

OPERATIONAL & STRATEGIC PLANNING COMMITTEE - APRIL 19, 2005

FLEET DEPARTMENT SERVICE REVIEW

Recommendation

The Commissioner of Community Services, in consultation with the Fleet Manager, recommends:

1. That this report be received for information.

Purpose

The purpose is to provide a progress report on the Fleet Department customer service "round table" discussion.

Background - Analysis and Options

During the 2004 first and second quarter Strategic Planning sessions, Fleet users provided feedback regarding Fleet operations. In reviewing the information provided, it was apparent that most of the issues were common throughout the user group.

In an effort to improve efficiencies and enhance cross-functional service delivery, representatives for all user groups were brought together for a "round table" discussion. This facilitated discussion put the service provider together with the user group, which helped to develop creative ideas to improve the services provided.

The first meeting was held on November 13, 2004. At this meeting, a clear vision statement for Fleet operations that reflect the need of all stakeholders was established.

"Provide safe and reliable vehicles and equipment for the City of Vaughan employees in order to provide service excellence in a timely and efficient manner to the City of Vaughan residents."

At the second meeting, held on December 2, 2004, the following objectives were developed in keeping with Fleet's established vision statement.

1. Maintain an appropriate number of spare vehicles to ensure down time is significantly minimized.
2. Develop a policy that will ensure all users adhere to routine maintenance scheduling.
3. Implement a Vaughan corporate drivers license to ensure proper training and safety.
4. Ensure routine vehicle servicing does not interfere with daytime departmental operations.

Relationship to Vaughan Vision 2007

This report is consistent with the Vaughan Vision 2007, as it provides effective and efficient delivery of services.

This report is consistent with the priorities previously set by Council and the necessary resources have not been allocated and approved.

Conclusion

The facilitated discussion was successful. It brought the user group with the service provider to develop objectives to improve efficiencies and enhance cross-functional service delivery. In addition, it provides an opportunity for the two groups to develop mutual understanding and cooperation.

Attachments

None

Report Prepared By

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Respectfully submitted,

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