

Fleet Management

Richmond Works

December 13, 2007

Presented by:

Brian M. Howard, Fleet Operations Manager

(2nd presentation)

Brian M. Howard

Experience \ Education

- 1984-1995 US Navy Submarines (propulsion mechanic)
- 1995 Service Department Supervisor, Baker Equipment
(laid off when they filed bankruptcy)
- 1996-2002 Fleet Maintenance Supervisor Greyhound Lines,
Richmond, Va.
- 2002-2007 Director Fleet Maintenance Hampton Roads Transit,
Hampton, Va.
- B.S. Degree Management, Embry-Riddle Aeronautical University
(1996)

Fleet Staffing Levels

- Currently 100% staffed at technician level
- 1 Supervisory vacancy: recruitment I\P
- 1 Project Management Analyst vacancy
discussing modifying position duties

Fleet Action Plan Update

Initiative

1. Fleet inventory-barcode
2. Audit MCMS data
3. Upgrade Database (M5)
4. Audit internal Fund
5. Fuel "ring technology"
6. Establish Standard times

Status

1. 98% completed
2. I\N P with consultant
3. Scheduled Jan – Mar 08
4. Final Proposal Stage
5. Site visits scheduled
6. In conjunction with M5 upgrade

Rationale for upgrading database

- "MCMS" is mainframe based
- We are currently 2 versions behind
- No new versions being offered
- No technical support, patches or fixes
- M-5 is new, web based application
- Tailored to operational \ reporting needs
- Customer portal for read only access

Action plan for upgrade

- Work scheduled to start 2nd week Jan 08
- Being conducted with DIT involvement
- Vendor will supply training to technicians, staff at fleet and we will offer it to customers desiring to attend.
- Projected completion date march 10, 2008

Status of other projects

Initiative

Status

- | | |
|---------------------------------|-------------------------------|
| 1. Manuals; Policy \ Procedures | 1. I\P by Consultant |
| 2. Vehicle Coordinator meetings | 2. Re-established and ongoing |
| 3. Customer Service | 3. Survey cards implemented |

Other noteworthy progress since September 2007

Initiative

1. Scrap metal dumpster
2. Used tire trailer
3. Weekly admin staff meetings, monthly technician meetings

Benefit realized

1. Provided at no cost, eliminates use of our vehicle and labor
2. Stores tires, no mosquito issues, improves appearance
3. Enhances communication, provides forum for discussion of issues, promotes team concept

Tracking \ Monitoring

Fuel usage and cost



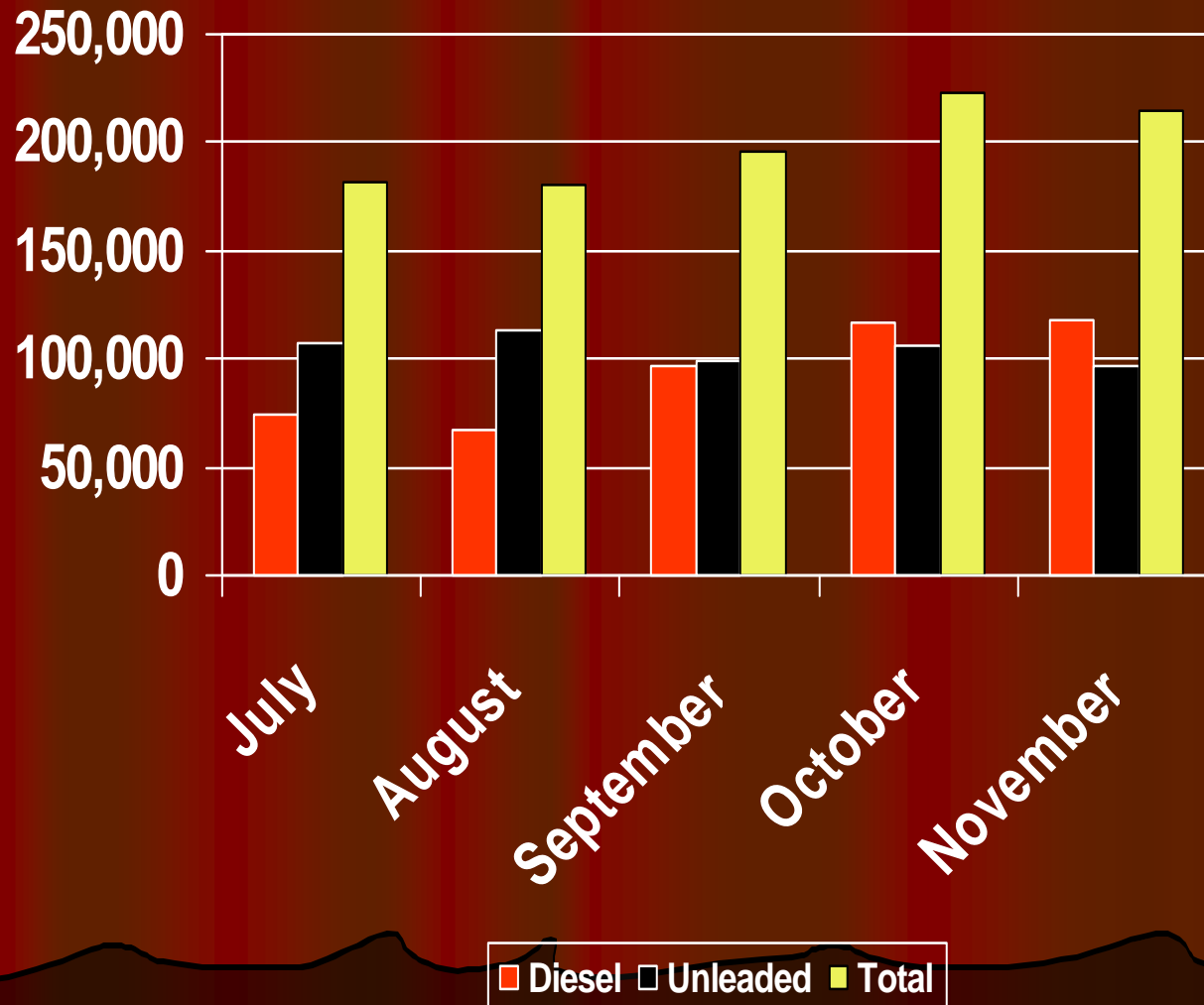
Shop productivity



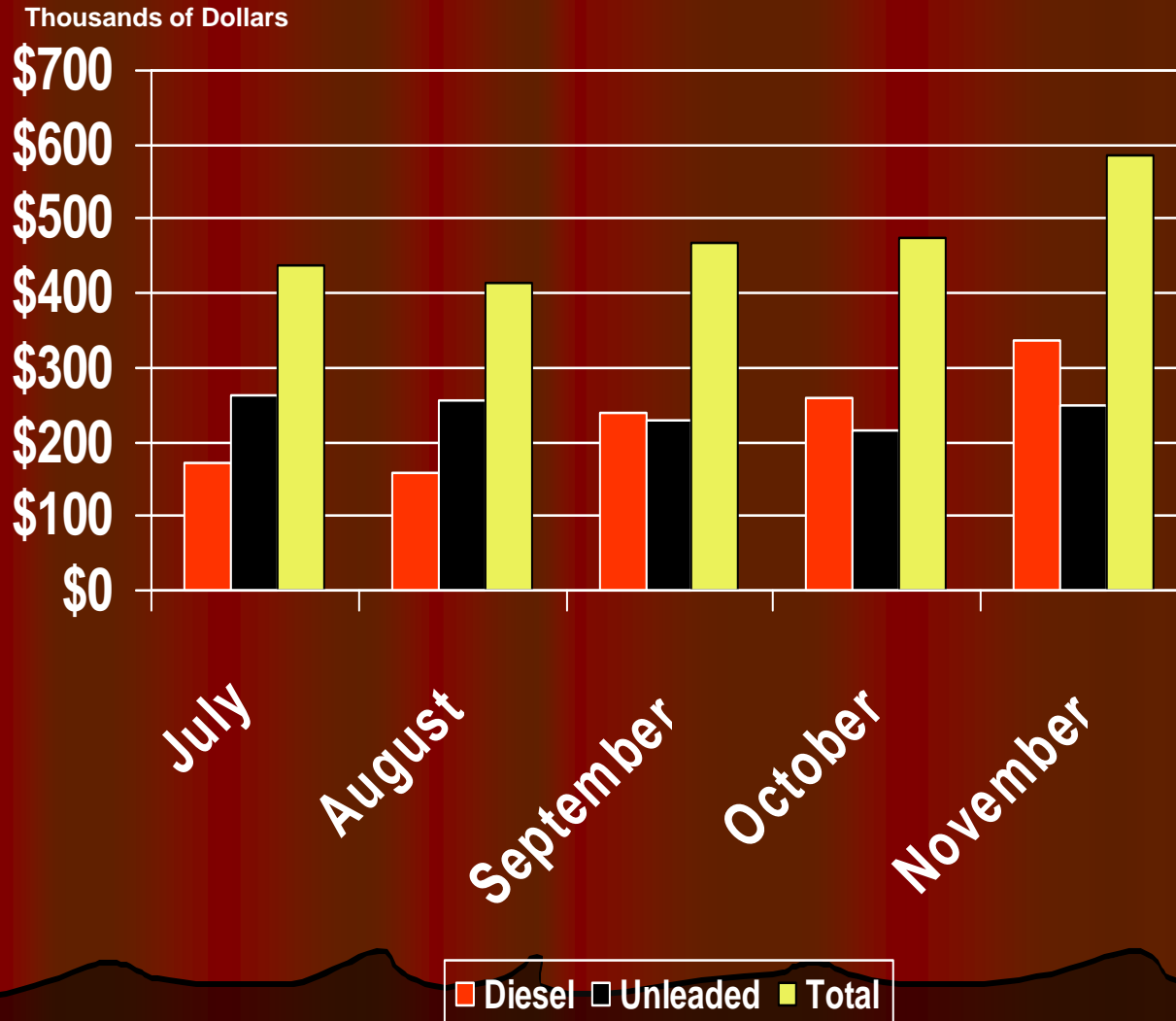
Customer Service



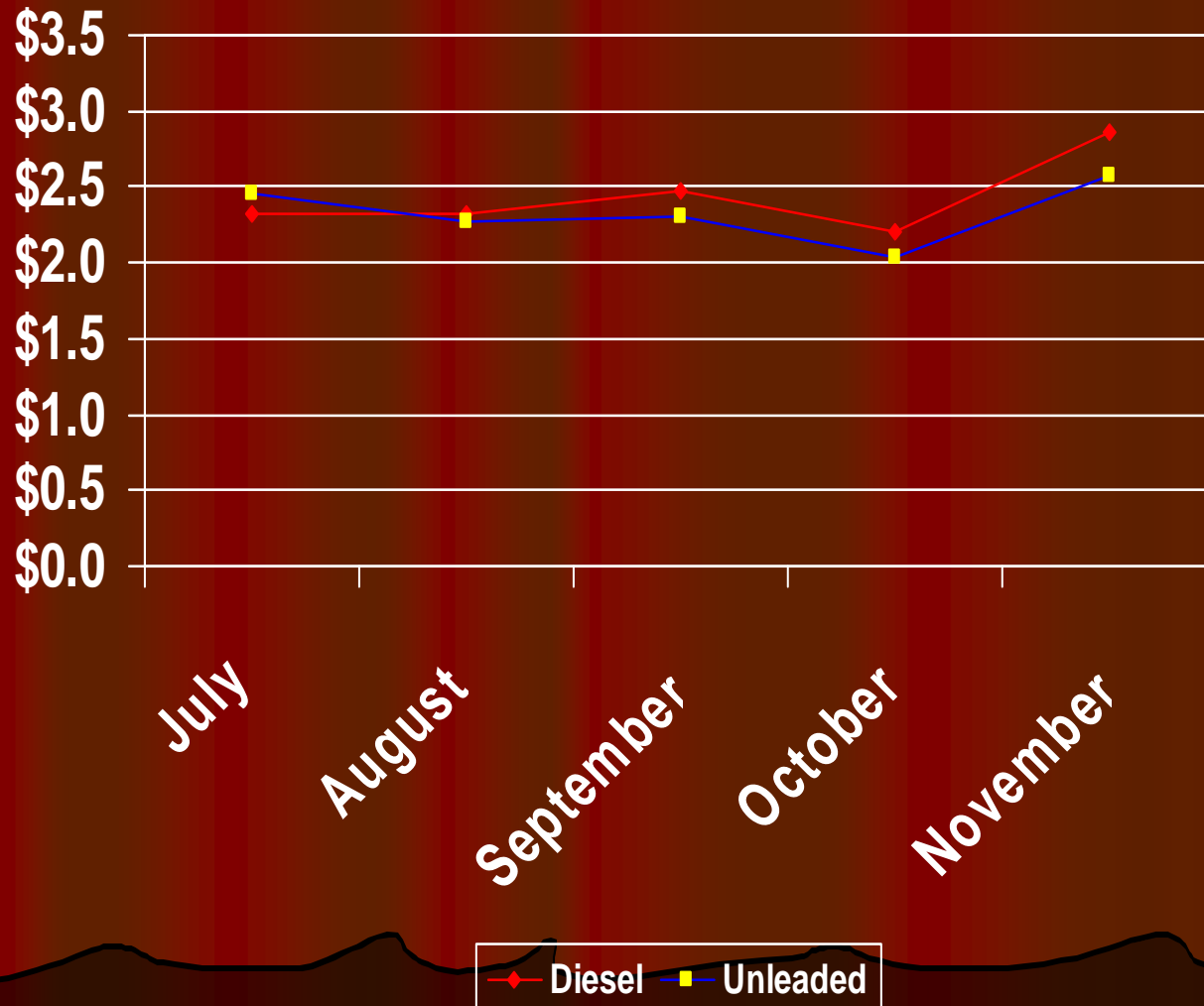
Fuel Consumption – Thousands of Gallons July 2007 – November 2007



Total Fuel Costs July 2007 – November 2007



Average Fuel Cost per Gallon July 2007 – October



Customer Surveys

Month	Excellent	Good	Fair	Poor	# cards
June	3	0	0	0	1
July	6	0	0	0	2
Aug.	24	6	0	0	10
Sept.	25	8	0	0	11
Oct.	21	0	0	0	7
Nov.	250	41	0	0	97
Total	329	55			128

FLEET CUSTOMER SATISFACTION SURVEY



Shop Productivity

(Tasks completed)

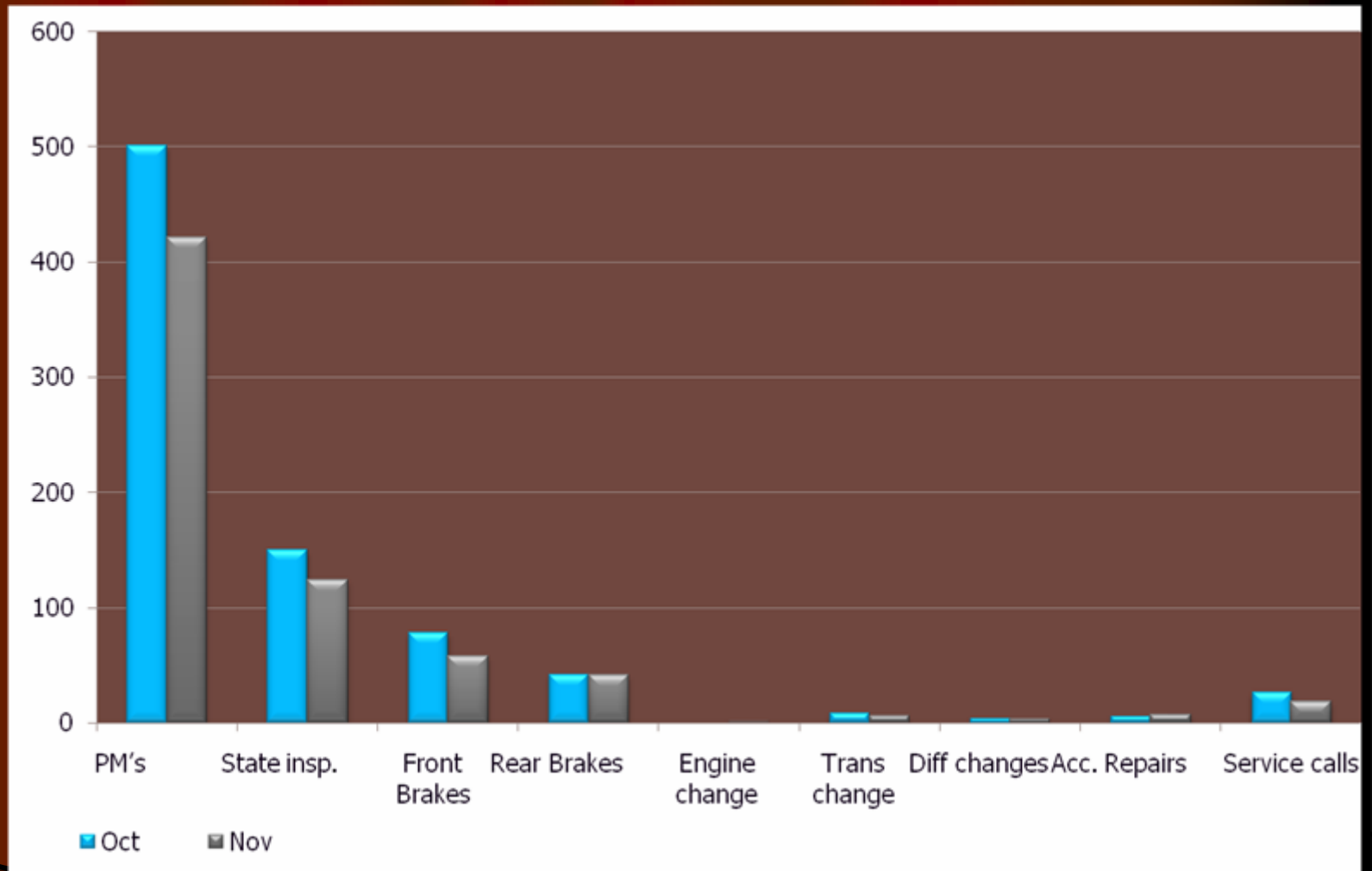
October

- PM's 501
- State insp. 150
- Front Brakes 78
- Rear Brakes 42
- Engine change 1
- Trans change 8
- Diff changes 3
- Acc. Repairs 5
- Service calls 26

November

- PM's 421
- State insp. 124
- Front Brakes 58
- Rear Brakes 41
- Engine change 1
- Trans change 6
- Diff changes 3
- Acc repairs 7
- Service calls 18

SHOP PRODUCTIVITY



Abuse Fees Billed

October

62 late inspections

\$3100 assessed

November

108 late inspections

\$5400 assessed

Continued Efforts \ Initiatives

- Reduce late PM's through communication and coordination with departmental liaisons
- Establish \ implement escalation process for late PM's and habitual abuse
- Continue training \ developing Fleet Staff regarding ability \ necessity of tracking and reporting functions

In Conclusion...

- Fleet has made significant progress in the past few months.
- We are on track, headed in the right direction and stability is taking hold at fleet.
- We are committed to meeting our goals and addressing the recommendations in the Audit Report.
- We will continue to work hard to prove our worth to the City of Richmond.