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for Local
Governments.**



AssetWORKS



Today's Best Fleets Succeed with Information



City and County Fleet Management

Survival of the Fittest

Now more than ever, taxpayers demand transparency and accountability: they want to see how their money is spent and they want to know that none of their tax dollars are wasted. Responding to this pressure, public officials put managers of city and county fleets under the microscope, where every facet of fleet operation is subject to examination and questioning. This means that fleet managers need powerful tools to get the job done at the right cost.

Effective tracking and reporting of equipment, purchases, fuel expenditures and maintenance activities is the key, and demands a proven fleet information management system. AssetWorks FleetFocus™ software is the right solution – a powerful tool that helps fleet managers smoothly manage fleet and fuel operations and document their business decisions.

With more than 450 customers, AssetWorks is a market leader in fleet Enterprise Asset Management (EAM) software. FleetFocus helps fleet managers stay innovative with the industry's leading browser-based fleet maintenance management system. Hundreds of city and county fleets across North America currently use AssetWorks fleet software, including 7 of the 10 largest cities, the nation's largest county fleets and 32 of the 50 most populated cities in America. Additionally, AssetWorks is the only fleet software provider to also offer a fully integrated Automated Fueling System (AFS), all on one application and one database.

FleetFocus incorporates functionality to track everything from maintenance and replacement costs to labor and fuel costs, even vehicle optimization, warranty tracking, parts inventory and purchasing. The software allows fleets to benchmark costs and document operations against other public sector fleets across the country. The cost savings and efficiency gains that fleets are able to prove through FleetFocus reports and business intelligence can be staggering.

The pressure of efficiently operating a large fleet across a wide terrain is well-known to John Clements, Manager of Fleet Operations for San Diego County, California. Faced with private sector competition,

Clements knows firsthand that the need for comprehensive fleet management, cost control and asset tracking has never been greater. He informed us that, "AssetWorks has been integral in helping the County of San Diego's Fleet Management division fend off privatization." Today, the County of San Diego is a great example of how accurate, timely and easy to access data is critical to the survival of government fleet organizations. With FleetFocus, the County has documented several million dollars in cost avoidance and reductions in staff.



Simple Yet Flexible and Powerful

FleetFocus is flexible, allowing fleet managers to configure features and tools unique to their operation. AssetWorks regularly releases FleetFocus upgrades and enhancements to keep fleets on top of industry best practices. AssetWorks also provides a hosted option, mobile and hand-held computing devices, out-of-the-box web reporting, and fleet specific KPI/dashboards.

AssetWorks clients benefit from many efficiency gains and improved operations across the board. One example of this is improved work order processing: Portland's CityFleet, which has an annual budget of over \$35 million dollars, processes over 23,000 work orders per year. The process of filling in missing data and closing the work orders was extremely labor intensive. Once they deployed FleetFocus, CityFleet gained the ability to seamlessly and quickly access work order data on one screen, in one application, and staff could QA then close many work orders at one time.

The work order functionality is only part of FleetFocus' technology that has impressed CityFleet's Fleet Director John S. Hunt, named Fleet Manager of the Year in 2008 by the American Public Works Association (APWA). "CityFleet uses FleetFocus to track all aspects of our business. The software provides seamless data capture, fleet analysis, and meaningful reports. These features enable better accountability, improve business performance, enhance customer service, and give us our competitive edge over the private sector," states Hunt.



Accurate Data for Effective Decision Making

FleetFocus gives Fleet Managers the opportunity to truly manage through facts. This is critical for both the immediate decisions that need to be made on daily basis and for long term planning decisions. FleetFocus gathers data in real-time and stores it all in a single database making it easy to access the information that guides prudent management.

For the City of Oxnard, California, which maintains a fleet of 900 vehicles, that data is critical. According to Fleet Manager Dan Berlenbach, "Without good data and the ability to analyze it, it's impossible to have good management. FleetFocus enables our good management and stewardship of the city's fleet." As fleet manager, he led his team of technicians through the transition from a homegrown database to a paperless shop. Each technician has his own laptop which accesses the FleetFocus database in real-time which means that the database is updated continuously as the technicians work.

"I'm a big believer in fact-based management," states Berlenbach. "We want decisions to be made on data, versus intuition or a look out the window." For day-to-day decision making and planning, the City of Oxnard relies heavily on Key Performance Indicators (KPIs) and dashboards. The dashboards provide real-time access to the FleetFocus database through easy-to-interpret gauges and charts. For example, a dashboard can show Current In-Service Rates or the Number of Trucks Available for the Day.

The City of Oxnard went a step further and shared the dashboards with the departments that they serve, such as fire rescue and refuse. Everyone who is connected to the system can see the same information in real-time. For example, both the technician and refuse departments will see dashboards that show the Number of Roll-Off Trucks available for the day. This allows the refuse department to plan accordingly and also shows the technician where his work is needed most. By keeping the Fleet Management System so transparent, everyone is able to work towards the same goals with a tremendous amount of accountability.

Accurate data is just as vital for long term decision making such as purchasing decisions and budgeting.



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**JOHN S. HUNT, FLEET DIRECTOR, PORTLAND, OREGON'S CITYFLEET
2008 APWA FLEET MANAGER OF THE YEAR**

Better decisions can be made when they are based on accurate, current data, not guesswork. To get that data, managers need to have accurate, documented costs.

Having the information on hand to properly allocate resources is essential to sound fleet management, agrees J. Domis, financial manager for Jackson County in Southern Oregon. “Intelligent decision making starts with knowing where your costs are,” he said.

“We spend upwards of \$1 million every year on new equipment for our fleet, so it's incredibly important for us to make wise decisions. Capturing cost data on a day-to-day basis is the first piece of the puzzle to determine accurate comprehensive costs and vehicle replacement schedules,” he explained.

“When you run a report from FleetFocus, you have flexibility to establish cost numbers from several perspectives,” Domis continued, explaining how comparative costs are determined. “The functionality of the program, for example, allows you to categorize equipment into groups based on make, model, model year or manufacturer and analyze data from all standpoints. You may learn, for example, that at 50,000 miles, ‘Brand A’ pickups are costing 15 percent more to maintain than ‘Brand B’ pickups. That specific information helps us make appropriate decisions.”

Lowering Costs, Increasing Productivity

FleetFocus can track any piece of equipment from cradle to grave and determine lifecycle costs in the process. Since the cost of repair is ten times greater than the cost of preventive maintenance (PM), it is critical that fleet managers work proactively to

ensure timely PM schedules. FleetFocus gives fleet managers the ability to analyze actual historical data from their fleet and allows them to adjust PM schedules for each class of equipment – determining the true cost of operation. The result: increased uptime and minimized maintenance expenditure.

The City of Chesapeake, Virginia, which maintains a fleet of 1,800 vehicles with an operating budget of over \$9 million per year, understands how managing these PMs can result in real bottom-line savings. Fleet manager George Hrichak challenged his fleet to provide better service and improve their tracking of PM inspections. Armed with data from FleetFocus, they began proactively scheduling PM inspections for their drivers rather than waiting for the drivers themselves to come in for inspections. Better management of this process resulted in reducing overdue PM inspections by 75%.

Hrichak also estimated that three-quarters of the time, a vehicle that is brought in for PM needs other work, such as a light bulb replacement or something else. His technicians are trained to review the vehicle and perform all necessary work at once. This saves on labor and more importantly, reduces the downtime for that vehicle which gets the vehicle back on the road doing its job.

“Technology has made the job of a fleet manager much easier. We view this as a tool that helps us service the vehicles better, which in turn helps those vehicles serve the public better,” says Hrichak.

Real-time, automated PM compliance has also helped transform Portland's fleet. By utilizing FleetFocus PM functionality to better calculate and schedule preventive maintenance, Portland has

been able to stay ahead of compliance and thwart any big disasters and expenditures.

Labor is another notable cost that can be lowered through accurate tracking. FleetFocus tracks both labor and personal information for in-house and outsourced work. Customers are able to capture the data in real-time via shop touch screens, mobile PDAs, timecard entry, or manual entry on work orders. Time and attendance reporting, employee certification and licensing, technician performance, operator accident and safety records can all be captured in the system.

The City of Minneapolis immediately realized an increase in mechanic productivity from the enhanced labor time data collected. Cam Haughlund, Shop Foreman with the City of Minneapolis explained, “Now that our mechanics are aware of how long they're spending on a particular job, we're finding that they're voluntarily working more efficiently because they know the same work performed by an outside shop could cost less. And we all want to be competitive.”

This type of productivity tracking can become a source of revenue for your operations. “After four months of collecting labor data, we finally had enough confidence in the system to bill these outside departments,” said Haughlund. The Minneapolis fleet department was able to document \$40,000 in maintenance costs for the first two months of work for these outside departments. “Everybody has always been concerned that we're fixing these other department's pieces of equipment for free because of our poor record keeping,” Haughlund added. “When we were able to record the expense and bill for this work, the mechanics were really sold on the value of the system.”

Managing Parts and Warranties

While productivity in the shop is vital to reducing the cost of operation, so is the efficiency with which shop personnel track parts and warranties. FleetFocus gives fleets a seamless, easy way to manage their inventory. As parts are used, inventory levels decrease, prompting timely re-orders and better inventory management. It can also chronicle normal wear and tear items, such as windshields, batteries and tires, thereby giving public sector fleet managers important lifecycle cost information.

The City of Portland's CityFleet department understands how this affects the bottom line. CityFleet estimates that nearly \$300K worth of maintenance parts sit on the shelves at any given moment to keep up with the demand of their seven maintenance facilities which maintain approximately 2,800 pieces of licensed equipment.

To keep up with this, CityFleet tracks all parts by using the AssetWorks integrated bar coding system. This improves efficiency on the shop floor and contributes to immediate productivity gains. The annual inventory used to take four days and required costly temporary employees to complete the job, but FleetFocus whittled the task down to two days and required no extra staff. Additionally, the bar coding makes the parts tracking information highly accurate. This has led to purchasing decisions that save the department a considerable amount of money.

Tracking parts and warranties offers value above and beyond a fleet's daily workflow needs. Because FleetFocus stores all of its data on a single database, information about parts, warranty and repair history is easily accessible. The City of Chesapeake Fleet Department tracks trends as well. This allows supervisors to recognize deficient parts and vehicles. In one case, they had trucks that continually broke down due to the same reasons. FleetFocus provided the managers with real data to address the issue with the vendor and the City of Chesapeake was able to cancel a five year contract that might have cost them a great deal of money and aggravation.

"As a supervisor, you see things and have intuition that something might need improvement. FleetFocus gives us the data to understand what we are seeing and back up our decisions," says Caleb Pierce, Mechanic Supervisor, City of Chesapeake.

Another key benefit of parts tracking is the ability to make internal recalls. FleetFocus red flags common failures, highlighting a potential breakdown or safety danger for similarly equipped vehicles in the fleet so fleet managers can take proactive action.

FleetFocus: Because Knowledge is Power

FleetFocus is ideal for fleet managers looking for improved efficiency and cost justification. Hundreds of the nation's top public sector fleets rely on its real-time data to give them a better working knowledge and understanding of their fleet costs.

Hillsborough County, Florida—which has consistently been recognized for its stellar performance and was named the #1 Public Sector Fleet in 2008 by *Government Fleet* magazine—has been using FleetFocus to manage over 4,000 vehicles since 1999. The Hillsborough Fleet Management Department is responsible for the acquisition, fueling, maintenance, repair, and disposal of these vehicles and has a departmental budget of over \$30 million per year.

"We use FleetFocus extensively throughout all our fleet operations and are virtually a paperless shop. FleetFocus' system allows us to manage through real data. This helps us to be more efficient and effective," stated Sharon Subadan, Fleet Director,

Hillsborough County. Subadan continued, "The level of success that we have achieved with the system is due to the ingenuity, responsiveness and knowledge of their staff and quality of their support, maintenance and training."

"Without good data and the ability to analyze it, it's impossible to have good management. FleetFocus enables our good management and stewardship of the city's fleet."

DAN BERLENBACH, FLEET MANAGER
CITY OF OXNARD, CALIFORNIA

Jackson County's Domis says the decision to work with AssetWorks was a matter of public responsibility. "The County needs to know why we're making the decisions we are, and we need to back up those decisions with solid data. Tracking our operation with FleetFocus gives us that data."

Looking to the Future

AssetWorks continually leads the industry in cutting edge functionality and options for customers, including wireless mobile computing and the only real-time integrated Automated Fueling System (AFS). The County of San Diego implemented FuelFocus™, AssetWorks' wireless, automated fuel and fluid management system at the county's 24 fueling sites with radio frequency (RF) units on over 3,600 vehicles.

FuelFocus fully integrates with FleetFocus and employs real-time, automated RF communications for vehicle and odometer information, thereby eliminating all manual entry and delay of data from fuel islands to the maintenance system. This feature guarantees that only County authorized vehicles will be fueled, and with one system on one database, FuelFocus can immediately validate vehicle information with data updating the fleet management application. The enhanced accuracy and timeliness of mileage or engine hour data improves preventive maintenance.

A standard interface between FuelFocus and the County's tank-monitoring system allows for real-time monitoring of fuel held in inventory; this automated tank inventory process streamlines product orders and ensures that adequate quantities are on hand at all times. "FuelFocus allows me to use one database instead of two and leverage a variety of activation devices such as wireless, proximity keys and P-Card transactions. The availability of these various activation devices offers greater flexibility to our external fuel customers," said Clements from San Diego. "Using AssetWorks FuelFocus and FleetFocus

together offers complete reporting which we allow customers direct access to, therefore they can run their own fuel usage information. The advantages, which also include file backup and tech support (via AssetWorks hosted solution), are truly endless."

An additional benefit of FuelFocus is the reporting component that satisfies the U.S. Environmental Protection Agency and California Department of Natural Resource requirements. Both FleetFocus and FuelFocus enable the increased reporting and management that comes as fleets become more environmentally conscious, including hybrid vehicles and alternative fuels.

The City of Austin, uses both the FleetFocus and FuelFocus integrated solution to manage their fleet of over 5,000 vehicles. Austin is proud that more than 50% of its fleet consists of hybrids, CNG units or burns 20% biodiesel. FuelFocus Automated Fueling System is able to handle all of these alternative fuels and fluids and uses a Radio Frequency Identification system to automatically integrate the fuel issue data and meter readings into FleetFocus.

"We have worked with AssetWorks for over ten years and during that time they have helped the City of Austin migrate into a much better maintenance management system. We now have a single, truly integrated system that handles both maintenance and fuel," said Bruce Kilmer, Business Systems Analyst Supervisor, Fleet Services for the City of Austin. He continued, "Fuel transactions appear instantaneously. As our fleet has looked to become more fuel efficient, FuelFocus has helped by supporting alternative fuels and fluids. This real-time, relevant information helps us better manage all our vehicles."

AssetWorks continues to grow its products around our customers' feedback and their evolving needs. From monthly newsletters, regional training sessions and an annual user's conference, every customer is invited to connect with our company and community of users. We encourage customers to attend user group meetings and share knowledge and best practices. Updates to our products are often made by customer consensus and that helps AssetWorks stay on the cutting edge of fleet and asset management solutions.

**For more information, contact an
AssetWorks representative today at
610.687.9202 or visit us online
at www.assetworks.com**



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*Sharon Subadan
Fleet Manager
Hillsborough County, FL*

“ AssetWorks continually stays abreast of technology changes and ensures that their customers do also. ”

*John Clements
Manager of Fleet Operations
San Diego County, CA*

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*Bruce Kilmer
Business Systems Analyst Supervisor, Fleet Services
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ASSETWORKS IS A MARKET LEADING ENTERPRISE ASSET MANAGEMENT SOFTWARE SOLUTION FOR LOCAL GOVERNMENTS

FleetFocus™

FuelFocus™

AssetWorks is an industry-leading provider of technology and consulting solutions for asset and infrastructure-intensive organizations in government, education, utilities, telecommunications, public transportation, and the commercial sector. Our suite of fleet Enterprise Asset Management (EAM) software solutions and professional consulting services enable organizations to improve maintenance practices, streamline operations, and improve accountability for mission-critical fleet assets.

Leveraging the latest browser, business intelligence and mobile computing technologies, our software and industry expertise help our customers maximize resource utilization, improve service delivery, and achieve substantial and measurable cost savings. Whether you are doing more with fewer resources, or managing more assets with the same amount of resources, AssetWorks provides a complete solution—software, fueling systems, consulting services, hosting and support—to get the job done.

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