

**FLEET SERVICES  
VEHICLE MANAGEMENT**

**Fiscal Year 2008  
2nd 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	2,123	2,299	2,140	
Replacement vehicles purchased	0	23	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	2,869	2,762	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  
2nd 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	94	95	94
Percent of time parts procurement achieved a two-day turn around time	94	93	94
Gallons of fuel purchased	594,239	574,730	1,200,000
Number of purchase documents processed	5,039	4,025	8,500
Average inventory cost per numbered vehicle	1,319	1,242	1,555
Total fleet availability rate (%)	N/A	N/A	95

**FLEET SERVICES  
EQUIPMENT MAINTENANCE**

**Fiscal Year 2008  
2nd 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.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Preventive maintenance (PM) service (number of vehicles)	1,229	1,094	2,400	
Auto mechanic productivity (percentage of labor hours worked vs available annually)	87	92	90	
Percentage of time general/special purpose fleet equipment is available	96	96	96	
Percentage of equipment submitted for repair and repaired on a scheduled basis	60	48	80	
Percent of time rental fleet equipment is available	64	62	80	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Average maintenance cost per vehicle	1,044	534	2,140	

**Notes**

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- 2 Measure reported annually.