Monterey County
Fleet Management
Board of Supervisors Update

In This Presentation:

- Introduce New Fleet Manager/Team
- System Improvements
- Structural Changes
- Future Proposed Improvements

Fleet Management Team

Management Team:

- Mike Derr- Fleet Business Manager
- Dennis Scamardo- Fleet Manager

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Fleet Support Team

Data Entry Clerk	Cathy Washington
Fleet Secretary	Armelita Mabul
Fleet Service Writer	Sylvia Puzon
Mechanic I	Michael Rodriguez
Mechanic I	Gregory Ray
Mechanic II	David Carnero
Mechanic II	Albert Francisco
Mechanic II	Mario Ginez
Mechanic II	Binh Le
Mechanic II	Robert Lopez
Mechanic II	Hoa Ngo
Mechanic II	Hector Rubio
Mechanic II	Jose Serrano
Mechanic II	Steven Graham
Shuttle Driver	Alan Matsumoto
Senior Storekeeper	William Webb
Storekeeper	Larry Coyle

Historical Timeline

March 2013:

Submitted a written proposal to Dewayne Woods, Assistant CAO and Benny Young, Resource Management Agency Director proposing a structural change in the oversight of Fleet Operations.

April 2013:

The proposal submitted in March 2013 was discussed and accepted by both the CAO Office and the Resource Management Agency. First item tackled was to bring onboard an Interim Fleet Manager with extensive experience while we recruited for a full time candidate

May 2013:

Contracts/Purchasing Officer was given the direct oversight authority for operational and budgetary responsibilities for Fleet Management. First act was to perform internal reviews of the existing systems and procedures in order to identify those areas within Fleet operations that required immediate attention. Through the analysis it was determined that both the existing Fleet Management and Fuel Management Systems where outdated and needed replacement immediately. Developed and released RFP#10417 soliciting proposals from qualified vendors for replacement systems. Also began the process to reclassify the existing position from a General Services Manager to an actual Fleet Manager title.

Historical Timeline- Continued

June 2013:

Received written proposals from five potential system providers. An analysis and evaluation was preformed and two finalists where selected to give formal presentations of their proposed systems. FASTER and EJ Ward submitted a co-proposal, and where selected to provide the new Fleet Management & Fuel Management Systems to the County.

July 2013 thru August 2013:

Negotiations took place with both FASTER & EJ Ward to finalize the proposed agreements that would be taken to the Board of Supervisors. A tentative award letter was sent to both FASTER & EJ Ward notifying them that they have both been tentatively selected pending final approval by the BOS.

January 2014:

We successfully hired our permeant Fleet Manager (Dennis Scamardo, Certified Fleet Manager) who comes to us from Ventura County where he spent the last 14 years as their Fleet Manager. We reopened the previously closed mini-lube facility located at the Laurel Yard.

February 2014 thru July 2014:

Fleet staff and management have spent the past six months addressing ineffective and out dated internal processes and procedures and have made a number of changes which will be discussed further in our presentation.

Here We Are Today:

Today:

- We are finalizing the implementation process for both the FASTER & EJ Ward Fuel systems and are targeting a “Go-Live” date of October 1, 2014.

- We are also in the process of bringing on line a new “Car Share” program from INVERS which you will hear a little more about further in our presentation. The targeted “Go-Live” date for this new program is mid August.

- We’ve completed negotiations with the City of Monterey and have received approval by the Board of Supervisors to execute the agreement to co-share space within the City of Monterey’s Ryan Ranch Automotive Facility. We began shared operations in July 2014.

System Improvements

- New Mini Lube Facility opened at the Laurel Yard Facility
- Implementation of a New Fleet Management System (FASTER)
- Implementation of a New Fuel Management System (EJ Ward)
- Relocation of our existing Toro Park Fleet Maintenance Operations to Ryan Ranch (City of Monterey)
- Vehicle Share Program (INVERS)
  - Government Center
  - Natividad
  - DSS Main Street

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Structural Changes

- New Management Structure
- Additional Positions
  - Fleet Service Writer
  - (Mini Lube Facility)
- Hours of Operation
  - 7am-4:30pm

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New Mini-Lube Facility

FASTER ASSEST MANAGEMENT SYSTEM

Key Performance Indicators

Key Performance Indicators (KPI's) are ways to measure how your Fleet Operation is running. They can often not only show you where you are today, but help you make the tough decisions about how to proceed into the future. KPI's are mostly real time and are very useful for identifying when a process is failing or under performing.

Listed below are some of the Key Performance Indicators (KPI's) that Fleet Management will be using under the new system to measure either the failure or success of a program:

	Goal
• Fleet Availability to the Customer	95%
• Shop Turnaround Time	75% same day
• Direct/Indirect Labor costs	73% direct

Fleet Availability to the Customer

Why Track This KPI?
Fleet Availability is the amount of time that the asset is available to the end user (operator) based on the working schedule of that asset. (Available meaning that it's not broken down or out of service.)

Reviewing and tracking this KPI assists management in being proactive instead of reactive. The more of the work fleet can schedule around our customer's daily activities providing them with the highest use of the given asset, the more we can create a "Win-Win" situation for everyone involved.

The goal is to have the highest percentage of availability possible for our customers. The standard Fleet Availability across the country is between 90-95%.

Our targeted goal within Monterey County is 90%.

Shop Turnaround Time

Why Track This KPI?

This KPI is designed as a shop goal for the Technicians. The ‘Shop Turnaround Time’ is the amount of time from when the asset went out of service until the time when the asset is ready to go back into service.

The industry average Shop Turnaround Time is an average of 85% of all repairs and/or maintenance jobs being completed within 24-hours. Breaking it down further, an example scale of averages would be:

1 Day Turn Around 75%
1- 3 10%
25-48 hours 8%
Over 49 hours 2%

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1 Day Turn Around	75%
1- 3 Day Turn Around	15%
Greater Than 3 Days	10%

Direct Labor and Indirect Labor Costs

Why Track This KPI?
In order to have a clear picture of what our true Labor Rates are, Fleet Management needs to ensure that as much as possible a Technician's time is billed out appropriately during the course of their assigned scheduled shift.

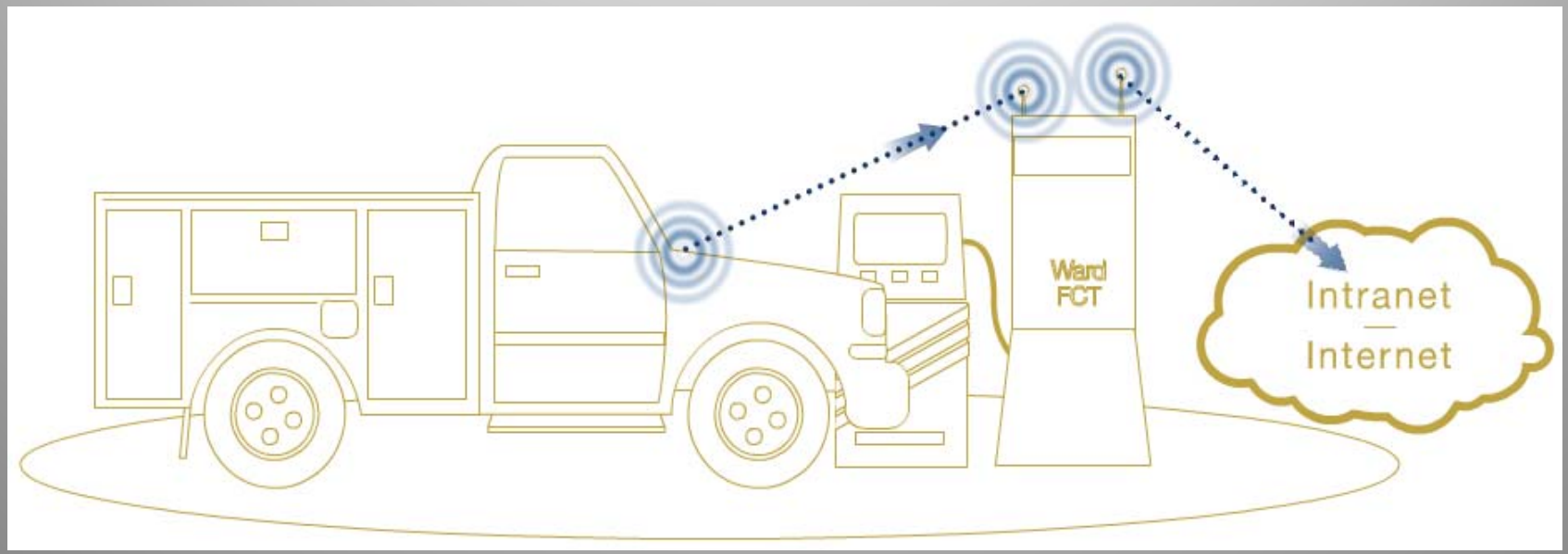
The National standard is about 75% direct vs. 25% indirect labor.

Indirect time refers to things like lunch, break periods, shop cleanup time, and so forth - any time when a technician is not actively turning wrenches or working on assets. From a bottom line perspective, these times are just lost productivity and are not billable.

The new FASTER system will provide Fleet Management with a dashboard capability, allowing the establishment of industry standards for a variety of tasks. The new system will allow management the ability to follow a Technicians daily work flow ensuring that they are meeting the industry standards.

New Fuel Management System (EJ Ward)

Solutions



Automated Fuel Management System

Return On Investment (ROI)

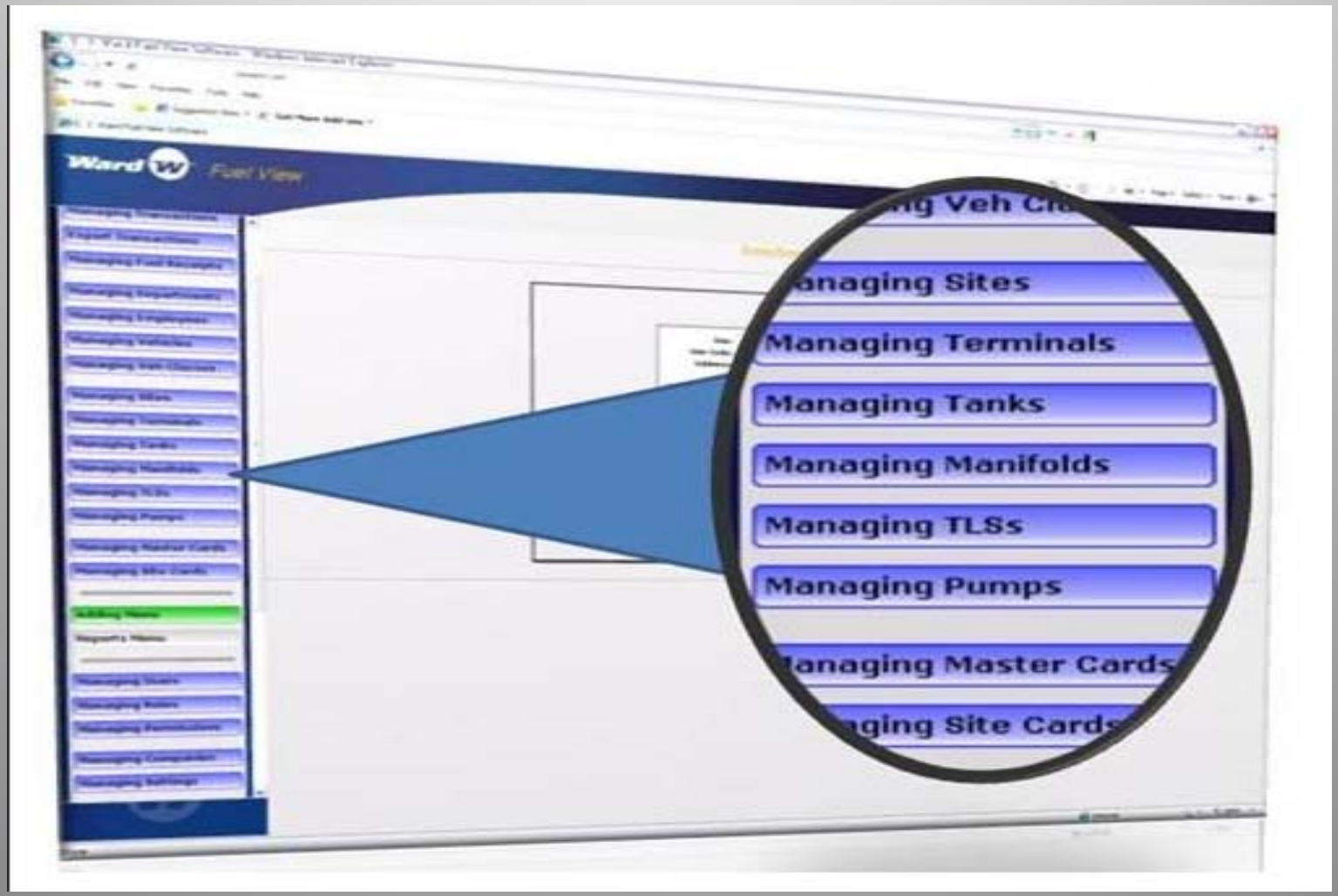
The EJ Ward Automated Fleet Management System (AFMS) will provide fleet with the resources to improve the overall operation of our Fuel Management program.

The implementation of the new system will provide Fleet Management with the necessary tools and resources to better manage our fleet assets and improve the Return On Investments.

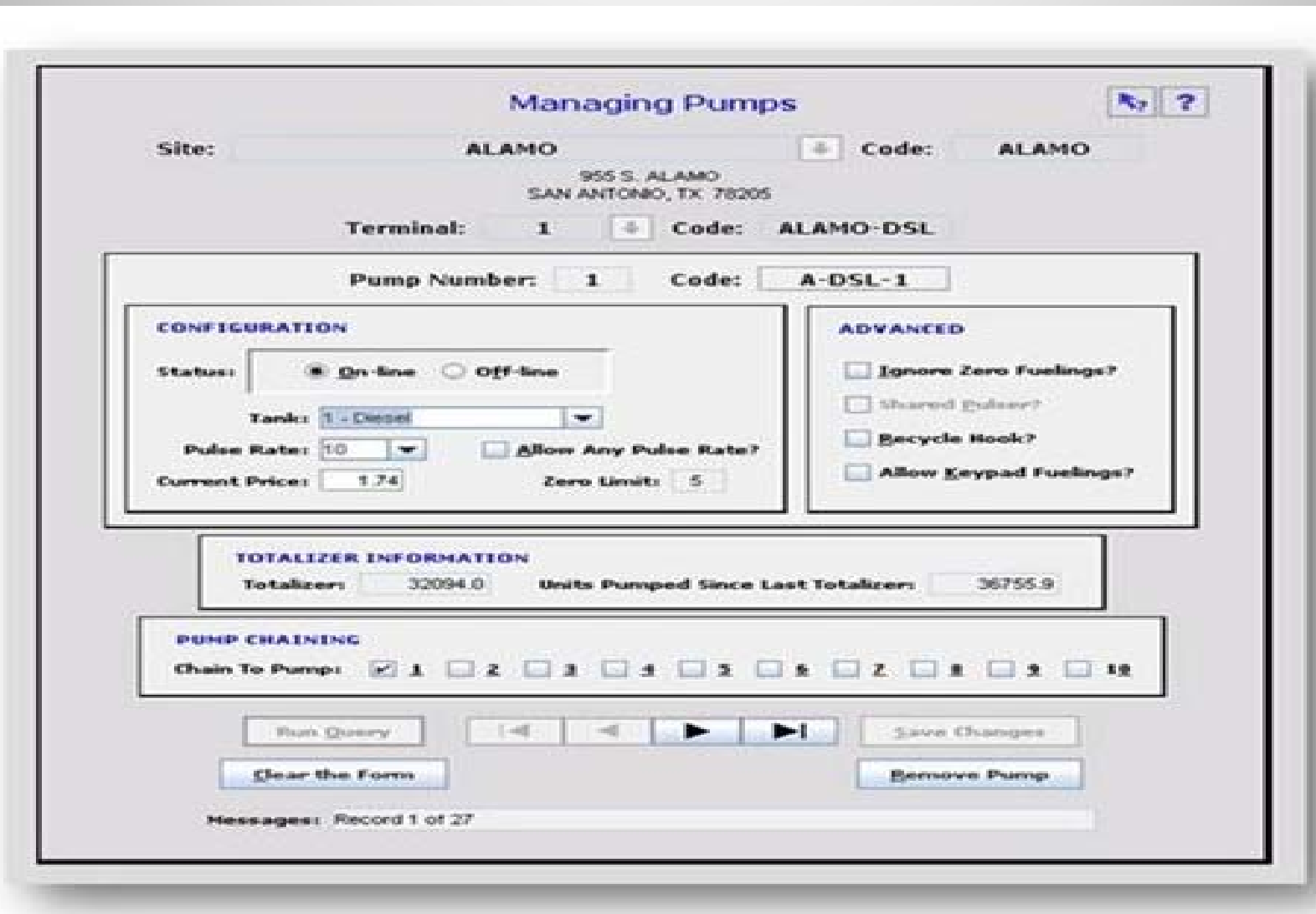
Several Key ROI's include:

- Minimize the consumption of petroleum based fuels and other fluids
- Assure fuel and other fluids security and accountability
- Minimize the cost of fuel used by the fleet
- Provide safe, convenient fueling access for fleet customers
- Provide reliable and accurate fleet data information (odometer and other meter readings, vehicle diagnostic data)
- Assure conformance with all federal, state, and local regulations
- Record and report fuel usage to other enterprise systems and fleet maintenance

Fuel View Navigation Buttons for Site Management

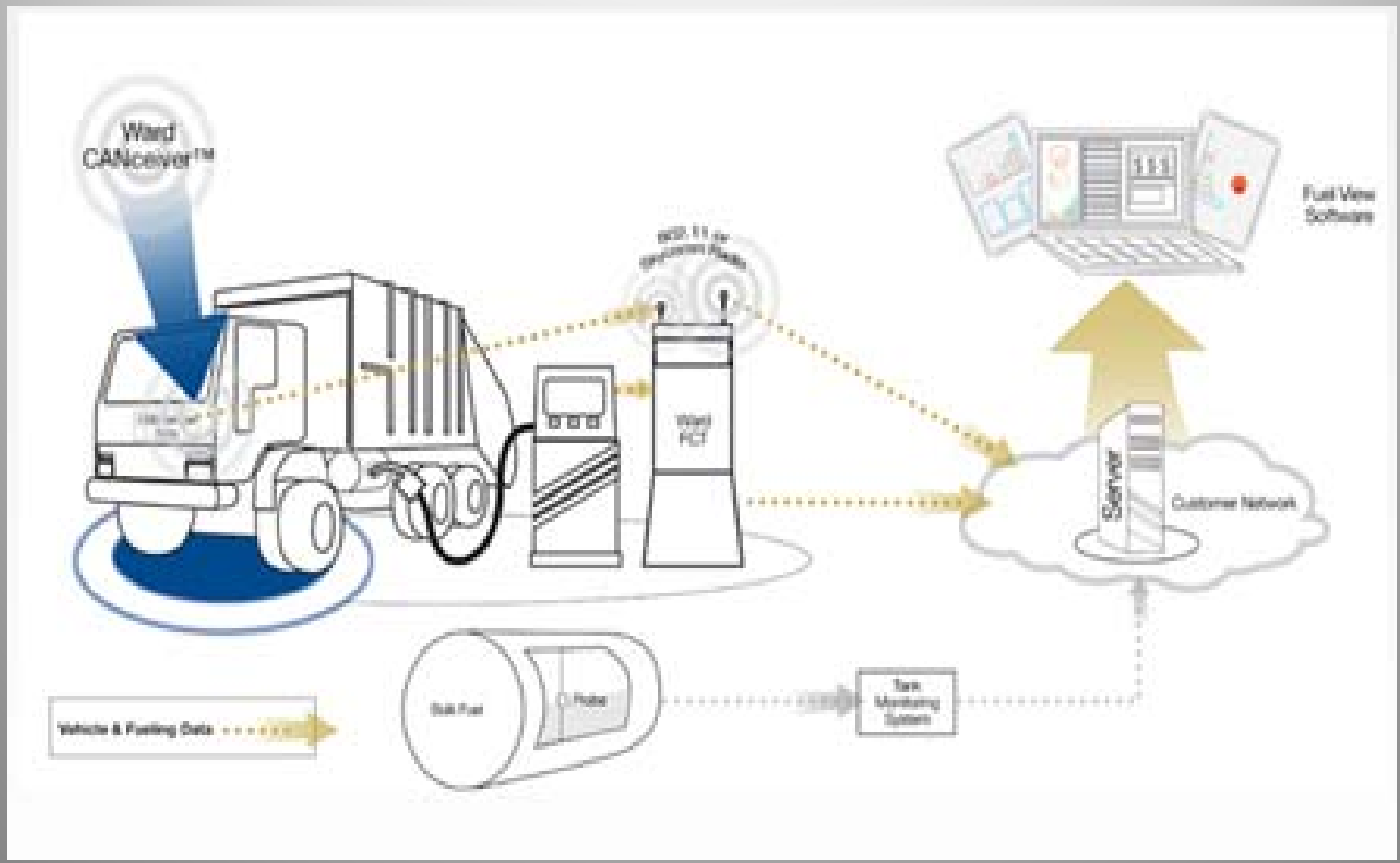


Managing Pump Screen



Managing Fuel Tanks

Ward CANceiver



Data Collection

- Min Charging Voltage
- Diagnostic Summary
- Ignition Count
- Max Speed
- PTO Time
- Average MPG
- Max Engine Temp
- Min Oil Pressure
- Odometer
- Diagnostic Trouble Codes
- Engine Time
- Total & PTO Fuel Consumed
- Maximum Engine RPM
- Stop & Total Idle Time
- Engine Oil Level

Ward CANceiver

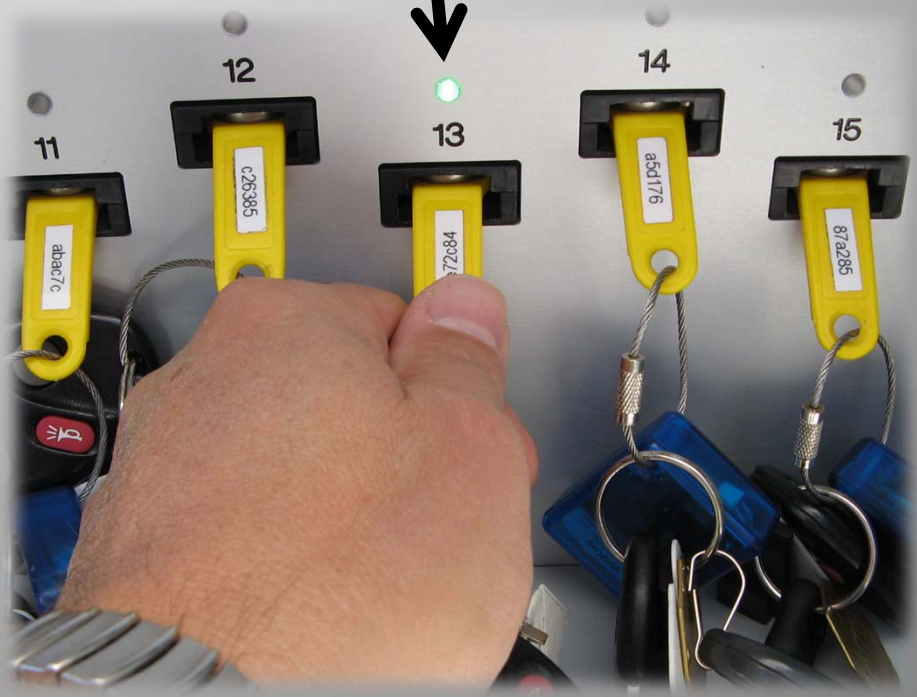
Why are CANceivers important?

- ✓ 100% Accurate Odometer
- ✓ No Manual Data Entry at Terminal
- ✓ Advanced Vehicle Diagnostic Data = **Predictive Maintenance**
- ✓ Driver Behavior Optimization & Risk Mitigation
- ✓ Elimination of Fuel Theft
- ✓ I/O Capability

INVERS CAR SHARE PROGRAM

✓Enter Reservation "C" number

✓Your key will be illuminated



Improved Motor Pool

Through the implementation of the Invers Motor Pool system users will have immediate access to a variety of vehicles on a as needed basis.

Vehicles can be easily reserved – 24/7, via web browser or smart phone.

Key dispatch and return is fully automated and available 24/7.

The fully automated monthly billing system will charge billing accounts directly.

The systems intelligent algorithms will ensure optimal vehicle utilization within the fleet operations.

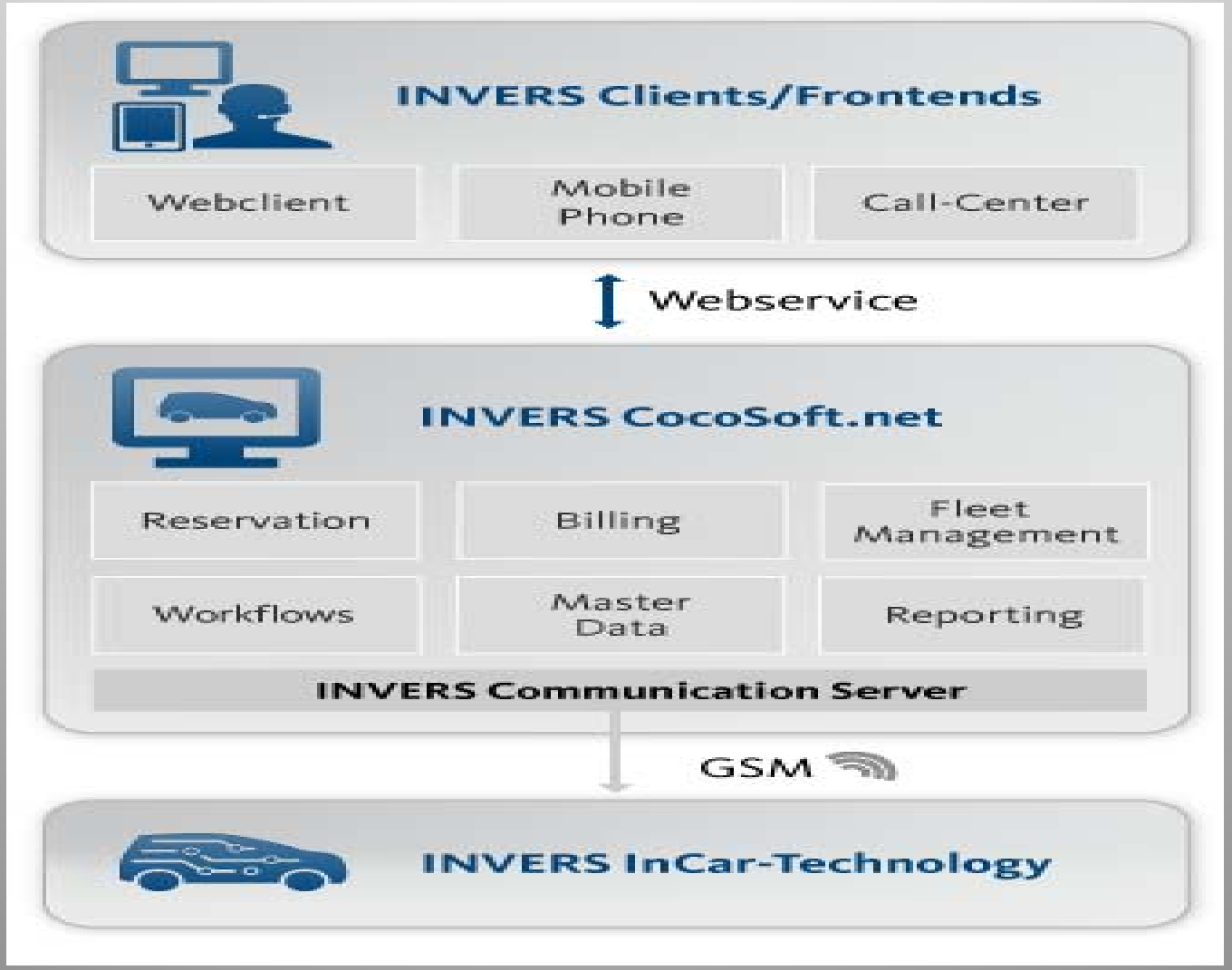
The implementation of the Invers Motor Pool system will assist Fleet Management with the tools required to right-size our fleet assets. Ensuring that we have the right types of vehicles in the right locations, as well as the right number of vehicles in the right location to meet our business needs.

IMPLEMENTATION SITES

These are the initial three (3) pilot sites for the INVERS System:

- County Government Center 168 West Alisal Street
- Health Department 1270 Natividad Road
- Department of Social Services 1000 South Main Street

INVERS OVERVIEW



Future Proposed Improvements

- Establishment of a Maintenance Facility in the South County Area. (Potentially King City)
- EV Support Mechanisms (Charging Stations)
- Fully Automate all County Fueling Sites (EJ Ward)

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Thank You!

Questions or Comments

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