



## **Fleet Management Department**

**El Paso County, Colorado**

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### **FLEET MANAGEMENT FUND**

### **FUND 63**

### **PROGRAM DESCRIPTION**

#### **VISION STATEMENT:**

**To provide unparalleled customer service to all County departments by administrating a structured Preventive Maintenance program and providing certified personnel to diagnose, analyze and repair or outsource vehicle and/or equipment maintenance in the most cost-effective manner. Encourage and support the Fleet Department technicians to attain ASE certifications with a goal of becoming an ASE certified facility.**

#### **MISSION STATEMENT:**

**To operate a safe, organized state-of-the-art repair facility staffed by certified, motivated employees. The Fleet Management Department is dedicated to providing all its customers within El Paso County with transportation assets that will meet or exceed their expectations in terms of mechanically safe vehicles, dependability, and top quality customer service. Working towards ISO certification for the Fleet Department Environmental program and testing and implementing the Bar Code system to increase the logistical efficiency in the Fleet Department.**

#### **THE OBJECTIVES:**

##### **Internal to Fleet Department:**

- **Provide for the health, welfare, and safety of the department's employees as it relates to personnel, equipment, shop, and environmental safety.**
- **Treat the department's employees with respect/dignity and administer favorable and unfavorable actions in a fair manner that is conducive with existing policies and procedures.**
- **Communicate clearly and effectively to the department employees**
- **Deliver the highest level of customer service.**
- **Manage the Department's budget in a cost effective manner in terms of equipment/employee scheduling, outsourcing, purchasing, servicing, repairs, and logistics.**
- **Conduct the Department's business in a participatory manner with established controls.**
- **Conduct all Department business in an ethical manner.**

- **Respect, foster, and promote diversity within the workforce.**
- **Understand the behavioral styles of the workforce.**
- **Create a Department culture that fosters/promotes teamwork.**
- **Maintain, service, and repair vehicles that meet or exceed manufacturer's specifications to include Federal, State, and Local Regulations.**
- **Provide updated test/diagnostics tools for the technicians to perform their daily work assignments to keep up with technological advances in the transportation industry.**
- **Provide employees with technical training to enhance operational efficiency and accuracy.**
- **Always take a proactive rather than a reactive approach to identify problems or issues and initiate corrective action immediately.**

**External to Fleet Department:**

- **Fleet Department will maintain a professional relationship with El Paso County.**
- **Support all levels of leadership to accomplish El Paso County's objectives.**
- **Conduct the Fleet Department's business with other Department's in a collaborative manner.**
- **Conducts Fleet Management's business within the policies and procedures established by El Paso County and supporting departments.**
- **Provide the highest level of customer service to the supported departments.**
- **Develop and maintain customer/vendor relationship with outside agencies.**

**GUIDING PRINCIPLES:**

- **The department will make every effort to deliver top quality vehicles and customer service.**
- **The department will view employees, customers, and vendors as partners.**
- **The department will tactfully and professionally addresses employees, customers, and vendors problems and concerns.**
- **The department will continue to improve its services as it relates to new technology and education/training for its employees.**
- **The department will provide a safe and healthy work environment for its employees.**

**SERVICE LEVEL INDICATORS:**

**The Fleet Department will obtain feed back from vehicle and equipment operators using the Fleet Management Customer Feed Back Form to assess the quality of service rendered by the Department.**

**The J D Edwards automated maintenance system will be used to maintenance analyze trends for vehicle/equipment in terms of excessive downtime (Non Mission Capable Time). The Fleet Department is currently working in a collaborative manner to make available the maintenance operational programs in J. D. Edwards.**

**The Fleet Lead Mechanics will conduct Quality Control (QC) inspections after major services and repairs are completed. The QC is designed to ensure repairs and services are performed in accordance with maintenance checklist and to ensure mechanically safe vehicles are returned to the customer.**

**The Fleet Superintendent, and Director will conduct spot checks to keep the awareness level up at all times.**

**The Fleet Department will also monitor vehicle/equipment come backs between services to determine the cause of the come back.**

**The Fleet department is currently developing a training program with AC Delco to provide technical training for the technicians. The training will be free of charge.**

**The Fleet Department will conduct periodical face to face meetings with County Department Heads to get their opinions and recommendations on how Fleet can improve the services provided. The other communications media that Fleet will use is Telephone, Fax, Internet, and print.**

**Praim Mangar, Fleet Director**