



Motor Pool for Municipal Fleets

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Agile Fleet

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Scott County

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Scott County

Aaron Kotila
Fleet Supervisor

- What were the challenges faced by Scott County?
- What were the efficiencies and savings generated with technology?
- Real-world success story – Scott County, MN
- How you can write your own fleet success story



The team at Scott County are doing remarkable things to manage their fleet and deliver what matters.





The decision to better our Motor Pool.....

- Mileage Reimbursements were sky rocketing
 - We were paying over \$230,000 a year in mileage reimbursements to staff
 - Staff mileages were inflated
- Vehicle Utilization
 - Assigned vehicles were not being shared
 - Many vehicle were not getting used or tracked
- Purchase New Vehicles
 - We understood that we could improve our fleet by buying new vehicles with money saved from paying mileage reimbursements

And now the hard part.....

Convincing upper management and our County Commissioners that this was a good idea.

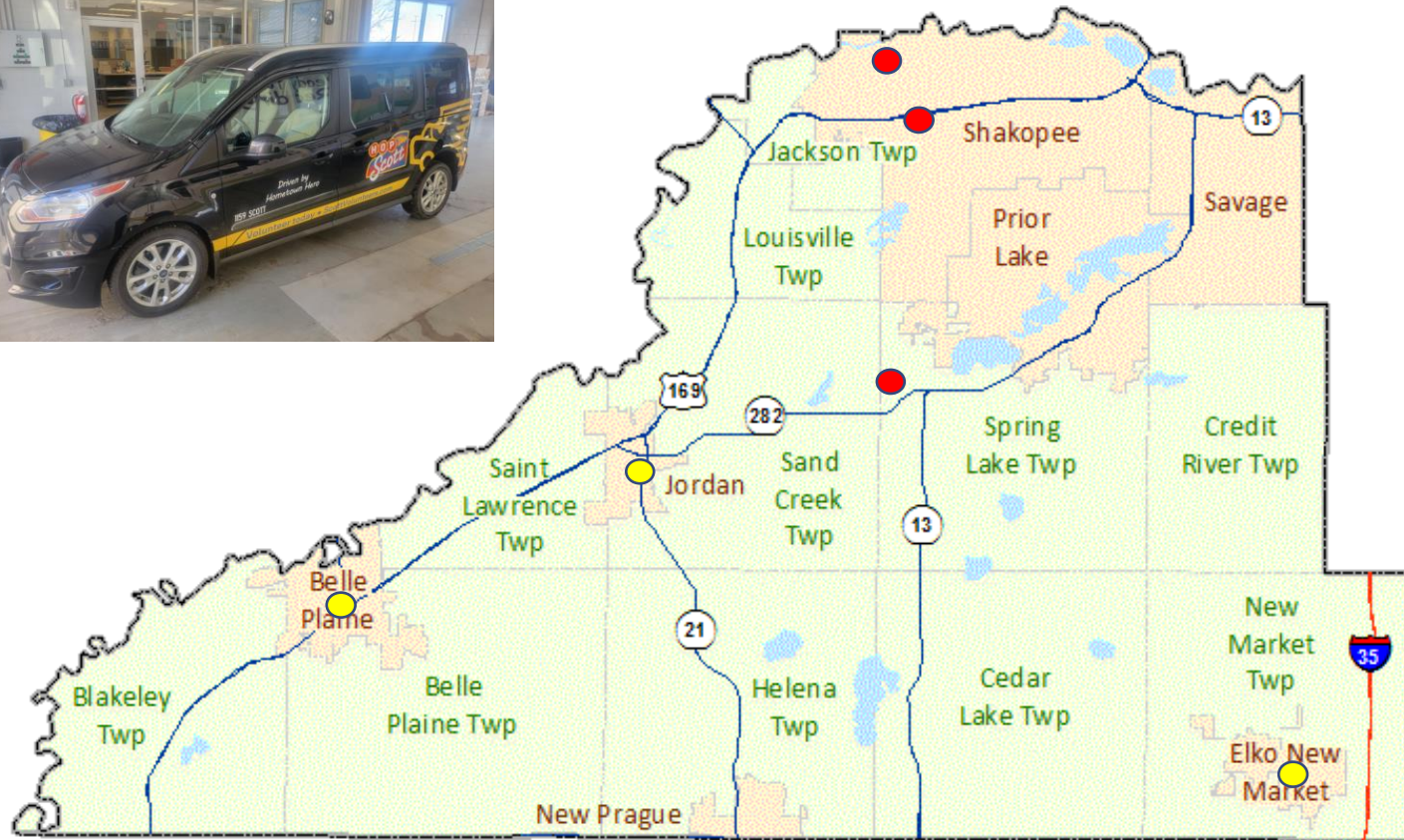


Why we needed motor pool software?

- **Managing Vehicles was difficult?**
 - Where were they?
 - Who drove last?
 - Where did they travel to?
 - How long has the vehicle been sitting?
- **Where are the keys?**
 - I thought you said they were on Terri's desk.....they are not
- **Accountability**
 - The last person left the vehicle very dirty, who drove it last?
 - The vehicle was parked with very low fuel in the tank, who drove it last?
- **Data**
 - Without data we could not make decisions that were crucial in the overall managing of a fleet



We needed to make it **EASY** for the employee from the start of the reservation to the end.

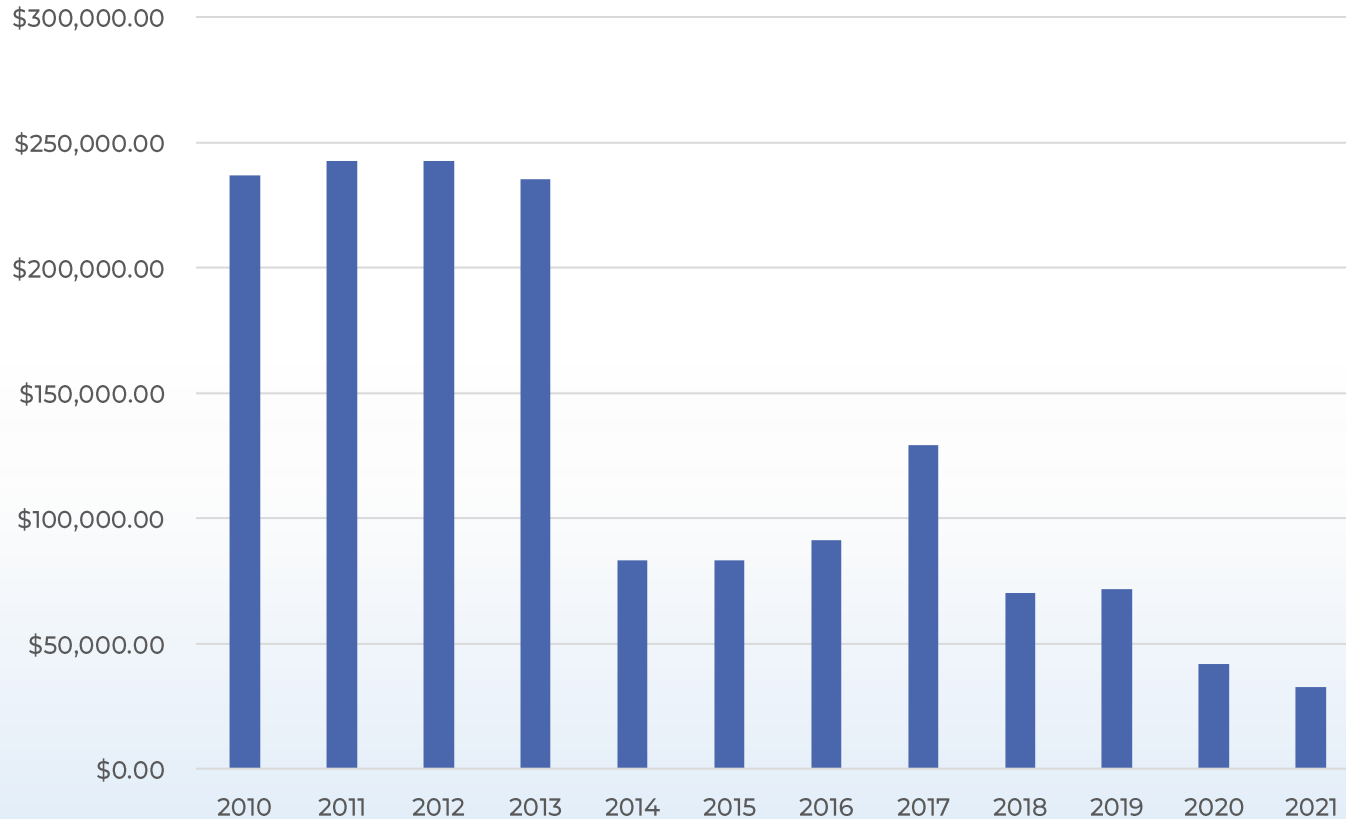


Scott County, MN, move vehicles to rural library locations to meet the needs of rural, work-from-home employees!

Vehicles accessible at rural library locations



Mileage Reimbursement Paid By Year



- 2017 – Major recall on our Ford Fusions (6 months out of service)
- 2020 and 2021 – Covid

In just the past five years, the county, spanning roughly 365 square miles and having 150,000 residents, has saved over \$1,000,000 for its taxpayers by implementing innovative changes for its fleet.

“We have moved five vehicles from departments into the general motor pool for better usage by more employees.

“We also downsized in 2020 and sold five vehicles for about \$6,000 each.”

*-Aaron Kotila
Fleet Supervisor*

- What does utilization mean to you and your fleet?
- Pandemic effect on fleet operations
- Benefits of automated motor pools during a pandemic
- Municipal fleet's success stories

What's the role of fleet in your business?

Provide the equipment needed to effectively and efficiently complete your mission

- Effectively completing the mission requires that the “right” fleet assets are available and accessible
- Efficiently completing the mission means making fleet assets available in a cost-effective manner... often with a focus on:
 - Easy access to vehicles when they are needed
 - The type and quantity of vehicles

Access to basic metrics to highlight the “efficiency” and “effectiveness” of your fleet can be difficult:

- Insufficient data to understand basic fleet demographics and use
- Lack of fleet technology to easily understand utilization
- Lack of formal policies for acquisition, use, and disposal of vehicles and equipment
- Failure to adjust the size and composition of the fleet as organizational needs change
- A desire to keep old vehicles “in reserve” rather than dispose of them
- A tendency to manage the fleet size based on historical budgets



Can you describe your fleet, and fleet use, in discrete numbers?

“We really need more vehicles to do our job”

Department Head

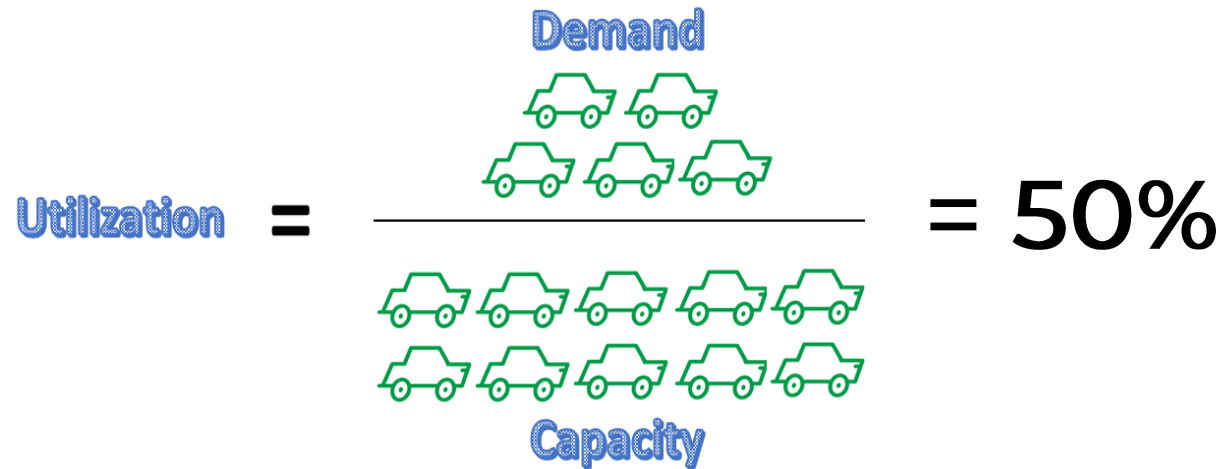
“My gut tells me we have too many vehicles”

Fleet Manager

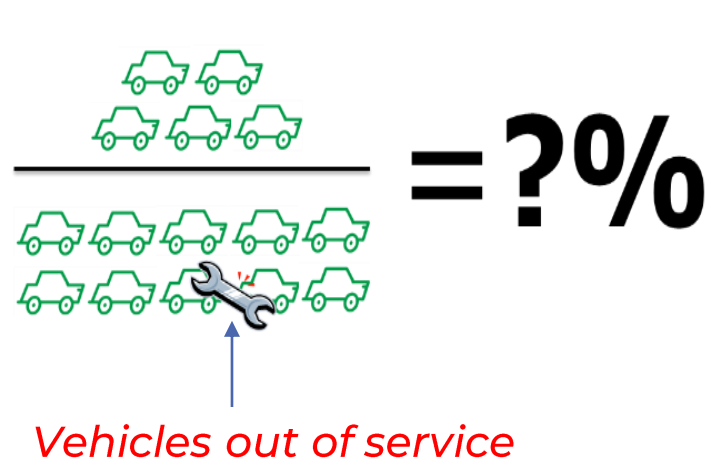


Without discrete metrics, decisions can be different to justify

Utilization = $\frac{\text{Demand}}{\text{Capacity}}$ = 50%



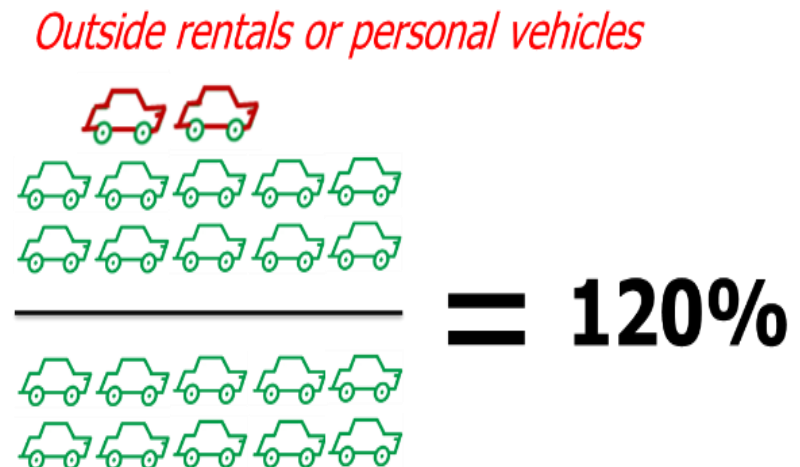
$\frac{\text{Demand}}{\text{Capacity}} = ?\%$



Vehicles out of service

Outside rentals or personal vehicles

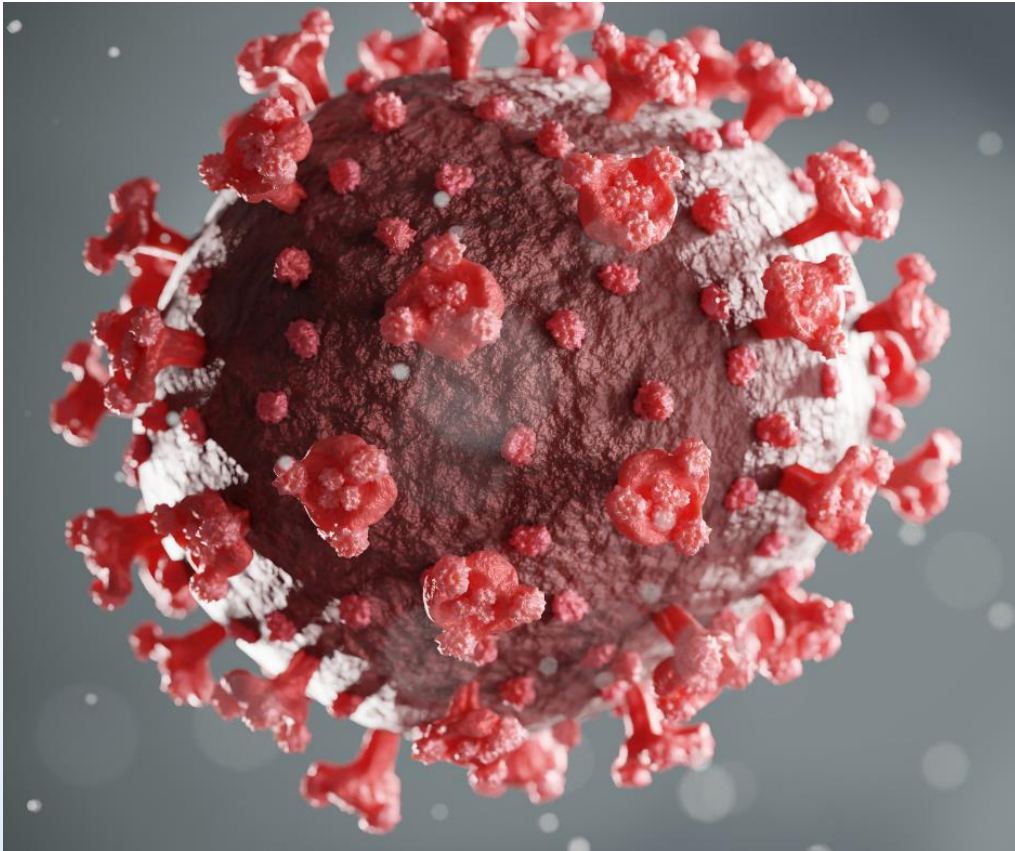
$\frac{\text{Demand}}{\text{Capacity}} = 120\%$



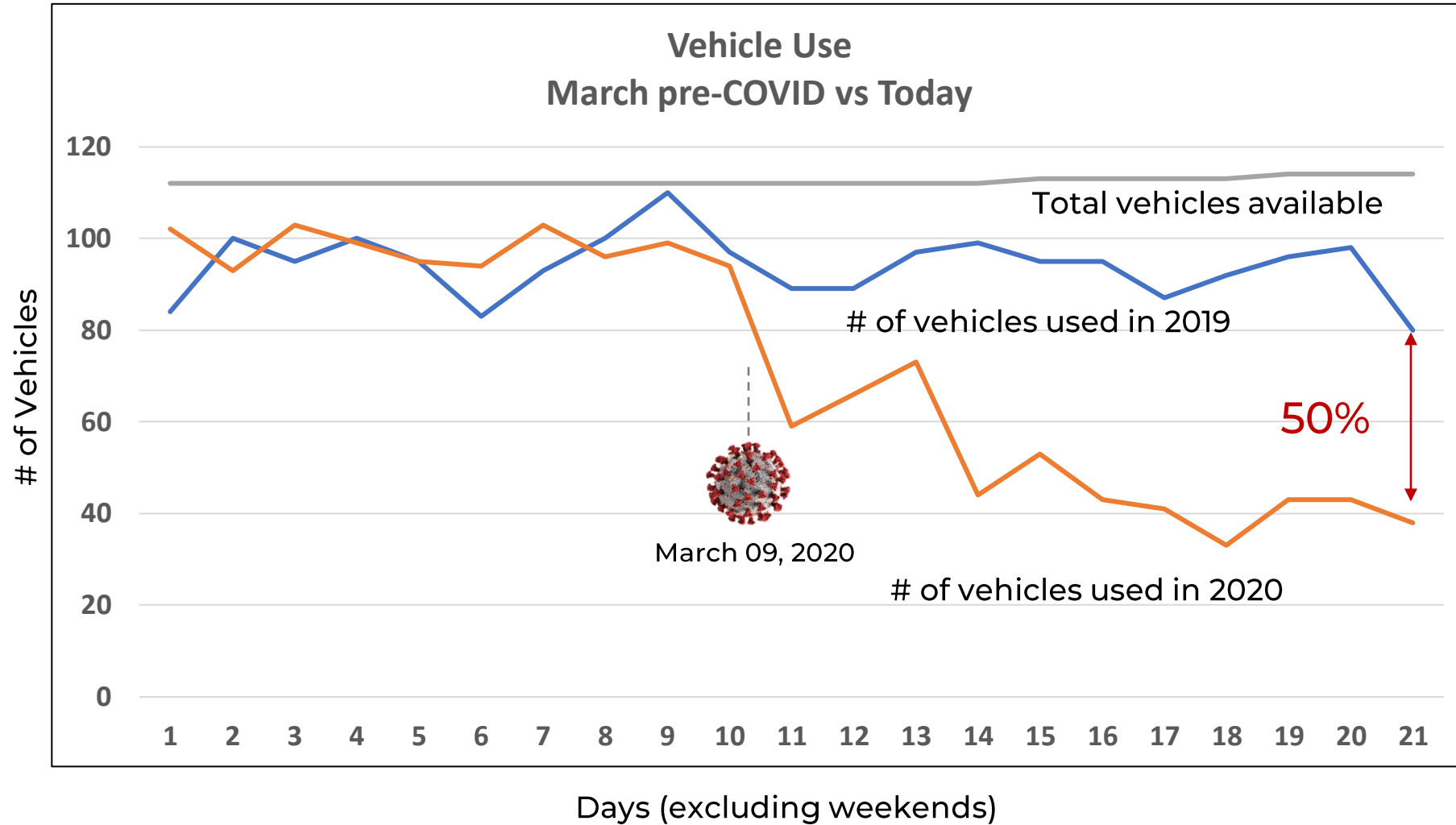
$$\frac{\text{Metric}}{\text{Goal or Benchmark}} =$$

Common example in fleet:

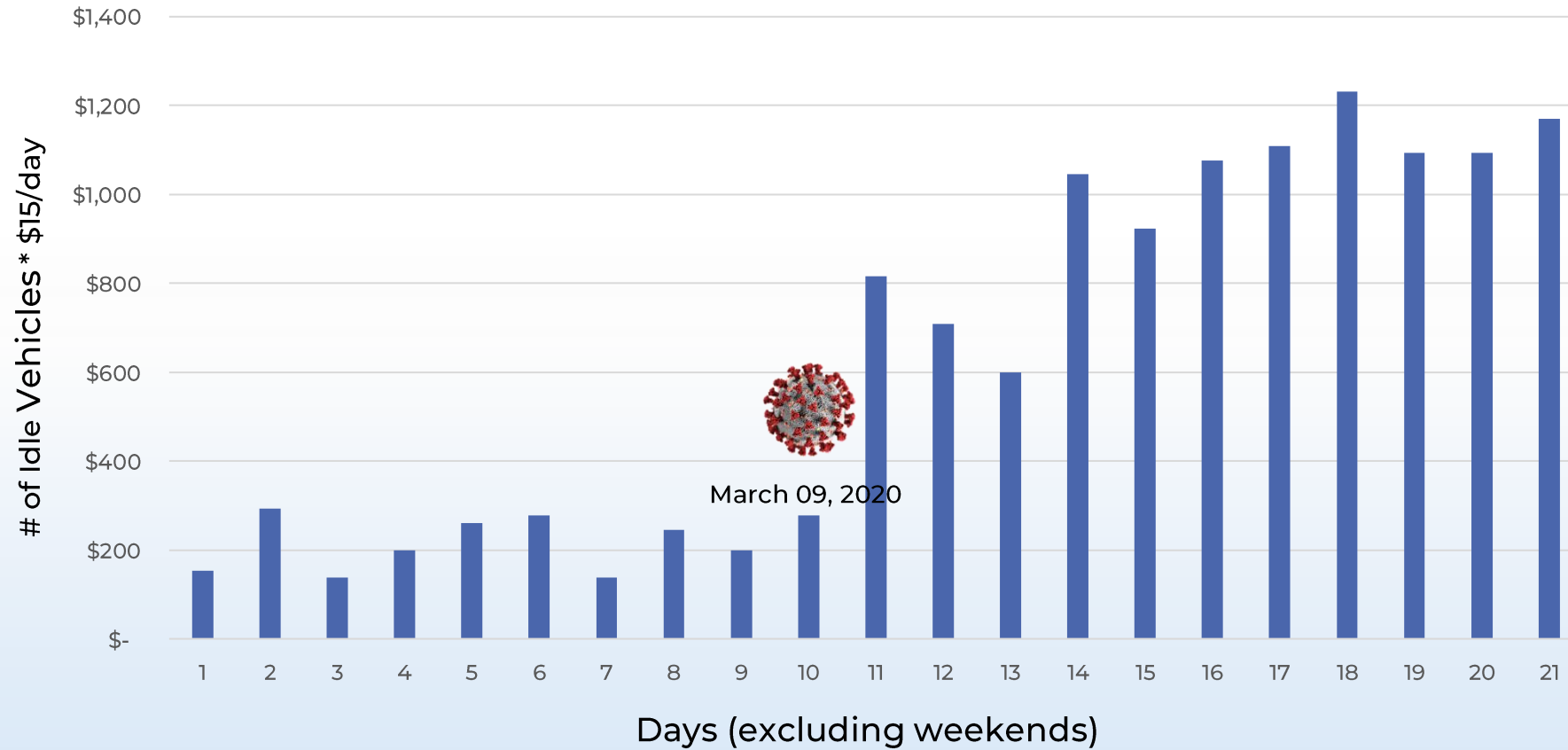
$$\frac{\text{Distance Traveled per month}}{\text{Mandated miles per month}} = \frac{950}{800} = 119\%$$



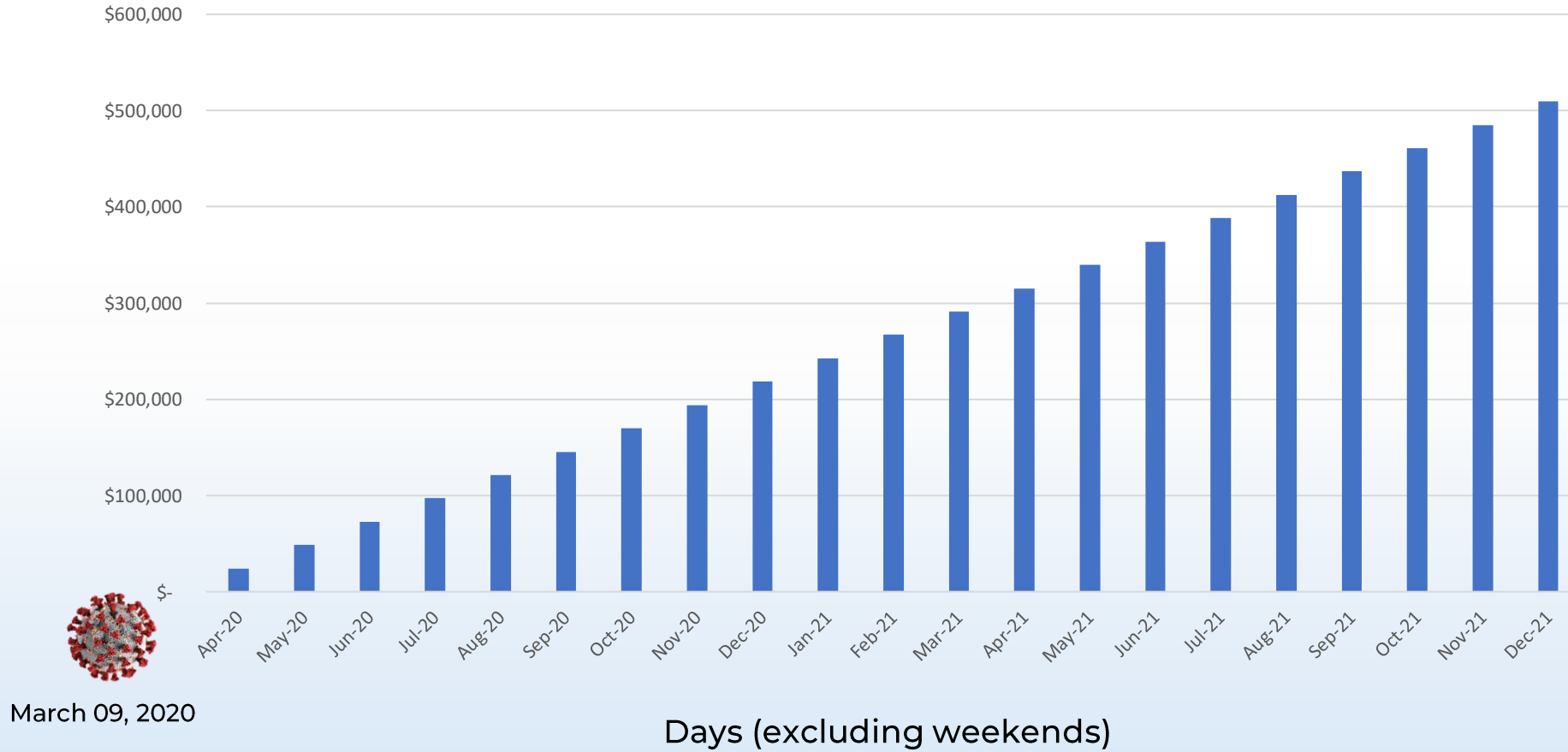
How has the Pandemic Impacted Fleet?



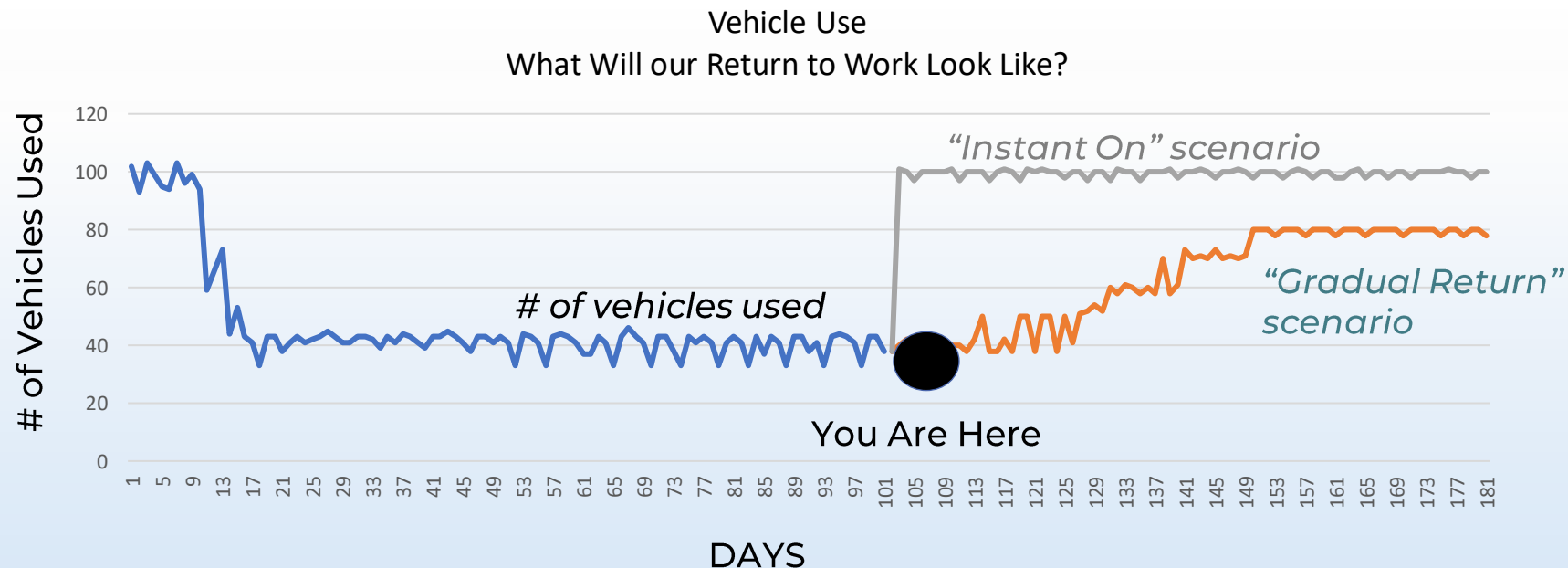
Excess Cost Per Day @ \$15/Day/Vehicle

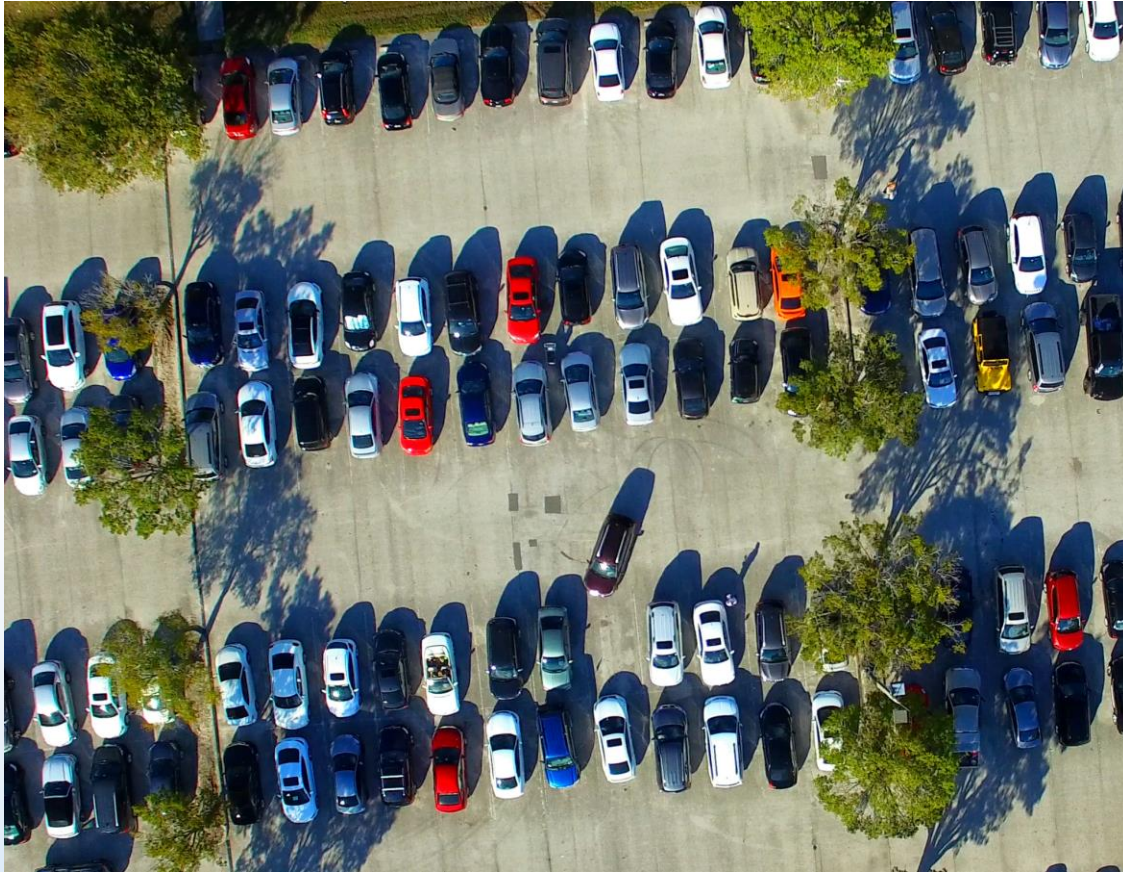


Cumulative "Idle \$" April 2020 → Dec 2021



- The “upside” of the impact in a shared vehicle fleet is that there is not a 1-for-1 (Driver:Vehicle) financial impact
- Assigned vehicles have the potential to have a much greater impact on the financial bottom-line to your fleet
- How will your fleet change to handle this pandemic?

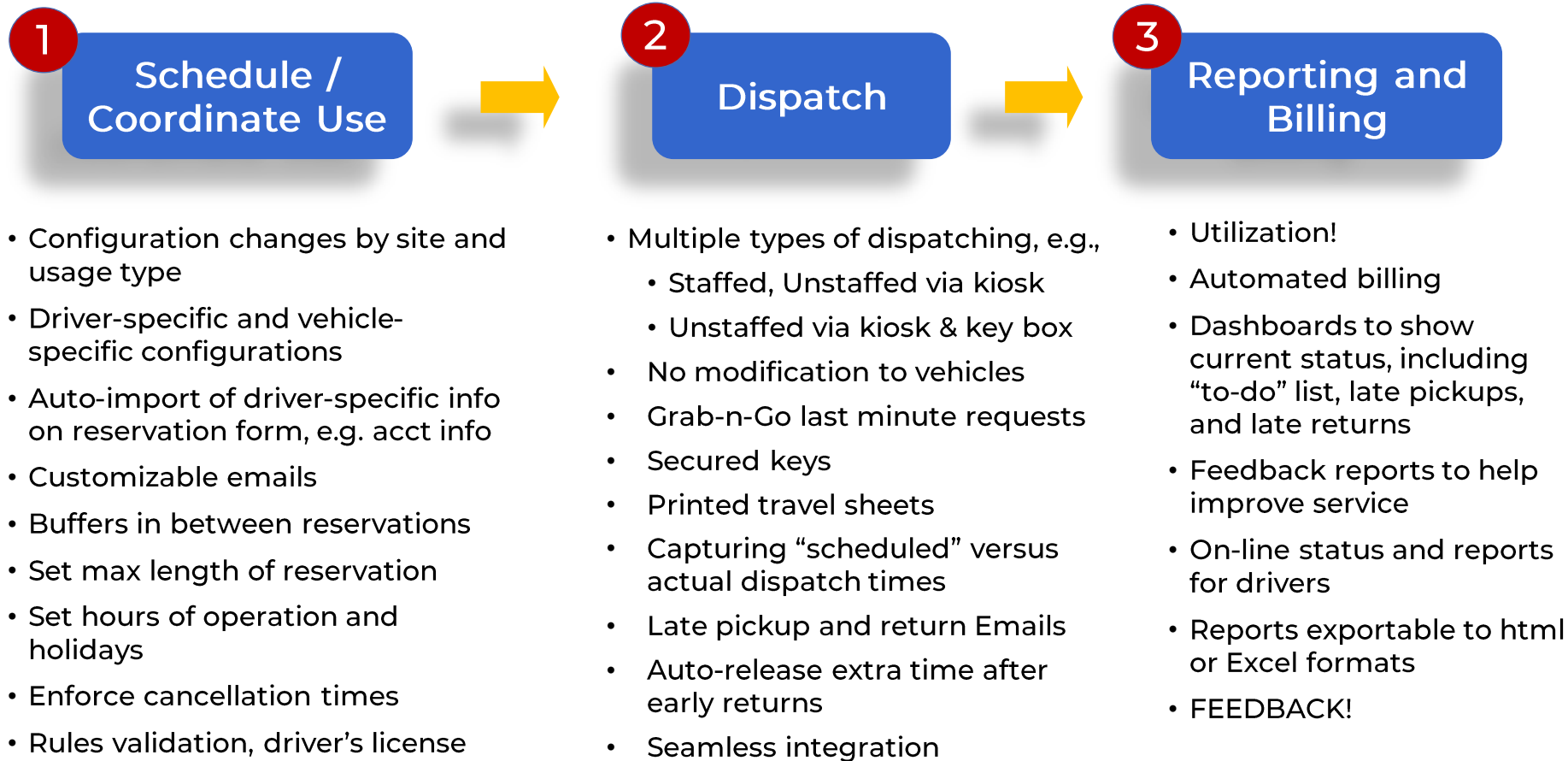


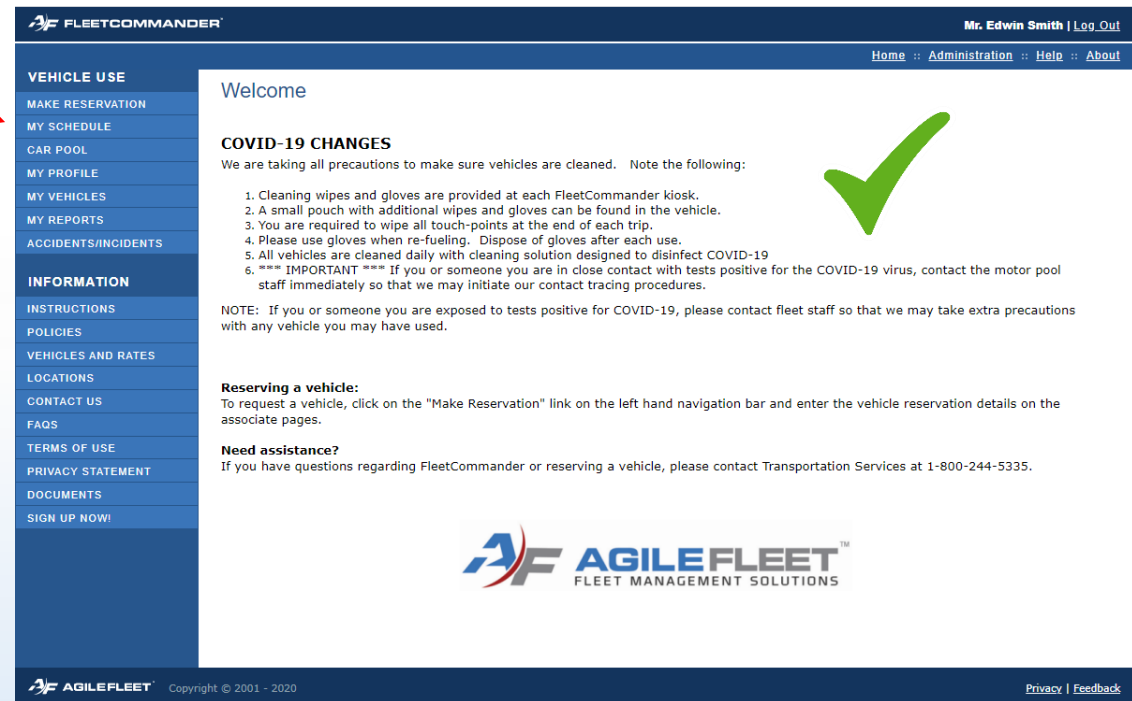
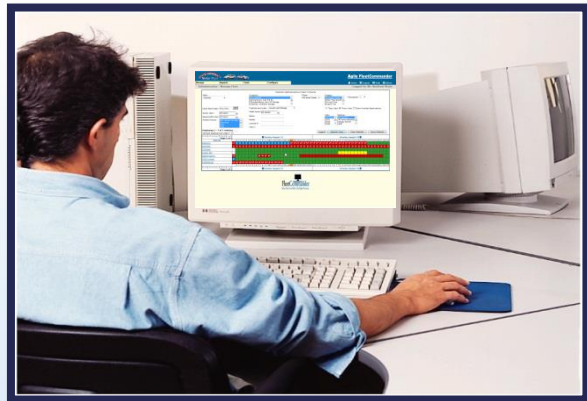
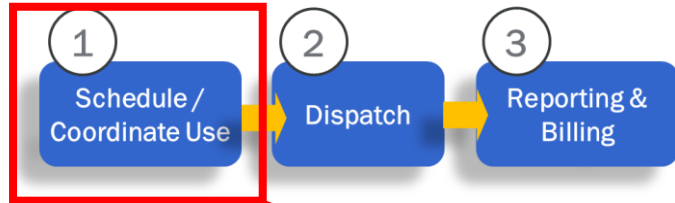


How Does Vehicle Sharing Help?

- Right-size and right-type the fleet and reduce costs (\$3,500-\$6,000/vehicle/year)
- Eliminate departmental assigned vehicles
- Use vehicles more efficiently
- Unburden fleet staff
- Manage the custody of keys
- Communicate and enforce fleet policies
- Improve customer service
- Easily and accurately collect metrics!

Overview





VEHICLE USE

- MAKE RESERVATION
- MY SCHEDULE
- CAR POOL
- MY PROFILE
- MY VEHICLES
- MY REPORTS
- ACCIDENTS/INCIDENTS

INFORMATION

- INSTRUCTIONS
- POLICIES
- VEHICLES AND RATES
- LOCATIONS
- CONTACT US
- FAQS
- TERMS OF USE
- PRIVACY STATEMENT
- DOCUMENTS
- SIGN UP NOW!

Welcome

COVID-19 CHANGES

We are taking all precautions to make sure vehicles are cleaned. Note the following:

1. Cleaning wipes and gloves are provided at each FleetCommander kiosk.
2. A small pouch with additional wipes and gloves can be found in the vehicle.
3. You are required to wipe all touch-points at the end of each trip.
4. Please use gloves when re-fueling. Dispose of gloves after each use.
5. All vehicles are cleaned daily with cleaning solution designed to disinfect COVID-19
6. **** IMPORTANT **** If you or someone you are in close contact with tests positive for the COVID-19 virus, contact the motor pool staff immediately so that we may initiate our contact tracing procedures.

NOTE: If you or someone you are exposed to tests positive for COVID-19, please contact fleet staff so that we may take extra precautions with any vehicle you may have used.

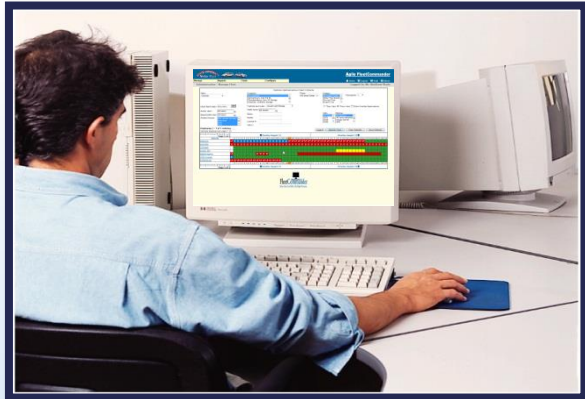
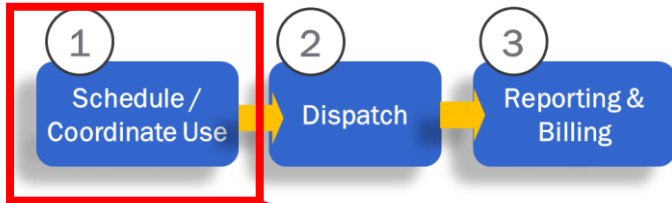
Reserving a vehicle:
To request a vehicle, click on the "Make Reservation" link on the left hand navigation bar and enter the vehicle reservation details on the associate pages.

Need assistance?
If you have questions regarding FleetCommander or reserving a vehicle, please contact Transportation Services at 1-800-244-5335.

AGILE FLEET
FLEET MANAGEMENT SOLUTIONS

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Update homepage to reflect important information or policies



MAKE RESERVATION

Vehicle Reservation

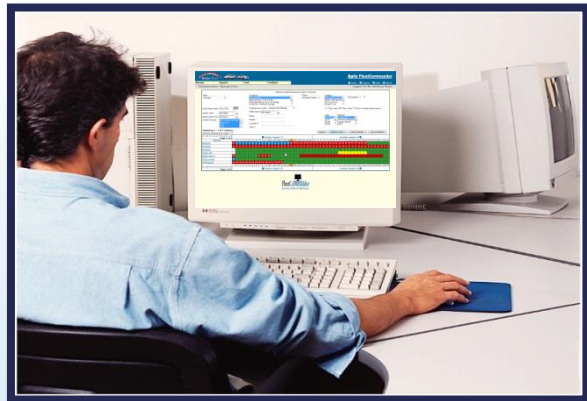
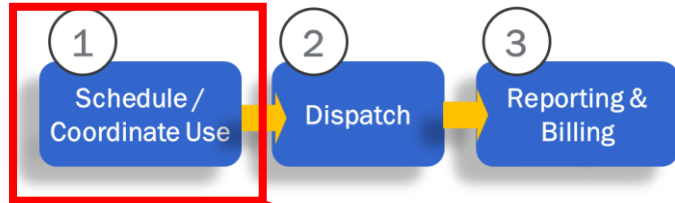
Request Information
Fleet staff can put additional help text or instructions here.

Usage Type:
 Daily Rental
 Long term lease

Select Site:
Select Site
Chantilly
Chambersburg
Germantown

Cancel Request **Next (Continue Request)**

Adaptable screens and workflow reflect fleet specific needs



Request Information

Fleet staff can configure this Help text, for example:

All Drivers: Please help us keep costs down by picking up and returning vehicles on time. Your delays cost us money. If you will be late, call us in advance!

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

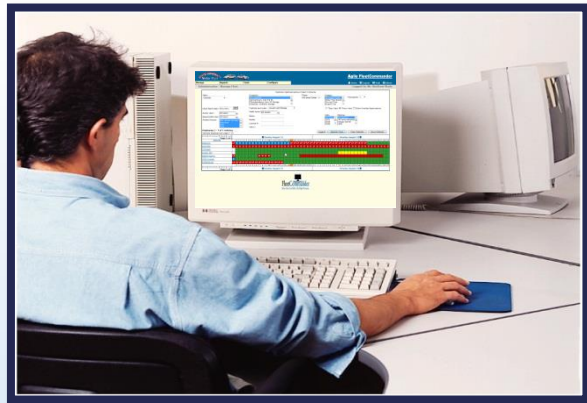
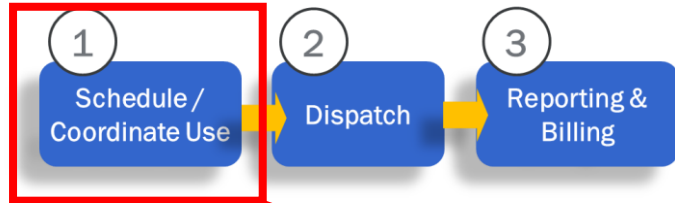
View vehicle availability

Additional Information

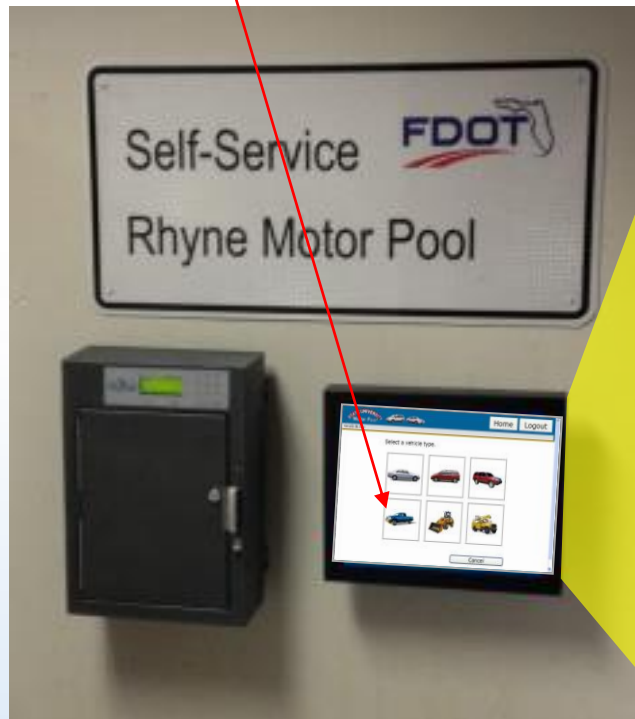
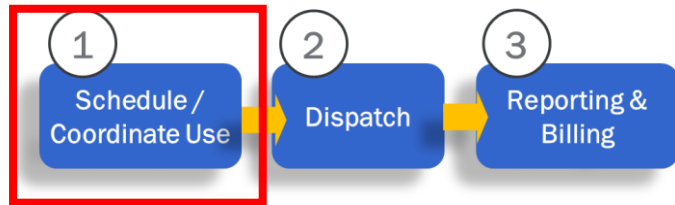
Destination: Staples Office Supplies
Estimated Total Miles: 10
Account information: 17-0543
Comments (for example, the description of any special vehicle requirements)

Cancel Request Next (Continue Request)

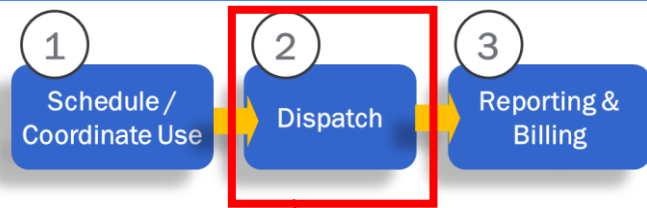
Collect information you may need for contact tracing in the event of positive test



Automated emails streamline process and eliminate personal interaction



Authorized drivers can even request vehicles right at the self-service kiosk! Making it easy to get vehicles is just another way to remove barriers to sharing.



Staffed Locations



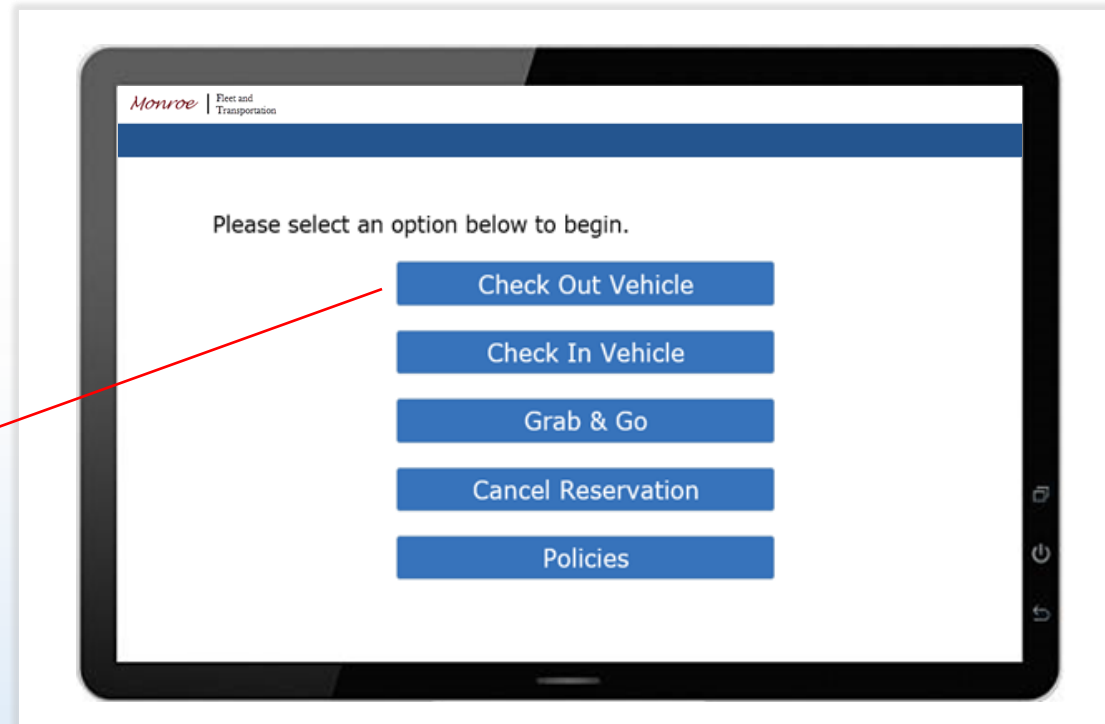
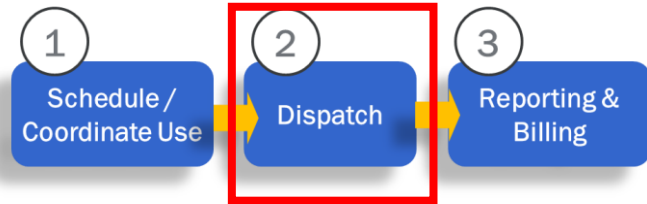
Centralized Key Control



Kiosk-only

There are lots of options to manage handing out and collecting keys

Automated Motor Pool



Checking out a vehicle is as simple as clicking on the “Check Out Vehicle” button

Drivers have secure 24/7 access to keys



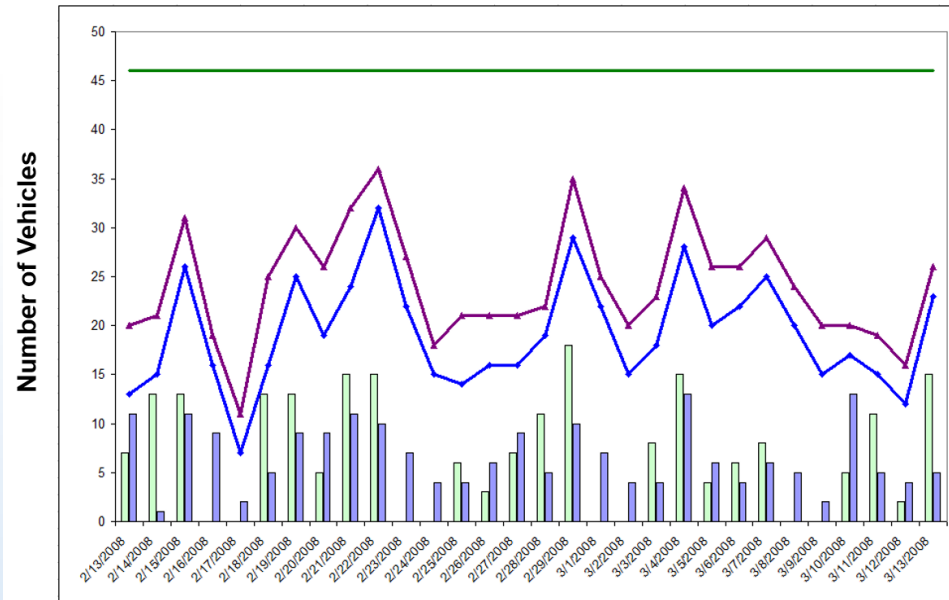


Reporting



Motor Pool Utilization Report

Vehicle Demand Vs. Capacity



South County
 3000 Hill Ave West
 Woodstock, NH 05274

For the period from 08/01/2019 to 8/26/2019

Day of Month	1	2	3	4	5
	R	F	S	S	M
Active Vehicles	42	42	42	42	4
Vehicles In Maintenance	0	0	0	0	
Vehicles Available	42	42	42	42	4
Vehicles In Use	21	24	1	1	2
Total Trips	26	25	1	1	2
Idle Vehicles	21	18	41	41	1
Requests Turned Down	8	1	0	1	
% of Vehicles Used	50	57	2	2	5
Total Hours Available	1008	1008	1008	1008	100
Hours Used	173	129	24	24	12
% Hours Used	17	13	2	2	1

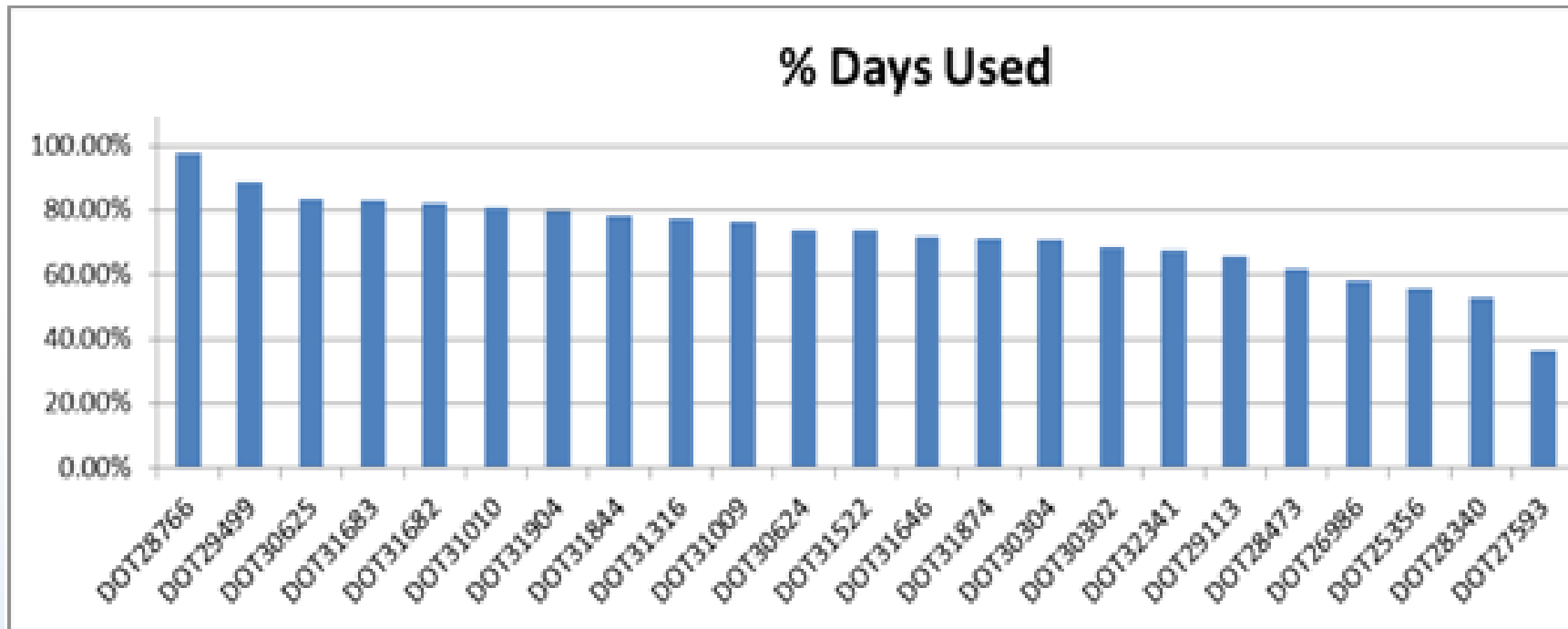
Powerful reports provide instant access to see how, when and where equipment are used

Utilization By Day

For the period from 12/6/2015 to 12/11/2015

Day of Month	6	7	8	9	10	11	Average
	S	M	T	W	R	F	
Active Vehicles	25	25	25	25	25	25	25.00
Vehicles In Maintenance	0	1	0	0	2	2	0.83
Vehicles Available	25	24	25	25	23	23	24.17
Vehicles In Use	7	23	23	22	20	15	18.33
Total Trips	7	24	28	25	23	19	21.00
Idle Vehicles	18	1	2	3	3	8	5.83
Requests Turned Down	0	3	1	0	0	0	0.67
% of Vehicles Used	28	96	92	88	87	65	76.00
Total Hours Available	600	576	600	600	552	552	580.00
Hours Used	168	272	395	385	322	193	289.17
% Hours Used	28	47	66	64	58	35	49.78

Utilization By Vehicle



Utilization data is presented in many formats and can be exported to Excel and other tools for even more analysis

Municipal Fleet Success Story

City of Stamford, CT

- Located ~50 miles northeast of NYC
- Population ~130,000
- Fleet composition
 - ~1,100 vehicles including:
 - Passenger vehicles
 - ~80 at a central lot
 - Heavy-duty highway trucks
 - Sanitation vehicles
 - Parks equipment
 - And more...



The starting point:

- 80 vehicles at Government Center
- Department-managed “sub fleets”
 - Board of Finance
 - Board of Representatives
 - Building Department
 - Cashiering & Permitting
 - Citizen’s Service Bureau
 - City Jobs
 - City Parks
 - Community Development Office
 - Community Health
 - Controller’s Office
 - Department of Health
 - Economic Development
 - And more...



1 Online 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)

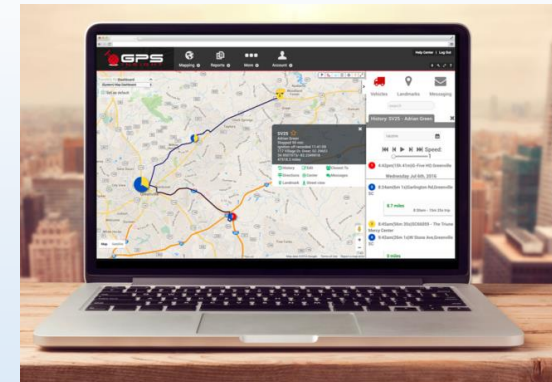
[Cancel Request](#) [Next \(Continue Request\)](#)

2 Self-Service Dispatching



The Technology

3 GPS Tracking

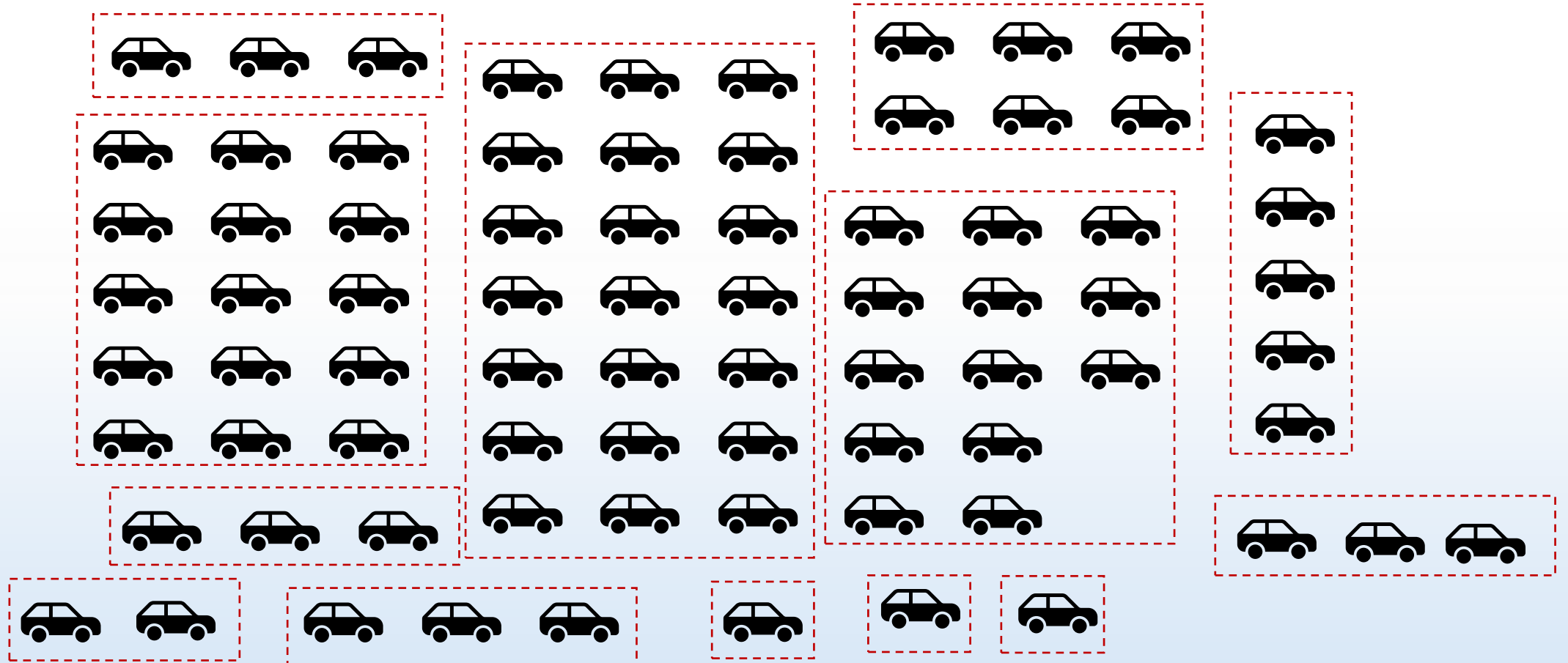


Met with Department Managers:

- Communicated the positive impacts:
 - Lower costs for the City
 - More accountability for their employees, e.g.,
 - Trip records
 - Purpose of trips
 - Locations
 - Driver alerts (e.g., idling, geo-fences, speeding)
- Addressed real / valid exceptions per policy
- Assured department managers that vehicles would be available
- Reallocated vehicles from “Assigned” to “Pooled”

Transitioned away from Department ownership

80

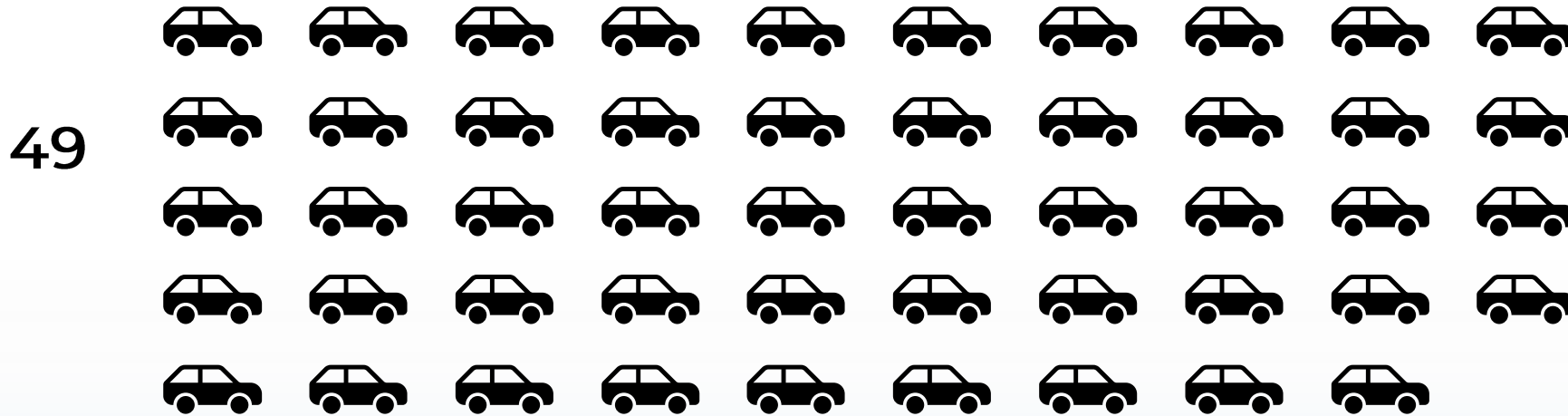


Transitioned vehicles to fleet management

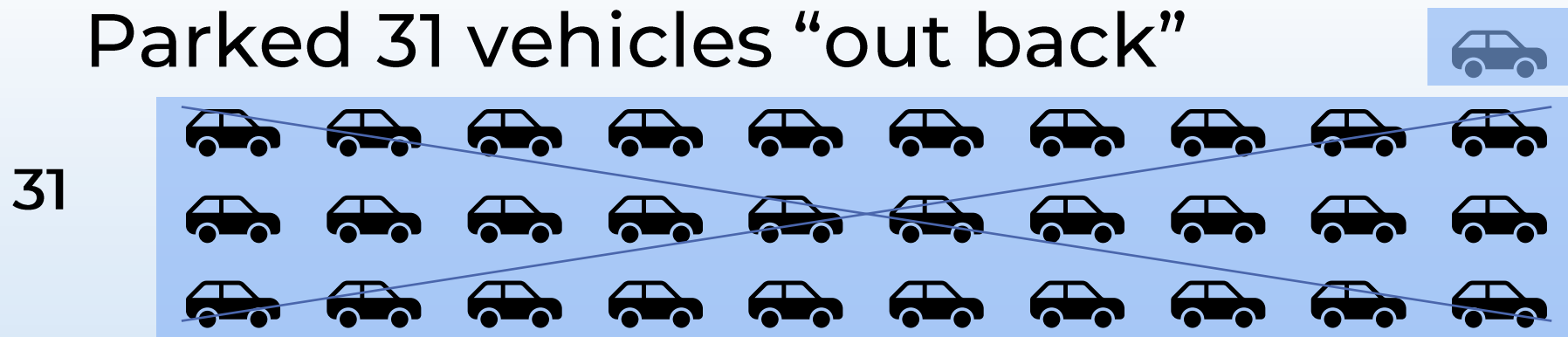
80



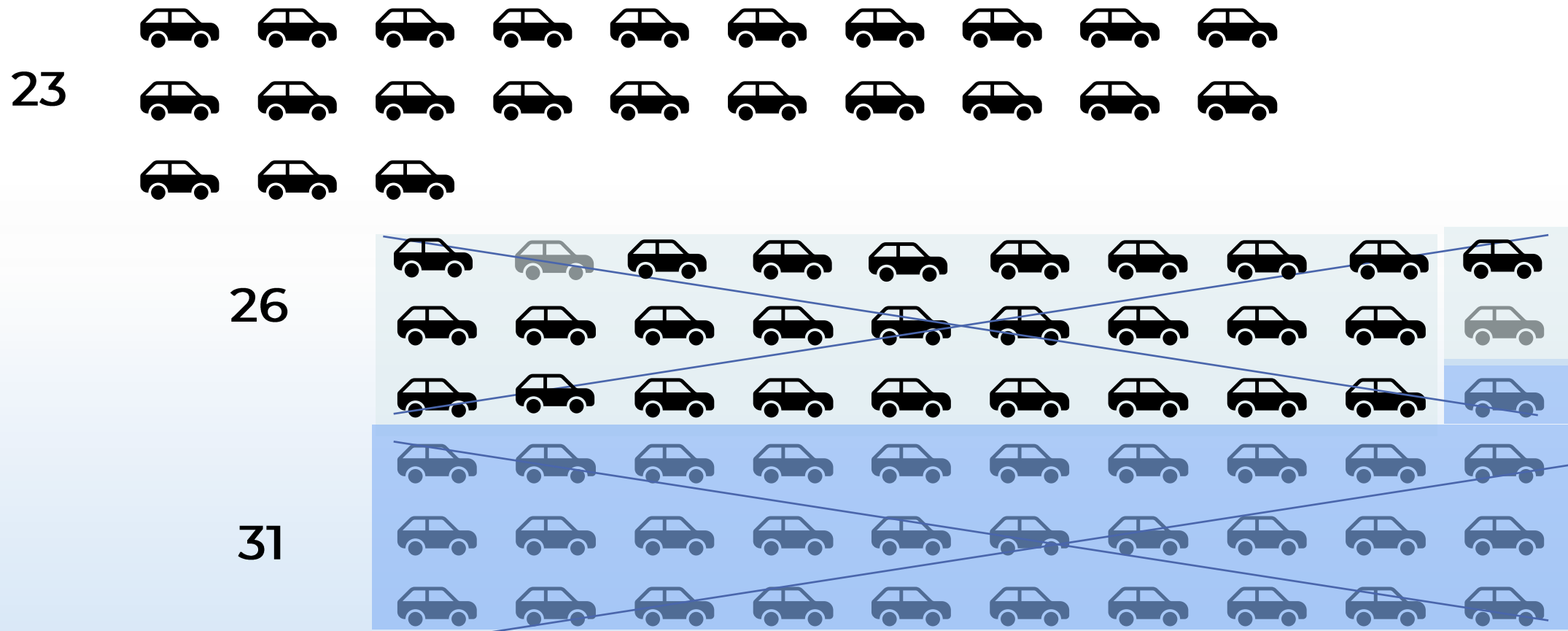
Selected “the best” 49 vehicles for the new pool



Parked 31 vehicles “out back”



Monitored utilization and further reduced



Utilization statistics supported all right-sizing

Day of Month	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	18	Average
	S	S	M	T	W	R	F	S	S	M	T	W	R	F	S	M	
Active Vehicles			25	25	25	25	25			25	25	25	25	25		25	25.00
Vehicles In Maintenance			0	0	0	0	0			0	0	0	0	0		0	0.00
Vehicles Available			25	25	25	25	25			25	25	25	25	25		25	25.00
Vehicles In Use			18	19	19	19	12			0	16	20	20	17		17	16.90
Total Trips			19	20	19	19	13			0	17	21	21	17		17	17.38
Idle Vehicles			7	6	6	6	13			25	0	5	5	8		8	8.10
Requests Turned Down			0	0	0	0	0			0	0	0	0	0		0	0.00
% of Vehicles Used			72	76	76	76	48			0	64	80	80	68		68	67.02
Total Hours Available			600	600	600	600	600			600	600	600	600	600		600	600.00
Hours Used			79	87	82	80	46			0	84	87	88	89		81	76.00
% Hours Used			13	14	14	13	8			0.00	14	14	15	15		13	13.21

Even after reducing fleet from 80 to 23 vehicles, 0 requests are being turned down, i.e., un-fulfilled

Where are they now?

- A culture of sharing
- Fully-automated motor pool
- Clear visibility into hour-by-hour and day-by-day utilization rates for each class of vehicle
- No unfulfilled reservation requests
- Accountability (state of repair, cleanliness) for vehicle use
- Automated mileage collection
- Vehicle tracking using GPS
- Reduced from 80 to 23 vehicles

Estimated savings, conservatively, exceeds \$1,000,00

	Qty	Savings	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
One-Time Savings from Disposal	57	\$ 3,500	\$ 199,500					\$ 199,500
Annual Reduced Maint, Deprec., Other	57	\$ 4,000	\$ 228,000	\$ 228,000	\$ 228,000	\$ 228,000	\$ 228,000	\$ 1,140,000
TOTAL SAVINGS			\$ 427,500	\$ 228,000	\$ 228,000	\$ 228,000	\$ 228,000	\$ 1,339,500
CUMULATIVE SAVINGS			\$ 427,500	\$ 655,500	\$ 883,500	\$ 1,111,500	\$ 1,339,500	\$ 1,339,500



\$200K

+



\$1.1M

=

\$1.3M

Summary

- Utilization data helps you ensure the right quantity and class of vehicles available at the right place, at the right time
- With readily available utilization data, targeted right-sizing can be achieved
- The pandemic is impacting all fleet operations, requiring proactive steps to optimize your fleet
- Automated vehicle sharing improves customer service while reducing costs
- You're not alone, seek help from your peers



Scott County

Aaron Kotila
Fleet Supervisor

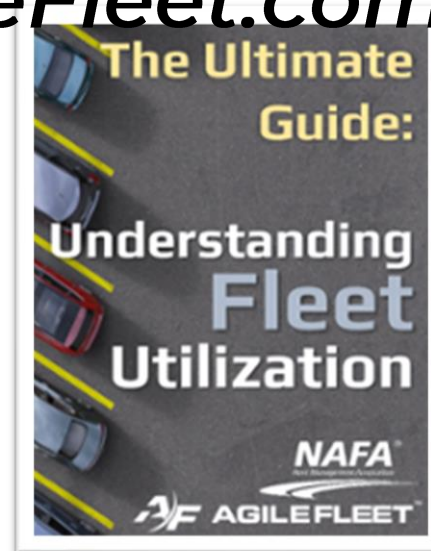
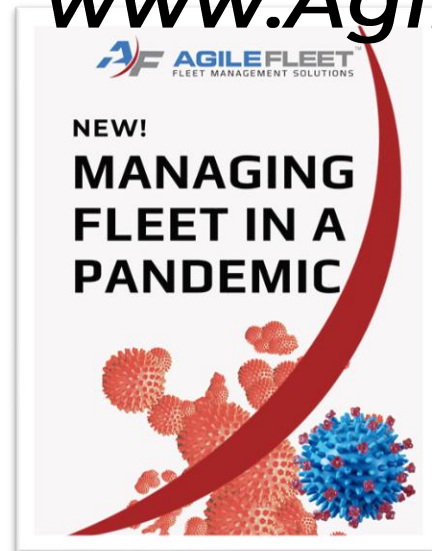
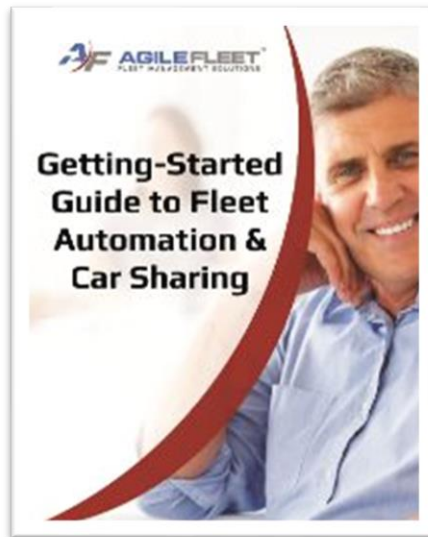


Scott County

Jason Allen
System Management
Specialist

Questions and Resources:

www.AgileFleet.com



*...plus, lots
more*

Let Us Help!



Agile Fleet

Ron Katz
Sr. Director of National
Accounts
rkatz@agilefleet.com
(571) 498-7555

- ✓ Free fleet savings analysis using your fleet data
- ✓ Custom demo tailored to address your challenges
- ✓ Municipal Fleet Success stories on AgileFleet.com

