

FLEET MANAGEMENT PERFORMANCE BASED STANDARDS

SECTION A: ADMINISTRATION AND MANAGEMENT

A.1

Does the agency possess:

1. Executive Summary
2. Mission, Vision & Values
3. Goals and Objectives
 - a. Goals: Broad and wide-ranging statements of general intentions that cannot be measure or verified.
 - b. Objectives: Precise actions or tasks that can be validated and measured.
4. Staff has access and knowledge relating topics represented in A.1

A.2

Internal evaluations / Review Processes exist to review and determine:

1. Internal (strengths & weaknesses) examples:
 - a. Workforce development & capabilities
 - b. Availability of specialized tools & test equipment
 - c. Appropriateness of the maintenance facility
 - d. Condition and the age of the fleet. Effects of a continuous aging fleet: money, labor, parts and availability.
 - e. Requirements for new shop equipment
 - f. Retirement of experienced technicians

A.3

External evaluations / Review Processes exist to review and determine:

1. External (opportunities & concerns) examples:
 - a. New regulatory requirements (federal, state, and local)
 - b. User department requirements
 - c. Ability to capitalize on new opportunities (grants, financing options, etc).
 - d. Future fleet composition & size
 - e. Possible new equipment requirements with your user departments
 - f. Right-type equipment based on job requirements
 - g. Fuel and maintenance requirements when ordering new equipment
 - h. Future energy and fuel prices / standards

A.4

Staffing, Retention and Training Programs exist to support:

1. VEU Standards exist relating to staffing numbers
2. VEU has a defined scale based on size, make, model and age of equipment.
3. What increases / reductions in fleet size / age will trigger the need for additional / reduction in personnel relating to VEU standards.
 - a. Documentation exists to support procedures to increase / decrease staffing levels.
 - b. Outsourcing of certain in-house work
4. Training program requirements for emerging technologies (CNG, Hybrid, Diesel Emissions, Electric Vehicles).

A.5

Does your department contain staffing that is not normally found in a fleet operation?

1. Human resource employees
2. Safety officers/investigators
3. Training staff – Commercial Drivers License/Defensive Driving Instructors
4. Accounting staff
5. Information Technology staff
6. Risk management/claims personnel
7. Facilities maintenance personnel

A.6

SOP plans exist and reflect current staff and staffing patterns. In addition:

1. Plans are updated, at minimum, annually
2. Require review and signature of all staff
3. Plans includes:
 - a. Chain of Authority/Command
 - b. Authority to sign in the absence of the Director/Manager
 - c. Invoicing procedures
 - d. Attendance reports and practices
 - e. Organizational chart
 - f. List all subsections within your department
 - g. List personnel in order of control/precedence
4. Succession plan

5. Organization duties

- a. Areas of responsibility
- b. Reporting requirements (daily/monthly/annual reports) to include sample reports and instructions on how to complete them.
- c. Points of contact
- d. Equipment coordinators
- e. Department representatives

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