

Case Study: Fleet Services of Kern County, Cali., Avoids Bankruptcy by Changing Their Fleet Management System to RTA



Where Fleet Meets Technology



County Finds Financial Stability with RTA

About Fleet Services of Kern County, Cali.

Fleet Services of Kern County, Cali., provides a variety of vehicle services for county departments and special districts. The now-successful maintenance garage is responsible for purchasing, maintaining and repairing more than one-third of the overall county's vehicles. Additionally, the garage manages the county's commercial fuel vendor and provides departments with a comprehensive vendor list to provide punctual repair service in outlying areas. In Fiscal Year 2014-2015, Fleet Services processed an average of 552 work orders per month.

Without Proper Data Tracking or Scheduling, Maintenance Prices were through the Roof

In 1995, Kern County's Fleet Services utilized a paper shop and an archaic fleet management system, resulting in erroneously high maintenance prices for their customers. Newly appointed fleet manager, Larry Werts, had to find a way to lower maintenance costs and save the garage from imminent bankruptcy.

Newly Appointed Fleet Manager Face with Garage's Impending Bankruptcy

Upon Werts' appointment to his new position, the sheriff's department left Kern County Fleet Services to find more affordable fleet maintenance. Werts' fleet went from 1250 to 354 vehicles overnight, a total loss of 896 vehicles. The garage was on the verge of closure, dropping from 23 employees to only nine. By 1996, the garage was still struggling. Their fleet management software, Self Control, had minimal features and, as it turned out, was not Y2K compliant. Under a new department head, Werts was informed if he was unable to lower the maintenance prices to compete with private fleet maintenance corporations, the garage would close. It was up to Werts to find a fleet management software that provided reports and data for accurate billing rates and more organized management.

Inventory Tracking, Scheduling and a Paperless Shop

Werts and his garage required a system that would track their inventory, schedule preventive maintenance and grow with the business to keep costs down.

"RTA has the shortest learning curve there is."

-- Larry Werts, Fleet Manager, Kern County

Werts' decision came down to Fleet Anywhere by Maximus Inc. (now AssetWorks) and RTA's fleet management software.



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After a four-hour demo with both systems, Werts and his team found Fleet Anywhere nonintuitive and difficult to use; but “with RTA, we figured it out in less than two minutes,” Werts said. “RTA has the shortest learning curve there is.” Beyond the features and functionality, RTA’s dedicated customer-service team made them the top choice. The RTA team was attentive, quick to help and personable.

After purchasing almost every available feature from RTA, Werts received the software disc on May 30, 1999. By July 1, RTA’s system was set up with preventative maintenance scheduling, vehicle data tracking, parts module and inventory. After six months, Werts implemented RTA’s paperless shop. “The numbers went through the roof,” Werts said, resulting in a three-day turnaround maximum for vehicle maintenance. Kern County Fleet Services was now functioning on an organized platform.

Maintenance Costs Dropped and Customers Returned, Saving the Shop

Within the first few months of implementing RTA’s software, Kern County Fleet Services was able to track open work orders and almost immediately shorten the maintenance turnaround time for their customers.

Additionally, the garage was able to finish organizational tasks for which they didn’t previously have time, thanks to template work orders and inventory tracking.

“It was the best move I made.”

-- Larry Werts, Fleet Manager, Kern County

In 2001, Spectrum Consulting reviewed Kern County Fleet Services’ operations. After a year of working with RTA’s fleet management software, the consultants confirmed the garage was cost-competitive and satisfactorily managing their operations.

The majority of customers who left the garage in 1996 came back after Werts provided accurate numbers for maintenance costs. Because of RTA’s tools, Werts produced reports for his department head to prove they were competitive with the privatized market. In five years, the garage’s fleet size exploded by 112%, resulting in a 30% staff increase. “It was the best move I made,” Werts said. RTA’s customer service is still the best in the industry, and “still (fixes) problems we don’t even know we’re experiencing,” Werts said.

Because RTA’s system and customer service are so effective, “we’re able to actually provide good customer service,” Werts explained, by concentrating on what really matters, instead of organizational issues. Kern County Fleet Services’ customers are extremely happy with their maintenance team and with RTA. Werts explained that with RTA fleet management, you “work smarter, not harder.”



Tangible Results with RTA's Fleet Management Software

In 1995, Werts maintained 1250 vehicles; overnight, that number plummeted to 354, a total loss of 896 vehicles. After switching to RTA's fleet management software, Werts saw a 112% fleet increase in the following five years and a 30% staff increase. This points to a total 12.45% fleet increase each year following Werts' switch to RTA, pulling the garage out of bankruptcy. Maintenance turnaround time was limited to a three-day maximum and maintenance prices dropped to a competitive level, bringing back almost every customer who left the garage in 1995. Today, the Kern County Fleet Services comfortably maintains 1236 vehicles.



To see how RTA can benefit your operation, contact us at RTAFleet.com or **1.800.279.0549**.