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# State of Michigan Fleet Success



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# State of Michigan Fleet Success: Managing Multiple Motor Pools

The State of Michigan manages 30 motor pools from one location, achieving significant cost savings, and reaching utilization rates upwards of 80% on most workdays. They have also changed driver behavior, saved thousands of dollars on personally owned vehicle (POV) mileage reimbursement, and reduced the staff time needed to manage their fleet. When the State of Michigan first ventured into using fleet technology, they set a specific goal: to more effectively and efficiently manage their vehicle sharing and reduce expenses. Despite having 30 motor pools located throughout the state, Michigan deployed FleetCommander technology to all their motor pools. Using FleetCommander, the state's fleet managers can oversee their entire operations from one centralized location in Lansing - while achieving 100% accountability of all vehicles.



## Automating the Vehicle Sharing Process

The implementation of FleetCommander marked the initiation of Michigan's automation of reservation, vehicle assignment, and dispatching procedures. With FleetCommander's online reservation and scheduling functionality, Michigan's fleet drivers gained the ability to conveniently schedule their motor pool vehicles online. The system's permissions feature ensures that drivers can only select vehicles they are authorized to operate. Automating the tasks associated with vehicle scheduling has allowed Michigan to focus on right-sizing their overall motor pools. That has resulted in significant savings on maintenance, depreciation, and insurance by eliminating vehicles that are not needed. Estimates of savings per vehicle reduced are upwards of \$3,000-\$5,000 annually. In the early stages of pooling vehicles, approximately 30% of the permanently assigned vehicles were removed from the Michigan fleet.

Savings from these reductions are now part of the State's budget. For Michigan, automating their vehicle sharing processes has also enabled them to achieve further savings. Staff time needed to coordinate vehicles was greatly reduced. For example, key management and dispatching are now handled via FleetCommander automated key control technology.

"Now we are able to analyze our real-time utilization rates so we can make good decisions about more efficient use of pooled vehicles," says Dave Ancell of Michigan's Department of Technology, Management and Budget's Vehicle and Travel Services. "With the successes we've had, our plan is to continue to expand to more sites across Michigan," he says.



**"By incorporating fleet technology into our operations, we are achieving efficiencies we never thought possible, like managing our entire 30-site fleet with total visibility. Now we are able to analyze real-time utilization rates so we can make good decisions about more efficient use of pooled vehicles."**

**- Michigan's Department of Technology**



## Policy Enforcement

The rollout of motor pool technology in Michigan was also part of a comprehensive effort to slash fleet costs by changing driver behavior. The State initially used FleetCommander to manage car sharing for about 400 vehicles among nearly 6,200 users. More than 110 statewide motor pool requests are made each workday. Cost-saving fleet policies are automatically enforced via notifications and messages that are incorporated at appropriate intervals in the scheduling, vehicle pick up, and return processes. This capability greatly improves driver compliance with rules and licensing requirements, as well as cutting back on personal vehicle usage reimbursements. "The new technology is accomplishing exactly what we set out to do," says Ancell. "We are able to analyze real-time vehicle utilization rates to make more efficient use of our fleet, which includes better use of our motor pool system and greater efficiency in the reservation process for those pooled vehicles." Michigan's POV expense reduction was so successful they were able to add needed vehicles to additional motor pools using the savings achieved by reducing personally owned vehicles and rental car usage. Similarly, the State was able to gather the data needed to understand that there are certain cases where permanent assignment of vehicles makes economic sense. "We are delighted to see the State of Michigan continue to put FleetCommander through its paces and take full advantage of the efficiencies FleetCommander is designed to help our customers achieve, especially since it is such a large and complex operation. Michigan is an excellent example of how technology can totally transform fleet management and not only eliminate manual processes such as paper or email reservations, but also collect the all-important metrics needed to understand how fleet dollars are being spent," says Ed Smith, President of Agile Fleet.

## Additional Efficiencies Realized by the State

- Standardized utilization reporting statewide
- Ability to analyze metrics and adjust fleet size and composition
- Self-service check-in and check-out through FleetCommander kiosks at all sites
- Automated, secure, around-the-clock access to keys at nearly half Michigan sites
- Immediate communication of fleet policies and safety issues such as icy roads
- Automated notifications of issues such as late returns (to drivers and supervisors)
- Interfacing with accounting systems to communicate charge-back information
- Total transformation from manual reservation processes to online reservations, modifications, and cancellations, as well as the collection and validation of account information.



## Ready for the next step?

Schedule a consultation with our team of fleet experts. We'd love to learn more about your specific needs. We can provide a 10-year fleet savings assessment, provide a demo, and share stories of how we've helped other organizations. Scan the QR code to get started!

