



PhillyStat



Office of Fleet Management
December 12, 2011



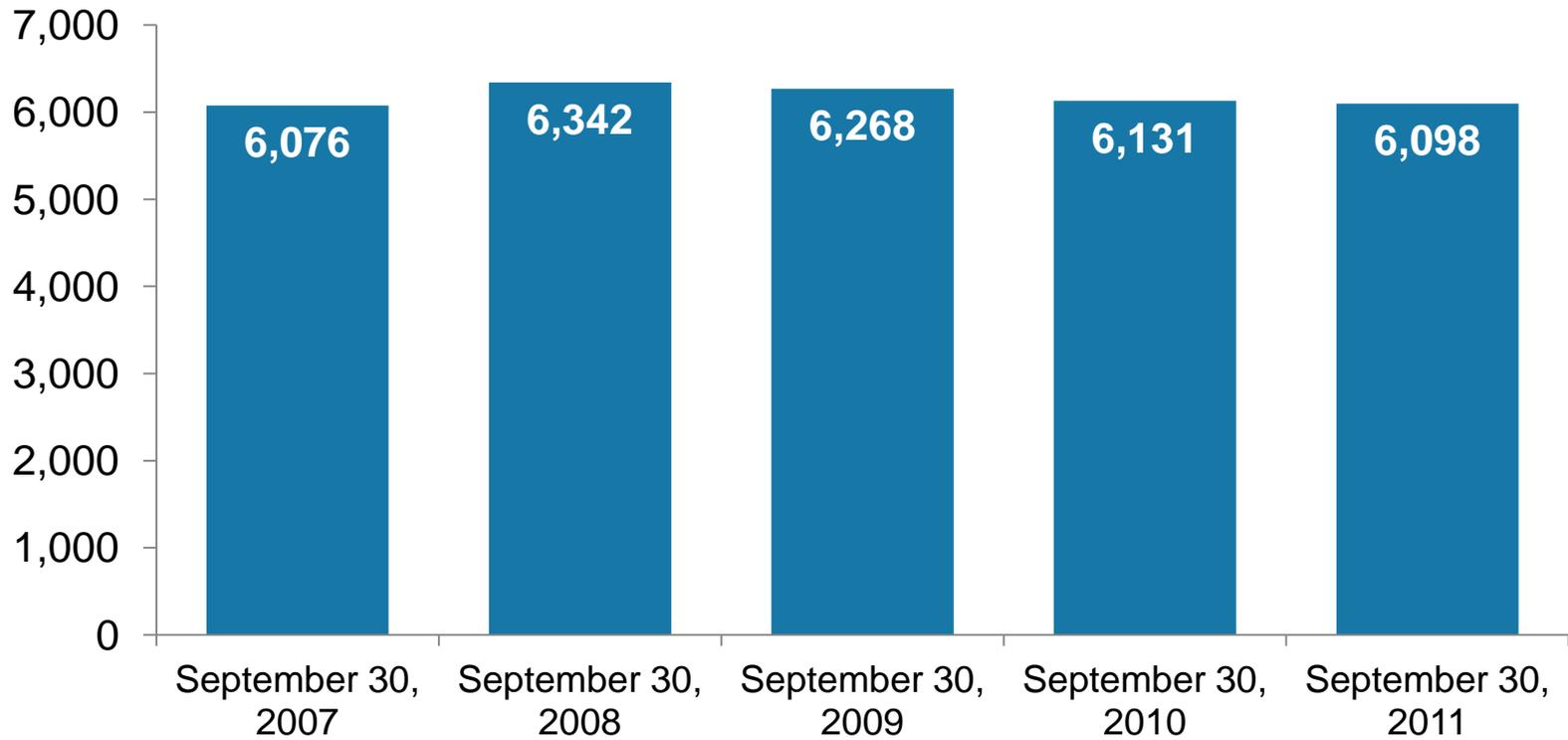
The mission of Fleet Management is to support City departments and agencies in the delivery of municipal services by ensuring that City vehicles and other automotive related equipment and services are available, dependable and safe to operate.

- The Office of Fleet Management intends to focus on four major initiatives over the next five years.
 - Capital Project Development at Shop 134
 - Consolidation of Tire Shop & Collision Center
 - Training and Technology Center Development
 - Move Administration Office to the Center Facility
 - Replacing older, often repaired, equipment for new, more reliable technologically efficient vehicles.
 - Continue to sustain the current work force through rigorous training, while maintaining and improving productivity.
 - Develop thoughtful succession planning by evaluating individuals who would be successful in the department's most important positions.

Fleet Management is a service department. Our role is to provide safe and reliable vehicles and equipment to the operating departments. During the reporting period:

- Vehicle Availability: OFM meets daily requirements of 100% Radio Patrol Cars, 100% Medic Units and 100% Compactors, which are all considered high priority for the safety and security of the citizens
- Budget Overview: \$5.9 million deficit is projected in FY12 Quarter 1, due to fuel costs.
- Succession Planning: The first three phases of succession planning has been completed and the project is on track
- FUMES Upgrade: 16 year old FUMES technology upgrade is on target. 9 sites upgraded, as of FY12 Q1.
- Customer Service Training completed for 19 Administrative Staff, 11 Team Leaders and 10 Supervisors as of FY12 Quarter 1. Customer service training is scheduled for 21 Team Leaders and 5 Supervisors in Quarters 2 and 3.

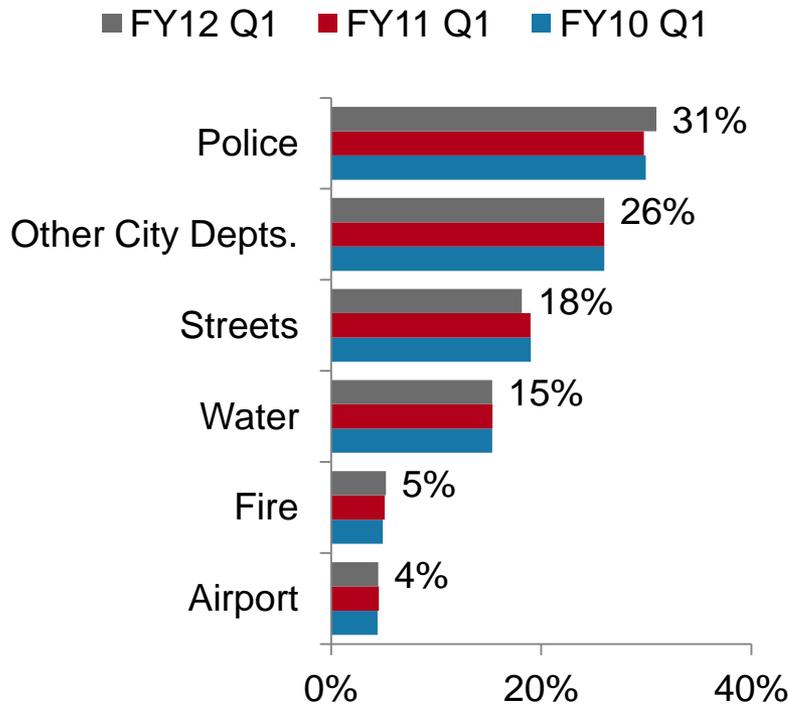
1.1 Number of Vehicles Managed



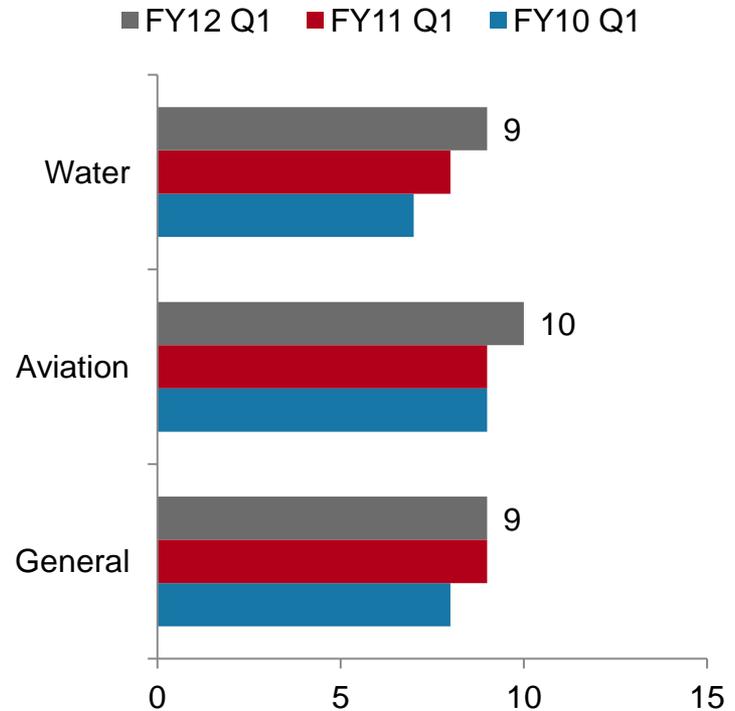
- Data Notes:
 - Excludes some equipment classes, all attachments and relinquished vehicles.
 - Shows both general and enterprise fund vehicles.

Data Source: Fleet Accounting Computer Tracking System (FACTS), as of 12/6/11.

1.2 Total Number of Vehicles Grouped by Major User Categories Fiscal Years 2010-2012



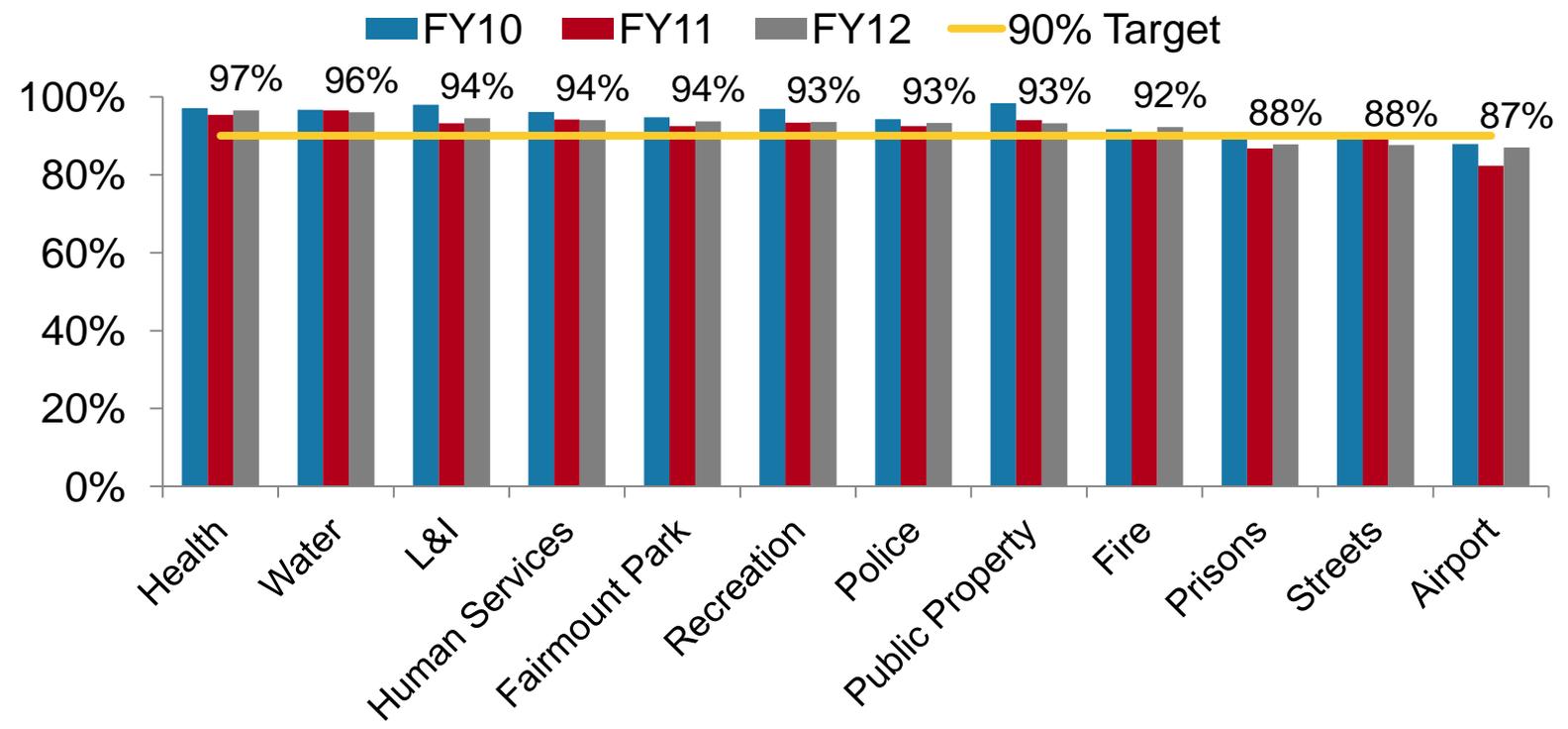
1.3 Median Age of Vehicles by Fund (In Years) Fiscal Years 2010-2012



• Data Notes:

- FACTS, As of 12/6/11, excludes some equipment and attachments, non-City Agencies costs not tracked in FACTS. Data Source: Fleet Accounting Computer Tracking System (FACTS)

1.4 Percent Availability by Department Fiscal Years 2010-2012, Quarter 1



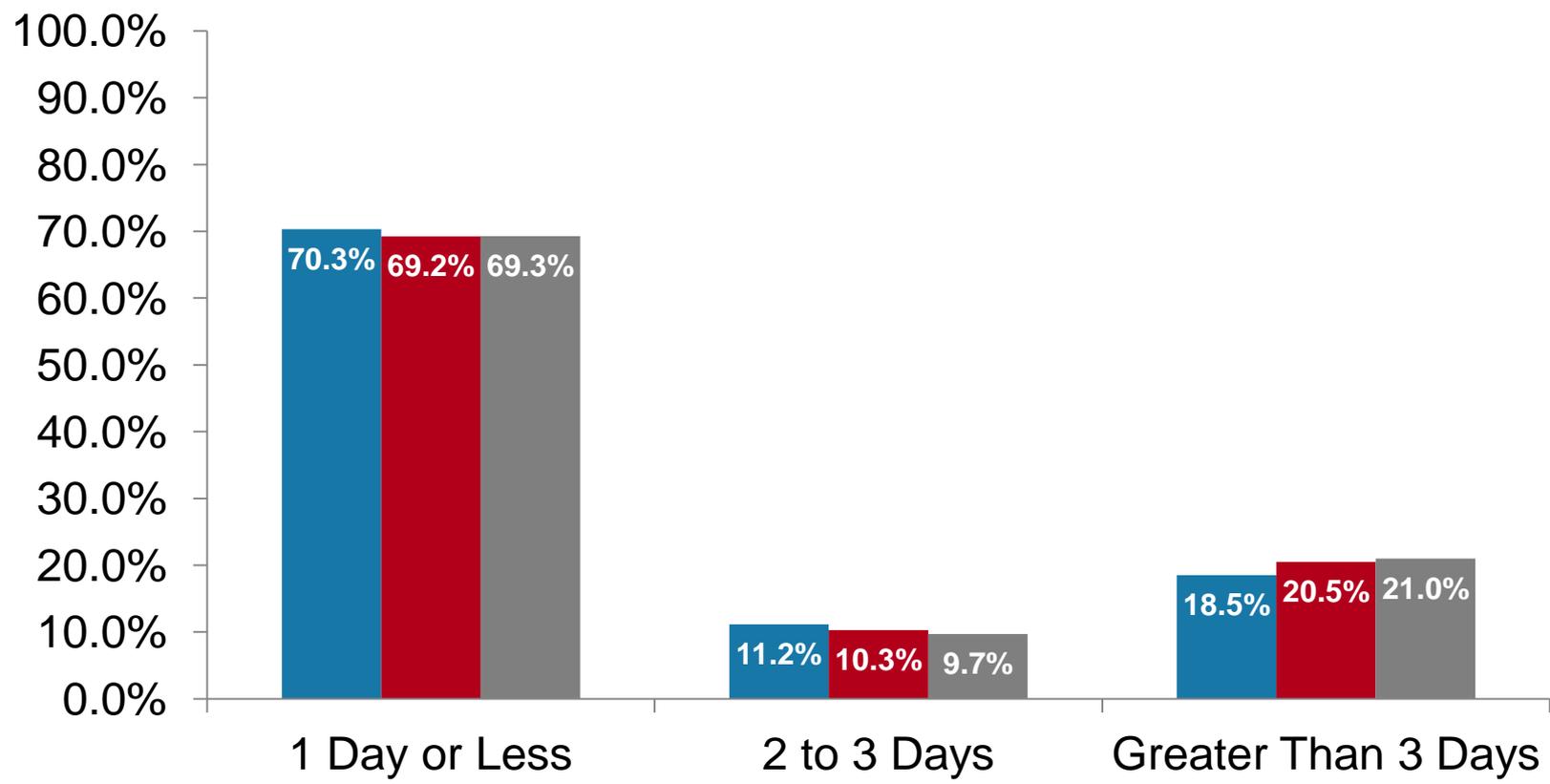
Percentages displayed are for FY12 Quarter 1.

- Data Notes:
 - Excludes some equipment and attachments

Source: Fleet Accounting Computer Tracking System (FACTS)

**1.5 Vehicle Repair Turnaround Time
Percent of Work Orders Completed - Citywide
Fiscal Years 2010-2012, Quarter 1**

■ FY10 ■ FY11 ■ FY12



Source: Fleet Accounting Computer Tracking System (FACTS)

Additional Metrics, Customer Service

- Error rate – tracking ability TBD
- PM completion rate – tracking ability TBD
- Improve data entry accuracy at shop level
 - Repair orders reviewed by Supervisors
 - Provide personalized training as needed
- Job sampling by Supervisors
 - Shop Supervisors will sample each other's work
 - Standard procedure and forms for inspections

2.1 Customer Service Academy Update

- In FY12 Quarter 1, the Department completed Customer Service Training for:
 - Administrative Staff: 19 employees
 - Team Leaders: 11 employees
 - Supervisors: 10 supervisors
- For FY12 Quarters 3 and 4, Customer Service Training is scheduled for:
 - Team Leaders: 21 employees
 - Supervisors: 5 employees

Customer Service Officer

- CSO Richard Sinclair completed training.
- CS Surveys finalized and approved
- Survey deployment to shops in December
 - Initial deployment at Shops 134, 159, 223, 258
 - Add Sanitation Shops in January / February
- CS telephone number and e-mail address created for comments / complaints
- TTN training made available to AFMs to review and assign to Supervisors

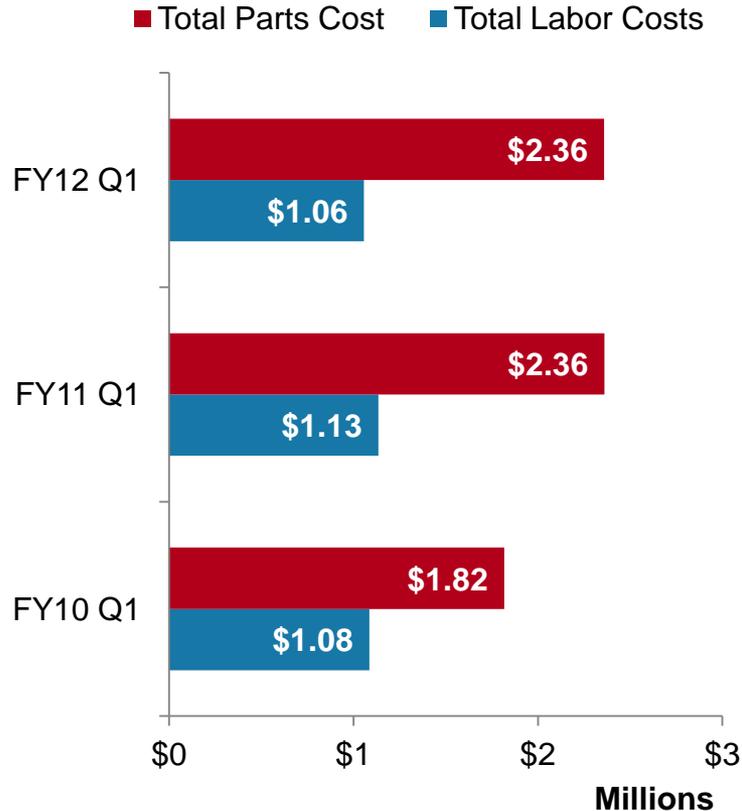
OFM Key Customer Service Metrics

- Vehicle Availability (already tracked)
- Turnaround time (already tracked)
- Response time – tracking ability TBD
 - Road service and Tire Shop (when calls are received)
- Quality of work
- Maintain professional appearance (captured in surveys)
 - Staff – uniform policy
 - Facilities – cleanliness, organization

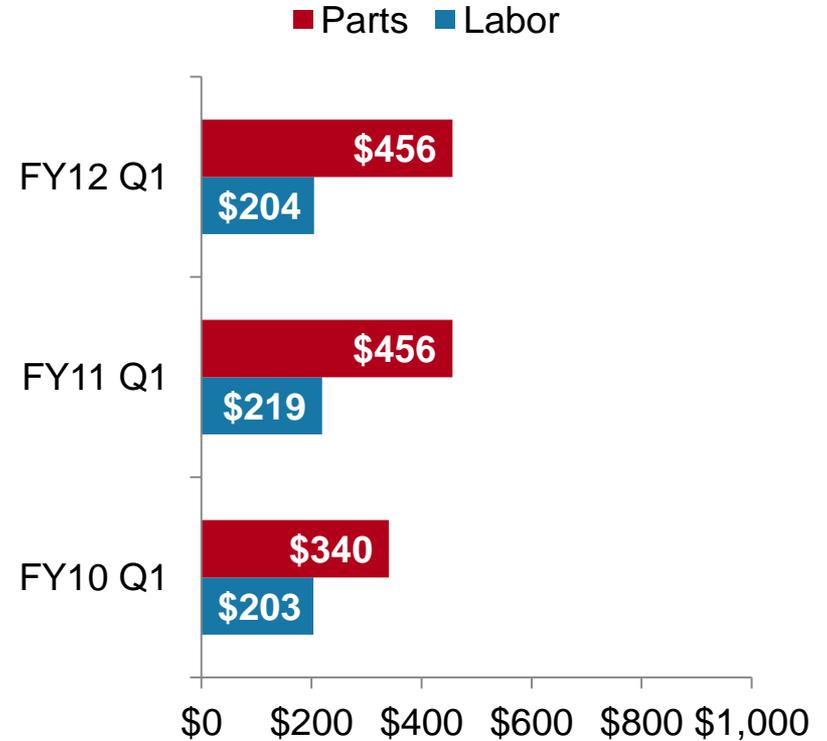
Fleet Management Finance Dashboard							
Total Budget (In millions)	FY12 Q1	FY09	FY10	FY11	FY12	FY12	% of FY12 Approp. Spent, YTD
Total Appropriations, Historical	-	66.3	59.8	63.9	-	-	-
Other Funds	-	11.7	12.5	11.8	-	-	-
General Fund							
Vehicle purchases	-	6.4	2.7	4.5	-	-	-
Fuel	-	16.6	14.6	17.4	-	-	-
General Fund w/o vehicle purchases and fuel	-	31.6	30.0	30.2	-	-	-
General Fund Appropriations/Obligations, Current							
Total target appropriations	14.3	-	-	-	44.9	-	-
Total obligations	14.3	-	-	-	-	-	32%
<i>Class 100</i>	FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY12		
Target Budget	3.6	-	-	-	15.6		
Expenditures	3.6	-	-	-	-		23%
<i>Class 200</i>	FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY12		
Target Budget	1.8	-	-	-	4.9		
Expenditures	1.8	-	-	-	-		37%
<i>Class 300</i>	FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY12		
Target Budget	9.0	-	-	-	24.3		
Expenditures	9.0	-	-	-	-		37%
<i>Class 400</i>	FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY12		
Target Budget	0.008	-	-	-	0.200		
Expenditures	0.008	-	-	-	-		4%
General Fund Overtime	FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY12		
Total target overtime appropriations (General Fund)	0.651	-	-	-	2.6		-
Total target overtime obligations (General Fund)	0.651	-	-	-	-		25%
General Fund Revenues	FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY12		% of FY12 target collected, YTD
Total target revenues	0.723				2.1		
Total actual revenues	0.723						34%

% of annual appropriations spent, FY12 Q1	
	25% and below
	26-50%
	51% and above

**3.1 Total Labor and Parts Costs
Fiscal Years 2010-2012, Quarter 1**



**3.2 Total Labor and Parts Costs per Vehicle
Fiscal Years 2010-2012, Quarter 1**



Note: Both graphs showing labor and parts costs, excluding Airport and Water Department.

Source: FACTS

Fleet 3.3 Disadvantaged, Minority, Women Business Enterprise (DMWBE) Contracts FY12 Q1			
Contract	DMWBE Commitments	Total Contracts	DMWBE (%)
Supplies, Services and Equipment	\$0	\$1,498,927	0%
Small Order Purchases	\$7,773	\$19,523	40%
Miscellaneous Purchases	\$25,000	\$50,000	50%
Total Contracts	\$32,773	\$1,568,450	2%

Note: Source, Office of Economic Opportunity – Report on Minority Contribution, preliminary report. City target for minority participation is at least 30%. Fleet has direct control of Purchases of Professional Services and Miscellaneous Purchases only.

Source: Office of Economic Opportunity, City of Philadelphia



Project Name	Description	Status	Target Delivery Date
4.1 FACTS	Assess department and Citywide work order/asset management system	Documentation complete. Replacement assessment on hold.	Pending prioritization
4.2 FUMES	Upgrade of existing 16 year old FUMES technology	9 out of 64 Fuel Sites Completed, 2 more since FY12 Q1. Starting one more site in mid-December	TBD (Fleet)

Fleet Management Human Resources							
<i>HUMAN RESOURCES</i>	FY12 Q1		FY12 Q2	FY12 Q3	FY12 Q4	FY12 Target	% Diff. from Target
Total Budgeted Positions	340						
General Fund	269		-	-	-	283	-5%
Water Fund	50		-	-	-	55	-9%
Aviation Fund	21		-	-	-	22	-5%
Number of Vacancies							
General Fund	14		-	-	-	-	-
Water Fund	5		-	-	-	-	-
Aviation Fund	1		-	-	-	-	-
Average Vacancy Rate							
General Fund	5%		-	-	-	-	-
Water Fund	10%		-	-	-	-	-
Aviation Fund	5%		-	-	-	-	-
Average time from Certification to Appointment	-						
Undocumented Sick Leave Usage (Fleet), In Days	0.94		-	-	-	-	-
Undocumented Sick Leave Usage (City), In Days	0.97		-	-	-	-	-
Retirement Eligible (Not in DROP)							
General Fund	3%		-	-	-	-	-
Water Fund	1%		-	-	-	-	-
Aviation Fund	0%		-	-	-	-	-
Retirement Eligible (Enrolled in DROP)							
General Fund	12%		-	-	-	-	-
Water Fund	1%		-	-	-	-	-
Aviation Fund	1%		-	-	-	-	-

5.1 Succession Planning Timeline

Phase	Description	Deadline	Comments/Status
Phase I	Identifying Critical Positions	1/15/11	Complete.
Phase II	Determine Core Competencies for Critical Positions	3/15/11	Complete
Phase III	Identify and Evaluate Potential Successors	4/15/11	Complete
Phase IV	Generate and Implement Development Plans	Spring 2012	In Progress
Phase V	Develop, Monitor, Review	Ongoing	

Source: Office of Human Resources

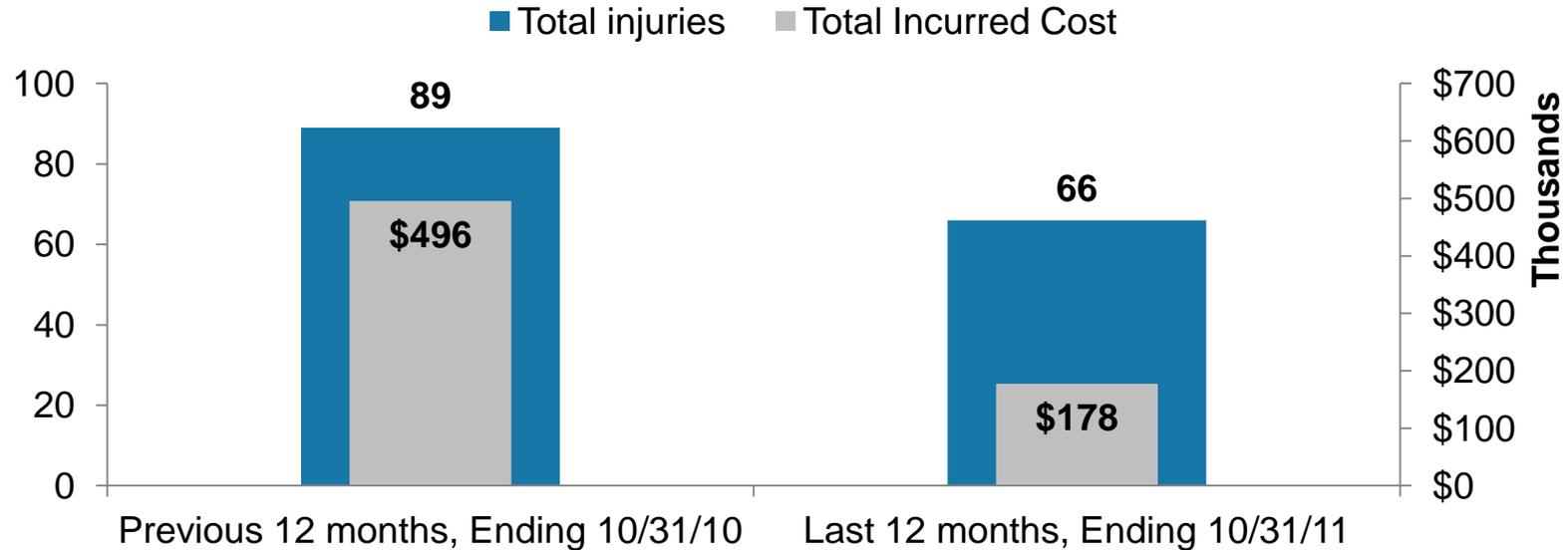
5.2 Quarterly Safety Program Performance, FY12 Q1	Proactive Indicators	Reactive Indicators	Overall Rating
Performance	70%	100%	85%
Target	85%	95%	90%

FY12 Quarter 1

- **Proactive indicators:**
 - 15 percentage points below the target
 - Improvement needed in the areas of hazard and exposure assessment, safety training, and employee involvement.

- **Reactive indicators:**
 - Exceeded target for FY12 Quarter 1, largely due to high performance in COPA II received, and incurred cost reduction.

5.3 Total Fleet Injuries and Incurred Cost 12 Months, Ending Oct. 31



- In the past twelve months, Fleet reported 66 injury claims were made at an incurred cost of \$177,575.
- Injuries are down by 26%, and incurred cost down by 64% compared to the previous period.

Source: Office of Risk Management, monthly report

Note: Department incurred cost is the combination of actual paid costs and future estimated costs based on statistical analysis. This figure does not include Reg. 32/H&L loss wages paid by the employee department. Projections are estimated claims costs using department specific historical data for each cause type. This figure does not include Reg. 32/ H&L loss wages paid by the employee department.

Key Challenges

- Fuel Budget
- Capital Project Development & Implementation
- 80 Additional RPC Request
- Vehicle Acquisition Funding
- Manpower Allotment
- Employee Reward System

- Continually met vehicle needs of Public Health and Safety
- Vehicle Lease Finance Program
 - New Off-Street Parking Initiatives Annual Savings of \$200,000

The mission of Fleet Management is to support City departments and agencies in the delivery of municipal services by ensuring that City vehicles and other automotive related equipment are available, dependable and safe to operate.

For more information about PhillyStat:

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- Follow us on Twitter @PhillyStat
- Find us online at www.phila.gov/phillystat
- Email us at phillystat@phila.gov

Operations

- **Number of vehicles managed** is a point in time count. Count excludes some equipment classes, all attachments and relinquished vehicles. Count also excludes quasi-governmental and new vehicles that have not been assigned. Shows both general and enterprise fund vehicles.
- **Total number of vehicles grouped by major user categories**, is the percent of usage by department. Count excludes some equipment classes and all attachments. Count also excludes quasi-governmental and new vehicles that have not been assigned. Shows both general and enterprise fund vehicles.
- **Total parts and labor costs grouped by major user categories**, is the percent of costs by department. Includes direct labor costs only. Costs excludes Airport, Water Department, some equipment classes, all attachments, fringe costs and quasi-governmental and new vehicles that have not been assigned. Shows both general and enterprise fund vehicles.
- **Median age of vehicles** For vehicles, Citywide. Shows the midpoint, where half of vehicles are above and half are below this age. Excludes some equipment and attachments. Excludes quasi-governmental vehicles and vehicles with model years recorded in error.
- **Percent average availability by department** is 1 less the total number of days divided by the total number of vehicle days (downtime). Total number of vehicle days is calculated as the total number of vehicles multiplied by the total days in operation.

Operations (cont.)

- **Vehicle repair turnaround time, percent of work orders completed Citywide, is** the number of days vehicles are in repair before they are returned to departments.

Finance

- **Total appropriations** are the total funds allocated to departments, as approved by City Council.
- **Target appropriations** is the budget amount departments anticipate spending, given their total appropriations, (i.e. fiscal quarter year to date, fiscal year). Targets are set by departments and the Budget Department in partnership. Annual targets are set after annual budget is adopted.
- **Obligations** are total department expenditures and encumbrances.
- **Spending classes** included are Class 100 (Personnel), Class 200 (Purchase of services), Class 300 (Materials and supplies) and Class 400 (Equipment).
- **Overtime** includes regular and holiday overtime.

Human Resources

- **Total budgeted positions** includes Aviation, Water and General Funds. Vacancy rate, percentage in DROP and percentage retirement eligible taken from their respective funds.
- **Total Fleet injuries and incurred cost** Department incurred cost is the combination of actual paid costs and future estimated costs based on statistical analysis. This figure does not include Reg. 32/H&L loss wages paid by the employee department. Projections are estimated claims costs using department specific historical data for each cause type. This figure does not include Reg. 32/ H&L loss wages paid by the employee department.