Telematics in the Federal Fleet

January 29, 2015
Speakers:

Lori Rectanus - Director, Physical Infrastructure Issues - GAO - Discuss GAO Report 14-443, specifically GAO's findings on telematics.

Tom Moriarty, Director of Fleet Acquisition, Fleet Remarketing and Solutions – GSA - Discuss the various types of telematics technologies and provide an update on GSA's vehicle monitoring contract efforts.

James Kerr - Branch Chief, Transportation Services – HHS - Discuss HHS's experience with telematics in their fleet.

Bill Griffith - Division Chief, Division of Fleet Management Services - Montgomery County, Maryland. Discuss Montgomery County’s experience with telematics in their fleet.
Telematics

The term “Telematics” refers to a technology that combines telecommunications and information processing to send, receive, and store information related to remote objects, such as vehicles. (Source GAO 14-443, Federal Vehicle Fleets)
Telematics in the Federal Fleet

2015 Federal Fleet Management Training

• GAO Report (GAO-14-443), May 2014 - Federal Vehicle Fleet: GSA has the Opportunities to Further Encourage Cost Savings, identified potential cost savings opportunities and potential challenges for Federal use of telematics

**GAO’s Recommendation to OGP**
Request information from agencies on their experiences with telematics in their fleets, such as studies or estimates of cost savings achieved, and share this information with agencies through GSA’s website or other methods.

• OGP will continue to:
• Seek out pertinent telematics information and will share this information through meetings, workshops and via our web site at gsa.gov/vehiclepolicy
• Communicate with agency fleet managers to learn about their telematics experiences
• Coordinate with GSA Fleet on telematics contracts, pilot projects and plans
Contact Information:

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Office of Government-wide Policy
Motor Vehicle Policy Division

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Telematics Implementation: Opportunities and Challenges

Lori Rectanus
Background

– Remarks are based on the views of selected experts regarding the potential for telematics to facilitate fleet cost savings and the implications for GSA’s leasing program

– GAO 14-443: GSA Has Opportunities to Further Encourage Cost Savings for Leased Vehicles
## Potential Savings Opportunities

<table>
<thead>
<tr>
<th>Telematics data</th>
<th>Potential cost savings</th>
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</thead>
<tbody>
<tr>
<td><strong>Fleet utilization</strong></td>
<td>Telematics can help determine precise utilization rates. Fleet managers can then eliminate underutilized vehicles, which reduces overall fleet costs.</td>
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<tr>
<td><img src="image" alt="Telematics data" /></td>
<td></td>
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<tr>
<td><strong>Fuel use</strong></td>
<td>Telematics can monitor idling, speeding, rapid starts and sudden stops, all of which burn excess fuel. Fleet managers can use this information to provide drivers with feedback on their behavior.</td>
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<tr>
<td><strong>Vehicle misuse and abuse</strong></td>
<td>Telematics can provide information on employee productivity, improper personal use of a vehicle, and the circumstances immediately preceding an accident. Fleet managers can use this information to provide feedback to employees and can be used to defend employees against fraudulent, third party accident accusations.</td>
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<tr>
<td><img src="image" alt="Vehicle misuse and abuse" /></td>
<td></td>
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<tr>
<td><strong>Maintenance and repair</strong></td>
<td>Telematics can provide information such as remaining brake pad depth and engine diagnostics. Fleet managers can use this information to reduce unnecessary preventive maintenance and improve the services performed.</td>
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</tbody>
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Source: GAO analysis of interviews.
Potential Challenges

- Cost of the telematic technology
- Characteristics of the fleet
- Management factors, such as upper management support, organizational culture and fleet manager buy-in
- The information technology systems used to collect and disseminate data
What GSA Can Do

• According to federal fleet managers, GSA can
  – Lower the price of telematics through negotiated volume discounts
  – Provide additional information on the telematics that are offered and the experiences of federal fleets in using those devices
    ➢ GSA has provided agencies’ telematic experiences of on its website
Telematics in the Federal Fleet

Tom Moriarty
Director of Acquisition, Remarketing, Fleet Solutions
GSA Motor Vehicle Management

January 29, 2015
GSA Motor Vehicle Management Value Proposition

2015 Federal Fleet Management Training

Right Vehicle  Right Price  Great Service

and the data required to effectively and efficiently manage a fleet
Vehicle Monitoring Technologies

- GPS tracking
  - Monitor movement
  - Track mileage
  - Geofencing
  - Record quick starts, stops
  - Measure asset utilization
- Vehicle diagnostics
  - Help foresee and prevent vehicle failure
- Video monitoring
  - Monitor, record driver behavior
  - Monitor, record exterior conditions and events
New products beginning March 2015

Categories offered:
I. GPS tracking
II. GPS tracking with vehicle diagnostics
III. In-vehicle video monitoring
IV. In-vehicle video monitoring with vehicle diagnostics
New streamlined ordering process

• Prices pre-set - lowest schedule cost
• One vendor per product - no bidding time needed
• Order directly from vendor - short delivery period
• Unit is property of customer
Other GSA Inventory Management Programs

- **Dispatch Reservation Module**: coordinate use of your Fleet vehicles, track their usage
- **Fleet Drive Thru**: review miles driven by vehicle – assess utilization
- **CarSharing** technology on your GSA Fleet vehicles
- **CarSharing** using commercial vehicles through GSA contract

*Right-size your fleet*
PSC Transportation Services
Drive Cam Pilot

January 29 2015
Agenda

- Telematics Overview
- HHS TS Fleet Leadership
- TS Fleet Telematics Goals
Impact of Telematics

- **Fuel Savings** – Telematics used to identify excessive idling, speeding, hard braking
- **Fleet Reduction** – Telematics used to identify under-utilization (mileage, trips, days used)
- **Reduce Maintenance Cost** – Engine diagnostics ensures preventive maintenance is completed in a timely manner
- **Monitor and Track Compliance** – Telematics ensures policy compliance
- **Validates** - what we think we know vs. what is can be proven
Assistant Secretary for Prepared Readiness (ASPR):

- **Results of 4 Month Study:**
  - 100% Reduction in Traffic Violations
  - 67% Reduction in Unfastened Seatbelts
  - Reduction in maintenance cost

USMC-Pendleton

- **Results of 4 Month Study:**
  - Identified fuel optimization opportunities by detecting excessive idling
  - Speeding percentage has *decreased 70%* - and speeding hours decreased 65%
  - Validated vehicle utilization used to identify types of vehicles required to perform their Mission
The study will employ scientifically sound practices so that results, will be shared with an analytical peer group within HHS, as well as validate recommendations regarding video monitoring technology in the HHS fleet community where it serves the mission effectively.

- Randomize Drivers in Control and Treatment
- Continue Blind Study Monitoring
- Begin Side-by-Side Comparison to DriveCam Program
- Train Fleet Managers
- Train Fleet Drivers
- DriveCam
- DriveCam Program In Effect
- Health and Human Services Reviews Preliminary Results and Makes Purchase Decision
- HHS Compares Performance of Control vs. Feedback
- 60 to 180 days
- 30 days
One department, One mission: Delivering Great Service

Bill Griffiths, Division Chief
Bill.Griffiths@montgomerycountymd.gov
240-777-5738
500 Sq. Miles
1 Million + Residents
Over 40 Departments
24/7/365 Operations
3,500 Fleet Vehicles
65 Million Miles Driven
6.2M Gallons of Fuel
$100M Budget
Real Fleet Management Challenges

“Take-home cars in Montgomery County are a taxing concern”

“NTSB Investigating Montgomery Fleet After Fires”

“Buses Idle Too Much, Pollute Neighborhood”

“Montgomery County’s mismanagement of its fleet has left officials scrambling”
Utilization Policy = Change

County Policy

Utilization criteria is measured or expressed in vehicle mileage, hours in service, user to vehicle ratios, trips per vehicle, utilization (daily and monthly percentage), or passengers carried. Once that standard has been created, a baseline will be created for future benchmarking; this will be considered the fleet profile.

Using this widely accepted industry standard, DFMS will publish an annual report of utilization targets for each class of vehicle and equipment. Using this report, all County fleet vehicles and equipment will be reviewed for compliance.

Departments will be provided an annual report of all vehicles and equipment not meeting the standard. They will be given 30 days to review the report and to provide a justification as to why the vehicle/equipment is not meeting the standard and/or request an exception. All vehicles that are granted an exemption will have a telematics device installed and be monitored quarterly.

Vehicles that do not meet the standard will be reassigned/rotated within the department, County fleet, or sold.
Montgomery County Fleet Size Trends

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<th>FY</th>
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<td>3231</td>
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<tr>
<td>FY14</td>
<td>3188</td>
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</table>
Improving County Services
Vehicle Health Monitoring

- Monitors Vehicle On-Board Systems
  - Engine
  - Transmission
  - HVAC
  - ADA
- Reduced Road Calls
- Improved Troubleshooting
- Reduced Service Interruptions
Measuring Success

- Budget Savings $1.4M in FY14
- Reduced Fleet Size – 196 units
- Reduced Take Home Vehicles -53%
- Fuel Consumption Reduced – 4.9%
- PM Compliance Increased
- Maintenance Reliability Increased 88%
- Customer Service Rating Increased
Telematics – Items to Consider

• Identify - What your trying to achieve?
• Establish - Goals & Measures
• Policy – Do you have ability to enforce your goals
• Communication & Education
• Monitoring – Do you have time to Report
• Customer Involvement
• FMIS Integration
• Union Support