

CityFleet



City of Portland
Office of Management and Finance
Bureau of Internal Business Services

CityFleet Main Office:

2835 N Kerby Ave, Portland, OR 97227 (343/CityFleet)
Phone: 503-823-2277 (503-823-CARS)
FAX: 503-823-4374

Mission Statement

*To provide a comprehensive fleet management program, which
responsively fulfills the vehicle and equipment needs of City customers
through cost-effective and dedicated personal service*



- ...recognized as "The #1 Fleet in North America" in 2011
- ...recognized as one of "The 100 Best Fleets in North America" five years in a row
- ...working toward completion of the nation's most rigorous industry-competitive fleet management certification program
- ...responsible for over 2,950 vehicles and equipment in the City of Portland's diverse fleet
- ...required by Oregon law to have vehicles DEQ-certified every other year
- ...utilizing a state-of-the-art fleet data management system
- ...dispensing and managing vehicle fuel with a new fully-automated system
- ...providing custom fabrication and welding projects for City customers
- ...managing vehicle and equipment life cycles and replacement funding

FREQUENTLY ASKED QUESTIONS

- Q: What if my vehicle breaks down in the field?
A: Call the supervisor of the shop where your vehicle is normally serviced (see back cover). After hours, contact the Kerby Garage Swing Shift Supervisor: 503-823-1806. For emergency towing at night: 503-528-7468.
- Q: What if I'm in an accident?
A: Follow the instructions found in the vehicle accident kit (usually in the glove box).
- Q: How and when are vehicles replaced?
A: Replacement is based on the age of the vehicle, the mileage, and a hands-on mechanical assessment to determine the vehicle condition. If the criteria for replacement are met, the vehicle is added to the replacement list, reviewed with the customer, and submitted for budget approval.
- Q: How do I request an additional vehicle or an upgrade of a current vehicle?
What about a rental or loaner?
A: Complete a Fleet Service Request Form (the FSR is available on our website) and send it to CityFleet. We will provide a cost estimate and return the form to the customer for approval and signature. The customer must then send the signed FSRF to the Budget Office. After budget approval, the original form will be forwarded to CityFleet with a copy to the customer, and the acquisition process then begins.
- Q: Who can answer my billing questions?
A: Contact the supervisor of the shop where your vehicle was serviced, or call CityFleet at 503-823-1820.

Overview and Key Services

CityFleet manages and maintains the City of Portland's diverse fleet, which consists of approximately 2,950 vehicles and pieces of equipment valued at over \$100 million, with an annual Operating Budget of over \$17 million. In addition, CityFleet manages an annual Capital Acquisition Budget of over \$18 million.

CityFleet provides a variety of services:

Fleet Management Services

- Policy development
- Fleet consultation
- Information services
- Administrative (permits, licensing, fuel system)
- Long-term leasing
- Alternative fuel compliance

Fleet Acquisition Services

- Equipment replacement planning
- Specification development
- Equipment acquisition
- Equipment retirement/sales
- Operator training (new equipment)
- Research and development

Equipment Support Services

- Dispatch for equipment rentals
- Accident investigations
- Failure analysis
- Vehicle towing
- Equipment cleaning
- Auto parts warehousing
- Fuel island services
- Fueling service (onsite/offsite)

Tire Repair/Replacement Services

- Onsite and offsite
- Failure analysis
- Tire warranty service

Equipment and Repair Services

- In-shop and field repairs (scheduled/unscheduled/emergency)
- Warranty service
- Metal fabrication
- Welding
- 24/7 Emergency response

Preventative Maintenance Services

- Lubrication/oil and fluid changes
- Emission inspections
- Compliance inspections
- Equipment inspection

Motor Pool Services

- Automated online reservations
- Bicycles (electric-assist available)
- Micro/Smart Car
- Hybrid Sedans
- Sedans
- Minivans (stow 'n go option)

Competitiveness

Operating like a private business, CityFleet bills City customers for services rendered using burdened labor rates, parts, and fuel charges. This means all overheads are included in these charges. Listed below are key rates billed to City customers, compared to recent local average market rates:

- CityFleet's Labor Rate is below the average Portland market rate (11% in shop & 19% roadside)
- Automotive Parts Charges are 35% below the average Portland market pricing due to competitive bids and volume purchases
- Fuel charges are 15-20% below Portland's retail market pricing due to competitive bids and volume purchases

Recognizing that its City customers demand service efficiency, CityFleet monitors staff work performance compared to industry and historical standards or benchmarks.

Staff Contact Information

<u>Program</u>	<u>Contact</u>	<u>Telephone</u>
Operations	John Hunt, CPFP, Fleet Manager	503-823-4302
	Don DePiero, Vehicle Maintenance Superintendent	503-823-1804
	Hanh Ta, Business Systems Analyst	503-823-1820
	Paula Peterson, Administrative Assistant	503-823-1836
Equipment Acquisition	Donny Leader, Vehicle Administrative Supervisor	503-823-1819
	Larry Hughson, Vehicle Procurement Specialist	503-823-1821
	Carter Oster, Vehicle Administration Specialist	503-823-1801
	Kim Epling, Office Support Specialist II	503-823-2277
Training	Dan Smith, Safety & Training Coordinator	503-823-1834

Garages & Internal Fueling Stations

MAIN GARAGES:

Kerby Garage, 2835 N Kerby Ave	FUELING STATION – OPEN 24 HOURS	
	GARAGE OPEN 24 HOURS FROM MONDAY 6:30 AM TO FRIDAY 11:00 PM	
Terry Smith, Day Shift Supervisor		503-823-1806
Dan Baker, Swing Shift Supervisor		503-823-1806
Ken Ticen, Graveyard Lead Mechanic		503-823-1806
Keith Drew, Parts Dept Supervisor		503-823-1812

First Avenue Garage, 1221 SW 1st Ave	FUELING STATION OPEN MON-FRI 7:30 AM TO 5:30 PM (PPB: 24 HRS)	
	GARAGE & MOTOR POOL OPEN MON-FRI 7:30 AM TO 5:30 PM	
Marv Navarro, Supervisor		503-823-4341

Graham Garage, 810 N Graham St	GARAGE OPEN MON-FRI 7:30 AM TO 4:00 PM	
	BODY & PAINT AND VEHICLE PROCESSING CENTER (VPC)	
Kyle Nickels, Supervisor		503-823-1808

SATELLITE GARAGES:

Dan Smith, Supervisor		503-823-1834
Southeast Garage, 4735 E Burnside (RESTRICTED ACCESS)	FUELING STATION OPEN MON-FRI 6:30 AM TO 3:00 PM (PPB: 24 HRS)	
	GARAGE OPEN MON-FRI 6:30 AM TO 3:00 PM	503-823-5061

East Garage, 737 SE 106 th Ave (RESTRICTED ACCESS)	FUELING STATION OPEN MON-FRI 6:30 AM TO 3:00 PM (PPB: 24 HRS)	
	GARAGE OPEN MON-FRI 6:30 AM TO 3:00 PM	503-823-4144

Division Garage, 6437 SE Division St	FUELING & GARAGE OPEN MON-FRI 6:30 AM TO 5:00 PM	503-823-1630
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Sandy River Garage, 10991 SE Lusted Rd	FUELING STATION OPEN MON-FRI 6:30 AM TO 5:00 PM	
	GARAGE OPEN MON-THUR 6:30 AM TO 5:00 PM	503-663-2464

ADDITIONAL FUELING STATIONS:

Interstate, 1850 N Interstate Ave	FUELING STATION ONLY – OPEN 24 HOURS
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Wastewater, 5001 N Columbia Blvd	FUELING STATION ONLY – OPEN 24 HOURS
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