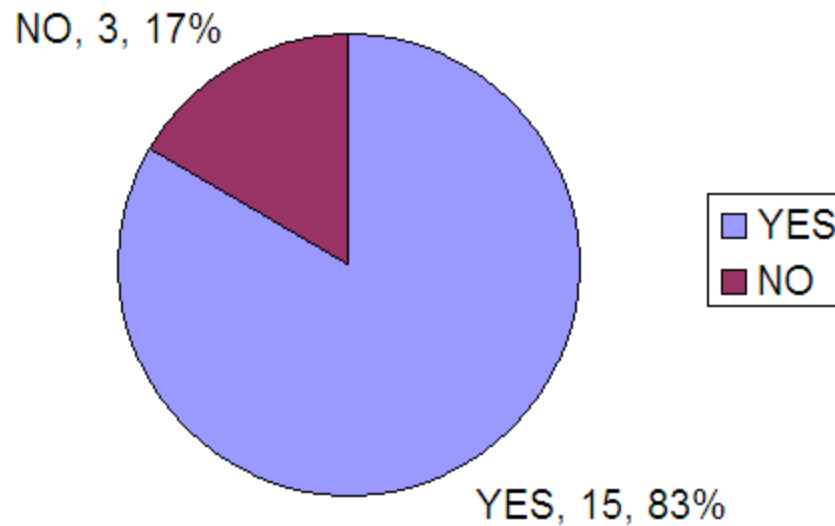


## Objective

- To establish national standards for fleet management
- To encourage consistent reporting to allow not just benchmarking but sharing and collaborating of best practices with other states

# Discussion

Does your State use performance metrics for vehicles and equipment?



# Discussion

If yes what would you consider the top three fleet metrics?

- Downtime (8 – 18.6%)
- Utilization (8 – 18.6%)
- Retention (6 – 15%)
- PM Compliance (6 – 13.9%)
- Scheduled Vs. Non-Scheduled Repairs (4 – 9.3%)
- Average Repair Costs (1 – 2.3%)
- Cost Of PM Services (1 – 2.3%)
- Fuel Efficiency (1 – 2.3%)
- Labor Hours (1 – 2.3%)
- Maintenance Dollars Per Hour (1 – 2.3%)
- Miles/Hours Driven (1 – 2.3%)
- Overall Condition (1 – 2.3%)
- Repair Cost Vs. Utilization (1 – 2.3%)
- Rework Percentage (1 – 2.3%)
- Warranty Recovery (1 – 2.3%)
- Work Order Turn Around Time (1 – 2.3%)

# Discussion

What are the top three fleet metrics recommended for measurement and comparison at the national level?

- Downtime (8 – 19.0%)
- Utilization (7 – 16.6%)
- PM Compliance (7 – 16.6%)
- Retention (6 – 14.2%)
- Technician Productivity (2 – 4.7%)
- Scheduled Vs. Non-Scheduled Repairs (2 – 4.7%)
- Average Repair Costs (2 – 4.7%)
- Maintenance Dollars Per Hour (1 – 2.3%)
- Rework Percentage (1 – 2.3%)
- Fleet Management Method (1 – 2.3%)
- Cost Per Usage (1 – 2.3%)
- Fuel Efficiency (1 – 2.3%)
- Unit Idle Time (1 – 2.3%)
- Equipment Justification (1 – 2.3%)
- Overall Condition (1 – 2.3%)

# Discussion

What fleet management system does your State use to capture data to report fleet metrics?

- Fleet Focus – M5 (5 – 33.3%)
- In-House (3 – 20.0%)
- Agile Assets (2 – 13.3%)
- Systems Application and Products (SAP) (2 – 13.3%)
- Chesapeake Computer Group (CCG) Faster (1 – 6.6%)
- Electronic Adjudication Management System (EAMS) (1 – 6.6%)
- Fleet Focus – FA (similar to M4 old Citrix version of M5) (1 – 6.6%)

# Facilitated Discussion

- ☐ Review/discuss survey—are the top four recommended performance metrics applicable to all states?
  - (downtime, utilization, PM compliance, retention)
- ☐ The capability to compare metrics among States
- ☐ Necessity to have fleet management system/same fleet management system
- ☐ Impact of NCHRP project
- ☐ EMTSP as the repository for State metrics
- ☐ Other items to consider?

# Potential Next Steps

- ☐ Recommend/select potential national metrics.
  - Each state recommend up to three sample metrics
  - Each state recommend/define a standard for each metric submitted.
  - Each state provide any limitations in regards to compiling and reporting metrics.
- ☐ Through EMTSP, organize a committee(s)/subcommittee(s)
- ☐ Define responsibilities and expectations of subcommittee
- ☐ Subcommittee to review, assess, and make recommendation for specific performance metrics. Approval via EMTSP.
- ☐ Subcommittee will recommend a timeline for metric development. Approval via EMTSP.
- ☐ Final metric(s) presented to EMTSP members for review.

# NCHRP – Project 20-07/Task 309

- “Challenges and Opportunities: A Strategic Plan for Equipment Management Research” (National Cooperative Highway Research Program Project) - June 2011 - Irvine, California
- Team reviewed and rated (H, M, L) 50 fleet program management functions within 14 categories
- Broke into two teams – the “High” priority ranked functions from five categories were further defined (challenge, description, areas of research, anticipated outcomes/benchmarks, importance/readiness).
- Team Identified and Ranked Top Five Categories:
  - **Performance Metrics**
  - Cost and Financial
  - Utilization Management
  - Replacement Management
  - Disposal/Remarketing



# Discussion

If yes what would you consider the top three fleet metrics?

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- Utilization (8 – 18.6%)
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# Facilitated Discussion

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