



MEMORANDUM

TO: Mayor and Council

FROM: Jennifer Walls, Director, Fleet Mobility Services Department *JW*

THROUGH: Ed Van Eenoo, Chief Finance Officer *EW*

DATE: August 16, 2023

SUBJECT: Update on Austin Resource Recovery Air Conditioning Repairs

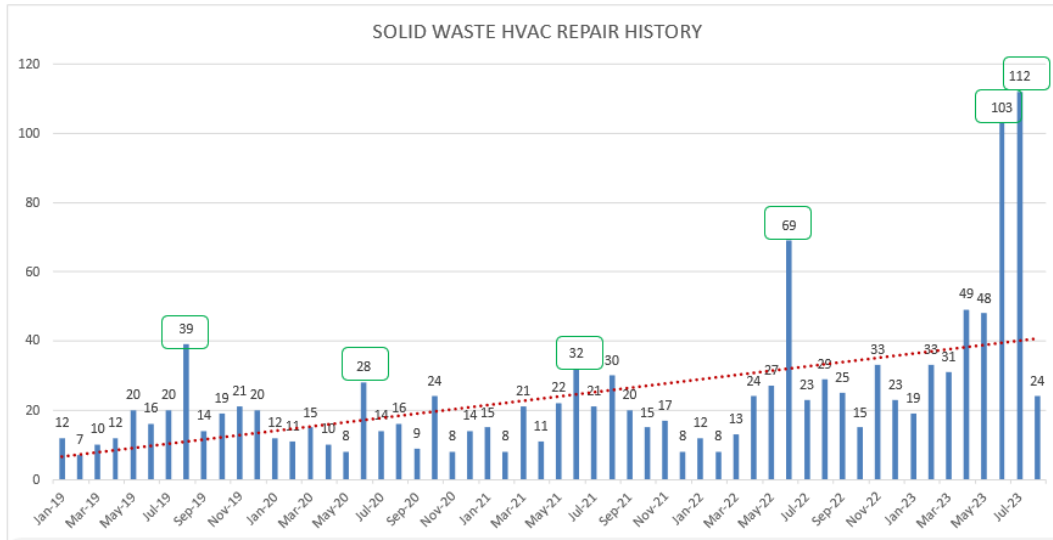
This memo serves as an update on the ongoing efforts to address the spike in air conditioning (AC) repair issues within the Austin Resource Recovery (ARR) fleet. Over the past year, Fleet Mobility Services (FMS) has diligently worked to strategize and implement measures to mitigate the impact of AC problems on City refuse trucks and other vehicles.

Current Status of AC Repairs: As of August 11, 2023, the City's total fleet consists of 7,260 assets, which includes both on-road and off-road vehicles and equipment. On-road vehicle category comprises 4,863 vehicles. Of those vehicles, approximately 125 vehicles (2.57%) currently have open work orders related to AC issues. Of those, 13 are related to ARR. These work orders encompass a spectrum of tasks, ranging from basic diagnostics to comprehensive system repairs.

Ensuring Driver Comfort and Safety: The foremost priority of FMS is the safety and comfort of City fleet drivers. In response to AC problems, FMS has streamlined procedures to facilitate swift repairs. Drivers are advised to promptly report and schedule their vehicles for repair at designated facilities. To facilitate reporting, we have temporarily implemented gate checks designed to check the A/C operation before a driver leaves the yard on their way to their route. In instances where repairs require an extended duration, FMS endeavors to provide spare vehicles to ensure minimal disruption to City operations.

Repair Timelines and Budget Allocation: The duration of AC repairs varies based on the complexity of the repair. Service centers undertake comprehensive inspections of major vehicle systems, including the AC unit, to restore overall safety and reliability. Budgeting for AC unit repairs and other fleet components is forecasted to include preventive and necessary maintenance. Funding for these essential aspects is fully allocated and accounted for.

ARR – Solid Waste HVAC Historical Repair - Month



103

June AC Repairs Completed

112

July AC Repairs Completed

24

Avg. Monthly AC Repair Demand

38

Avg. Summer AC Repair Demand

Observations:

- The current peak of HVAC repairs in June and July has increased by 49% vs. the same period in FY22 and a significant deviation from historical seasonal patterns is evident.
- Demarcation from historical trend shows spike in AC repair demand started in June FY22 as a result of increased reporting of AC failure and focused repair effort.

Action Taken

- Shifted operations to an emergency management footing
- Performing in field repairs with mobile fleet techs
- Prioritizing repairs by line of business and greatest operational need
- Increased inventory stocking levels of AC parts
- Installed additional roof mount AC system on some solid waste trucks

People

- Shifted experienced staff to assist with the backlog of AC repairs
- Reviewing staffing ratios ARR fleet to tech. Currently at 23:1
- Evaluating existing tech staff for knowledge gaps
- Established scheduling repair plan focused on AC backlog
- Northeast Service Center

Opportunities

- Efficient and more thorough preventive maintenance (PM) checks / service
- Evaluating the specifications and engineering on current ACs
- Review key performance indicators (KPIs) in collaboration with ARR, including AC repair trends
- Implement a system for drivers to report AC performance issues promptly

Culture

- Leadership Dedication
- Cultivating a Safety Culture
- Persistent Progress
- Enhanced Repair Communications
- Seasonal Maintenance Awareness Campaigns
- Empowerment and Ownership among FMS and ARR personnel to make decisions

If you have any questions about the contents of this memorandum, please contact me at jennifer.walls@austintexas.gov.

cc: Richard McHale, Acting Director, Austin Resource Recovery