



Public Works Conference 2017

BEST PRACTICES IN FLEET MANAGEMENT

David Renschler, CPFPP

Fleet Management

- Preventive Maintenance (PM) program
- Cost recovery
- Tracking of equipment and data
- Role of Technology
- Alternative Fuels
- Repair and diagnosis of equipment
- Technician training
- Fleet metrics
- Statutory and regulated inspections

Fleet Management (cont)

- Fleet utilization
- Technician productivity
- Parts inventory management
- Business plan
- Service Level Agreements (SLA)
- Replacement, specifications and procurement

Preventive Maintenance Program (PM)

- Mileage or Hour limit
- Time limit
- Follow Manufacturer's recommendations
- Technicians trained in detailed procedures
- Checklists for specific PM services
- Quality parts and materials

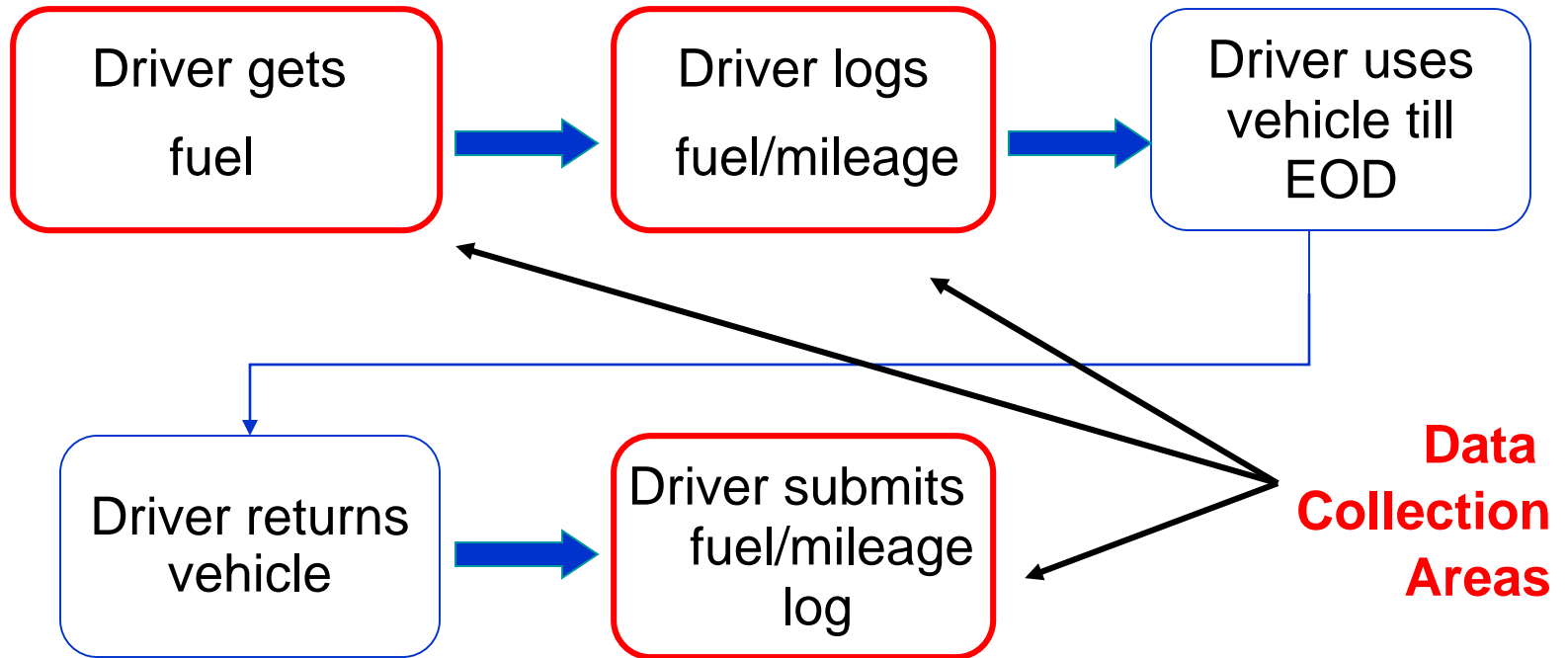
Cost Recovery

- Review annually
- Must recover your actual operating cost
- Review expenditures and verify rates
- Direct costs?
- Overhead costs?
- Are your maintenance labor rates with or without markups?

Tracking of Equipment Data

- Computer software to keep track of the costs
- Must manage and audit data entry to insure accurate data
- PM scheduling, cost analysis, replacement analysis all revolve around meter readings

Identify Data Collection



The Role of Technology

- Technology Should:
 - Provide timely, accurate data
 - Help you conduct business efficiently
 - Free your staff to do value added work
 - Support the processes that are in place
 - Cost effective

Alternative Fuel Types

- Plug in Electric Vehicle (PEV)
- Plug in Hybrid Electric Vehicle (PHEV)
- Gaseous fuel (CNG, LPG, LNG, RNG)
- Alternative gasoline (E85)
- Biodiesel (B5, B10, B20)
- Renewable diesel
- Hydrogen

Repair and Diagnosis of Equipment

- Qualified technicians
- ASE certification
- Refresher training
- Quality diagnostic testing equipment
- Updated versions of software
- Shop manuals / electronic shop manuals



Training of Technicians

- Identify each technicians needs
- Technicians need to keep up with new evolving technology
- Utilize web based free OEM training
- Specialized training companies
- Multi agency coop
- Utilize PEMA, NAFA, PFSA, APWA, MEMA and other organizations
- Vendor sponsored training

Measure Fleet Availability and Downtime

- How long does it take you to get a vehicle in the shop?
- How long are you waiting for parts?
- What is the efficiency level of technicians?
- Do you need more technicians?
- Do you need a bigger shop?
- Do you need special equipment?
- Do technicians need more training?

Employee Management

FASuite InfoCenter - Windows Internet Explorer

http://svr-fleet/InfoCenter/FASuiteInfoCenter.aspx

File Edit View Favorites Tools Help

Messages Web Screen Admin Welcome 85522 Logoff GMT-7

AssetWORKS

Home Supervisor Portal Technicians Storekeeper Dashboards Query Service Request Customer Access Reporting Scheduler Replacement modeling MobileFocus MAXQ Errors Work Management

Supervisor Portal

Current Working Location: PWSHOP - VEHICLE MAINTENANCE SHOP

Shop Activity

- 10 Assigned to shift
- 4 Clocked in on shift
- 0 Clocked in other shifts
- 3 On work orders
- 0 On indirect
- 0 Pending part return requests

Employee Management Part Return Requests

Location Work Orders

	Pending SRs	Wait For Equip	Open	Work Finished
All Asset Types	93	0	41	0
ASSET	93	0	35	0
COMPONENT	0	0	6	0

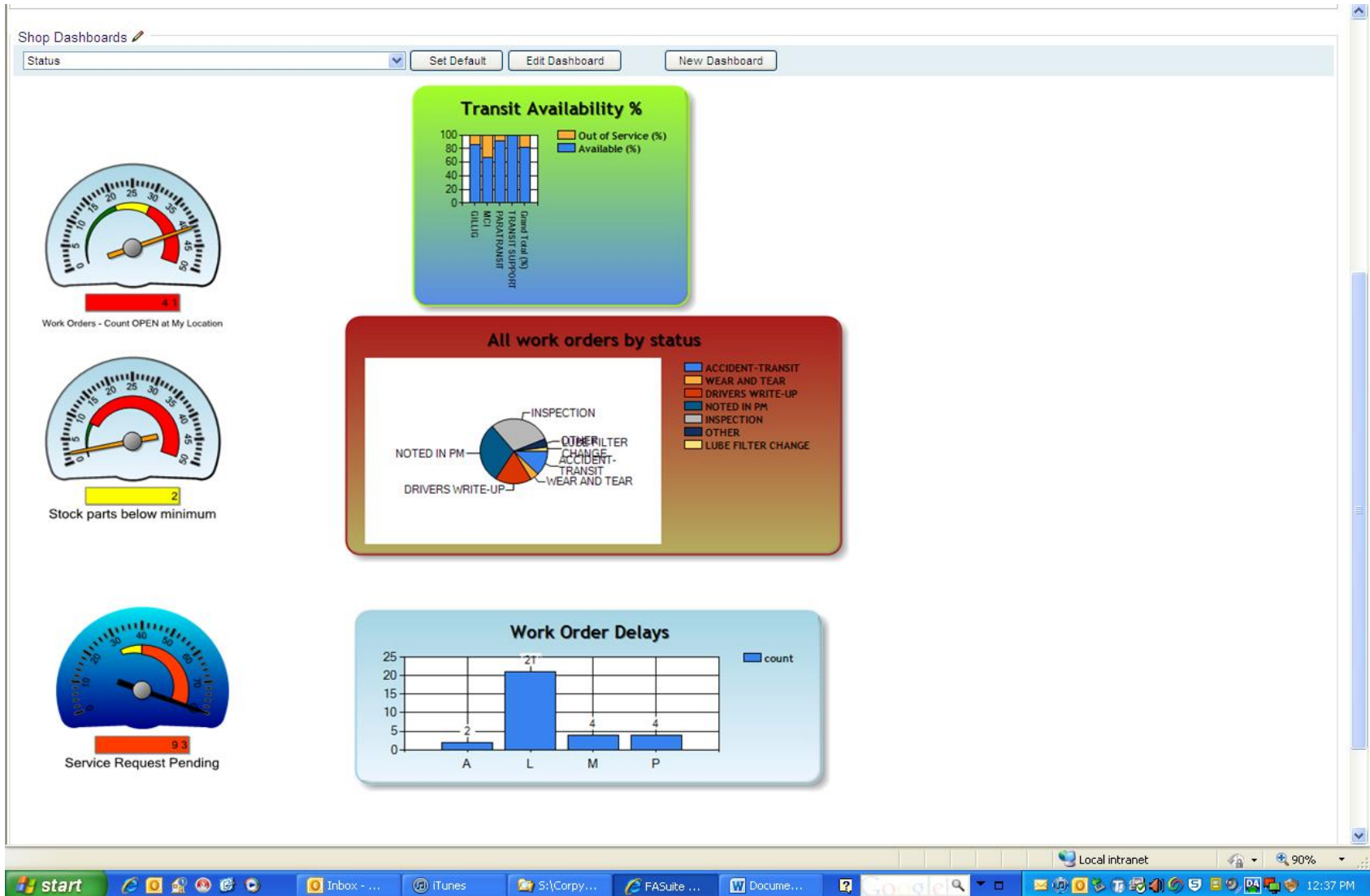
Equipment Management

Search: Eq ID - License # - Asset # - %VIN Go

Actions

View Calendar Multi-asset WO Work Order Management Review and Close

Dashboard



Work Order Delay: A = Awaiting Vehicle L = Awaiting Labor M = Awaiting Commercial P = Awaiting Parts

Statutory and Regulated Inspections

- Smog inspections (annually)
- PW BIT inspections (every 90 days)
- Diesel opacity testing (annually)
- Diesel Particulate Filter (DPF) maintenance
- Compressed Natural Gas (CNG) tank and filling station inspections
- Transit specific (FTA mandated & BIT)

Utilization Tracking

- How many of your vehicles are used on a regular basis?
- Do you have a policy for minimum usage and/or limits?
- How do you track usage?

Technician Productivity

- Know your shops available, billable and billed hours for technicians
- Are you scheduling correctly?
- Evaluate training needs of your staff
- Do you need new test equipment?
- Do you have adequate shop tooling?
- Is your shop layout efficient?

Parts Inventory Management

- Know the value of your inventory
- How fast is it turning over?
- How much do you need on the shelves?
- Is there excessive downtime due to parts not stocked?
- Are they being posted to the work orders?
- What is your fill rate?

Business Plan

- A resume for your operation
- Helps market your operation to the decision makers
- Helps you evaluate how your operation is working
- Facilitates strategic thinking and goal setting
- Provides an unbiased perspective on how well you're operation is meeting it's goals

Business Plan (cont)

- Vision and mission statement
- What services fleet provides
- Summarize how you do business
- Key performance measures as well as trends toward meeting targets
- Provide a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis to assess where fleet is and where it's headed
- Review and update at least every 3 years

Service Level Agreements

- Identifies parties involved
- Set forth the purpose of a service agreement
- State the agreement between parties
- Identify administrator and program activators
- Term of the agreement and how to renew

Service Level Agreements

- Failure to perform conditions
- Termination clause
- Hours of service
- Define fees
- List locations of shops
- Outline areas of responsibility for provider, customer and safety

Replacement, Specifications and Procurement

- Determine what units need replacement, use a weighted scoring system
- Fleet standardization for reduced costs
- Consult with the customer about the use of the vehicle to establish accurate specifications to meet user's needs
- Look forward (technology, training, fuel type, upcoming regulatory compliance, etc.)
- Develop bid specifications
- Work with purchasing to award bid

Questions?

David Renschler, CPFPP

Fleet Manager

Fairfield, CA

drenchler@fairfield.ca.gov