

Fleet Services Stay Strong Through Pandemic

By: Keith T. Kerman

As we have during previous Labor Days, we want to recognize and thank the nearly 2,000 staff of mechanics, supervisor of mechanics, tow truck operators, parts staff, auto service workers, transportation coordinators and dispatchers, spec writers, administrative and support staff, and managers who make up the citywide fleet staff at our Fleet Federation agencies.

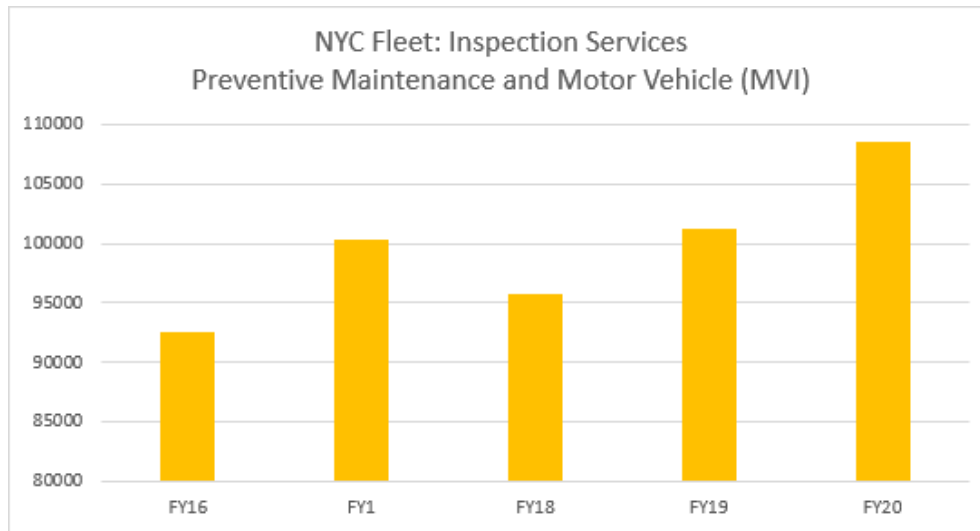
Fleet is an essential service and as such, was challenged to maintain operations and support of our city agency emergency responders and over 50 agency clients during this extraordinarily difficult period. Fleet was of course greatly and directly impacted by COVID-19 with five dedicated staff losing their lives, many more falling ill, administrative staff transitioning to remote work where possible, and total garage staffing capacity declining to 61% at the height of the emergency in NYC in early April.

Through this period, Fleet servicing remained responsive and reliable, even improving services in many areas. The total fleet out of service improved to 8.6% based on our daily readiness report, which is distributed and published online each day. This reverses an increase in FY19 and maintains our pace of improvement from 10.4% in the first fiscal year of the administration.



In FY20, we remarkably recorded the largest preventive maintenance inspection program since we implemented the new fleet management system in FY13. Fleet agencies completed

77,430 preventive maintenance inspections and an additional 31,117 motor vehicle mandated inspections, both our largest programs.



In total, agencies addressed over 261,000 service orders and we recorded our highest level of in-house labor charges through the current fleet management system, with over 2.5 million labor hours charged in by mechanical repair staff. In total, over \$266 million was spent on fleet service staffing in FY20. Fleet was able to maintain this level of services while also continuing a multi-year decline in charged overtime costs.

We look forward to working with all our fleet staff and agencies as we tackle a new fiscal year that promises to be equally demanding.

NYC Fleet: Service Program, FY20					
Agency	Service Orders	PMs	Inspections	Recalls Completed	Labor Hours
DCAS Client	23,974	9,416	3,657	213	-
DEP	2,624	1,181	2,434	157	15,367
DOC	3,246	1,591	691	71	37,209
DOT	13,331	4,303	2,856	276	261,644
DPR	10,540	5,042	2,633	302	20,001
DSNY	132,638	27,646	5,464	120	1,279,180
FDNY	23,550	7,724	749	214	310,349
NYPD	51,395	20,527	12,633	2,274	594,542
CITYWIDE	261,298	77,430	31,117	3,627	2,518,292

2020 U.S. Census

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