

CITY OF INGLEWOOD

Fleet Management and Transit Services



Fleet Management and Transit Services had a very successful year in 2006. Fleet Management has made a significant effort to streamline its operation, and to add to where the needs existed. Because of this hard work by the staff of Fleet Management, there has been a great increase in customer satisfaction within the City. The Fleet Management staff is proud of their accomplishments in 2006, and looks forward to 2007, and hopes to make the City of Inglewood's Fleet Management, and Transit Services division, one of the guiding lights of Fleet departments around the country.

The following is a highlight of Fleet Management's accomplishments/benchmarks for the calendar year 2006:

Major/Significant Accomplishments:

Turnkey Auto Parts: The contract for the turnkey on-site agreement with Edding's Brothers NAPA went live on June 20, 2006. The vendor has installed their computer system at the Service Center. The candidate for the position of Parts Person was chosen, and he is currently in the process of training regarding the issuance of parts, and entering parts into the City's Fleet Management software system. Fleet staff welcomes Ivan McClendon to the City, as NAPA's on-site representative. Ivan has learned a lot of the processes, and City operations, which are required for NAPA to operate at the Service Center locality.



This new contract provides numerous advantages over a standard purchase order. The turnkey agreement improves the efficiency, and effectiveness of the operation, while saving parts cost. The City does not have to maintain a high dollar inventory, but gets parts as needed. This type of approach is estimated to save the City \$105,000 during the first year, and \$25,000 each additional year.

In 2006 representatives from the County of San Bernardino and City of Oxnard came, and met with the Fleet Management Superintendent to discuss the advantages of having an onsite turnkey agreement such as the City of Inglewood has instituted. The City of Inglewood has become "cutting edge" in technology, and innovation regarding Fleet Management, and has become a beacon to other municipalities in the Los Angeles area, and beyond.

LAOIC Partnership with the Fleet Services Division:

The City's Fleet Management, and Transit Services Division continues its partnership with the Los Angeles Opportunities Industrialization Center, Inc. (LAOIC) in 2006, creating an on-the-job automotive training program for young people. The program is managed, and operated by LAOIC, offering basic entry-level automotive training classes, hands on opportunities to practice class work in the Fleet Management Garage, and providing preventative maintenance on City vehicles. With the collaboration of Automotive Oil Change of America, and Quick Lube in Southern California, LAOIC, assisted by the Fleet Management Division has developed a certification program utilizing trained automotive maintenance professionals. Quick Lube has committed to interview graduates of the program for entry-level maintenance positions.

Community Tool Box Truck: The City has completed the Community Tool Box truck to bring tools around to the community to help the citizens enhance their community.



CNG Paratransit Bus: The City has received its first Compressed Natural Gas (CNG) 18 passenger Paratransit Bus, which is helping the City fulfill the state mandated clean air standards, this bus purchase was helped by Grant funding from MSRC, and AQMD.



Electric Scooters: Fleet Management has purchased two electric scooters to use at the City Service Center. These scooters get 32 miles per charge, and quickly allow Fleet Technicians to go to other parts of the Service Center facility to survey vehicles.



Fuel Contract: Fleet Management went out to bid for a new fuel contract, which will include not only a bid for gasoline, and diesel fuels, but also biodiesel. The use of a biodiesel will help the City to meet State Clean air mandates, and reduce the dependence on foreign oil, utilizing a product produced in the USA. The increased cost of fuel has also increased the operating cost for the City fleet. It is estimated that the fuel costs could increase by \$80,000 in the coming year.

Alternative Vehicle Exhibit: Fleet Management hosted the first annual Alternative Vehicle Exhibit at the City Service Center. There were a variety of vehicles to view, and test drive. The vehicles included Electric vehicles, mini gas powered trucks, a Compressed Natural Gas powered Ford Crown Victoria, as well as the Segway, a two wheel stand-up transporter that has gyroscopes to balance the rider.



Food Truck: This is the third and final hot/cold truck that has been provided to Parks, Recreation, and Community Services for the "Meals on Wheels" program. The hot/cold storage bodies have been supplied, and installed by Delivery Concepts through grant funds. Fleet Management has provided Community Services with three pick up trucks with low mileage from vehicles that have been replaced; therefore, there was no financial impact to the City for the three units. This provides the division with sound, and reliable pieces of transportation, to perform their duties to the community at large.



Steam Cleaner: Fleet Management purchased a new steam cleaner, which will be installed by in house staff. The steam cleaner is being used for the cleaning, and maintaining of City equipment.



Fleet Management Survey: Fleet Management has a survey on the Intranet to find out how the customer is being served. Fleet Management is committed to serving the customers within the City of Inglewood, and desires to provide superior service to each Department, and Division. The goal is to find out how satisfied the customer is with the maintenance performed by Fleet Management. There are 27 questions, many with comment areas to click on, and fill in. If name and phone number are provided, Fleet Management will be happy to contact the individual about any questions or problems; otherwise the document will be confidential.



Car Wash Tuesday: Fleet Management has instituted what is called “Car Wash Tuesday”. Therefore if all Fleet Management employees log on, and off of their jobs correctly, and exceed a 75% productivity rate for the week, staff will be allowed to use the car wash on the Tuesday following that week. The key to this program is that all of the employees must exceed the percentage of productivity, or no one will be allowed to wash their car.

Car Wash Usage: The City continues to save an estimated \$25,000 per month in associated costs, and employee down time with the Service Center’s new car wash.

On average the car wash located at the City Service Center, washes 1430 vehicles a month. The City washed over 18,000 vehicles in 2006. With the savings from what the City would have paid an outside vendor, and the savings in employee downtime, the City has saved over \$300,000 in 2006 by washing vehicles in-house.

Also the City has invited employees to purchase car washes by the year, allowing the employee one wash per week, per paid vehicle. There are currently 18 City employees taking advantage of this program.

On Site Detailing: Fleet Management detailed 30 Vehicles in 2006. This is a contractual service provided by Fleet Management to all City departments. The detailing is done on site, and is available Monday, through Friday, from 6:00 AM to 3:30 PM, by completing an online request form. Below is the recently detailed sewer rod truck, and water truck with cabs detailed, and new decals applied.



Roadside Assistance Hotline: Fleet Management has instituted a “Roadside Assistance Hotline” for the Police Department, so that they will be able to contact someone in case their equipment is down to the point that there may be a need to have someone come in during off hours. This hotline was created to continue to improve the service that the Police Department receives from Fleet Management.

Painting of Vehicles: Fleet Management painted 10 vehicles using in-house forces in 2006 and over 70 vehicles in the past three-years realizing a saving of over \$210,000. Below some before and after pictures of City vehicles repainted in 2006. Fleet Management is proud to be able to enhance the City’s image by repainting its vehicles, and extending the life of the equipment. This upgrading of equipment is all done using in-house personnel, and equipment.

Before



After



Solar Arrow Board Trailers: The City purchased two solar powered arrow board trailers that are replacing two trailers with combustible fuel engines. These are 100 percent solar powered arrow boards that will help the city to meet, and exceed clean air standards as the years continue. The

former arrow boards used older technology diesel engines that were in constant need of repair, which caused increased fuel emissions.



Grant Funding Procurement: To date Fleet management has received \$1,800,000 in grant funding from Southern California Air Quality Management District (SCAQMD) MSRC and Propane Education and Research Council funds, for the installation of the City's CNG infrastructure, facility modernization and the purchase of (3) three street sweepers, (1) one asphalt pothole patcher, and (2) two paratransit buses. Fleet Management will continue submitting contracts to enable the City to continue to provide exceptional service to the citizenry.

Vehicle Based GPS System: The City of Inglewood has announced a pilot partnership program with Karta Technologies, Inc. of San Antonio, TX for the installation of FleetRADAR™ GPS Global Positioning Systems in various fleet vehicles. The units have been installed on five street sweepers, the Vactor sewer truck, the rubbish truck, and three CSI trucks. FleetRADAR's miniature in-vehicle devices are able to provide real-time fleet data necessary for the successful management of time, fuel, engine efficiency, vehicle utilization, and pinpoint location of assets. The City of Inglewood has purchased certain elements of the FleetRADAR system; however, the purpose of this pilot program is to determine the City's needs for future sensor, and data integration. These integration efforts could incorporate sensors such as in-vehicle navigation, in-vehicle live internet, remote panic sensors, starter interrupts, and remote door locking via FleetRADAR's web-based system. Future sensors will be used to identify additional fleet management data, and help manage operational expenditures, while affordably enhancing the safety, security, and productivity of fleet assets.

New Sweeper: The City received \$20,000 for the purchase of the new street sweeper that was delivered 8-29-06. This is a vacuum sweeper that is very efficient in the removal of trash, and other debris that is found in the street. This type of sweeper also reduces the amount of dust that is created, in comparison to an older type of mechanical sweeper. This new sweeper, and the two latest sweepers purchased are fueled by compressed natural gas (CNG), and not only burn cleaner, but also help the City to meet State clean air mandates.



Biodiesel Pilot Program: Fleet Management continues to use bio-diesel in one of the City vehicles to see the difference in cost, and mileage between regular diesel, and biodiesel. The use of a biodiesel

will help the City to meet State Clean air mandates, and reduce the dependence on foreign oil, utilizing a product produced in the USA. Fleet Services is expanding the trial of biodiesel to other vehicles in the fleet.

Department Identification Logos: Fleet Management has been installing department identification logos on all vehicles to bring a new and updated look to the City Fleet. The use of these logos has also made it easier for the vehicles to be identified regarding which department they are assigned to. Logos for City vehicles are still being changed as older vehicles are removed from service, and new ones replace them. Logos are also being replaced when old vehicles are repainted.

Major/Significant Issues:

On Site Outfitting of City Vehicles: Fleet Management continues to outfit new, vehicles in-house. Doing the work in-house, not only saves the citizens of Inglewood money, it also saves time, which allows Fleet Management to get the vehicles completed, and on the road quickly for their customers.



Vehicle Replacement: Fleet Management replaced 62 vehicles, and equipment in FY2005/2006 at a cost of 1.2 million In 2006, which consist of a new backhoe, new vibratory roller, a garden tractor, and a skid steer.



A chipper truck, dump truck, and an asphalt patch truck were approved by City Council and are scheduled to arrive within the next three months.

Fleet Management has ordered a new Parks, Recreation, and Community Services mobile van. Fleet Management is proactively working to secure all items necessary in order to outfit this vehicle, which will be outfitted using in-house forces. Below is the picture of the vehicle and the graphics that have been approved for the new vehicle.



The City also received 17 leased Honda Civics through Enterprise Fleet Services. These will be distributed to various divisions within the City for a period of five years.

Vehicle Auction: Fleet Management auctioned off 31 vehicles, on May 13, 2006, for an estimated return of \$75,000. These funds will be used to purchase new vehicles for City departments.

Intranet: Fleet Management has implemented a Preventative Maintenance (PM) Calendar on the City Intranet, in order to inform the different departments of when their vehicles will be due for PM. To get to the calendar, go to the Intranet page, click on Fleet Services in the left hand column, and then click on Preventative Maintenance Calendar. At this time it will be necessary to make sure that the correct month is showing on the screen. All of the vehicles due for PM for the current month will now show for each working day of the month. If it is desired to add a vehicle, that can be done if the number of the day is clicked on. Another window will appear that will allow the entry of a new vehicle, which if approved by the Fleet Maintenance Supervisor, will be added to the PM calendar. This calendar can be viewed at:

<http://insideinglewood/frameset.asp>

The screenshot shows a web browser window with the title 'Fleet Services Preventative Maintenance Schedule'. The page content includes a navigation menu on the left with items like 'Home Page', 'City Budget Page', 'A-Z & Maps', 'Accounting', 'Fleet Management', 'City Charts', 'Public & Transportation', 'Finance Relations', 'Public Safety', 'Supplies Catalog', 'Police Department', 'Laboratory Menu', 'Qualification List by Unit', 'Local Work Order', 'Fleet Management', 'Fleet Services', 'Fleet Services - Location', 'Fleet Services - Location', 'City Council Actions', and 'Reports & Solid Waste Div'. The main content area displays a calendar for September 2006 with a grid of maintenance tasks. The tasks are organized by date and include details such as vehicle ID, location, and maintenance type.

Standard	Location	Vehicle	Location	Standard	Location	Vehicle	Location
1		10000	10000	10000	10000	10000	10000
2		10000	10000	10000	10000	10000	10000
3		10000	10000	10000	10000	10000	10000
4		10000	10000	10000	10000	10000	10000
5		10000	10000	10000	10000	10000	10000
6		10000	10000	10000	10000	10000	10000
7		10000	10000	10000	10000	10000	10000
8		10000	10000	10000	10000	10000	10000
9		10000	10000	10000	10000	10000	10000
10		10000	10000	10000	10000	10000	10000
11		10000	10000	10000	10000	10000	10000
12		10000	10000	10000	10000	10000	10000
13		10000	10000	10000	10000	10000	10000
14		10000	10000	10000	10000	10000	10000
15		10000	10000	10000	10000	10000	10000
16		10000	10000	10000	10000	10000	10000
17		10000	10000	10000	10000	10000	10000
18		10000	10000	10000	10000	10000	10000
19		10000	10000	10000	10000	10000	10000
20		10000	10000	10000	10000	10000	10000
21		10000	10000	10000	10000	10000	10000
22		10000	10000	10000	10000	10000	10000
23		10000	10000	10000	10000	10000	10000
24		10000	10000	10000	10000	10000	10000
25		10000	10000	10000	10000	10000	10000
26		10000	10000	10000	10000	10000	10000
27		10000	10000	10000	10000	10000	10000
28		10000	10000	10000	10000	10000	10000
29		10000	10000	10000	10000	10000	10000
30		10000	10000	10000	10000	10000	10000
31		10000	10000	10000	10000	10000	10000

Professional Development: The Fleet Management is continuing its by-weekly Professional Development day, and training plan to encourage team building, and implement improvements at the City Service Center. This time consists of the last four hours of every other Thursday, which gives the Technicians time to spend in training, and overall shop cleanup and repairs. The benefit to the Fleet Services Division shows in increased productivity and savings to the City.

User Group Meetings: The Fleet Management continues to hold User Group Meetings with different City Departments, and Divisions throughout the year to keep them abreast of all issues pertaining to them, as well as holding the departments accountable for their responsibility towards the equipment they use. These meetings have helped the efficiency of the Division in supporting the customers it serves.

Prospective/Future Work:

Propane Fueling Installation and Purchase of Vehicles: The City of Inglewood has received \$35,000 in grant funding from the Propane Education and Research Council (PERC) for the installation of a propane infrastructure. There is also an application pending with the Air Quality Management District (AQMD), which will grant the City \$225,000 for the purchase of 7 propane vehicles, as well as help with the infrastructure installation. This project will help the City to meet State clean air mandates, and reduce the dependence on foreign oil.

Service Center Modification: Fleet Management has received \$50,000 in grant funding from the MSRC, AQMD for modifications to the Garage at the City Service Center, in order to update the shop for repairing CNG vehicles.

Emergency Generator: Specifications are currently being drafted to purchase, and install an emergency generator at the City Service Center (CSC), to insure that the CSC will be able to fuel City vehicles, and have all functions available in the case of an emergency. Thursday April 27th, 2006, the fleet Superintendent met with an SCE representative, and generator supplier to put together a proposal, prior to sending the job out to bid.

Meetings/Conferences/Training Administrative Staff:

- **MEMA Meetings:** The Fleet Superintendent, Fleet Maintenance Supervisor, and Fleet Administrative Analyst attended various meetings with the Municipal Equipment Maintenance Association (MEMA) throughout the year.
- **3n Training:** The Fleet Superintendent, Fleet Maintenance Supervisor, Fleet Administrative Analyst, and Administrative Assistant, received 3n emergency communications training in the Police sub-basement.

- **F.R.I.S.K. Training:** The Fleet Superintendent, Fleet Maintenance Supervisor, and Fleet Administrative Analyst, attended the F.R.I.S.K. training by Atkinson, Andelson, Loya, Ruud & Romo.
- **FASTER User Meeting:** The Fleet Management Superintendent, Supervisor, and Administrative Analyst attended the quarterly FASTER user group meeting hosted by the Orange Sanitation District. In attendance were managers from many different cities, and agencies who utilize CCG Systems FASTER software in their fleet management operations, as well as two representatives from CCG Systems. There were many issues discussed regarding the operation of the software, and problems that have been found with the software. The CCG Systems Representatives demonstrated the new upgrade to the software that will be released in December, which seemed to solve many of the issues that were brought to the table.
- **Annual FASTER On-site Visit:** Fleet Management had its annual FASTER on-site visit where staff was able to relate to the CCG Systems representative any, and all issues that have come up with the program, so that they will take them back to the company to find ways to resolve them.
- **Eden Training:** The Fleet Management and Transit Services Administrative staff attended Eden financial system training.
- **League of California Cities Conference:** The Fleet Management Superintendent attended the League of California Cities Conference in San Diego 9-6-06 through 9-9-06.
- **AQMD Clean Transportation Workshop:** The Fleet Management Superintendent attended the AQMD Clean Transportation Workshop representing the City of Inglewood. He gave a presentation titled City of Inglewood Alternative Fuel Plan; Success in Obtaining Grants, Policies and Procedures to representatives from 70 different agencies.
- **Department of Energy Commission Meeting:** The Fleet Management Superintendent was guest speaker at the Department of Energy Commission meeting representing the Southern California Association of Government, Clean Cities. The meeting was regarding the advancements, and improvements that the City of Inglewood is making in the purchase of alternative vehicles, and the grants that the City has received at 1.4 million dollars.
- **Employment Rater:** The Fleet Maintenance Supervisor went to the City of Burbank on 9-14-06 to be an employment rater.
- **Labor Law Training:** The Fleet Administrative Analyst attended an Update on California Labor Law seminar in February at BIOLA University hosted by the Masters in Organizational Leadership Program.

Meetings/Conferences/Training Fleet Technical Staff:

- **Training:** Two Fleet Service Technicians, Lebron Wilson, and Cesar Ayala received Natural Gas Station maintenance training from the NGV Institute. Two employees (Mike Spencer, and Sikoti Uipi) have been certified by the State of California, for CNG cylinder inspections.
- **CNG Tank Testing Training:** One Fleet Management technician attended Compressed Natural Gas (CNG) tank testing training sponsored by the NGV Institute. The training was for two days 11-29-06 through 11-30-06 covering the inspection, and testing of high-pressure CNG on-board vehicle fuel tanks.
- **BG Products Training:** Fleet Management staff attended training put on by BG Products, Inc. regarding the use of their engine, and transmission additives.
- **Training:** Fleet Services sponsored training for numerous outside agencies in hydraulics, and hydrostatic inspection, in the Fleet Services training room at the City Service Center. One City Heavy Equipment Mechanic, Sikoti Uipi, attended the training.
- **Training:** Two technicians from the Fleet Services Division attended a natural gas cylinder inspection class at the Gas Company in Downey, sponsored by NGV Institute.
- **NIMS Training:** Fleet Administrative staff attended the NIMS training by FEMA, at City Hall to help the City be compliant for the receiving of grant funding.

- **Edding's Brothers NAPA Meeting:** Fleet administrative staff met with staff from Eddings Brothers NAPA in order to work out wrinkles in the transition to a turn-key operation. The meeting went well, and much headway was made. The NAPA group has offered to host a Bar-B-Q, and training day in September, in order to help the Fleet Management techs to understand NAPA's role in this transition.

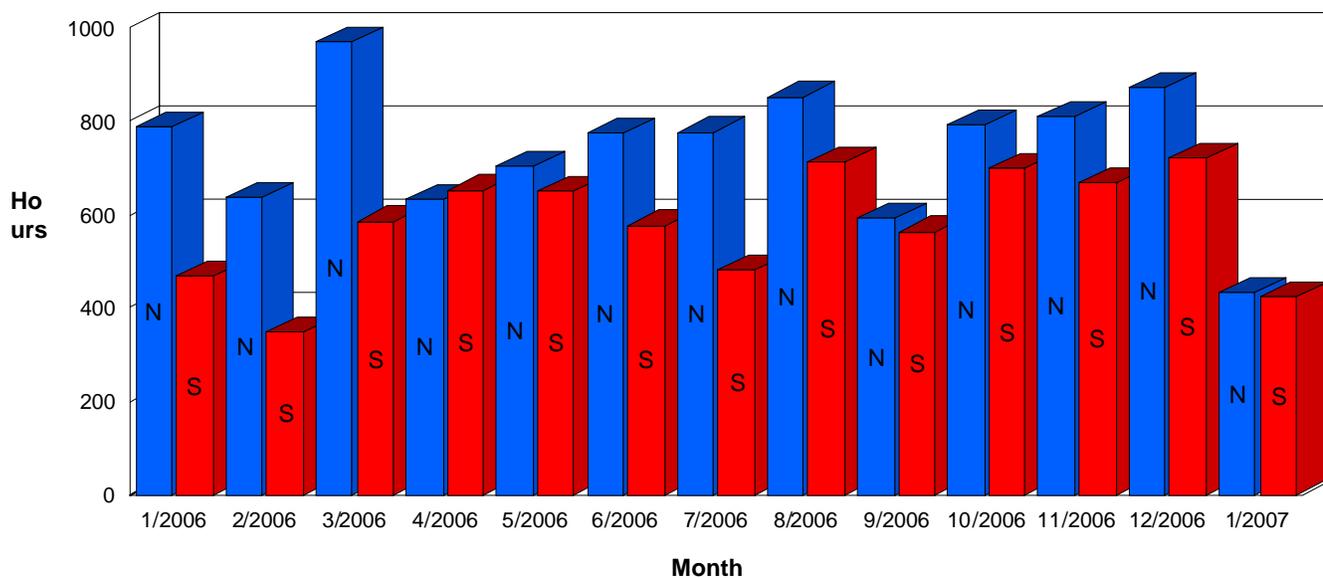
Noteworthy Items:

- **Top 100 Fleets:** Fleet Management, and Transit Services for the City of Inglewood has achieved ranking among the Top 100 Fleets in North America in 2006, now for three consecutive years. The Fleet Management was evaluated against 18 criteria. Fleet Management and Transit Services of the City of Inglewood takes pride in being named one of the **Top 100 Best Fleets** in the nation.
- **Fleet Manager of the Year Award:** For the second consecutive year our Fleet Superintendent was nominated as one of the top Fleet Managers of the year in America out of 36,000 agencies.

Personnel Issues:

- **Apprenticeship Program:** Fleet Management and Transit Services is celebrating the advancement of the first three apprentices in its newly established apprenticeship program. Teruh Taylor, Lebron Wilson, and Darryl Morgan hired into the program, and have proven themselves to be employees that work hard, and are dependable.

SCHEDULED AND UNSCHEDULED REPAIR HOURS



FLEET MANAGEMENT ACTIVITY FOR 2006

