

**FLEET SERVICES  
VEHICLE MANAGEMENT**

**Fiscal Year 2008  
1st Quarter**

**Goal Statement**

To manage the County equipment fleet, ensuring adequate fleet size, composition and availability for the use of County agencies.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Fleet Size	2,142	2,269	2,140	
Replacement vehicles purchased	0	14	163	
Percent of time general fleet equipment is available	97	97	97	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Average total cost per vehicle	1,396	1,400	5,050	

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

## FLEET SERVICES INVENTORY

**Fiscal Year 2008  
1st Quarter**

### **Goal Statement**

To efficiently procure, stock and issue the repair parts and fuel necessitated by fleet utilization, ensuring adequate and available inventory.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>
Percent of inventory available	95	94	94
Percent of time parts procurement achieved a two-day turn around time	94	93	94
Gallons of fuel purchased	308,478	295,663	1,200,000
Number of purchase documents processed	2,453	1,976	8,500
Average inventory cost per numbered vehicle	631	624	1,555
Total fleet availability rate (%)	N/A	N/A	95

## FLEET SERVICES EQUIPMENT MAINTENANCE

**Fiscal Year 2008  
1st Quarter**

### Goal Statement

To maintain the County equipment fleet for use by other County agencies at the lowest possible cost, ensuring fleet safety and reliability.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Preventive maintenance (PM) service (number of vehicles)	650	501	2,400	
Auto mechanic productivity (percentage of labor hours worked vs available annually)	85	87	90	
Percentage of time general/special purpose fleet equipment is available	95	95	96	
Percentage of equipment submitted for repair and repaired on a scheduled basis	76	53	80	
Percent of time rental fleet equipment is available	59	55	80	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Average maintenance cost per vehicle	522	541	2,140	

### Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.