

State Fleet Reforms Save Taxpayers \$9 Million

By Administrator

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Raleigh - Governor Pat McCrory's reforms to the Division of Motor Fleet Management are saving taxpayers \$9 million by contracting with a fleet management company for the maintenance and repair of the division's 7,300 vehicles. This change is expected to increase efficiencies in Motor Fleet's internal garage and reduce operating expenses by approximately \$1.8 million annually, or \$9 million over five years. The contract began on July 1, 2016.

"We never stop looking for ways to save taxpayer's money and improve customer service in North Carolina," said Governor McCrory

. "North Carolina's vehicle fleet will be maintained and repaired in a more cost-effective way, providing better service, safety and accountability to our customers."

By contracting with a private vendor, the state will improve customer service, eliminate administrative processing costs and improve the productivity of its automotive technicians. The fleet management vendor will improve service by accepting customers' repair and maintenance calls on a 24/7/365 basis, rather than the current service provided only during normal state government business hours. Once a repair call is received, the vendor arranges for service to be performed by a certified automotive facility at pre-negotiated prices. The state then receives only one bill from one vendor each month, rather than hundreds of bills from multiple vendors. In addition, Motor Fleet will employ a garage module that will compare the state's automotive technician productivity to industry standards. This will allow Motor Fleet to set benchmarks for technicians and improve employee performance.

Vehicle
telematics

will also provide Motor Fleet's customers with additional data that will improve safety and reduce operating expenses. Agencies will have access to vehicle data in real-time that will allow them to make better business decisions about vehicle utilization. In addition, the

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units can provide in-cabin feedback to drivers to encourage good driving behaviors (e.g., speed, acceleration and braking). This feedback will improve vehicle safety and further reduce operating expenses.