

20th Annual Arizona Solid Waste Management Seminar

DEVELOPING A WORKING RELATIONSHIP WITH YOUR FLEET ORGANIZATION

Area 51

Top Secret Project

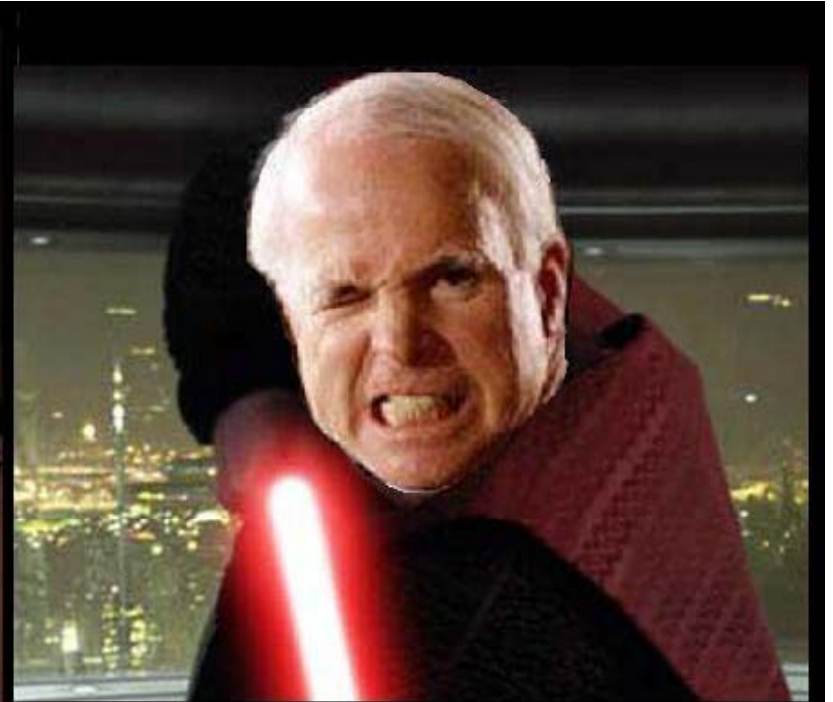


The Politicians have always known that we existed



Obama

JEDI MASTER/HIGH GENERAL
ALLIGENCE TO DEMOCRACY
(DEMOCRAT)



McCain

DARK LORD EMPEROR OF THE
REPUBLIC EMPIRE
(REPUBLICAN)

Etep 25

Class 4 - Grey Visitor



Project Manager
Gobi 3
Class 1 – Small Purple Norff



We Were in the Middle of Nowhere



This Sign Really Excited Our Visitors



Citizen Capturing One of Our Small Solid Waste Spacecraft



This is the auction that I attended to buy it back for the Government



Duties of the Fleet Services Department

- Focus maximum effort on customers and provide high value products and services.
- Provide the agency with vehicles, equipment, maintenance, fuel, tires and fleet management services
- Maintain an acceptable balance of overall value versus cost

What's Fleet Not Responsible For?

- Funding additions to the Fleet – Fleets usually fund replacements vehicles only.....**see the City Manager**
- Lend money – the ISF Fund does not lend the Solid Waste Department money.....**see the Budget Director**
- We don't absolve sins**see the Almighty**
- **We're open to about every other legal request**

What Should Fleet Do For It's Customer?

- **Be professional** – prove you know what you are doing
- **Communicate** – listen to us, we pay the bills..!!!!
- **Repair our equipment on time** – we need it!
- **Make sure it's repaired right every time** – we don't want to bring it back
- **We don't want it to cost a lot** – free would be fine!
- **Help us determine our equipment needs** – we think we know what we want
- **Help us justify a new vehicle**

Be Professional



- **Act professional** – Be interested, educated, and informed
- **Look professional** – Good grooming, staff in clean uniforms, etc.
- **Be organized** – Shop, computerized records, work-order system
- **Training** – ASE Certification, OEM and aftermarket training

Your Life is in our Hands



MECHANICS

Some are more professional than others

[/MotivatedPhotos.com](http://MotivatedPhotos.com)

Technical Training Class

Death Wish - 101



INTELLIGENCE

We can't all have it.

Is This Guy Working in Your Shop.....?



The Heavy-Duty “Duct Tape Mechanic”....?



YOUR MECHANIC

it's doing it wrong

The Light – Duty Version “The Zip-Tie Mechanic”



Non-Traditional.....?



SILLY WOMAN

That's not the kitchen

ASE Certification is the Goal



National Institute for
**AUTOMOTIVE
SERVICE
EXCELLENCE**

Be it known that

STEVE BAGDASAR

having successfully passed the examinations and satisfied
the experience requirement is hereby CERTIFIED as a

MASTER AUTOMOBILE TECHNICIAN

with COMPETENCE in the following areas.

	Expires
ENGINE REPAIR	06/12
AUTOMATIC TRANS/TRANSAXLE	06/12
MANUAL DRIVE TRAIN AND AXLES	06/12
SUSPENSION AND STEERING	06/12
BRAKES	06/12
ELECTRICAL/ELECTRONIC SYSTEMS	06/12
HEATING AND AIR CONDITIONING	06/12
ENGINE PERFORMANCE	06/12

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RONALD H. WEINER, President

ASE Blue Seal of Excellence Fleets Arizona

- **City of Avondale**
- **Town of Buckeye**
- **City of Goodyear**
- **City of Mesa** – Largest ASE Blue Seal Fleet in AZ
- **Town of Marana**
- **City of Peoria**
- **City of Scottsdale**

How Should Fleet Communicate?

- **Return all calls & emails quickly** – have the right answer
- **Survey Customers** – share results and make required changes
- **Schedule (monthly) meeting** between the Department Managers to discuss budget issues (spending, staffing, vehicle replacement, etc.)
- **Schedule (monthly) meeting** between the Operational Supervisors to discuss work order issues (what broke, why it took the time to fix it, what's coming up operationally)

Repair Our Equipment On Time

- Fleet should have internal shop standards for each task that each technician must achieve, these should be benchmarked to the private sector
- Fleet needs to know customer deadlines
- Fleet & Solid Waste should formulate a back-up plan *before* the deadline
- If Fleet cannot make the deadline, the customer must be informed ASAP, include the reason(s) - (parts, etc)

Make Sure it's Repaired Right Every Time

- Does Fleet Have a Quality Control Program?
- How does it work?
- What kind of reception do you get at Fleet when you find rework?
- Who eats the cost?....does Fleet back out the charge?
- Does your department regularly meet with fleet to discuss these issues?....if not, why?

We Don't Want it to Cost a Lot

- Does your fleet benchmark their charges to other governmental fleets and the private sector?.....are you sure?
- What is your Fleet's shop labor rate?
- How is the rate formulated?
- How do you know when and if they raise the rate?
- How much of Fleet's overhead should you pay for?
- Does your fleet pursue warranty and return the recovered dollars to you?....**The Mesa Fleet returns over \$100,000 annually to it's customers**

Help Us Determine Our Equipment Needs

- Formulate a equipment selection committee
- Discuss and agree on the operational requirements for the new vehicle (anticipated life, operating environment)
- Remember the truck is going to be with you 7 years, engineer it to address your needs for the next 7 years
- Identify and investigate new technology
- Schedule vehicle demonstrations, help with the scoring
- Develop the specification ***based upon the customer's recommendation***
- Score the bids in conjunction with Solid Waste
- Have consensus before moving forward

Help Us Justify a New Vehicle

- Does your fleet provide you with utilization reports?
- Fleet can provide detailed maintenance and operational cost data that may support the new purchase
- Fleet can provide information on new Solid Waste vehicle technology which might help in acquiring new vehicles
- Fleet can shop the vending community using the leverage of our fleet size to obtain good pricing

Fleets Seven Cornerstones of Success

- Reduce cost to customers
- Maximize the investment in fleet assets
- Establish a high level of customer service
- Create technical and professional excellence
- Benchmark success to public sector standards
- Manage to a strategic business plan
- Provide continuous review and improvement

Remember

**This is a partnership,
our success is tied to one another**

Questions.....?

Contact

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