MEMORANDUM

8/2/2011

TO: David Dise, Director, Department of General Services
            Art Holmes, Director, Department of Transportation
            Joe Adler, Director, Office of Human Resources
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: DGS: Fleet Follow-up

The following items were identified for follow-up during the 8/2/2011 CountyStat meeting:

Create a sub-measure of preventative maintenance completed (or on-time) and find other jurisdictions data to benchmark with.

> Responsible parties: CountyStat, DGS
> Other parties involved: none
> Deadline: 12/6/2011

Design a better customer satisfaction survey and delivery system to improve response rate for vehicles serviced by Fleet.

> Responsible parties: CountyStat
> Other parties involved: DGS, OHR
> Deadline: 12/6/2011

Check with WMATA on its mean distance per failure measurement and attempt to recreate Fleet's measurement using WMATA's methodology.

> Responsible parties: CountyStat, DGS
> Other parties involved: none
> Deadline: 12/6/2011

Collect workers compensation dollar amounts for Fleet from FY10 to FY11.

> Responsible parties: CountyStat
> Other parties involved: none
> Deadline: 12/6/2011

Collect and report data on total number of buses available for service on a day to day basis.

> Responsible parties: DGS
> Other parties involved: CountyStat
> Deadline: 12/6/2011

Examine the total number of buses in fleet to ensure accuracy of data.

> Responsible parties: DGS
> Other parties involved: CountyStat, DOT
> Deadline: 12/6/2011

cc: Timothy Firestine, Chief Administrative Officer
     Fariba Kassiri, Assistant Chief Administrative Officer