

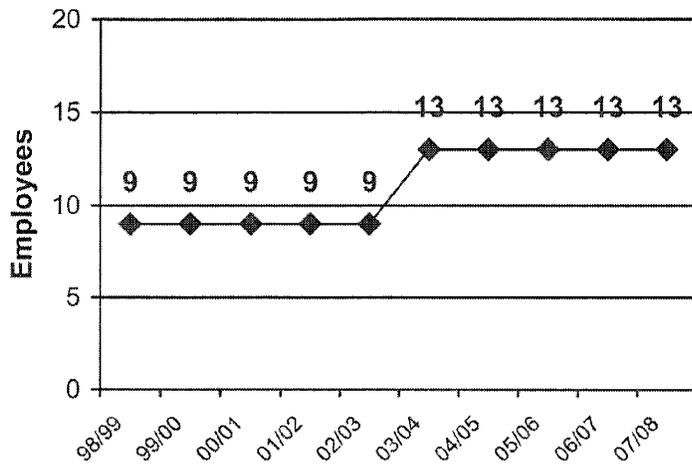
MISSION STATEMENT

The San Luis Obispo County Fleet Services Division seeks innovative solutions in order to provide safe, dependable transportation to our customers. We use cost effective fleet strategies and efficient repair and replacement methods.

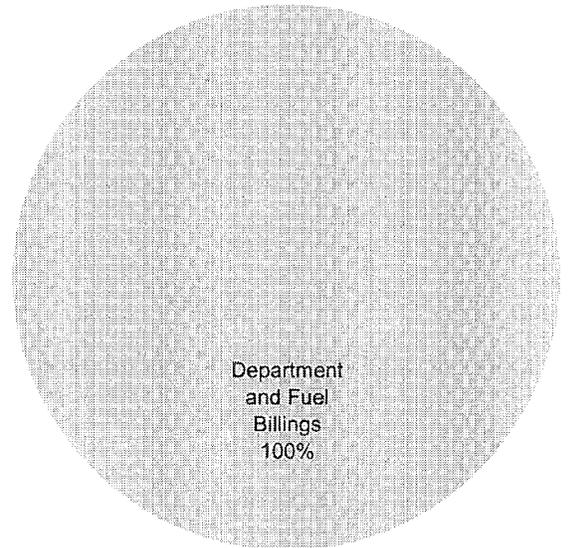
SCHEDULE 10

OPERATING DETAIL	ACTUAL 2005-06	ACTUAL 2006-07	RECOMMENDED ESTIMATES 2007-08	ADOPTED ESTIMATES 2007-08
(1)	(2)	(3)	(4)	(5)
REVENUES:				
OPERATING REVENUES				
Departmental Billings	4,628,415	5,088,159	4,783,386	4,850,482
Fuel Charges (Transit)	0	0	0	0
SLO Education	0	35,483	24,765	24,765
Pool Car Charges	0	0	0	0
TOTAL OPERATING REVENUES	4,628,415	5,123,642	4,808,151	4,875,247
NONOPERATING REVENUES				
Interest	84,748	142,231	65,024	65,024
Accident Restitution	0	36,569	32,000	32,000
Gain on Sale of Assets	65,124	(103,532)	155,000	155,000
Other	29,098	(62,447)	4,000	4,000
TOTAL NONOPERATING REVENUES	178,970	12,821	256,024	256,024
TOTAL REVENUES	4,807,385	5,136,463	5,064,175	5,131,271
EXPENSES:				
OPERATING EXPENSES				
Salaries and Benefits	1,020,825	1,049,503	1,110,108	1,177,204
Services and Supplies	2,291,333	2,462,570	2,631,458	2,631,458
Depreciation	1,127,739	998,215	1,150,000	1,150,000
Countywide Overhead Allocation	186,838	188,060	76,634	76,634
TOTAL OPERATING EXPENSES	4,626,735	4,698,348	4,968,200	5,035,296
TOTAL EXPENSES	4,626,735	4,698,348	4,968,200	5,035,296
NET INCOME (LOSS)	180,650	438,115	95,975	95,975
FIXED ASSET EXPENDITURES				
Equipment	1,187,842	1,292,559	1,245,975	1,245,975
Structures Improvements	0	0	0	80,000
TOTAL FIXED ASSET EXPENDITURES	1,187,842	1,292,559	1,245,975	1,325,975

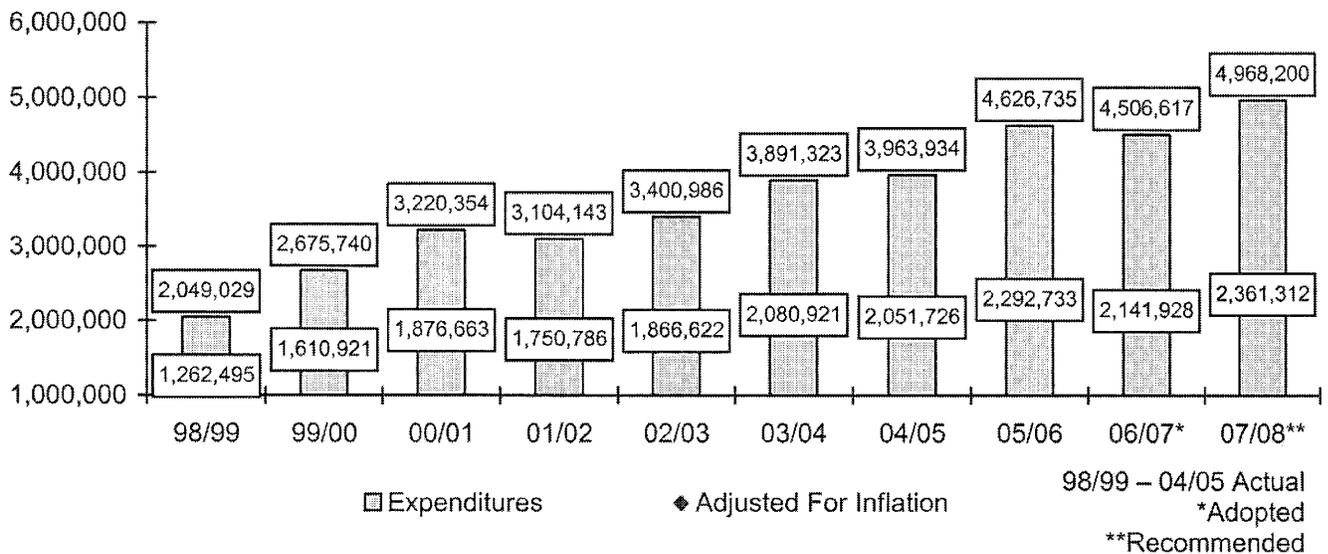
Number of Employees
(Full Time Equivalent)



Source of Funds



10 Year Revenues Adjusted For Inflation



SERVICE PROGRAMS

Fleet Services Operations

Operate the County Fleet Services and the centralized motor pool with a fleet of cars, trucks, police vehicles, and equipment (mowers/tractors/trailers) for use by various County departments at the lowest possible maintenance and operating costs.

Total Expenditures: \$5,064,175 Total Staffing (FTE): 13

DEPARTMENT COMMENTS**Examples of results achieved in the past year: FY 2006-07****Customer Service**

Fleet Services is known for its outstanding customer service, as shown by consistence customer satisfaction ratings at 95%. Turn around time for vehicles to be returned to our customers within 24 hours of delivery is being maintained in at least 80% of the time.

Internal Business Process Improvements

Fleet Services has contracted with a full services auto equipment parts store to be onsite and is now experiencing the first full year of this arrangement. This has greatly helped to maintain low turn around time and simplifies payment of multiple vendors for various parts.

Financial Improvements

Fleet Services continues to offer services at below private market rates, as demonstrated annually through cost comparisons. Fleet Services has opened up an agreement with the County School Board to service and repair their vehicles.

Learning and Growth

Members of Fleet Services attended the General Services Academy conference hosted by San Luis Obispo General Services Department. They also network with other Fleets and colleagues and share information regarding technological advances, trends, and business practices.

Major Focus for FY 2007-08**Customer Service**

Fleet Services will continue to open up agreements with other government agencies to service and repair their vehicles in order to enhance revenues and thereby lower the cost to County departments.

Internal Business Process Improvements

Fleet services is working on replacing old shadow systems that were used to track vehicle replacements that were written in Lotus 1-2-3 by fully utilizing the Fleet Faster system. We are in the process of developing new reports that will track all vehicle costs.

Financial Improvements

Fleet services is looking to new markets for the sale of replaced vehicles, including online auctions. This is being coordinated with the General Services Purchasing Division.

Learning and Growth

Fleet Services will continue sending staff to the General Services Academy conference hosted by San Luis Obispo General Services Department and to network with other Fleets and colleagues and share information regarding technological advances, trends, and business practices.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

Fleet Services, a division of the Department of General Services, is an Internal Services Fund (ISF). The ISF charges user departments directly for their services. Salaries and benefits are recommended to increase overall by 4% or \$46,078 over current levels primarily due to prevailing wage and pension impact increases. The 3.25% increase in pension related expense increases the department's salaries and benefits account by \$22,827. Services and supplies expenditures are increasing by 18%, or \$424,005 due to increases in the gas and oil (38% or \$495,324) and maintenance (9% or \$49,000) accounts. Additionally, it is recommended that Fleet purchase the trailer currently being used by the Fleet Manager as an office. The rent for the trailer is increasing by 55%, or \$1,575, over 2006-07 levels and as the amounts of future increases are unknown, it was determined it would be more of a benefit to the County to purchase the trailer rather than paying rent. The \$18,000 price is anticipated to be recouped within four (4) years. Approximately 65 replacement vehicles are projected to be purchased in FY 2007-08 at a cost of \$1,227,975, an increase of \$104,475 over the 2006-07 budgeted levels. A requested Equipment Mechanic I/II position is not being recommended for funding at this time.

Support to County Departments

BUDGET AUGMENTATION REQUESTS RECOMMENDED

Unit Amount	Description	Results
Gross: \$18,000	Purchase of Leased Fleet Office Trailer.	Reduction in annual rent payments of \$4,400. The price of the trailer would be recouped in approximately 4 years.
General Fund Support: \$0		

BUDGET AUGMENTATION REQUESTS NOT RECOMMENDED

Unit Amount	Description	Results
Gross: \$55,654	Add 1.0 Equipment Mechanic I/II.	Improve current and future levels of service to County departments.
General Fund Support: \$0		

BOARD ADOPTED CHANGES

The Board approved the Supplemental Document item (page S-21) to provide funding for structures and improvements by \$80,000. This funding would provide an additional 130 square feet of space to the Fleet's operation center office located on Kansas Avenue, off Highway 1. Information pertaining to this capital project can be found in the Capital Project section of the County's budget. The Supplemental Document item (page S-24) to add 1.0 FTE Equipment Mechanic I/II was also approved at a cost of \$67,096 (10 months). Both of these additional appropriations will be charged to County departments through the Internal Services Fund's charge for services.

GOALS AND PERFORMANCE MEASURES

Department Goal: Manage and operate a full-service automotive operation (purchase, maintenance, fueling, and sale) of an extensive fleet to meet the needs of Law Enforcement and other County departments in a cost effective and timely manner.						
Communitywide Result Link: A safe and well governed community.						
1. Performance Measure: Percentage of vehicles brought in for either preventive or non-preventative maintenance completed within 24 hours of delivery of vehicle, if parts are available.						
02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Actual Results	07-08 Target
95%	96%	91%	91%	85%	91%	70%
What: County Fleet Services' policy is to perform preventive maintenance on each vehicle every 4 months or 4,000 miles and for law enforcement vehicles, every 2 months or 5,000 miles; and to perform service requests for non-preventative maintenance within 24 hours of receiving the vehicle.						
Why: To minimize costly repairs and enhance productivity for vehicle drivers and to insure departments have sufficient vehicles to perform their duties.						
How are we doing? Fleet Services adopted the 85% mark due to our staffing issues and actually meet and exceeded our goal through scheduling and deferring some scheduled preventative maintenance. The deferring and extending scheduling will not be necessary in the future as we were granted an additional equipment mechanic position for the 07/08 year.						
2. Performance Measure: Percentage of service requests (non-preventive maintenance) completed within 24 hours of delivery of vehicle, if parts are available.						
02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Actual Results	07-08 Target
90%	86%	91%	91%	80%	91%	DELETE
What: County Fleet Services' policy is to perform service requests (non-preventive maintenance) on each vehicle within 24 hours of delivery of vehicle to Fleet Services.						
Why: To insure that operating departments have sufficient vehicles to perform their duties.						

How are we doing? As above the same would hold true to this measure. We used to track preventative maintenance turnaround (measure #1), and non-preventative maintenance turnaround (measure #2) separately, but have found it more efficient to combine them. Therefore, 05/06 actual results are the same percentage for both measures 1 & 2.

3. Performance Measure: Percentage of survey respondents who rated quality of vehicle maintenance as “satisfied” or “very satisfied”.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Actual Results	07-08 Target
99%	98%	98%	99%	95%	91%	70%

What: Annual surveys of vehicle users measure how effective Fleet Services' staff is at maintaining vehicles to their customers' satisfaction.

Why: To insure satisfied customers and meet their vehicle needs.

How are we doing? Fleet Services did not quite meet its goal due to lower than optimal staffing levels. However, an additional position was approved in the 07/08 budget process which will enable regular staffing hours in the North County shop. We anticipate high satisfaction levels in 07/08.

4. Performance Measure: Cost per brake service compared to a private vendor.

02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Actual Results	07-08 Target
\$456.79 Fleet Svs / \$922.29 private vendor	\$547.62 Fleet Svs /\$922.29 private vendor	\$603.06 Fleet Svs / \$1,155.41 private vendor	\$577.89 Fleet Svs /\$949.70 Private vendor	\$585.83 Fleet Svs/ \$949.70 Private vendor	\$575.71 Fleet Svs./ Private vendor\$949.70	\$585.83 Fleet Svs/ \$949.70 Private vendor

What: This measure shows the labor and parts costs incurred by Fleet Services to carry out a routine front and rear brake replacement compared to a local private vendor's labor and parts costs for a like model vehicle.

Why: This measure helps to demonstrate Fleet Services' cost competitiveness.

How are we doing? Fleet Services met its goal for 06/07 and we will be doing a rate study in the near future which may increase our price of labor for the 07/08 budget year. If labor cost increase, we may need to adjust the 07/08 target figure of \$585.83.