

Fleet & Facilities Management Division

**A service support Division in the
Office of Business and Financial Services**

Division Manager, David L. Dunn, CFM

City of Orlando, Florida

Best Practices from one of the 100 Best Fleets in North America



January 23, 2014



1. Authorized GM Warranty Provider

- The Fleet & Facilities Management Division became an Authorized GM Warranty Provider in 2012.
- The most immediate benefit was the In-house replacement of Chevrolet Impala Lower Control Arms on 173 of our Police units under the GM recall.
- By bringing GM warranty repairs In-house, vehicle downtime was dramatically reduced.
- This demonstrated the value and quality of services provided by Fleet, which has increased our client satisfaction.



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- Technician productivity has also improved by focusing more on the repair of the vehicles verses the time spent transporting vehicles to Authorized GM Repair Facilities.
 - Another benefit of providing GM warranty work In-house is the warranty revenue.
 - Our Mechanics typical perform the Warranty Work in one third the time authorized and this results in un-expected (or planned) revenue.



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- Perhaps the best benefit since implementing GM in-house warranty work is having access to the most current factory shop manuals and training.
 - Access to this factory information and training has resulted in more capable and productive technicians.
 - For example, prior to becoming a Authorized GM Warranty Provider in 2012, the City of Orlando's Fleet technicians were not ranked on GM's list of top 1,000 for Government/Municipality Fleets.



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- By scheduling Tech time to use the training curriculum; the technicians completed enough training to be the ranked as the **#1 Fleet in the State of Florida and #3 Fleet in the Nation on GM's Government / Municipality Fleets training curriculum** within eight months of implementation.
 - This demonstrated to the management team just how the technicians for the City Of Orlando have an exceptional commitment to operating a world class service team.
 - In 2013 we launched similar **Authorized Warranty Provider** programs with **Ford, Chrysler & Sutphen**.



2. Philosophy Change Saves Millions

- The methodology for General Fund replacement vehicles changed substantially four years ago with the advent of extending vehicle Life Cycles by twenty-four months and reducing replacement value capture by 50% in an effort to defer further City Wide layoffs.
- Though this was considered a good solution at the time, the long term financial effect created a growing bow wave of unfunded replacement value that became apparent in late 2011.



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- Through extensive data review and analysis our Management Team successfully prepared a straight forward presentation for the C-Suite to consider that supported a return to the previously used Life Cycles and 100% replacement value capture with the 2013 – 2014 Budget Cycle.
 - The flaw in the new methodology was not updating the replacement value.
 - With a twenty-four month extension of the Life Cycle, an inflation factor for the planned replacement cost (since it moved out two years) should have been applied and it was not.



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- Consequently in Fiscal Year '12/'13 several vehicles came due for replacement and even where 100% of the original planned replacement value had been captured; the new replacement cost was higher.
 - The result was that several agencies experienced a shortfall in captured replacement cost to apply towards the purchase of the new vehicles.
 - The Fleet fund is making up the shortfall and filling the gap.
 - Left unchecked, new vehicle acquisitions over the next eight years reflected a \$15M shortfall was coming that would have to be addressed.



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- Making this timely correction allows the Fleet Fund to make corrections and adjustments in Life Cycles and replacement cost capture gradually and accommodate this correction over time.
 - The end result is savings in the millions of dollars to the City with the revision back to our previous Life Cycles and replacement cost capture methodology.



3. ASE Blue Seal of Excellence Award www.ase.com

- Through the effort of management and the technician team, the City of Orlando Fleet & Facilities Management Division received this award for recognition of our commitment to continually educate our technicians and to stay on the leading edge of automotive service technology.
- This ASE Blue Seal of Excellence Award means that all City of Orlando departments can be assured our fleet department is highly qualified to perform all of their automotive service needs.



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- ASE Blue Seal National Program Award also recognizes our Fleet department has achieved these high standards by having a high percentage of our technicians that are ASE Certified, ASE Certified Master Technician, ASE Certified Service Consultant or ASE Certified Body Shop Estimator.
 - With this achievement, measures of competency and a guide to provide quality automotive service repairs have resulted in reduced vehicle downtime.



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- Further; having the training and tools in place to make the necessary repairs right the first time and keep City departments informed about appointments and completion deadlines we have reduced downtime.
 - Our efforts of improving technician productivity and reducing the number of vehicles sent to outside vendors has significantly lowered costs to our client base.



4. Technology: Are you on the cutting edge? Or; are you getting left behind?

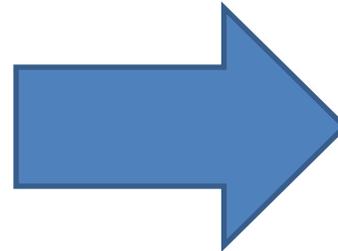
Visible Light Communication

- Amazing technology can transmit a signal even when the light appears off.
- These embedded signals are emitted from the LEDs in the form of binary code; 'off' equals zero and 'on' equals one.
- When LVX equipment and devices are placed throughout a building or geographical area, a comprehensive wireless communication network can be created.

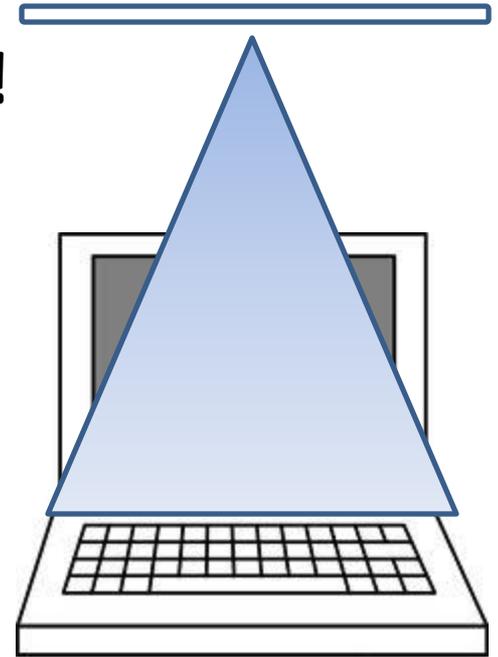


You must have the encryption, the Transceiver and be **within the cone!**
This tech is already in one of the City's training rooms and is under development for the High Bays to un-tether the technicians from their Computer Stations!

Visible Light Communication



Experts on site at today's Tour!



Don't You Wish Your Ten Acre Compound Was Net Zero?

On most sunny days the Solar Array atop the City of Orlando's Fleet H-Bldg generates enough electricity to power the entire compound.

Our site is also loaded with a wide variety of LED tech installed for testing purposes over the past 3.5 yrs.



Real Google Earth Satellite Picture during construction.

Technology!

Are you on the
cutting edge?

Or; are you getting
left behind?

I encourage you to
take the tour today.





David L. Dunn, CFM
City of Orlando, Division Manager
Fleet & Facilities Management Division
1010 S. Westmoreland Drive, Orlando, Florida 32805
[407.246.3873](tel:4072463873) Office, [407.246.3725](tel:4072463725) Fax
[321.231.2904](tel:3212312904) Cell

-- QUESTIONS? --

