



# Case Study

## East Bay Municipal Utility District

### How the East Bay Municipal Utility District Saves Time and Space with Customized Motor Pool Management

The East Bay Municipal Utility District (EBMUD) provides high quality drinking water for approximately 1.4 million people across Alameda and Contra Costa counties. Their award-winning wastewater treatment also protects The San Francisco Bay and serves over 685,000 customers.

EBMUD's mission is simple: to manage natural resources entrusted to them, to provide reliable, high quality water and wastewater services for the people of East Bay and to preserve the environment for generations to come.

For over four years Systems Support Analyst Daniel Galan has worked alongside the EBMUD fleet team to support their FleetFocus software system.

"Whenever the fleet team has questions, they call me," said Mr. Galan, "If there are new features of the software that they're not familiar with, I'll teach them whatever I know."

Due to his familiarity with fleet management questions, Mr. Galan recognized a problem with their operations, and helped search for and implement a powerful solution.



### The problem

For years, EBMUD operated two motor pool lots without an automated system in place. One motor pool, used a physical punch clock, so if a motor pool user needed to check out a pool vehicle, they would fill out the top of the card and punch in the check-out time.

The other motor pool used an online form for checking out a pool vehicle. After the form was filled out, it was emailed to an administrator, who kept track of vehicle reservations in a Microsoft Outlook calendar.

Because this process was manual, pool vehicles could only be reserved in four or eight hour intervals, even if the vehicle was only needed for a shorter period of time.

"Someone could take a pool vehicle to one of our other facilities for a half hour, but the vehicle would be blocked off for hours," said Mr. Galan, "It was completely inefficient and labor intensive."

### The solution

To improve manual processes and increase motor pool efficiency, EBMUD decided to invest in AssetWORKS KeyValet motor pool management software. The AssetWORKS KeyValet system is a comprehensive motor pool solution designed to manage all aspects of running a motor pool, including reservations, vehicle check-out, billing and maintenance.

A big draw for EBMUD was KeyValet's automation. KeyValet is completely integrated with AssetWORKS FleetFocus fleet management software system, so EBMUD employees and motor pool users stay up to date on vehicle availability with limited wait times.

"That's the main reason we went with KeyValet," said Mr. Galan, "We needed something automated that would be more real-time so that we could have higher availability of vehicles."

### Customization

In Oakland, California, where EBMUD is based, parking is an expensive commodity. The organization needed a custom solution to maximize their existing pool vehicles and lots.

To conserve lot space, vehicles are parked in tandem, meaning vehicles may block other vehicles in the lot. Because of this practice, motor pool users needed to be able to choose which vehicle they wanted to reserve.

In typical motor pool management systems, the system does not allow users to select a specific vehicle from the pool. Instead, it assigns a vehicle based on availability or mileage. Due to its unique parking structure, EBMUD needed their motor pool management system to allow for custom vehicle selection.

“AssetWorks was able to customize that for us,” said Mr. Galan.

AssetWorks understood EBMUD’s current pain points with parking and immediately began creating a solution to solve them.

On this software customization, AssetWorks Project Manager Susie Wade said, “In areas where parking is limited or expensive, the ability to have a smaller parking area to park pool vehicles and still be able to dispatch them without a human having to move them around is a big deal.”

### Training staff

Despite the new motor pool system, EBMUD did not require much additional staff training on the new operations.

**“ We sent an email to the whole district and put together a video tutorial,” said Mr. Galan, “But the system was pretty straightforward.”**

When implementing a new software system, some resistance is common, but in EBMUD’s case, the reaction from employees and motor pool users was supportive.

“All of the feedback I’ve gotten has been positive,” continued Mr. Galan, “Especially because vehicles become available as soon as the vehicle is returned.”

Before, you’d send an email request and have to wait for the administrator to respond. Now, it’s all automated so the response is immediate.”

KeyValet’s automated technology helps EBMUD improve motor pool operations through time-savings and real-time updates. For a district whose ultimate goal is providing high-quality water for the citizens of East Bay, timing is everything.



**To learn more about the fleet management software mentioned in this case study, visit [assetworks.com/fleet](https://assetworks.com/fleet).**