

Fleet Innovations Are Getting Noticed



Fleet has been getting a lot of attention these days, and for all the right reasons. Many of the recent accolades are related to the integration of the Fleetwave software system, created by Chevin Fleet Solutions and customized by DC Water employees for use at the Authority. According to **Tim Fitzgerald** (Director, Fleet), interest in DC Water's use of Fleetwave seems to be growing exponentially. "The response has been overwhelming," he says. "I am humbled that we are getting international kudos, but I am most proud that the Fleetwave product was so successfully customized for our use. It has been a real win for DC Water."

It wasn't always that way. When Fitzgerald arrived in 2010, he noticed some gaps in the Authority's Fleet program including timely maintenance, better fuel efficiency and compliance with safety issues, such as seatbelt usage. He huddled with

former employee Spencer Thomas and **Joe Edwards** (Director, IT Infrastructure / Information Technologies) to assess new technologies and match them against the needs that Fitzgerald had identified.

"As it turns out, there wasn't an off-the-shelf solution available," recalled Fitzgerald. "We identified Fleetwave as a starting point, but needed something that was tailored to our business model. With the input of additional team members, we did just that."

"The bottom line for me was that if I couldn't measure problems, I couldn't manage problems," he added. Fleetwave provides a broad spectrum of data that helps in numerous ways. For instance, the system captures service codes on vehicles which can help staff more readily address maintenance issues

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Tim Fitzgerald Director, Fleet

with vehicles. Managers are also able to use a Google Earth interface to see where DC Water vehicles are at all times. "At first, staff thought that we were keeping tabs on where they were," he explained.

"Eventually, they realized that the interface was used to provide faster response times for emergency situations."

In addition to vehicle tracking, the Fleetwave system also captures helpful information on seat belt usage and speed. Both of these measurements help protect staff and minimize the Authority's liability in accident insurance claims. Staff aren't the only ones who have noticed the innovative approach and outstanding results obtained through Fleetwave.

"The awards began coming sometime in 2013," he said. "Every year now, we always rank in the top 2% of fleet programs nationwide." That's a big reason that Fitzgerald is in such high demand as a speaker and panelist at conferences around the world. He has served as an advisor for the governments of Canada and Germany, and presented for Cox Media in Washington, Chicago and Philadelphia. This April, he was invited to present at the Australasian Fleet Conference in Brisbane, Australia.

While DC Water's Fleet program has been getting tremendous recognition, don't expect Fitzgerald or his team to rest on their laurels. The team has been working hard on adding more environmentally friendly vehicles to the fleet. "Since 2013, we've also been working very hard on adding additional hybrid and alternative fuel vehicles to the fleet," he explains. "Roughly 20% of the fleet is now highly fuel efficient and we are going to get that figure to 30% or better over the next several years."

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