Fleet Performance Metrics Update
2016 AASHTO Subcommittee on Maintenance Equipment Technical Working Group
July 19, 2016

Sonja Scheurer, Administrator
Scott Poyer, Fleet Specialist
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Agenda

- Timeline/History

- 2014 National Conference Recap
  - 2016 Goal
  - Action Items

- “Champions”/National Fleet Metrics Team Discussion

- M5 Fleet Management System (Webinars)

- MDOT Assistance

- Region Reporting Status

- EMTSP Website/DOT Contact List/Reporting Guidelines
Agenda (Continued)

- Why Report?/DOT benefits
- Fleet Metrics Survey
- On Going Efforts

- Suggested Next Steps/Future Goals
  - Team/Process to develop additional metric(s)
  - Contractor assistance/Additional research project
  - Fleet Management System vendor development of interfaces/modules to assist with metrics reporting
  - Improve MAP-21 alignment

- Update 2016 National Equipment Managers Conference
- Open Discussion/Questions
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/2009</td>
<td>Initial Implementation of Fleet Management System</td>
</tr>
<tr>
<td>06/2010</td>
<td>Attended Southeast States Conference (Austin, TX)</td>
</tr>
<tr>
<td>09/2010</td>
<td>Midwest/Northeast States Conference (Pittsburgh, PA)</td>
</tr>
<tr>
<td></td>
<td>- Initiation of Performance Metrics initiative/Conduct Survey</td>
</tr>
<tr>
<td>07/2011</td>
<td>MAASTO</td>
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<tr>
<td></td>
<td>- Several concurrent sessions on “performance measures”</td>
</tr>
<tr>
<td>08/2011</td>
<td>Midwest/Northeast States Conference (Kansas City, KS)</td>
</tr>
<tr>
<td></td>
<td>- Performance metrics presentation and briefing/roundtable</td>
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<tr>
<td></td>
<td>- Issue Statements on Four Key Performance Metrics</td>
</tr>
<tr>
<td></td>
<td>- Initiation of Conference Calls</td>
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<tr>
<td>06/2012</td>
<td>First National Fleet Conference (Mobile, AL)</td>
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<tr>
<td></td>
<td>- Performance metrics presentation/round table</td>
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<tr>
<td></td>
<td>- 40 States attended – majority vote to adopt four national metrics</td>
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<tr>
<td></td>
<td>- Initiate/participate work groups via webinars (Metrics, NCSFA, M5)</td>
</tr>
<tr>
<td>08/2012</td>
<td>Team Webinar (13 States)</td>
</tr>
<tr>
<td>09/2012</td>
<td>AASHTO Subcommittee on Maintenance Adopts Resolution 12-03 (Equipment Fleet Management Performance Metrics)</td>
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<tr>
<td>09/2012</td>
<td>AASHTO Subcommittee on Maintenance Adopts Resolution 12-04 (Schedule for Alternating Biennial Regional and National AASHTO EMTSP Partnership meetings)</td>
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<tr>
<td>10/2012</td>
<td>Team Webinar (11 States)</td>
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<tr>
<td>11/2012</td>
<td>Team Webinar (13 States &amp; Canadian Province)</td>
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<tr>
<td>11/2012</td>
<td>AASHTO Standing Committee on Highways (SCOH) adopts/approves Resolutions 12-03 and 12-04</td>
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<td>12/2012</td>
<td>Team Webinar (9 States &amp; Canadian Province)</td>
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<td>01/2013</td>
<td>TRB “Spotlight” presentation</td>
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<tr>
<td>05/2013</td>
<td>Team Webinar (9 States &amp; Canadian Province)</td>
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<td>05/2013</td>
<td>EMTSP website operational</td>
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<tr>
<td>06/2013</td>
<td>Southeast States presentation</td>
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<tr>
<td>06/2013</td>
<td>Northeast/Midwest States presentation</td>
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<tr>
<td>07/2013</td>
<td>Initial submission of metrics for web site posting</td>
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<tr>
<td>07/2013</td>
<td>NAFA coding approved and posted on website</td>
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<td>Team Webinar (11 States &amp; Canadian Province)</td>
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<td>01/2014</td>
<td>TRB presentation – Committee on Maintenance Equipment</td>
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<td>02/2014</td>
<td>Team Webinar (8 States)</td>
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<tr>
<td>05/2014</td>
<td>Team Webinar (8 States &amp; Canadian Province)</td>
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<tr>
<td>06/2014</td>
<td>National Equipment Managers’ Conference (Orlando, Florida)</td>
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<tr>
<td>07/2014</td>
<td>AASHTO Subcommittee on Maintenance (Charleston, West Virginia)</td>
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<td>09/2014</td>
<td>“Champions” Webinar</td>
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</table>
Timeline/History (Continued)

- 10/2014: M5 Webinar (8 States)
- 12/2014: “Champions” Webinar
- 02/2015: Team Webinar (9 States & Canadian Province)
- 02/2015: M5 Webinar (6 States)
- 03/2015: “Champions” Webinar (scheduled did not occur)
- 04/2015: M5 Webinar (5 States)
- 05/2015: “Champions” Webinar
- 05/2015: Team Webinar (scheduled did not occur)
- 06/2015: Northeast/Midwest Equipment Managers’ Conference (St. Louis, MO)
- 07/2015: AASHTO Subcommittee on Maintenance (Des Moines, Iowa)
- 10/2015: M5 Webinar (7 States)
- 01/2016: Team Webinar (15 States)
- 03/2016: Fleet Metrics Survey
- 03/2016: M5 Webinar (7 States)
- 05/2016: Team Webinar (17 States)
- 06/2016: National Equipment Managers’ Conference (Columbus, Ohio)
- 07/2016: AASHTO Subcommittee on Maintenance (Las Vegas, Nevada)
National Conference June 8-12, 2014 in Orlando, Florida

- Fleet Performance Metrics Briefing Update + Discussion
- Numerous States indicated ongoing efforts to report metrics
- Roadblocks included: education/understanding, lack of available resources, Fleet Management System challenges, developing methodology/reports to retrieve information

2016 Goal: Increase number of States reporting at least one fleet performance metric by 100% (17 to 34 States) by the 2016 National Conference

Action Items:

Each Region designate a “Champion”

- Midwest – Scott Ratterree (Michigan)
- Southeast – John White (South Carolina)
- West – Greg Hansen (Washington)
- Northeast – Jim Schmidt (New Jersey)

Quarterly “Champion” conference calls
Quarterly Fleet Management System (M5) conference calls
Michigan DOT to assist other State DOTs, as needed, with reporting of fleet metrics
Team Purpose: Region “Champions” to assist and collaborate with member States not yet reporting Fleet Performance Metrics and provide support, advice, education, and tools necessary to allow for capturing and reporting metrics information

Quarterly “Champion” conference calls (September 2014, December 2014, March 2015 – scheduled but did not occur, & May 2015)
  - Approach
  - Retention Metric (reporting)
  - Metric Parameters
  - Region Reporting Status
  - M5 webinars (October 2014, February 2015, April 2015, October 2015, & March 2016)
  - MDOT Assistance
  - Incentive to Report
  - Better define benefits/impact to Management
Suggestions for “outreach” and collaboration with States not reporting:
- Region/State webinars
- Phone calls/e-mails
- Site visits
- More surveys
- Include all State DOTs in “Champions” webinar

Identify specific reasons States are not reporting metrics:
- Lack of resources/too labor intensive
- Unable to compile data or develop methodology
- Need education and/or training
- Need to align fleet data with NAFA Codes
- Need sample reports
- Fleet Management System (FMS) issue(s)/Converting to new FMS
- Don’t plan to report metrics
- Concern with sharing “confidential” data

Target “low hanging fruit” (which of four metrics is more easily reported)
- Obtain commitment and timeline from State to report just one metric
M5 Fleet System Webinars

- **Purpose** to collaborate and share M5 best practices between State DOTs.
  - Maximize use of Fleet Management System
  - Facilitate/promote national efforts such as reporting of fleet performance metrics

- **Webinars:** 10/09/14, 2/26/15, 4/30/15, 10/08/15, & 3/31/16
  - Eight States participated (Michigan, Virginia, Minnesota, Washington, Vermont, Iowa, Delaware, & Texas) @ 10/09/14 webinar
  - Six States participated (Michigan, Virginia, Minnesota, Vermont, New Hampshire, & Texas) @ 2/26/15 webinar
  - Five States participated (Michigan, Washington, Texas, Delaware, & New Hampshire) @ 4/30/15 webinar
  - Seven States participated (Delaware, Michigan, Washington, Virginia, Indiana, Maine, & Texas) @ 10/08/15 webinar
  - Seven States participated (Delaware, Michigan, Washington, Virginia, Iowa, Vermont, & Texas) @ 3/31/16 webinar
Discussion items

- Web-based Inventory Checkout System
- Meters and expected usage
- Garage reports/dashboards
- Custom Reports
- MDOT assistance
- Annual Inventory
- Software version 14 & 15 plus frequency of updates
- EMTSP website
- M5 Interfaces
- Tracking rental equipment
- Tracking transactions
- Tracking vehicle and equipment build-up
- Standardization of PM Intervals
- Capital Asset Management Initiative (CAM) Initiative
- Downtime reporting
- Job codes
Michigan DOT Assistance

- Michigan DOT will assist other State DOTs in reporting metrics on as needed basis
  - Provide access to database
  - Schedule training webinars
  - Sites visits (would need to discuss funding travel)
  - Send sample reports for those States utilizing the same FMS (have done for at least three States)

- Already provided assistance to Delaware (reporting), Iowa (reporting), Minnesota (reporting), Ohio (reporting), Texas, Tennessee, Vermont (reporting), and Virginia (reporting)

- Reinitiated M5 Fleet Management System webinars in October 2014
  - Allows for sharing of reports
  - Enhances collaboration
  - Better understand concerns of States not reporting
Currently 27 of 50 States (54%) are reporting at least one fleet performance metric

- Improvement from 17 States (34%) in June 2014
- Nine States (33% of those reporting data) are reporting all four metrics
- Nine States (33% of those reporting data) are reporting three metrics
- Five States (19% of those reporting data) are reporting two metrics
- Three States (11% of those reporting data) are reporting one metric
- One State + Saskatchewan is reporting part of one metric
- Twenty-two States have reported within the last 12 months
- Goal: 34 States to report at least one metric by June 2016
Region status:

- **Northeast** – 5 of 11 States (45%) reporting metrics
  - Delaware/Maryland/New Jersey/Pennsylvania/Vermont reporting
  - Maine/Rhode Island/New Hampshire/New York/Connecticut/Massachusetts not reporting

- **Midwest** – 7 of 13 States (54%) reporting metrics
  - Indiana/Iowa/Michigan/Minnesota/Missouri/Ohio/South Dakota reporting
  - Illinois/Wisconsin/Oklahoma/Kansas/Nebraska/North Dakota not reporting
Region Reporting Status (Continued)

- **Southeast** – 6 of 13 States (46%) reporting metrics
  - Arkansas/Florida/North Carolina/South Carolina/Virginia/West Virginia reporting
  - Texas/Kentucky/Louisiana/Mississippi/Georgia/Alabama/Tennessee not reporting.

- **West** – 9 of 13 States (69%) reporting metrics
  - Alaska/Arizona/California/Hawaii/Oregon/New Mexico/Utah/Washington/Wyoming reporting
  - Idaho/Colorado/Nevada/Montana not reporting

- Ten States committed to report at least one fleet metric
- One State unable to report due to NAFA Codes
- One State vacant Fleet Manager position
- No response from nine States since last webinar
- Two States – various reasons (FMS problems, reviewing material/NAFA Codes, etc.)
EMTSP Website

- Individual metrics by region/state
- Information and Forms section
- State folders for supporting documentation
- Access/updates
- Demonstration/link - [http://www.emtsp.org/](http://www.emtsp.org/)
## DOT National Metrics Contact List

<table>
<thead>
<tr>
<th>State</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
<th>Description of Fleet Management System Used</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Ronald Pruitt</td>
<td><a href="mailto:pruitt@dot.state.al.us">pruitt@dot.state.al.us</a></td>
<td>334-242-6063</td>
<td>In-House</td>
<td>Fleet Manager/Bureau Chief</td>
</tr>
<tr>
<td>Alaska</td>
<td>Diana Rockis</td>
<td><a href="mailto:diana.rocks@alaska.gov">diana.rocks@alaska.gov</a></td>
<td>(907) 269-0787</td>
<td>Homegrown</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Arizona</td>
<td>Gary Lowe</td>
<td><a href="mailto:glowe@azdot.gov">glowe@azdot.gov</a></td>
<td>602-712-7284</td>
<td>Asset Works M-4</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Arkansas</td>
<td>Danny Keene</td>
<td><a href="mailto:Danny.Keene@ahdt.ar.gov">Danny.Keene@ahdt.ar.gov</a></td>
<td>(501) 569-2572</td>
<td>AHTD Equipment Mgmt. System</td>
<td>Division Head, Equipment &amp; Procurement</td>
</tr>
<tr>
<td>California</td>
<td>Lisa Kunzmann</td>
<td><a href="mailto:lisa.kunzmann@dot.ca.gov">lisa.kunzmann@dot.ca.gov</a></td>
<td>(916) 227-9705</td>
<td>AssetWorks - FA</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Colorado</td>
<td>Chris Volkert</td>
<td><a href="mailto:chris.volkert@state.co.us">chris.volkert@state.co.us</a></td>
<td>(303) 512-5513</td>
<td>SAP</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Connecticut</td>
<td>James Chupas</td>
<td><a href="mailto:james.chupas@ct.gov">james.chupas@ct.gov</a></td>
<td>(401) 641-7234</td>
<td>Synergex</td>
<td>Equipment Manager</td>
</tr>
<tr>
<td>Delaware</td>
<td>Jamie Kavelak</td>
<td><a href="mailto:Jamie.Kavelak@state.de.us">Jamie.Kavelak@state.de.us</a></td>
<td>(302) 760-2514</td>
<td>AssetWorks M5</td>
<td>Fiscal Management Analyst</td>
</tr>
<tr>
<td>Florida</td>
<td>Angel Birriel</td>
<td><a href="mailto:angel.birriel@dot.state.fl.us">angel.birriel@dot.state.fl.us</a></td>
<td>850-410-5517</td>
<td>Homegrown</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Georgia</td>
<td>Jim Leben</td>
<td><a href="mailto:jleben@dot.ga.gov">jleben@dot.ga.gov</a></td>
<td>(770) 484-3201</td>
<td>AssetWorks FA</td>
<td>Asst. State Equipment Administrator</td>
</tr>
<tr>
<td>Hawaii</td>
<td>Llewellyn Honda</td>
<td><a href="mailto:llewellyn.honda@hawaii.gov">llewellyn.honda@hawaii.gov</a></td>
<td>(808) 587-2628</td>
<td>SPRINT GEOTAB 606 &quot;PRO PLAN&quot;</td>
<td>Equipment Supt./Safety Coord.</td>
</tr>
<tr>
<td>Idaho</td>
<td>Steve Spoor</td>
<td><a href="mailto:steve.spoor@idt.idaho.gov">steve.spoor@idt.idaho.gov</a></td>
<td>(208) 334-8413</td>
<td>Agile Assets</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Illinois</td>
<td>Marty Morris</td>
<td><a href="mailto:marty.morris@illinois.gov">marty.morris@illinois.gov</a></td>
<td>(217) 785-7144</td>
<td>MMIS</td>
<td>Fleet Administration Unit Manager</td>
</tr>
<tr>
<td>Indiana</td>
<td>Mark Shields</td>
<td><a href="mailto:mark.shields@inside.in.gov">mark.shields@inside.in.gov</a></td>
<td>812-241-9594</td>
<td>Asset Works M-5</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Iowa</td>
<td>David May</td>
<td><a href="mailto:david.may@iowa.gov">david.may@iowa.gov</a></td>
<td>(515) 229-1059</td>
<td>Home made mainframe based</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Kansas</td>
<td>Tim Cunningham</td>
<td><a href="mailto:tim@ksdot.org">tim@ksdot.org</a></td>
<td>(785) 266-3853</td>
<td>Homegrown</td>
<td>Looking to purchase a commercial package</td>
</tr>
<tr>
<td>Kentucky</td>
<td>Rick Durham</td>
<td><a href="mailto:Rick.Durham@ky.gov">Rick.Durham@ky.gov</a></td>
<td>502-564-3916</td>
<td>Agile Assets 6.8</td>
<td>Director, Division of Equipment</td>
</tr>
<tr>
<td>Louisiana</td>
<td>Leslie Mix</td>
<td><a href="mailto:Leslie.Mix@iowa.gov">Leslie.Mix@iowa.gov</a></td>
<td>(225) 379-1796</td>
<td>SAP</td>
<td>Maintenance Management Administrator</td>
</tr>
<tr>
<td>Maine</td>
<td>Donald Hutchings</td>
<td><a href="mailto:Donald.Hutchings@maine.gov">Donald.Hutchings@maine.gov</a></td>
<td>(207) 592-7368</td>
<td>AssetWorks - M5</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Maryland</td>
<td>Tim Lawler</td>
<td><a href="mailto:tlawler@sha.state.md.us">tlawler@sha.state.md.us</a></td>
<td>(410) 592-5530</td>
<td>Maximo 4.1.1</td>
<td>Chief, Equipment Division</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>Chuck Labbe</td>
<td><a href="mailto:Chuck.Labbe@state.ma.us">Chuck.Labbe@state.ma.us</a></td>
<td>(781) 631-5108</td>
<td>AssetWorks - M5</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Michigan</td>
<td>Scott Ratterree</td>
<td><a href="mailto:Ratterree@Michigan.gov">Ratterree@Michigan.gov</a></td>
<td>(517) 284-6444</td>
<td>AssetWorks - M5</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Minnesota</td>
<td>Bob Ellingsworth</td>
<td><a href="mailto:Robert.Ellingsworth@state.mn.us">Robert.Ellingsworth@state.mn.us</a></td>
<td>(651) 366-5704</td>
<td>AssetWorks - M5</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Mississippi</td>
<td>Julie Ethridge</td>
<td><a href="mailto:jethridge@mdot.ms.us">jethridge@mdot.ms.us</a></td>
<td>(601) 359-7930</td>
<td>Financial Management System and Wensoft-Based Equipment</td>
<td>Asset Management Division Director</td>
</tr>
<tr>
<td>Missouri</td>
<td>Jeanne Wilson</td>
<td><a href="mailto:jwilson@modot.mo.gov">jwilson@modot.mo.gov</a></td>
<td>(573) 526-1159</td>
<td>CCG FASTER</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Montana</td>
<td>Jeff Gleason</td>
<td><a href="mailto:jgleason@mt.gov">jgleason@mt.gov</a></td>
<td>406-444-6151</td>
<td>Agile Assets 7.0</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Jamie Vrtilsku</td>
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<td>(402) 479-4589</td>
<td>Enterprise Asset Mgt System</td>
<td>Fleet Manager</td>
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<td>Nevada</td>
<td>Kenneth Lee</td>
<td><a href="mailto:Kwlee@dot.state.nv.us">Kwlee@dot.state.nv.us</a></td>
<td>(775) 834-8401</td>
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</tr>
<tr>
<td>New Hampshire</td>
<td>William Dusavitch</td>
<td><a href="mailto:wdlusavitch@dot.state.nh.us">wdlusavitch@dot.state.nh.us</a></td>
<td>(603) 271-3721</td>
<td>AssetWorks - M5</td>
<td>Fleet Manager</td>
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<tr>
<td>New Jersey</td>
<td>James Schmidt</td>
<td><a href="mailto:jim.schmidt@dot.nj.gov">jim.schmidt@dot.nj.gov</a></td>
<td>(609) 530-2200</td>
<td>AssetWorks M4</td>
<td>Manager, Bureau of Equipment</td>
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<tr>
<td>New Mexico</td>
<td>John Kraul</td>
<td><a href="mailto:john.kraul@state.nm.us">john.kraul@state.nm.us</a></td>
<td>(505) 329-5565</td>
<td>AssetWorks - 6.3</td>
<td>Acting Equipment Manager</td>
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<tr>
<td>New York</td>
<td>Robert Martz</td>
<td><a href="mailto:rmartz@dot.state.ny.us">rmartz@dot.state.ny.us</a></td>
<td>(518) 457-2875</td>
<td>Fleet Anywhere</td>
<td>Director, Office of Fleet Admin and Support</td>
</tr>
<tr>
<td>State</td>
<td>Name</td>
<td>Email</td>
<td>Phone</td>
<td>SAP/Project</td>
<td>Title</td>
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<tr>
<td>NORTH CAROLINA</td>
<td>Neal Brooks</td>
<td><a href="mailto:nbrooks@ncdot.gov">nbrooks@ncdot.gov</a></td>
<td>(919) 885-5004</td>
<td>SAP</td>
<td>State Fleet Management Superintendent</td>
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<td>NORTH DAKOTA</td>
<td>Robin Rehborg</td>
<td><a href="mailto:rrehborg@nd.gov">rrehborg@nd.gov</a></td>
<td>(701) 328-2543</td>
<td>AssetWorks - FA</td>
<td>Director of Fleet</td>
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<tr>
<td>OHIO</td>
<td>Doug Burke</td>
<td><a href="mailto:Doug.burke@dot.state.oh.us">Doug.burke@dot.state.oh.us</a></td>
<td>(614) 351-2836</td>
<td>Agile Assets 6.3</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>OKLAHOMA</td>
<td>Clay Norrell</td>
<td><a href="mailto:cnorrell@odot.org">cnorrell@odot.org</a></td>
<td>(405) 521-2550</td>
<td>Agile Assets 6.2</td>
<td>Equipment Manager</td>
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<tr>
<td>OREGON</td>
<td>Bruce Erickson</td>
<td><a href="mailto:bruce.d.erickson@odot.state.or.us">bruce.d.erickson@odot.state.or.us</a></td>
<td>503-966-2734</td>
<td>AssetWorks - FA</td>
<td>Fleet Manager</td>
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<tr>
<td>PENNSYLVANIA</td>
<td>James Smith</td>
<td><a href="mailto:WALSATH@pa.gov">WALSATH@pa.gov</a></td>
<td>(717) 787-4299</td>
<td>SAP/Plant Maintenance</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>RHODE ISLAND</td>
<td>Alex Pacheco</td>
<td><a href="mailto:apacheco@dot.ri.gov">apacheco@dot.ri.gov</a></td>
<td>(401) 724-4972</td>
<td>VUEWorks</td>
<td>Motor Pool Manager</td>
</tr>
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</table>
Reporting Guidelines

- Twice a year to EMTSP—No later than January 10 & July 10

- Complete standard form and e-mail to ncpp@egr.msu.edu

- EMTSP will post to web site prior to end of month

- It is okay to report incremental progress

- Form
Why Report?

- Sharing ideas, “benchmarking”, and collaborating nationally regarding “best practices”
  - Enhanced interactions and familiarity via webinars/conference calls with State DOT personnel
  - State Fleet DOT recognition/visibility on EMTSP website
  - Detailed State DOT information in supporting documentation folder on website

- MAP-21 initiative
  - National fleet performance metrics aligns with MAP-21
  - Availability, reliability, and maintainability of vehicles and equipment impacts ability to maintain roads and bridges

- Reflection of State pride and a willingness to become engaged with other DOTs
Examples of DOT Benefits

- Improved visibility of fleet activities at management level

- Positive impact and improvement to PM Compliance Statewide (nearly 100% increase in 3 year period)

- Higher visibility for funding replacement units

- Improved ability to report seasonal impacts

- Pertinent fleet reductions/reassignments

- Improved networking/sharing on a national level
Suggestions from 2011 Survey

- Scheduled versus Unscheduled Repairs
- In-House versus Outsourced Repair (Dollars/Work Orders)
- Average Repair Costs (Overall/By Equipment Group)
- Cost of Preventive Maintenance Services (A, B, C services)
- Low/No Fuel Usage (Overall/By Equipment Group)
- Cost per Labor Hour
- Total Labor Productivity per Mechanic
- Repair Cost versus Utilization (Overall/By Equipment Group)
- Overall Unit Condition (Overall/By Equipment Group)
- Work Order Turn Around Time (Overall/By Equipment Group)
- Rework Percentage
- Unit Idle Time (Overall/By Equipment Group)

March 2016 Survey
Fleet Metrics Survey Results

- New Survey recommended at 1/27/2016 webinar

- **PURPOSE:** To update the 2011 survey results and to identify additional fleet performance metrics for reporting by State DOTs. This is part of the strategic effort to expand reporting of fleet performance metrics and enhance benchmarking of best practices and data sharing. Collection of data from this survey will assist in this process.

- **HISTORY:** Since 2013 State DOTs have been reporting or working towards reporting the following key fleet performance metrics: Preventive Maintenance Compliance, Availability/Downtime, Utilization, and Replacement Recommended (also referred to as Retention or Life Cycle).
Which of the following additional fleet performance metric(s) does your State DOT recommend for semi-annually reporting:

- Percentage of scheduled equipment maintenance (i.e. annual inspections, preventive maintenance, etc.) services versus percentage of unscheduled equipment maintenance repairs (i.e. road breakdowns, any unplanned component failures, etc.). 30% of respondents recommended as an additional metric.

- Rework percentage by equipment group in past 90 days (i.e. vehicles/equipment that breakdown or require repair for the same type of problem). 10% of respondents recommended as an additional metric.

- Work order turnaround time (cumulative time in hours or days from work order open time to close time). 0% of respondents recommended as an additional metric.

- In-house versus outsourced repairs – report total dollars or percentage of total work orders performed by the DOT versus outsourced to a commercial vendor. 70% of respondents recommended as an additional metric.
OTHER - Provide a recommendation for an additional metric(s) here. Please include the following information if submitting a suggested metric:

- **Definition** – briefly define/explain metric
  - “Quality Expectation”
  - An index to determine by visual inspection the condition of the Fleet Inventory using a numbering system

- **Explain how measurement is computed**
  - Visual inspection
    - 7-10 – Good
    - 4-6 – Fair
    - 0-3 - Poor

- Provide example (i.e. chart and/or detail) of the metric if your DOT is currently reporting. If not currently reporting the metric please provide an example of how the metric should be reported/depicted.

- Please e-mail the details of items a, b, and c. to Scott Ratterree at RatterreeS@michigan.gov for sharing at the National Conference in June.
On Going Efforts

- Continue striving to achieve the goal of 34 States reporting one fleet metric
- Report/update metrics information semi-annually
- Continue periodic webinars
- Collaborate to assist states not reporting/or not able to report (Region Champions or MDOT work with member states)
- Encourage State DOTs to share “good news” stories or presentations regarding their metric efforts
- Solicit suggestions to improve/enhance metrics reporting/web site
- Concentrate focus to report one metric (i.e. Preventive Maintenance or Replacement Recommended)
Suggested Next Steps/Future Goals

- Identify/select future metrics to report
  - Form subcommittee to identify, select, and develop additional metrics
  - Need two volunteers from each region
  - Review survey results
  - Make recommendations

- Need for Contractor assistance/involvement
  - Evaluate necessity for current TRB Performance Measures Research Project or other NCHRP Projects

- Do we need to engage Executive Management for additional attention/support?

- Encourage Fleet Management System vendors to develop interfaces/modules for metrics reporting

- Suggestions to better align Fleet Performance Metrics with MAP-21 Initiative
  - Performance and outcome-based program
  - Establishes national goals for the Federal-aid highway program in seven areas/requires seven measurements
  - Initial reporting 1 October 2016 and every two years thereafter

- Establish a National Metrics Committee to develop long term goals/roadmap

- Other recommendations for next steps/future goals/new ideas?
2016 National Conference Recap

National Conference June 27-30, 2016 in Columbus, Ohio
- Fleet Performance Metrics Briefing Update + Discussion
- 27 State DOTs and Canadian Province reporting at least one fleet measurement or a portion of one metric
- 10 States strongly committed to reporting fleet metrics
- Continuing challenges: lack of available resources, no/immature Fleet Management System, problems aligning to NAFA codes

Goal

Action Items
Goal/Action Items

- **Ongoing Goal:** Continue to strive towards increasing number of States reporting at least one fleet performance metric to 34 States

- **Action Items:**
  - *Each Region provide two representatives to identify & develop additional fleet metrics*
    - Midwest – Scott Ratterree (Michigan) & Bob Ellingsworth (Minnesota)
    - Southeast – Jim Leben (Georgia) & Angel Birriel (Florida)
    - West – Brad Bylsma (Alaska) & Cori Hastings (Wyoming)
    - Northeast – Tim Lawler (Maryland) & Ken Valentine (Vermont)
  - Continue quarterly DOT-wide conference calls
  - Continue quarterly Fleet Management System (M5) conference calls
  - Michigan will continue to assist other State DOTs with metrics reporting
  - Encourage fleet management system (FMS) vendors to provide product enhancements to allow easier reporting of fleet metrics
  - State DOTs should include reporting of fleet metrics as part of the FMS specifications
  - Explore better alignment of fleet metrics to MAP-21 Initiative
  - Work towards establishment of a National Metrics Committee to develop long term goals/roadmap
  - Include State DOTs as participants in the ongoing Fleet Metric Updates
Questions/Discussion

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