

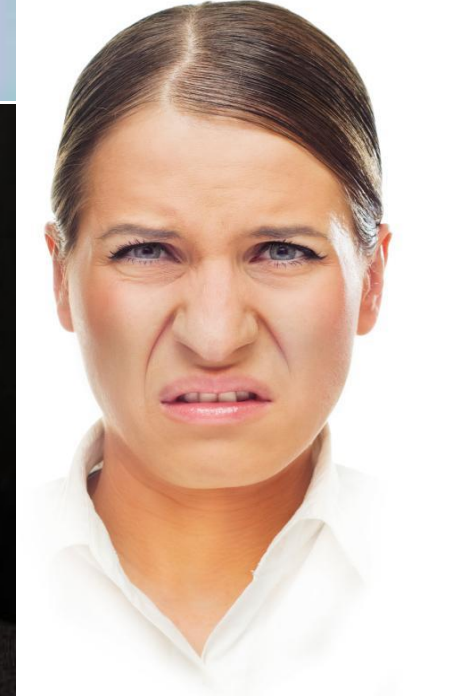
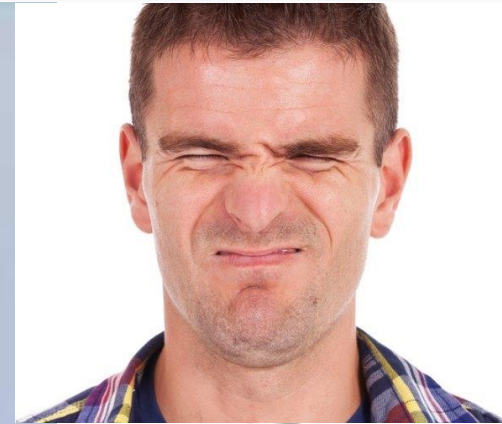
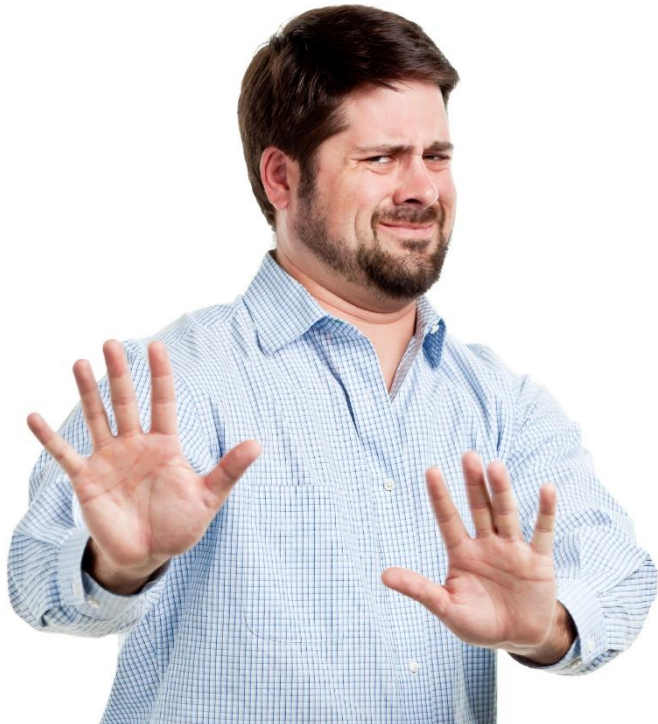


STARTING (OR IMPROVING) YOUR MOTOR POOL

We're going to start
sharing our vehicles
and you are going
to love it!



INTRODUCTION



- WAIT! Sharing vehicles should be a very positive thing!
- Few, if any, fleet initiatives will deliver the benefits that vehicle sharing provides to:
 - The organization
 - The drivers
- Being able to clearly articulate the benefits is key
- If ever there was a time to make a good first impression, this is it
- Prepare for success BEFORE you launch your Motor Pool initiatives

INTRODUCTION



Mike Scacco
Fleet
Maintenance
Manager
City of
Stamford, CT

Leslie Walker
Fleet
Administrator
County of
Sonoma, CA
Human Services



Linda Lindley
Assistant Director
of Parking and
Transportation,
Villanova University

Moderator:
Ed Smith
President & CEO
Agile Fleet



CITY OF STAMFORD, CT



Mike Scacco
Fleet
Maintenance
Manager
City of
Stamford, CT

- Located ~50 miles northeast of NYC
- Population ~130,000
- Fleet
 - ~1,100 vehicles including passenger, heavy-duty highway trucks, sanitation, park equipment, and more
 - ~25 pooled vehicles at one central location
 - GPS implemented on pool vehicles and a few select other vehicles


The Starting point for our Motor Pool


- 80 vehicles at Government Center
- No utilization statistics
- 30 – 40 vehicles consistently in the lot, sitting idle
- Department-managed “sub fleets”
- Consensus amongst staff was we needed more vehicles
- Clearly we needed tools to help us manage our assets better

What next?

- Created policy requiring employees to share vehicles
- Put the best 49 of 80 Government Center vehicles in to a central pool. Parked the rest “out back”.
- Implemented FleetCommander motor pool technology
- Increased efficiencies
 - Automated scheduling & sharing processes
 - Automated key pickup and return
 - Automated reporting, including utilization reports
 - GPS tracking
 - Automated mileage collection

CREATING THE MOTOR POOL

Mr. Edwin Smith | [Log Out](#)



VEHICLE USE

MAKE RESERVATION

MY SCHEDULE

CAR POOL

MY PROFILE

MY REPORTS

INFORMATION

INSTRUCTIONS

POLICIES

PRIVACY STATEMENT

SIGN UP NOW!

Home :: [Administration](#) :: [Help](#) :: [About](#)

Welcome


We are excited about the launch of this new service and we are pleased to provide you 24 hours per day access to motor pool resources, policies, and procedures. Please enjoy the site. We look forward to serving you through this new venue.

After the vehicle is returned, please be sure to provide us with [feedback](#) on your experience with Motor Pool.

Please be courteous to drivers by keeping the fuel tank filled and the vehicle clean. Remember to remove all items in the vehicle.

CREATING THE MOTOR POOL

On-line reservations

 **Request Information**

Requestor Information
User ID / name: dsmith / Deborah Smith
E-mail address: dsmith@agilefleet.com
Driver's user ID: dsmith (Deborah Smith) [change](#)

Schedule Information
Pick-up date / time: 06/05/2017 08:00 AM
Return date / time: 06/05/2017 09:30 AM


Selection Information
Usage Type:
Site: Midsized Sedan
Type: ☐ GPS - Portable ☐ Roof Rack - Hard Shell ☐ Child Safe
Options: [Clear Options](#)

☐ View vehicle availability

Additional Information
Destination: Staples Office Supplies
Estimated Total Miles: 10
Account information: 17-0543
Comments (for example, the description of any special vehicle requirements)

[Cancel Request](#) [Next](#)

Kiosk pickup and return



Welcome

Please select an option below to begin.

[Check Out Vehicle](#)

[Check In Vehicle](#)

[Policies](#)

CREATING THE MOTOR POOL



Utilization Statistics

Day of Month	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	18	Average
	S	S	M	T	W	R	F	S	S	M	T	W	R	F	S	M	
Active Vehicles			25	25	25	25	25			25	25	25	25	25		25	25.00
Vehicles In Maintenance			0	0	0	0	0			0	0	0	0	0		0	0.00
Vehicles Available			25	25	25	25	25			25	25	25	25	25		25	25.00
Vehicles In Use			18	19	19	19	12			0	16	20	20	17		17	16.90
Total Trips			19	20	19	19	13			0	17	21	21	17		17	17.38
Idle Vehicles			7	6	6	6	13			25	0	5	5	8		8	8.10
Requests Turned Down			0	0	0	0	0			0	0	0	0	0		0	0.00
% of Vehicles Used			72	76	76	76	48			0	64	80	80	68		68	67.62
Total Hours Available			600	600	600	600	600			600	600	600	600	600		600	600.00
Hours Used			79	87	82	80	46			0	84	87	88	89		81	76.00
% Hours Used			13	14	14	13	8			0.00	14	14	15	15		13	13.21

Even after reducing fleet from 80 to 25 vehicles, 0 requests are being turned down, i.e., un-fulfilled

RESULTS

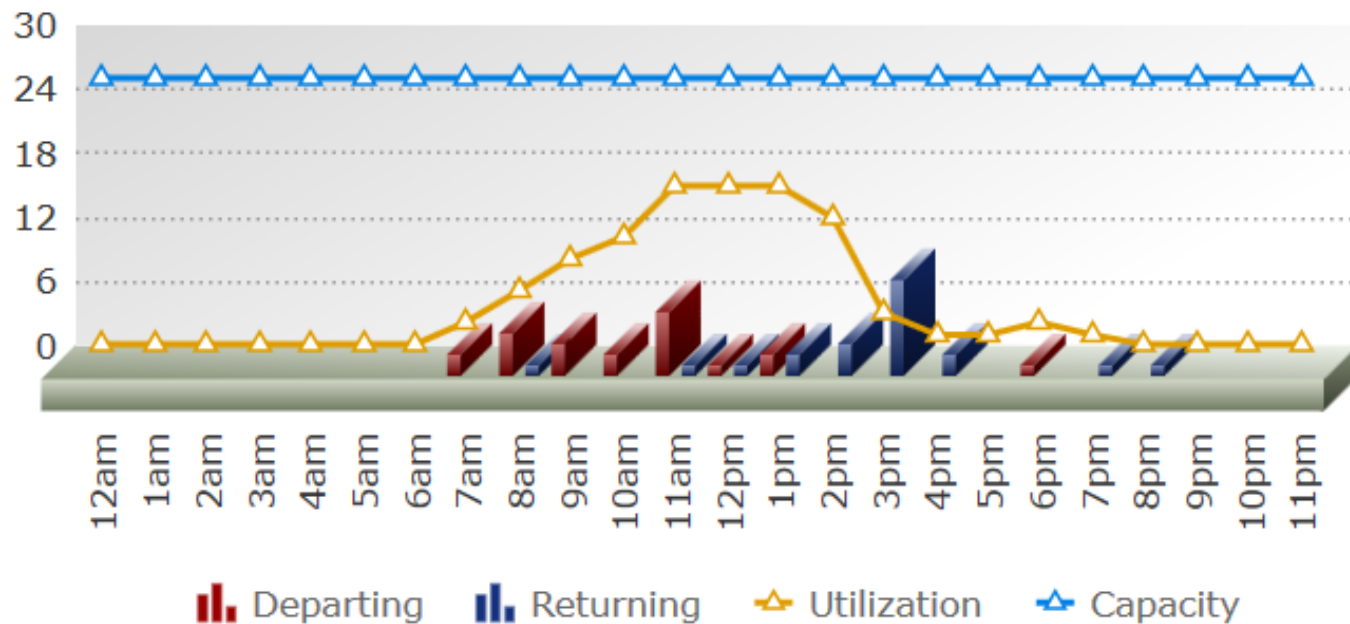
Utilization Statistics

Day of Month	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	18	Average
	S	S	M	T	W	R	F	S	S	M	T	W	R	F	S	M	
Active Vehicles			25	25	25	25	25			25	25	25	25	25		25	25.00
Vehicles In Maintenance			0	0	0	0	0			0	0	0	0	0		0	0.00
Vehicles Available			25	25	25	25	25			25	25	25	25	25		25	25.00
Vehicles In Use			18	19	19	19	12			0	16	20	20	17		17	16.90
Total Trips			19	20	19	19	13			0	17	21	21	17		17	17.38
Idle Vehicles			7	6	6	6	13			25	9	5	5	8		8	8.10
Requests Turned Down			0	0	0	0	0			0	0	0	0	0		0	0.00
% of Vehicles Used			72	76	76	76	48			0	64	80	80	68		68	67.62
Total Hours Available			600	600	600	600	600			600	600	600	600	600		600	600.00
Hours Used			79	87	82	80	46			0	84	87	88	89		81	76.00
% Hours Used			13	14	14	13	8			0.00	14	14	15	15		13	13.21

*68% average
utilization rate*

RESULTS

Fleet Capacity/Demand



Hour-by-hour utilization stats are readily available

Where are we now?

- Fully-automated motor pool
- Clear visibility in to hour-by-hour and day-by-day utilization rates for each class of vehicle
- No unfulfilled reservation requests
- Accountability for vehicle use
- Automated mileage collection
- Vehicle tracking using GPS
- Reduced from 80 to 25 vehicles

Estimated 5-year savings:

- Eliminated 55 vehicles (from 80 to 25)
- Each vehicle costs ~\$4,000 annually for maintenance, depreciation, and other expenses
- 55 vehicles eliminated X \$4,000 = \$220,000 saved annually
- \$220,000 X 5 Years = **\$1.1M** in savings
(excluding disposal revenue)

- Find a technology partner willing to listen... and integrate with other solutions
- Just do it! Had we analyzed the solution to death, we still wouldn't be realizing the savings
- Get the policy in place to support your initiatives
- Document the benefits... and share the story with others
 - 1) Proficiencies in utilization
 - 2) Control of assets
 - 3) Documentation of work load
 - 4) Reduction of Fleet
 - 5) Availability of vehicles
 - 6) Decrease in asset cost, maintenance cost, fuel cost and liability

VILLANOVA UNIVERSITY



Linda Lindley
Assistant Director
of Parking and
Transportation,
Villanova University

- Located in Radnor, PA... a suburb of Philadelphia
- Enrollment 10,842 students (in 2017)
- Fleet
 - ~45 pooled vehicles consisting of vans and sedans
 - Previously, very fragmented fleet (in 7 departments) with:
 - No visibility with respect to utilization
 - No record of vehicle use (who, when, where, why)
 - No grasp on billing processes and procedures

FLEET DEMOGRAPHICS

Linda

Danielle

Liz



2018 Men's Basketball National Championship Parade





Fleet Vans

The Start for our Motor Pool

- Consolidated all vehicles in to one rental pool located at Public Safety location
- Gave everyone in the University access via FleetCommander
- Faculty, staff, and students can make reservations 24 x 7
- To date, pickup and drop-off is via staff during normal business hours

CREATING THE MOTOR POOL

Mr. Matthew Wade | [Log Out](#)



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[PRIVACY STATEMENT](#)
[DOCUMENTS](#)

Welcome

IMPORTANT:

**ALL VANS ARE TO BE PICKED UP AND RETURNED
IN THE NORTH CAMPUS PARKING GARAGE(Law Garage).**

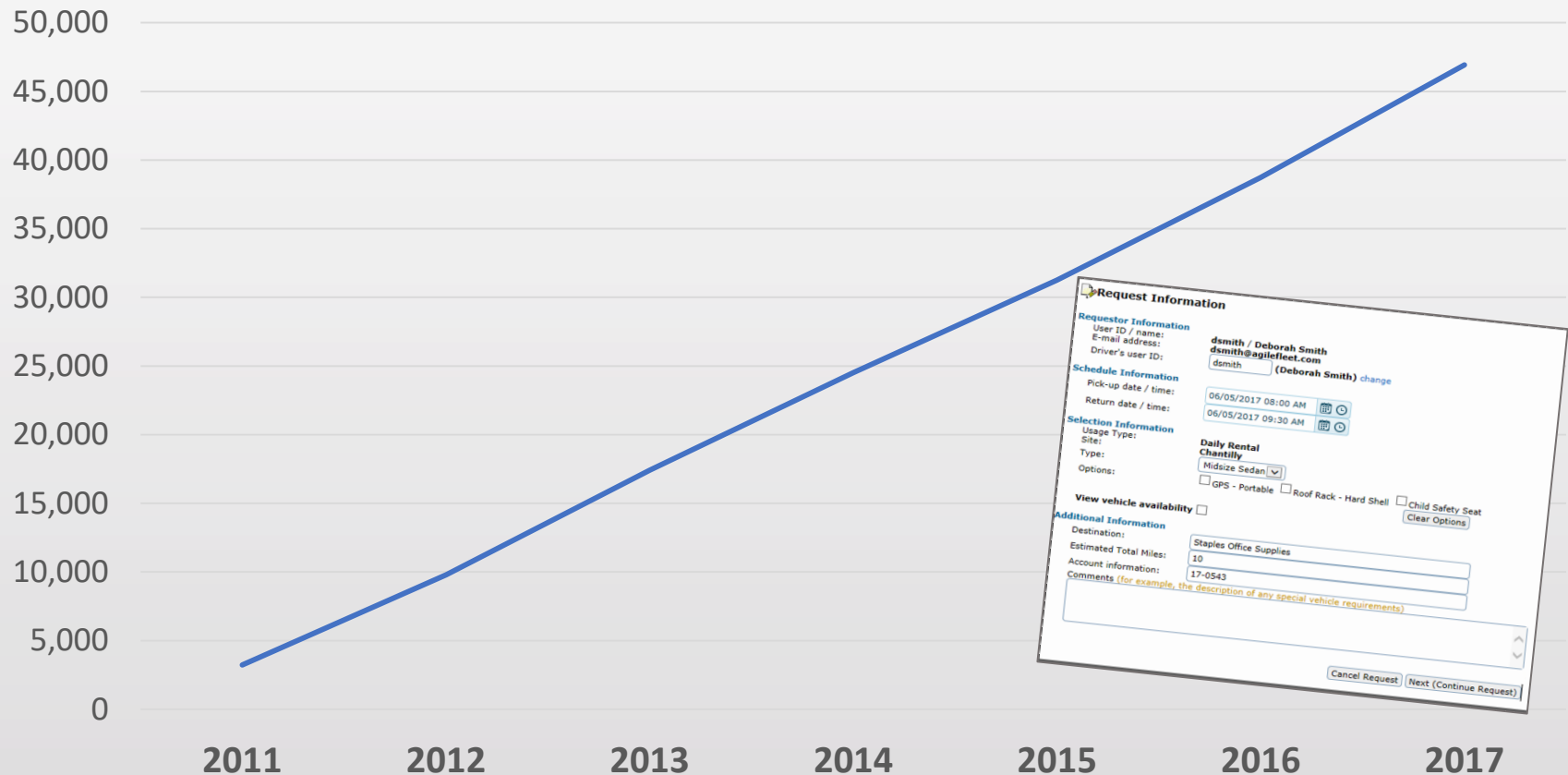
**PLEASE DROP KEY AND TRAVEL SHEET IN THE BLACK MAILBOX LOCATED ON THE 3RD
LEVEL NEXT TO THE ELEVATOR.**

You must be a Villanova University approved driver in order to use the vans. To gain approval, please click on "Driver Training" to the left and follow the instructions before registering on this site.

**YOUR DEPARTMENT WILL BE CHARGED \$10.00 FOR A
NO CALL/NO SHOW....**

Elizabeth Richetti
Customer Service Specialist of Parking and Transportation
Villanova University
elizabeth.richetti@villanova.edu

Cumulative # of Reservations



Request Information

Requestor Information
User ID / name: dsmith / Deborah Smith
E-mail address: dsmith@agilefleet.com
Driver's user ID: dsmith (Deborah Smith) [change](#)

Schedule Information
Pick-up date / time: 06/05/2017 08:00 AM
Return date / time: 06/05/2017 09:30 AM

Selection Information
Usage Type: **Daily Rental**
Site: **Chantilly**
Type: Midsize Sedan
Options: ☐ GPS - Portable ☐ Roof Rack - Hard Shell ☐ Child Safety Seat [Clear Options](#)

☐ View vehicle availability

Additional Information
Destination: Staples Office Supplies
Estimated Total Miles: 10
Account information: 17-0543
Comments (for example, the description of any special vehicle requirements):

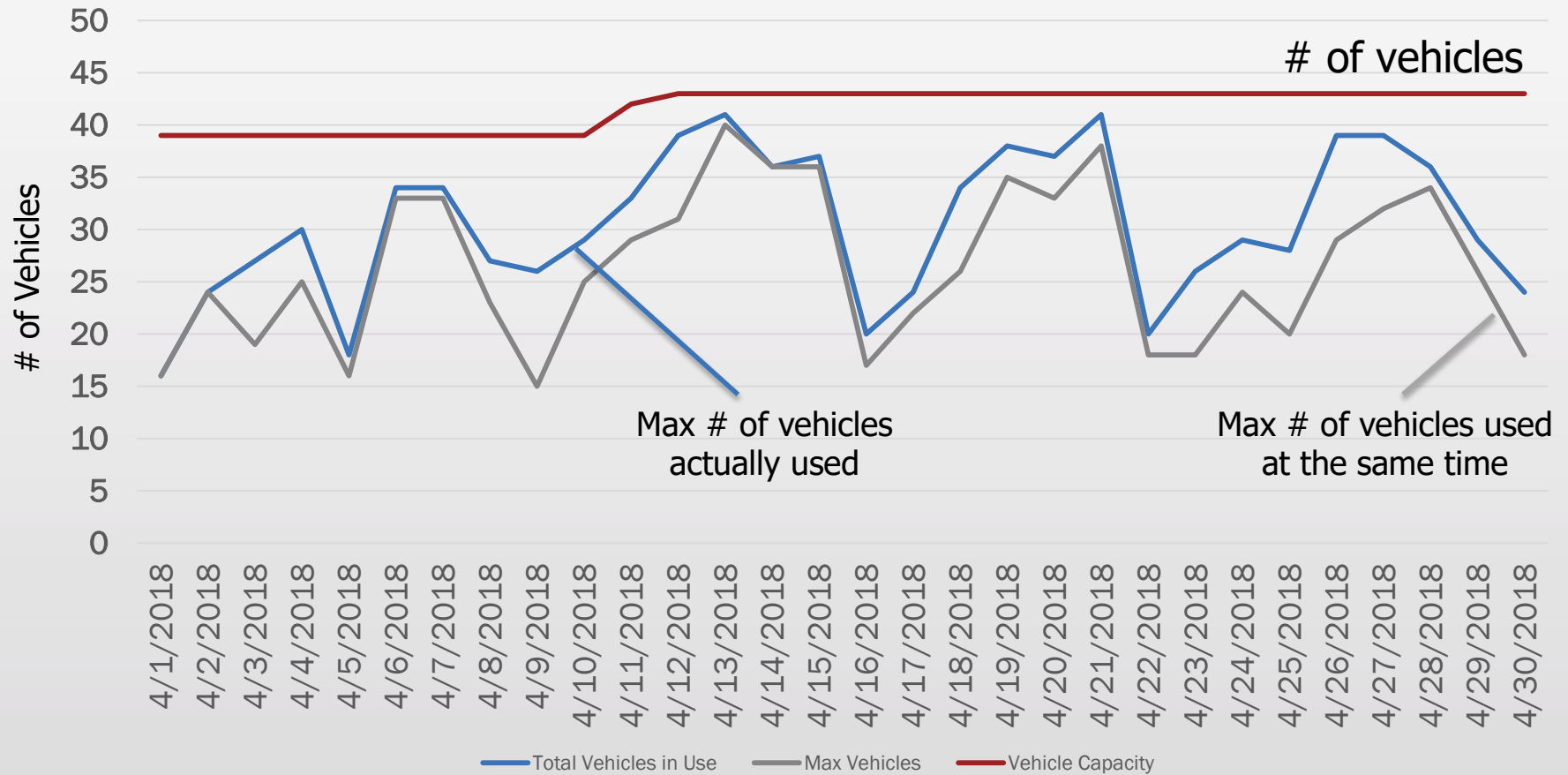
[Cancel Request](#) [Next \(Continue Request\)](#)

RESULTS

Day of Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Average
	S	M	T	W	R	F	S															S	M	T	W	R	F	S	S	M	
Mini Van 8 pass		29	29	29	43	57						57	43	57	100	100														29	65.31
passenger car		33	33	33	33	100						100	33	100	100	100														67	71.43
Van 10 pass		80	90	90	50	100						36	79	50	93	93														36	68.30
Mini Van 7 pass		33	33	100	67	100						100	67	100	100	100														100	88.89
Van 12 pass		75	88	94	40	87						69	75	67	80	79														71	77.38
Average		62	69	77	45	87						60	67	64	90	90														54	72.60

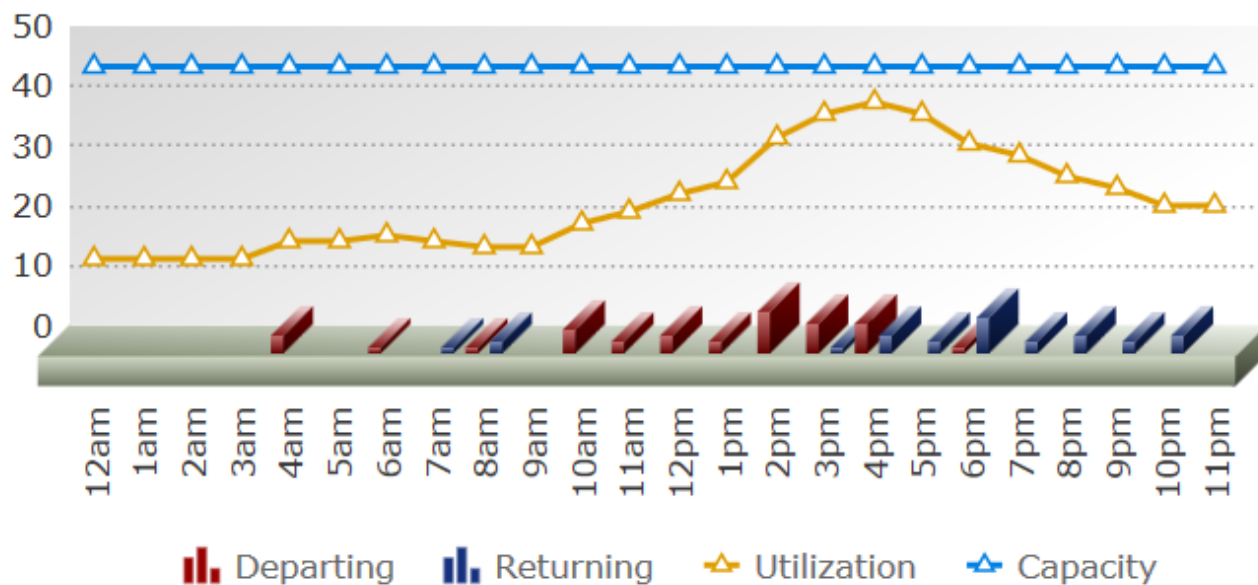
3 different classes of vehicles are hitting 100% utilization rates

Vehicle Capacity Versus Demand



RESULTS

Fleet Capacity/Demand



Hour-by-hour utilization rates are readily available

Where are we now?

- Fully-automated motor pool reservations
- Manually dispatching out/in keys
- Automated billing
- Clear visibility in to hour-by-hour and day-by-day utilization rates for each class of vehicle
- Accountability for vehicle use

- I transitioned in to the job after FleetCommander was already implemented. Fortunately the “business rules” on how to share vehicles were already in the system. I just had to learn the system.
- Very user-friendly system. It cannot double-book.
- Having an automation system makes it easy to use the same vehicle multiple times per day to maximize utilization. Vans may go out 3 – 4 times per day.
- Listen to what customer feedback surveys tell you... good and bad.
 - The reservation system has a feedback tool to solicit feedback
 - There is a surprising number of positive comments about use of the automated reservation system
 - Should there be negative feedback, address it!

SONOMA COUNTY, CA HUMAN SERVICES DEPARTMENT



Leslie Walker
Fleet
Administrator
County of
Sonoma, CA
Human Services

- Located ~85 miles north of San Francisco
- Population ~500,000+
- Fleet
 - Serves adults, children, families, veterans, people with disabilities and the elderly
 - ~73 pooled vehicles (12 in HSD Adult & Aging)
 - 1,000 drivers
 - 7 locations



Project Goals:

- Enabling staff to better meet the needs of their clients by providing access to internal motor pool vehicles
- 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 staff to rotate vehicles so that vehicles are properly utilized, and unneeded vehicles are identified and eliminated
- Helping workers 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 throughout the online reservation process

Progress

- Started with one location in 2013
- Grew site-by-site to a total of 7 sites
 - 4 sites have automated key boxes
 - 3 sites use a computer to log vehicle out/in
- Limited cross-department sharing, but they can share across departments “in a pinch”
- The system really does “run itself”
- Drivers are accustomed to this method of accessing vehicles now... it’s all some have ever known

CREATING THE MOTOR POOL

VEHICLE USE

MAKE RESERVATION

MY SCHEDULE

MY PROFILE

MY VEHICLES

MY REPORTS

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PRIVACY STATEMENT

DOCUMENTS





Vehicle Reservation - Start Request

Request Information


Requestor Information

User ID / name: **esmith / Mr. Edwin Smith**
E-mail address: **esmith@agilefleet.com**
Driver's user ID: (Mr. Edwin Smith) [change](#)

Schedule Information

Pick-up date / time:  
Return date / time:  

Selection Information

Usage Type: **Regular Use**
Site: **Adult & Aging**
Type: 
Options: ☐ Lift Gate

[Clear Options](#)

Additional Information

Comments (for example, the description of any special vehicle requirements)

press Shift+Enter to begin a new line

[Cancel Request](#) [Next \(Continue Request\)](#)

CREATING THE MOTOR POOL

VEHICLE USE

[MAKE RESERVATION](#)[MY SCHEDULE](#)[MY PROFILE](#)[MY VEHICLES](#)[MY REPORTS](#)

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[INSTRUCTIONS](#)[POLICIES](#)[LOCATIONS](#)[CONTACT US](#)[PRIVACY STATEMENT](#)[DOCUMENTS](#)

Motor Pool Policies

Every operator of a motor pool vehicle is responsible for understanding and adhering to ALL policies.

Vehicle Use Policy

[Vehicle Use Policies from HSD DM 03-03](#)[Vehicle Procedures from HSD DM 03-03](#)[Vehicle Use Policies from Administrative Policy 5-1](#)[Accident Reporting Procedures from HSD DM 15-03](#)[Gold Standard for Vehicle Use from DM 02-03](#)[County Center Fuel Station](#)[Car Wash](#)

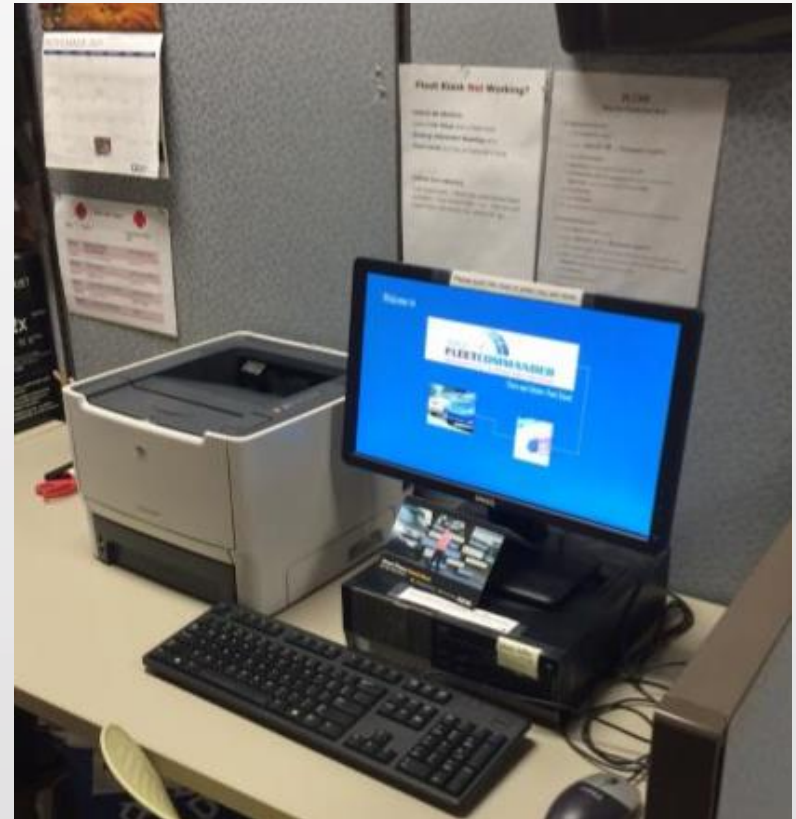
A. Responsibilities

Authorized Drivers traveling on county business are representing the county and shall always project a professional and responsible image to the public. This includes driving responsibly, safely and legally.

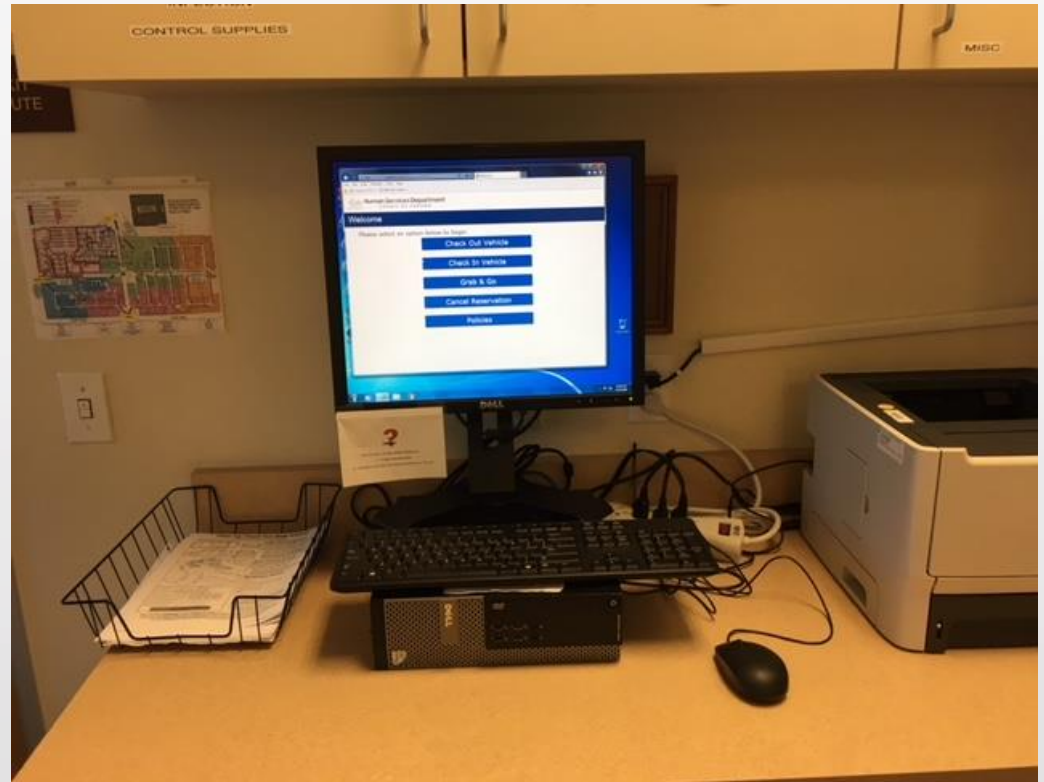
Department Heads, managers and supervisors, are responsible for verifying that Authorized Drivers who drive on County business have a valid driver's license and that the license is appropriate for the vehicle(s) the Authorized Driver operates.

All Authorized Drivers who operate vehicles or equipment on County business will immediately inform their supervisor if their license is suspended, revoked, expired or otherwise restricted in a way that impacts the Authorized Driver's ability to perform their job.

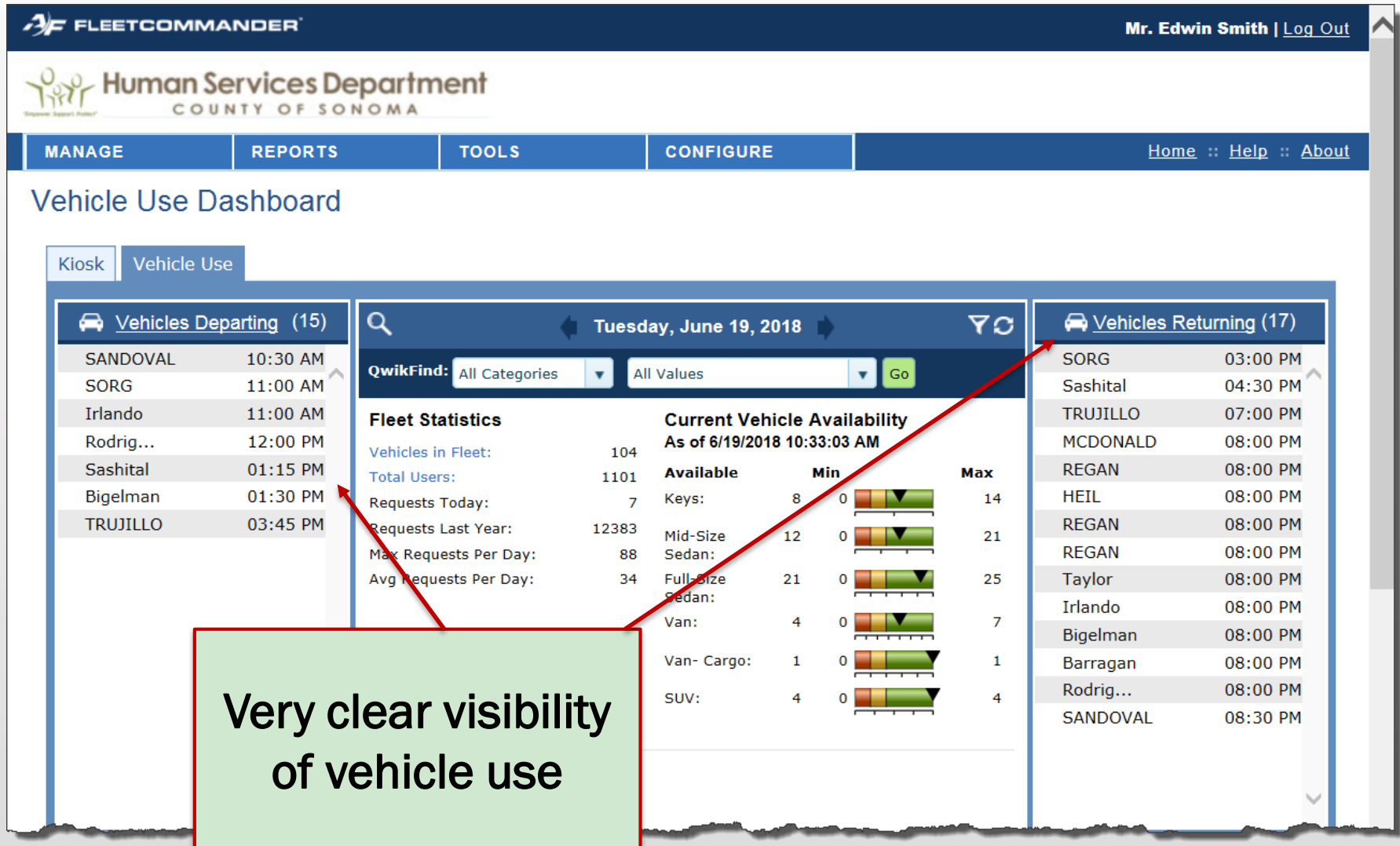
RESULTS



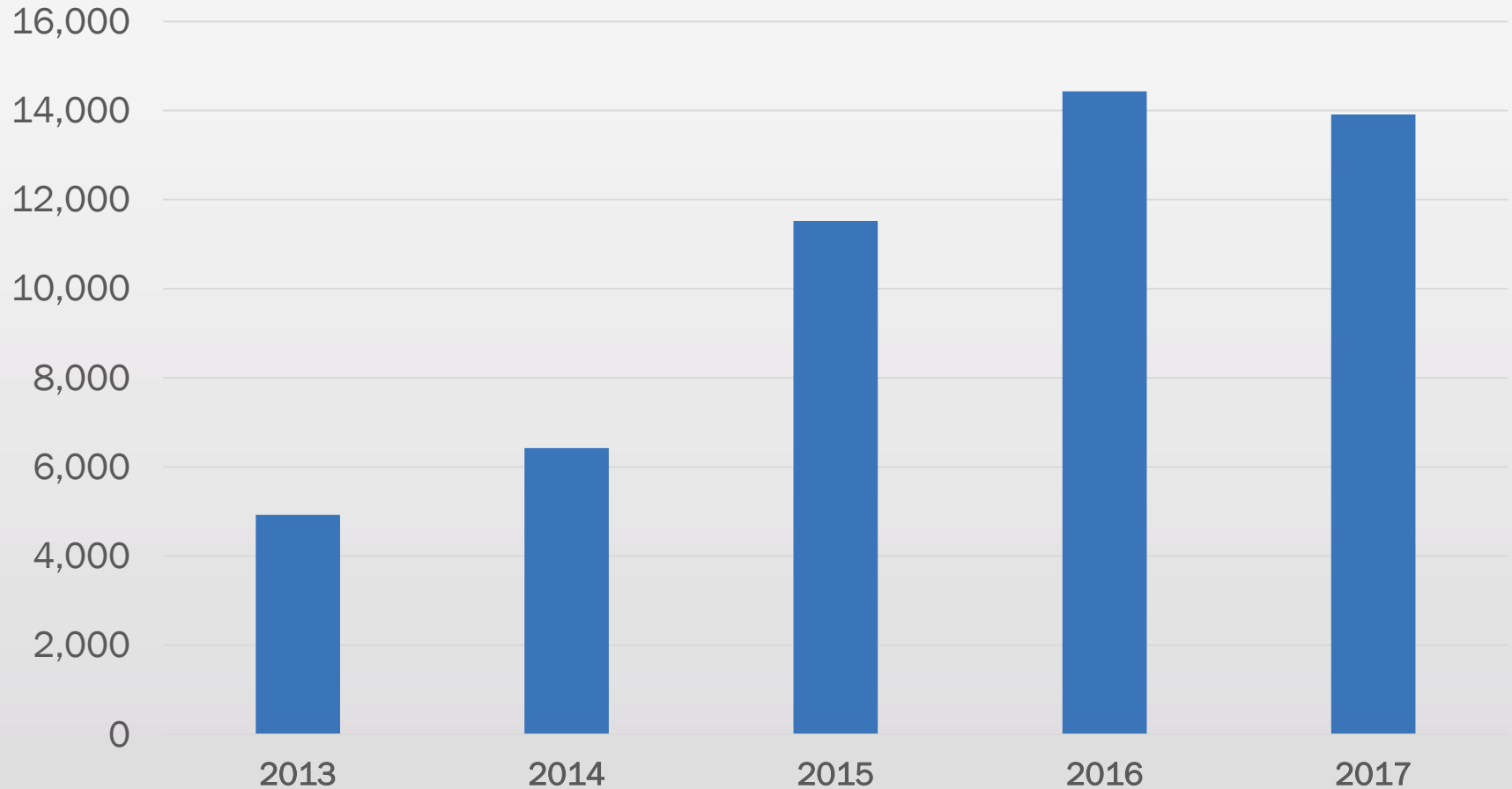
RESULTS



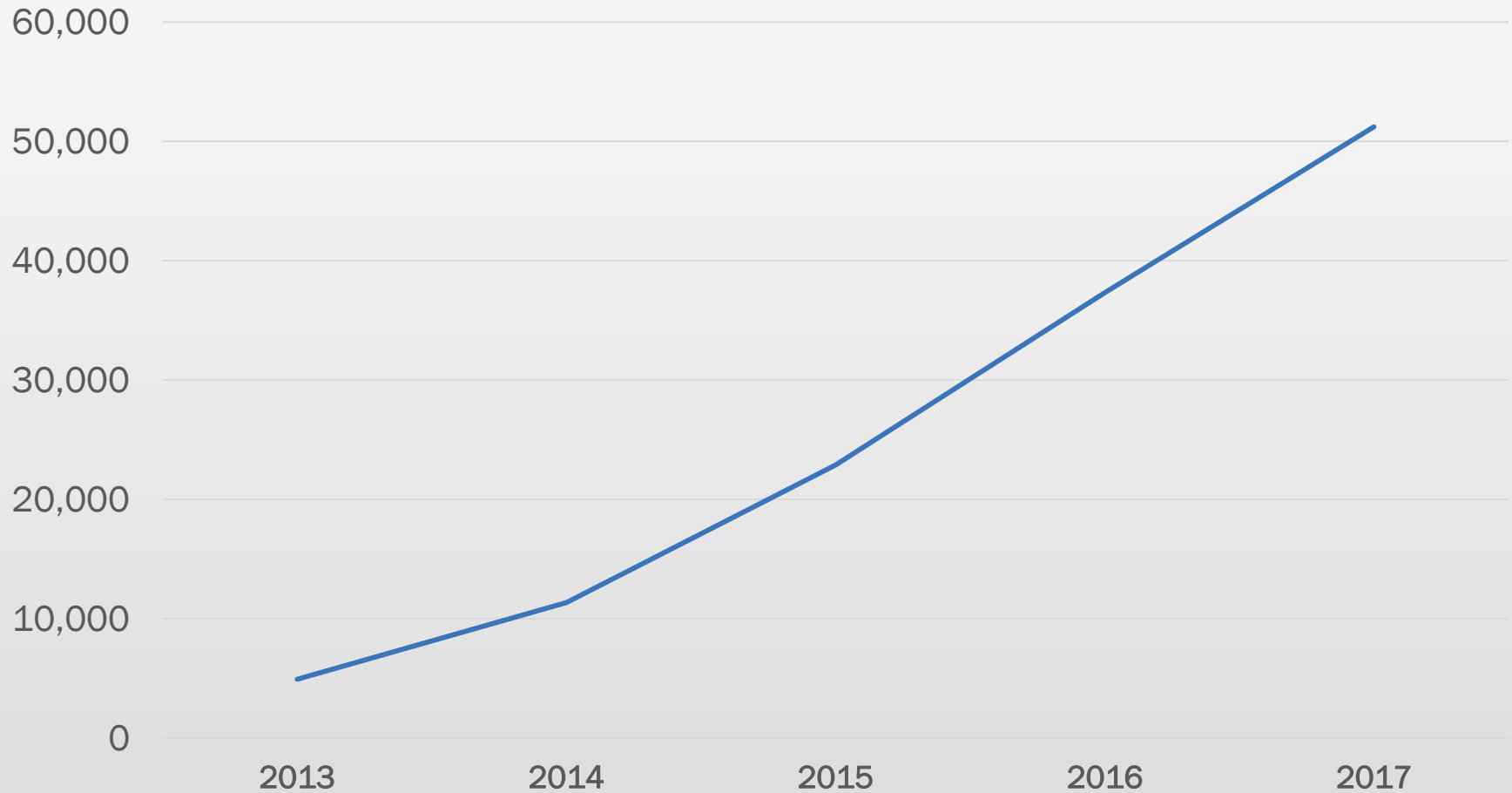
RESULTS



Reservations Per Year



Cumulative # of Reservations



Where are we now?

- 7 motor pool sites
- Nearly eliminated dedicated staff time to manage reservations
- Clear visibility in to hour-by-hour and day-by-day utilization rates for each class of vehicle
- Accountability for vehicle use

- Expect some challenges:
 - Drivers not filling up vehicles after use, i.e. returning with $< \frac{1}{2}$ tank
 - Drivers leaving stuff in vehicles
 - Drivers trying to “game the system” to get the desired vehicle
- Recommendations for starters:
 - Communicate clearly, e.g. screenshots in “how to” guide
 - Offer to give new users of the system a walk-through of the fleet
 - Sell it... advantages
 - Our savings help us buy newer vehicles
 - We take care of vehicles rather than place the burden on drivers
 - Vehicles are being evenly used so they last longer
 - We have “eyes” on the vehicles and keep them in good state of repair
- Last words
 - It’s automated
 - Reports are great!



PREPARE FOR SUCCESS

1


CLARIFY AND COMMUNICATE PROJECT GOALS

- Document why you are undertaking this initiative
 - Motivation is generally financial
 - Other motivators: to free up staff, to improve data collection and quality, lack of parking, “across the board” cuts, reduce personal mileage reimbursement, maximize utilization and reduce dependency on outside rentals, be more sustainable
- Emphasize discrete, supportable metrics over a specific period of time for each goal
 - Savings estimates can be calculated with great accuracy
 - Where feasible, show savings per department or per cost-per-mile
- Use real-world case studies to validate the feasibility
- Emphasize “What’s in it for them” when communicating the goals of the program to your drivers



**Start a
Motor
Pool**

1. Enhance and update our fleet:

- Replace 14 vehicles that pre-date Electronic Stability Control (ESC) safety technology (prior to 2007)
 - Add two plug-in electric vehicles at location X, Y, and Z
 - Make mini-vans and pickup trucks available at each motor pool location to avoid outside rental trips
 - Provide centralized maintenance, cleaning and registration of vehicles
 - Reduce the average age of fleet from 11.5 years to 6.0 years
 - Increase average mpg from 19mpg to 28mpg
 - Reduce department vehicle cost per mile by an estimated 64%
- 

2. Reduce the size of the fleet by 54 vehicles over 2 years through use of automated motor pools

3. Realize savings of \$787k over 5-years due to reduced maintenance and depreciation (down-sized)

COMMUNICATE PROJECT GOALS

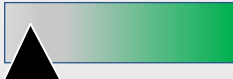
Total # of vehicles?:


How many vehicles are shared today?:

How many cannot be shared?:

What is the average cost of a new vehicle?:

of staff that supports your fleet?:

How efficient is your sharing today?:  Efficient

How aggressive are you willing to right-size?:  Aggressive

Savings from a motor pool are rather predictable...

Having the numbers help substantiate the project

Need help understanding the cost-savings? We can help



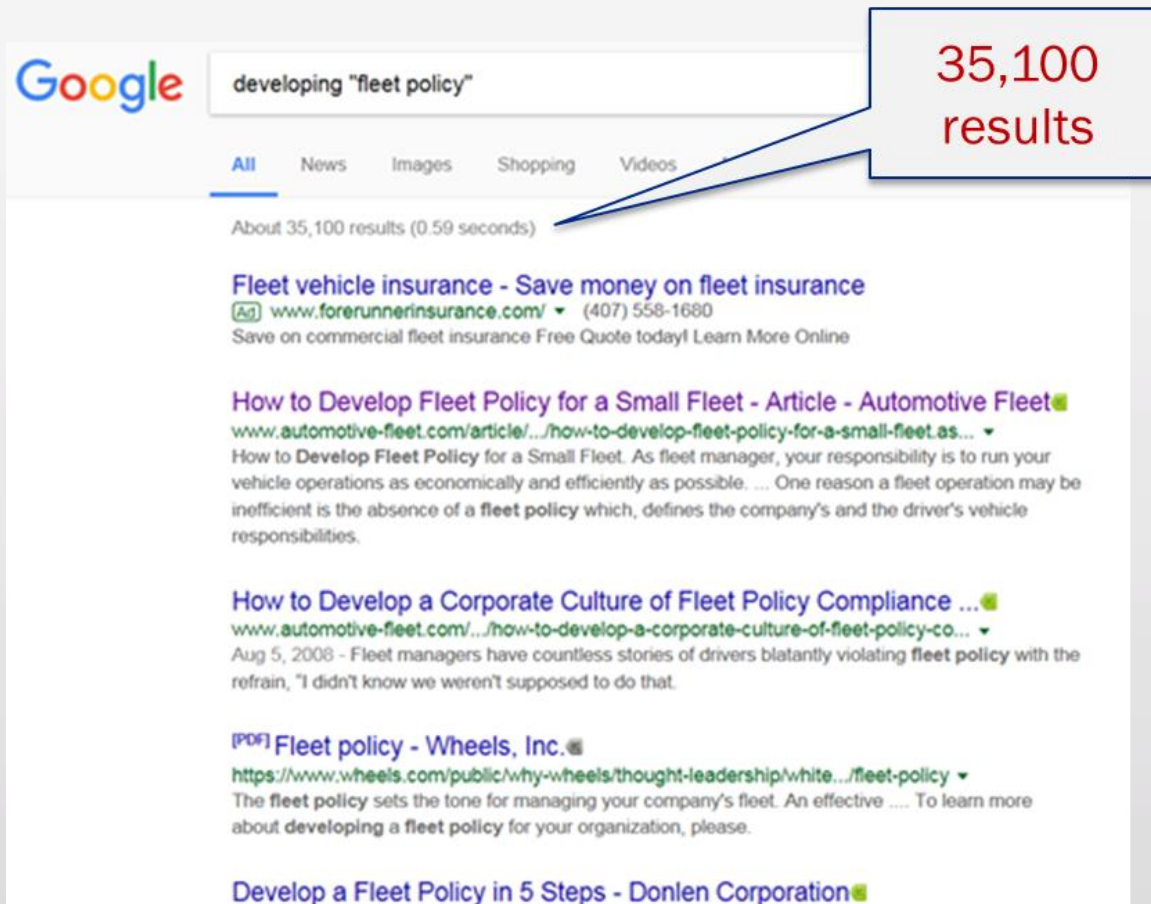
2

HAVE & COMMUNICATE
FLEET POLICY SUPPORTING YOUR INITIATIVE

- There is a tendency to resist sharing of vehicles... make sure policy supports your initiatives.
- Policy is generally the foundation for everything you do to manage or change your fleet
- Use a “steering organization” to set, manage, and recommend policy
- Have well-defined criteria for determining which job functions require an assigned vehicle, i.e., won’t share
- Be realistic about the scope of your sharing initiatives, i.e., don’t pull first responder or trades vehicles... Many, not all, vehicles can be shared.

HAVE COMPREHENSIVE FLEET POLICY

Don't re-invent the wheel



Google

developing "fleet policy"

All News Images Shopping Videos

About 35,100 results (0.59 seconds)

Fleet vehicle insurance - Save money on fleet insurance
(Ad) www.forerunnerinsurance.com/ (407) 558-1680
Save on commercial fleet insurance Free Quote today! Learn More Online

How to Develop Fleet Policy for a Small Fleet - Article - Automotive Fleet
www.automotive-fleet.com/article/.../how-to-develop-fleet-policy-for-a-small-fleet.as...
How to **Develop Fleet Policy** for a Small Fleet. As fleet manager, your responsibility is to run your vehicle operations as economically and efficiently as possible. ... One reason a fleet operation may be inefficient is the absence of a **fleet policy** which, defines the company's and the driver's vehicle responsibilities.

How to Develop a Corporate Culture of Fleet Policy Compliance ...
www.automotive-fleet.com/.../how-to-develop-a-corporate-culture-of-fleet-policy-co...
Aug 5, 2008 - Fleet managers have countless stories of drivers blatantly violating **fleet policy** with the refrain, "I didn't know we weren't supposed to do that."

[PDF] Fleet policy - Wheels, Inc.
<https://www.wheels.com/public/why-wheels/thought-leadership/white.../fleet-policy>
The **fleet policy** sets the tone for managing your company's fleet. An effective To learn more about **developing a fleet policy** for your organization, please.

Develop a Fleet Policy in 5 Steps - Donlen Corporation

35,100 results

3

PLAN FOR THE CHANGES... FINANCIALLY

PLAN FOR FINANCIAL CHANGES



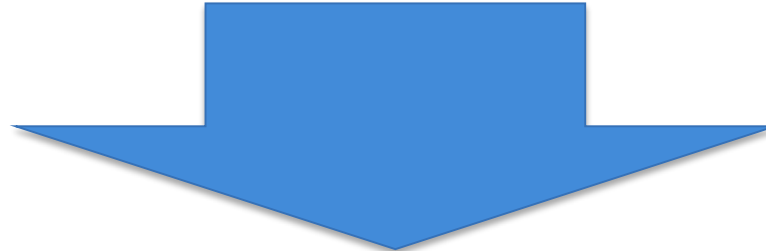
Dept A acquisition budget
Dept A operating budget



Dept B acquisition budget
Dept B operating budget



Dept C acquisition budget
Dept C operating budget



Pay-as-you-go... by the mile and hour/day/week



PLAN FOR FINANCIAL CHANGES

- Consider how you'll shift vehicles from "Department books" to a "General Vehicle" fund
- What's in it for the Department if they transition a vehicle to a motor pool?
- Accommodate lease-ends when planning vehicle disposal or transitions
- Revise budgets to reflect:
 - No more monthly fixed costs for departments just for having a vehicle in the lot
 - No more vehicle replacement costs for departments
 - Estimated charges for "pay-as-you-go" use of pooled vehicles belonging to a general vehicle fund
- Consider sharing revenue from pooled vehicles with the vehicle owner if vehicles remain on "Department books"
- Incorporate changes in personal mileage reimbursements... chances are these will go down

PLAN FOR FINANCIAL CHANGES

- Consider what rate structure you will use for charge backs for shared vehicles
 - Include a mileage AND time component to charge-backs
 - Cover your costs
 - Plan for a replacement fund if your rules allow it
- If you can, show departments what their spending profile will look like if they transition to use of motor pool vehicles.

	Annual Maint & Depreciation	Variable Expenses (e.g. fuel)	TOTAL		Cost for Miles Traveled @ \$.16 per mile	Cost for hours Traveled @ \$3.50 per hour	TOTAL	
Vehicle 1	\$3,500	\$1,000	\$4,500		\$6,720.00	\$10,920.00	\$17,640.00	
Vehicle 2	\$3,500	\$1,000	\$4,500					
Vehicle 3	\$3,500	\$1,000	\$4,500					
Vehicle 4	\$3,500	\$1,000	\$4,500					
Vehicle 5	\$3,500	\$1,000	\$4,500					
Outside Rentals		\$7,500	\$7,500					
TOTAL	\$17,500	\$12,500	\$30,000		TOTAL	\$6,720.00	\$10,920.00	\$17,640.00

\$0.71 per mile

8,000k miles / 20mpg * \$2.50/gallon

2,000 miles in outside rentals

42,000 total miles

Est 60% utilization * 260 days/year * 5 vehicles = 780 trips

\$0.35 per mile

42,000

780 trips * 4 hours per trip = 6,240 hours

4

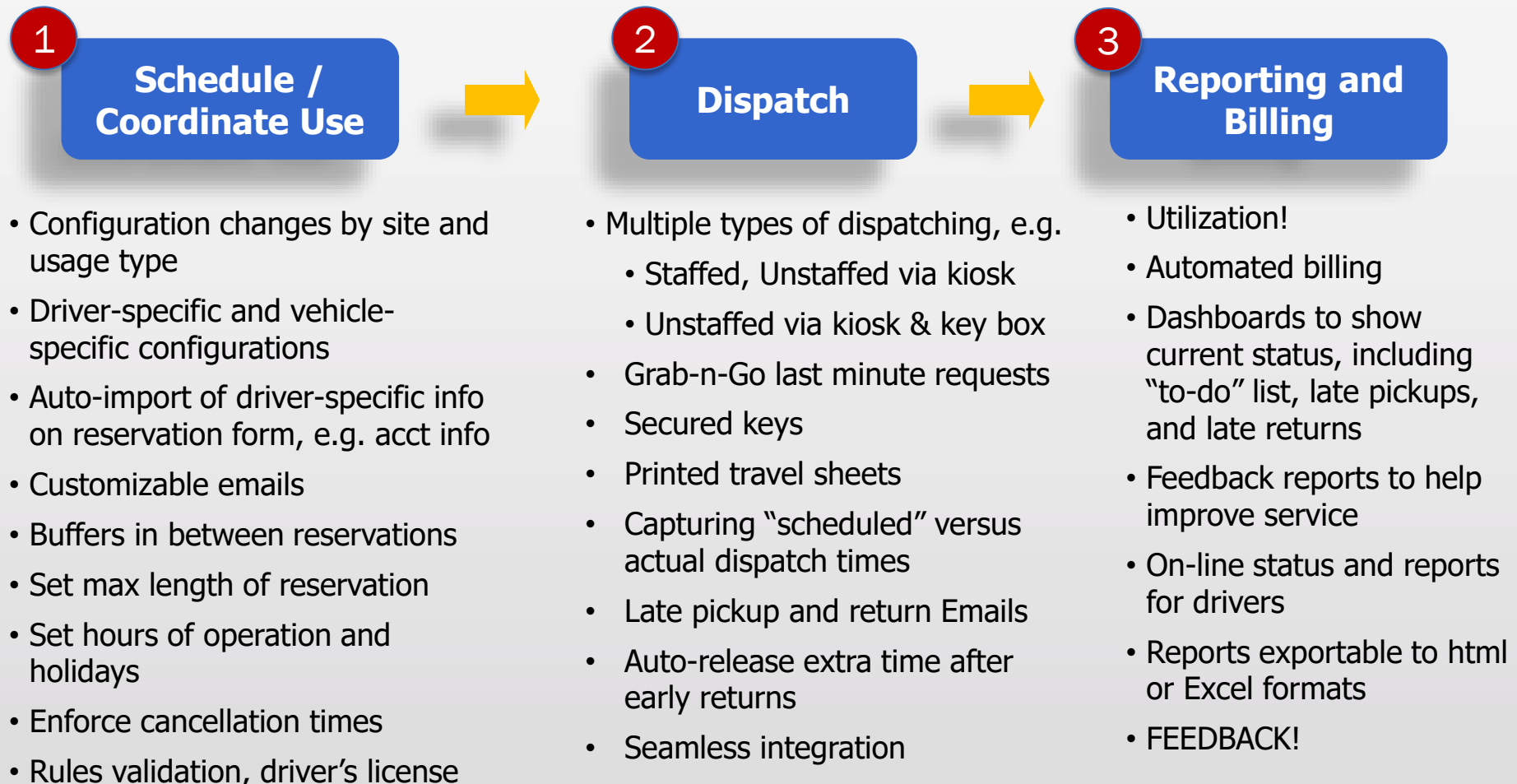
PICK THE RIGHT SOLUTION

PICK THE RIGHT SOLUTION

- Document what you think you need... not how it will be delivered. This should support your project goals.
- Learn from organizations similar to yours.
- Borrow RFPs from other organizations or use buying cooperative RFPs.
- Involve your Information Technology (IT) and Security teams early
- Compare alternatives “apples to apples” by evaluating how each vendor achieves the objectives you are looking to meet

PICK THE RIGHT SOLUTION

Compare vendor alternatives function by function. There is a big difference!



5

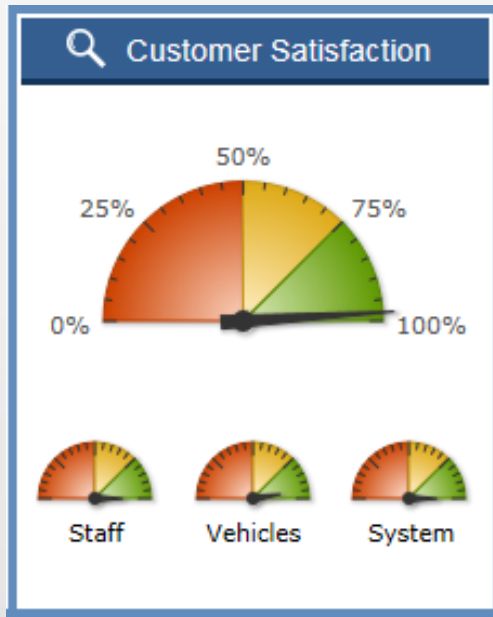
MAKE A GREAT FIRST IMPRESSION

MAKE A GREAT FIRST IMPRESSION



- Communicate, communicate, communicate!
- Make sure the system works
- Brand your project, i.e., make it a positive change
- Do NOT run out of vehicles!
- Put the desirable vehicles in to the pool
- Roll-out the motor pools to groups incrementally... watch, learn & adjust
- Maintain the vehicles and keep them clean and fueled
- Share successes (e.g. financials) with participating and non-participating departments
- Solicit feedback throughout the process – and ACT UPON IT!


MAKE A GREAT FIRST IMPRESSION



Driver feedback
survey

Please provide feedback on your experience using a vehicle provided by The Motor Pool. Provide only comments, you can skip the survey portion.

What site is this feedback for?

Chantilly 

What is your overall rating for the Motor Pool services you received?

Excellent

Poor



Please check the type of service(s) you received:

- ☒ Vehicle request
- ☒ Vehicle pick-up
- ☒ Vehicle return
- ☐ Accident reporting
- ☐ Billing Inquiry
- ☐ Vehicle maintenance/service
- ☐ Other

Rate our Motor Pool staff on the following attributes:

	Excellent			Poor	
Promptness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate the vehicle you received:

	Excellent			Poor	
Reliability	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



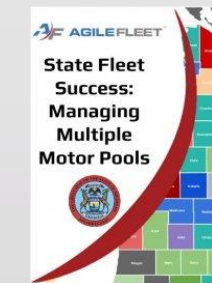
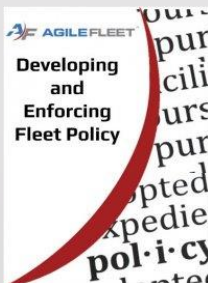
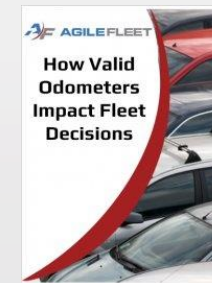
THANKS FOR JOINING!

QUESTIONS

EDUCATIONAL OPPORTUNITIES



- *Participate in Agile Q&A sessions and webinars – NAFA credits*
 - *Fleet topics*
 - *Successes & case studies*
- *Learn more at www.AgileFleet.com*



- Should I charge for use of my motor pool? If so, how much?
- How do you overcome objections to going to a central motor pool location to pick up a vehicle?
- How did the implementation process go in terms of educating the campus community on using the system for fleet reservations? Was there push back? Any specific advice in Marketing the program? Any pitfalls to avoid?
- What method is used for the issuing and returning of vehicle keys [potentially after hours]?