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Sonoma County

Human Services Department
Right Sizes its Fleet and Improves
Service to the At-Risk Population



“The transformation of our fleet management and motor pools has significantly improved the efficiency with which we are able to serve our clients. Costs are reduced, and we can focus on the important business at hand – serving an at-risk population. We have much more freedom to access vehicles and using the motor pool is now hassle-free.”

George Malachowski, Sonoma County HSD



“Empower, Support, Protect”

Human Services Department
COUNTY OF SONOMA

About Sonoma County HSD

The Sonoma County Human Services Department serves adults, children, families, veterans, people with disabilities, and the elderly through programs that include providing job training and job search services, enrolling eligible individuals and families in CalFresh or Medi-Cal, protecting abused and neglected children and seniors, teaching a foster parenting skills, and coordinating volunteers from the community. The Department has 67 vehicles that are used by approximately 1,000 drivers at seven different business locations.

After an analysis of vehicle utilization, the Sonoma County Human Services Department concluded that an automated reservation and vehicle metrics tracking system was needed to improve their fleet and internal motor pool management to better support workers with their vehicle needs. Improving vehicle utilization was only one of several goals for the new initiative. It also was required that the system be easy to use for those who managed the Department’s fleet.

Social Services & Vehicle Management

Social services organizations need to manage their fleet resources as efficiently as possible because they assist an at-risk population that frequently must be served during non-business hours. Automating the usage and management of internal motor pool vehicles helps these types of organizations by:

- Enabling them to better meet the needs of their clients by providing access to internal motor pool vehicles as needed.
- Freeing up Human Services Department staff time by enabling staff to electronically assign and update vehicle status online.
- Reducing budget overruns for personal mileage reimbursement for private vehicle use
- Enabling them to rotate vehicles so that vehicles are properly utilized and unneeded vehicles are identified and eliminated.
- Helping workers to comply with policies requiring them to transport clients in county vehicles (including frequent short trips) and collecting the data needed to assess utilization.
- Communicating and enforcing the Department’s internal vehicle usage policies and practices via an online reservation process.



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Fleet Profile

67 vehicles

1,035 drivers

8 locations

4 Self-Serve Kiosks

4 Manual Dispatch Desks

Sonoma County HSD's Path to Fleet Automation

Step 1: Automating Fleet Processes

Late in 2012, the Sonoma County Human Services Department selected Agile Fleet's FleetCommander fleet and motor pool technologies to assist them in the automation of their fleet and internal motor pool management. By 2013, the first location to automate their fleet and motor pool was the Human Services Department's Family, Youth, and Children Services Division. The division's staff provides protective and supportive social services to families in which children are at risk. It also refers to appropriate agencies when abuse or neglect are not involved. Due to the nature of their mission, workers at this division require efficient access to vehicles at a moment's notice and at any time of day.



A secure key box at one of Sonoma County's dispatch locations.

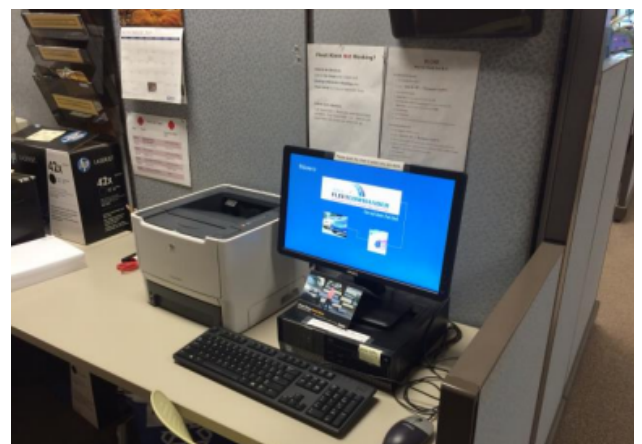
Step 2: Implementation & Training

Implementation of the system was a multi-step process, which included training staff to be administrators, training end-users, and providing on-site support. Training and "cheat sheets" helped ease concerns about the new system, but the most important aspect of implementation was winning over the clerical staff who would be managing the system at different program sites. Agile Fleet's Implementation team held multiple training sessions for clerical staff to help them fully understand the system. After successful implementation, other locations were added, with key kiosks and FleetCommander's online reservation system.

Step 3: Growing the Motor Pool

Today, the Sonoma County Human Services Department (HSD) units share 67 vehicles (large and mid-size vehicles, minivans, and SUVs) at eight locations. More than 1,000 drivers are registered to reserve and drive motor pool vehicles. That number includes 200 workers added since automating the pool, which means the Human Services Department can serve many more workers with the same number of vehicles, increasing efficiency and service.

Four of the eight internal motor pool locations are now completely automated. The drivers who use these motor pools provide critical services to youth and older adults in need. The FleetCommander system enables them to reserve vehicles online any time from a web browser. Keys are obtained and returned through the self-service kiosk and key box. The Human Services Department reports that staff involvement with the internal motor pools at these locations is greatly reduced since the FleetCommander automation was implemented.



Integrated kiosks and key boxes provide HSD employees reservation-based or grab & go access to vehicles.

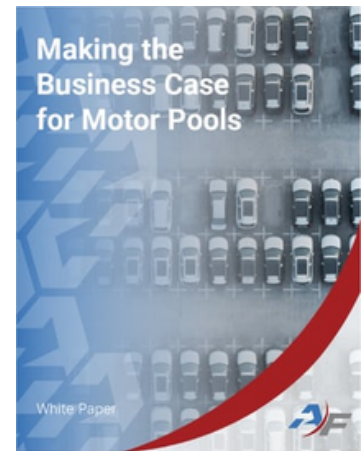
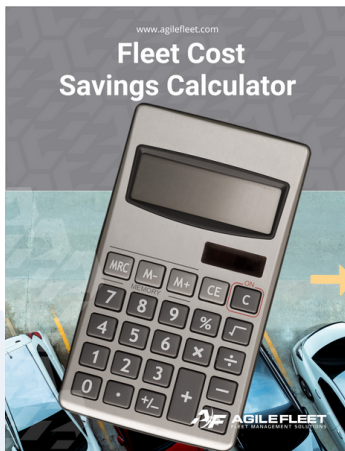
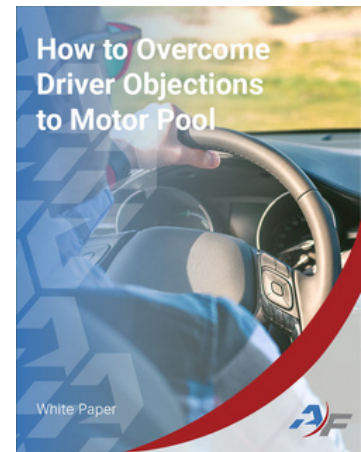
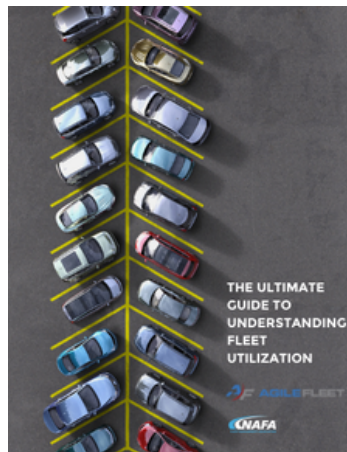


Result: Cost Savings & Staff Efficiency

Sonoma County's Human Services Department has achieved significant personnel time savings at each location through automating its reservation processes, and has minimized staff interactions related to keys. As a result, staff time is significantly freed up to attend to the team's core mission.

Metrics collected by FleetCommander enable fleet staff to monitor shortages in vehicles and rotate vehicles between high- and low-usage sites. Data collected also identifies vehicle demands throughout the Department and enables staff to analyze personal vehicle usage reimbursement costs.

Fleet Resources for the Human Services Community



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 social services organizations. Scan the QR code to get started!

