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N E W S

November/December 2007

100 Best Fleets In North America Announced at CCG/FASTER'S 20th National Conference

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Befitting the theme of "Leading to the Next Level," nearly half--including the top three-- of the 100 best fleets for 2007 were on hand to collect their certificates for achieving this prestigious recognition. The award has 12 criteria, including accountability, stewardship, human resource development and customer service standards. As it enters its fifth year of shining the light on what fleet operations are doing right, it has continued to build momentum and now has five sponsors: Chrysler Fleet Commercial, Ekhaus Fleet, INVERS Innovative Mobility Solutions, CCG Systems and *Government Fleet* magazine, a publication that has increasingly become one of the most important resources for all fleet professionals.

Special framed certificates were presented to the top three winners:

1. County of Volusia, Florida
2. City of Troy, Michigan
3. King County, Washington



Framed certificates were also given to those present that comprised the other 17 that were given special designation for achieving the top 20 among the 100 recognized. Those organizations, in order of scores earned are:

- San Diego County, Ca
- Fayetteville, AR
- Fresno, CA
- Little Rock, AR
- Fort Wayne, IN
- Portland, OR
- Colorado Springs, CO
- Conroe, TX
- Arapahoe County, CO
- Allegheny County, PA
- Arlington, TX
- Broward County Sheriff, FL
- Oceanside, CA
- Newport, RI
- Atlanta, GA
- Culver City, Ca
- Oneonta, NY

The remaining 80 organizations are listed separately on the next page.



100 Best Fleets In North America Announced at CCG/FASTER'S 20th National Conference

Philadelphia, PA
 Chicago, IL
 Harford County, MD
 Manatee County, FL
 Pittsburgh, PA
 Jacksonville Beach, FL
 Wilmington, DE
 Moline, IL
 Thornton, CO
 San Luis Obispo County, CA
 Algonquin, IL
 Davie, FL
 Ft. Worth, TX
 San Mateo, CA
 Iowa City, IA
 Plant City, FL
 University of Washington, WA
 Victorville, CA
 Sunrise, FL
 Washington, D.C. Water & Sewer
 Florence County, SC

Anaheim, CA
 La Plata County, CO
 Orlando International Airport, FL
 Minnesota Department of Transportation
 Plano, TX
 Augusta-Richmond County, GA
 Richland County, SC
 Port St Lucie, FL
 Kershaw County, SC
 Carolina, Puerto Rico
 Peoria, AZ
 Littleton, CO
 Baldwin County, GA
 Westminster, CO
 Inglewood, CA
 Georgetown, SC
 Moultrie, GA
 Snohomish County, WA
 Long Beach, CA
 Fort Lauderdale, FL
 Springfield, MO

Liberty County, GA
 Charlotte, NC
 Glendale Water & Power, CA
 Darlington, SC
 University of Minnesota, MN
 Cape Coral, FL
 Marietta, GA
 Washington, D.C. Metro Police
 Caguas, Puerto Rico
 Lee County, FL
 Illinois Central Management
 Mt Pleasant, SC
 Polk County, FL
 Tacoma, WA
 Guaynabo, Puerto Rico
 San Bernardino County, CA
 York County, PA
 San Clemente, CA
 Montgomery County, MD
 Aleyeska Pipeline Service, AK
 Minnesota Department of Natural

Resources
 Contra Costa County, CA
 Salt River Project, AZ
 Austin, TX
 Collier County, FL
 Florida Department of Transportation
 Iowa State University, IA
 Greensboro, NC
 Hillsborough County, FL
 Town of Greenwich, CT
 Miami, FL
 San Jose, CA
 District of Columbia Public Works
 Fort Riley, KS
 Coconino County, AZ
 City of Everett, WA
 City of Tallahassee, FL
 Coral Gables, FL

The judging process was two-fold. First, independent fleet consultants used a point-ranking system for each of the 12 different criteria which resulted in an initial listing. The second part of the process involved evaluations based on site visits (not all sites were visited but many were), industry acknowledgment and involvement and overall body of work throughout 2007.

It is not too early to get started on working toward becoming one of these honored organizations. Just go to the 100 Best or Government Fleet's web sites and down-

load the information about the program, as well as the application. By beginning now, you can incorporate the 12 criteria into your organization's improvement plan for 2008 and you, like many of the organizations above, can be recognized by your city councils, county administrators or any other governing entity.

Watching the difference it has made for past winners has been one of the greatest joys of being a part of this ever-growing recognition program. 📍

Win Mitchell of King County, Washington Honored with Lifetime Achievement Award



CCG Systems, Inc., serving fleets for 25 years, presented its first ever Lifetime Achievement Award to Win Mitchell at its 20th national conference. With a conference theme of "Leading to the Next Level," no fleet professional better demonstrates the quality of constant improvement while simultaneously striving to make a difference in all areas of the fleet industry and in his community.

Fleet Administrators) or in the many community activities he has tirelessly served throughout his adult life.

Win was an early adopter of alternative fuel sources and initiated the first large-scale CNG program and King County was subsequently recognized in 1995 as having the largest fleet of CNG police vehicles in North America. In September of this year, he planned and hosted the largest Clean Vehicle Conference and Park and Ride in North America. In addition, in 2006 he formed the first of its kind hybrid truck consortium and secured grant funding of \$400,000 for consortium members.

In 2003, he led a national effort to negotiate the price of hybrid vehicles on behalf of all governmental agencies across the United States. And, as early as 1987, he led efforts in implementing the recycling of hazardous waste program at the County, resulting in King County being the first public agency inducted into the EPA's Wastewise Hall of Fame in 2004.

With more than 30 years of experience in fleet, Win has accumulated accolades throughout his tenure at the County, most recently being selected as one of the three finalists for the 2007 Public Sector Fleet Manager of the Year and achieving the distinction of having his fleet operation deemed the 3rd best run in the country in 2007.

Pam Nelson, the CEO of CCG Systems, who presented the award, says of Win Mitchell, "I have never met a professional who has challenged me more than Win; he demands excellence in absolutely everything he is involved with. The outstanding quality of his staff and his relentless efforts in pursuit of a sustainable planet are an inspiration to me." 📍

Win's ability to plan and then galvanize people into action has been demonstrated repeatedly, whether it was serving as the Membership Chair, National Treasurer, National Vice President, and Regional Trustee of NAFA (National Association of





A 21-Year Tradition Continues

Ever since Pam Nelson joined CCG Systems, she has remained committed to the personal touch in everything she does. Now as CEO and in her 21st year of service, she once again personally selected this year's Christmas card and ornament.

The first year she committed to this labor of love, we only had 14 customers so it was quite easy to do. Now, with well over 300 customers and industry friends, she gets started in early November! She begins by reviewing each customer's record and only then does she write a personal note on every card and actually applies those labels and

stamps and then takes them to the post office herself. When you receive yours and find the handwriting a little difficult to decipher, please forgive her increasingly less dexterous hands and the fact that, like many of us, typing on a computer is much easier than writing anything out by hand! 📧



Twelve FASTER Heroes Honored

Though the entire conference content of our 20th learning and networking event was the best ever, having John McCorkhill deliver the keynote for the awards luncheon on Tuesday certainly was one of the high points. John, winner of the 2006 Public Sector Fleet Manager of the Year Award (and, yes, we've now had all three of the winners keynote at our conference) opened with a radio clip from many, many years ago that featured his famed hog-calling talent. John went on to describe his humble beginnings, as well as share, with humor and humility, what he believed had led to his ongoing success. Of course, his incredibly supportive wife who, along with John, had created more than 350 special favors for all participants present, was given well-deserved special mention.

One could not imagine a more appropriate beginning to the many awards—both the FASTER Hero Awards and the 100 Best Fleets-- that were announced following his outstanding presentation.

Though space in this issue of the newsletter does not permit describing why each FASTER Hero was recognized, all 12 of them:

1. Wayne Maland, City of Everett, WA
2. Loanzer Gaiter, City of Cleveland, OH
3. Carmen Cardenas, City of San Antonio, TX
4. Ray Moreno City of San Antonio, TX
5. Bob Carlson, City of Everett, WA
6. Bruce Haugen, City of Everett
7. City of Durham Administrative Team: Kim Mitchell, Tina Duda, Stephine Taylor, Kim Wright and Gladys Boteler
8. Debbie White Charleston County, GA
9. Donald Haskins City of Cleveland, OH
10. Tom Higgs, City of Conroe, TX
11. Frank Desousa, City of Tracy, CA
12. Darryl Syler, City of Little Rock, AR

will be featured in a special section of the newsletter throughout 2008. It was an honor to present each of them with this annual tribute to those who step up to make a difference within their organizations.



Making a Difference as a Public Fleet Professional Now Available for Purchase

Unveiled as the conference gift at this year's national conference, this new fleet book, authored by Pam Nelson, is now available for purchase either through CCG Systems, Inc or via any of the major on-line book retailers, including Amazon and Borders.

If you desire a personally-autographed copy and want to save \$7 per copy, contact CCG via fleetbook@ccgsystems.com. The cost for each book is \$10 plus shipping. If you purchase on line, the cost is \$17 plus shipping.

Though Pam's personal journey of successfully serving this industry for 20 years is valuable, possibly the greatest return on investment is found in the extensive appendix which offers many of the tools that fleet professionals can begin using today to ever-improve their operations. 📧



shorts...

“There is no such thing as a weird human being. It’s just some people require more understanding than others.”
--Tom Robbins

“Be kind, for everyone you meet is fighting a hard battle.”
--Plato

“Keep away from people who try to belittle your ambitions. Small people always do that, but the really great make you feel that you, too, can become great.”
--Mark Twain

“I would not waste my life in friction when it could be turned into momentum”
--France Willard

“A moment’s insight is sometimes worth a life’s experience.”
--Oliver Wendell Holmes

welcome

TO THE FASTER FAMILY

- Boulder County, CO
- City of Bakersfield, CA
- City of Concord, NC
- City of Pomona, CA
- City of Roanoke, VA
- Denver Public Schools, CO
- District of Columbia Housing Authority, DC
- Jefferson County, CO

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