

New Fleet Management Software System

The Fleet Services staff received training in October 2003, and early 2004, in preparation for the installation of a new fleet management software system. Training enabled the Fleet Services Division to become more familiar with the system to streamline its implementation.

On February 2, 2004, the Fleet Services Division of the Public Works Department went live with our new Fleet Maintenance Software System, CCG Systems, Inc. FASTER.

System Features

The FASTER software enables the Fleet Services Division to keep a real-time accounting of vehicle maintenance. For instance, the Fleet maintenance supervisor can bring up a work order on a particular vehicle in the shop, and assess the work order status of the repair, and approximately how long the vehicle will be out of service.

The Supervisor can see who is working on the vehicle at any particular time by logging onto the Shop Floor Manager Applet. The benefit that FASTER gives the Supervisor is the ability to see the progress that the Mechanics are achieving, on any particular job without leaving the office.

FASTER allows the Fleet Services Division the ability to eliminate a paper trail when tracking completed work on equipment. Historical information and Mechanic productivity on a particular work order is stored in the FASTER database, therefore the need to keep time sheets for each Mechanic has also been eliminated because the daily work activity can be found on the database at any time. Prior to FASTER there was a rudimentary system to track the time of the Mechanic, which was very hard to account for. Now each Mechanic's time is put into the system on a real-time basis, and is accounted for on each work order.

FASTER also tracks a Mechanic's Indirect Labor time, so if the Mechanics are off on a lunch break they log out for break, and log back in when they return. When a Mechanic is not working on a piece of equipment e.g. training, meetings, shop cleanup, vacation and sick time the Mechanic logs into FASTER in order to track their indirect time, which allows us to determine their productivity.

FASTER also allows the Fleet Services Division to charge back to each department for true services that are rendered, opposed to estimated flat rate charges, which eliminates arbitrary judgments. This will create a savings to some departments for real-time charges. Each department will only be charged when a Mechanic is actually working on their equipment. Real-time charge back will also allow departments to see where they can fine-tune their operation in order to maximize their budget expenditures.

Installed on the Intranet is a program called Fleet Service Center, which allows departments to view the work order of any particular piece of equipment that is in the shop and the current work order status, as well as previous work order historical information, this allows departments to access costs associated with operating the equipment in question. Also a Work Order Status Report, is generated from the FASTER Report Runner, and is posted on the Intranet in order to allow each department to see what equipment are in the shop each day and the current status of that equipment.

FASTER also has a Motor Pool module that has been installed, which allows the Fleet Services Division to charge back for the use of vehicles that are assigned to that Division. The Motor Pool consists of sedans, vans, and trucks to choose from. Operating a Motor Pool allows the City to better utilize the fleet, and substantially reduce the operating costs to the different departments by allowing them to use a vehicle as needed.

The new fueling system, when completed, will interface with FASTER, and will accurately track inventory, fuel transactions, and fuel usage by each vehicle. Improving fuel management will make it easier to have other entities, e.g. Inglewood Unified School District, Marvin Engineering and El Camino College utilize the CNG, gasoline and diesel stations.

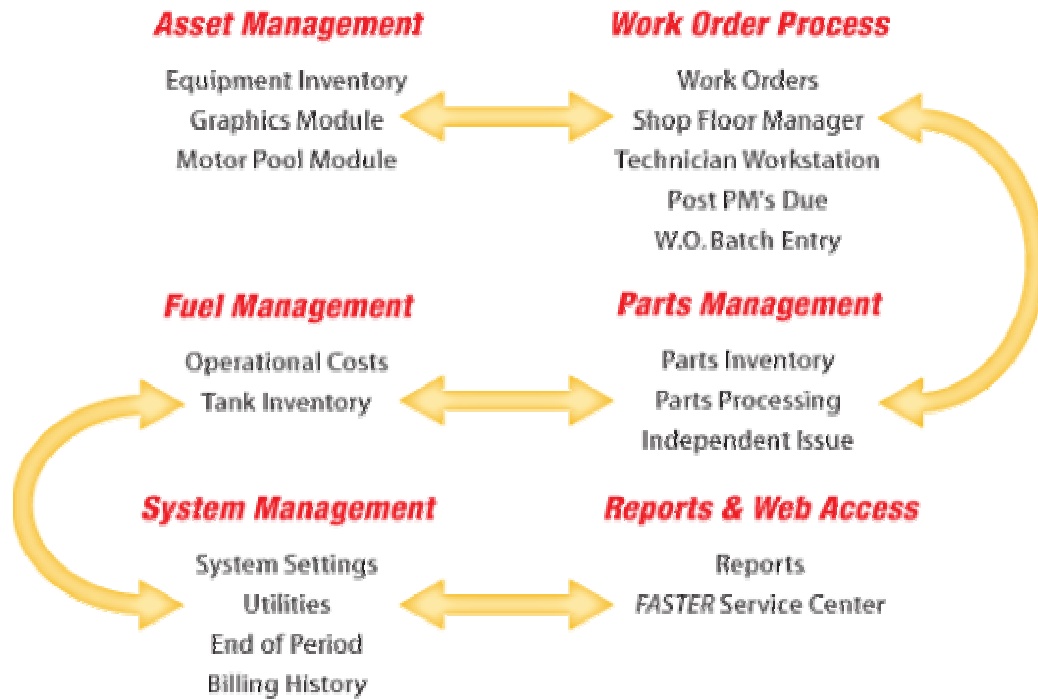
FASTER has a graphic module that allows us to take a digital JPG photograph and download the document into the Equipment Applet. This allows us to document the condition of a new piece of equipment or body damage, the system also allows us to scan a written report and download the document into the Equipment Applet, which eliminates the need of a hardcopy document to be stored in a vehicle file.

The above are just a few of the functions that FASTER allows us to achieve, the system also features other rich functions:

- Parts inventory management using bar-code labeling
- Motor Pool reservation request through the intranet
- Equipment procurement and replacement cost tracking
- Historical repair cost
- Warranty tracking
- Preventative maintenance schedule and regulatory inspections
- Asset Management
- Report generator which includes Mechanic productivity reports

The Applets

The various pages of **FASTER** screen prints provide descriptions and images of the individual **FASTER** applets.



FASTER EQUIPMENT INVENTORY APPLET

The Equipment Inventory applet with its associated tabs provides access to all information about a vehicle or piece of equipment from acquisition and disposal to meters, PM's, linked parts and tasks, billing, warranties, configuration data, component information, a comprehensive search capability to find vehicles on the basis of fields on the master record and a comprehensive historical record. The history is a summary of maintenance and repair with total maintenance broken into parts, labor and sublets providing totals by month and by year for the life of the vehicle, year to date and life to date. Also included are fuel and oil usage and billing summary data.

Equipment Inventory

Equipment Information: Company: 001 City of Fasterville Fleet Services

Equipment Number Year Make Model Priority TSet Location

Meter Reading

Parent Equipment Component

Serial Number License MG

Color Shop Site

Link None Permanent Removable

Class Department

Status Attached

Employee

Reservation

Out#

Date

Last PM

Type Cycle Date Done

DTC

Depreciation Last Work Order

Billing Notes Acq/Disp Vehicle Replacement Search Query History Component Parts

Search

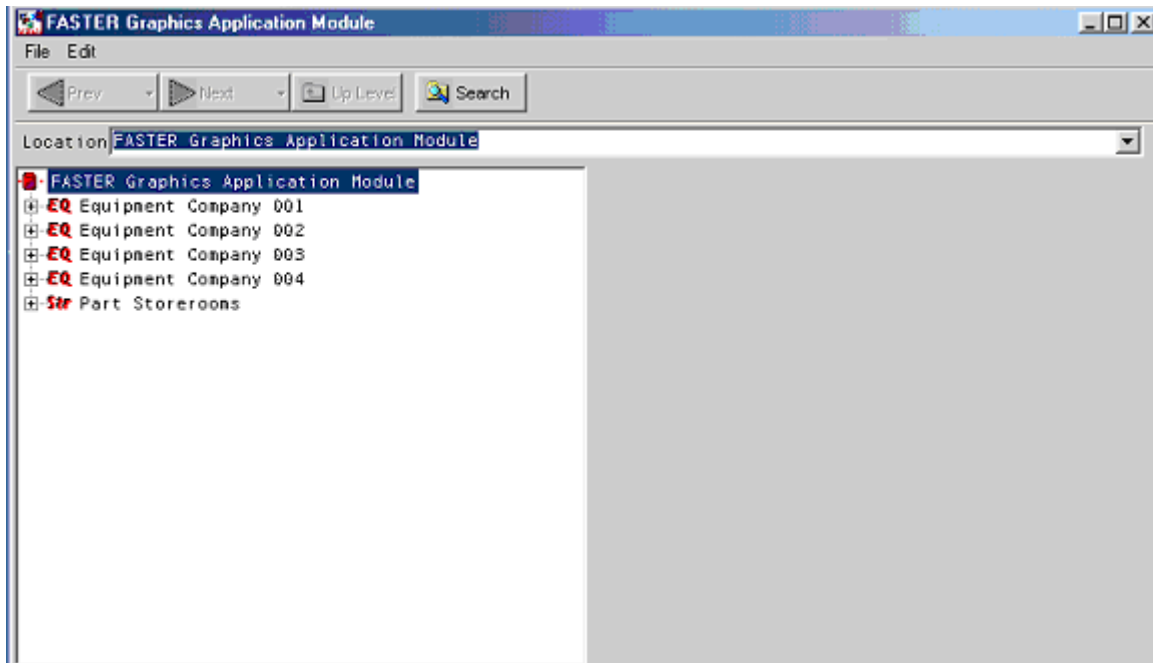
Company 001 Type Value Search Print

Screen Cleared

PIC Inq

FASTER GRAPHICS MODULE

The Graphics module allows users to link images to an equipment, part or work order record. An icon located on the applet master screen provides an index tree of named images for a given record, which can be individually selected for display, print or export. Possible uses include storing specification sheets, accident reports, and photos of the vehicle or piece of equipment, invoices or vendor contracts.



FASTER MOTOR POOL MODULE

This is a reservation module for the daily, weekly, monthly or annual rental of vehicles. Rates and mileage charges are set by class of vehicle and free miles or minimum usage can be established. There are three applets included in the module. The executable application, a user maintenance applet, and a maintenance applet for database update of stored fields and settings

Motor Pool

File Reservation Search Print Annuals View Maintenance Setup Help

Reservation #: Last updated on June 5, 2003 at 9:39 a.m. by Jodie

Status: RESERVED, BUT NOT DISPATCHED

Approval Code: EQ Class:

Pickup Date/Time:

Dropoff Date/Time:

Rental Type: \$

Reservation for:

Number of passengers: Courtesy Pickup? Destination:

Contact Information

Person Making Request:

Phone:

Email:

Accounts Notes Drivers User Fields Assign Vehicle Return Info Review Charges

Department:

Account: % of cost:

| Department | Account | % charged |
|------------|---------|-----------|
| | | |
| | | |
| | | |
| | | |
| | | |

For Help, press F1 0/334

FASTER OPERATIONAL COSTS APPLLET

The Operational Costs applet manages all fuel and fluids information. With the automated fuel interface, fuel transactions that have been captured through a fuel system are copied and posted to each piece of equipment. This applet also provides fuel inventory capability.

Operational Costs

Operation Cost Information::Company: 001 City of Fasterville



Equipment
Transaction Number

Meter
Type Reading
Override?

| Type | Reading |
|------|---------|
| | |

Disbursement
Date Time
Type Code

Fuel
Pump Type
Qty.
Ttl Cost Add Markup

Actual Meter(s):

| Type | Reading | DLU |
|------|---------|-----|
| | | |

| TX Number | Equipment Number | Date | Time | Type | Pump | Qty | Cost | Meters |
|-----------|------------------|------|------|------|------|-----|------|--------|
| | | | | | | | | |

Double-click on TX Number to inquire. Right-click on TX Number to delete

Ready

FASTER TANK INVENTORY APPLET

The Tank Inventory applet contains all of the screens and information necessary to track fuel consumption from tanks and delivery. The applet provides users with the ability to calculate a cost per gallon, collects receipts and stick readings, allows for adjustment to levels and integrates with the operations applet to allow for reduction of inventory for all issues.

The screenshot displays the 'Tank Inventory - FASTER 4.48.063G - Untitled' window. The interface is organized into several sections:

- Company:** A dropdown menu showing '001' and a text field containing 'City of Fasterville'.
- Navigation:** A row of icons including a printer, and four colored buttons labeled 'I', 'U', 'A', and 'C'.
- Current Tank Information:** Fields for 'Current Tank ID', 'Name', 'Current Level', 'Reorder Point', and 'Current - Reorder Point'.
- Date of Last Receipt/Issue:** Two text input fields.
- Master Record:** A set of buttons: 'Master Record', 'Modify Master', 'Edit Acquire', 'Edit Location', and 'Edit Notes'.
- Physical Properties:** Fields for 'Capacity', 'Unit', 'Fuel Type', 'Cost/Unit', and 'Status'.
- Tax and Material:** Fields for 'Tax', 'Unit Tax', 'Tax Code', 'Material Type', and 'Life Expectancy'.
- Dimensions:** Fields for 'Length', 'Width', 'Height', and 'Shape'.
- Tank Type:** Radio buttons for 'Above Ground' and 'In Ground', and a checkbox for 'Mobile Tank' with an 'Equipment #' field.
- Systems:** A vertical list of checkboxes for 'Fill Cap Color', 'Dispensing', 'Fill Type', and 'Monitoring'.
- Site Information:** Fields for 'Code', 'Street Address 1', 'Street Address 2', 'City/Town', 'State/Province', 'Zip Code', and 'Country'.
- Acquisition:** Fields for 'Vendor Code', 'P.O. Number', 'Date', and 'Cost'.
- Footer:** A status bar at the bottom left reads 'Loaded Fuel Pump Relation Codes - Tank Key Links - 3', and a green 'Inq' button is at the bottom right.

FASTER SYSTEM SETTINGS APPLET

Access to the system and user-defined codes for vendors, purchase orders and repairs are stored and regulated through the System Settings applet. This applet provides access to information stored in the various tables within the system. It can be used to limit a user to only information for vehicles within their organization, to parts within their storeroom and work orders within their shop. With a single click, all access for a user can be canceled. The operator ID and password are captured by Windows and passed to this table for appropriate action. All changes to passwords are controlled through the facilities of Windows.

System Settings

Table Lookup | User Info | System Info | Purchase Orders | Account Codes | Vendors | Repair Types | >

Table Look-up Record

Type: TLT | C Code (03): [] | Description: []

.....1.....2.....3.....4.....5.....6
123456789012345678901234567890123456789012345678901234567890

Table Lookup Type Browse

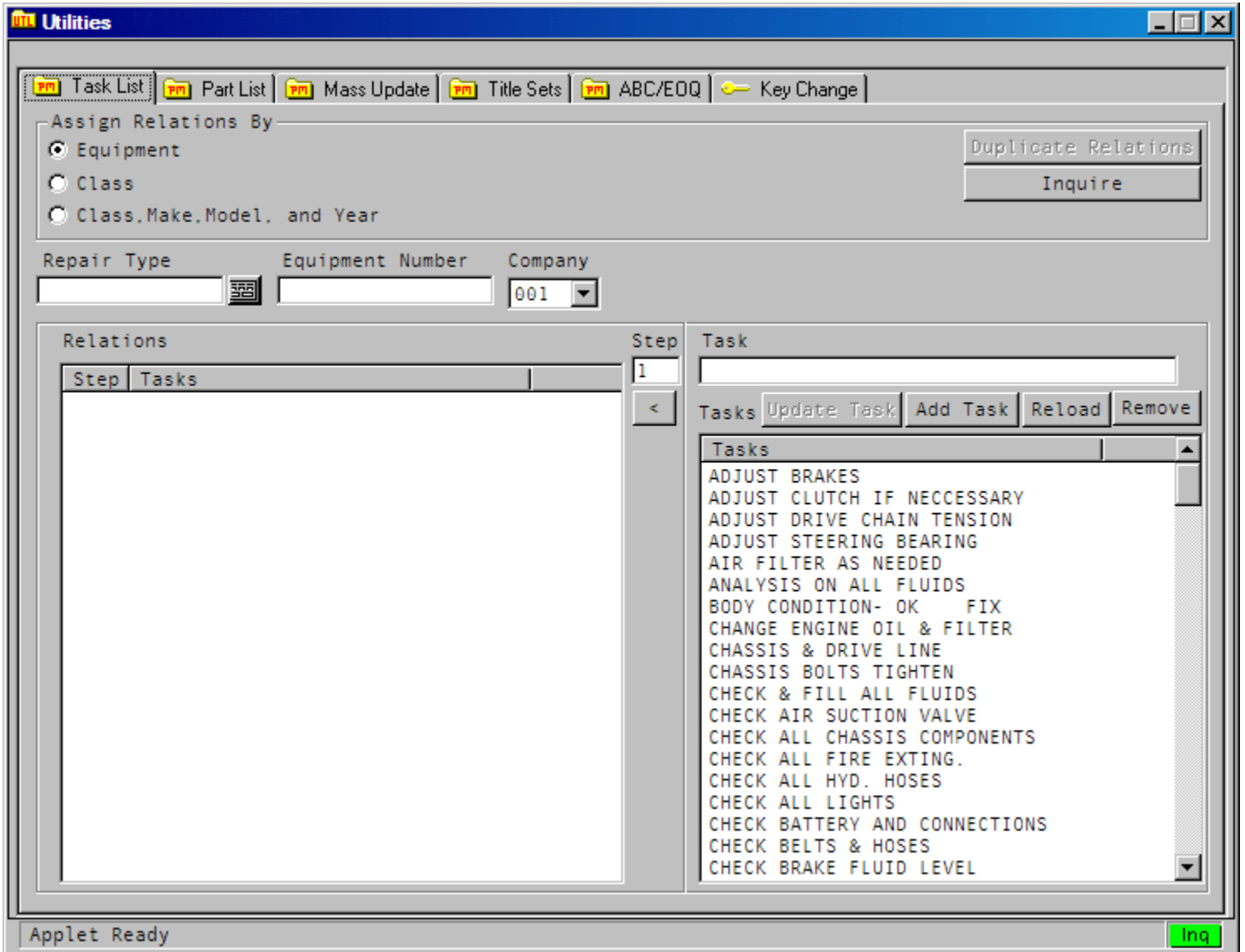
| | | |
|-----|---|---|
| AAE | 1 | (05) ANNUALLY ASSIGNED EQUIPMENT |
| ACS | 1 | (01) Account Code Status |
| CPM | 1 | (10) Cost Per Mile (9.99) |
| CRR | 1 | (10) Motor Pool Rental Rate by Equipment Class Code |
| CRT | 1 | CREDIT TYPE |
| CSC | 1 | (14) Misc. Cost Code |
| DPN | 1 | (15) Department Number |
| DTT | 1 | (01) Drive Train Types |
| EAC | 1 | Equipment availability Code |
| EBC | 1 | (03) Equipment Billing Code |

History History

Vendor Range Loading Complete

FASTER UTILITIES APPLLET

The Utilities applet provides mass update capabilities, parts and task list preparation, title set definitions and primary key changes in data.



FASTER END OF PERIOD APPLET

The End of Period applet contains the program to create the end of period summary information necessary for MTD and YTD totals and to calculate depreciation.

End of Period Postings for:

Month **Jan** Year **2003**

| | Recovery | Depreciation | Meters | M & R LTD | Beg FY Meters |
|-------------|------------|--------------|------------|------------|---------------|
| Period | 7/2002 | 7/2002 | 7/2002 | 7/2002 | |
| OpID | MJ | MJ | MJ | MJ | |
| Time Posted | 13:27 | 13:27 | 13:27 | 13:27 | |
| Date Posted | 08/01/2002 | 08/01/2002 | 08/01/2002 | 08/01/2002 | |

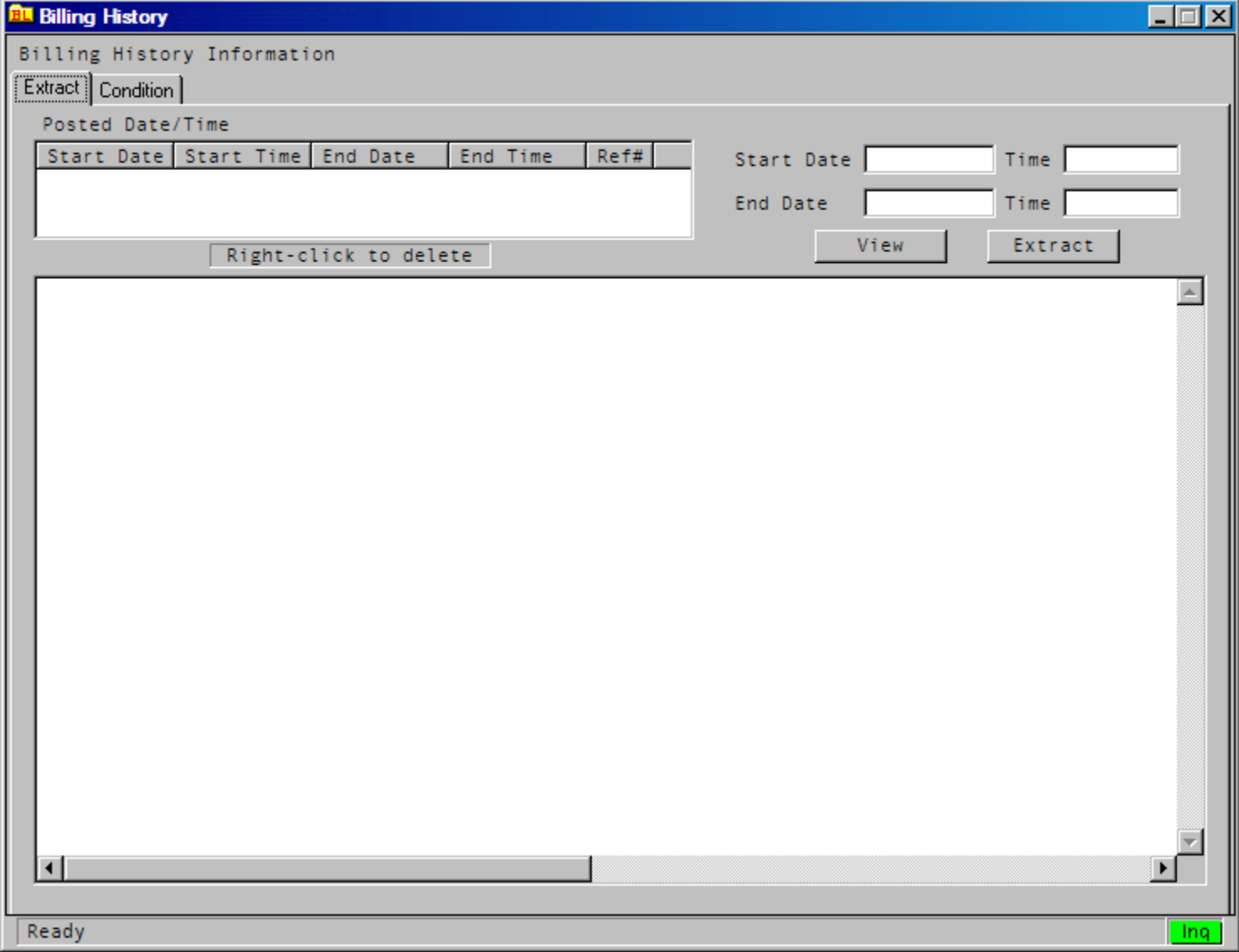
Display

Highest Month Posted Latest Date and Time Posted

Loading End of Posting Completed : ACKNOWLEDGED Inq

FASTER BILLING HISTORY APPLET

The Billing History applet contains the relevant data on each asset record for all associated codes and costs for each billing period. It serves as the history from which the billing report or interface was created.



FASTER WORK ORDERS APPLET

The Work Orders applet displays the information about a work order. The tabs include equipment information, a list of work orders, notes tab, repairs tab with each major repair in the work order, an estimate tab for the information on the initial estimate, a parts issued tab, labor entry tab, sublet or commercial repair tab and a search tab that provides a comprehensive search engine.

The screenshot shows the 'Work Orders' applet window. At the top, the title bar reads 'Work Orders'. Below the title bar, there's a 'Work Order Information' section with a dropdown for 'Company' set to '001' and a text field for 'City of Easterville Fleet Services'. A toolbar with icons for various functions is visible. Below this, there are tabs for 'Work Order' and 'Estimate'. The main area contains several input fields: 'Work Order' (empty), 'Status' (dropdown 'A'), 'Shop' (dropdown 'WS1'), 'Department' (dropdown), 'Bill Code' (dropdown), 'ID' (empty), 'Employee' (dropdown), 'Location' (text field), 'Eq Company' (dropdown '001'), 'Equipment' (text field), 'Priority' (dropdown), 'Meter' (dropdown), 'Reading' (text field), 'Date/Time In' (text field '03/24/2003 13:21'), 'Date/Time Out' (text field), 'Override?' (dropdown), 'Disable Downtime Track' (checkbox), and 'Default Repair Type Reason' (dropdown). A row of buttons includes 'Eq Info', 'Downtime', 'Query', 'Issue Search', 'Search', 'Notes', 'Repairs', 'Parts', and 'Labor'. Below these are more search filters: 'Eq Company' (dropdown '001'), 'Equipment' (text field), 'Technician' (dropdown), 'Date In' (text field), 'WO Company' (dropdown '001'), 'Work Order' (text field), 'Status' (dropdown), 'Repair Type' (text field), 'Shop' (dropdown), 'Class' (dropdown), 'Use Code' (dropdown), 'Omit Parts From PM RTY Search' (checkbox), and 'Search' and 'Print' buttons. A table with the following columns is present: 'WO Co', 'WO Number', 'Eq Co', 'Equipment Number', 'Date In', 'Date Out', 'Status', 'Shop', and 'Total Cost'. The table is currently empty. At the bottom, there's a status bar with 'Ready' and a 'PIC Inq' button.

| WO Co | WO Number | Eq Co | Equipment Number | Date In | Date Out | Status | Shop | Total Cost |
|-------|-----------|-------|------------------|---------|----------|--------|------|------------|
|-------|-----------|-------|------------------|---------|----------|--------|------|------------|

FASTER SHOP FLOOR MANAGER APPLET

The Shop Floor Manager provides the ability to store, schedule and/or assign to a mechanic future PM's, recalls and deferred repairs for specific equipment. Each repair automatically appears upon the initiation of the next work order for any piece of equipment with stored repairs.

Shop Floor Manager

Equipment Company: 001 City of Fasterville

Deferred Maintenance Information

Equipment Number Repair Type Technician ID Shop Est Labor Hour Est Start Date

Description

List Search Work In Progress Notes

| Repair Type | Description | MID | WO Number | Da... | Ti... | Cr... | Ti... |
|-------------|-------------|-----|-----------|-------|-------|-------|-------|
|-------------|-------------|-----|-----------|-------|-------|-------|-------|

Double-Click to Inquire

Ready Inq

FASTER TECHNICIAN WORKSTATION APPLET

The Technician Workstation is used by the technician to log on and off of work orders. It also allows the technician to logon to indirect labor (e.g., break, lunch, etc.). This is a real time process that tracks the technician's activity. It provides the technician access to all work order history for any piece of equipment.

The screenshot shows the Technician Workstation applet interface. At the top, there are fields for Company (001), City of Easterville Fleet Serv, Shop (WS1), Shift (1), and OT (No). Below this is a navigation bar with buttons for Log On/Off, Work Order, Work In Progress, Part Search, Assigned Repairs Search, TWS Review, and Options. The main area is divided into two sections: Technicians and Assigned Repairs. The Technicians section has a Shop Filter set to All and a list of technicians with their MID and Name. The Assigned Repairs section has a table with columns for Repair Type, Work Order, S., Equipment, R., W., E., MID, and De. Below the table are radio buttons for displaying repairs for MID (777), Work Order Shop (WS1), or All Repairs for Active Work Orders. There are also fields for Repair Type and Work Order, and a Logon button. The bottom section is labeled Message Log and contains a list of messages: 11:19> (777)Jodie LOGOFF Complete (Working), 10:59> (777)Jodie ON WO:0000009294/2013SC1105BN, and 10:53> (777)Jodie NEXTAR. A Reload Technicians List button is located at the bottom left of the Technicians section.

Company: 001 | City of Easterville Fleet Serv | Shop: WS1 | Shift: 1 | OT: No

Log On/Off | Work Order | Work In Progress | Part Search | Assigned Repairs Search | TWS Review | Options

Technicians

Shop Filter: All

| MID | Name |
|------|--------------|
| 778 | Al |
| 408 | DARRELL |
| 608 | GREG |
| 777 | Jodie |
| 0216 | Joe Mechanic |
| 508 | MARK |
| 708 | SCOTT |
| 808 | STEVE |
| 308 | WILLIE |

Assigned Repairs ()

| Repair Type | Work Order | S. | Equipment | R. | W. | E. | MID | De |
|-------------|------------|----|-----------|----|----|----|-----|----|
|-------------|------------|----|-----------|----|----|----|-----|----|

Display Repairs for MID: 777

Display Repairs for Work Order Shop: WS1

All Repairs for Active Work Orders

Repair Type: [] | Work Order: [] | Logon

Current Repair Description and Vehicle | Quick Buttons

Repair on Equipment: []

Message Log

```
11:19> (777)Jodie LOGOFF Complete (Working)
10:59> (777)Jodie ON WO:0000009294/2013SC1105BN
10:53> (777)Jodie NEXTAR
```

Reload Technicians List

Technician Logging off

FASTER POST PM'S DUE APPLET

The Post PM's Due applet contains the setup and programs necessary to initiate the PM Scheduler and create the records necessary for the schedule.

PM Posting

Post PM's To Deferred Maintenance

PM Shop
Shift
Percentage Due
Starting Schedule Date
Ending Schedule Date

Post PMS Due

| Shop | Shift | Start Date | End Date | Op ID | Post Date | Post Time |
|------|-------|------------|----------|-------|-----------|-----------|
|------|-------|------------|----------|-------|-----------|-----------|

Right Click to Delete, Double Click to Inquire

Deferred Maintenance

| Eq Co | Equipment Number | Repair Type | Description | Est Date Start | Post Date |
|-------|------------------|-------------|-------------|----------------|-----------|
|-------|------------------|-------------|-------------|----------------|-----------|

Browse window of deferred maintenance

Inq

FASTER BATCH ENTRY APPLET

The Batch Entry applet contains all batch processing screens for labor, parts, sublets and fuel transactional entry.

Work Order Batch Entry

Batch Labor | Batch Part Issue | Batch Sublet | Batch Fuel

| Work Order | Co | Start Date | Start Time | End Date | End Time | Hours | Repair Type | MechID |
|------------|----|------------|------------|----------|----------|-------|-------------|--------|
|------------|----|------------|------------|----------|----------|-------|-------------|--------|

Work Order: [] Company: [] Start Date: 06/11/2003 Time: [] End Date: 06/11/2003 Time: [] Hours: []

Repair Type: [] Technician: [] Shift: [] Ovt? Shop: [] Standard Rate: [] Modified Rate: [] ^ Process

Inq

FASTER PARTS INVENTORY APPLET

The Parts Inventory applet provides all information about a part in an individual storeroom. It supplies the base information about a part, its stocking level, EOQ, and various classifications and cross references. The available tabs provide information on the master record, user defined fields, warranties, audit records, orders and receipts, bar code information, transfers, components, history, listing of parts and a search tab. Each of these tabs provides information about a specific part.

Part Information

Part # Str

Non-Stock Part

Description

Cost and Quantity Information

In Stock Unit Cost Shipping Cost Tax Cost True Cost

Last Change Last Used

Vendor Category Type Status %MarkUp Location Alt Location Default RTY

HHU flag

Barcode Print?

MTBF Order Lead Time Unit of

Type Length Time Type Issue Order Multiplier

Master Notes User Ref Warranty Search Query Order Search BarCode Order/Receipt

Search Type Search Value

| Part Number | Str | Description | Location | In-Stock | Unit Cost |
|-------------|-----|-------------|----------|----------|-----------|
|-------------|-----|-------------|----------|----------|-----------|

Applet Ready

FASTER PARTS PROCESSING APPLET

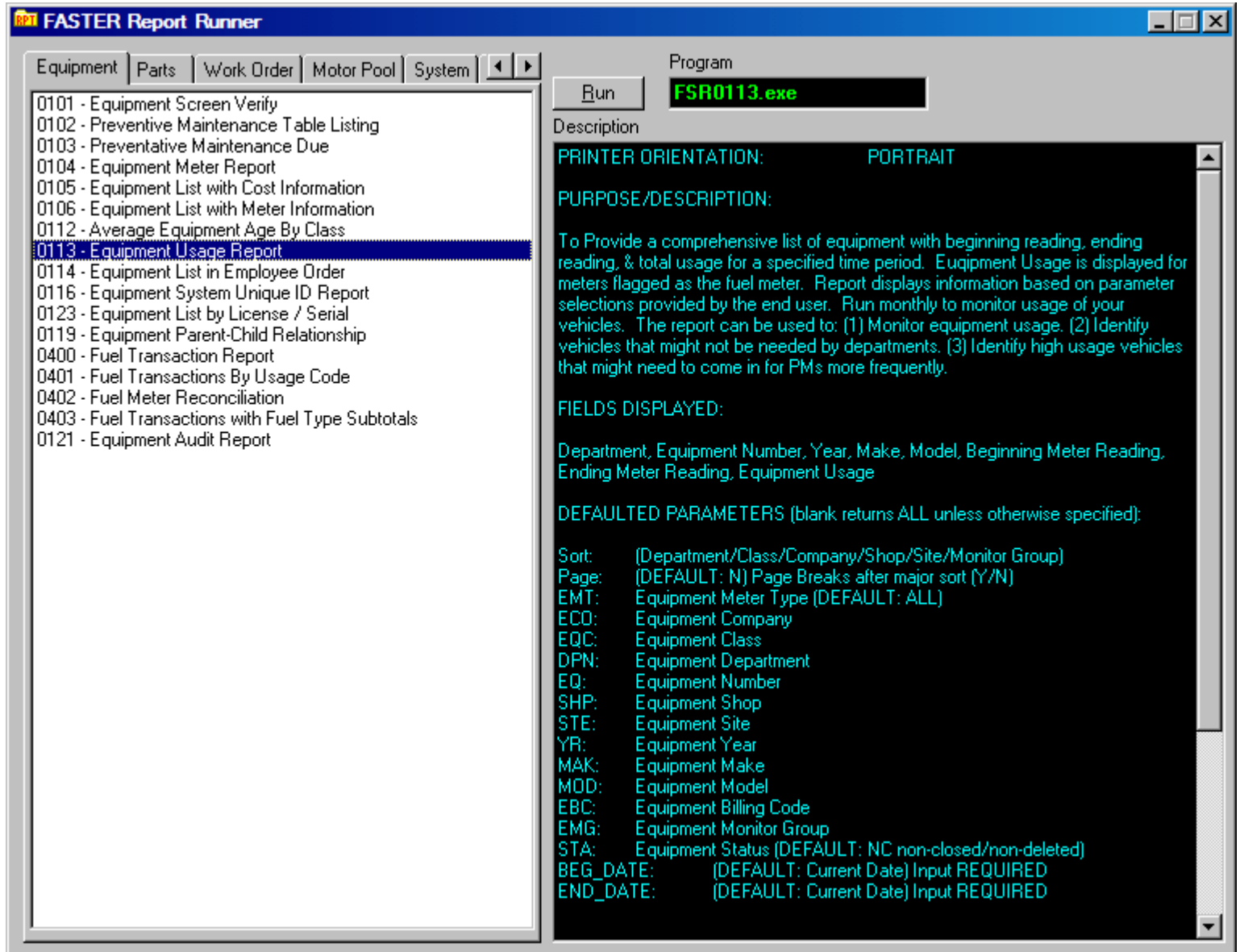
The Parts Processing applet handles all of the transactions for storeroom management. This includes the orders, receipts and issues of parts and the setup of purchase orders and requisitions. Also included are the inventory, cyclic inventory and reconciliation tabs, as well as a quick one step order and receipt.

The screenshot shows the 'Parts Processing' applet window with the following components:

- Navigation Tabs:** Ordering (selected), Receipts, One Step, Auto Ordering, Order Search, Issue Search, Issues, Transfers, Credits, Inventory, Search, Cyclical.
- Order Entry Section:** Vendor (dropdown), PO Number (dropdown), Order # (dropdown), Note, New Order, Cancel Order, Orderer, Date, Deliver Date, Include Closed checkbox, Add Order.
- Item Management:** New Item, Clear, Add Item, Update Item.
- Item Details:** Part #, Str (dropdown), Qty, Unit Cost, Shipping, Account Code (dropdown).
- Description:** Text input field.
- Work Order Section:** Work Order, Company (dropdown), Repair Type, Technician (dropdown), Shop (dropdown), Print button.
- Main Table:** A table with columns: BO, Part Number, Str, Description, Qty, BO Qty, Unit Cost.
- Summary Tables:**
 - Last Season's Issues:** Table with columns: Year, Month, Qty Issued.
 - Other Storeroom's Stock:** Table with columns: Str, In Stock.
- Summary Totals:** Show Received checkbox, Subtotal, Shipping, Tax, Grand Total (each with an input field).
- Status:** Applet Ready (bottom left), Ready (bottom right, highlighted in green).

FASTER REPORTS APPLET

The Reports applet contains all of the standard reports and lists each area of the system, the reports available, and the description and options available with each report.



FASTER SERVICE CENTER

The **FASTER** Service Center is a casual user piece for the **FASTER** system. The **FASTER** Service Center is geared towards individuals who need access to information about an asset but have no need to use the **FASTER** application itself. This is accomplished through tools developed by CCG Systems for use via Internet or intranet.

Trust us to be there **FASTER**

Casual User - Equipment Records - Work Order Detail 1.800.753.2783

[home](#) [search equipment again](#) [back to equip# 0909](#)

Work Order Detail - 000007761

**COST \ PARTS \ LABOR \ SUBLET \ CREDIT **

| Cost Summary | | Miscellaneous Cost | | | |
|------------------|----------------|--------------------|-------|-----------------------|----------------|
| | | Type: | Code: | Description: | Amount: |
| Parts Subtotal: | \$43.56 | AC | Fixed | Automatic shop charge | \$12.50 |
| Labor Subtotal: | \$0.00 | | | | |
| Sublet Subtotal: | \$0.00 | | | | |
| Misc. Subtotal: | \$12.50 | | | | |
| Credit Subtotal: | \$0.00 | | | | |
| Total: | \$53.06 | | | Subtotal: | \$12.50 |

Frequently Asked Questions

- **Q.** How does the system keep accurate odometer readings?
 - A.** The correct odometer readings are up-dated in the system two ways, one, when a work order is created the current odometer reading is entered or after each fuel transaction. Each time the fuel transactions are posted into FASTER the systems looks for errors in the odometer that are out of the normal parameters, should the system see a odometer that is greater then the preset miles which a vehicle can travel between each fuel up, it sends an error message and warns the Administrator of a possible problem.

- **Q.** How many employees can use the system?
 - A.** The system is unlimited to the amount of employees that can use it, but the City is currently licensed for 12 users. FASTER offers a version called “casual user” where employees can access historical information and work order status reports. There is no license required to use the “casual user”.

- **Q.** Who manages the system and updates the system when new software becomes available?
 - A.** The database is managed by our ITC Division to assure that the data is backed up on tape each night. The Fleet Services Administrative Analyst is responsible for entering new data into the system, end of month and year reports. The City pays an annual service charge for support, which is available 24/7 to our staff, including updates for the system. Updates can be achieved by loading the software from a disc or can be downloaded through the web.

- **Q.** How is work requested and who enters the work orders into the system?
 - A.** Work can be requested several different ways, one can simply come to the Service Center and fill out a request form or they can go on-line and request service via the City Intranet, or a verbal request is acceptable during emergencies. The Fleet Maintenance Supervisor and the Fleet Administration Specialist enter the work request into the system; the Mechanics are trained to create work orders should either of these two employees be unavailable.

- **Q.** How many work orders does the Division produce each year?
 - A.** The Division produces over 2000 work orders each year, and over 10,000 repairs from work orders.

- Q.** Can the system search for a vehicle in the system, when you don't know the unit number?

● **Q.** Can the system search for a vehicle in the system, when you don't know the unit number?

A. Yes, if you did not know the unit number you could search in the system using several criteria: make, model, year, department, license, color, class, fuel type, employee name and the serial number, in fact, if you know the position of the number/letter in the serial number you can search for that unit e.g. if "Z" was the sixth character in the serial number, the system will find that unit, or any unit with a "Z" in the sixth position.

● **Q.** Will the system ever have to be replaced, with a new system?

A. No, the system does not have to be replaced; the software is supported annually, each year the software provider, CCG Systems, Inc. FASTER makes improvements and patches to the system. CCG Systems provides the latest software to their customers in order to keep the system dated with today's industry standards, and to stay competitive with other software systems.

● **Q.** Does FASTER calculate depreciation costs?

A. Yes, depreciation costs are calculated, by taking into account the acquisition cost, age of the vehicle, life expectancy, salvage value, monthly cost, and annual cost. The results of these figures can be accessed through the FASTER Report Runner. This allows the Division to better determine if a piece of equipment should be replaced.

As the Fleet Services staff continues to become more familiarized with the FASTER Fleet Maintenance Software, the City will continue to realize substantial savings in operation, maintenance, and repair of the City fleet. Also as the staff continues to graduate from rudimentary operating practices, to more technological, state of the art procedures, which includes FASTER, they will have more time to devote to the care, and maintenance of the City's fleet.

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