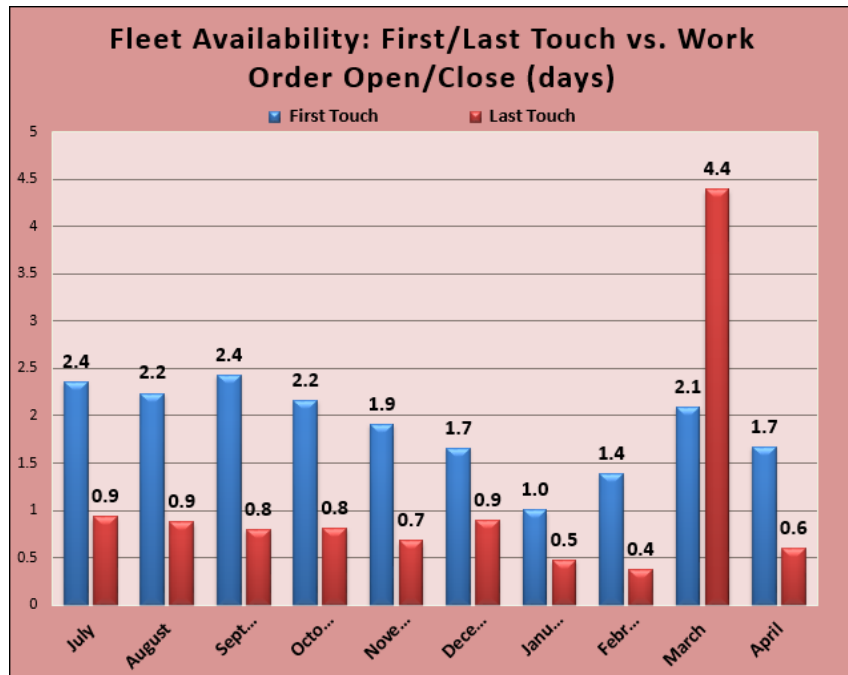


Making Progress

- **Sweeper Availability.** The Department of General Services (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 two reporting periods (20 days), sweeper availability has been **at or above** 100% for a total of 15 days. The table below shows the availability rate for each day from April 14, 2016 to May 11, 2016.

| Daily Availability | Available Sweepers for Each Day – April 14 to April 27 | | | | | | | | | | | | | |
|--------------------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed |
| | 14-Apr | 15-Apr | 16-Apr | 17-Apr | 18-Apr | 19-Apr | 20-Apr | 21-Apr | 22-Apr | 23-Apr | 24-Apr | 25-Apr | 26-Apr | 27-Apr |
| Required> | 25 | 24 | ---- | ---- | 24 | 24 | 28 | 25 | 24 | ---- | ---- | 24 | 26 | 23 |
| Available> | 25 | 2 | | | 25 | 18 | 20 | 23 | 22 | | | 24 | 19 | 23 |
| Percentage> | 100% | 100% | ---- | ---- | 104% | 75% | 100% | 92% | 92% | ---- | ---- | 100% | 73% | 100% |
| Daily Availability | Available Sweepers for Each Day – April 28 to May 11 | | | | | | | | | | | | | |
| | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed |
| | 28-Apr | 29-Apr | 30-Apr | 1-May | 2-May | 3-May | 4-May | 5-May | 6-May | 7-May | 8-May | 9-May | 10-May | 11-May |
| Required> | 25 | 24 | ---- | ---- | 24 | 24 | 23 | 25 | 24 | ---- | ---- | 24 | 26 | 26 |
| Available> | 25 | 27 | | | 26 | 27 | 26 | 30 | 31 | | | 32 | 31 | 35 |
| Percentage> | 100% | 113% | ---- | ---- | 108% | 113% | 113% | 120% | 129% | ---- | ---- | 132% | 119% | 135% |

- **Preventative Maintenance Pilot.** Fleet Management Division (FMD) conducts Preventative Maintenance (PM) on vehicles and other equipment to extend their durability. To improve PM turnaround time, FMD began utilizing one crew exclusively for PM work orders. The chart on the next page shows the average time it took to first touch a PM and the average time it took to last touch a PM from July 2015 to April 2016. Noticeable decreases are seen in April in both the number of days before the first and the last touch amounts.



Needs Improvement

- Facilities Maintenance Work Orders.** DGS utilizes Archibus software to manage their facilities maintenance workflow. While the system tracks work orders well, as of May 26, 2016 there were 562 total open work orders. 78 of those are in the “Other” problem type category. While this problem type remains the highest, it is lower than what was reported at the last CitiStat meeting.
- Maintenance Ratio.** FMD tracks time spent on preventative maintenance versus time on corrected maintenance as well as time spent on repairs from PM checks. Ideally, most of technicians’ work time would be devoted to preventative maintenance work. Due to the implementation of the PM crew and subsequent increase in timely PMs, the time spent on corrective maintenance has seen a decrease from January to April 2016. The chart below shows corrective maintenance repair was 72% in January and 64% in April.

