

2021 FleetPros Professional of the Year Nominations

Name: Glenn Lavender
Title: Fleet Services Superintendent
Company: City of Amarillo
Email Address: glenn.lavender@amarillo.gov
Phone: 8063786831
Chapter Affiliation: Texas

How long has the Nominee been a member of FleetPros? 7-9 years

What program or initiative has the nominee started or improved? Employee development: created a career ladder for technicians to self promote through obtaining ASE certifications, on-line fleet safety class, years of experience. Productivity: In-house parts supplier contract: one stop source for all fleet part needs

What caused the need and what did it accomplish? Employee development: program created to reduce employee turn over, allow employee to see a career path to advancement. old system employee could not advance unless someone retired or moved to another position creating and opening. Same time added ASE certification pay to improve employee financially and raise moral. Productivity: need to improve efficiencies in fleet, old system technicians obtained parts and lost time due to going for parts and required paper work. new in-house parts supplier works with technicians and brings parts to their work area allowing for reduced down time. program also allowed fleet to move from 85 86% availability to 92 93% daily fleet availability.

Why did the nominee strive to create or improve this particular program? Reduction in technician staff levels by 8 positions: Need to develop programs to improve fleet productivity, technician moral, retain quality technicians, provide tool for their success and overall fleet success for the City.

Did the nominee have funding to create or improve this program? Yes

If yes, how did the nominee effectively use the funding? If no, how did the nominee design and implement the program? developed program with career ladder and re-classed all positions to top tier of ladder. initial impact to budget minimal , request budget funding following year with increase of revenue. demonstrated cost savings due to increased productivity and reduction of lost technician. followed industry standards and requested proposals for best value evaluation. minimal budget impact as fleet had current parts procurement funding

Did the nominee introduce new technology or new ways to use existing technology for the program? Yes

If yes, what and how? with current funding fleet added ASE training through local community college and covered cost. fleet covers all cost associated with testing. provide ASE training materials for study. added two computer stations for training of technicians.

Did this program increase productivity? Yes

How much and how was it measured? daily average availability of equipment requirements.

Did this program affect the customer? Yes

How did the customer benefit? availability of essential equipment for daily operations

How was it measured? daily average availability of equipment requirements.

What training programs were created or are available for this program? ASE certifications. in house training or use of community college. Specialized classes set up for electrical and hydraulic systems and controls.

What degree of excellence was achieved and how was it measured? Degree of excellence measured through improved fleet availability. technician buy in to program to assist in their advancement, 70 %of staff currently promoted due to program offered.

Did the program reduce risk and injury potential? Yes

How did the program reduce risk? added incentive to better perform job and being held to a higher standard. advanced training directed towards safety.

Does this program come with rewards or acknowledgements? Yes

How is success measured? measured with degree of advancement/participation in program.

What is the reward or acknowledgement? reward is self pride and knowledge of industry requirements. advancement in career ladder.

Is the nominee involved in the betterment of the fleet industry as a whole? Yes

What is the involvement? participates in industry events, conference, board of instruction at local community college. Member of national fleet organizations. FleetPros.

Has the nominee sought to share the program or improvements with peers? Yes

If yes, how? open discussion at industry meetings and conferences. working with peer professionals seeking ways to improve operations

Please tell us about any other accomplishments that should be considered.

development/restructure of fleet supervisors. all supervisory staff required to attend off site Leadership training. old system had one shop foreperson to oversee 32 technicians.new program divided up operations in to 4 main areas with each having a supervisor to assist with daily needs.

Nominator: Glenn Lavender

Company: City of Amarillo

Email Address: glenn.lavender@amarillo.gov

Phone: 8063786831

2021 FleetPros Professional of the Year Nominations

Name: Glenn Lavender
Title: Superintendent Fleet Services Division, CPM
Company: City of Amarillo
Email Address: glenn.lavender@amarillo.gov
Phone: 806-378-6831
Chapter Affiliation: Texas

How long has the Nominee been a member of FleetPros? Unknown

What program or initiative has the nominee started or improved? Employee retention, career growth, management and supervisor roles in fleet management, and mandated leadership training.

What caused the need and what did it accomplish? ASE program to help technicians get a pay increase, in-house training and in-house parts supply to assist technicians in parts needs and improve fleet productivity.

Why did the nominee strive to create or improve this particular program? To enhance the knowledge of supervisors and technicians on the job and in the community providing necessary skills for leadership, career growth and increased pay.

Did the nominee have funding to create or improve this program? No

If yes, how did the nominee effectively use the funding? If no, how did the nominee design and implement the program? I'm not sure if funding was provided or not. He used his available resources and technology supported through the City of Amarillo, community college, university and institute.

Did the nominee introduce new technology or new ways to use existing technology for the program? Yes

If yes, what and how? Support through city of Amarillo, local university, community college and institute.

Did this program increase productivity? Yes

How much and how was it measured? N/A

Did this program affect the customer? No

How did the customer benefit? Increased productivity, time and cost efficiency, assured of up to date training and knowledge.

How was it measured? N/A

What training programs were created or are available for this program? ASE certification programs, in house training, leadership training within City of Amarillo and the community university, colleges, and institute.

What degree of excellence was achieved and how was it measured? Nominee for Fleet Manager Hall of Fame, measured by its accomplishments and success.

Did the program reduce risk and injury potential? Yes

How did the program reduce risk? By providing leadership training and ASE program.

Does this program come with rewards or acknowledgements? Yes

How is success measured? Accomplishments of success, increased knowledge, productivity, time and cost efficiency and professionalism.

What is the reward or acknowledgement? Nominee for public Fleet Hall of Fame by prominent Fleet resources and Government Fleet magazine.

Is the nominee involved in the betterment of the fleet industry as a whole? Yes

What is the involvement? City of Amarillo, community and long time member of APWA and Fleetpros.

Has the nominee sought to share the program or improvements with peers? Yes

If yes, how? Communication through colleagues and organizations.

Please tell us about any other accomplishments that should be considered.

N/A

Nominator: Angela Daugherty

Company: City of College Station

Email Address: adaugherty@cstx.gov

Phone: 9797643673