

2018-2019 BUDGET QUESTION

Response to Request for Information

DEPARTMENT: Fleet Services

REQUEST NO.: 170

REQUESTED BY: Tovo

DATE REQUESTED: 9/4/18

DATE POSTED: 9/8/18

REQUEST: On page 86 of the proposed budget, please provide greater detail regarding what the proposed ten positions for Fleet Services will accomplish and why the additional positions are required. Please also provide the total cost for these additional ten positions.

RESPONSE:

The first step in becoming a Smart City is to “Know your Customer”. To better serve our Customers and support the Mobility Strategic Outcome, ten positions are proposed in the Fleet Services’ budget. Fleet Services supports City operations in completing their missions and is integral to the continuity of City services. The Department accomplishes this by optimizing the following areas: 1) Maintenance and repair operations; 2) Vehicle and business support services; and 3) Emerging technologies.

Position details:

- Seven Fleet Service Consultants will assist Fleet with an improved customer service experience and quality control. The Consultants will focus on the customer’s needs so that technicians and supervisors can concentrate on the direct maintenance and repair of vehicles and equipment. Some examples would be: customer intake, initial diagnosis, data entry, maintenance research, customer follow up and arranging for alternate transportation. Two metrics that will be used to measure success are Average Wait Time and Availability Rate. The total projected cost is \$663,200.
- Two Inventory Control Specialist III positions will provide coverage and support for the added maintenance shifts required due to a growing fleet. Inventory Specialists are responsible for ordering and issuing parts to technicians to complete vehicle maintenance and repairs, maintaining proper inventory levels, and ensuring adequate key controls are in place to mitigate the risk of loss of inventory. The total projected cost is \$149,187.
- One Fleet Project Manager will be responsible for the oversight of projects related to Emerging Technology. Projects include vehicle connectivity using GPS Telematics, Smart City mobility initiatives such as ride sharing, car sharing and electrification of the fleet including vehicle acquisitions and charging infrastructure layout. The Project Manager will also be responsible for projects related to maintaining and improving the quality and condition of Fleet’s facilities which will be instrumental to the future success of Fleet operations. The total projected cost is \$141,552.