

Georgia Fleet Data Tells Story

In accordance with the Governor's Executive Order issued in 2005 and state fleet policy and procedures approved by the Office of Planning and Budget (OPB) and the Department of Administrative Services (DOAS), the Office of Fleet management (OFM) has been working closely with each state agency that is required to enter fleet data into the statewide data repository called VITAL (**V**ehicle **I**nformation **T**racking **A**nd **L**ogistics). Since this policy went into effect, OFM has been assessing the data from various state agencies to determine its reliability and effectiveness in making business case decisions related to the fleet activities and cost data.

The verdict is in....

With few exceptions, it's been no secret that for the past several years, state agencies who have subscribed to OFM's Maintenance Management network managed by Automotive Resources International (ARI) have had a greater propensity toward collecting more reliable fleet data in VITAL. Below are those agencies currently using the OFM Maintenance Management network either partially or in full:

- Administrative Services, Department
- Advantage BHS CSB
- Aging
- Albany Area CSB
- Altamaha Technical College
- Atlanta Technical College
- Audits & Accounts, Department
- Avita Community Partners CSB
- Banking and Finance, Department
- Chattahoochee Tech. College
- Child Advocate, Office of
- Clayton CSB
- Cobb-Douglas CSB
- Community Affairs, Department
- Community Health, Department
- DeKalb CSB
- Public Safety, Department
- Revenue, Department of
- River Edge CSB
- Satilla CSB
- Serenity BHS CSB
- South Georgia CSB
- Technical Colleges State Georgia Administration
- DeKalb Technical College
- Human Resources Department
- Natural Resources, Department
- Economic Development, Department
- Education, Department of
- Gateway CSB
- Georgia Emergency Management Agency
- Georgia Pines CSB
- Georgia Public Defenders Standards Council
- Georgia Public Telecommunications Commission
- Georgia Real Estate Commission
- Gwinnett-Rockdale-Newton CSB
- Insurance, Office of the Commissioner
- Office of the Governor
- Pathways Center CSB
- Public Health
- Regents-Georgia Public Library
- Regents-Savannah State
- Regents-UGA
- Regents-Fort Valley State
- Soil and Water Conservation Commission
- Secretary of State
- Teachers Retirement System of GA
- Georgia Technology Authority
- Highlands Rivers CSB
- Juvenile Justice, Department
- Labor, Department of
- McIntosh Trail CSB
- Mental Health/Development Disabilities/Addictive Diseases
- Middle Flint CSB
- Middle Georgia CSB
- Moultrie Technical College
- New Horizons CSB
- Law, Department of
- Nonpublic Postsecondary Education Commission
- Oconee CSB
- Ogeechee CSB
- Pardons and Paroles, State Board of
- Phoenix Center CSB
- Pineland CSB
- Regents-Georgia State
- Regents-Highlands College
- Regents-Kennesaw State
- Savannah Technical College
- State Board of Workers' Compensation
- Veterans Services, Department

The primary reason these agencies chose to participate in the Maintenance Management network was the level of expertise involved. ARI supplies industry certified technicians to curtail fleet expenses and provides monthly updates to our VITAL central repository through our automated interface. In turn, each agency has the ability to review their fleet information in VITAL. In most cases, participation in the ARI network cost less than hiring a

full-time fleet employee to input data into VITAL. During the past few months, OFM has been analyzing VITAL data to compare with industry benchmarks and determine how the state fleet is performing.

Conclusive Results

Most state agencies using the ARI network show they are doing quite well, while others not using ARI still have quite a way to go. The data compiled by John Wynn, OFM’s system administrator/analyst displays several key performance indicators (KPIs) for the 153 state agencies managing fleet vehicles for the first nine months of FY 2009 (July 2008-March 2009).

The data of agencies that use the ARI Maintenance Management network favorably compare to recent performance statistics printed in a recent issue of Automotive Fleet magazine. Automotive Fleet’s study covered more than 436,865 mixed units (e.g. sedans, vans, trucks, SUVs.) that operated over 962 million miles with average life miles between 48-80,000 miles. The study results revealed that these vehicles were operating at an average of 6 cents per mile for maintenance and 15 cents per mile for fuel, or a combined total of 20 cents per mile between the mileage band of 48,001 and 80,000 life miles.

OFM has identified state vehicles in **Figure 1** (above) operating at a slightly higher overall cost per mile of 22 cents and these results are within reasonable expectations based on a much older Georgia fleet with an average life of 106,416 miles. Despite the variance in the Automotive Fleet study, OFM feels like those agencies using the OFM ARI network are making a collective effort to acquire the data required to prepare future business case analysis to shape the future of the state fleet.

Category	State	Industry
Total CPMile Fuel	\$ 0.17	\$ 0.15
Total CPMile Maint	\$ 0.05	\$ 0.06
Total CPMonth Fuel	\$ 151.77	\$ 111.57
Total CPMonth Maint	\$ 45.76	\$ 33.24
Total Total CPMile	\$ 0.22	\$ 0.20
Total TotalCPV Month	\$ 197.53	\$ 144.82

Figure 1: Data Summary Agencies using ARI

OFM has identified state vehicles in **Figure 1** (above) operating at a slightly higher overall cost per mile of 22 cents and these results are within reasonable expectations based on a much older Georgia fleet with an average life of 106,416 miles. Despite the variance in the Automotive Fleet study, OFM feels like those agencies using the OFM ARI network are making a collective effort to acquire the data required to prepare future business case analysis to shape the future of the state fleet.

Figure 2 (below) shows a summary of the benchmark statistics for Georgia’s 4,887 vehicles (24 percent) that use the ARI Maintenance Management network:

Total Count of State Id	4,887
Total Sum of Fuel Cost	\$6,675,434.38
Total Sum of Maint Cost	\$2,012,475.33
Total Sum of Gallons	2,673,882.22
Total Sum of Miles Driven	39,206,822.69
Total AVG Mo Miles / Vehicle	891.41
Total CPMile Fuel	\$0.17
Total CPMile Maint	\$0.05
Total CPMonth Fuel	\$151.77
Total CPMonth Maint	\$45.76
Total AVG MPG	14.66
Total Total CPMile	\$0.22
Total Total CPVMonth	\$197.53

Figure 2: ARI Fleet Statistics (Jul-Mar 09)

When OFM compared several agency fleet vehicles that do not use the ARI Maintenance Management network, the data showed a slightly different story. OFM found that approximately 85 agencies still have not reported any substantial maintenance history for some of their vehicles and about 25 agencies have absolutely no historical fuel data. This absence of fleet data statewide makes it difficult for the state to make analytical comparisons to known performance benchmarks--both internally and externally--to gain a better understanding of the overall condition and performance of the fleet. For example in **Figure 3** (below), the maintenance operating cost-per-mile for those units not participating in the OFM Maintenance management program averaged a meager 2 cents, indicating an absence of reliable data when compared to ARI and industry costs.

Total Count of State Id	15,566
Total Sum of Fuel Cost	\$13,394,384.33
Total Sum of Maint Cost	\$2,488,647.70
Total Sum of Gallons	5974488.85
Total Sum of Mile Driven	101,354,913.40
Total AVG Mo Miles / Vehicle	723.48
Total CPMile Fuel	\$0.13
Total CPMile Maint	\$0.02
Total CPMonth Fuel	\$95.61
Total CPMonth Maint	\$17.76
Total AVG MPG	16.96
Total Total CPMile	\$0.16
Total TotalCPV Month	\$113.37

Figure 3: Vehicles not using ARI Network

During the next fiscal year, OFM will renew its focus in an effort to assist agencies in obtaining this much desired data into VITAL. Accurate fleet data is necessary for the state as a whole to better understand and make business case decisions to answer questions such as:

- What is the optimal life cycle for a state vehicle?
- What is the appropriate cost-per-mile for maintenance of a state vehicle?
- What is the average cost of fuel for a state vehicle?
- How well are the state's vehicles being maintained?
- Is the state's fleet safe and reliable to operate?
- Should the state own or lease its vehicles?

In the years to come these questions will certainly be answered through the efforts of various state agencies that enter their fleet data into VITAL.

Based on the data observed in VITAL, OFM did find a few state agencies that do not participate in the state’s maintenance management program that were putting forth a good effort to reasonably capture data in VITAL. For example, at the Department of Agriculture, OFM Fleet Contact Cindy Paulk is primarily responsible for inputting the data into the VITAL system.

Agriculture, Department of	Count of State Id	274
	Sum of Fuel Cost	\$ 544,325.78
	Sum of Maint Cost	\$ 167,191.64
	Sum of Gallons	210,226
	Sum of Mile Driven	3,631,730
	AVG Mo Miles / Vehicle	1,473
	CPMile Fuel	\$0.15
	CPMile Maint	\$0.05
	CPMonth Fuel	\$220.73
	CPMonth Maint	\$67.80
	AVG MPG	17.28
	Total CPMile	\$0.20
	TotalCPV Month	\$288.53

Figure 4: Agriculture Data KPIs

A closer analysis of the Agriculture KPIs in **Figure 4** shows several positive trends emerging in the data and demonstrates the importance of state agencies providing reliable fleet data:

- Agriculture is operating at a total cost per mile of 20 cents, which is comparable to vehicles both on the ARI Maintenance Management network and external industry benchmarks.
- Agriculture’s fuel costs of 15 cents per mile are comparable given that their average monthly vehicle use is in line with Maintenance Management network vehicles and external industry metrics.
- Agriculture is operating their state fleet vehicles at an average of 1,473 miles per month, which equals approximately 17,673 annually. Compared to the state’s 14,000 mile policy to obtain a new vehicle, Agriculture has an overall utilization rate of 126 percent.
- Agriculture’s overall fleet miles per gallon ratio of 17.28 also indicate that they are performing within industry-acceptable fuel efficiency standards.

With the data as seen with Agriculture’s KPIs above and those participating on the Maintenance Management network, OFM’s responsibility to make statewide decisions becomes much easier. This is especially important for those agencies requesting an additional vehicle to be added to their existing fleet. For example, Agriculture recently requested several new vehicles be added to their fleet through the Statewide Vehicle Request Process to meet their agency’s mission needs. As OFM reviewed Agriculture’s KPIs, the decision became easy to make a recommendation based on the data; especially where it was readily apparent that Agriculture’s fleet-wide utilization was 126 percent of what is required.

Another observation OFM found to be positive was the data related to the Lookout Mountain Community Service Board (CSB) operation. Lookout Mountain CSB completes most of their vehicle

maintenance using an in-house shop facility. The KPIs for the Lookout Mountain CSB can be found below:

Lookout Mountain CSB	Count of State Id	126
	Sum of Fuel Cost	\$ 152,932.20
	Sum of Maint Cost	\$ 38,733.68
	Sum of Gallons	70,116.48
	Sum of Mile Driven	885,968.00
	AVG Mo Miles / Vehicle	781.28
	CPMile Fuel	\$0.17
	CPMile Maint	\$0.04
	CPMonth Fuel	\$134.86
	CPMonth Maint	\$34.16
	AVG MPG	12.64
	Total CPMile	\$0.22
	TotalCPV Month	\$169.02

Figure 5: Lookout Mountain CSB KPIs

As one can attest by reviewing the data in **Figure 5** above, Lookout Mountain CSB is operating at a total cost of 22 cents per mile, which compares favorably to the industry metrics mentioned above. These different methods of maintaining vehicles (i.e. outsourcing to ARI versus in-house) show that fleet data can obtain fairly credible information when agencies employ effective measures to capture, document, analyze, and validate data KPIs on a regular basis.

Additionally, OFM found other state agencies that are beginning to demonstrate positive data collection trends using the data repository to analyze and compare their agency data to the industry.

- Department of Agriculture
- Department of Natural Resources
- Georgia Forestry Commission
- Georgia Public Safety Training Center
- Jekyll Island Authority
- Mental Health/Development Disabilities/Addictive Diseases
- Technical College
- Lookout Mountain CSB
- Public Health
- Public Service Commission
- Athens Technical College
- Albany Technical College
- Augusta Technical College
- North Georgia Technical College
- North Metro Technical College
- Valdosta Technical College
- West Central Technical College
- Regents-Abraham Baldwin
- Regents-Armstrong Atlantic
- Regents-Bainbridge College
- Regents-Clayton State
- Regents-Dalton State
- Regents-East Georgia
- Regents-Georgia Southern
- Regents-Georgia Tech
- Regents-Medical College
- Regents-North Georgia
- Regents-West Georgia

Concluding Thoughts

Although the analysis found in this article is still far from empirical, it does show where state agencies favorably compare to known industry benchmarks to gauge the overall performance and viability of the state fleet. Comparing and understanding the state fleet’s KPIs on a routine basis provides agency managers, leadership and key decision makers the information needed to make complex decisions surrounding the future use and makeup of the state fleet. The best way to improve the overall accuracy and reliability of the state’s fleet data is through continuous trend analysis, rigorous review and scrutiny. OFM is committed to assisting agencies with the regular review of its fleet data via routine reporting that includes: Top-Ten agency performance measures, newsletter articles, agency audits, meetings and forum discussions and the distribution of ad hoc data query results to agencies and state leadership.

As OFM continues to work with state agencies to acquire this much needed data, the data will serve to show effective trends and allow the state to optimize its vehicle fleet asset policies and practices to further reduce the costs of ownership and operation.

Finally, **Figure 6** (below) is a comparison of the summary metrics for vehicles using the ARI network and those not participating alongside industry benchmarks. The following is a summary:

- ARI units operate at \$0.22 cents per mile,
- Non-ARI units operate at \$0.16 cents per mile which is much less than the industry benchmark of \$0.20 cents per mile, indicating a sufficient level of data,
- Non-ARI units average \$113.00 per month on costs versus the ARI \$197.53 and Industry \$144.82 further confirming the lack of data.

Vehicles on ARI		Vehicles NOT on ARI		Industry: Automotive Fleet Magazine (48001-80,000 miles)	
Total Count of State Id	4,887	Total Count of State Id	15,566	Total Count of State Id	436,865
Total Sum of Fuel Cost	\$ 6,675,434.38	Total Sum of Fuel Cost	\$ 13,394,384.33	Total Sum of Fuel Cost	\$ 48,742,826.48
Total Sum of Maint Cost	\$ 2,012,475.33	Total Sum of Maint Cost	\$ 2,488,647.70	Total Sum of Maint Cost	\$ 14,523,358.49
Total Sum of Gallons	2,673,882	Total Sum of Gallons	5,974,489	Total Sum of Gallons	
Total Sum of Miles Driven	39,206,823	Total Sum of Mile Driven	101,354,913	Total Sum of Mile Driven	962,199,721
Total AVG Mo Miles / Vehicle	891	Total AVG Mo Miles / Vehicle	723	Total AVG Mo Miles / Vehicle	
Total CPMile Fuel	\$ 0.17	Total CPMile Fuel	\$ 0.13	Total CPMile Fuel	\$ 0.15
Total CPMile Maint	\$ 0.05	Total CPMile Maint	\$ 0.02	Total CPMile Maint	\$ 0.06
Total CPMonth Fuel	\$ 151.77	Total CPMonth Fuel	\$ 95.61	Total CPMonth Fuel	\$ 111.57
Total CPMonth Maint	\$ 45.76	Total CPMonth Maint	\$ 17.76	Total CPMonth Maint	\$ 33.24
Total AVG MPG	14.66	Total AVG MPG	16.96	Total AVG MPG	
Total Total CPMile	\$ 0.22	Total Total CPMile	\$ 0.16	Total Total CPMile	\$ 0.20
Total Total CPVMonth	\$ 197.53	Total TotalCPV Month	\$ 113.37	Total TotalCPV Month	\$ 144.82

Figure 6: Comparison of KPIs