



**15-Minute Q&A
BEFORE starting a Motor Pool...**

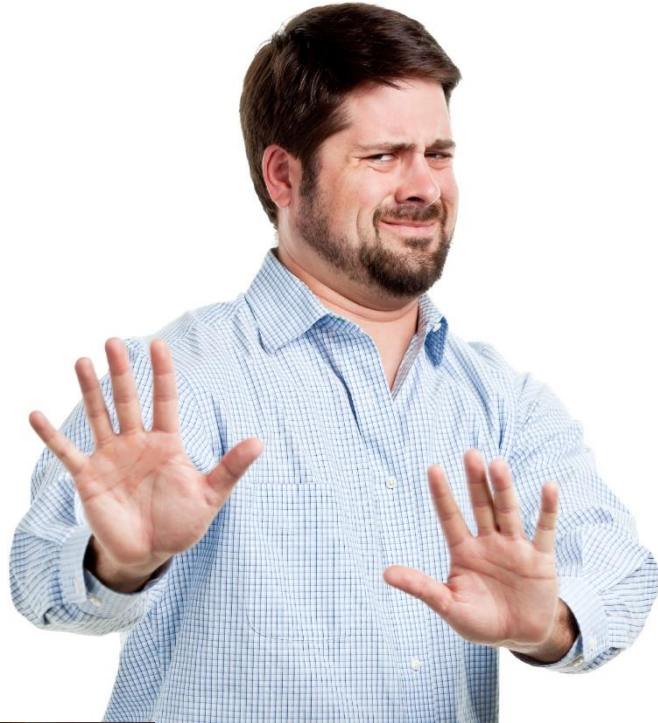


Introduction

We're going to start sharing our vehicles on Monday and you are going to love it!



Introduction



Introduction

WAIT! Sharing vehicles should be a very positive thing!

Few, if any, fleet initiatives will deliver the benefits that vehicle sharing provides to:

- The organization
- The drivers

Being able to clearly articulate the benefits is key

Now is the time to make a good first impression

Prepare for success BEFORE you launch your Motor Pool initiatives

Introduction

On-line reservations

Request Information

Requestor Information
User ID / name: dsmith / Deborah Smith
E-mail address: dsmith@agilefleet.com
Driver's user ID: dsmith (Deborah Smith) change

Schedule Information
Pick-up date / time: 06/05/2017 08:00 AM
Return date / time: 06/05/2017 09:30 AM

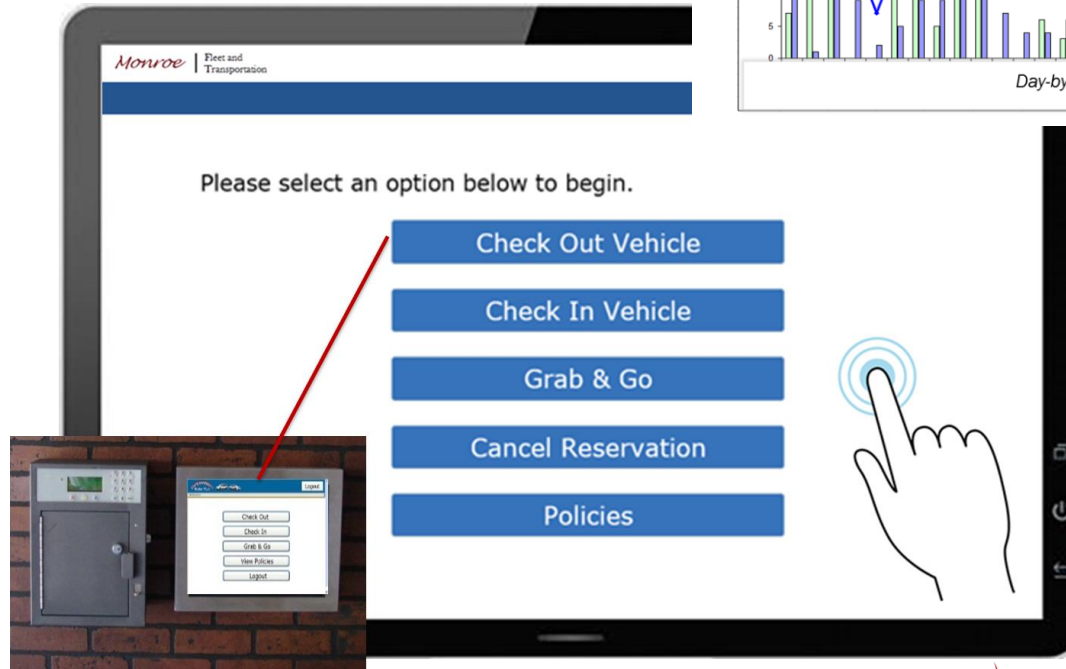
Selection Information
Usage Type: Daily Rental
Site: Chantilly
Type: Midsize Sedan
Options: GPS - Portable Roof Rack - Hard Shell Child Safety Seat
Clear Options

View vehicle availability

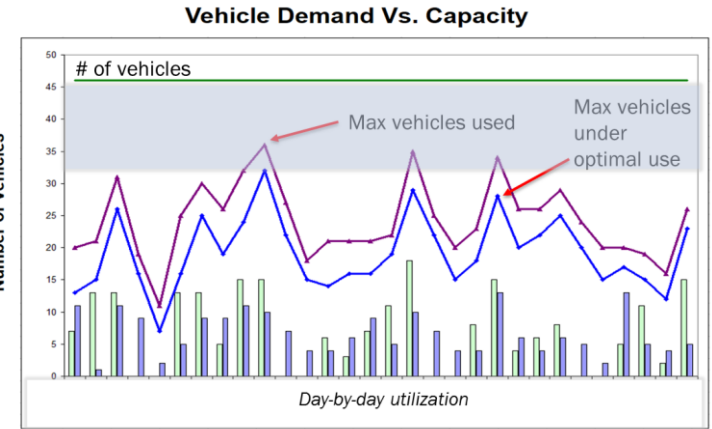
Additional Information
Destination: Staples Office Supplies
Estimated Total Miles: 10
Account information: 17-0543
Comments (for example, the description of any special vehicle requirements)

Cancel Request Next (Continue Request)

Self-service vehicle check-out and check-in



Reports



Introduction

FLEETCOMMANDER Phelps Rogovoy | Log Out

SCOTT COUNTY MOTOR POOL
motorpool@co.scott.mn.us - (952) 496-8998

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VEHICLE USE
MAKE RESERVATION
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MY EXPENSES
CAR POOL
MY PROFILE
MY VEHICLES
MY REPORTS

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Welcome

COVID-19 Update Motor Pool Vehicle Use?

Motor Pool

Fleet staff has been working on the cleanliness of the motor pool and department assigned vehicles:

- ** all the motor pool vehicles are washed, vacuumed, cleaned out, and sanitized
- ** If you find a vehicle that needs special attention (example: is damaged, tire flat, or needs additional cleaning), use the [Asset Works Service Portal](#) to report the issue
- ** Starting on March 19, a Fleet staff member will be available from 10 am – 4:30 pm Monday through Friday to sanitize and vacuum vehicles as they are returned. This employee will be located in a white van in the pool car parking lot.

If the car you are returning needs to be vacuumed, please pull up to the van for service. You will need to remain with vehicle until the servicing is completed. You may then return the vehicle to the assigned parking space. Please **leave the doors unlocked**, so the vehicle can be disinfected for the next person. While you are returning the keys to the kiosk, the staff member will sanitize and lock the vehicle.

Policy Changes

Based on our goals of providing social distancing, while meeting the needs of the business units and clients you serve, County procedures are being modified during the COVID-19 emergency as follows:

- ** Employees are allowed to use their own vehicle and receive mileage reimbursement for work related travel
- ** Departments with department assigned vehicles, and where employees are required to regularly go out in the field, may take those vehicles home during the COVID-19 emergency

We want to stress, these vehicles are not to be used for personal travel, only work-related trips except for going to and from home for work

Staff are expected to fuel at County appropriated locations

- ** County motor pool vehicles will be limited to employees who are required to transport clients, and do not want to use their own vehicles

Prepare for success

Clarify and Communicate Project Goals

Clarify and Communicate Goals

- Document why you are undertaking this initiative
 - Motivation is generally financial
 - Other motivators: prevent layoffs, to free up staff, to improve data collection and quality, lack of parking, “across the board” cuts, reduce personal mileage reimbursement, maximize utilization and reduce dependency on outside rentals, be more sustainable, make more types of vehicles available to staff, reduce the age of the fleet
- Emphasize discrete, supportable metrics over a specific period of time for each goal
 - Savings estimates can be calculated with great accuracy
 - Where feasible, show savings per department or per cost-per-mile
- Use real-world case studies to validate the feasibility
- Emphasize “What’s in it for them” when communicating the goals of the program to your drivers

Communicate Project Goals



We're going to start a motor pool!

1. **Enhance and update our fleet:**
 - Replace 14 vehicles that pre-date Electronic Stability Control (ESC) safety technology (prior to 2007)
 - Add 6 plug-in electric vehicles at location X, Y, and Z
 - Make mini-vans and pickup trucks available at each motor pool location to avoid outside rental trips
 - Provide centralized maintenance, cleaning and registration of vehicles
 - Reduce the average age of fleet from 11.5 years to 6.0 years
 - Increase average mpg from 19mpg to 28mpg
 - Reduce department vehicle cost per mile by an estimated 64%
2. **Reduce the size of the fleet by 54 vehicles over 2 years through use of automated motor pools**
3. **Realize savings of \$787k over 5-years due to reduced maintenance and depreciation (down-sized)**

Communicate project goals

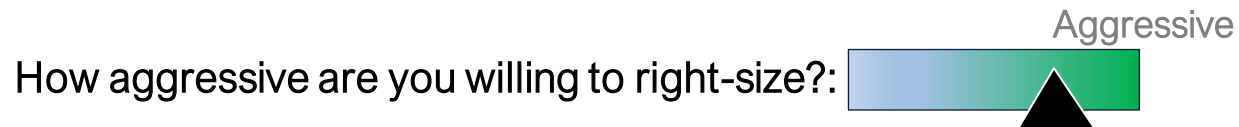
Total # of vehicles?:

How many vehicles are shared today?:

How many cannot be shared?:

What is the average cost of a new vehicle?:

of staff that supports your fleet?:



Savings from a motor pool are rather predictable...

Having the numbers help substantiate the project

Need help understanding the cost-savings? We can help!




Communicate project goals

Understand the cost impact of your idle vehicles

Fleet Waste Calculator: How Much are Idle Vehicles Costing Your Organization?

How many vehicles in your fleet?

What % of vehicles are being utilized during COVID-19?
Enter a whole number between 1-100.
 %

Average carrying cost of one idle vehicle (includes maintenance, depreciation, insurance, parking, etc.)


Cost of idle vehicles per day

Days since start of COVID-19 shutdown:

Cost of idle vehicles since start of COVID-19 pandemic

Total cost of idle vehicles at end of COVID:

We're happy to help document the cost of your idle vehicles




Communicate project goals

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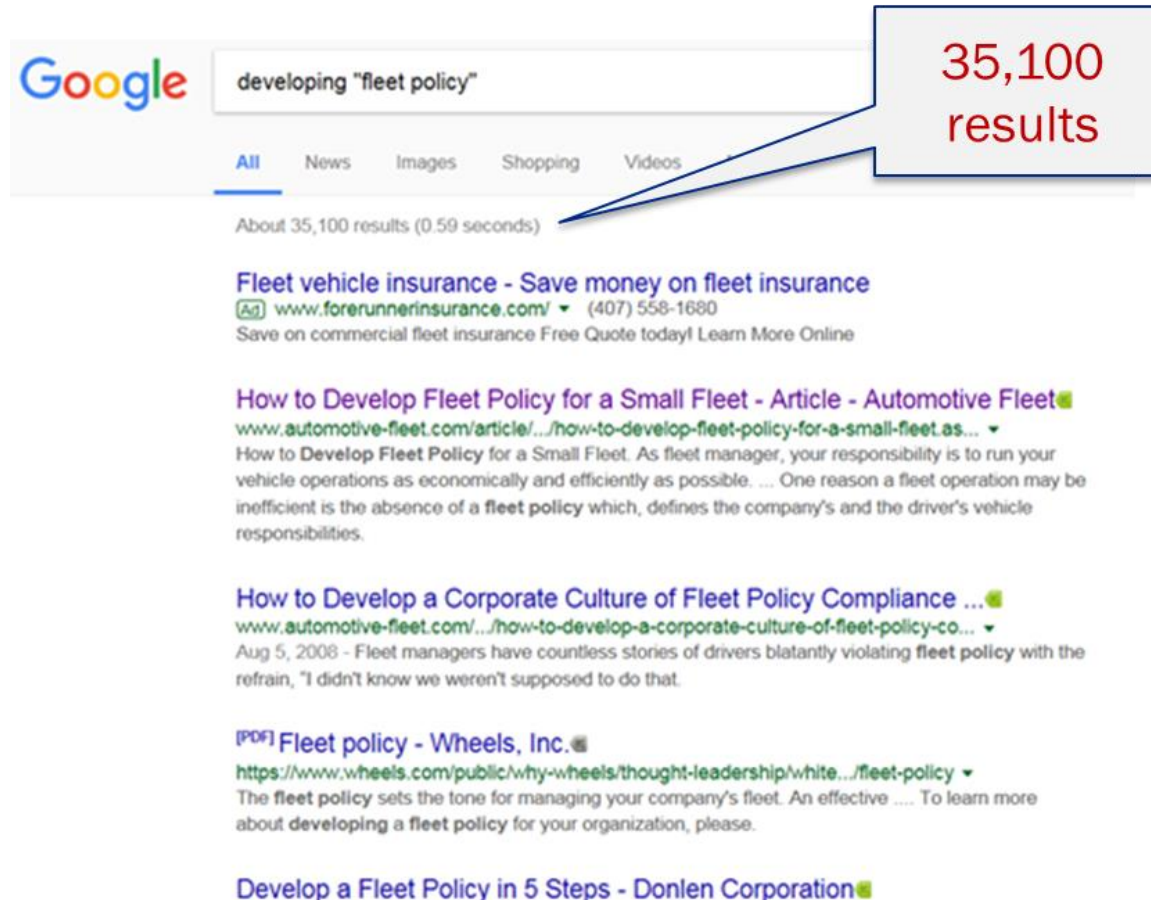
Have & Communicate Fleet Policy Supporting Your Initiative

Have comprehensive fleet policy

- There is a tendency to resist sharing of vehicles... make sure policy supports your initiatives.
- Policy is generally the foundation for everything you do to manage or change your fleet
- Use a “steering organization” to set, manage, and recommend policy
- Have well-defined criteria for determining which job functions require an assigned vehicle, i.e., won't share
- Be realistic about the scope of your sharing initiatives, i.e., don't pull first responder or trades vehicles... Many, not all, vehicles can be shared.

Have Comprehensive Fleet Policy

Don't re-invent the wheel



A screenshot of a Google search interface. The search bar contains the text "developing 'fleet policy'". Below the search bar, there are tabs for "All", "News", "Images", "Shopping", and "Videos". The "All" tab is selected. Below the tabs, it says "About 35,100 results (0.59 seconds)". A callout box with a red border and a pointer to the search results area contains the text "35,100 results" in red. Below the search results, there are four search results listed:

- Fleet vehicle insurance - Save money on fleet insurance**
Ad www.forerunnerinsurance.com/ (407) 558-1680
Save on commercial fleet insurance Free Quote today! Learn More Online
- How to Develop Fleet Policy for a Small Fleet - Article - Automotive Fleet**
www.automotive-fleet.com/article/.../how-to-develop-fleet-policy-for-a-small-fleet.as...
How to **Develop Fleet Policy** for a Small Fleet. As fleet manager, your responsibility is to run your vehicle operations as economically and efficiently as possible. ... One reason a fleet operation may be inefficient is the absence of a **fleet policy** which, defines the company's and the driver's vehicle responsibilities.
- How to Develop a Corporate Culture of Fleet Policy Compliance ...**
www.automotive-fleet.com/.../how-to-develop-a-corporate-culture-of-fleet-policy-co...
Aug 5, 2008 - Fleet managers have countless stories of drivers blatantly violating **fleet policy** with the refrain, "I didn't know we weren't supposed to do that."
- [PDF] Fleet policy - Wheels, Inc.**
<https://www.wheels.com/public/why-wheels/thought-leadership/white.../fleet-policy>
The **fleet policy** sets the tone for managing your company's fleet. An effective To learn more about **developing a fleet policy** for your organization, please.
- Develop a Fleet Policy in 5 Steps - Donlen Corporation**



Plan For The Changes...Financially

Plan for financial changes



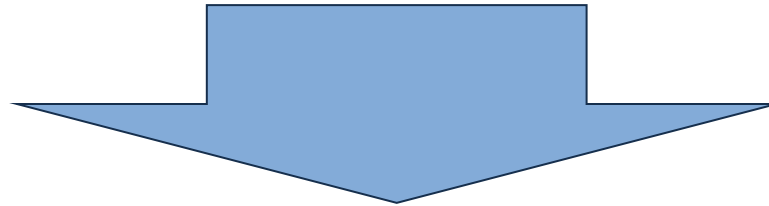
Dept A acquisition budget
Dept A operating budget



Dept B acquisition budget
Dept B operating budget



Dept C acquisition budget
Dept C operating budget



Pay-as-you-go... by the mile and hour/day/week



Plan for financial changes

- Consider how you'll shift vehicles from "Department books" to a "General Vehicle" fund
- What's in it for the Department if they transition a vehicle to a motor pool?
- Accommodate lease-ends when planning vehicle disposal or transitions
- Revise budgets to reflect:
 - No more monthly fixed costs for departments just for having a vehicle in the lot
 - No more vehicle replacement costs for departments
 - Estimated charges for "pay-as-you-go" use of pooled vehicles belonging to a general vehicle fund
- Consider sharing revenue from pooled vehicles with the vehicle owner if vehicles remain on "Department books"
- Incorporate changes in personal mileage reimbursements... chances are these will go down

Plan for financial changes

- Consider what rate structure you will use for charge backs for shared vehicles
 - Include a mileage AND time component to charge-backs
 - Cover your costs
 - Plan for a replacement fund if your rules allow it
- If you can, show departments what their spending profile will look like if they transition to use of motor pool vehicles.

| | Annual Maint & Depreciation | Variable Expenses (e.g. fuel) | TOTAL | | Cost for Miles Traveled @ \$.16 per mile | Cost for hours Traveled @ \$3.50 per hour | TOTAL |
|--|-----------------------------|-------------------------------|-----------------|--------------|--|---|--------------------|
| Vehicle 1 | \$3,500 | \$1,000 | \$4,500 | | \$6,720.00 | \$10,920.00 | \$17,640.00 |
| Vehicle 2 | \$3,500 | \$1,000 | \$4,500 | | | | |
| Vehicle 3 | \$3,500 | \$1,000 | \$4,500 | | | | |
| Vehicle 4 | \$3,500 | \$1,000 | \$4,500 | | | | |
| Vehicle 5 | \$3,500 | \$1,000 | \$4,500 | | | | |
| Outside Rentals | | \$7,500 | \$7,500 | | | | |
| TOTAL | \$17,500 | \$12,500 | \$30,000 | TOTAL | \$6,720.00 | \$10,920.00 | \$17,640.00 |
| | | | \$0.71 per mile | | | | \$0.35 per mile |
| 8,000k miles / 20mpg * \$2.50/gallon | | | | | 42,000 | | |
| 2,000 miles in outside rentals | | | | | 780 trips * 4 hours per trip = 6,240 hours | | |
| 42,000 total miles | | | | | | | |
| Est 60% utilization * 260 days/year * 5 vehicles = 780 trips | | | | | | | |



Pick The Right Solution

Pick the Right Solution

- Document what you think you need... not how it will be delivered. This should support your project goals.
- Learn from organizations similar to yours.
- Borrow RFPs from other organizations or use buying cooperative RFPs.
- Involve your Information Technology (IT) and Security teams early
- Compare alternatives “apples to apples” by evaluating how each vendor achieves the objectives you are looking to meet

Pick the Right Solution

Compare vendor alternatives function by function. There is a big difference!

1

Schedule / Coordinate Use

- Configuration changes by site and usage type
- Driver-specific and vehicle-specific configurations
- Auto-import of driver-specific info on reservation form, e.g., acct info
- Customizable emails
- Buffers in between reservations
- Set max length of reservation
- Set hours of operation and holidays
- Enforce cancellation times
- Rules validation, driver's license

2

Dispatch

- Multiple types of dispatching, e.g.
 - Staffed, Unstaffed via kiosk
 - Unstaffed via kiosk & key box
- Grab-n-Go last minute requests
- Secured keys
- Printed travel sheets
- Capturing "scheduled" versus actual dispatch times
- Late pickup and return Emails
- Auto-release extra time after early returns
- Seamless integration

3

Reporting and Billing

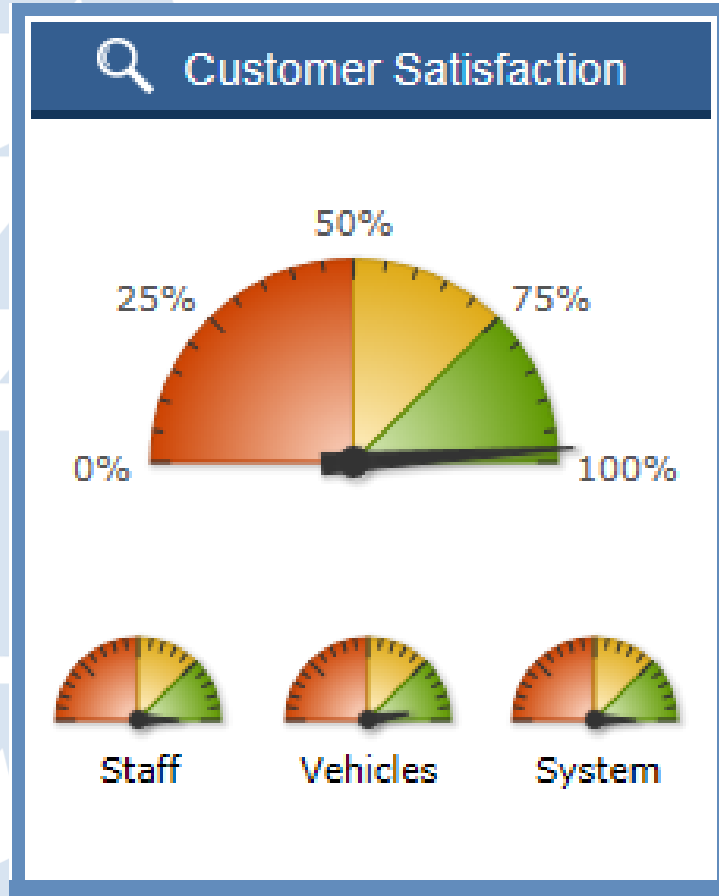
- Utilization!
- Automated billing
- Dashboards to show current status, including "to-do" list, late pickups, and late returns
- Feedback reports to help improve service
- On-line status and reports for drivers
- Reports exportable to html or Excel formats
- FEEDBACK!

Make a Great First Impression

Make a Great First Impression

- Communicate, communicate, communicate!
- Make sure the system works
- Brand your project, i.e., make it a positive change
- Do NOT run out of vehicles!
- Put the desirable vehicles in to the pool at desirable locations
- Roll-out the motor pools to groups incrementally... watch, learn & adjust
- Maintain the vehicles and keep them clean and fueled
- Share successes (e.g., financials) with participating and non-participating departments
- Solicit feedback throughout the process – and ACT UPON IT!

Make a Great First Impression



Driver feedback survey

Please provide feedback on your experience using a vehicle provided by The Motor Pool. If you provide only comments, you can skip the survey portion.

What site is this feedback for?
Chantilly

What is your overall rating for the Motor Pool services you received?
Excellent Poor

Please check the type of service(s) you received:

- Vehicle request
- Vehicle pick-up
- Vehicle return
- Accident reporting
- Billing Inquiry
- Vehicle maintenance/service
- Other

Rate our Motor Pool staff on the following attributes:

| | Excellent | | | Poor |
|-------------|----------------------------------|-----------------------|-----------------------|-----------------------|
| Promptness | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Courtesy | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpfulness | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Attitude | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

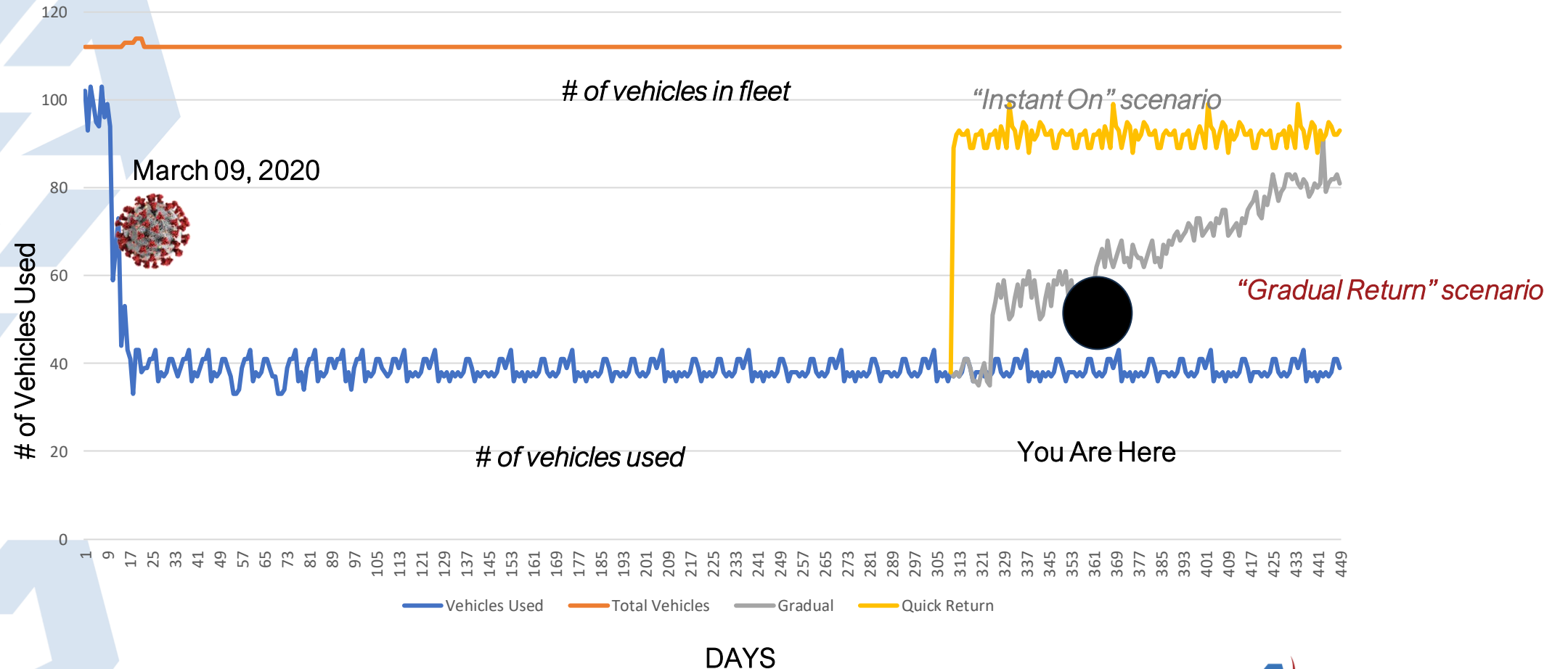
Rate the vehicle you received:

| | Excellent | | | Poor |
|-------------|----------------------------------|-----------------------|-----------------------|-----------------------|
| Reliability | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thanks for joining!

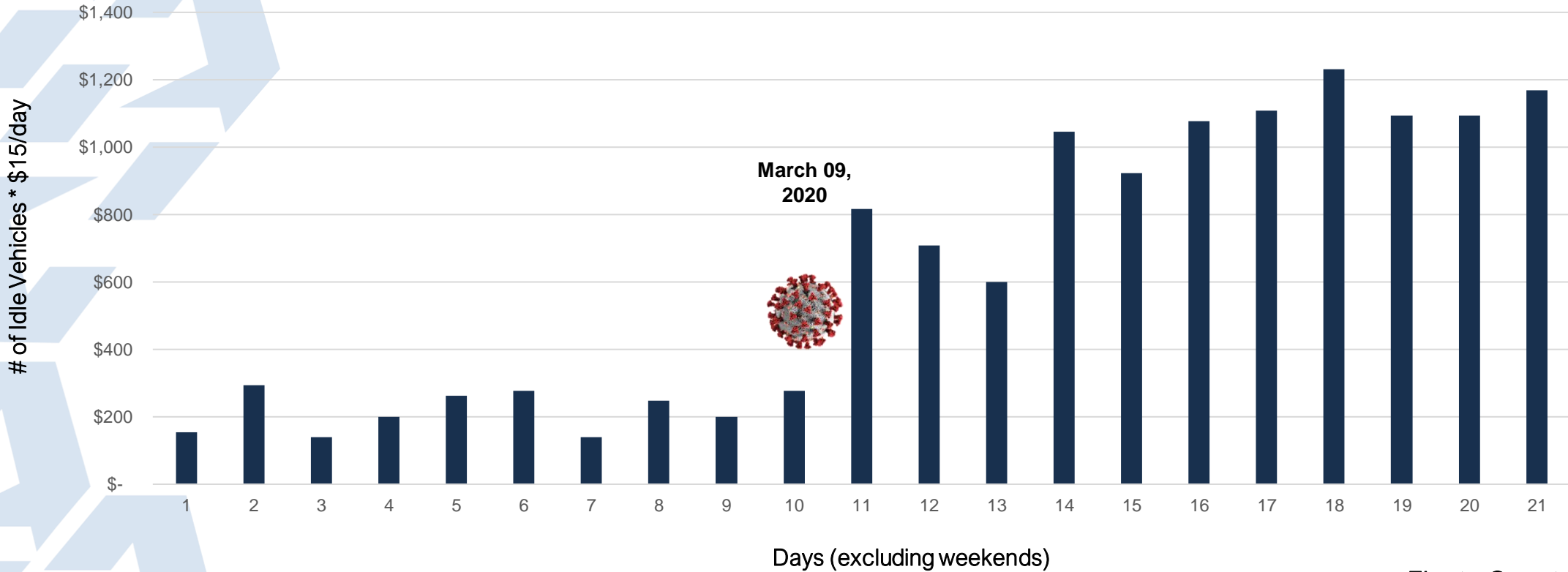
COVID impacts

Returning from the Pandemic
- Vehicle Utilization Scenarios -



Vehicle usage impact since March 9

Excess Cost Per Day @ \$15/Day/Vehicle
March 2020



Fleet: County Government



Questions

Questions

- Need information on motor pool projects and sharing initiative
- Do you have any examples of how much can be saved by making departments used a shared pool of vehicles?
 - City of Stamford: \$1M+ over 5 years at Government Center
 - Forsyth County, NC: \$300K in first year. \$1M+ total
 - Cornell University: \$2M+... \$360k annually
- Have any Federal agencies adopted use of motor pools?
 - DoD, EPA (Agency-wide), TSA, NNSA, NPS/Denali, Veteran's Admin (VA), WMATA
- How long does it take to install a motor pool?
 - 30 – 180 days

Next Steps?

- If you joined this webinar, you must have some unanswered questions.
- Contact me... Tuesday and Friday are best!
 - Ask me about: 5-year cost saving of motor pool
 - Pandemic fleet waste calculator
 - Policy
 - Implementation guidance, etc.
 - How to sell the solution to upper management

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