

FLEET MANAGEMENT

FUND NO. 670

ACCOUNT NO. 1103

DESCRIPTION

Fleet Services is responsible for the maintenance and repair of all City vehicles. Currently maintain 414 pieces of equipment assigned to the various departments within the City.

MISSION

Fleet Services is committed to providing excellent client service through quality preventative maintenance and repair to vehicles and equipment at the most reasonable cost.

GOALS

- ◇ Provide safe, reliable vehicles and equipment at a competitive cost with minimum down time.
- ◇ Provide timely vehicle replacement through an efficient ordering and delivery system.
- ◇ Create a friendly, responsive, customer focused culture within our fleet team.

OBJECTIVES

PERFORMANCE MEASUREMENTS/INDICATORS

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| 1. Accomplish all maintenance and repairs, insuring maximum productivity and quality, with prudent use of materials. | Monitor past and present expenditure levels taking into account age and size of fleet. Number of return repairs not to exceed 5% of all work completed. |
| 2. Provide quality service with minimum adverse impact to clients. | 95% of all vehicle inspections to be completed on time. Quarterly customer satisfaction surveys will continue throughout fiscal year 2004. |
| 3. Ongoing training for service technicians. | Continue to promote Automotive Service Excellence (ASE) Certification as a measurement of job skills. |

2003-2004 BUDGET HIGHLIGHTS

Fuel prices continue to vary to a significant degree. As a result, the Fuel Account Line will continue to be adjusted according to industry estimates. The initial request contained an additional Mechanic, which is not being recommended at this time.

FLEET REPLACEMENT FUND

FUND NO. 674

ACCOUNT NO. 1103

PROGRAM

This fund was created to accumulate money to replace City vehicles. Fleet operation and maintenance activities are accounted for in Fund 670.