



FY 2010
"CUSTOMER SERVICE"
BROCHURE



General Services Department
FLEET MANAGEMENT DIVISION
(559) 621-1397
(559) 485-2167 FAX

MISSION STATEMENT

To provide a comprehensive fleet management program which responsively fulfills the vehicle and equipment needs of City customers through cost effective and dedicated personal service.

Overview and Key Services

The FLEET MANAGEMENT DIVISION manages and maintains the City's fleet which consists of approximately 2,100 vehicles and equipment valued at approximately \$112 million. In addition, Fleet manages an annual Capital Acquisition Budget of more than \$9 million. The varied fleet services provided by the division include:

Fleet Engineering Services

- Equipment replacement planning
- Specification development
- Equipment acquisition
- Equipment retirement/sales
- Operator training (new equipment)
- Research and development

Equipment Support Services

- Equipment Upfitting
- Dispatch for equipment rentals
- Accident investigations
- Failure analysis
- Vehicle towing
- Equipment cleaning
- Auto parts warehousing
- Fuel island services
- Fueling service (onsite/offsite)

Tire Repair/Replacement Services

- Onsite and offsite
- Failure analysis
- Tire warranty service

Fleet Management Services

- Policy development
- Fleet consultation/advice
- Information services
- Administrative (e.g., permits, licensing, fuel system)
- Long-term leasing
- Alternative fuel compliance

Equipment and Repair Services

- In-shop and field repairs – scheduled/unscheduled/emergency
- Warranty service
- Metal fabrication
- Welding
- 24/7 emergency response

Preventative Maintenance Services

- Lubrication/oil and fluid change
- Emission inspections
- Compliance inspections
- Equipment inspection

Competitiveness

Operating like a private business, Fleet Management bills city customers for services rendered using burdened labor rates, parts and fuel charges. This means all overheads are included in these charges. Listed below are the division's key rates billed to city customers compared to average Fresno market rates derived from a recent survey.

- Fleet's **LABOR RATE** of **\$64.00/HOUR** is **38% BELOW** the average Fresno market rate of \$103.50/hour.
- **AUTOMOTIVE PARTS CHARGES** are **43% BELOW** the average Fresno market pricing due to cooperative bidding with the County of Fresno, City of Clovis and Fresno Unified School District.
- **FUEL CHARGES** are **20-25 cents below** Fresno retail market pricing due to competitive bids, volume purchases and tax rebates/exemptions.

Recognizing its city customers demand service efficiency, the division monitors staff work performance compared to industry and historical standards or benchmarks.

Organizational Structure Key Staff Contact Information

<i>Area of Responsibility</i>	<i>Contact Name</i>	<i>Telephone Number</i>
Administration	Jim Schaad , Fleet Manager	621-1397
Equipment Acquisition	Tim Olday , Acquisition Supervisor	621-1107
Administration	Tim Olday , Fleet Administration Supervisor	621-1107
Light Equipment	Art Penson , Equipment Supervisor	621-1112
Construction and Welding	Dale Kidder , Equipment Supervisor	621-1120
Refuse Trucks	James Vantassel , Equipment Supervisor	621-1118
Police Vehicles	Jesus Robles , Equipment Supervisor	621-1109
Water Yard	Jesus Robles , Equipment Supervisor	621-5498
Automotive Parts	Steve Askew , Equipment Supervisor	621-1113
Evening Cell Phone	Heavy Equipment Mechanic Leadworker	970-HELP (4357)

Administration and Main Shop 2101 "G" Street Building F, MSC

Office/Shop Locations

PD Shop - Emergency Vehicles	2101 "G" Street	Building W, MSC
Water Yard Shop - Field Vehicles	1919 E. McKinley	(McKinley/University)
Vehicle UpFitting Shop	2101 "G" Street	Building T, MSC

Vehicle Fueling Locations

• Airport	5065 E. Anderson	
• MSC Building T	2101 "G" Street	
• Cedar/Butler (PD area #3)	1617 S. Cedar	
• Roeding Park	890 W. Belmont	
• Wastewater	5607 W. Jensen	
• Water Yard	1910 E. University	
• Woodward Park	7775 Friant Road	
• Wrenwood (Fire Station #11)	5544 N. Fresno	
• Outside Fueling	Contact Barbara Green	621-1105

Vehicle Washing Location

• Fully automated, available 24/7	2101 "G" Street	Building O, MSC
-----------------------------------	-----------------	-----------------

Hours of Operation

Administration	Monday through Friday	8:00 am - 5:00 pm
Main Shop	Monday & Friday	5:00 am - 10:30 pm
	Tuesday through Thursday	5:00 am - 12:00 am
	Saturday (refuse trucks only)	5:00 am - 2:30 pm
PD Shop	Monday through Friday	7:00 am - 3:30 pm
Water Yard Shop	Monday through Friday	6:30 am - 9:00 pm

24 Hour Emergency Service

After Hours

621-2489

Fleet Management Pertinent Points

- Completed the nation's most rigorous industry competitive fleet management certification program. Fresno was the third fleet in the nation to have succeeded.
- Ranked 7th in the Nation by Government Fleet Magazine
- Fleet was awarded the Automotive Service Excellence (ASE) Blue Seal of Excellence for the 9th consecutive year.
- Responsible for over 2,100 vehicles comprising a diverse City fleet.
- Required by California law to SMOG vehicles every other year.
- Records managed with a state of the art fleet computer system.
- Provide custom fabrication and perform welding projects for City customers.
- Vehicle fuel is dispensed and managed with a fully automated system activated when the pump nozzle is placed in the fuel tank inlet.
- Manage vehicle and equipment life cycles and replacement funding.
- Adhere to strict California Highway Patrol maintenance standard regulations (periodic un-scheduled audits are done).
- Maintain over 30 emergency standby generators at sites such as Fresno Yosemite International Airport, Police Department 911 Center, and other locations.

Fleet Management FAQ's

What if my vehicle breaks down in the field?

- Call the appropriate Equipment Supervisor or 621-1108 (days), 970-HELP (4357) (evenings), or 621-1100 (24 hours per day).

What if I'm in an accident?

- Care for the injured
- Call the police
- Submit Automobile Accident or Loss Notice to Risk Management with a copy to Fleet.
- Call the appropriate Equipment Supervisor to schedule a vehicle inspection.

How are vehicles replaced?

- Replacement is based on:
 - Age
 - Mileage
 - Mechanical assessment
- If all criteria are met, the vehicles are added to the replacement list, reviewed with the customer and requested for budget approval.

How do I request a new vehicle, an upgrade or rental/loaner?

- Complete a Form 11, Fleet Service Request, and forward to Fleet.
- Fleet will provide a cost estimate and return the Form 11 to the requesting customer for approval and signature.
- It is the customer's responsibility to send the signed Form 11 to the Budget Office.
- After Budget approval, the original will be forwarded to Fleet with a copy to the customer and the acquisition process begins.

Who do I call about billing questions?

- Barbara Green at 621-1105