SONOMA COUNTY

CA HUMAN SERVICES RIGHT SIZES FLEET, IMPROVES SERVICE TO AT-RISK POPULATION

AGILE FLEET
FLEET MANAGEMENT SOLUTIONS

"The transformation of our fleet management and motor pools has significantly improved the efficiency in 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

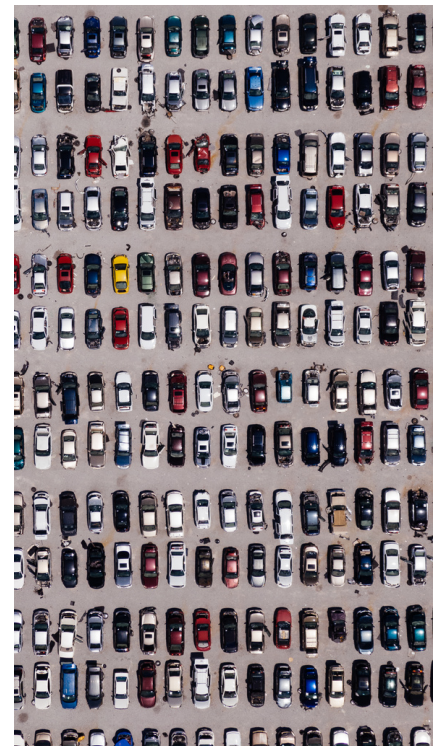Sonoma County Human Services Department Motor Pool.

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, becoming a foster parent, 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 a 2011 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 due to lack of access to pool vehicles when they are needed.
- 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.
- Automatically communicating and enforcing the Department's internal vehicle usage policies and practices via an online reservation process.

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 Family, Youth, and Children Services Division. The Family, Youth and Children's Services Division works with individuals and the community to ensure the safety and well-being of children and youth. 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.

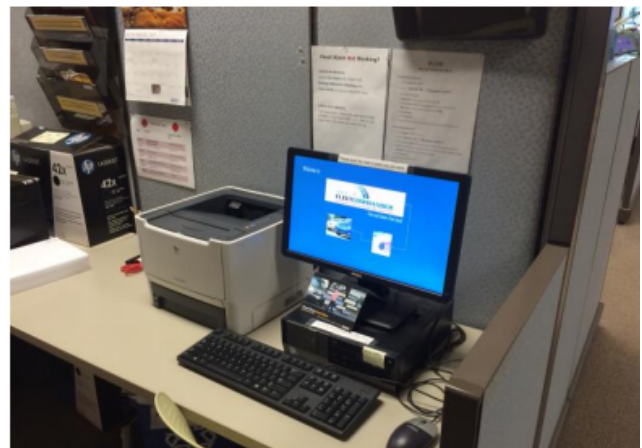

Step 2: Implementation & Training

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, two with key kiosks, four using only the online reservation system.

Step 3: Growing the Motor Pool

Today, the Sonoma County Human Services Department (HSD) business units share 67 vehicles (large and mid-size vehicles, minivans, and SUVs) at seven business locations. There are approximately 1,000 drivers working for these divisions that are registered to be able to reserve and use an internal motor pool vehicle. 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.

The FleetCommander Motor Pool Kiosk at Sonoma County.

Three 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 that are 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. There are 51 vehicles assigned to these motor pools.

The remaining five other internal motor pools, with 18 vehicles, use FleetCommander primarily as a reservation and metrics collection tool only. They do not have a need for automated kiosks and key boxes. For these vehicles, The Humans Services Department Clerical staff manage keys based on FleetCommander reservations. The Department offices that utilize these internal motor pools have workers who do not regularly go into the field or are more administrative in nature. Previously these vehicles were reserved by going to the office and going through a paper process to obtain a vehicle. The ability to reserve these vehicles online eliminates the need to come into the office to reserve a vehicle. Since FleetCommander assigns the vehicle, the need to have staff evaluate a request and make a vehicle reservation is largely eliminated.

Located directly behind the Motor Pool Kiosk, the FleetCommander key box securely holds keys until they are retrieved by workers as needed.

Result: Cost Savings & Staff Efficiency

The Human Services Department has achieved significant personnel time savings at each location because of the automated reservation system, automated key boxes, and minimized staff interactions related to keys. As a result, staff time is significantly freed up to attend to other important business.

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.

"The transformation of our fleet management and motor pools has significantly improved the efficiency in 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," says George Malachowski of the Sonoma County Human Services Department.

Want to hear more?

With FleetCommander, human services organizations can meet the vehicle needs of workers, and free up staff time once spent managing vehicles. If you would like to learn more about how we could help your organization, please contact us and set up a custom demo.

Here is what a few of our customers are saying about Agile Fleet:

"We have completely streamlined how we manage our vehicles by implementing FleetCommander."

Charles County, Maryland Department of Social Services

"A top priority of initiating fleet automation tools is to slash POV mileage reimbursement, which we estimate now costs the county upwards of $350,000. Going to an all-online vehicle reservation process will require drivers to check for the availability of a fleet vehicle first. If there is not a vehicle available, drivers will be allowed to use their own vehicle. This will enable the county to cut way back on POV mileage reimbursement. We could buy FleetCommander and a whole fleet of vehicles for what we are spending on POV mileage reimbursement."

Scott County, MN

"The savings started on day one and we haven't looked back."

Greater Toronto Airports Authority

"We have more than surpassed our goals by reducing POV by 50%. That alone has been a huge success for us."

Forsyth County, NC