



NUMBER 10.1

FLEET MANAGEMENT POLICY / PROCEDURE

SUBJECT: Meetings With Fleet Customers to Discuss Issues, Process Improvements and Concerns

APPROVED:

Michael Quattrone, Fleet Manager

PURPOSE: Document the methodology for meeting with fleet customers to discuss issues, process improvement suggestions and concerns

PROCEDURE: The Fleet Manager attends bi-weekly Operations and Parks Bureau Management Staff meetings with the Director of Operations, Refuse Operations Manager, Operations Manager of Parks, Forestry and Open Spaces, Operations Manager of Special Services, and Manager of Building Services. At these meetings there are opportunities for the Fleet Manager and the others to air concerns, discuss process improvements, issues and to work toward mutual resolution. The fleets assigned to the Operations Bureau accounts for over 56% of the City's entire fleet.

In addition, the Fleet Manager meets with the Police Department on the first Tuesday of every month to review their issues, discuss process improvements and concerns. Besides the Fleet Manager, the Executive Deputy Police Chief, a Police Lieutenant and a Police Sergeant attend these meetings. The police fleet accounts for 21% of the City's entire fleet.

Meetings with all other departments and units are held on an as needed basis but no less than twice per year when individual Service Level Agreements are negotiated, agreed on and executed.

PREPARED BY: Mike Quattrone, Fleet Manager

DATE: October 7, 2010

