



The Confederated Tribes of the Colville Reservation

OFFICE OF CENTRALIZED SERVICES

Fleet Management Services
PO Box 150 - Nespelem, WA 99155
Office: (509) 634-2193 / FAX: (509) 634-2194

STRATEGIC PLAN

EXECUTIVE SUMMARY

This document reflects the vision of the Fleet Management Services team to create a comprehensive strategic plan that will serve as a guide in providing direction to the division and to our internal customers as we anticipate future needs. This is a living document that will be modified and updated annually to reflect changes in the Tribes organizational climate, the changing needs of our internal customers, and changes in the automotive and equipment industry.

Fluctuating fuel prices, Tribal growth, Fleet growth, new technologies, and an understaffed workforce will be major areas of focus for Fleet Management.

To ensure the best overall value for our customers, we plan to focus on: Division Coordination, Incremental Improvements, Stewardship of Fleet Resources, Customer Solutions/Service, and Safety.

VISION

Fleet Management has been and will continue to be recognized in providing efficient and cost effective fleet management services. This will be achieved through a visionary leadership team that is committed to the perpetual pursuit of excellence. The best way to predict the future is to create it. Strategic planning, benchmarking, and goal achievement will determine the destiny of Fleet Management Services. Specific goals and objectives with time lines will be utilized to maintain the highest standards of excellence in fleet management and administration, vehicle acquisition and disposal, assignments and utilization, repair and replacement, and fueling of the Tribal fleet.

MISSION

Fleet Management Services is committed to the following principles:

- To provide safe and reliable vehicles.
- To provide honest, responsive, effective and efficient fleet services to our customers.
- To maximize the return on investment, and the long-term value of the fleet investment.
- To provide high quality internal and external services to Tribal and GSA vehicles.
- To know and respond to fleet customer desires, needs and requirements.
- To reinvest and reinvent to maintain the viability of the fleet management function.

FLEET MANAGEMENT OPERATIONS OVERVIEW

- Fleet Program

Fleet Management was first introduced as a part of the Property & Casualty Department of the Colville Tribe. FMS is now under the supervision of the Centralized Services Director. The Colville Tribes Vehicle Policy was established under Colville Business Resolution #2014-272 to help ensure the safety of the drivers, vehicles, general public, and property.

Fleet Management was separated from Property & Casualty and has since been a sole department operating and maintaining its own approved fiscal budget. Fleet Management consists of the Fleet Services Supervisor/Manager and the Administrative Assistant Senior. There is a need for additional employees due to the increased volume of fleet vehicle use and the opening of the Colville Service Center.

- Motor Pool Rental

Tribal employees conducting Tribal business may check out a vehicle from Fleet Management on a daily and monthly basis. The motor pool has about 75 vehicles for rental ranging from sedans and pickup trucks, vans, and sport utility vehicles. The fleet provides a source of revenue to the Tribe and offers great convenience to our customers. When any vehicle in the lease/rental fleet is under repair, the customer will be provided with a free loaner vehicle from the pool.

- Fleet Acquisition, Processing and Disposal

Fleet Management working in conjunction with the Purchasing Department performs vehicle procurement functions according to the Purchasing Policy stipulations. New vehicles are entered into the Fleetio vehicle tracking system after their receipt from the dealership. They are closely inspected and prepared for active service. Purchasing processes Tribal vehicle registrations, tag and title applications, installs Tribal vehicle plates and property numbers and maintains spare vehicle keys.

- Fuel

Fleet Management Services assists with the Exxon fuel account. The primary duty of FMS is to order and receive fuel cards requested by Tribal departments. These fuel cards are used for all vehicles and equipment.

Once received by FMS, the cards are then mapped into the Fleetio vehicle tracking system and matched with assigned vehicles. This will allow the system to automatically input and track all fuel purchases, location of purchase and gallon usage.

A GOAL-SETTING ADVOCATE

Fleet Management Services promotes a customer-centric philosophy and firmly believes that a Tribal government establishment can operate as competitively as a private business organization, with emphasis on accountability and good customer service.

TEAM MEMBER DEVELOPMENT

Training made interesting. Courses held periodically not just on professional skills but also on topics enriching one's life. There are classes on customer service, workplace safety, leadership, office

practice and applications, new equipment operation and repairs, and a career development program that prepares employees to grow with the organization in the future.

HIGH QUALITY INTERNAL SERVICES

Objective: Provide centralized fleet management function in order to maximize efficiency of operation.

CUSTOMER SERVICE EXCELLENCE

Objective: Provide a customer-focused approach to continuous performance improvement.

TEAM MEMBER TRAINING, MOTIVATION, EVALUATION AND COMPENSATION

Objective: Provide Fleet Management employees with a work environment that promotes exceptional customer service, innovation, personal growth, and fun.

EMERGENCY PREPAREDNESS

Objective: Prepare for worst-case scenarios with strategic resource planning and leadership succession cross-trainings.

“The road to success is always under construction.”