

Department of Environmental Services City Hall Room 300B, 30 Church Street Rochester, New York 14614-1290 www.cityofrochester.gov



## **NUMBER** 5.5

## FLEET MANAGEMENT POLICY / PROCEDURE

SUBJECT: Mechanism to Track Technician Productivity

APPROVED:

Michael Quattrone, Fleet Manager

M Quattroms

**PURPOSE:** Develop reporting mechanism to track technician productivity. This

report is a tool for shop managers to identify individual technician's daily time accountability. It monitors the number of hours a technician works in a day and whether the labor was billed as direct labor or in-direct labor. It also breaks down the in-direct labor into two categories, in-direct shop labor and in-direct benefit labor. The difference between the two is: in-direct labor is non-billable time for a technician while he/she is in the building and in-direct benefit labor is when the technician is not on

the job, such as a vacation day.

**PROCEDURE:** 

We have made a custom report to track technician time accountability.

The report is web based and accessible to all fleet management

personnel. \_This report is reviewed quarterly by the service manager and

submitted for scorecard documentation.

We now have set up a process to automatically generate this report and e-mail it to the fleet manager every Monday morning. (CAR, HDT, and NGT shop reports are turned in.) \_This will be the report that monitors

our shop goal.

GOAL: The goal is to meet and exceed "best practices" goal of 80% direct vs. in-

direct labor, the target is 82%.

**PREPARED BY:** Scott Corser, Service Manager

**DATE:** March 16, 2011

Phone: 585.428.6855 Fax: 585.428.6010 TTY: 585.428.6054 EEO/ADA Employer

