



the public fleet professional's conference

**GOVERNMENT FLEET
EXPO & CONFERENCE**

June 8-11, 2015

Colorado Convention Center, Denver



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City of Boise

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Operator/Shop Communication

The Problem: disparity between fleet vehicle operators and repair and maintenance personnel

- *Competing missions, priorities, perspective*

The Solution: bridge the gap created by building mutual trust

- *Fleet maintenance operation's sole purpose is supporting operators with safe and reliable equipment*



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- Blue Seal of Excellence
 - requires 100% ASE certification





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GOVERNMENT-FLEET
MAINTAIN PUBLIC SAFETY VEHICLES AND EQUIPMENT
WWW.GFLEET.COM

- Leading Government Fleet in America 2014



- Boise's Centralized Fleet Maintenance Operations in 2008
 - Start Building Trust Through Relationships
 - Created a Fleet Advisory Team (FAT)
 - User-Department representatives
 - Began prior to centralization, continues bimonthly today
 - Open-forum setting
 - Voice concerns and perspectives
 - Identify problem and priorities



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- Common Goals:
 - Safe and reliable fleet
 - Fuel-efficient and cost-effective operation
- Outcomes From Suggestions
 - Most successful: implementation of operator feedback to scheduled/unscheduled maintenance procedures
 - Poster regarding preventative maintenance (PM), both basic and full service
 - Created a Gantt chart to track progress



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PM Full Service Tasks

General City Heavy Duty

Fleet Services

Includes:

- Warm to operating temperature
- Road test for brake/steering response, road noise, general vehicle condition
- Inspect heating A/C ventilation systems, wiper/washer/defrosters, gauges, power window, door locks, seat belt restraints and other accessory operation
- Inspect vehicle exterior, trim and accessories
- Check factory and auxiliary lighting
- Check under hood, such as accessory drives, cooling system components, battery/electrical components
- Check all fluids, top off if necessary
- Hoist vehicle; inspect undercarriage, suspension components, drive line components, exhaust system components, and brake system components
- Change engine oil and filter with (OEM) original equipment manufacturer specified type/grade
- Grease chassis
- Grease king pins unloaded
- Check drive line and u-joints - lube as required
- Inspect tires, tread depth, wear patterns, and set tire pressure (includes pressure check on spare tire)
- Change all oil filters
- Change fuel filters
- Check air filter - replace if needed
- Check air governor: in/out
- Inspect hydraulic system
- Check front hub oil level
- Check oil level in both rear differentials
- Check and clean battery terminals
- Check battery voltage
- Check charging voltage
- Check air brake adjustment
- Check spring u-bolts for tightness
- Check wheel seals for leaks
- Check clutch adjustment
- Check safety equipment
- Install service reminder tag/sticker



PM Basic Service Tasks

General City Light Duty

Fleet Services

Includes:

- Warm to operating temperature
- Road test for brake/steering response, road noise, general vehicle condition
- Inspect heating A/C ventilation systems, wiper/washer/defrosters, gauges, power window, door locks, seat belt restraints and other accessory operation
- Inspect vehicle exterior, trim and accessories
- Check factory and auxiliary lighting
- Check under hood, such as accessory drives, cooling system components, battery/electrical components
- Check all fluids, top off if necessary
- Hoist vehicle; inspect undercarriage, suspension components, drive line components, exhaust system components, and brake system components
- Change engine oil and filter with (OEM) original equipment manufacturer specified type/grade
- Lube chassis or drive line components as required
- Inspect tires, tread depth, wear patterns, rotate tires (includes resetting TPMS), and set tire pressure (includes pressure check on spare tire)
- Install service reminder tag/sticker



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City of Boise
Department of Finance and Administration
Division of Fleet Services

Boise City Strategic Business Plan Project - GANTT Chart		Q-2 FY 2008			Q-3 FY 2008			Q-4 FY 2008			Q-1 FY 2009			Q-2 FY 2009		
Improvement Strategy 1	Task Description - Information Technology Administration and Implementation	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
1.1	Develop a centralized fleet budget															
1.2	Create a Fleet Advisory Board															
1.3	Update business plan ESD to reflect re-organization to Fleet Services															
Improvement Strategy 2	Develop Policy Manual															
2.1	Analyze peer city policies and administrative regulations															
2.2	Draft Manual															
Improvement Strategy 3	Fleet Replacement Planning															
3.1	Develop official fleet replacement criteria															
3.2	Develop fleet replacement policy															
3.3	Conduct a right-sizing analysis															
3.4	Develop a long-range replacement plan															
3.5	Analyze alternative financing approaches															
Improvement Strategy 4	Cost Control, Cost Allocation, and Charge-Back Rates															
4.1	Develop FY 2010/2011 centralized fleet budget including capital costs (depreciation, reserve fund charges, and/or lease payments), maintenance and repair costs, fuel costs, and an appropriate allocation of indirect and overhead costs															
4.2	Develop capital cost charge-back rates															
4.3	Develop operating costs charge-back rates															
Improvement Strategy 5	Fleet Management Information System (FMIS)															
5.1	Identify budget for FMIS acquisition															
5.2	Develop FMIS specification criteria															
5.3	Obtain Council approval to fund FMIS (Trimester II)															
5.4	Place FMIS specification criteria out to bid if necessary															
5.5	Implement FMIS system															
Improvement Strategy 6	Maintenance Operations															
6.1	Combine the technicians located in various departments throughout the city into a singly managed maintenance operation															
6.2	Create an office for Fleet Service Manager in City Shop															
6.3	Develop and implement an outsourcing strategy that has the "Best Bang for the Buck"															
6.4	Develop a facility space needs assessment for the fleet															
6.5	Develop a mechanic training program															
6.6	Create a comprehensive maintenance procedure manual reflecting centralized operation															
6.7	Basic Interim Service Level Agreements provided to Departments for 2009 budget															
Improvement Strategy 7	Fuel and Supply Maintenance															
7.1	Review the city's supply and fuel procurement policies, procedures and practices. Modify as needed.															
7.2	Analyze fleet related transactions and establish formal contracts ie: Parts & Services															
7.3	Determine if responsibility for City's fuel transactions should be centralized under Fleet Services after software implementation															



– Technological Communications

- Dedicated Fleet Services web page
- Policies
- Regulations
- Maintenance tips
- Special fleet staff achievements
- Reference links
- Other fleet-related information



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– The Personal Touch

- Shop foreman and crew chiefs personally notify operators of scheduled maintenance
- Technicians consult operators and FAT reps prior to writing vehicle specifications
- Technicians consult operators post-delivery but pre-upfitting for input regarding
 - Onboard equipment
 - Signage design
 - Ancillary equipment
 - Decals
- Operator accountability is increased
- Operator is motivated to recall performance limits



- To Keep Communication Current, Fleet Services Management:
 - Tabulates operator comments and responses monthly
 - Discusses information at the FAT meetings
 - Creates online surveys
 - Allows for confidential feedback
 - Promotes frank and candid operator response



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- To Keep Communication Between Operators and Technicians Strong
 - Utilize various opportunities
 - Utilize various means
 - Be open
 - Be respectful
 - Allow for collaboration
 - Make this effort the key to success

