



3.2

DEPARTMENT OF  
PUBLIC WORKS

MAINTENANCE SERVICES  
DIVISION

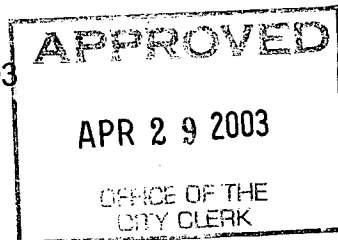
CITY OF SACRAMENTO  
CALIFORNIA

5730 - 24<sup>TH</sup> STREET  
BUILDING ONE  
SACRAMENTO, CA  
95822-3699  
PH 916-433-6230

April 7, 2003

City Council  
Sacramento, California

Honorable Members in Session:



**SUBJECT: REPORT DESIGNATING STAFF MEMBER TO PARTICIPATE IN A JOHN DEERE COMPANY CUSTOMER SERVICE GROUP MEETING**

**LOCATION AND COUNCIL DISTRICT:** All districts

**RECOMMENDATION:**

This report recommends the City Council adopt the attached resolution that:

- Accepts the offer made by the John Deere Company
- Designates a Fleet Operations Public Works staff member to attend the John Deere customer service group meeting, and
- Acknowledges that expenses paid by the John Deere Company are expenses paid to the City and are not gifts or compensation to the individual employee.

**CONTACT PERSON:** Gene Moore, Maintenance Services General Manager 433-6319  
Robert Summersett, Fleet Superintendent, 433-6309

**FOR COUNCIL MEETING OF:** April 29, 2003

**SUMMARY:**

The John Deere Company has invited (see Attachment A) the City of Sacramento to participate in a customer service group for John Deere's H-series compact loaders at their factory in Salzburg, Austria, May 31 to June 7 of this year. This customer service group is being reconvened to re-evaluate the compact loaders after implementation of recommended changes made by the group in June of 2001. Since the Department of Public Works, Fleet Operations, is one of the largest users of this type of loader and is responsible for the purchase and maintenance of fleet equipment that includes loaders, and participated in the previous evaluation and recommended design changes, it would be appropriate for a member of their staff to attend.

**COMMITTEE/COMMISSION ACTION:**

None.

**BACKGROUND INFORMATION:**

The John Deere Company has invited the original members of their June 25-26, 2001 customer service group to re-evaluate compact loaders after implementation of recommended changes by that customer service group. The evaluation is planned for May 31 to June 7, 2003 at their factory in Salzburg, Austria where the prototype loader has been designed and built.

In June of 2001, Mr. Rowie Sizemore, Fleet Operations Public Works General Supervisor, participated in the original evaluation of various John Deere loaders and other competitive loaders to better meet the City's and the group member's operational needs. The purpose of this trip is to review, inspect and evaluate the redesigned prototype loader that incorporates the recommended changes from the 2001 evaluation to determine if the loader's new design meets the group's expectations and operational needs. They will give feedback to the engineers to confirm the recommendations were incorporated and addressed in the new loaders.

Since the City of Sacramento currently uses John Deere 304H loaders for their garden refuse collection, the benefit to the City would be the future availability of a loader that better meets their operational needs, as well as the additional expertise gained by the participant and the City in this evaluation.

**FINANCIAL CONSIDERATIONS:**

All travel and lodging expenses incurred by the City allowing a staff member to participate in this customer service meeting will be provided by the John Deere Company. Because those expenses are paid on behalf of the City, they are not compensation or gifts to the individual employee within the meaning of any applicable federal, state or local law, rule or regulation governing or relating to compensation or conflicts of interest.

**ENVIRONMENTAL CONSIDERATIONS:**

None.

**POLICY CONSIDERATIONS:**

The project is consistent with the City's Strategic Plan to establish and strengthen community and regional partnerships to enhance the quality of life, as well as to implement organizational improvements.

City Council  
Designating Staff to Attend Customer Service Group  
April 7, 2003

**ESBD CONSIDERATIONS:**

No goods or services are being provided.

Respectfully submitted,

  
Gene Moore  
Maintenance Services General Manager

RECOMMENDATION APPROVED:

  
ROBERT P. THOMAS  
City Manager

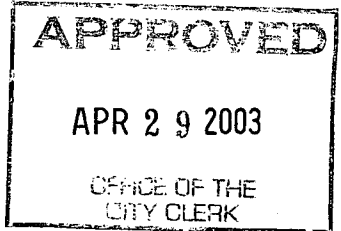
Approved:

  
Thomas V. Lee  
Deputy City Manager

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**RESOLUTION NO. 2003-211**

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON DATE OF \_\_\_\_\_

**RESOLUTION DESIGNATING STAFF  
TO PARTICIPATE IN  
THE JOHN DEERE CUSTOMER SERVICE GROUP MEETING**

**BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO:**

- 1) The City accepts the offer made by the John Deere Company, as set forth in the company's letter dated March 7, 2003, a copy of which is attached to the staff report as Attachment A.
- 2) That Fleet Operations Public Works General Supervisor, Rowie Sizemore, be designated to represent the City of Sacramento at the John Deere Company customer service group meeting in Salzburg, Austria on May 31 to June 7, 2003.
- 3) Expenses paid by the John Deere Company are expenses paid to the City, and are not gifts or compensation to the individual employee named in section 2 above, or any other employee substituting for them, for the purpose of any federal, state or local law, rule or regulation governing or relating to compensation or conflict of interest.

\_\_\_\_\_  
MAYOR

ATTEST:

\_\_\_\_\_  
CITY CLERK

**FOR CITY CLERK USE ONLY**

RESOLUTION NO.: \_\_\_\_\_

DATE ADOPTED: \_\_\_\_\_



**JOHN DEERE**

7 March 2003

Gene Moore  
Maintenance Services Manager  
City of Sacramento  
5730 24<sup>th</sup> Street  
Building 1, Fleet Management  
Sacramento, CA 95822

Dear Mr. Moore:

On June 25-26, 2001, the City of Sacramento participated in a customer advocate group for John Deere's H-series compact loaders. Since that time, we have been working to implement the changes recommended by the customer advocate group. As consistency in our advocate groups is important, this invitation is being extended to the original members of the June 25-26, 2001 group.

The evaluation is being planned at the factory in Austria. We would depart May 31 and return June 7. John Deere will cover your airfare, lodging, and group meal expenses for all participants. Enclosed is a card that I request you complete and return in the postage paid envelope at your earlier convenience.

The success of our customer advocate groups is dependent on the ability of past participants re-evaluating their recommended changes. If you have any questions relating to the event, please feel free to contact me.

Sincerely,

Andrew Bonde  
John Deere Construction & Forestry Company  
Business Analysis Manager, Wheel Loaders  
PH 309-765-1945  
Cell 563-340-0085