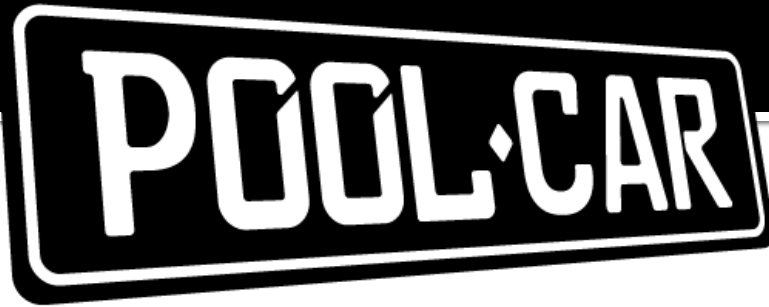


Using Technology  
to run your Pool  
more efficiently,  
effectively.

Get Moving For 2017



Kurt Lingohr,  
Reformed Nerd,  
(occasional relapses)

# Fun fact, I speak three languages...

- English
- Finance
- IT



# Disclaimer

- Collection of insights, lessons learned of technology, implementation and adoption.
- Fast-paced, hit me up for more info



# Overview

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- Introduction – Credentials
- Sustainability
- How? Rubber on the road
- Practical examples
- Conclusion

# Introduction

- Goal is to provide you with some tools you can takeaway and use
- Hopefully in vendor agnostic way
- Message = good technology implementation follows good design

# Technology is...

- New ways to “get the job done”
- More efficiently, better, faster
- “iAxe” and the “iWheel”



# Networking technology

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- Boxes with “blinky lights”
- Pipes
- “Joiny” bits



# Credentials



# Guiding philosophy

- How can we harness advances in technology to help fleet managers run a more sustainable fleet?
- “Sustainable” is not just CO2.
- Fleet is typically one of biggest expenses on P/L after payroll.

# Sustainability

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- Victorian Auditor-General tabled in Parliament, 25 November 2009

# Vic Auditor-General

- “There is little assurance that fleets are **operationally justified**, raising questions about the **cost-effectiveness of these resources** in service delivery.
- Strategic management and oversight of fleets is missing. Evidence of this is a **lack of management data on agency fleet use** and costs, and a lack of any systematic review of fleet size and mix against **need**.”

# Robert Schwarten, MP (QLD)

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Minister for Public Works and  
Information and Communication  
Technology, 2011

“QFleet Fleet Efficiency and Utilisation Policy”

# Robert Schwarten, MP (QLD)

(this report) .. “highlighted that the number of vehicles in the fleet could be reduced by promoting more efficient use of vehicles.

This Policy focuses on the effective management of the government motor vehicle fleet and requires all agencies to ensure that fleet resources are managed to optimise fleet size and composition and produce the best value for money.”

# Quick recap

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“operationally justified”

“reviewing fleet size and mix against need”

“optimise fleet size and composition”

“monitor a range of data relating to their  
use”

# Do you buy it?

- Sustainability is the “biggie” of pool fleets
- Pressures of public purse
- “Top-down” decision making
- If its not on your radar, “Get moving for 2017.”



# At its core, pool management is...

- **Supply / Demand**
- Like any market there are inefficiencies and exists the pursuit of the ‘perfect’ optimised balance
- Enter technology, especially “process automation”

# Winner, winner, chicken dinner





# Exposure

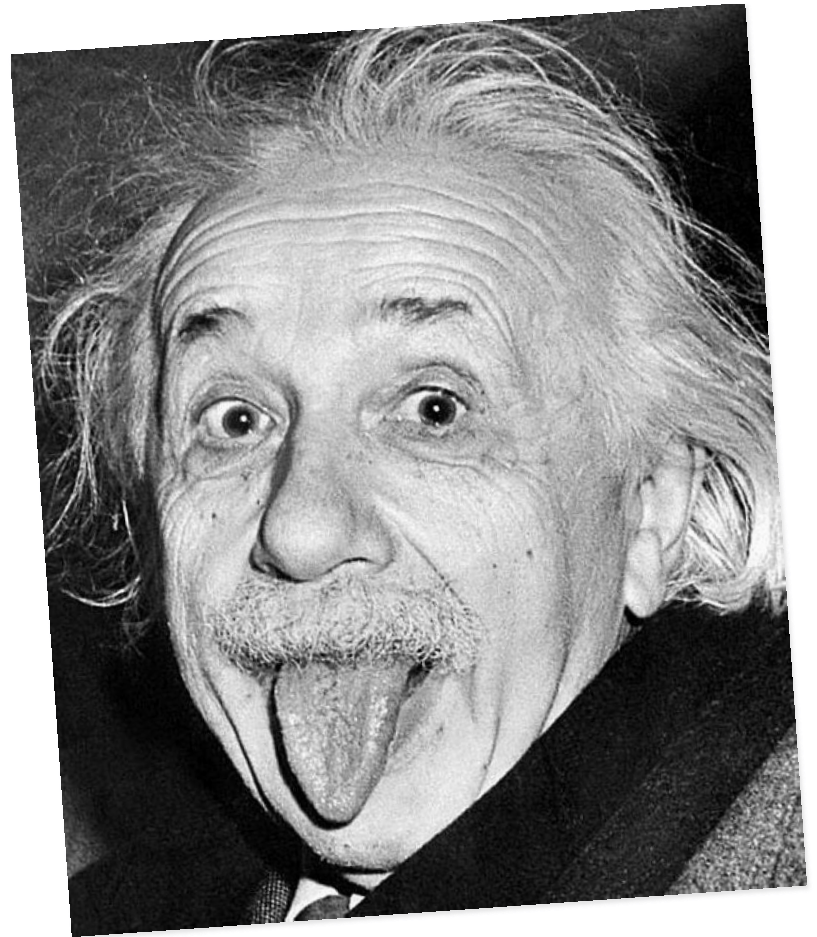
- Health
  - Government
  - Not for profits
  - Tertiary Education
- 
- In four years, implemented 300 changes for fleet managers

# Distil for you our method

- You can apply our methods
- Customer voice. Ask open ended questions
- Be a friction hunter
- Successful technology is about a solution mindset

# Think different

- Not just plugging in a box with “blinky lights”
- Not just running “install.exe”
- Think different



# How?

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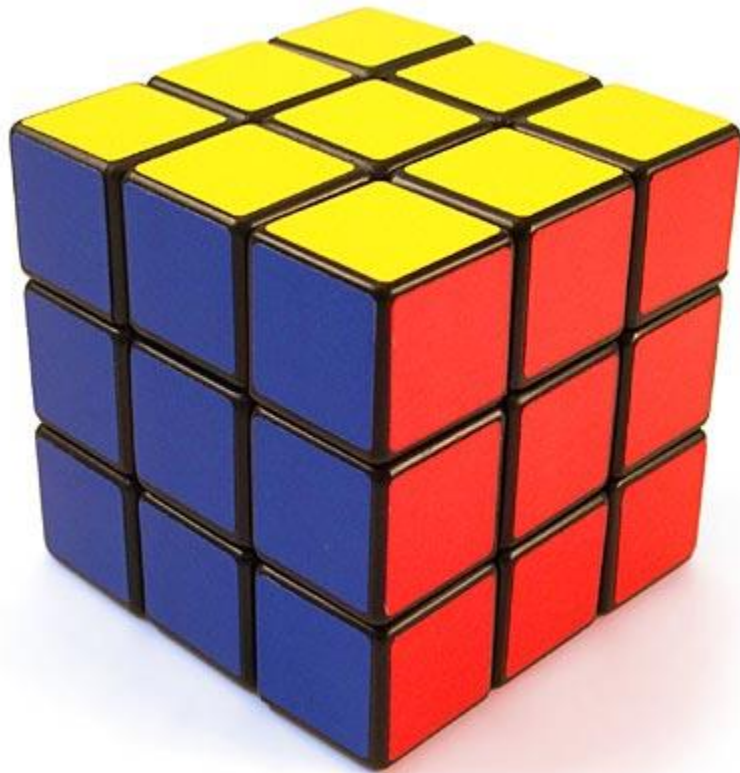
- Tighten loose processes > “Process Automation”
- Design
- Implementation
- Test and Observe.

# Everything is a process

- aka “Algorithm”
- An algorithm is a set of instructions to be carried out to achieve an ideal result.  
Recipes.
- Trick is to automate, set-and-forget.
- Algorithms embedded everywhere



# Algorithms



# Algorithms

2 incorrect middles, opposite

Align Cross

Place Corners

Orient Corners

$R U^2 R' U' R U' R'$

06:57 / 22:59



# Pool pain points...

- “We need more cars...”
- Who ran the red light?
- Keys not there
- Returning cars low fuel
- Damage, “waddn’t me !”
- Booking ‘no shows’
- Book car all day, “just in case”
- Adjacent bookings

# Dr. Evil's solution



**PREPARE THE**

**"LASER"**

# Solution design

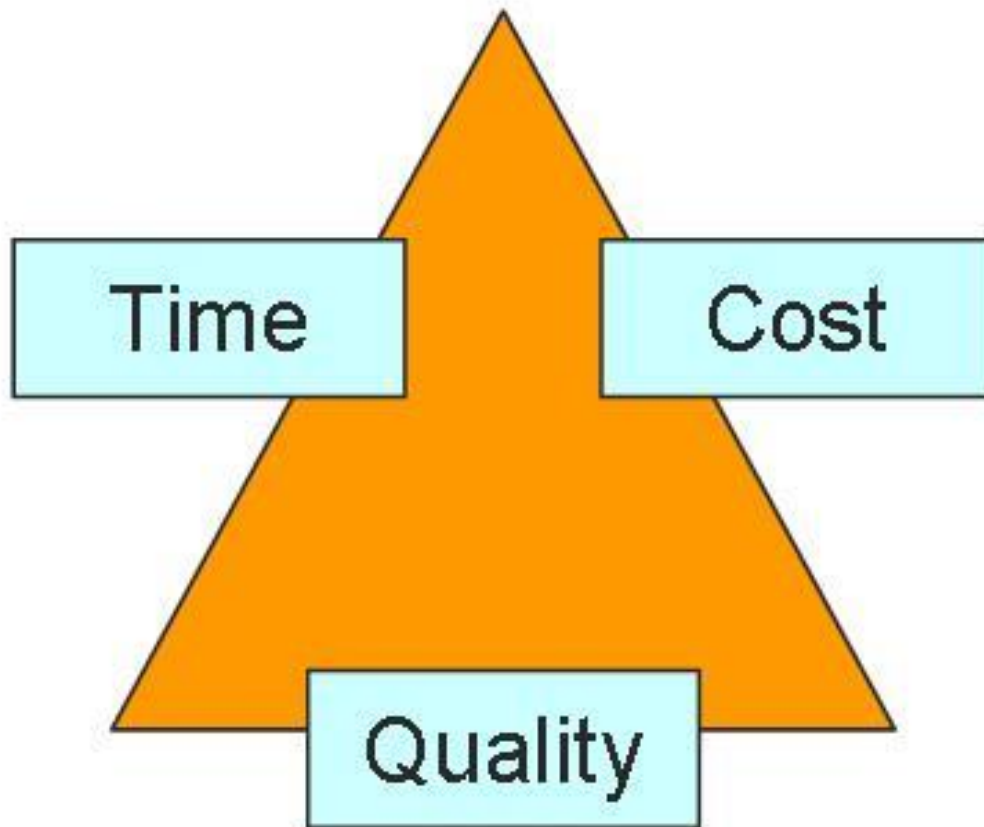
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How can I ..... so that ..... ?

# Solution Design



# Solution Design



# Solution design

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Good decision making  
starts with collecting good  
data



# Back to Pool pain points

Pain	Possible Solutions
“We need more cars...”	Utilisation What would Google do?
Who ran the red light?	Audit controls
Keys not there	Key locker
Booking ‘no shows’	TXT cancellations
Book car all day, “just in case”	Disincentives / charge-out

# Sustainability ideas

Dimension	Strategy
Environment	Makes/models/chassis “fleet mix” Share a ride (car pooling) Driver behaviour (acceleration, etc) Alternate modes of transport
Safety	Servicing (white boards??) Recalls Speed DOES NOT kill

# Sustainability ideas

Dimension, cont	Strategy, cont
Economic	Utilisation Fleet reduction Charge-out Remarketing for above-the-odds returns
Productivity	Process automation Reminders Streamline administration Reduce friction

# Other speakers

- Keith Simmons
  - Selection of appropriate vehicle
  - Training video
- James Digges
  - Unauthorised use vehicles
  - Accurate data performance management

# On fleet reduction...

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- Simulate with back data
- Take a car(s) temporarily out of pool
- “Electrical fault” (Coral and Neale)

# On utilisation...

- Commonly misunderstood
- Booked 4 hours out of 8 hr day = 50% ??
- 10.30 – 2.30 harpoons the working day
- Capture turn-downs
- If punters don't complain, too many cars

# Practical examples...

- Start small
- Quick wins
- Objectives with measurable outcomes
- Continuous Improvement
- Design > Test > Pilot > Repeat

# OBD tracker = no install



\$150

What do you want to do with data?




# QR codes vehicle induction



# Initial key lockers...



# Mobile safety inspections

 **Operational Check...**

This is a demonstration list. You can customize your own lists based on vehicle type. Note the checklist form does not submit for this demonstration version.

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Tyre pressure

☐ **Fail**

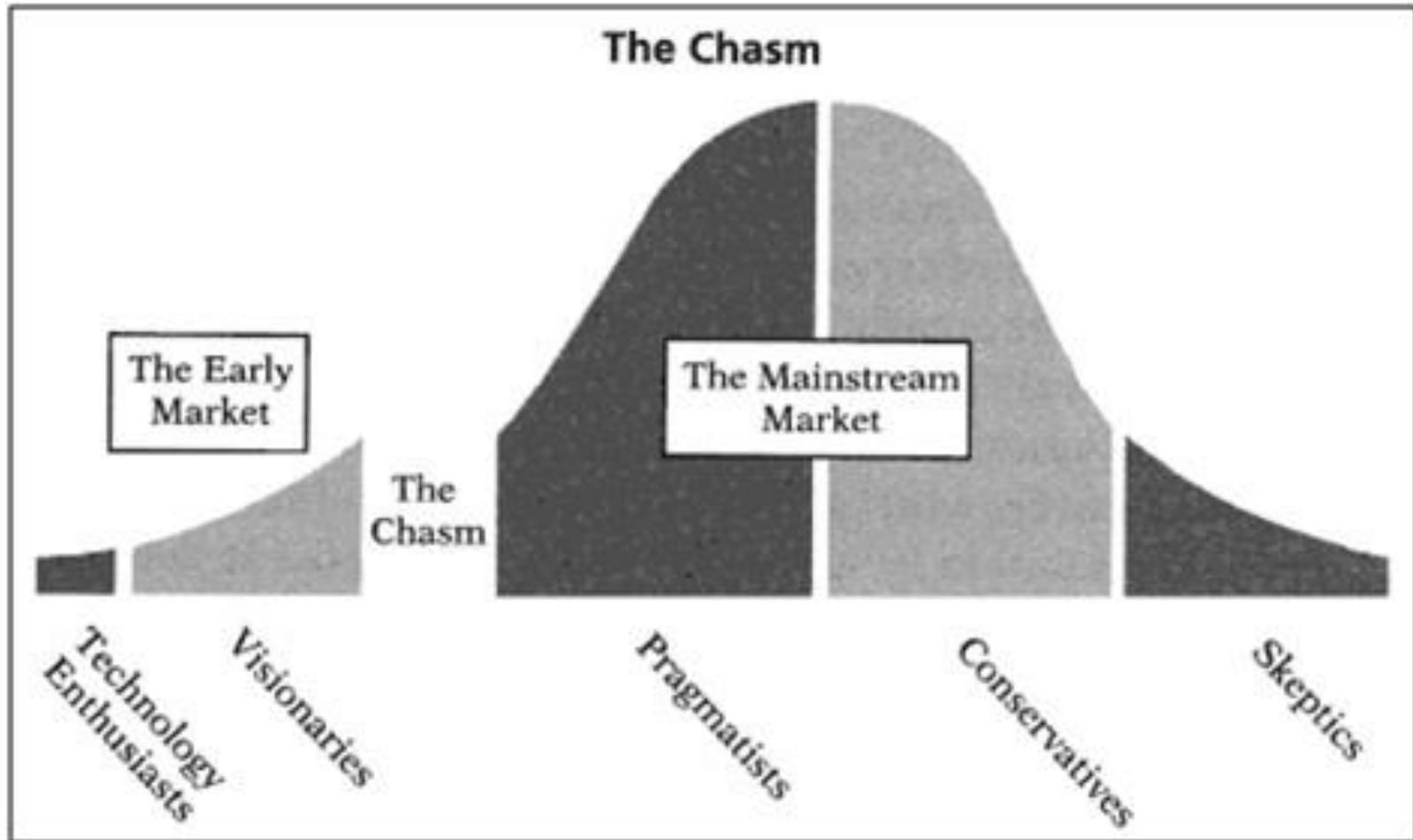
**Info**

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Windscreen washer fluid

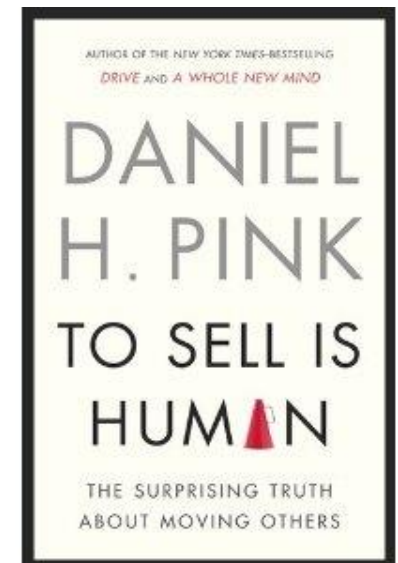
☐ **Fail**

# The chasm, your appetite



# Recommended reading

- Chip and Dan Heath



# Wrap up

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- Technology is not just blinking lights
- If sustainability is not on your radar, get moving for 2017
- Best way to meet sustainability objectives is technology

# Conclusion

- Identify problems
- Design solutions
- Implement / Pilot / Install
- Test, Observe
- Rinse, repeat through a continuous learning and improvement lens.

# Thank you

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