AGILEFLEET™
FLEET MANAGEMENT SOLUTIONS

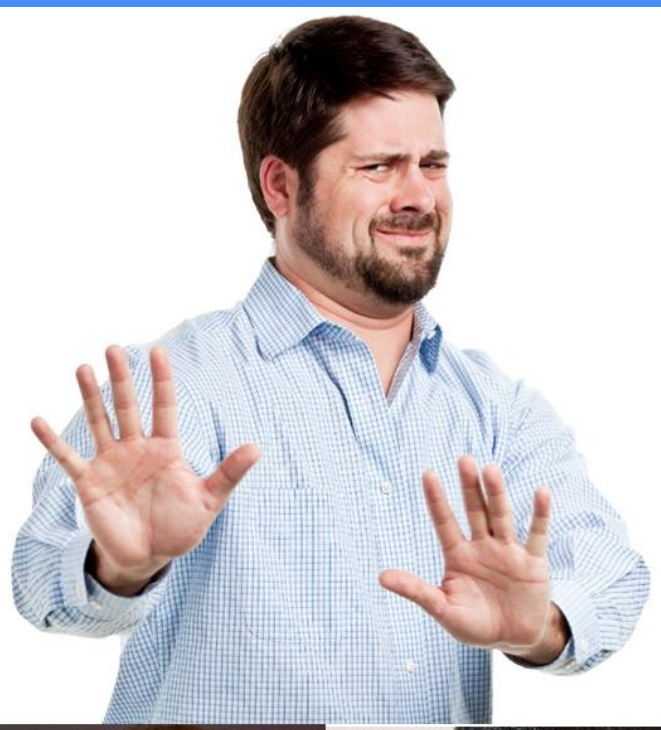
15 - MINUTE Q&A:
BEFORE STARTING A MOTOR POOL...

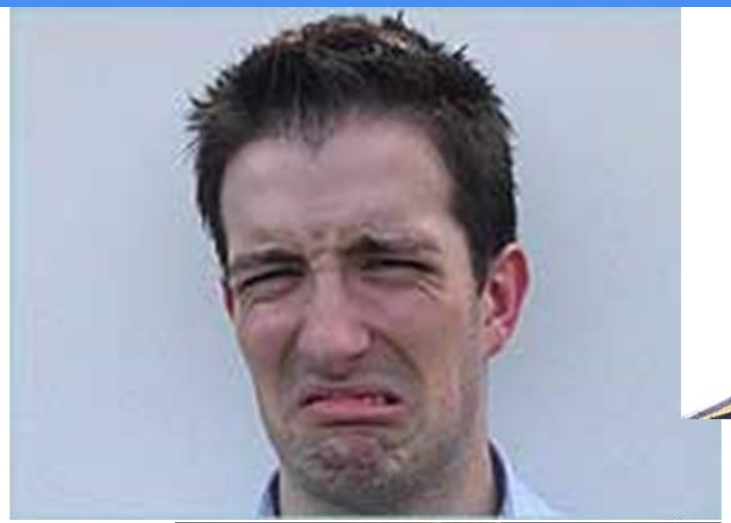
info@AgileFleet.com www.agilefleet.com (571) 498-7555

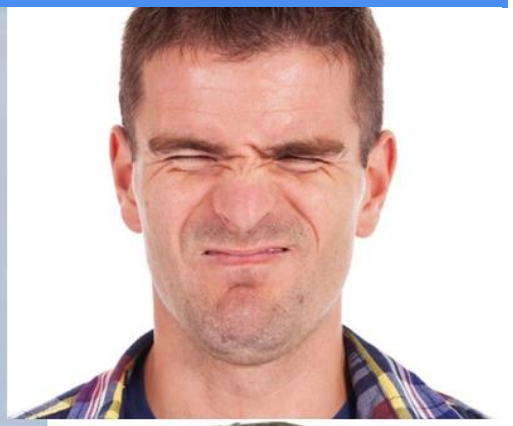
Introduction

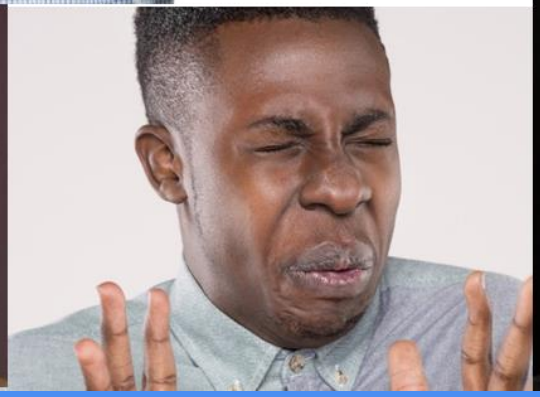
We’re going to start sharing our vehicles on Monday and you are going to love it!

Introduction









Is this what you'd expect?

Introduction

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- 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

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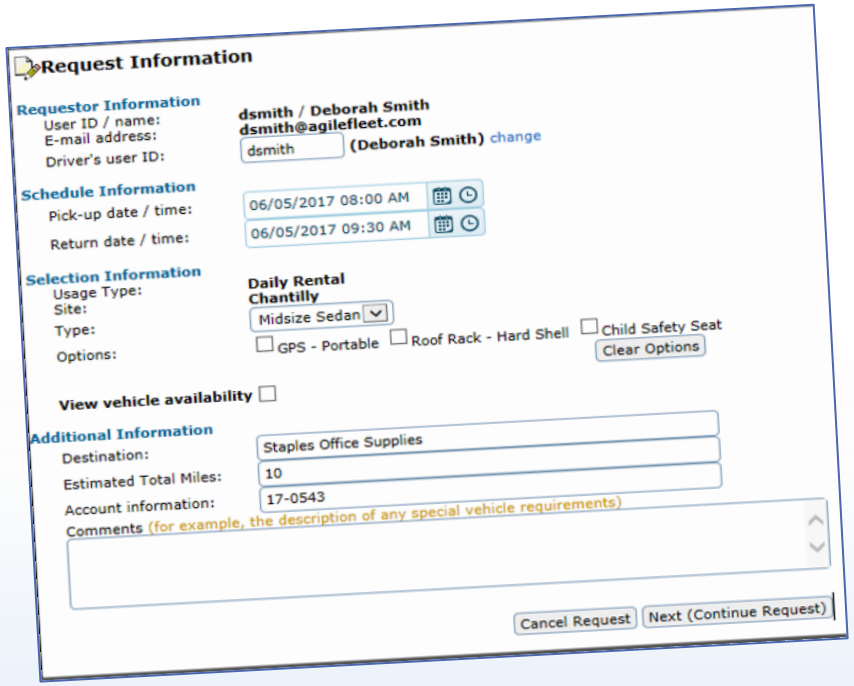
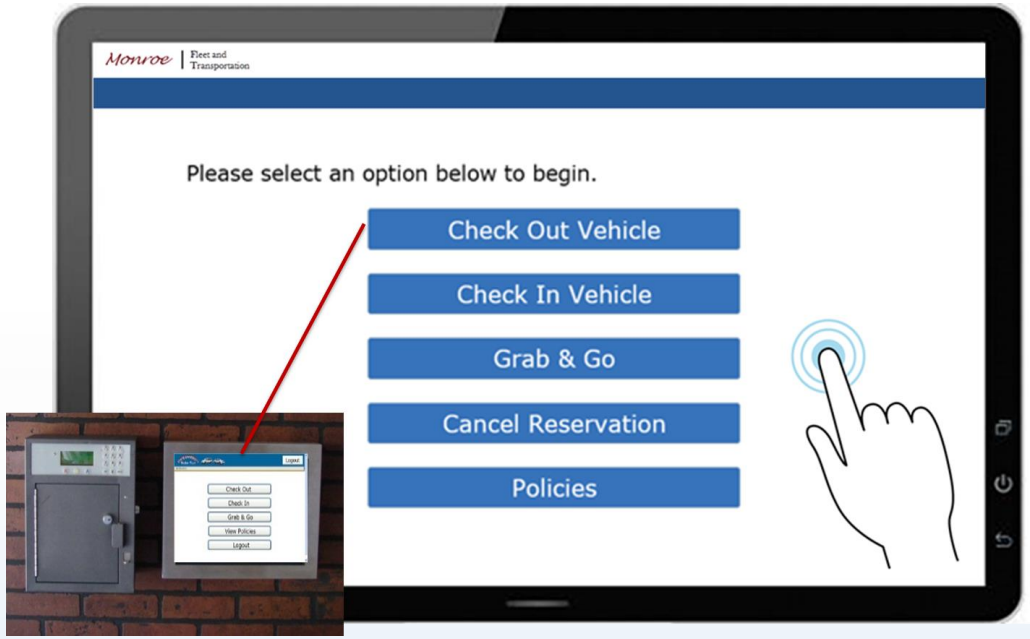
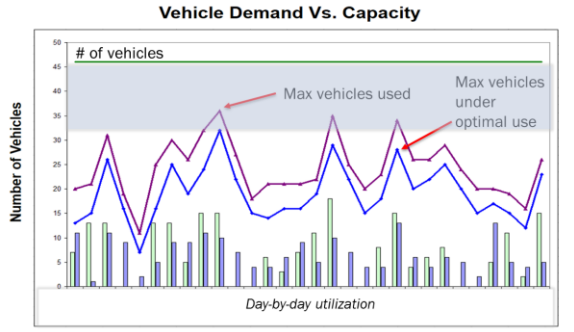




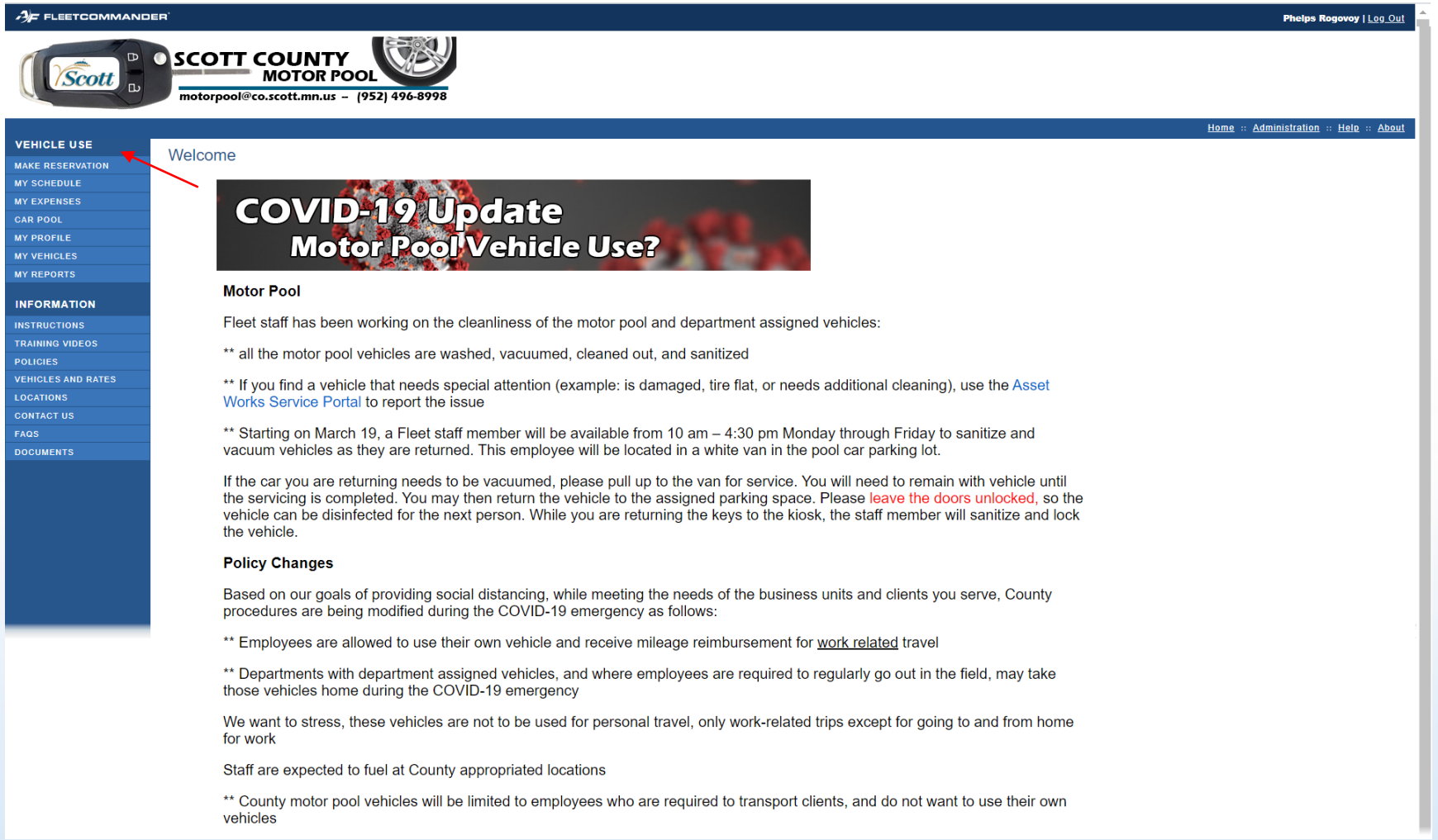


On-line reservations

Self-service vehicle check-out and check-in

Reports

Introduction



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PREPARE FOR SUCCESS

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1

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 and benefits
- Emphasize "What's in it for them" when communicating the goals of the program to your drivers

Communicate Project Goals

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 your building 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 by December
   - Increase average mpg from 19mpg to 26mpg
   - 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)

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Communicate Project Goals

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Total # of vehicles?:	175
How many vehicles are shared today?:	30
How many cannot be shared?:	45
What is the average annual cost of a vehicle?:	$3,600
# of staff that supports your fleet?:	4

How efficient is your sharing today?: Efficient

How aggressive are you willing to right-size?: Aggressive

Savings from a motor pool are rather predictable...

Having the numbers help substantiate the project

Need help understanding the cost-savings? We can help

$600,000
5-Year Savings!

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Communicate Project Goals

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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?

200

What % of vehicles are being utilized during COVID-19?

Enter a whole number between 1-100.

15 %

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

4,500

3,000 4,000 5,000 6,000 7,000 8,000 9,000 10,000

Cost of idle vehicles per day

$ 2,096

Days since start of COVID-19 shutdown:

246

Cost of idle vehicles since start of COVID-19 pandemic

$ 515,616

What date do you think things will return to normal?

08-01-2021

Wondering how much idle vehicles are costing your organization since COVID-19 started?

Calculate it now with our exclusive Fleet Waste Calculator below

www.AgileFleet.com

Total cost of idle vehicles at end of COVID:

$ 1,066,864

2

Have & Communicate Fleet Policy Supporting Your Initiative

Have Comprehensive Fleet Policy

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- 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

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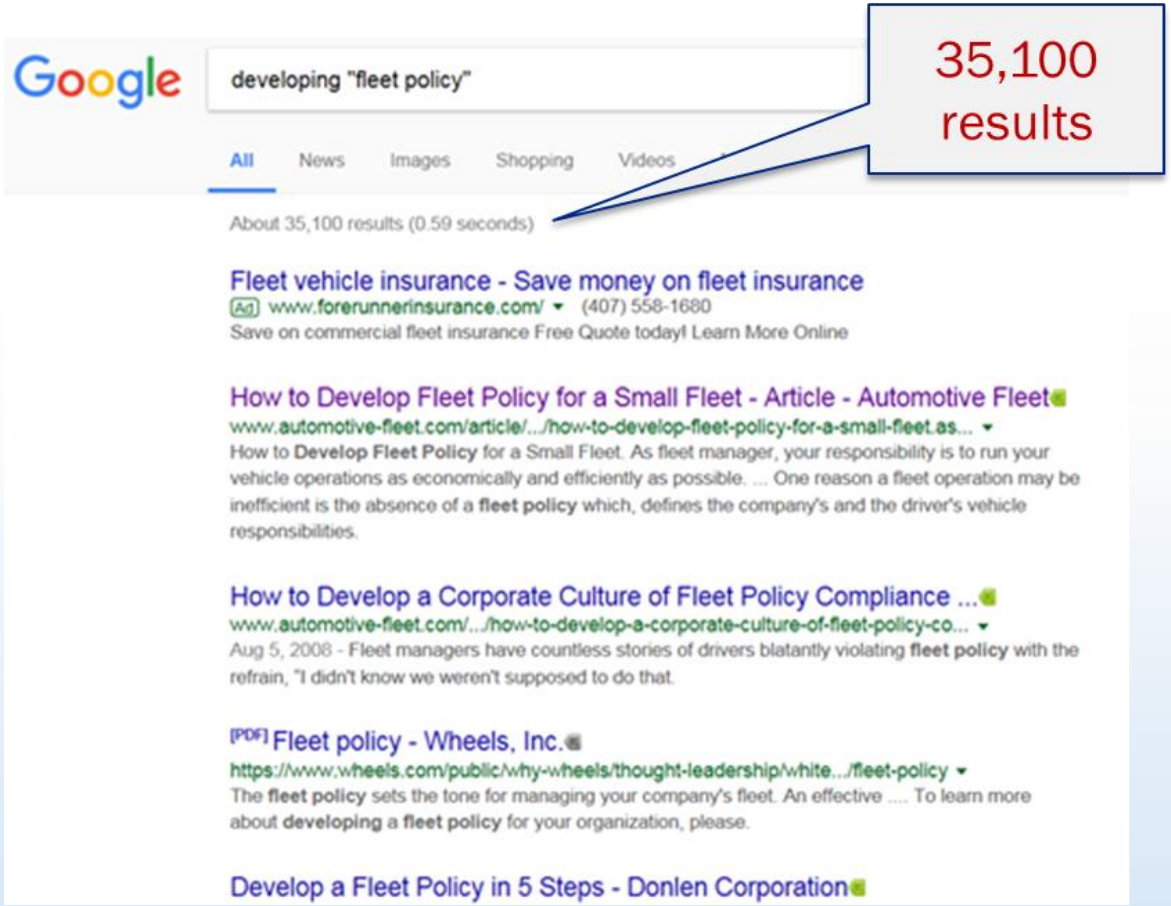
Don’t re-invent the wheel



Communicate Comprehensive Fleet Policy

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- It does NO GOOD to have policy if everyone doesn't know about it and live by it
- Your fleet management information system should help you:
  - Present the policy to drivers… and remind them of policy at appropriate times
  - Capture the fact that drivers acknowledged the policy
  - Enforce fleet policies

3

Plan for the Changes... Financially

Plan for Financial Changes

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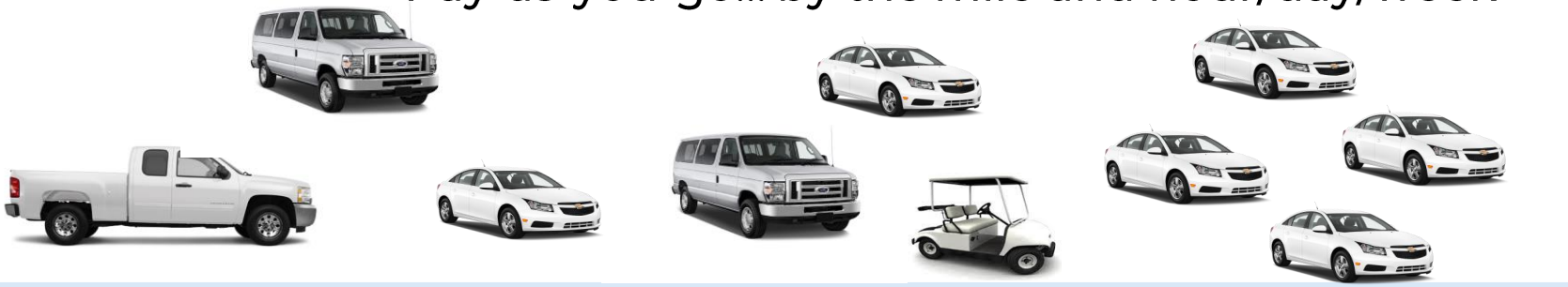
Dept. A acquisition budget
Dept. A operating budget

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									

4

Pick the Right Solution

Pick the Right Solution

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- 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.
- Check references & financial viability of the vendor
- 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

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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!

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5

Make a Great First Impression

Make a Great First Impression

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- 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

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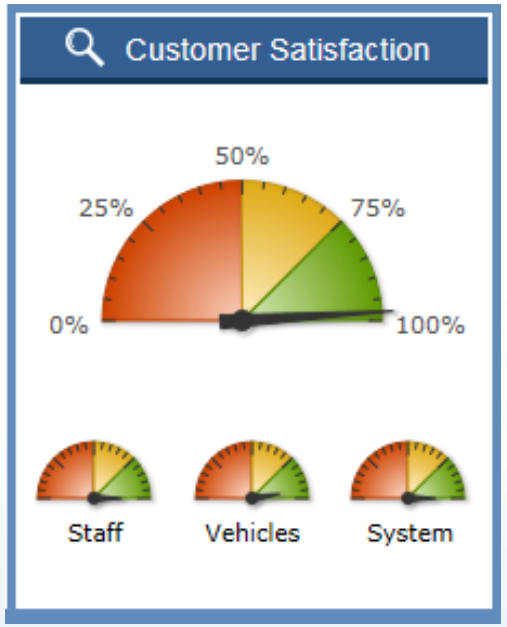
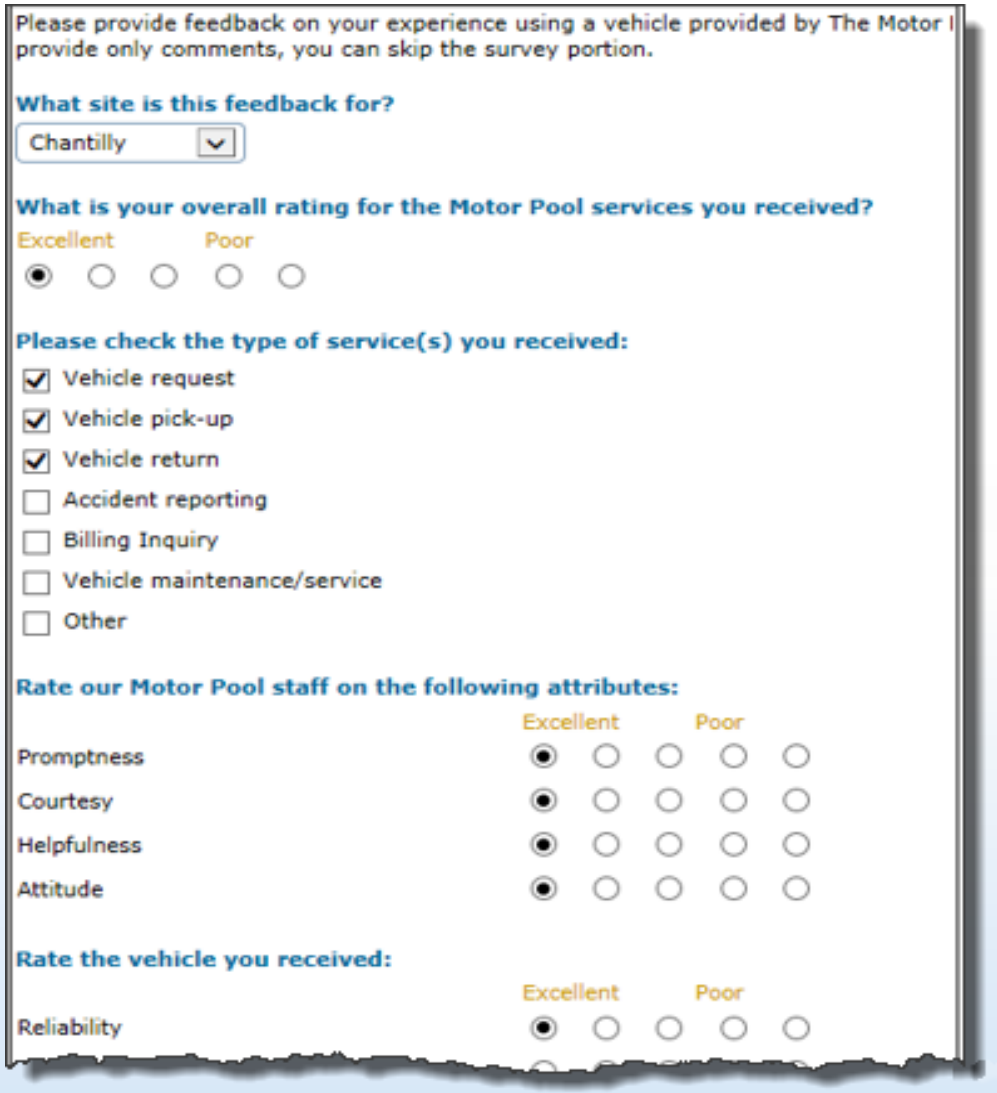


Driver feedback survey


Please provide feedback on your experience using a vehicle provided by The Motor I
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:

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

Rate our Motor Pool staff on the following attributes:

	Excellent				Poor
Promptness	◉	○	○	○	○
Courtesy	◉	○	○	○	○
Helpfulness	◉	○	○	○	○
Attitude	◉	○	○	○	○

Rate the vehicle you received:

	Excellent				Poor
Reliability	◉	○	○	○	○

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One final thought...

If not now, when?

COVID impacts

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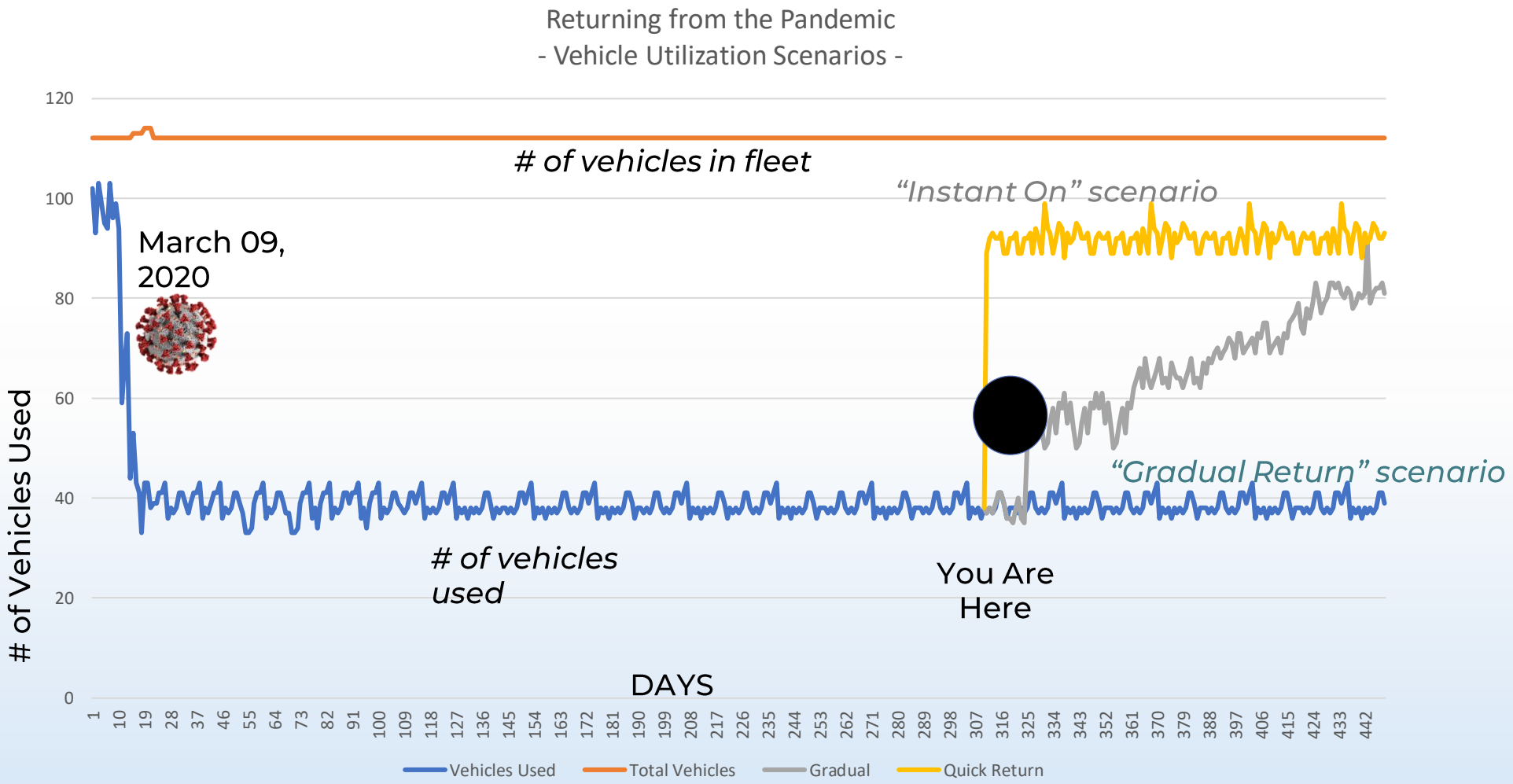

Vehicle Usage Impact Since March 9

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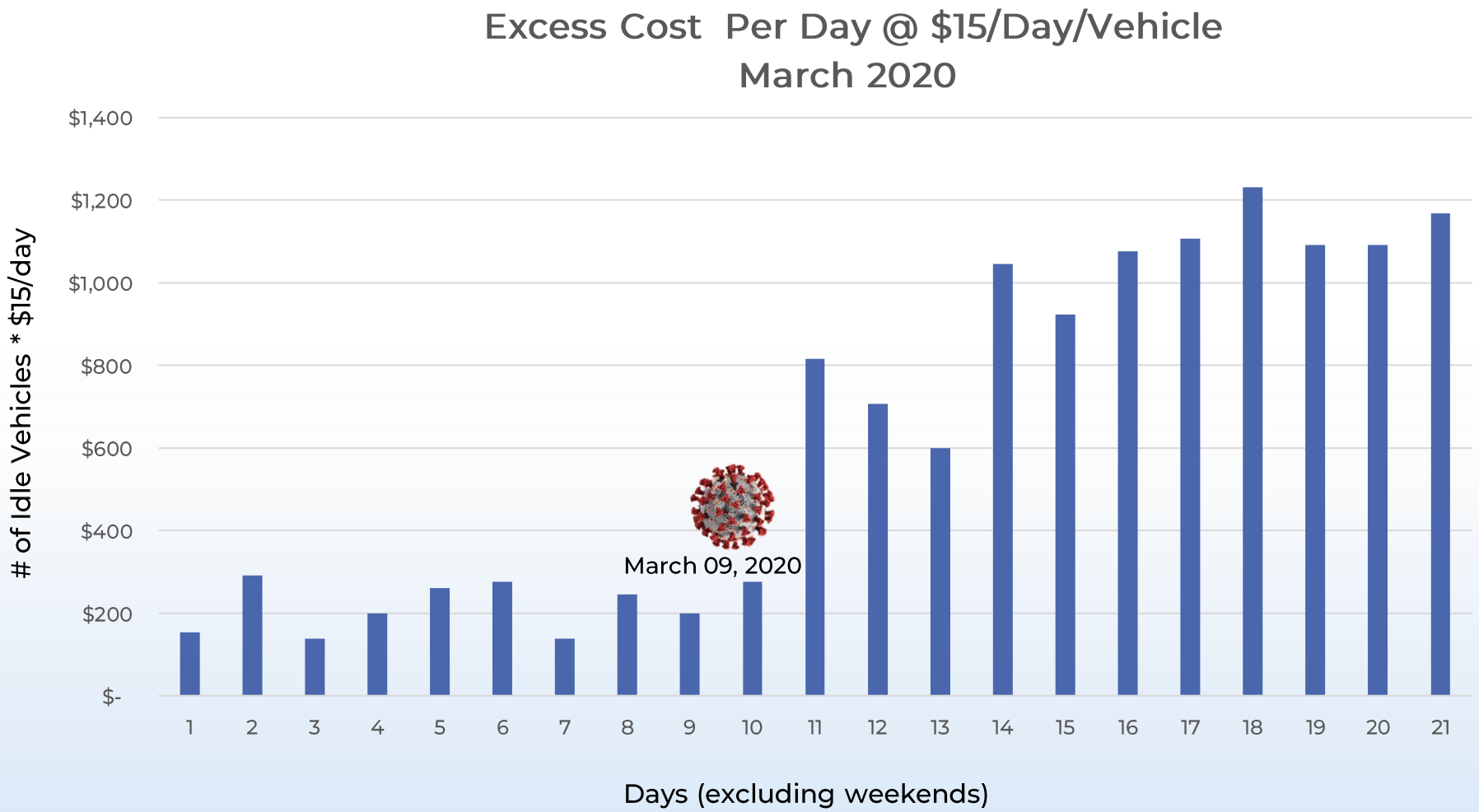

Fleet: County Government

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QUESTIONS

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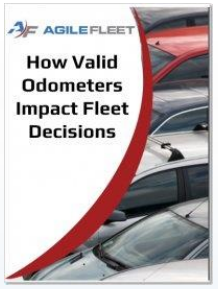
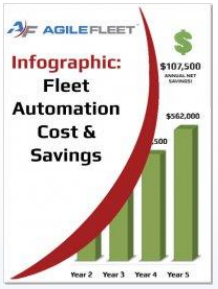
Questions

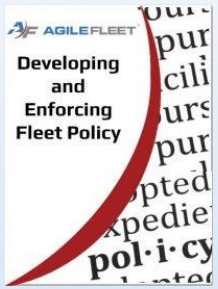
- What are some common challenges with creating a motor pool?
- Need information on motor pool projects and sharing initiative
- Do you have any examples of how much can be saved by making departments used a shared pool of vehicles?
  - City of Stamford: $1M+ over 5 years at Government Center
  - Forsyth 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 Affairs (VA)
- How long does it take to install a motor pool?
  - 30 – 180 days

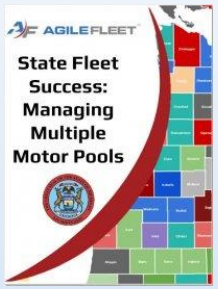
Educational Opportunities

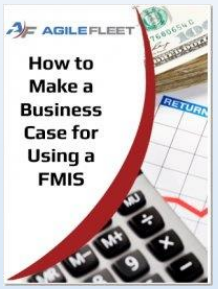
- *Participate in Agile Q&A sessions and webinars – NAFA credits*
  - *Fleet topics*
  - *Successes & case studies*
- *Learn more at www.AgileFleet.com*











Next Steps?

- If you joined this webinar, you must have some unanswered questions.

- Contact me… Wednesday 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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