

# **SUCCESS Is Not a Fleeting Thing!**

- **A Case Study in a Resource  
Management Environment**

Department of Administrative Services  
**Division of Fleet Management**

Utah OPS: Building on SUCCESS



# HOW ARE WE DOING?

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# WHERE DO WE START?

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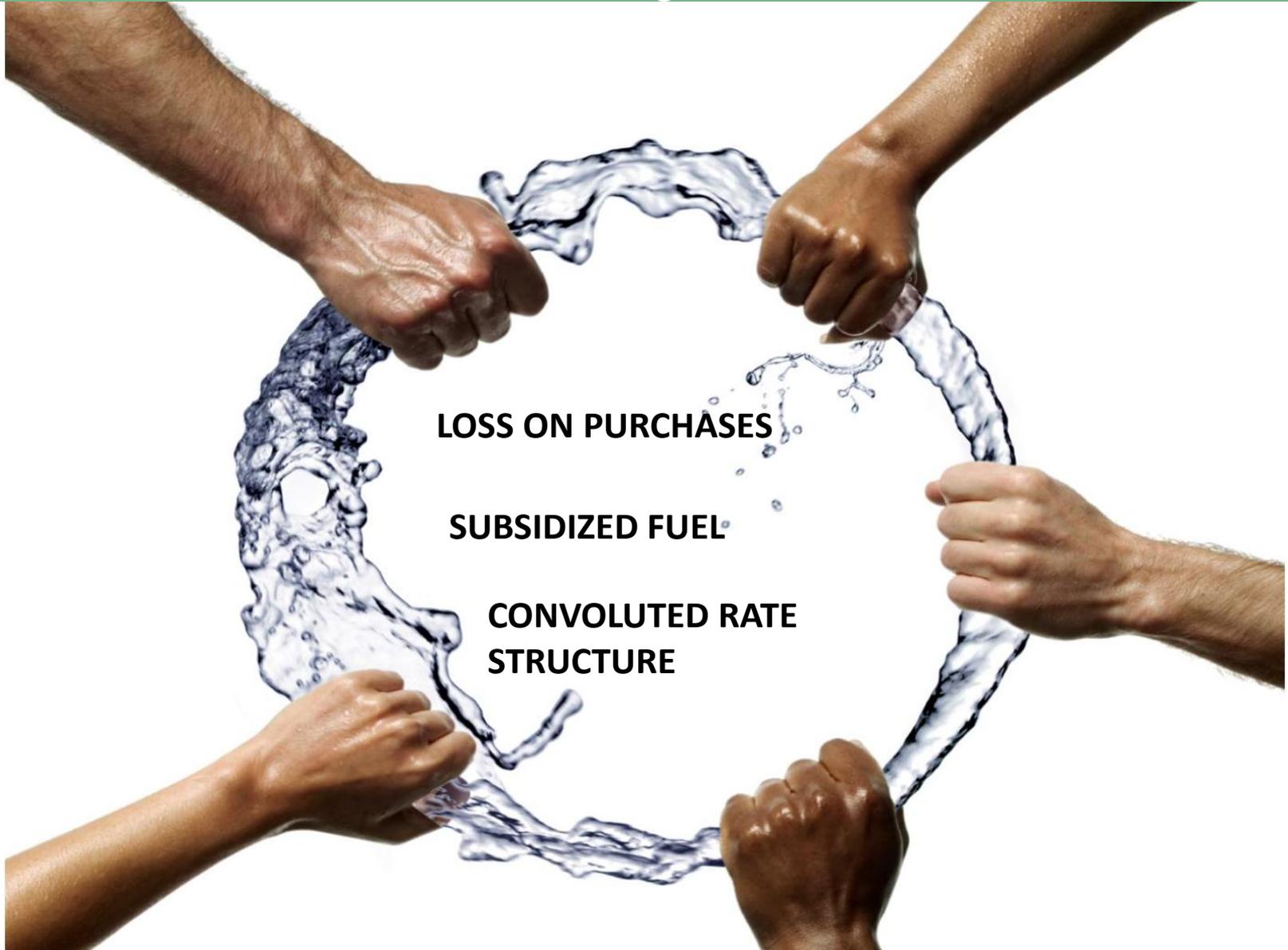
## PERLINSKI CONSULTING



**S U C C E S S**  
F R A M E W O R K

# THE PERLINSKI EXPERIENCE

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**LOSS ON PURCHASES**

**SUBSIDIZED FUEL**

**CONVOLUTED RATE  
STRUCTURE**

# Applying SUCCESS

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- **MAINTENANCE**
- **INVOICE PROCESSING**
- **EMISSIONS**
- **UTILIZATION**

# Applying SUCCESS

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## ST<sub>a</sub>RS STRATEGY



# Stop the Bleeding

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# 4 KEY STRATEGIES

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- COST CENTERS
- DIRECT FUEL PASS THROUGH
- ENTERPRISE PILOT
- RFP

# Applying SUCCESS

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## MAINTENANCE

- Sent the VSC team home
- Implemented regional averages
- Implemented organizational change to allow strict focus on maintenance processes

**Cost per mile baseline: \$.085 now: \$.063**

**29.7% INCREASE IN EFFICIENCY**

# Applying SUCCESS

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## INVOICING

- Decreased defect rate from 54% to 4%
- Decreased costs from (3 month average) \$45K to ~\$30K / month.
- Increased T to 1800 / month

**136% INCREASE IN EFFICIENCY**

# Applying SUCCESS

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## EMISSIONS

- Changed from smog score to actual emissions
- Developed strategy to remove older vehicles from Fleet
- Reduced NOX / NMOG from .0541 to .0502
- Recreate purchasing strategy

**8% INCREASE IN EFFICIENCY**

# Applying SUCCESS

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## UTILIZATION

# Lessons Learned

## Utah OPS: Building on SUCCESS

- **Know Your Costs**
- **Re-Evaluate Your Equation Often**
- **Don't Be Afraid to Change Strategy**
- **Add Equations**
- **SUCCESS is not a “fleeting” program, it is a culture**

# QUESTIONS?