



PUBLIC FLEET PROFESSIONAL CERTIFICATION EXAMINATION CONTENT OUTLINE

I. OPERATIONS (20%) 30 items (Recall: 7, Application: 16, Analysis: 7)

A. Maintenance of Vehicle, Equipment, Facilities, and Fixed Equipment: 15 items (Recall: 3, Application: 9, Analysis: 3)

1. Establish vehicle management information system that will collect costs, parts, labor, contracts, etc.
2. Analyze costs via work order history.
3. Establish performance measurement system (e.g. downtime, shop rate comparisons and productivity, cost).
4. Consult with end user groups.
5. Perform baseline evaluation and oil analysis.
6. Establish metrics for maintenance / repair schedule (e.g., number of miles, gallons of fuel, etc.) .
7. Determine preventive, predictive or regulatory mandates for repairs/inspections.
8. Develop repair schedules.
9. Optimize work flow and coordinate manpower.
10. Manage warranties, recalls and campaigns.
11. Implement Quality Assurance and Quality Control best practices.
12. Manage and inspect vendor repairs.
13. Develop safe, efficient, and effective shop operations and work areas that comply with all safety and disability regulations.

B. Parts: 7 items (Recall: 3, Application: 4, Analysis: 0)

1. Develop and implement a parts management process (in-house, outsource or mix) to ensure parts availability.
2. Establish and monitor reorder points and inventory levels.
3. Coordinate parts inventory with new vehicle acquisitions and disposal of old vehicles.
4. Create cross-reference resources for parts; maintain service manuals.
5. Manage shop supplies.
6. Conduct physical inventory.
7. Manage parts warranties and core credits.

C. Fuel and Lubricants Management: 3 items (Recall: 0, App.: 0, Analysis: 3)

1. Manage and monitor fuel and lubricant dispensing and storage systems.
2. Ensure resource availability (supply and dispense) during emergencies.

D. Repair Policies and Strategies: 5 items (Recall: 1, Application: 3, Analysis:1)

1. Develop safe working practices.
2. Implement major repair decision process.
3. Create a priority vehicle repair policy.

II. GENERAL MANAGEMENT and BUSINESS (16%) 25 items (Recall: 5, Application: 8, Analysis: 12)

A. Strategic Planning, Business Planning, and Marketing: 18 items - (Recall: 3, Application: 4, Analysis: 11)

1. Promote and demonstrate collaborative leadership.
2. Promote an organizational culture that is sensitive and responsive to the needs, interests and values of the organization.
3. Establish relationships with and educate decision makers, customers, upper management and the public about the importance of fleet services.
4. Develop partnerships with other organizations to further fleet goals.
5. Establish and implement various communication techniques and tools, (e.g., meetings, presentations, reports, information for web site).
6. Ensure that the fleet organization has a focused and well-articulated mission and vision statement.
7. Communicate mission and vision to staff, customers and decision makers.
8. Actively engage in networking and investigating industry trends, work processes and technology.
9. Attain knowledge of the goals and directions of decision makers and manage fleet accordingly.
10. Develop fleet goals that support and align with the corporate mission.
11. Develop a business plan (identify objectives, strategies and tactics for achieving business goals).
12. Practice benchmarking (e.g., cost per mile/hour).
13. Establish performance indicators (e.g., downtime, road calls).
14. Develop service level agreements.
15. Develop, implement and periodically evaluate an emergency operations plan.

B. Customer Service and Collaboration: 2 items (Recall: 0, App.: 1, Analysis: 1)

1. Establish and monitor mechanisms to ensure high levels of customer satisfaction.
2. Establish and maintain effective communication processes with customer groups.

C. Ethics: 5 items (Recall: 2, Application: 3, Analysis: 0)

1. Lead by example while representing organization by maintaining personal integrity and professional ethics.
2. Identify/resolve ethical dilemmas.
3. Adhere to professional standards of conduct.
4. Enforce ethical conduct for all employees.

III. ASSET MANAGEMENT (17%) 25 items (Recall: 6, Application: 10, Analysis: 9)

A. Needs Determination of Vehicle, Equipment, and Fixed Equipment:

5 items (Recall: 2, Application: 3, Analysis: 0)

1. Establish an ongoing dialogue with users and vendors regarding vehicle needs.
2. Analyze historical costs of vehicle operation and work function, and consider future usage.
3. With user, determine vehicle/equipment appropriateness for activity.
4. Evaluate impact of new acquisitions on current fleet and future maintenance costs.

B. Research Acquisition of Vehicle, Equipment, and Fixed Equipment:

7 items (Recall: 1, Application: 2, Analysis: 4)

1. Research options to best match the acquisition to enterprise's needs, requirements, and capabilities (vehicle types, accessories and components, fuel types and technologies, reliability, and job appropriateness).
2. Research various purchasing opportunities (state, county, province, federal).
3. Determine and recommend optimal timing for purchase.
4. Develop, recommend and implement policies regarding standardization of vehicle or equipment choices.
5. Investigate alternative purchasing strategies (e.g., longer term/multiple year contracts, buy-back agreements).
6. Implement effective project management procedures and controls.

C. Utilization of Vehicle, Equipment, and Fixed Equipment:

5 items (Recall: 1, Application: 1, Analysis: 3)

1. Collect and analyze utilization data.
2. Establish and monitor utilization goals for maximum efficiency.
3. Establish and recommend appropriate vehicles for job activities.
4. Establish policies to reduce fuel consumption and air pollution (e.g., idling).
5. Establish effective vehicle usage policies (personal use, car allowance, driver).
6. Conduct employee training on proper / efficient vehicle usage.
7. Recommend adjustment of fleet size based on utilization analysis.

D. Replacement of Vehicle, Equipment, and Fixed Equipment:

5 items (Recall: 2, Application: 3, Analysis: 0)

1. Develop, recommend and implement a vehicle replacement policy.
2. Analyze and forecast lifecycle costs.
3. Document justification for the vehicle/equipment and related budget.
4. Determine the value of refurbishing vehicles/equipment.

E. Disposal of Vehicle, Equipment, and Parts: 3 items (Recall: 0, Application: 1, Analysis: 2)

1. Develop, recommend and implement vehicle disposal policies.
2. Determine appropriate disposal method (e.g., trade in, sealed bid, auction, salvage, advertisement) and timing.

IV. FINANCIAL MANAGEMENT (17%) 25 items (Recall: 9, Application: 12, Analysis: 4)

A. Budgeting: 6 items (Recall: 1, Application: 4, Analysis: 1)

1. Develop budget and justification, including expenditure and revenue projections.
2. Present recommended budget to upper management and requesting department / division.
3. Implement and monitor the budget.

B. Cost Recovery: 2 items (Recall: 0, Application: 0, Analysis: 2)

1. Manage fleet cost recovery policies, programs, and procedures.

C. Fleet Operating Purchasing: 9 items (Recall: 4, Application: 5, Analysis: 0)

1. Prepare and solicit competitive bids, quotations, and proposals with pertinent specifications, terms, and conditions.
2. Develop/review specifications, statements of work, performance terms, and/or acceptance criteria.
3. Prepare and/or issue purchase orders, vendor service agreements, and intergovernmental agreements for cooperative purchasing.
4. Manage the use of electronic data interchange (EDI) purchasing (e.g., credit cards).
5. Obtain legal review and approval of contracts when required.
6. Administer contracts/purchase orders from award to completion, following purchasing policies and procedures.
7. Manage files of agreements, equipment records, and/or specifications.

D. Vehicle Replacement Funding: 5 items - (Recall: 1, Application: 3, Analysis: 1)

1. Determine useful life and amortization schedule by vehicle and by fleet.
2. Evaluate lease versus purchase strategy.
3. Implement strategies for equipment replacement funds.
4. Implement procedure for capital outlay purchases.

E. Record Keeping: 3 items (Recall: 3, Application: 0, Analysis: 0)

1. Maintain and safeguard titles for disposal/acquisition.
2. Develop audit trail of purchases and disposals.
3. Implement records management on financial transactions.
4. Maintain warranty files/records.

V. HUMAN RESOURCE MANAGEMENT (10%) 15 items (Recall: 4, App.: 5, Analysis: 6)

A. Staffing: 4 items (Recall: 0, Application: 0, Analysis: 4)

1. Identify staffing requirements to meet the goals and objectives of the fleet.
2. Participate in the recruitment, hiring and training of appropriate personnel.
3. Supervise and coach staff in order to achieve effective performance.

B. Work Environment: 4 items (Recall: 2, Application: 2, Analysis: 0)

1. Promote a work/life balance for staff.
2. Encourage a pleasant, supportive work environment.
3. Understand and enforce the components of a collective bargaining agreement.
4. Promote labor/management cooperation with unions.
5. Develop and monitor adherence to employee performance standards.
6. Develop or implement performance incentive programs.

C. Employee Training: 4 items (Recall: 2, Application: 2, Analysis: 0)

1. Identify training needs of mechanic technicians, shop supervisors, drivers/operators, fleet managers, and new employees.
2. Conduct or authorize training (technical, safety, and best practices) for staff development and succession planning.
3. Encourage staff development through staff participation in professional organizations that promote the organizations' goals and objectives.
4. Establish annual benchmarks for each employee's skill levels and safety practices.

D. Policies and Procedures: 3 items (Recall: 0, Application: 1, Analysis: 2)

1. Establish clear policies regarding appropriate conduct and performance.
2. Establish consistency in application of policies and disciplinary actions for violations.
3. Ensure compliance with local employment regulations.

VI. RISK MANAGEMENT (8%) 12 items (Recall: 3, Application: 6, Analysis: 3)

A. Workplace Safety Management: 3 items (Recall: 1, Application: 2, Analysis: 0)

1. Develop, implement and review workplace safety policy, procedures, and programs to reduce employee injuries.
2. Perform or participate in safety audits of facilities and equipment.
3. Implement appropriate security policies and procedures.

B. Vehicle Damage: 5 items (Recall: 1, Application: 3, Analysis: 1)

1. Justify accident repair handling (in-house or out source repair).
2. Track types and costs of damage and recommend preventative measures.
3. Develop and implement repair versus replace criteria.
4. Participate in post-accident investigation and reporting.
5. Develop and implement authority of repair policy.

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- C. Contract Compliance: 2 items** (*Recall: 1, Application: 1, Analysis: 0*)
 - 1. Track product liability claims (defect in workmanship or materials).
 - 2. Check vendor references for responsibility and responsiveness.
 - 3. Track vendor performance and implement procedures for contract termination for non-conformance.
 - D. Regulatory Compliance: 2 items** (*Recall: 0, Application: 0, Analysis: 2*)
 - 1. Monitor and enforce policies and procedures to ensure regulatory compliance.

VII. ENVIRONMENTAL MANAGEMENT (7%) 10 items (*Recall: 3, App.: 6, Analysis: 1*)

- A. Shop Best Practices: 7 items** (*Recall: 2, Application: 4, Analysis: 1*)
 - 1. Adopt a Spill Prevention and Pollution Countermeasure plan.
 - 2. Implement, monitor and periodically update a Material Safety Data Sheet program.
 - 3. Implement environmental training.
 - 4. Implement energy-efficient and environment-friendly practices.
 - 5. Establish preventive maintenance program (considering seasonal usage, special projects etc.).
- B. Regulatory Compliance: 3 items** (*Recall: 1, Application: 2, Analysis: 0*)
 - 1. Implement and monitor policies and procedures to ensure compliance with EPA environmental regulations and local, state/provincial, and federal facility regulations.
 - 2. Advise management on status of compliance with environmental regulations.
 - 3. Report non-compliance issues to proper entity.

VIII. INFORMATION MANAGEMENT and TECHNOLOGY SYSTEMS (5%)

8 items (*Recall: 2, Application: 5, Analysis: 1*)

- 1. Utilize data as a decision support tool.
- 2. Identify areas in which new technologies can improve the delivery of services.
- 3. Participate in the research, purchase, and installation of auxiliary vehicle equipment and technology (e.g., GPS, laptops, cameras, radios).
- 4. Enforce policies and procedures to ensure information management system security and integrity.
- 5. Demonstrate a working knowledge of basic computer systems and familiarity with IT terms and definitions.
- 6. Create contact call out system for various equipment or systems failure assistance.

6-6-06