

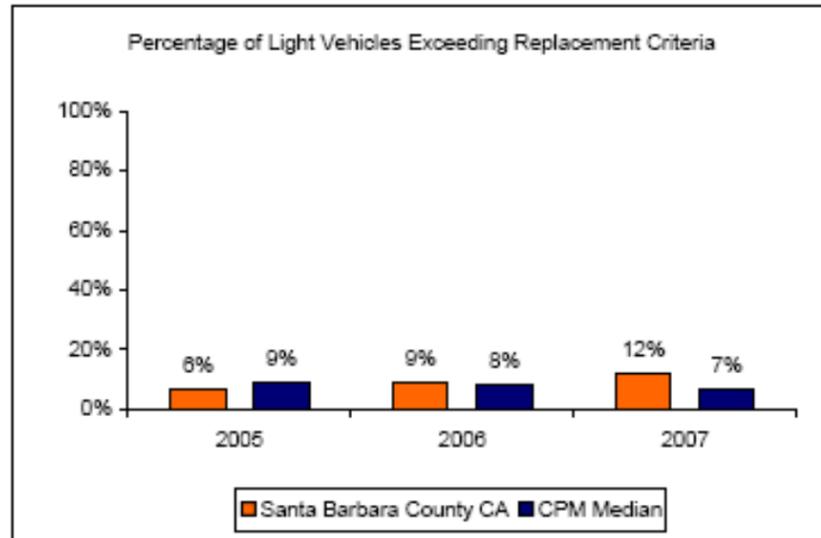
**FY 2007 Dashboard Report**

Prepared Exclusively for SANTA BARBARA COUNTY CA

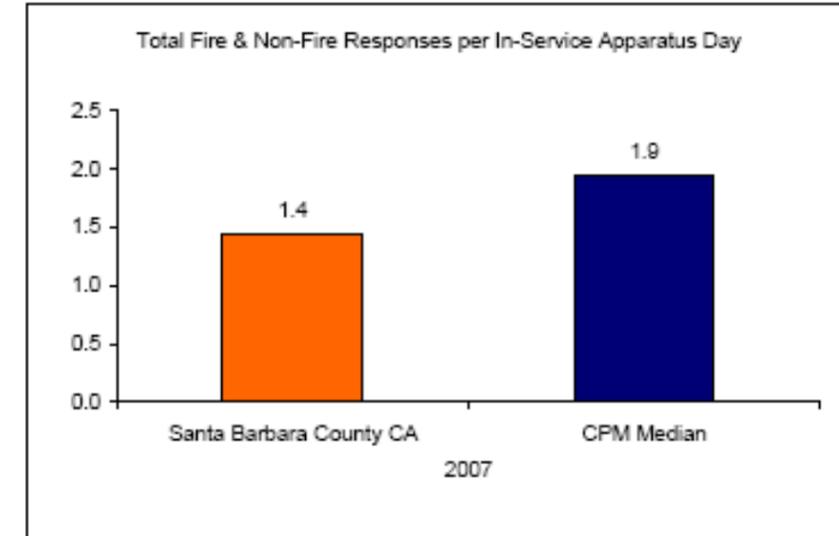
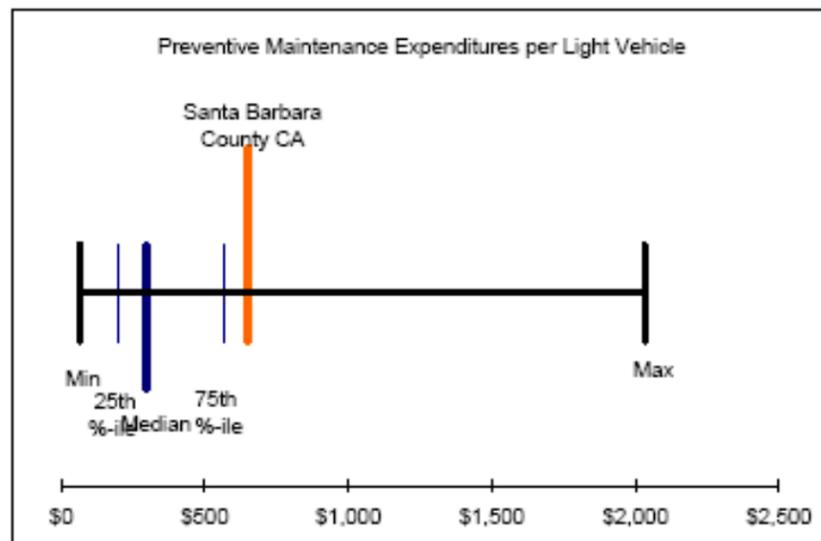
**ICMA Center for Performance Measurement™**

**Service Area: FLEET MANAGEMENT**

Performance of the fleet management service can be accessed using several core outcome-oriented measures, including: timeliness, customer satisfaction, number of vehicles exceeding replacement criteria, and expenditures per vehicle. Variations in performance may relate to differences in types of vehicles maintained, preventive maintenance and replacement policy, and jurisdiction specific characteristics such as climate. Some high expenditures can be attributed to jurisdiction-specific, single-event incidents. For complete access to raw data and all jurisdiction comments, visit <http://icma.org/cpm>.



Number of vehicles exceeding replacement criteria may vary depending upon the amount of capital expenditure funding.



Where call volume is low, area served may be large (n = 139). In-service apparatus (n = 103) may not reflect paid-on-call jurisdictions.

