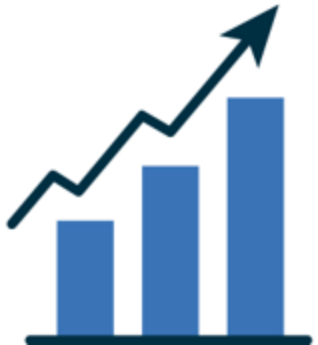
AGILE FLEET™
FLEET MANAGEMENT SOLUTIONS

WELCOME TO
COMMAND 24

Learn. Network. Engage.



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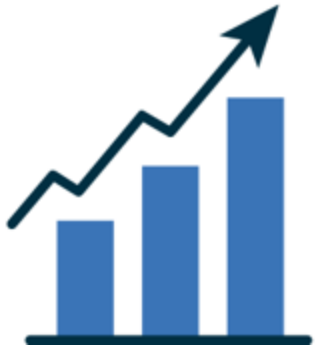
Cornell University Fleet Services



Who is Cornell Fleet Services?

- **Bridgett Brady** – Director of Transportation and Delivery Services
- **William Meade** – Fleet Manager
- **Cameron Berger** – Operations and Maintenance Lead
- **Heather Jordan** – University Title Clerk and Reservation Customer Service
- **Chris Soley, Zac Reed, Nathan Hoyser** -Vehicle Mechanics
- **Bruce Grainger, Aly Treor, Jeff Leavers** -Vehicle Detailers

Our Fleet

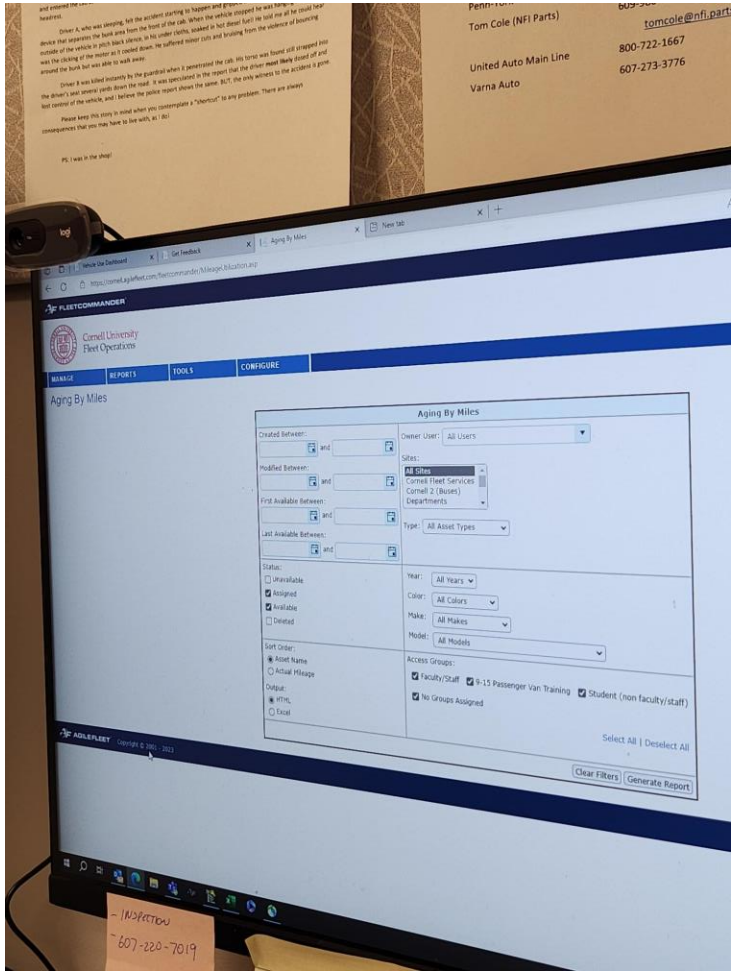
- Our operation consists of owning and maintaining a fleet of nearly 400 vehicles.
- 350+ fleet vehicles (cars, vans, transit style, stake body trucks)
  - Out of this fleet, 50 vehicles are rented on a daily, weekly, and monthly basis to the Cornell community.
  - Many of these vehicles are leased by Cornell departments to support field research, technical trades, and getting Billie and I to this conference.
- 6 luxury coach buses that provide transit services between the Ithaca and campus' in New York City.
  - This service is geared for the Cornell community but is open to the public.

Our Story

- How Cornell Fleet Services pivoted our operation in a post-COVID world.
- How we used Fleet Commander to reimagine our maintenance operation.
- How we use Fleet Commander to track and analyze data to tell our story
- The effects and changes we have been able to achieve

Our Partnership with Agile Fleet

- After COVID, we found our Fleet data was overwhelmingly out of synch and we needed assistance from our Agile partners to get our data and operation back on track.
- Vehicles sitting and not in use, administrative staff vacancies leading to unmanaged data, limited maintenance staff onsite, and insufficient data entry all compiled to create what seemed to be an unsurmountable amount of work.
- We contacted our Rep, Kathy, and asked her to come out for a site visit.
- After two days, Kathy helped us recenter where we were and guided us on a path forward with a better understanding of the industry standard metrics we should strive for.
- Throughout this process, we have partnered with Agile for small tweaks and tailored improvements for our operation.



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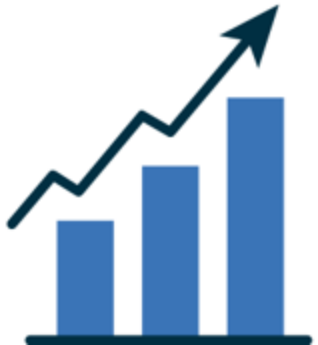
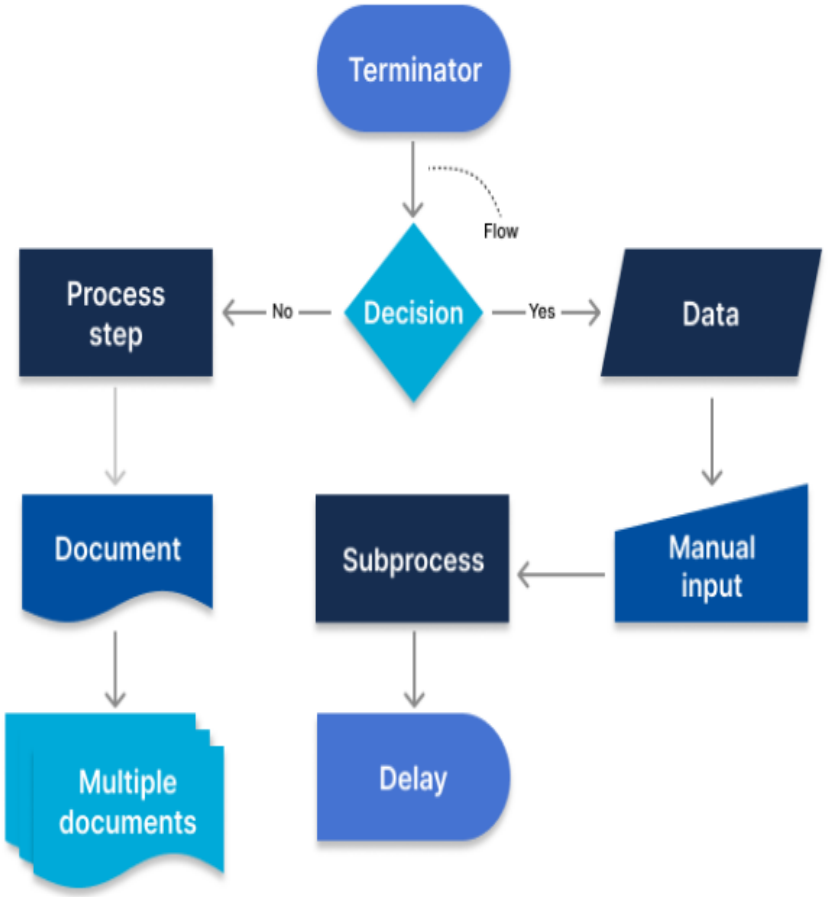
How FleetCommander Helped Us Re-Imagine Our Operation



Addressing Maintenance Records Issues

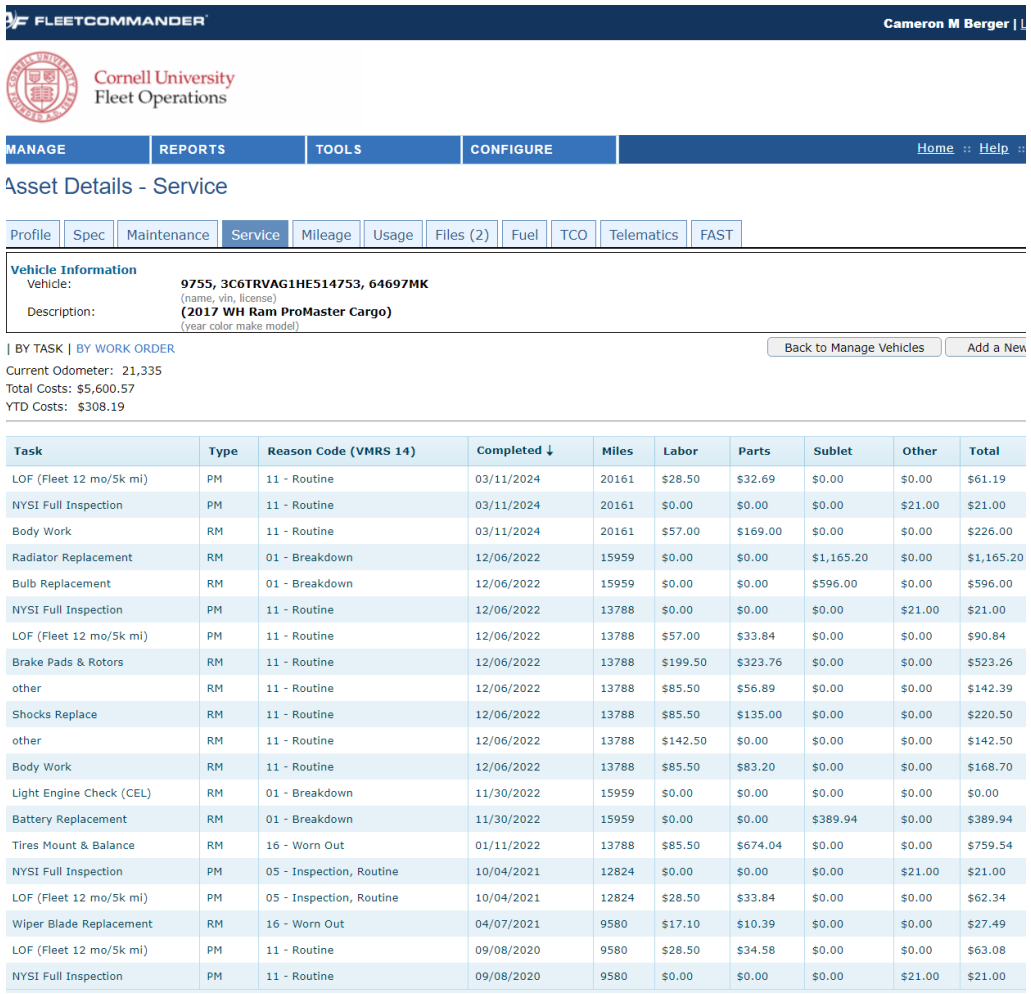
After our site visit, we conducted an in-depth process mapping of our operation. We found that a major inefficiency was that our mechanics were creating work orders out of the order of operations which led to missing data, and incomplete or no work orders being submitted.

- Through implementing an action scheduling program where the Service Writer and Mechanics create the work order prior to beginning any repairs, the mechanics are now operating within the work order rather than building it after the fact.
- This also helped create a more accurate parts inventory, leading to smarter procurement practices and reducing associated costs.
- Once this process became standard, a clearer picture of the shop's efficiency began to emerge.



Data Cleanup

- What we realized throughout the process mapping is that the core issue was repairs not being tracked properly. We learned that our overdue maintenance tasks had in fact been finished, they just hadn't been documented properly.
- We went through each vehicle's maintenance history and brought all vehicles up to date by comparing records from other sources such as New York State inspection records.
- E.G. If the inspection was done in the N.Y.S. database, but not recorded properly in Fleet Commander, that vehicle would still show up as "due". Once we cleaned up that data, we had a much clearer picture of where we truly were in our maintenance cycles.



FLEETCOMMANDER — Cameron M Berger | L

Cornell University
Fleet Operations

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Asset Details - Service

Profile | Spec | Maintenance | Service | Mileage | Usage | Files (2) | Fuel | TCO | Telematics | FAST

Vehicle Information
Vehicle: 9755, 3C6TRVAG1HE514753, 64697MK (name, vin, license)
Description: (2017 WH Ram ProMaster Cargo) (year color make model)

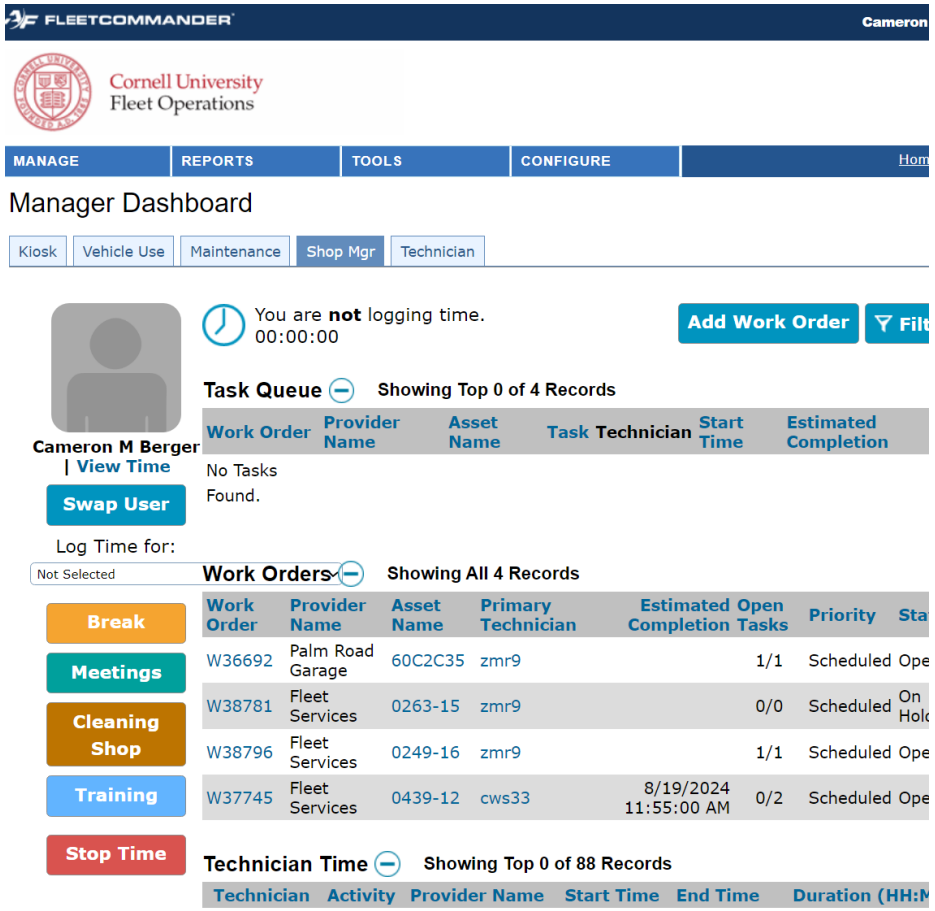
| BY TASK | BY WORK ORDER — Back to Manage Vehicles | Add a New

Current Odometer: 21,335
Total Costs: $5,600.57
YTD Costs: $308.19

Task	Type	Reason Code (VMRS 14)	Completed ↓	Miles	Labor	Parts	Sublet	Other	Total
LOF (Fleet 12 mo/5k mi)	PM	11 - Routine	03/11/2024	20161	$28.50	$32.69	$0.00	$0.00	$61.19
NYSI Full Inspection	PM	11 - Routine	03/11/2024	20161	$0.00	$0.00	$0.00	$21.00	$21.00
Body Work	RM	11 - Routine	03/11/2024	20161	$57.00	$169.00	$0.00	$0.00	$226.00
Radiator Replacement	RM	01 - Breakdown	12/06/2022	15959	$0.00	$0.00	$1,165.20	$0.00	$1,165.20
Bulb Replacement	RM	01 - Breakdown	12/06/2022	15959	$0.00	$0.00	$596.00	$0.00	$596.00
NYSI Full Inspection	PM	11 - Routine	12/06/2022	13788	$0.00	$0.00	$0.00	$21.00	$21.00
LOF (Fleet 12 mo/5k mi)	PM	11 - Routine	12/06/2022	13788	$57.00	$33.84	$0.00	$0.00	$90.84
Brake Pads & Rotors	RM	11 - Routine	12/06/2022	13788	$199.50	$323.76	$0.00	$0.00	$523.26
other	RM	11 - Routine	12/06/2022	13788	$85.50	$56.89	$0.00	$0.00	$142.39
Shocks Replace	RM	11 - Routine	12/06/2022	13788	$85.50	$135.00	$0.00	$0.00	$220.50
other	RM	11 - Routine	12/06/2022	13788	$142.50	$0.00	$0.00	$0.00	$142.50
Body Work	RM	11 - Routine	12/06/2022	13788	$85.50	$83.20	$0.00	$0.00	$168.70
Light Engine Check (CEL)	RM	01 - Breakdown	11/30/2022	15959	$0.00	$0.00	$0.00	$0.00	$0.00
Battery Replacement	RM	01 - Breakdown	11/30/2022	15959	$0.00	$0.00	$389.94	$0.00	$389.94
Tires Mount & Balance	RM	16 - Worn Out	01/11/2022	13788	$85.50	$674.04	$0.00	$0.00	$759.54
NYSI Full Inspection	PM	05 - Inspection, Routine	10/04/2021	12824	$0.00	$0.00	$0.00	$21.00	$21.00
LOF (Fleet 12 mo/5k mi)	PM	05 - Inspection, Routine	10/04/2021	12824	$28.50	$33.84	$0.00	$0.00	$62.34
Wiper Blade Replacement	RM	16 - Worn Out	04/07/2021	9580	$17.10	$10.39	$0.00	$0.00	$27.49
LOF (Fleet 12 mo/5k mi)	PM	11 - Routine	09/08/2020	9580	$28.50	$34.58	$0.00	$0.00	$63.08
NYSI Full Inspection	PM	11 - Routine	09/08/2020	9580	$0.00	$0.00	$0.00	$21.00	$21.00

Tracking and Analyzing Data to Tell Our Story

- Once we shored up the issues on how our data was being input and tracked, we were able to paint a much clearer picture of how busy our shop truly was.
- With work orders not being input properly, it appeared as though not much work was being done when, in reality, the shop was extremely busy, and extremely short-staffed.
- By using Fleet Commander properly, we were able to justify hiring 4 new employees simply by telling our story through accurate data.



Smarter Vehicle Allocation

- We fell behind in our asset replacement plan due to a spending freeze, rising asset costs, and a shortage of vehicle inventory. After assessing our aging fleet, we justified a significant purchase to replace outdated vehicles.

- With accurate maintenance and vehicle condition records, we included a long-term maintenance warranty in a $3 million vehicle replacement program. Analyzing data in Fleet Commander revealed that paying for a long-term warranty upfront will save on end-of-life costs.

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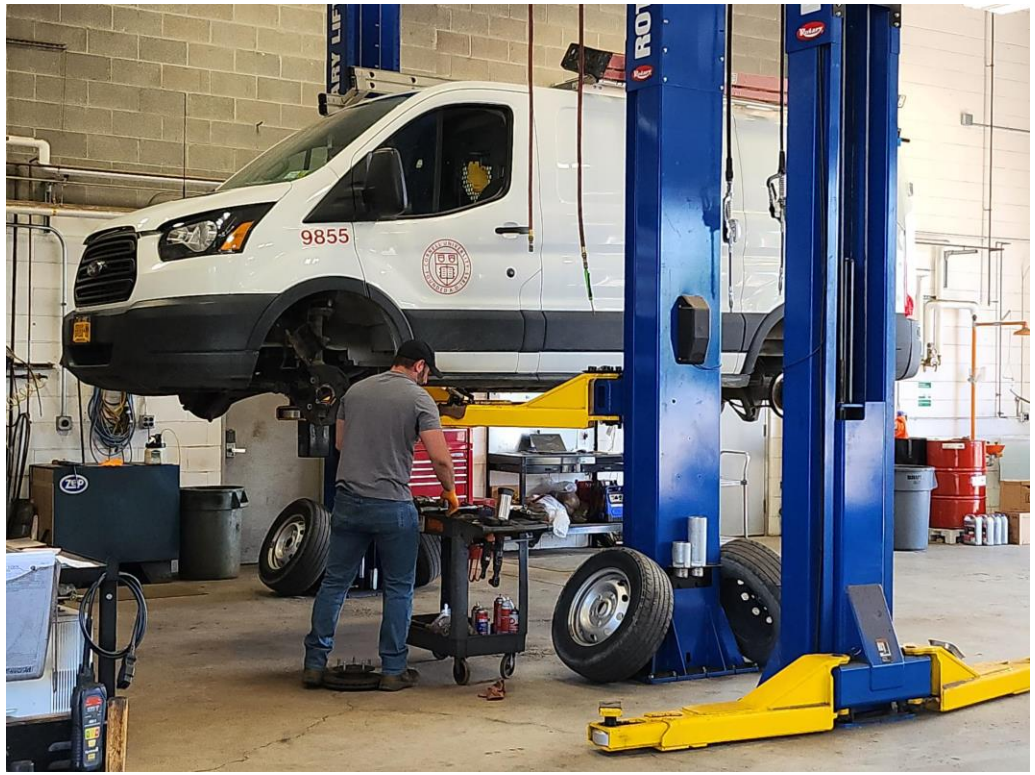
Smarter Allocation Improves Operational Efficiency

- A major data point in our decision to buy a large amount of replacement vehicles is the Total Cost of Ownership (T.C.O)
- By having an accurate reflection of the real costs associated with having to maintain an aged-out fleet, we determined our maintenance costs were almost doubling year over year after the 6-year mark of ownership.
- Older vehicles require more maintenance. More maintenance requires more parts and costs, but most importantly in our case, more time. Already being short-staffed, we were spending too much labor time maintaining these outdated vehicles, causing longer repair and wait times.
- In replacing the older vehicles in our fleet, it will greatly reduce the amount of time spent on each vehicle, allowing more vehicles to flow through the shop over the same period of time.



Smarter Scheduling Transformed our Maintenance and Cleaning Plans

- We recently started using FleetCommander to better manage dispatching and data tracking for our Campus to Campus coach bus service.
- We treat each run as a daily reservation. Upon return, a bus will be dispatched in and milage is captured.
- The bus is then sent to our prep department to be cleaned. This team is now able to better plan their prep duties around bus arrivals.
- Using the dispatching features, we now capture milage more frequently than we were previously. This has lead to better maintenance tracking and being able to better project maintenance intervals.

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Questions?

THANK YOU