



TOWN OF GREENWICH

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FOR IMMEDIATE RELEASE

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Town Fleet Director Betty Linck retires after 19.5 years of service.

Greenwich, CT (July 16, 2009) –

First Selectman Peter J. Tesei announced today that Town Fleet Director, Elizabeth Linck submitted a letter indicating her retirement effective September 30, 2009.

For the past 19 ½ years, Linck has held the position of Fleet Director for the Town of Greenwich CT, where she brought many accomplishments among them, achieving the requirements for an ASE Blue Seal Facility since 2005, including pay grade increases and additional stipends for the Technicians, successfully out sourced the parts room function, implemented an Outcome Based Budget, and the department received recognition as a Top 100 Best Fleet for four consecutive years, number 15 in 2008, and number 14 in 2009.

First Selectman Peter J. Tesei said, "Betty Linck has been an outstanding Fleet Director and made enormous contributions to the Town of Greenwich in attaining the highest industry recognition for our Fleet Department. Betty will be missed and I wish her well in her future endeavors".

Linck has been involved in Fleet Management for the past 34 ½ years. She started her career in Fleet in 1975 with a fortune 500 company and joined NAFA in 1980, within a year was involved in her local Chapter, Inter-County's governing board, among other positions, serving 5 terms as Chapter Chair. As Linck became more involved in NAFA, she served over 25 years on the National Board of Governors in various capacities. Linck is one of the original Wharton CFM (Certified Fleet Manager) graduates.

The Fleet Department is an independent chartered Department reporting to the First Selectman and responsible for the maintenance and repairs of the Town's vehicles. Since 1990, the department went from mainly manual operations to computerization with the implementation of a Fleet Maintenance Program, (FleetMaint), and Automated Fueling system (TRAK), establishing a perpetual inventory, and a comprehensive Preventive Maintenance program. This computerization saved many hours of manual work by tracking fuel usage, repairs, parts data and vehicle inventory. The PM program reduced unscheduled repairs and downtime, currently at 4.16%. A vehicle replacement program with specific criteria replacements at optimum intervals and specification focused on the unit's job function was successfully accomplished, which has now lead to the 5-10 & 15 year replacement projections.

Staff positions were reclassified and reduced by two positions during the mid 90's. In 2005, Fleet became an ASE Certified Blue Seal Facility, with pay grade increases for the participating Technicians. To insure that the established policies and procedures are followed with uniformity and the Department's diversified responsibilities were performed with conformity, a 23 chapter Department Operational Manual was developed and includes forms, data entry processes, building operations and User department interaction. To measure customer service satisfaction, the TQM (Total Quality Management) program was developed with a repair/service satisfaction rate of 97.7%.

In 1999, operation of the parts room was successfully outsourced. The targeted labor hours saved, the average parts-on-demand objective is well over the 90% target. The Town owned inventory of over \$ 300,000 was eliminated. A new Fleet Maintenance program (CCG FASTER) was purchased in 2002, and the Technician workstations activated in 2006. In 2004 the Automated Fueling system was replaced with the E.J WARD system which has reduced fuel site downtime. In FY 2004/2005 the Outcome Based Budget was implemented, which measures performance to project, statement and measurements, a useful tool for benchmarking. For the next two fiscal years the Fleet Department continued to compile data and generate an Outcome Based Budget, until it was discontinued in 2007.

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In 2006, and 2007, the Town of Greenwich Fleet Department received the award as one of the Top 100 Fleets in North America, and in 2008 number 15 in the Top Twenty. In 2009 the Town of Greenwich Fleet was ranked number 14 in North America.

Going forward is the installation of a truck washing facility at the VMC incorporating a reconfiguration of the work areas, and going "Green" with the acquisition of Hybrid vehicles and proposed purchase of biodiesel fuel.