

Fear is the Enemy

A Fearless Approach to Process Improvement



Spending Money to Cut Costs

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"Our years of research, countless consulting firms
and numerous efficiency experts agree.
We need to cut costs."



Don't Fear the Audit



Perlinsky & Company

2014 Audit Findings

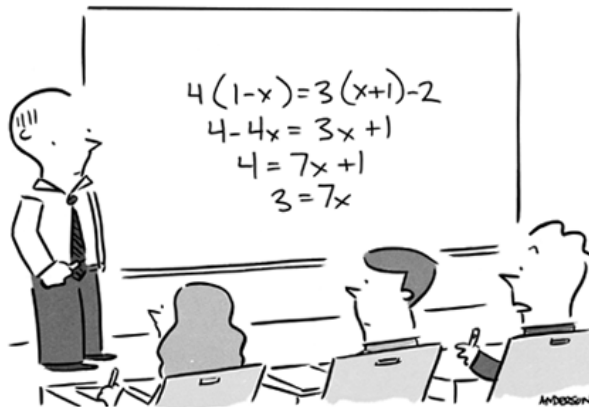
- Unclear understanding of costs
- Programs not in alignment with market best practices
- Unhealthy internal culture
- Unsustainable financial model



Who's Complicating Things?

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"Wouldn't it be more efficient to just find who's complicating equations and ask them to stop?"



Don't Fear Admitting You're Wrong

"To admit that you are wrong is to declare that you are wiser now than you were before"

Rates

- Accounting
- Volatility of market

Private Market Partnerships

- RFP



Don't Fear Conflict

Enterprise Rent a Car

- Multi Agency State Office Building pilot

Telematics

- Tracks critical vehicle data
- Risk Management wasn't interested



Photo: www.richfieldcity.com

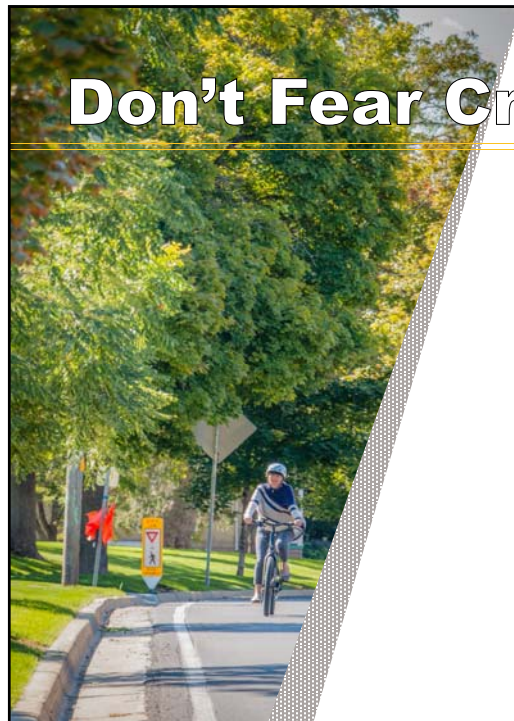
Don't Fear Collaboration



Richfield City, Utah

- Population 7,555 (2013)
- 0 vehicle rental companies

By partnering with Fleet Operations, UDOT, and ERAC, Enterprise Rent-a-Car can now service Richfield with a local office.



Don't Fear Creativity

Fleet eBike Program

- Needed a solution for frequent short trips
- Made possible by a UCAIR grant
- Bikes located at Capitol Hill, the Multi Agency State Office Building, the Agriculture and Food Building, and the Cannon Health Building



Don't Fear Flexibility



Fleet VSC

- Vehicle Service Center
- Three full-time employees

Wheels, Inc.

- Allows Fleet Operations to lease a portion of the fleet



Don't Fear the Audit



Auditor

Internal Audits

- Follow up for Fleet
 - Vehicle Replacement Funding
 - Maintenance Costs / Rate Structure
 - Lease vs. Buy



Efficiency is Up – Go Home

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"Thank you for coming, efficiency is up fourteen percent, meeting adjourned."

