

eBook

6 Ways Telematics Is Helping Government Fleets Today



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Public fleets stand to gain big.

Government fleets face unique constraints and large constituencies, and because of the variety and sheer number of vehicles and equipment in their fleets, they have the potential to see major gains by optimizing operations. These factors also make fleet management increasingly complex.

A comprehensive platform can centralize all functions related to operations best suited for these unique fleets that need to:²

- Fund timely vehicle replacement.
- Implement a centralized fleet management program.
- Reconcile outsourcing opportunities with internal resource optimization.
- Reach a better understanding of indirect costs.

The 2018 Government Fleet benchmarking report shows that advanced technology ranks second among respondents' top concerns.³ To address current challenges and better prepare for future change, public fleets can look to adopting a fleet management solution. Read on to learn about how telematics can give organizations a management advantage.

“ The U.S. government operates the largest civilian fleet in the world with more than 640,000 vehicles as reported in the most recent Federal Fleet Report (2015).¹

Government Fleet



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Simplify maintenance

Telematics can help businesses streamline maintenance processes, decrease expenses and keep vehicles in safe operating condition, while removing the burden of remembering maintenance schedules from drivers and fleet managers.

Telematics can help government fleets with proactive maintenance by providing:



Engine diagnostics

Access current battery voltage, coolant temperature, powertrain malfunctions, intake valve issues, oxygen sensor problems and more to help identify issues before they result in major repairs and breakdowns.



Engine hour tracking and driver behavior data

Use engine hour tracking and driver behavior data to get a better picture of vehicle health. Telematics can detect behaviors that accelerate wear and tear, such as hard cornering and rapid acceleration.



Service records tracking

Receive proactive reminders for routine maintenance and automatically track vehicle service and date of completion, regardless of provider. This allows for greater control in scheduling and improved, data-driven utilization decisions.



Control costs

Government fleet managers must strike a balance between staying on budget and providing affordable services to internal customers.

Telematics can help increase management efficiency and decrease operational expenses through automation and continuous monitoring.

- Reduce fuel-wasting behavior and fraud to address one of the greatest expenses for most fleets.
- Extend the life of your vehicles, and prevent premature replacements with automated maintenance alerts and service tracking.
- Reduce total miles driven and therefore premature wear and tear on tires and other vehicle parts with optimized dispatching and routing, mileage trend monitoring and geofences.
- Make the most of limited resources with detailed utilization reporting, including miles traveled, engine hours, days utilized, number of trips and more.
- Enhance your fleet safety program with data-based coaching, for example, and use the data to negotiate reduced insurance rates or discounts.



Elevate service

Modern, tech-savvy customers' expectations are ever increasing and changing, and when "customers" are also citizens, legislators and other government organizations, accountability is even more important. A fleet management solution can help you advance service levels:



Improve billing and communication

Accurate driver location data helps you reconcile time cards and billable hours for improved accuracy and transparency. Historical job and driving data inform better dispatching decisions as well.



Streamline workflows

Visibility into current vehicle location helps you regain precious time and means more time to devote to key operations within organizations that are usually already strapped for resources.



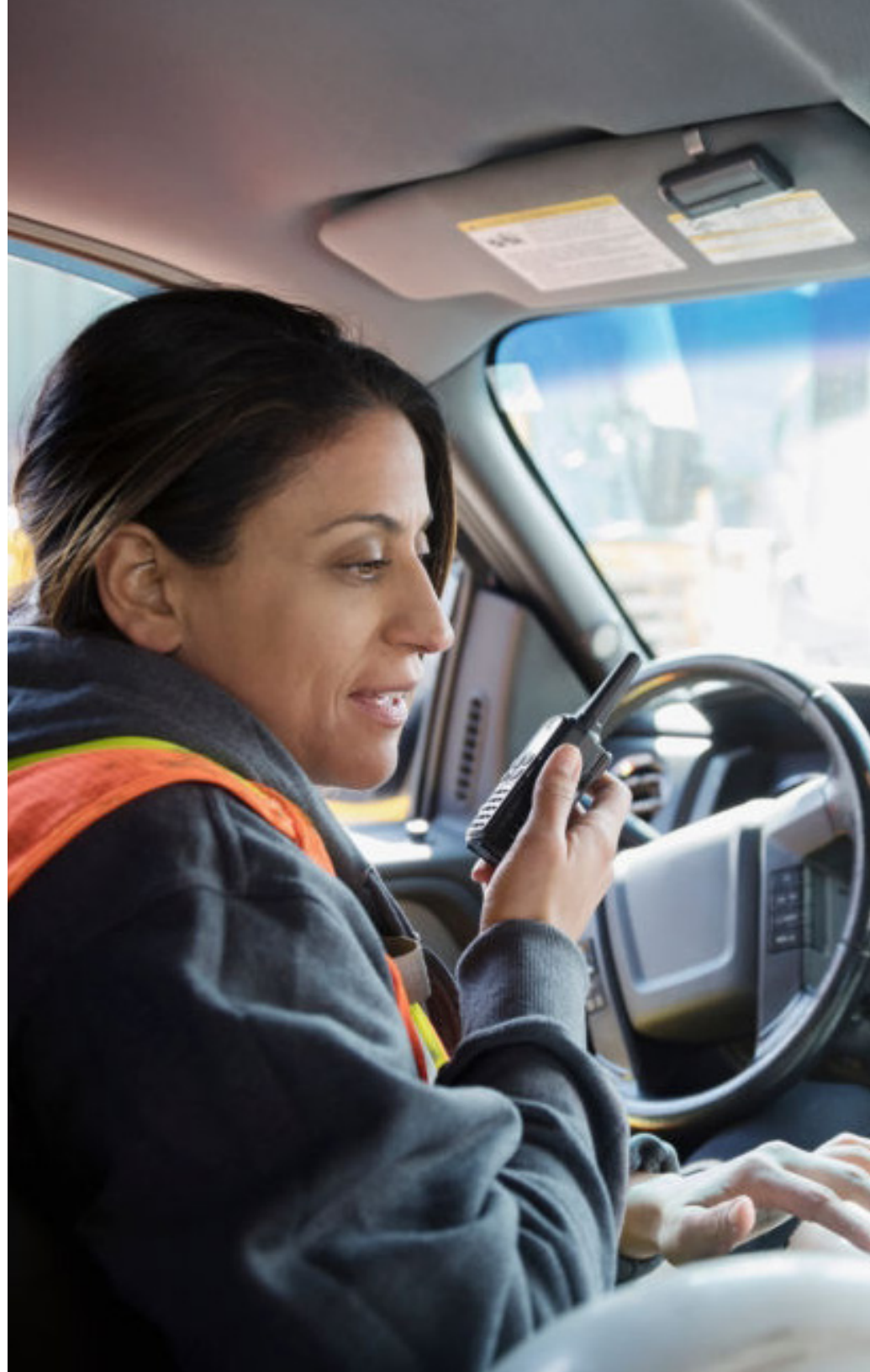
Improve routing

Route optimization contributes to efficient communication and improves vehicle utilization with automatic asset tracking and automated alerts.



Enhance vehicle lifecycle management

Tracking engine data and up-to-date metrics on vehicle health and automated alerts for routine maintenance are key to reducing vehicle downtime – and therefore lost revenue – and improving customer service.



Improve utilization

Government fleet budgets face increased scrutiny, meaning current and accurate metrics and optimized vehicle utilization are important.

Take these steps to boost utilization with fleet management tools:

1. Identify key metrics (e.g., miles traveled, hours of use per year for each vehicle) to establish a baseline. Determine the qualifications for low utilization and review drive time vs. on-site time vs. idle time.
2. Analyze job history data, such as time spent in a specific location or arrival time, to identify service schedule bottlenecks, speed up performance time or improve service.
3. Improve flexibility and responsiveness during emergencies and unexpected events with the ability to instantly change vehicle routes and schedules at a moment's notice based on vehicle locations, current job assignments, miles driven and more.
4. Be ready for conditions, like traffic congestion and inclement weather, that can negatively affect utilization with more efficient routes even as conditions continue to change.

Fleet operators who leverage the full potential of a fleet management solution can enhance vehicle utilization by up to

20%.⁴



Enforce safe driving

Increased scrutiny, minimal resources and diversity in vehicles and equipment make fleet safety especially challenging for government fleets.

Fleet management solutions automate monitoring and arm managers with data that can be used to improve accident prevention measures and other safety standards.

This technology can help fleets achieve the following five safety goals:

1. Reduce speeding to help reduce the risk of accidents.
2. Reduce hard braking and acceleration, which are signs of aggressive driving.
3. Track seat belt compliance.
4. Eliminate unnecessary driving miles.
5. Support drivers in emergencies with live location tracking for more efficient responses.



Streamline compliance

Telematics technology can help government and public sector fleets adhere to compliance regulations including:

IFTA

Though there is not yet a requirement for electronic International Fuel Tax Agreement (IFTA) record keeping, automatic tracking of start and end dates of a trip, routes taken, odometer readings, etc., can streamline required documentation and improve accuracy.

HOS and ELDs

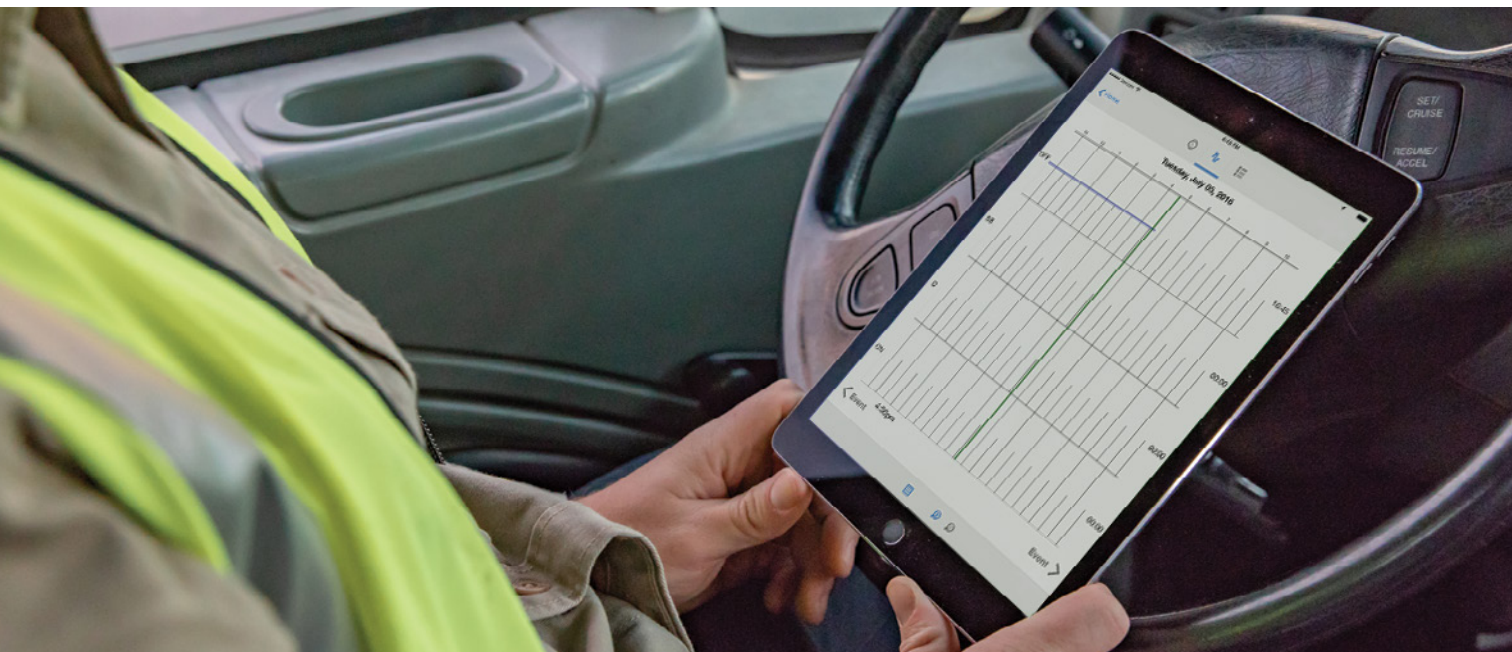
The Electronic Logging Device (ELD) mandate has encouraged many fleets to bundle fleet management software with their ELD solution.

By implementing a comprehensive solution, fleets can:

- Improve performance by tracking diagnostics and driving behavior.
- Enhance scheduling and reduce time reporting inefficiencies.
- Decrease fuel use and idle time.

Drivers and fleets can experience the following benefits with integrated ELD and telematics solutions:⁵

- Fewer violations that put them out of service
- Auto-generated reports that would take hours to generate manually
- A tighter and more consistent driver inspection process
- More transparency in routing and dispatching by using a single dashboard with driver logs



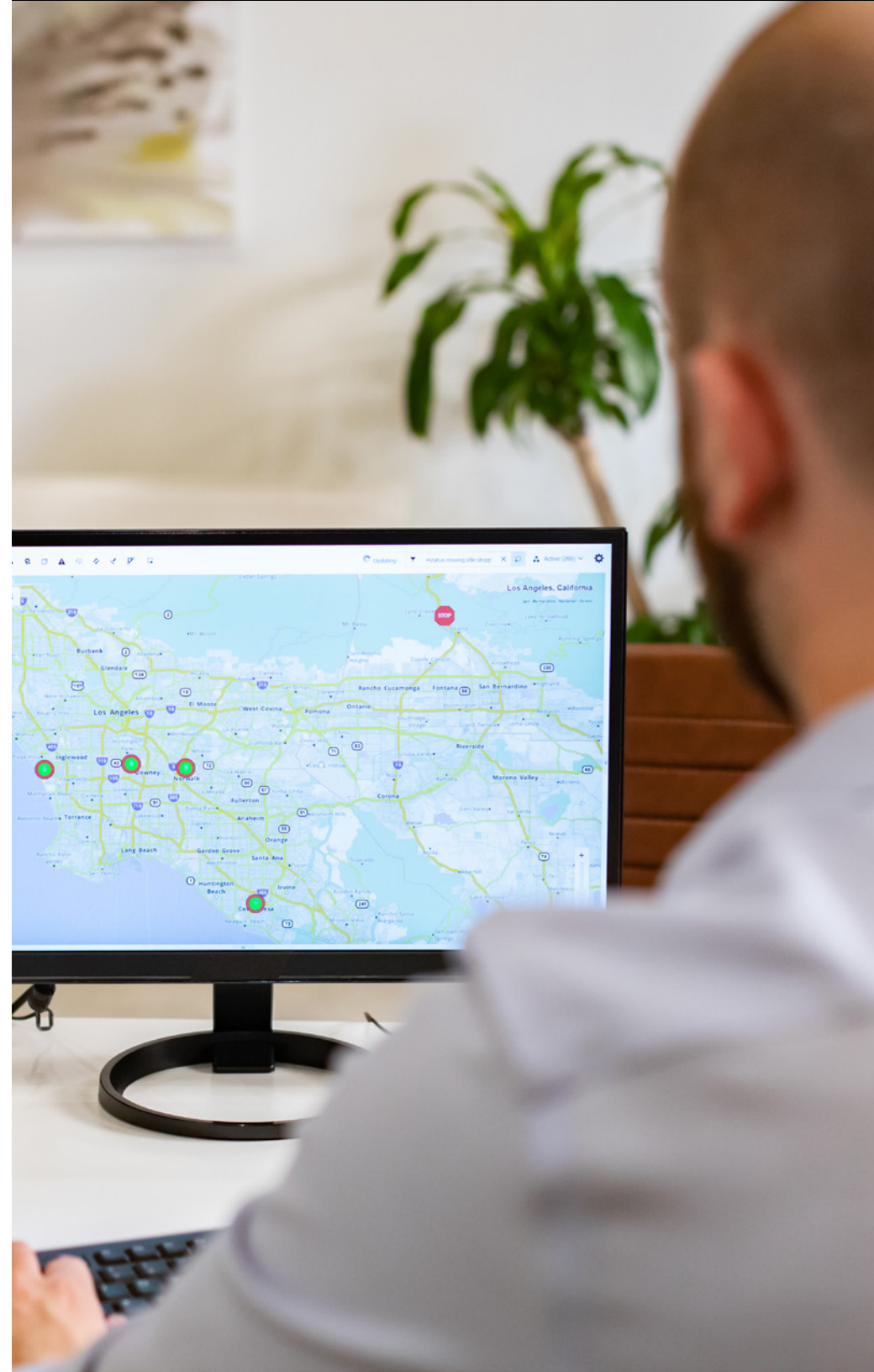
Optimize toward success

Controlling maintenance and costs, while improving customer service, utilization, safety and compliance is important for all fleets, but it is especially critical for those in the government and public sector.

With accountability and adaptability as top priorities for these fleets, it's especially important to select the right system for your fleet's specific needs. Key features include:

- Access to data and maps on any device at any time.
- Detailed maps of near real-time activity and current status.
- Easy-to-use, up-to-the-minute dashboards.
- Coaching modules to help fleet managers underscore safe driving behaviors.
- Improved ELD compliance capability.

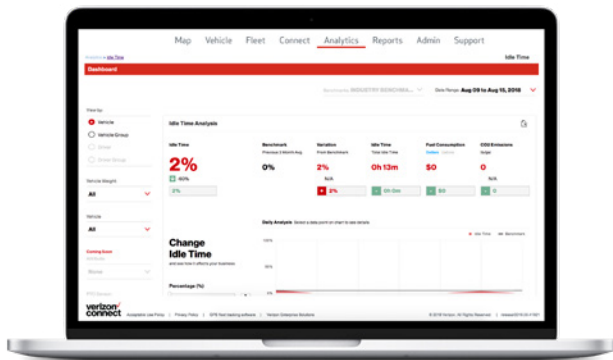
Fleet management technology can help city managers, fleet managers and other public works officials address the issues most critical to fleet operations.



The smart choice for smart fleets

Government fleets are already gaining complete visibility into their operations and finding ways to optimize using Verizon Connect. Don't miss out on all your fleet has to gain with a comprehensive fleet management solution that can help you address your current challenges and prepare you for future change.

Verizon Connect has powerful and comprehensive solutions that help you focus on what matters most. Schedule a demo and learn more at verizonconnect.com or by calling 866.844.2235.



Verizon Connect is guiding a connected world on the go by automating, optimizing and revolutionizing the way people, vehicles and things move through the world. Our full suite of industry-defining solutions and services put innovation, automation and connected data to work for customers and help them be safer, more efficient and more productive. With more than 3,500 dedicated employees in 15 countries, we deliver leading mobile technology platforms and solutions.

“In a city our size with its complexity, you need to be working with solutions that are innovative, can go to scale and are imminently reliable, and Verizon Connect gives us all of that.”⁶

**Kip Harkness,
Deputy City Manager,
City of San Jose**

¹<https://www.government-fleet.com/301786/federal-vs-state-local-fleets> ²<http://www.fleetanswers.com/content/challenges-public-fleet-management> ³<https://www.government-fleet.com/312466/preparing-for-the-next-10-years-in-public-fleet-management> ⁴Custom Research from Frost & Sullivan LCV Telematics Market, November 2015 government ⁵<https://www.government-fleet.com/319164/one-giant-leap-eld-enters-new-phase> ⁶<https://www.government-fleet.com/319159/telematics-video-and-add-on-advancements>

