



2022 AGILE FLEET, INC. TOWN HALL & CORE VALUE AWARDS

THURSDAY, JANUARY 27, 2022

WELCOME!

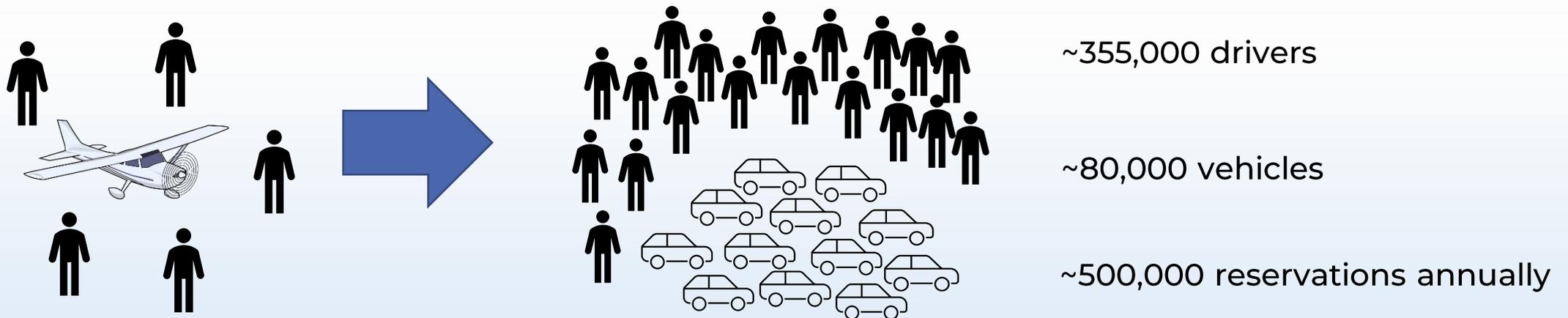
Welcome!



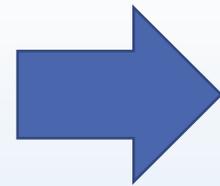
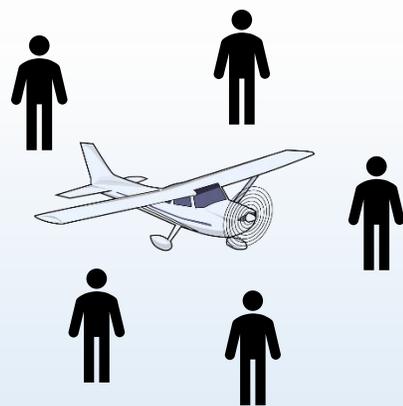
Today's attendees include:

- The Agile Fleet team
- Existing members of the FleetCommander community
- Fleets considering FleetCommander in the future
- Vendors & Suppliers
- Fleet industry partners

- Formed in September of 2000
- Initial focus was vehicle sharing and right-sizing
- The idea originated from a simple reservation system built to share one airplane amongst 5 co-owners



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- Initial focus was vehicle sharing and right-sizing
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~355,000 drivers

~80,000 vehicles

~500,000 reservations annually

Welcome & Thanks

2021 in Our Rearview Mirror

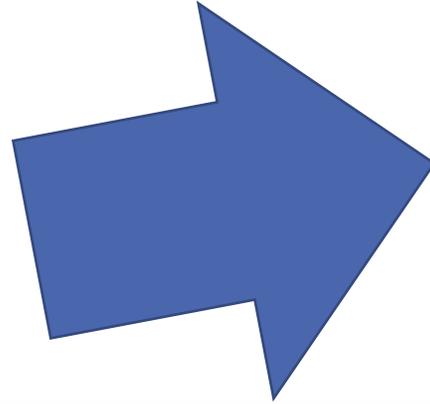
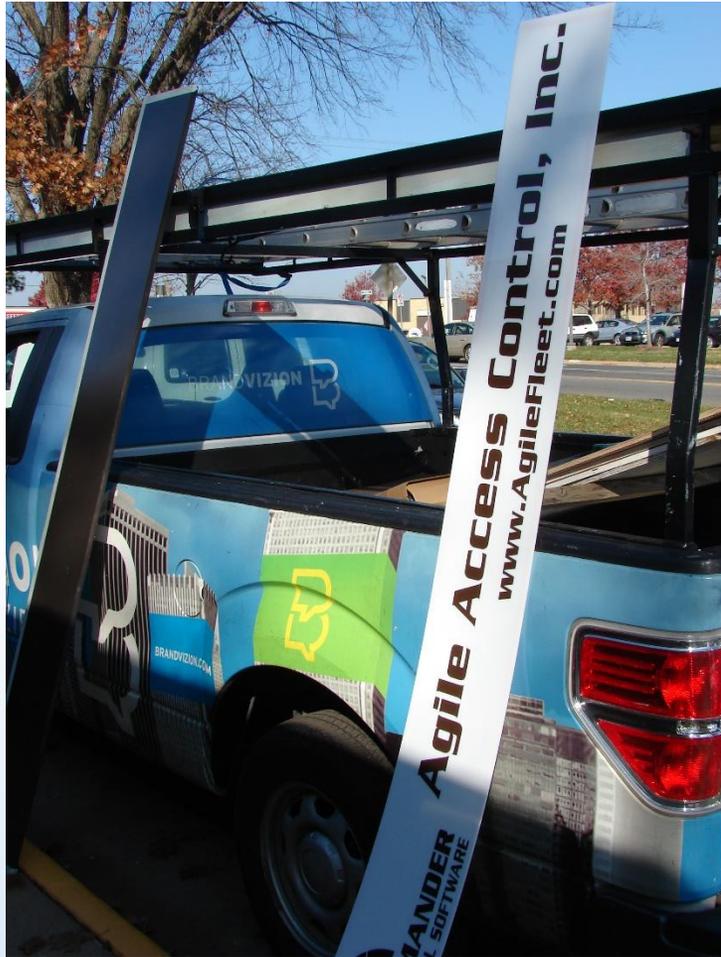
What's Ahead in 2022

Core Values Awards

Open Forum & Wrap up

2021 – IN OUR REARVIEW MIRROR

Same Company... New Name



It's official!

In 2021, the changeover from Agile Access Control, Inc. was completed and we formally became Agile Fleet, Inc.

info@AgileFleet.com

www.agilefleet.com

(571) 498-7555

Same Company... New Name



- Our name change was the culmination of our re-branding efforts started ~5 years ago
- As part of this change, there were no changes in:
 - Employees
 - Leadership
 - Ownership
 - Control
 - Tax ID
- We'll be reaching out to clients to update contractual paperwork, i.e., "Assignment" to the new company name. We can provide:
 - New W-9
 - A letter explaining the name change

**New Phone #
(571) 498-7555!**



It's official!

In 2021, the changeover from Agile Access Control, Inc. is complete and we formally became Agile Fleet, Inc.

WELCOME!



Chris
Controller



Michael
Marketing



Kepner
Engineering



Steve
Implementation



Don
Marketing



Tim
Engineering



Jon
Client Success



Garrett
Sys Admin

Same Company... Same Faces



Exec Team



Ed



Chris

Michelle
(not pictured)

Implementation & Support



Phelps



Ian



Doreen



Helen



Jay



Steve

"New Jon"
(not pictured)

Marketing & Sales



Michael



Don



Ron



Scott

Client Success



Joe



Jon

Josh
(not pictured)

Engineering



Alexis



Bulent



Alex



Kepner



Tim

Sys Admin / Security



Garrett



Phil



Phelps

- VP of Client Support Services



Alexis

- Software Development Lead
- Design

Continued Steady Growth... Even During COVID!



The FleetCommander Community



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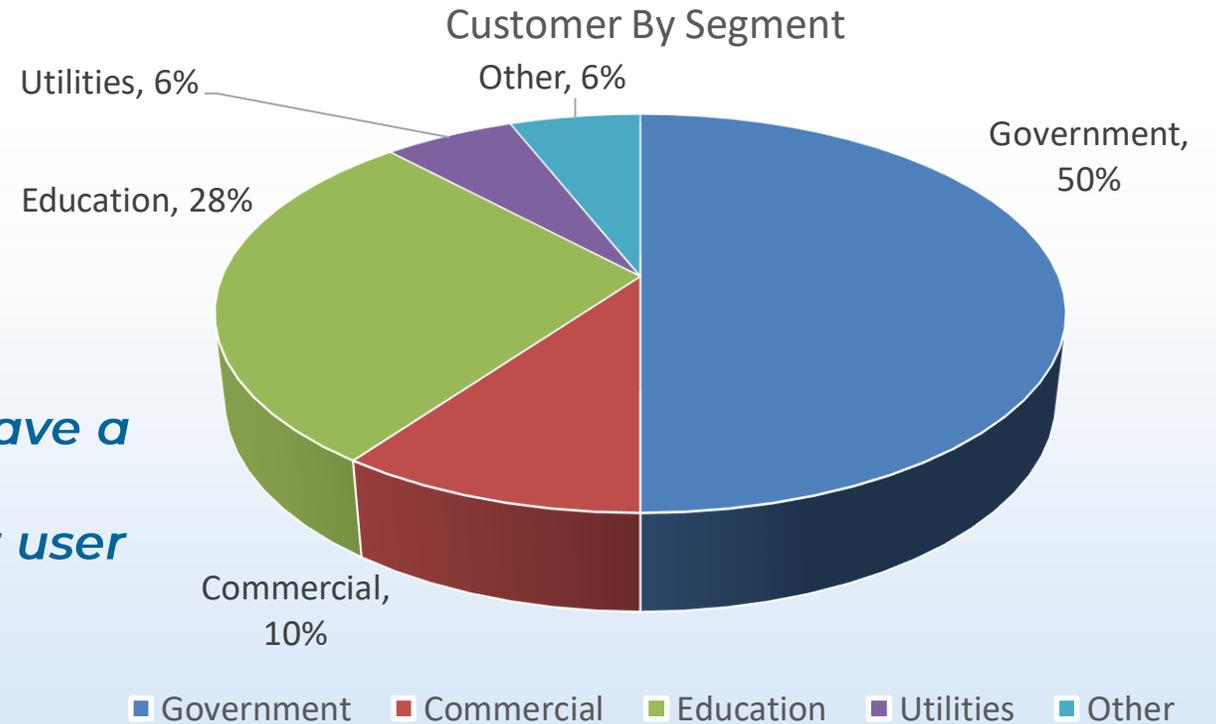
What you might not know...



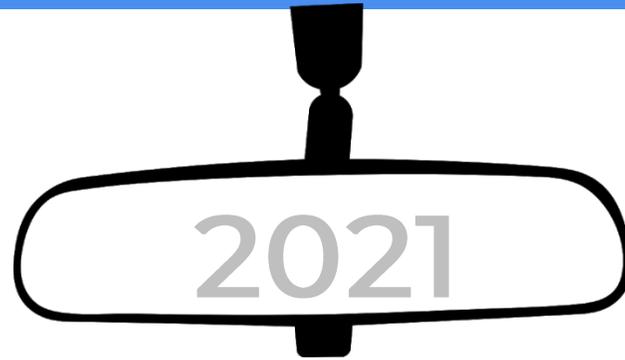
- *More than one third of FleetCommander users have been using FleetCommander for 10+ years*
- *98.5% of FleetCommander users renew year after year!*



We continue to have a diverse FleetCommander user population



...we continued to move forward



- ✓ We continued to focus on our core values and the Entrepreneurial Operating System (EOS)
- ✓ We were the winners of Iowa State University's "Customer Service Award" for 2021
- ✓ We maintained the highest Net Promoter Score (NPS) in the fleet industry
- ✓ We held monthly industry training sessions (i.e., one per month) to share information with the fleet community
- ✓ We attended, and spoke at national fleet conferences
- ✓ We continued to invest in FleetCommander!

Overview of V05.07

- More out-of-the-box billing algorithms... using best practices
- Enhanced data available via the fleet dashboard
- Bulk cancellation & auto-cancellation of reservations
- Prevent check-outs at kiosk based on driver attributes
- Maintenance (Work Orders, dashboards, parts markup)
- Report enhancements, e.g., new Invalid Driver report, fuel, work orders
- Tech refresh (40% of our development effort)

Overview of V05.08

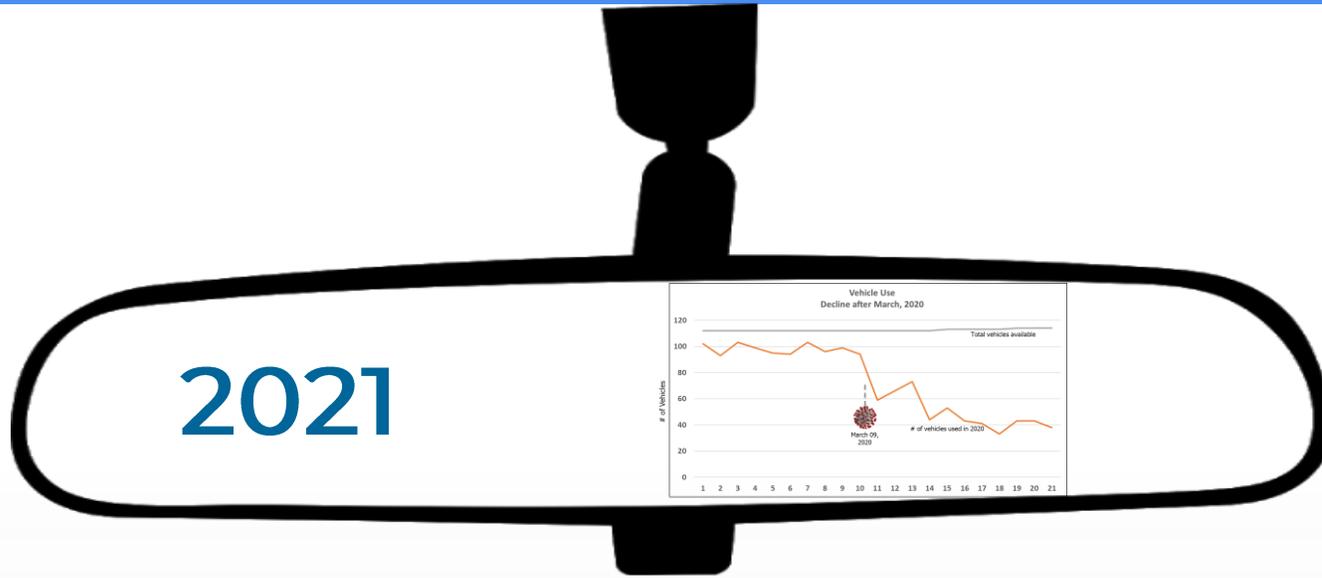
- Late-Pickup & Return reminders sent to admins & supervisor
- Auto-assign enhancements
- Self-register RFID cards at the kiosk
- Maintenance notification tool enhancements
- More flexible Email routing
- Tech refresh (40% of our development effort)

FleetCommander “Future-Proofing”

- A massive project to modernize our underlying technology
- Timeline:
 - Start: 2019
 - End: 2022/2023 (core product); 2023 (custom work)
- Thousands of hours of effort to date
- Our goal: You notice... NOTHING!
- Refresh in-place... unlike other fleet software companies
- 40% of all development efforts are focused on this effort

FleetCommander Hosting Facility

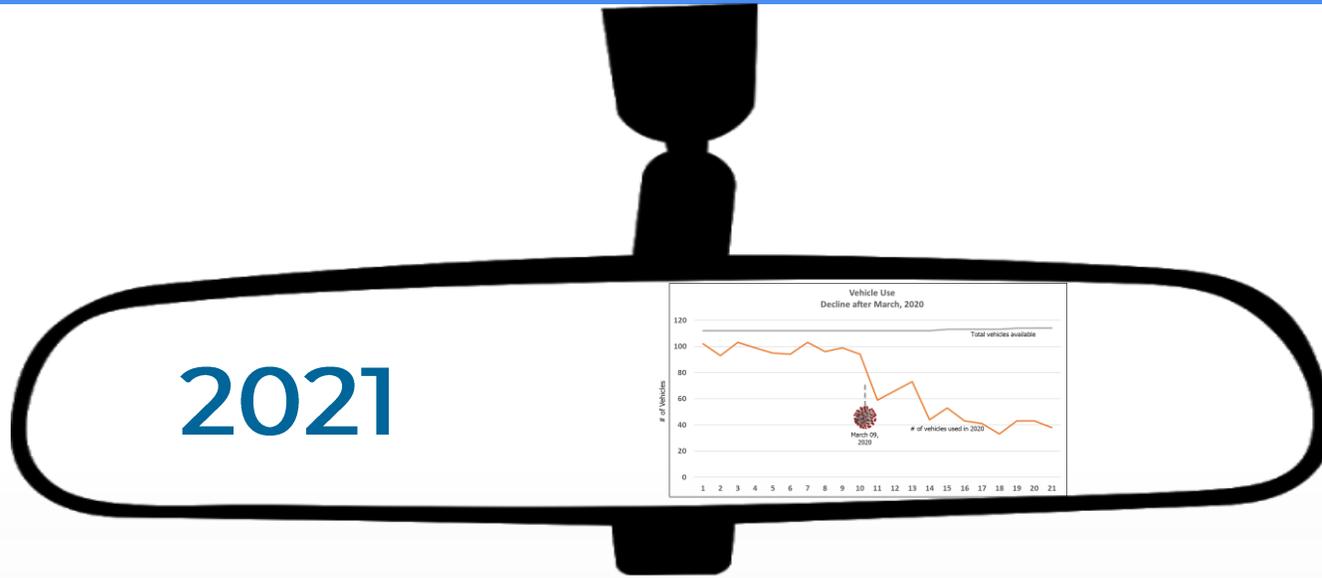
- Upgraded / replaced the servers that comprise our hosting solution
- Expanded the numbers of servers used in providing services
- Upgraded our firewall
- Transitioned to a hosting facility to take advantage of even more redundancy, more on-site staff, and more
- Updated our security tools and processes



Did you and your team make appropriate changes as a result of the global pandemic?

- Fleet use was down across every segment of fleet that uses FleetCommander
- Vehicles and technology were difficult to procure
- Remarketing costs were at an all-time high
- We saw some smart transitions from department-assigned vehicles to pooled vehicles
- And we saw some very clever ways to meet the demands in our “new world”

WTF? – Where's the Fleet?



Scott County MN move vehicles to rural library locations to meet the needs of rural, work-from-home employees!

Before COVID



Central Pool



Today

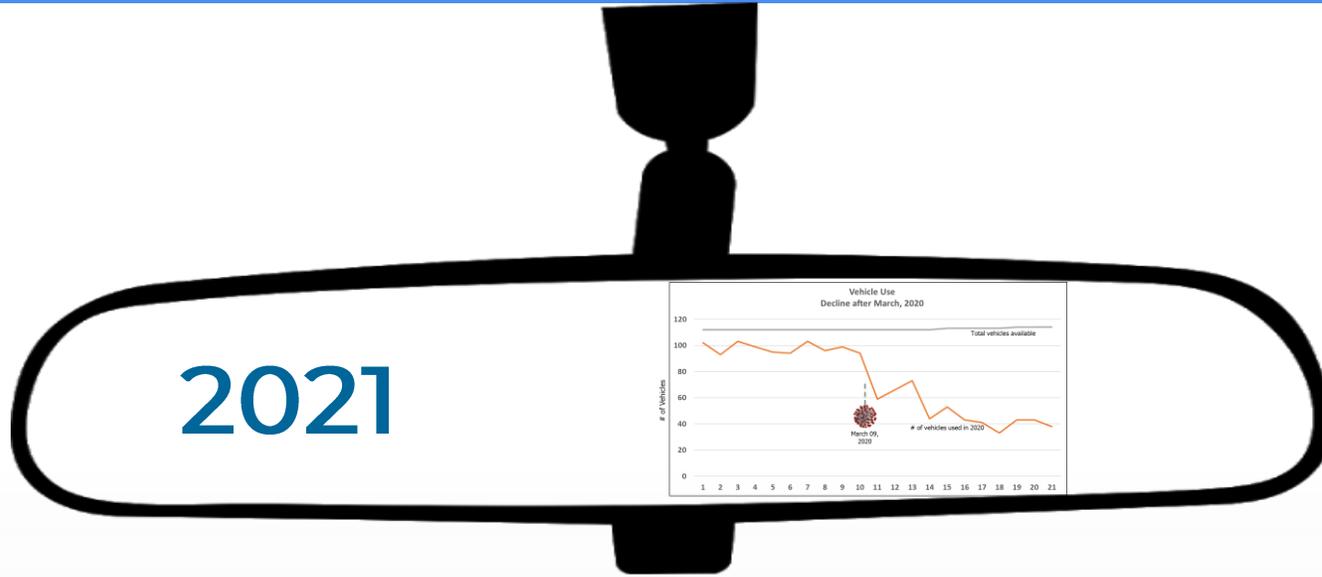


Central Pool



Vehicles accessible via rural library locations

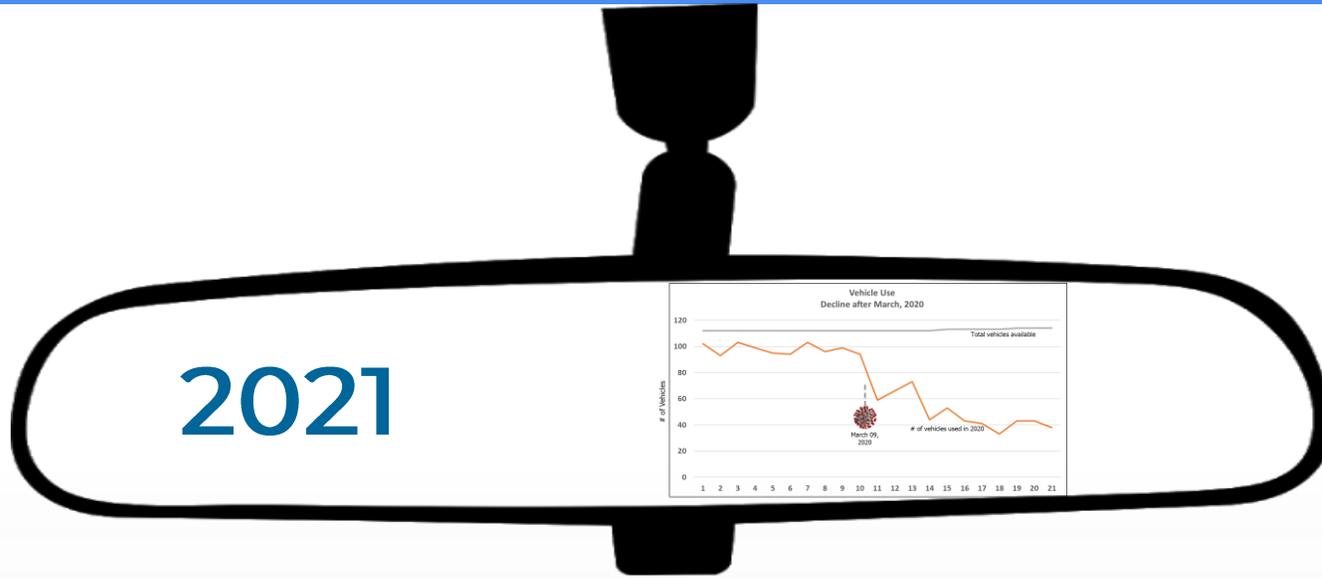
WTF? – Where's the Fleet?



Scott County MN move vehicles to rural library locations to meet the needs of rural, work-from-home employees!



Vehicles accessible via rural library locations



- Our team helped many fleets understand their need for fleet vehicles in 2020 and 2021

- We encourage you to reach out to our client success team to discuss changes that may help your fleet be more effective and efficient.

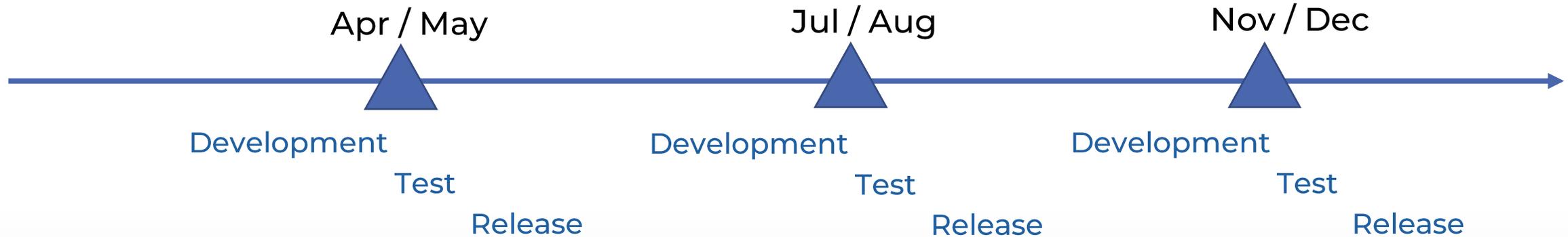
Did you and your team make appropriate changes as a result of the global pandemic?

WHAT'S AHEAD?

We plan to add 9 new team members in 2022 to:

- Increase the capacity of our development team
- Mature our product management capabilities
- Build-out more robust hosting & recovery capabilities
- Support a growing number of FleetCommander clients
- Provide more support to our vendors & industry partners

FleetCommander Will Grow



Emphasis on:

- Motor pool enhancements
- Maintenance enhancements
- Integration with external systems
- Client-specific integration & enhancements
- Technology refresh

- Our past FleetCommander user conferences have been an overwhelming success!
- We skipped the user conference in 2020 and 2021 due to COVID
- We HOPE to have the user conference in 2022 in the Washington DC / metro area
- Please complete the survey that was sent to you on Monday, January 10 to indicate your interest in attending!

2022 CORE VALUES AWARDS



AGILE FLEET[™] CORE VALUES

Strong Partnerships

Building and maintaining strong partnerships is the foundation of our success.

Initiative

We take responsibility for our roles. We're proactive and we think outside the box.

Approachability

We are friendly, unpretentious, and welcoming.

Integrity

We are trustworthy, fair, and ethical, and we expect the same from our colleagues, clients, and partners.

Flexibility

We are Agile. We happily adapt to changing priorities and conditions to achieve success.

Agile Fleet's 2022 Core Values Awards!



- Strong Partnership
- Initiative
- Approachability
- Integrity
- Flexibility
- PLUS... a couple of awards too unique to categorize!

Strong Partnership Award

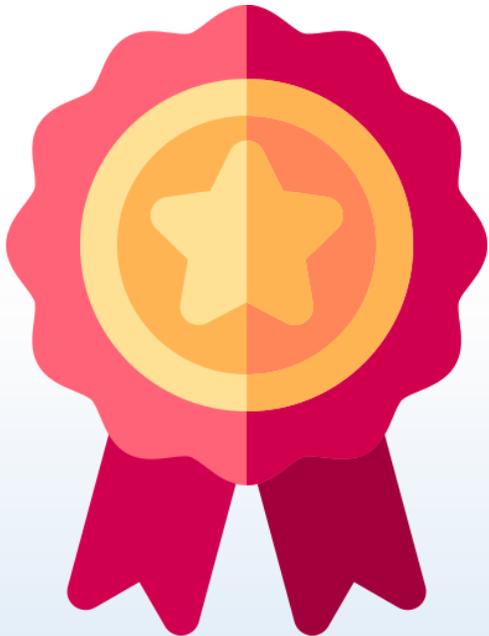
Building and maintaining strong partnerships is the foundation of our success.



- **Destiny Jackson, Director, Transportation and Logistics, The George Washington University**
- **Fairfax County, VA Department of Vehicle Services**
- **Phelps Rogovoy, Implementation Manager, Agile Fleet, Inc.**

Strong Partnership Award

Congratulations!



Building and maintaining strong partnerships is the foundation of our success.

Fairfax County, VA Department of Vehicle Services

The team at Fairfax DVS has represented what a true partner is all about... always willing to chase down just-delivered GPS units or respond to emails for a PO number when he is out of the office... a pleasure to work with.

The Fairfax DVS team makes sure that the relationship with Agile Fleet moves smoothly while continuing to focus on the end-result. It is refreshing to work with them in a trusted partnership.

Initiative Award

We take responsibility for our roles. We're proactive and we think outside the box.



- **The Agile Fleet Software Development Team**
- **Mariah Flowers, CPM, Fleet Services Manager, Iowa Department of Administrative Services**
- **State of Michigan Department of Technology, Management and Budget (DTMB)**

Initiative Award

Congratulations!



We take responsibility for our roles. We're proactive and we think outside the box.

Mariah Flowers, CPM, Fleet Services Manager, Iowa Department of Administrative Services

Mariah has helped Iowa DAS make the transition from their legacy mainframe system to FleetCommander. It's a real challenge to understand the data, rules and processes that were built into the mainframe more than 20 years ago. Mariah has "herded the cats" to get to the bottom of things and move the modernization effort along.

Approachability Award

Friendly, unpretentious, and welcoming.



- Robert Doyle, SCM Transportation Assistant, VA Roseburg
- Micheal Farley, Senior Fleet Administrator, Basin Electric Power Cooperative (BEPC)
- Tina Talley, DHS Operations Manager, City of Norfolk - Department of Human Services

Approachability Award

Congratulations!

Friendly, unpretentious, and welcoming.



Micheal Farley, Senior Fleet Administrator, Basin Electric Power Cooperative (BEPC)

Micheal has helped educate the fleet community through his participation in an e-book case study in summer 2021, his participation in the Utility Fleet webinar, and overall willingness to collaborate when asked to.

Micheal has shown a positive outlook and willingness to pitch in wherever it benefited the larger fleet community.

Integrity Award

We are trustworthy, fair, and ethical, and we expect the same from our colleagues, clients, and partners.



- Jay Maranan, Technical Support Specialist, Agile Fleet, Inc.
- Doreen Marraffa, Technical Support Specialist, Agile Fleet, Inc.
- Phelps Rogovoy, Implementation Manager, Agile Fleet, Inc.

Integrity Award

Congratulations!



We are trustworthy, fair, and ethical, and we expect the same from our colleagues, clients, and partners.

Phelps Rogovoy, Implementation Manager, Agile Fleet, Inc.

Phelps always has your back even when you aren't looking. He's the one that fixes a mess you created and never mentions it to anyone. He's the one who will commit to a schedule and work tirelessly to make sure his team delivers on time. And, if there's a dime he can save you, he'll save it.

Flexibility Award

We are Agile. We happily adapt to changing priorities and conditions to achieve success.



- **Sammy Parcell**, Assistant Director, University of Tennessee, Knoxville – Fleet Management Department
- **Jon Roodschild**, Client Success Specialist, Agile Fleet, Inc.
- **Ian Wade**, Technical Support Specialist, Agile Fleet, Inc.

Flexibility Award

Congratulations!



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Jon Roodschild, Client Success Specialist, Agile Fleet, Inc.

Still relatively new to Agile Fleet and his position in Client Success, Jon demonstrated flexibility when a key position in Implementation was temporarily vacated. Jon stepped in to avoid disruptions to our partners and clients, keeping the work moving until a new associate could fill the position.

Throughout 2021, Jon has made changes willingly and happily, proving Agile Fleet's core values through his actions .

Fleet Community Award

This award recognizes a high-level individual or agency, regardless of client status, which has been a strong supporter of the fleet industry in 2021. They have been instrumental not only in getting the fleet industry “back to normal,” but in identifying the best of what has been learned and bringing it forward.



- **NAFA Fleet Management Association Meetings and Events** (rep. Tina Mercardo, CEM, DES, Director of Meetings & Events; Annette Williams, Meetings Manager; Danel Hultberg, Meetings Coordinator; Bill Schankel, Chief Executive Officer)
- **National Conference of State Fleet Administrators (NCSFA) Meetings and Events** (rep. Emily Glass, Conference and Events Manager; Lauren Myers, Executive Director)
- **RTA Fleet** (rep. Josh Turley, Chief Executive Officer & Owner; Anjuli Turley, Owner; Jeff Jenkins, VP, Sales & Marketing; Steve Saltzgeber, Director of Strategic Innovation; Tim Maldonado, Director of Customer Service)

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NAFA led the way through uncertainty in the summer of 2021, staying committed to a live Institute & Expo conference August/September.

Instituting health checks, a testing regimen, and more, the Association sought to offer a safe environment for education and networking which is so crucial to the fleet community.

President's Choice Award

Agile Fleet recognizes a single person who exemplifies all the Core Values that our company stands behind.

The recipient of the President's Choice Award also has been a strong supporter over time, showing a history of partnership that extends beyond a single year's efforts.



President's Choice Award

Congratulations!



Kathy Wellik, CAFM, Iowa State University

Kathy is Kathy! She's probably been there for you at one time or another. She is a great resources to Agile's president and our entire team.

As a leader for NCSFA, NAFA Fleet Management Association, and more, Kathy has delivered experience, knowledge, and stewardship that goes above and beyond, and is well-deserving of this special recognition. She's always willing to lend a hand to others and is always looking for how she can better the fleet community and Iowa State University. And... she'll always praise the team that she works with whenever accolades are thrown her way. 😊

Congratulations to all of our nominees and winners!

We appreciate all of our clients, our soon-to-be clients, our vendors, partners, and everyone that makes Agile Fleet who we are today!

OPEN FORUM & WRAP UP

Highlights from:

- Aaron, Scott County, MN
- Amanda, Indiana University
- Kathy, Iowa State University

Other feedback / inputs (use Chat if you'd like)

WRAP UP

- I urge you to make the changes that will make you better... do something!
- Share your stories with us (and the fleet community)
- PLEASE, complete surveys and helps us be better
- Let us know your priorities for next year
- Help us introduce you to fleets like yours
- Attend the User Conference... complete your survey!