

# Pinal County - Managing For Results

## Annual Report

### FY 2009-2010

#### FLEET SERVICES

##### Fuel Management Program

###### Fuel Management Activity

KR % average savings in Pinal County fuel cost per gallon using Voyager Fleet Systems Inc compared to the AAA regional average cost per gallon

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
8.00%	6.96%	7.00%	7.14%	7.50%	7.70%	7.50%	6.67%	7.00%	6.67%	7.00%

Pinal County saved \$140,653.66 in tax exemptions for saving \$0.18 for every gallon purchased using Voyager Fleet Systems. We averaged a savings of 7.04% for the year.

KR % savings in Pinal County fuel cost per gallon using Brown Evans Distributing Company compared to the AAA Regional average cost per gallon

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
20.00%	19.79%	20.00%	12.06%	16.00%	0.00%	16.00%	10.70%	16.00%	14.01%	16.00%

Third quarter was not reported due to time constraints set on MFRonline, and the ability to complete the tax excise report prior to the time limits set. Third quarter, however, was listed in the fourth quarter analysis for referencing. We saw an average savings of 13.71% compared to AAA Regional average cost per gallon. We avoided a third party mark-up of fuel prices by purchasing bulk diesel through Brown Evans, and save more by requesting a tax refund on our bulk transactions. We have received a total refund of \$33,676.98 from tax excise reports for this year. Although this is not the 20% annual target, we still saw an overall savings of \$123,645.32 compared to AAA Regional average cost per gallon.

##### Vehicle & Heavy Equipment Maintenance Program

###### Preventative Maintenance and Repair Activity

KR % of Pinal County vehicles and heavy equipment that completed a full safety inspection annually.

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
95.00%	22.88%	60.00%	41.00%	60.00%	51.97%	75.00%	70.96%	70.00%	70.96%	70.00%

For fiscal year 2009-2010 we completed 518 annual inspections. We were anticipating completing 730 total annual inspections. For the new fiscal year we have separated the heavy equipment from the light duty so we can measure them more accurately. We are also working on verifying the accuracy of our inventory reports for our vehicles and equipment to ensure we are capturing the correct number of vehicles and equipment needing annual inspections.

###### Unscheduled Repair and Breakdown Activity

KR % decrease in unscheduled repairs

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
20.00%	4.72%	25.00%	-23.15%	25.00%	3.68%	25.00%	-18.31%	25.00%	-10.39%	25.00%

For fiscal year 2009-2010 we completed 11,468 total vehicle/equipment repairs of which 5288 were unscheduled repairs. For fiscal year 2008-2009 we had completed 10,647 total vehicle/equipment repairs of which 5607 were unscheduled repairs. Although the number of unscheduled repairs declined slightly, the total number of repairs increased significantly. We stress to our customers the importance and value of maintaining a proper service schedule where we can catch the preventable repairs before they become a problem causing unscheduled vehicle/equipment breakdowns. We hope to be able to get an automatic notification system in place as long as it gets approved through the CIP budget for fiscal year 2010-2011. This will help get notifications out to customers more efficiently. Currently we do this manually which takes up to 4 hours and can be difficult to accomplish due to staffing shortages to help with clerical work. This takes the Automotive and Heavy Equipment supervisors away from their duties to get this accomplished.

## FLEET SERVICES

### Vehicle & Heavy Equipment Maintenance Program

#### Vehicle & Heavy Equipment Accident Repair Management Activity

KR % of customers who indicate by survey that they are satisfied with the services received by Fleet Services.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
80.00%	100.00%	90.00%	100.00%	90.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%

For fiscal year 2009-2010 we only received 106 surveys in October and November. 96 surveys were received via Survey Monkey and for the remaining months we used a paper survey, which we received only 10 responses, as this version was not received well by our customers. The reason we went back to paper surveys was that our free trial through Survey Monkey had reached the limit for number of responses and we had not budgeted for this expense. For the next Fiscal year we plan to begin using Survey Monkey again, as long as it is approved in our operating budget, as Fleet does not have their own budget, we are supported by Public works and the Sheriffs office.

### Vehicle and Heavy Equipment Acquisition Program

#### Fleet Preparation Activity

KR % of customers who indicate by survey that they received properly equipped vehicles and heavy equipment to perform their job duties.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
80.00%	0.00%	0.00%	100.00%	0.00%	100.00%	95.00%	0.00%	0.00%	100.00%	0.00%

For fiscal year 2009-2010 we only received 106 surveys in October and November. 96 surveys were received via Survey Monkey and for the remaining months we used a paper survey, which we received only 10 responses, as this version was not received well by our customers. The reason we went back to paper surveys was that our free trial through Survey Monkey had reached the limit for number of responses and we had not budgeted for this expense. For the next Fiscal year we plan to begin using Survey Monkey again, as long as it is approved in our operating budget, as Fleet does not have their own budget, we are supported by Public works and the Sheriffs office.

KR % of vehicles returned for the same preparation service performed within 30 days.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
3.00%	100.00%	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.33%	0.00%

For fiscal year 2009-2010 we prepared 43 vehicles for service which included special lighting and equipment. We did not have any return for repairs of the same type of work. This is due to the diligence of the Fleet technicians that do the new vehicle preparations.

### Vehicle & Equipment Acquisition and Disposal Activity

KR % of customers indicate by survey that they are satisfied with the services received by Fleet Services.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
70.00%	0.00%	70.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

We did not issue any surveys this fiscal year 2009-2010, for we have been meeting with the PCSO Department and Public Works on a monthly basis in regards to expenses that occurred in the previous month on equipment, parts, fuel, etc. which we have determined provides better customer service & communication dealing with issues quickly as they have occurred.

KR % of Pinal County vehicles replaced according to the adopted replacement schedule

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
70.00%	68.92%	70.00%	68.92%	70.00%	0.00%	70.00%	0.00%	70.00%	68.92%	70.00%

For the fiscal year 2009-2010 we are still in the process of circulating vehicles within the departments. According to the utilization reports any vehicles which are under the 10,000 annual mileage is being reviewed and if pulled from one department it will be circulated to another department that has shown the need to acquire a vehicle.

KR % of vehicles and heavy equipment purchased that will meet the agreed upon department requirements

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	90.00%	100.00%	47.00%	0.00%	75.00%	0.00%	75.00%	0.00%	75.00%

For the fiscal year 2009-2010 we only purchased vehicles for the Sheriff's Department. We consulted with the Sheriff's Department before acquiring quotes and entering requisitions to determine what was needed to be replaced.

# FLEET SERVICES

## Administrative

### Department Director

KR % of applicable Key Results achieved

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	70.97%	90.00%	86.67%	90.00%	66.67%	75.00%	23.08%	40.00%	64.79%	40.00%

For the FY 09/10, we fell short of the 20% decrease in unscheduled repairs, mainly due to the large number of high mileage vehicles that PCSO has in operation. There were several air conditioning and other repairs that could not have been prevented by the technician during the routine PM inspection.

We had good customer satisfaction survey results from the limited number of replies that we got to our department survey. We are currently in the process of working with IT and SurveyMonkey.com to get a permanent survey set up for online access, as that method proved most successful in getting responses from our clients.

It is impossible to receive on blanket purchase orders without the invoice, due to the fact that you are receiving on the actual amount being charged by the vendor and not simply a quantity. We are in the process of developing a method to help us receive on those purchases within the three business day mandate, but at this time have no concrete solutions.

KR % of surveyed customers who say they are satisfied or very satisfied with the services provided by the department

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
75.00%	100.00%	90.00%	100.00%	90.00%	100.00%	95.00%	100.00%	100.00%	100.00%	100.00%

Fleet Services received 163 surveys, and averaged 100% satisfaction from the customers.

## Financial Services

KR % of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	95.00%	88.71%	75.00%	71.35%	75.00%	63.13%	70.00%	80.92%	70.00%

ANNUAL #S 6737 RCVD INVOICES/ 8326 TOTAL INVOICES = 80.9%

Our annual percentage falls below our annual target by 10%. The 09/10 fiscal year has been a challenge because we report on blanket purchase orders, which are used for the whole fiscal year, instead of purchase orders which are used once for a particular item. Our blanket purchase orders are more complex because they are used constantly to order parts, items and svcs. The vendors do not always give us an invoice, instead we receive a packing slip, which is incorrect because it excludes taxes, freight or other miscellaneous charges, therefore we cannot receive on the packing slips. We have to wait for the vendor to send the original invoice to Finance and then wait for Finance to send it to Fleet to be received on, which is longer than our three day period and causes our percentage to drop. Another reason our percentage is lower is because we have workers at the outside facilities who order parts and svcs. We do not always get the invoices from them in a timely manner due to forgetfulness, etc.. In the next fiscal year I would like to try and have invoices from our outside facilities brought in every other day giving the supervisors time to review and sign off on the invoices and then get them to me for processing within a reasonable time period. I would also like to keep using the daily excel spreadsheet (currently being used to track invoices processed).

## Human Resources

KR % of all annual employee appraisals will be submitted to Human Resources by the end of January due date.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
98.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%

This is an annual measure and for the fiscal year 2009-2010 we anticipated & achieved 100%. All of the Fleet Services employee appraisals were completed and submitted by the January 2010 deadline.

# FLEET SERVICES

## Administrative

### Records Management

KR % of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

For the fiscal year 2009-2010 our department is in the process of identifying each of the record series and determining which records we need to keep so that we are in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.

### Training

KR % of training dollars spent that directly align to County or Department strategic goals.

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
85.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

For the fiscal year 2009-2010 we had no data to report due to conflict of what was actually being tracked. Procedures of how training dollars and hours was actually going to be tracked was still in review to be in uniform within the County.

### Vehicle Management

KR % of department vehicles operated more than 10,000 miles per year

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
95.00%	0.00%	70.00%	0.00%	70.00%	0.00%	70.00%	66.67%	66.67%	66.67%	66.67%

Fleet Services had three vehicles that were not operated more than 10,000 miles, but all of which are special purpose vehicles, making them a necessity to the department. The vehicles that did not meet this goal have been used significantly to show a need for them.

KR % of department vehicles with preventative maintenance performed as scheduled

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	92.59%	90.00%	100.00%	95.00%	100.00%	95.00%	81.48%	95.00%	93.52%	95.00%

Fleet services achieved 93.52% of department vehicles with preventative maintenance performed as scheduled this fiscal year. We will continue to strive to achieve our annual target for this goal.