Objectives

Importance of Reports
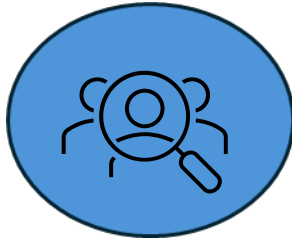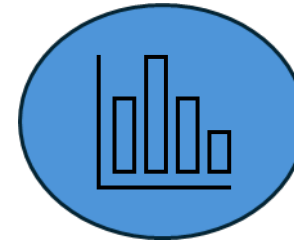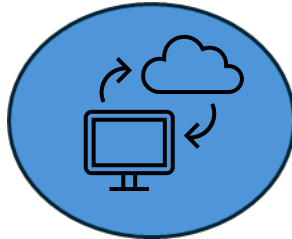
Know Your Audience

Identify KPIs

FleetCommander Reports
For Strategic Decision
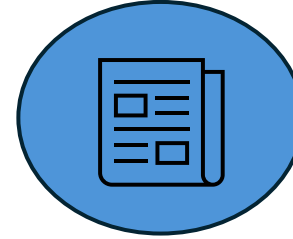
Tell Your Story and Feel
Comfortable Doing So

Agenda

- Discuss KPIs in the fleet industry
  - Review what reports FleetCommander has to offer to find your story data
  - What does your data tell you about your fleet
- Using report findings in strategic decision making
- Celebrate your successes by telling your fleet story

Importance of Reports

The Importance of Reports

Provides data for key performance indicators

Identifies trends

Tells your fleets story

Assist in buying decisions

Assist in rate setting

Assist in determining staffing levels

Provides Data for KPIs

Identifies Trends

Tell Your Fleet's Story

State of Colorado Fleet Success

State of Michigan Fleet Success

Assists in Buying Decisions

Assists in Rate Setting

Assists in Determining Staffing Levels

Staff Level

Know Your Audience

Story Telling

Drivers · Requestors · Fleet Administrators · Motor Pool Dispatchers · Maintenance Staff · Inspectors & Prep · Risk Managers · HR Administrators

Different Ways to Tell Your Story

Books

Online Videos

Trade Publications

Webinars

Presentations

Broadcasts

Peer to Peer

Bulletin Boards
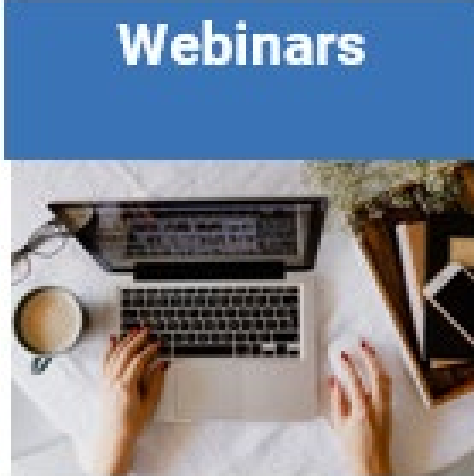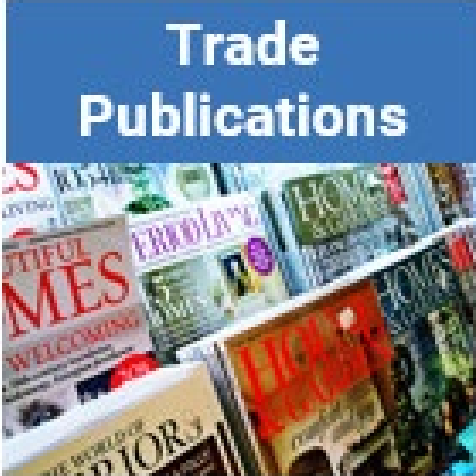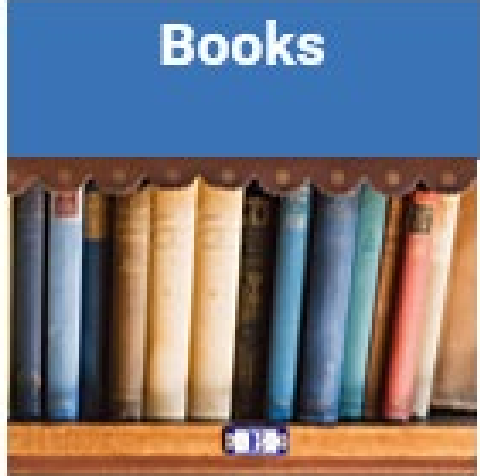
Basics of Reports

Keep Your Data Clean

Report Data Consistently

Make sure you run your reports the same way each time.
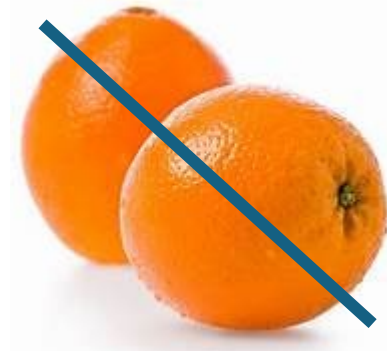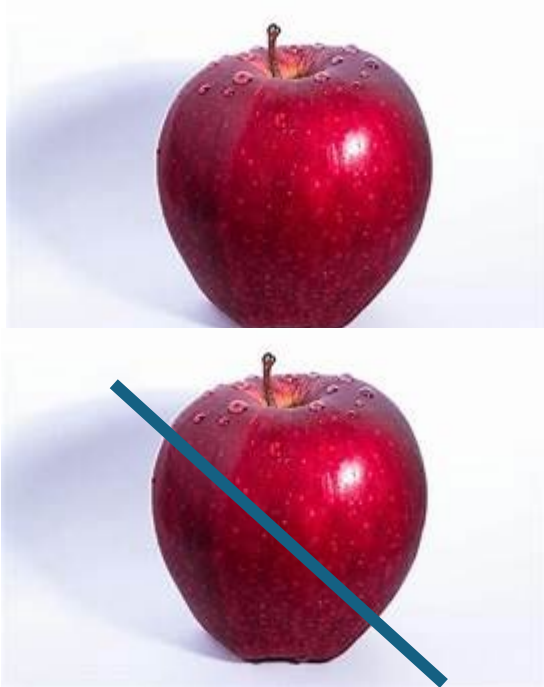
Report Data Consistently

Make sure you run your reports the same way each time.
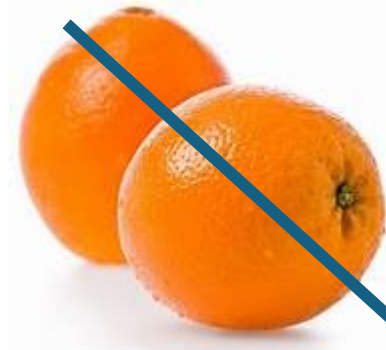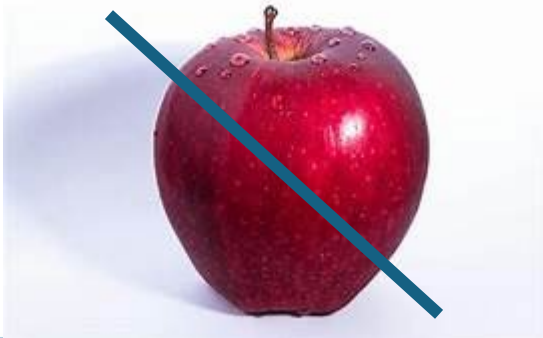
When Should You Run Reports?

- Daily
  - Prep
  - Reservation Dispatch Extra Report

- Weekly
  - Work Order

- Monthly
  - Billing

- Annually
  - Cost per mile

REPORTS	TOOLS	
STATISTICS ▶	SUMMARY	
CAR POOL ▶	VEHICLE USAGE	
MAINTENANCE ▶	MOTOR POOL UTILIZATION	
USERS ▶	MPU BY ASSET TYPE	
ASSETS ▶	UTILIZATION BY MILES	
RESERVATIONS ▶	VEHICLE DEMAND	
FUEL ▶	AGING BY MILES	
TELEMATICS ▶	AGING BY TIME	
RISK MANAGEMENT ▶	FEEDBACK REPORT	
	SYSTEM REPORT	
	AUDIT LOG REPORT	
	CS	

FleetCommander Reports for Strategic Decision Making

COMMAND 24

Statistic Summary Report

Statistics Summary

Agile Success Fleet Site
14101 Willard Road
Chantilly, VA 20151

Vehicles

Total: 390

1/4 Ton Ext Cab Pckp:	33	8.46 %
15 Passenger Van:	36	9.23 %
Minivan - 7 Pass:	93	23.85 %
Large SUV - 8 Pass:	30	7.69 %
Compact:	14	3.59 %
Midsize ($29/day):	141	36.15 %
Midsize Hybrid:	8	2.05 %
SEDAN:	1	0.26 %
Wheelchair Van:	1	0.26 %
Cargo Van (Small):	29	7.44 %
Electric:	4	1.03 %

Users

Pending:	1
Enabled:	27
Disabled:	1

* Users may have multiple access privileges

Vehicles Per Site

Transportation Services:	603	89.07 %
Fac, Plan, and Mgmt:	65	9.60 %
Waco:	9	1.33 %
Phoenix Footprint:	0	0.00 %

Vehicles Per Location

Transportation:	602	88.92 %
North Lot:	1	0.15 %
FP&M:	0	0.00 %
FPM:	65	9.60 %
Research Park:	0	0.00 %
Fleet:	9	1.33 %

Site Usage

Number of Logins:	1,297

* For period from 09/01/2021 and 08/30/2024

Vehicle Availability

Available:	650	96.01 %
Unavailable:	27	3.99 %
Not Yet Available:	0	0.00 %
No Longer Available:	0	0.00 %

* As of 09/11/2024

Reservations Added/Modified

Total: 555

Pending:	4	0.72 %
Cancelled:	411	74.05 %
Approved:	62	11.17 %
Completed:	78	14.05 %

* For period from 09/01/2021 to 08/30/2024

Vehicles Per Access Group

15 Pass Van Training:	5	Live-Training:	50
Standard:	561		

* Each asset may belong to multiple groups

Completed Reservation Report

Conf #	Status	Driver	Department	Cost Center	Destination	Purpose
142623	Completed	Abe Lincoln	IMSE-(Industrial Manufacturing Systems Engr)		Des Moines, IA	IE 422x Cap Stone
142683	Completed	Abe Lincoln	IMSE-(Industrial Manufacturing Systems Engr)		Des Moines, IA	IE 422x Cap Stone

COMMAND 24

Utilization Reports

For the period from 07/01/2024 to 09/11/2024

Days Of Month	1	2	3	4	5	6	7
	M	T	W	T	F	S	S
Active Vehicles	582	582	582	582	582		
Vehicles In Maintenance	0	0	0	0	0		
Vehicles Available	582	582	582	582	582		
Vehicles In Use	77	77	77	77	77		
Total Trips	79	79	79	79	79		
Idle Vehicles	505	505	505	505	505		
Requests Turned Down	0	0	0	0	0		
% of Vehicles Used	13	13	13	13	13		
Total Hours Available	6,984	6,984	6,984	6,984	6,984		
Hours Used	878	878	878	878	878		
% Hours Used	13	13	13	13	13		

COMMAND 24

Detailed Billing Report

Actual Return	Conf #	Status	Division/ Branch	Cost Center	Destination	Purpose of Trip	Overnight use?	Inspect Car Upon Return?	Fund Code	Origin Code	Program Code	Vendor	Est. total mil	visit type	Reservation	cf12	cf13	Fuel PIN is 425525	AUCF15	Agree to Policy?	AUF20	Requestor
05/13/2014	103621	Completed	BiologyBBBB												Yes		Yes					Engelbert Humperdinck
05/13/2014	103623	Completed	BiologyBBBB	123-456-789	target	Other (provide comments)			242	0000	0000											Engelbert Humperdinck
05/13/2014	103624	Completed	BiologyBBBB	123-456-											Yes		No					Engelbert Humperdinck

	Driver	Vehicle Name	Vehicle Type	Usage Type	Start date/time	Return date/time	Occ.	Duration in Hours	Duration in Days	Start mileage	End mileage	Mileage	UP Clean	Seat Removal	GPS Rental	Usage Fee	Mileage
ck	Engelbert Humperdinck	E20-Accord	Mid-sized Sedan	Daily Rental	05/13/2014 11:57 AM	05/13/2014 11:57 AM	1	1	1	15,045	15,046	1	$0.00	$0.00	$0.00	$34.01	$0.00
k	Engelbert Humperdinck	Malibu 40 WD	Mid-sized	Daily Rental	05/13/2014 12:03 PM	05/13/2014 12:04 PM	1	1	1	38,032	38,034	2	$0.00	$0.00	$0.00	$34.01	$0.00

	Driver	Vehicle Name	Vehicle Type	Usage Type	Start date/time	Return date/time	Occ.	Duration in Hours	Duration in Days	Start mileage	End mileage	Mileage	Pick UP Clean	Seat Removal	GPS Rental	Vehicle Usage Fee	Mileage
ck	Engelbert Humperdinck	E20-Accord	Mid-sized Sedan	Daily Rental	05/13/2014 11:57 AM	05/13/2014 11:57 AM	1	1	1	15,045	15,046	1	$0.00	$0.00	$0.00	$34.01	$0.00
ck	Engelbert Humperdinck	Malibu 40 WD	Mid-sized Sedan	Daily Rental	05/13/2014 12:03 PM	05/13/2014 12:04 PM	1	1	1	38,032	38,034	2	$0.00	$0.00	$0.00	$34.01	$0.00

/2014 01:55 PM	05/13/2014 01:55 PM	1	1	1	10,177	10,188	11	$0.00	$0.00	$0.00	$34.01	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$34.01	$0.00	$34.01

| | TOTAL: | 14 | 14 | 14 | 287,588 | 287,623 | 35 | $0.00 | $0.00 | $0.00 | $532.12 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $75.00 | $0.00 | $0.00 | $0.00 | $532.15 | $75.00 | $607.12 |
| | Average*: | 1 | 1.00 | 1.00 | 20,542.00 | 20,544.50 | 2.50 | $0.00 | $0.00 | $0.00 | $38.01 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $5.36 | $0.00 | $0.00 | $0.00 | $38.01 | $5.36 | $43.37 |

*Average=Column Total/Total Reservations
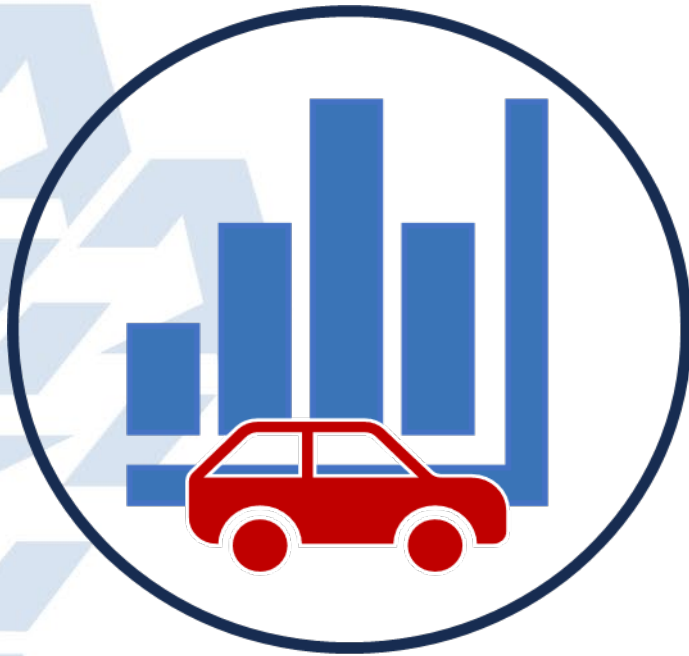
Why Utilization Matters

Governor Kevin Stitt and state COO John Suter have announced today a new initiative to modernize Oklahoma's vehicle utilization. At the direction of Governor Stitt, OMES Fleet Management is partnering with state agencies to conduct a complete review and accounting of the State of Oklahoma's vehicle fleet.

"We're always looking for ways to make government more efficient while being good stewards of taxpayer dollars," said Gov. Stitt. "This initiative will cut down on unnecessary resources and hold our agencies to even higher standards."

The State of Oklahoma has 10,800 vehicles in its fleet. An annual evaluation of state assets determined that 7,955 vehicles are driven less than 12,000 miles per year and are considered underutilized.

"Knowing that mileage alone doesn't tell the full story, we are looking forward to collaborating with agencies to find efficiencies to improve our statewide fleet" said John Suter.
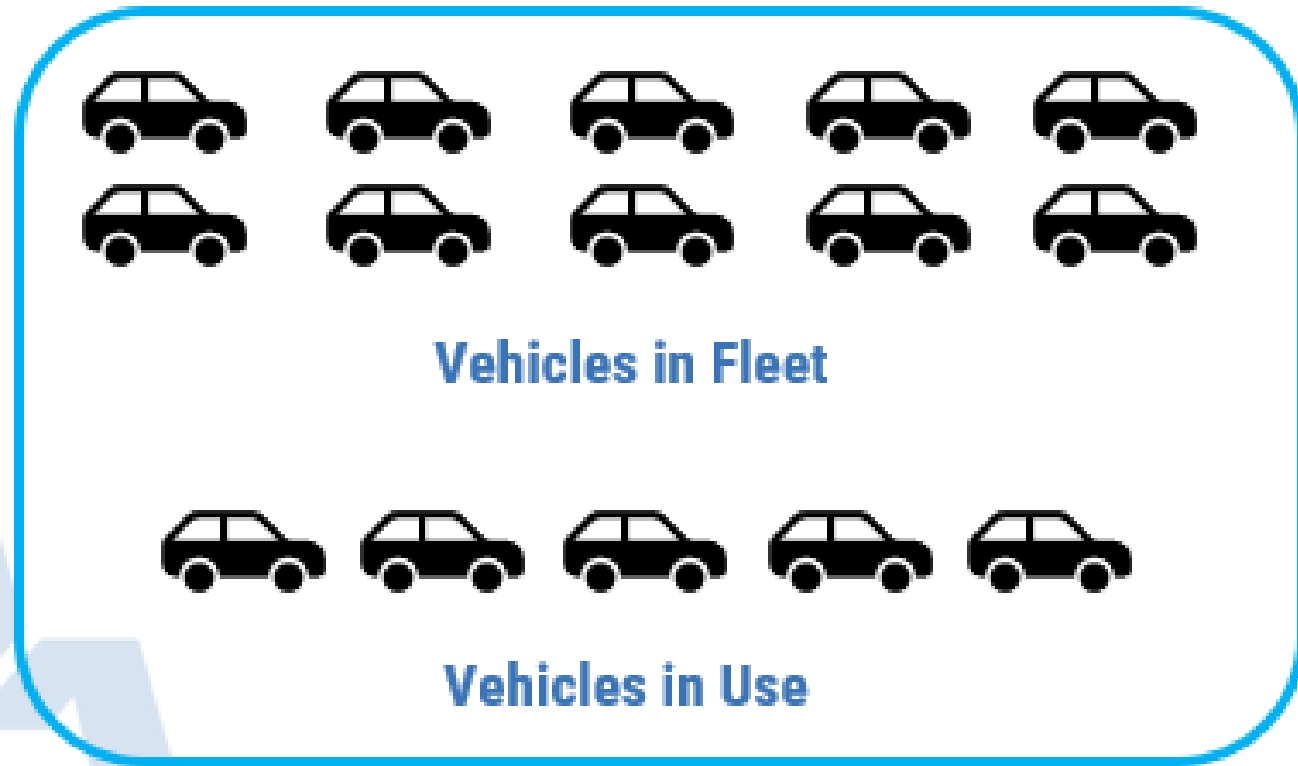
https://oklahoma.gov/governor/newsroom/newsroom/2023/february2023/governor-stitt-announces-new-state-government-efficiency-initiat.html

COMMAND 24

Utilization

Time vehicles are in use vs. time vehicles are idle or underutilized

Examples of Utilization

Vehicles in Fleet

Vehicles in Use

= 50% Utilization Rate

Reasons to Track Underutilized Vehicles

Increased Cost

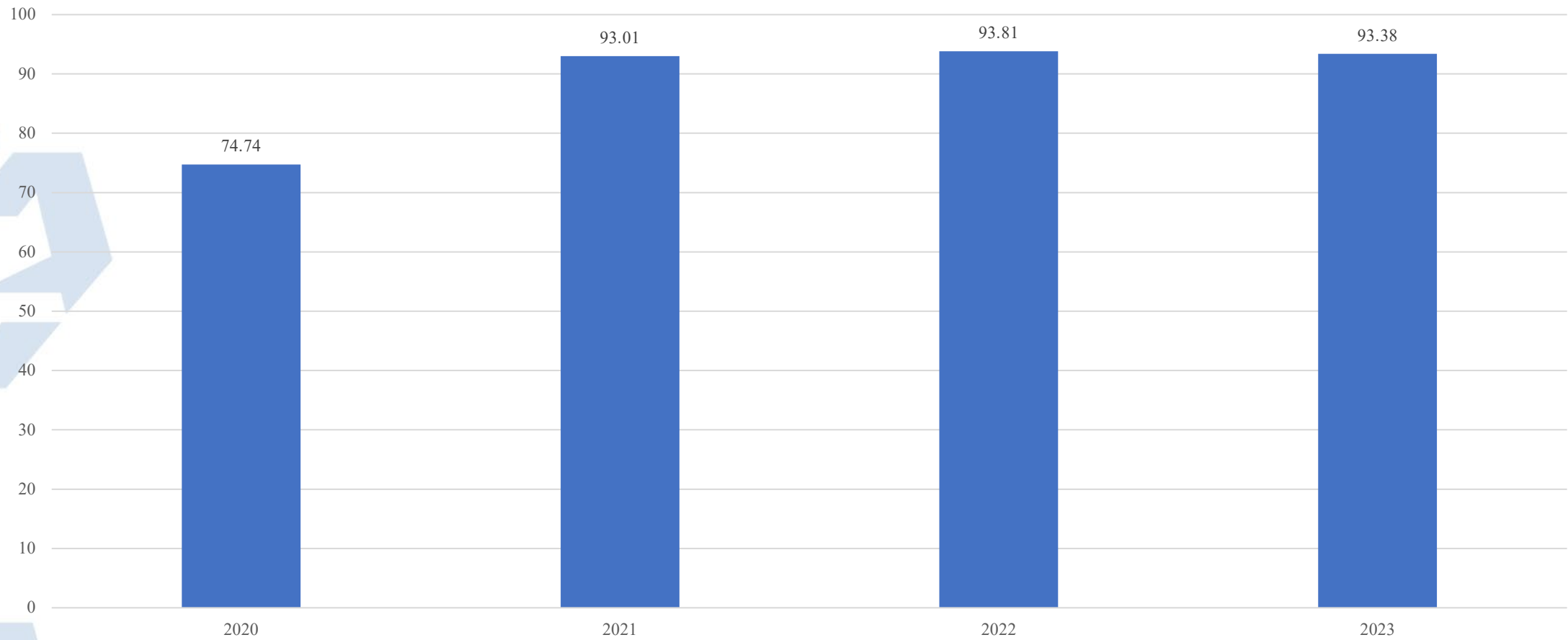**Decreased Efficiency**

Wasted Resources

Reduced Customer Satisfaction

Missed Opportunities

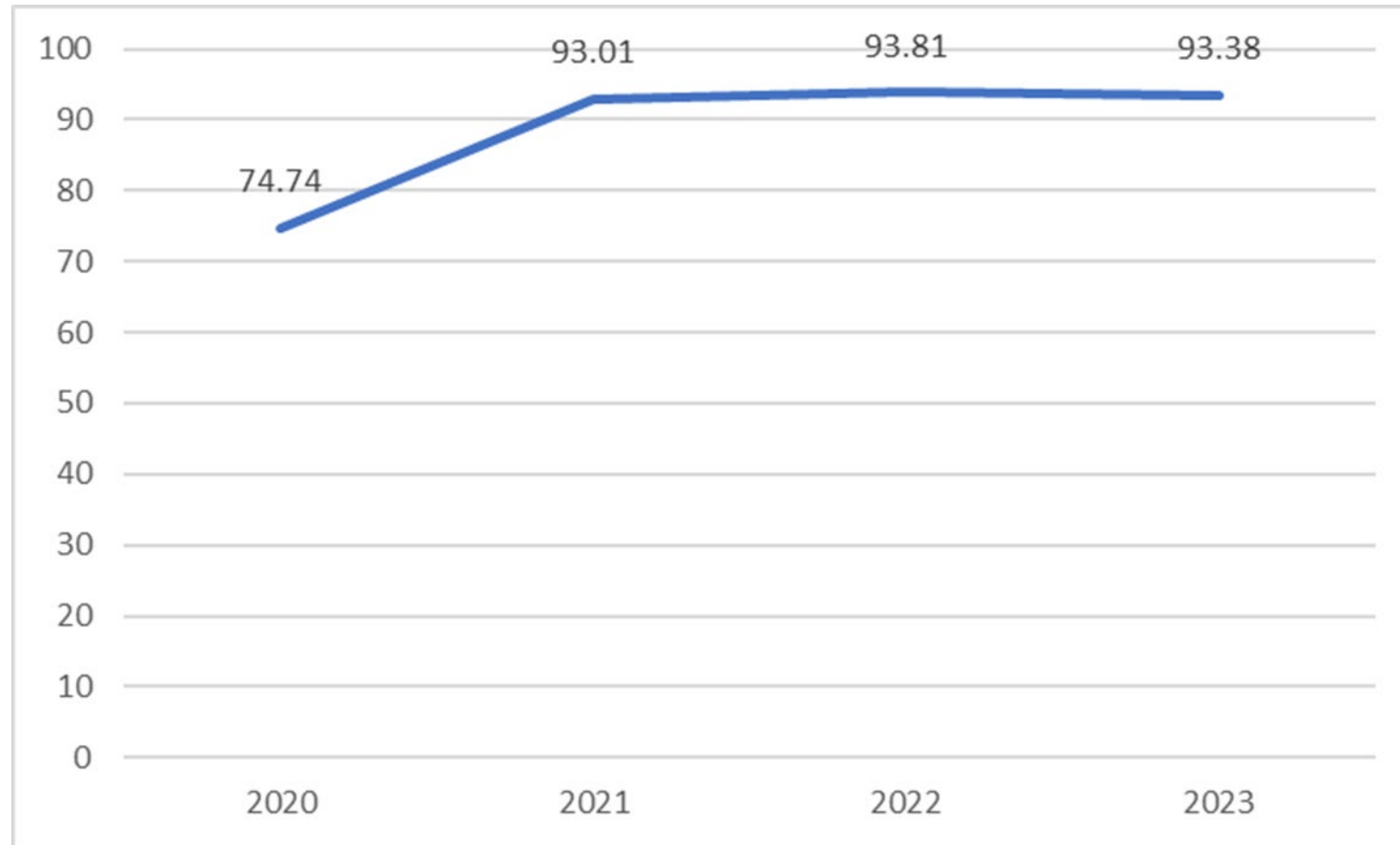# Motor Pool Utilization

Goal is 80%

COMMAND 24

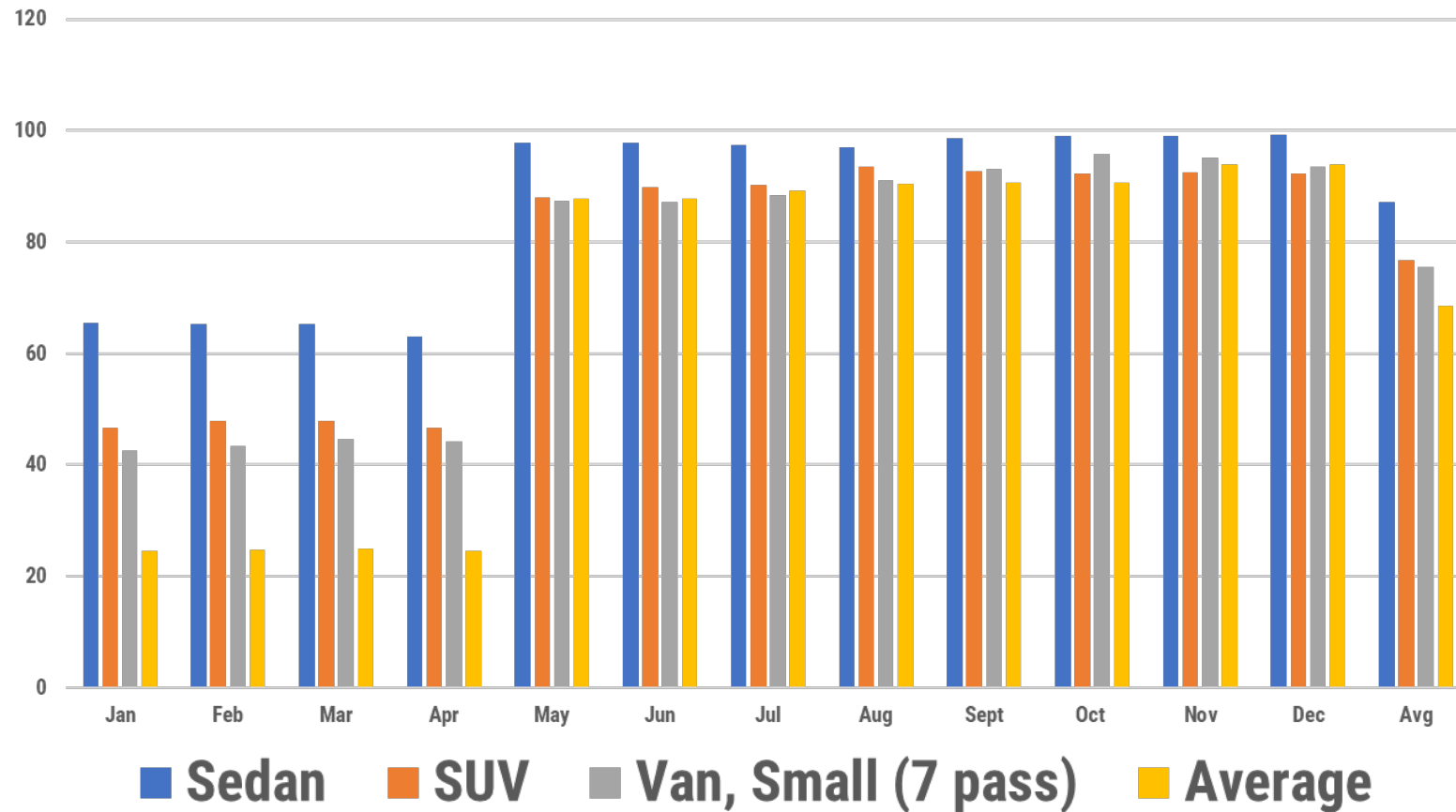# Motor Pool Utilization

Goal is 80%

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Monthly Utilization Comparison by Vehicle Type

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Utilization Trends

A Fleet could save $200,000 in Cap Ex and $35,000 a year in Op Ex by right-sizing
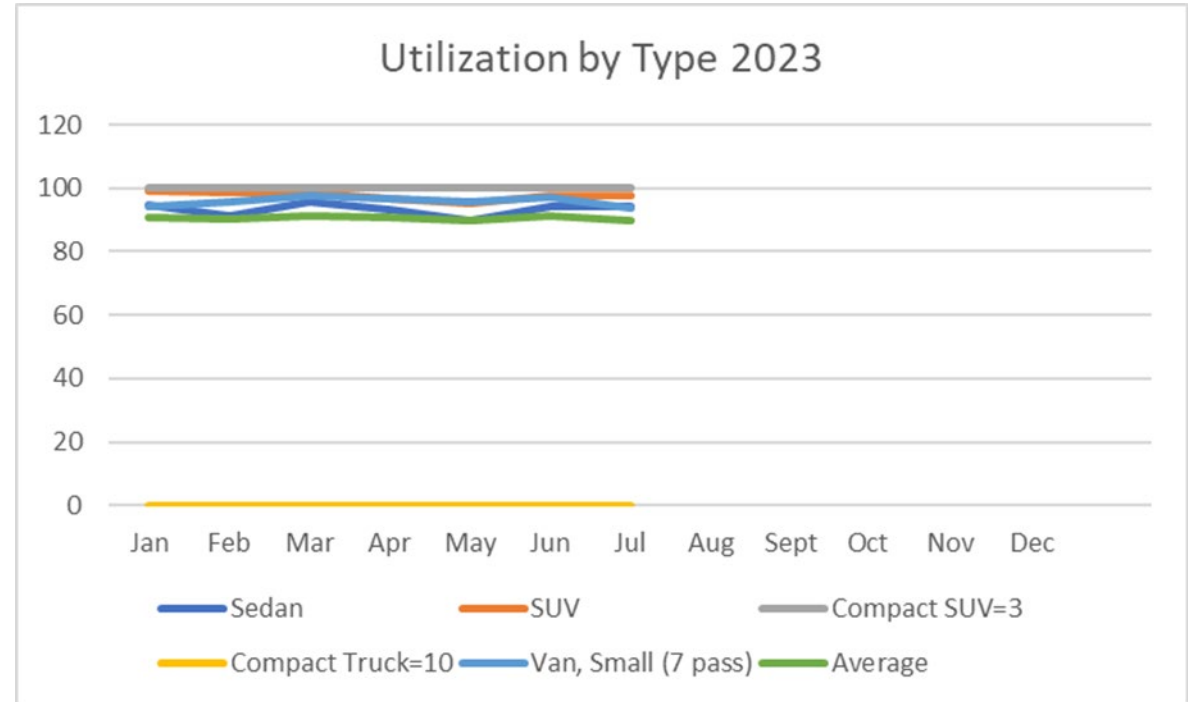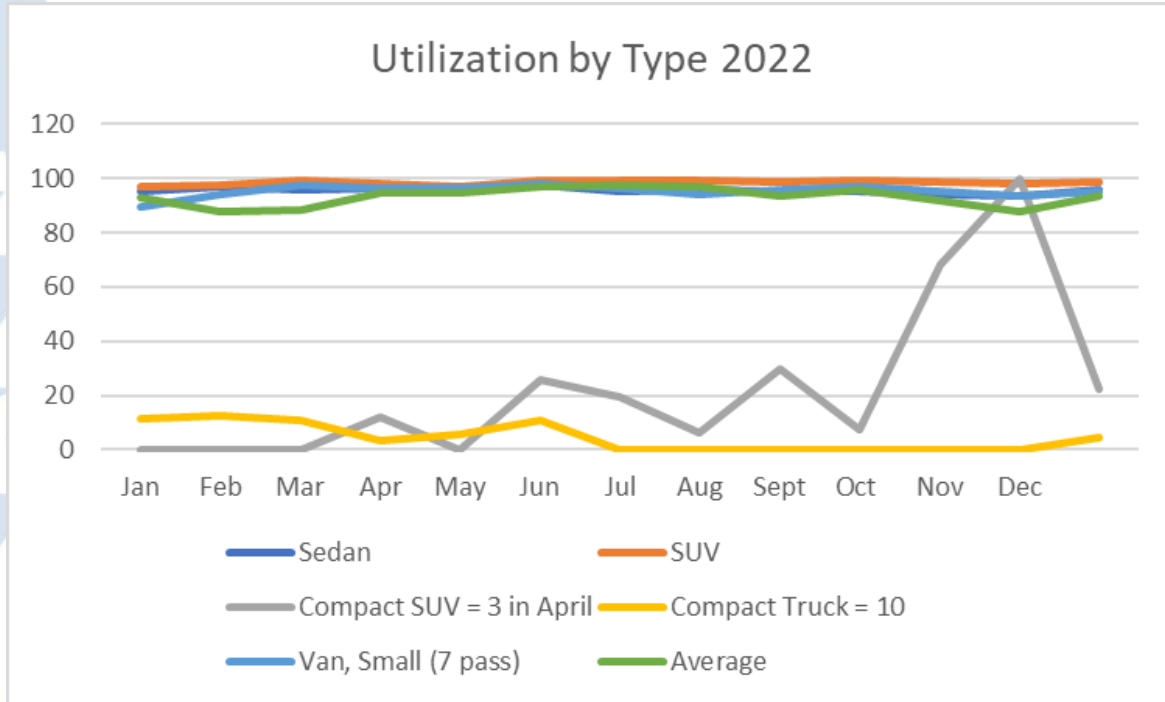
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ABC Fleet Saved $200K by Right-Sizing Their Fleet!

Completed Reservations

Completed Reservations

- **Shows increases or decreases in the number of reservations over a given period of time**
- **Provides trend lines for business decisions for budgets**
- **Great report to run when you want to calculate staff savings!**

Year	Reservations
2020	878
2021	3,514
2022	4,874
2023	3,221
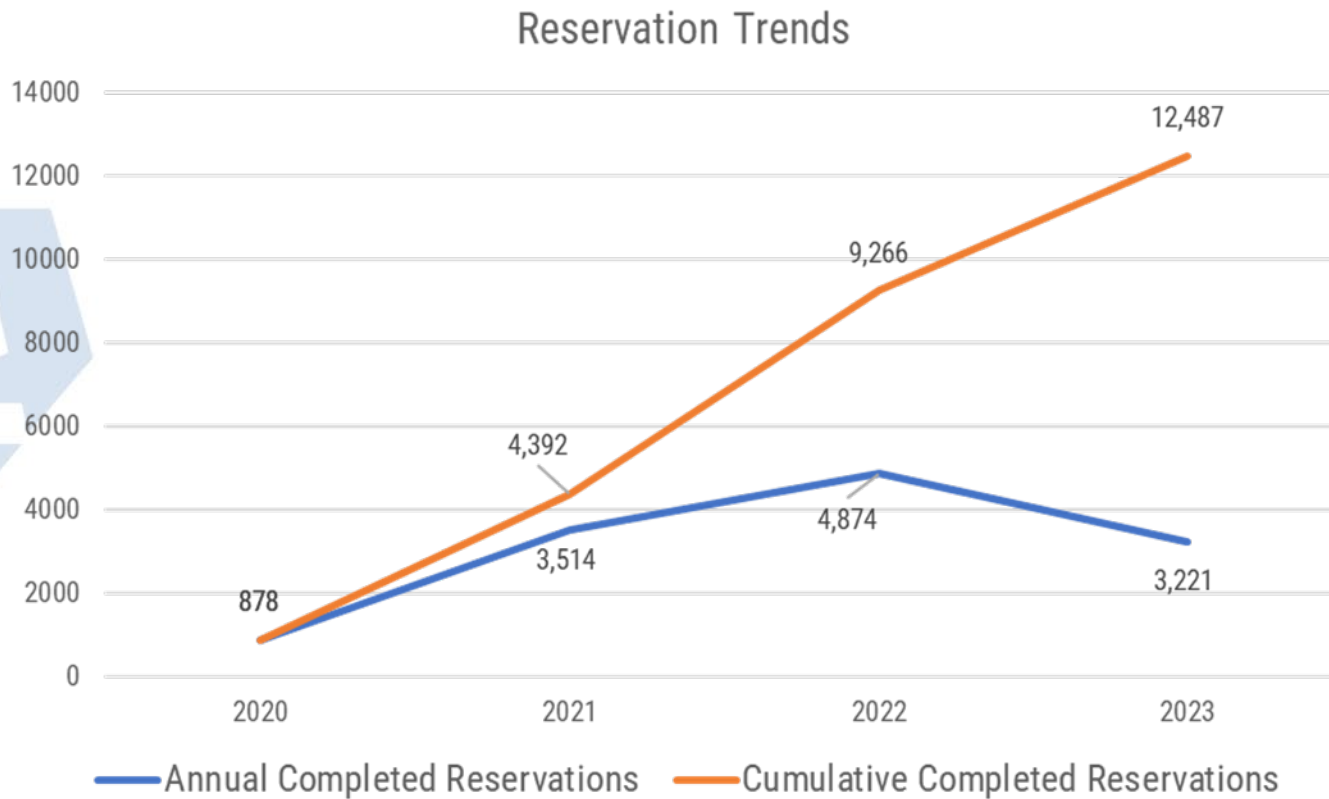
Reservations and Savings

Cumulative Savings

$140,000.00
$120,000.00
$100,000.00
$80,000.00
$60,000.00
$40,000.00
$20,000.00
$-

$124,870.00
$92,660.00
$43,920.00
$8,780.00
$35,140.00
$48,740.00
$32,210.00

2020   2021   2022   2023

—— Annual Savings   —— Cumulative Savings
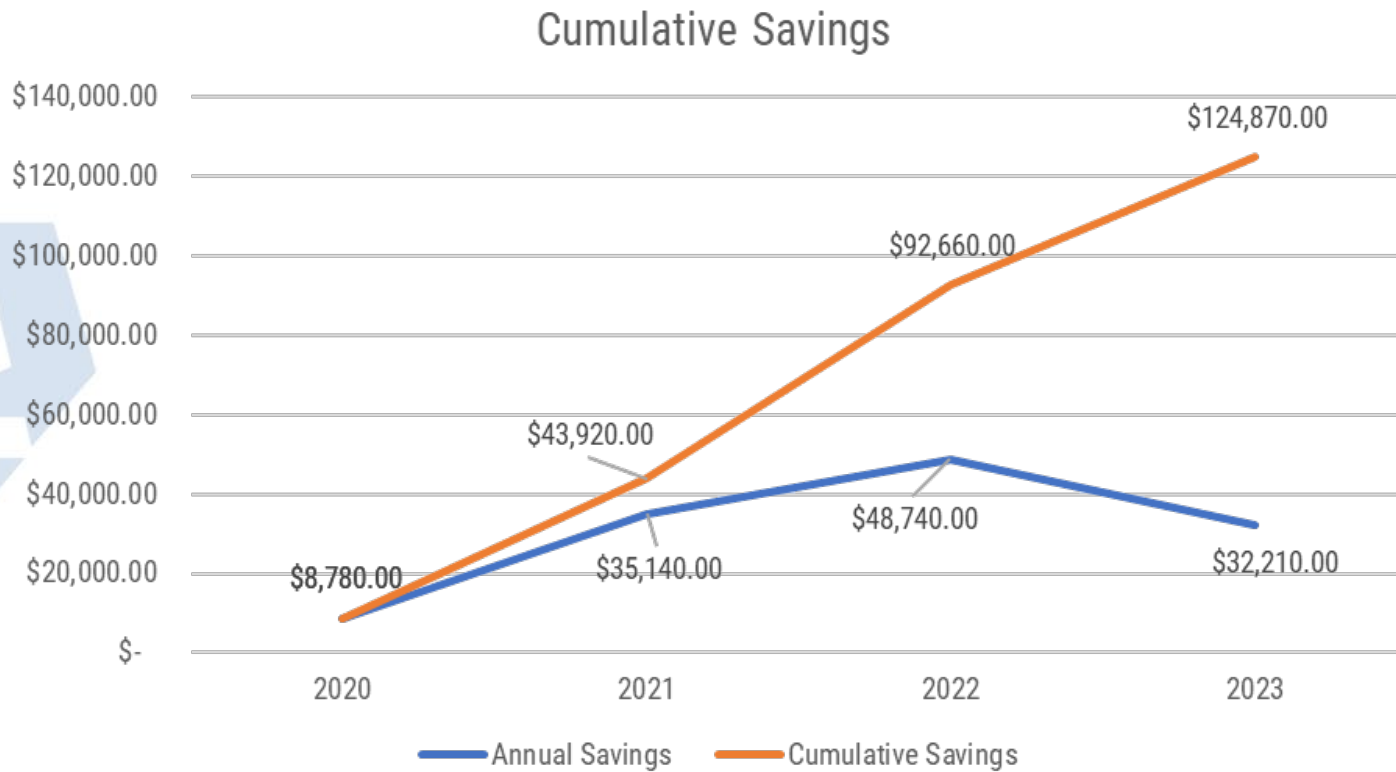
Cumulative Program Savings of $124K have been realized to date!

Savings are based on 30 minutes per reservation at $20 an hour.

COMMAND 24

Total Cost of Ownership (TCO)

Fixed Operating Cost

Acquisition Cost

Asset

Variable Operating Cost

Incidental Costs

Disposal/ Salvage Value
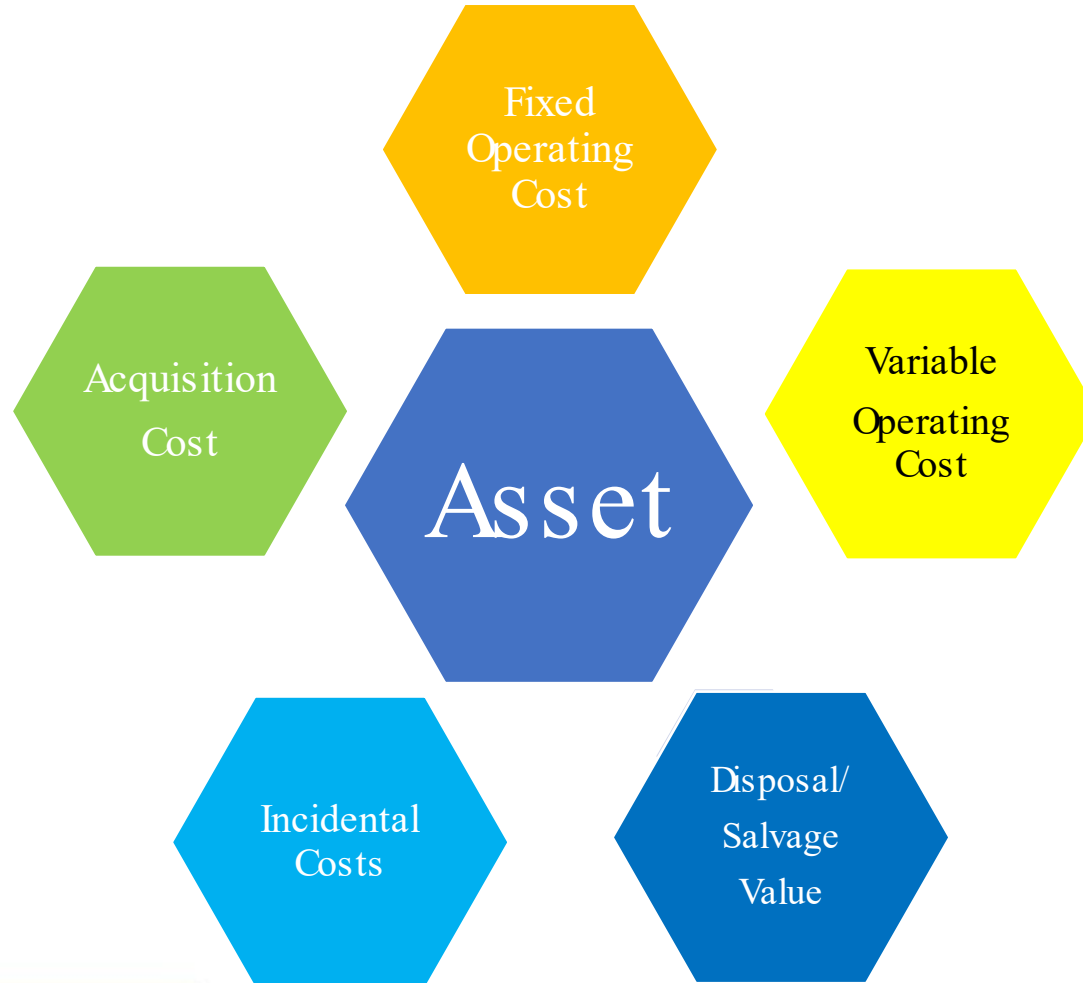
Helps you provide the lowest possible cost vehicles in your fleet to serve your mission.

COMMAND 24

Operating Cost Per Mile

Benefits of Managing Operating Cost Per Mile

- Identify Trends
- Identify the optimal time for vehicle replacement
- Provides the lowest costs
- Compare vehicles of similar type
- Provides detail for proper rate setting

COMMAND 24

Operating Costs Per Mile

Year	Make	Model	License	Cost Per Mile
2022	Chevy	Malibu	12345	$0.11
2022	Chevy	Malibu	12349	$0.11
2022	Toyota	Camry	12352	$0.10

Customer Feedback Survey

Surveys can be conveniently accessed via computer.

| Response#	Date	Overall	Staff				Vehicle			
			Promptness	Courtesy	Helpful	Attitude	Reliability	Comfort	Clean (In)	Clea
3368	6/5/2023 7:11:28 AM	4	5	5	5	5	5	5	5	
3369	6/5/2023 7:36:26 AM	4	4	5	5	5	3	3	3	
3370	6/5/2023 9:35:17 AM	5					5	5	5	
3371	6/5/2023 10:21:04 AM	5	5	5	5	5	5	5	5	
3372	6/5/2023 10:34:38 AM	3	5	4	5	5	3	1	3	
3373	6/5/2023 12:25:45 PM	5	5				5	5	5	
3374	6/5/2023 1:21:14 PM	5	5	5	5	5	5	5	5	
3375	6/6/2023 10:01:47 AM	5	5	5	5	5	5	5	5	
3376	6/6/2023 10:16:31 AM	4	3	3	3	3	4	4	4	
3377	6/6/2023 3:03:33 PM	5	5	5	5	5	5	5	5	
3378	6/7/2023 11:04:26 AM	5	5	5	5	5	5	3	4	
	Avg	**4.55**	**4.70**	**4.67**	**4.78**	**4.78**	**4.55**	**4.18**	**4.45**	

Customer Satisfaction gauges: Staff, Vehicles, System
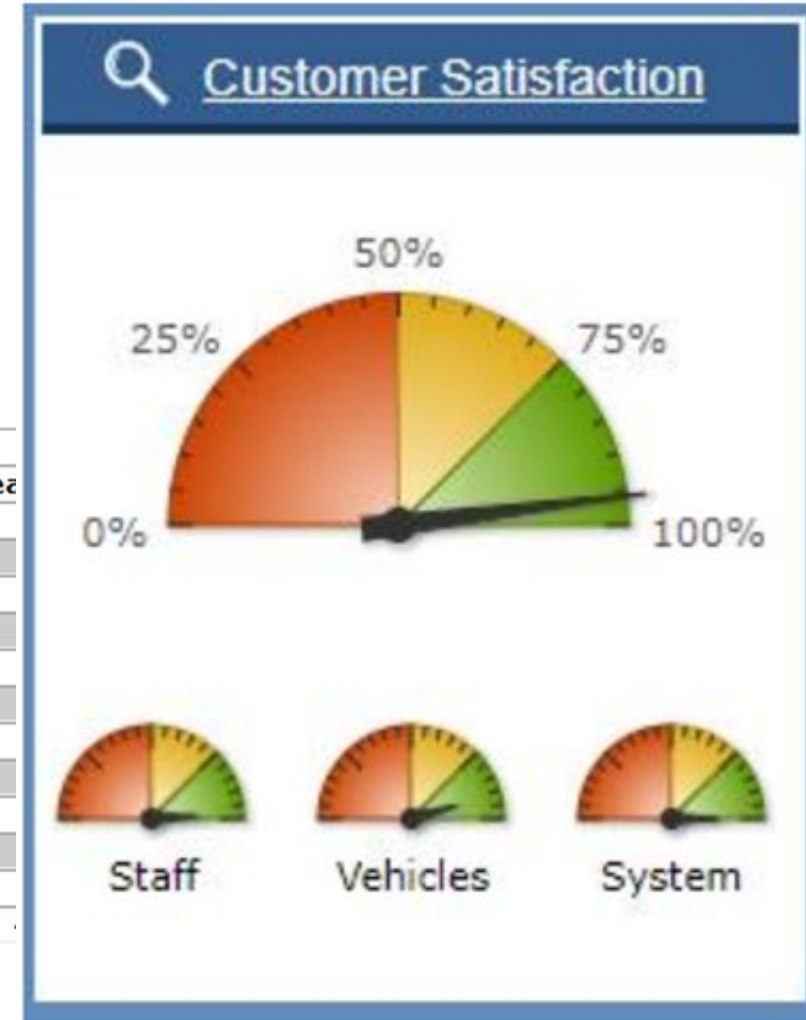
Customer Feedback Survey

- The customer feedback form provides feedback regarding the system, the vehicles, and the staff.
- Having a high overall customer approval rating is something to celebrate!
- Individual kudos from customers is also something to congratulate staff on when a note is written. Make sure they are aware of it.
- Does your website have quotes from your customers about how well your team serves your clients? Where can people find out more about your team?

> Always receive prompt and professional customer service. Super friendly.
> --- Anonymous

COMMAND 24

Customer Feedback Survey

Customer Satisfaction

Goal is 90% or higher for Customer Satisfaction!

Recap of KPIs to Help Tell Your Fleet Story

KPI Best Practice Recap

- Utilization: 80% goal and can save $$$ with right-sizing
- Track number of completed reservations: A to B
- Cost per mile: Manage expenses by using the lowest cost vehicles to support your activity
- Track total cost of ownership to find most cost-effective vehicles
- On-time preventative maintenance: 100% within 14 days
- Technician productivity: 75% or higher, this equates to an average of 6 Hours of direct time per day
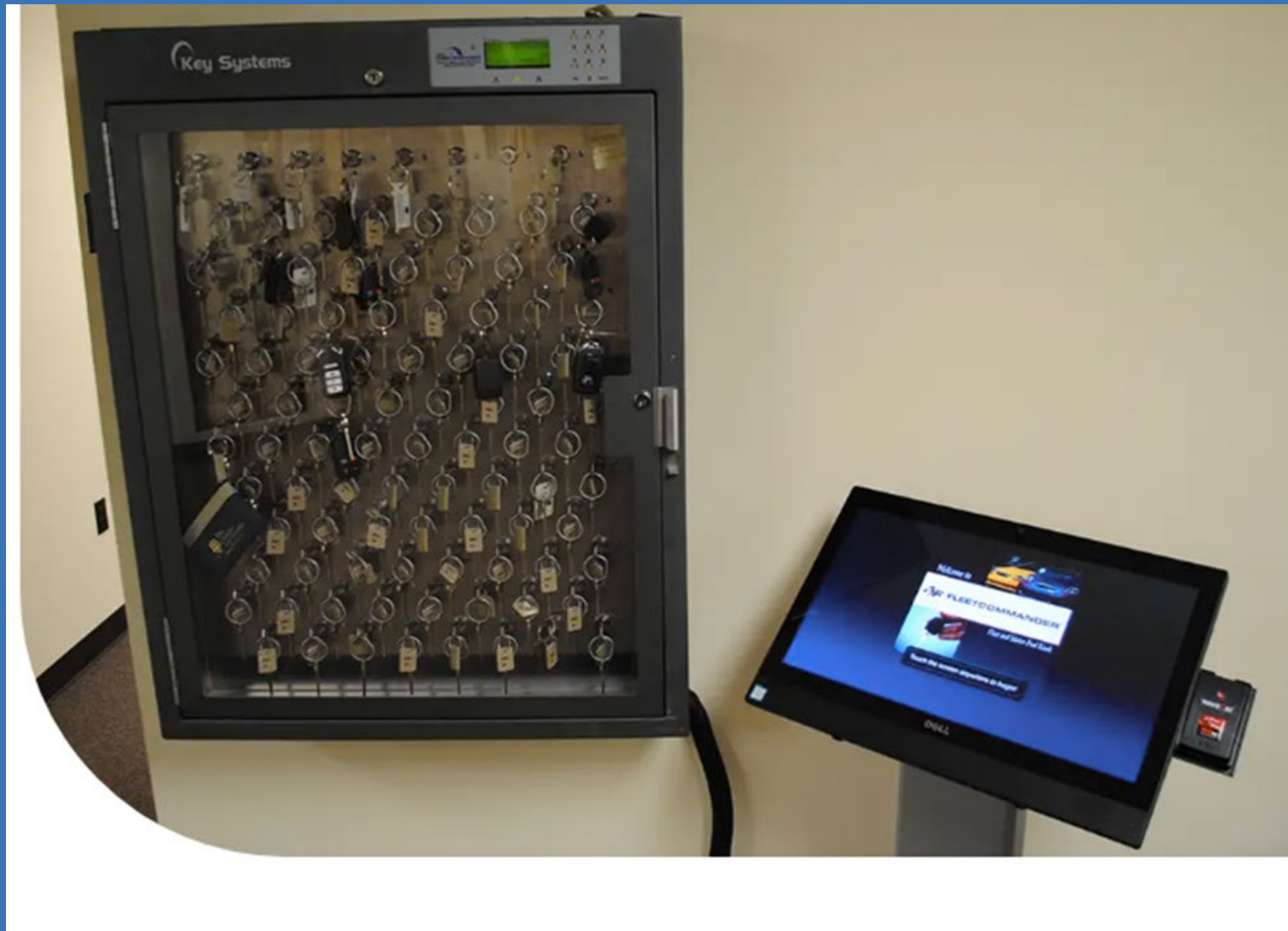- Customer Satisfaction: >90%

Important Stories to Tell

- Saved $200K in Capital Expenditures by reducing the fleet by 10 vehicles
- Increased technician productivity from 74.8% to 75.2% over the last 12 months
- Traveled 1.8 Million miles in 2023
- Completed 12,000 reservations resulting in $124K in Staff Savings
- Implemented car sharing that resulted in better utilization of the fleet

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INSERT YOUR HEADLINE HERE

Lorem Ipsum In libris graecis appetere mea. At vim odio lorem omnes, pri id iuvaret partiendo. Vivendo menandri et sed. Lorem volumus blandit cu has.Sit cu alia porro fuisset.

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Celebrate Success

- Watch trends and celebrate milestones such as the 50,000 reservation!
- Celebrate high utilization reports and the money you are saving to your operation managers
- Celebrate high customer satisfaction scores or comments customers have left
- Celebrate number of work orders closed by technicians
- Celebrate your customers success

COMMAND 24

Apply for Awards to Highlight Your Fleet

- 100 Best Fleets with NAFA
- 50 Leading Fleets with GFX
- NAFA's Green Fleet Contest
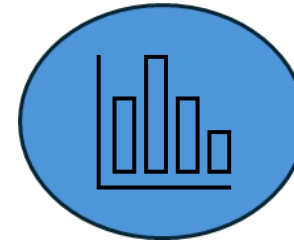- NCSFA Fleet Excellence Award

Recap of What You Learned

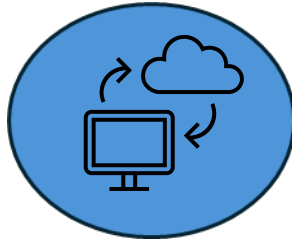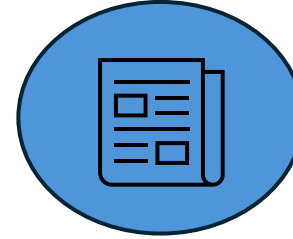Importance of Reports

Know Your Audience

Identify KPIs

FleetCommander Reports
For Strategic Decision

Tell Your Story and Feel
Comfortable Doing So