



Fleet Information System Considerations

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TransTech Management, Inc.

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Fleet Information Systems - History

- Fleet management represents some of the earliest and broadest applications of systems technology
 - Fleets are “data rich” environments
 - Monitoring/managing even small fleets without information system support can quickly overwhelm a fleet manager
- Earliest fleet systems were typically developed by “in house” staff and completely integrated with business systems
 - Met the existing business needs of the entity but were inflexible
 - Limited knowledge base for leveraging the system

Fleet Information Systems – Current

- Fleet software is now a mature industry
 - Significant vendor consolidation has occurred
 - Larger client installation base reduces R&D cost allocations and leverages user knowledge/experience
 - Operating platform/design, scalability and target market are major variables
- Changing fleet systems market resulted in growth 3rd party technologies to extend workplace efficiency
 - Data input streamlining tools
 - Shop productivity tools

Fleet Information Systems – Traditional Role

- Serve as a management tool
- Support efforts to minimize lifecycle costs
 - Monitor PM schedules and compliance
 - Manage shop productivity
 - Benchmark maintenance costs and effectiveness
- Monitor asset availability and utilization
- Streamline support processes
 - Accounting
 - Parts & supply chain support

Fleet Information Systems – Expanded Roles

- Support organizational performance reporting
 - Demonstrate effectiveness of the organization as a steward of public resources
 - Help balance fleet size, composition and deployment logistics considerations against other resource demands
 - Support establishing and monitoring internal fleet benchmarks
 - Provide area managers with comparative information on assigned fleet assets
- Communicate fleet policies / motivate compliance
 - PM compliance
 - Utilization targets

Fleet/Equipment Information Systems - Issues

- The “quality” of input data (accuracy and level of detail) is a major limiting variable for nearly all information systems
- Data quality tends to be strongly linked to the cost/benefit “value” that users receive from the system
 - High “value” occurs when the data input effort is offset by gains in user efficiency/effectively
 - Reducing the effort required for data input is one way of improving perceived “value” by the user
- Systems that require large amounts of input effort yet are difficult to extract the desired reporting are particularly prone to data problems

Fleet Information Systems – Considerations

- Existing fleet data is valuable only to the extent that it is accurate and reliable
- First person data capture/entry is considered the most accurate and efficient; minimizing the effort required by users/technicians is key
- Ability to integrate 3rd party technologies is critical to improving system “value”
- Capturing accurate data on vendor or operator-performed maintenance can be a major challenge

Fleet Information Systems – Summary

- Make data is being captured and accurately and consistently
- Report on fleet key performance indicators
- Remember that performance measures need to consider needs of various stakeholder groups
 - Support efforts to improve shop and fleet operations
 - Demonstrate ability of the fleet to support agency goals
 - Validate the ability of the DOT and fleet operations to be good public stewards

Questions and Answers

Henry Canipe

TransTech Management, Inc

hcanipe@transtechmanagement.com

336/379-9985 (O)

336/210-7015 (M)