FASTER
Asset Solutions

CASE STUDY:

Kitsap County Public Works

Matthew Benson
Equipment Services Manager

Kitsap County:
How a 750-Asset Public Fleet Transformed Maintenance & Chargebacks — and Saved 10-15 Hours a Week

FASTER FACTS
Kitsap County uses FASTER to:

⚡ Manage a 750-asset public fleet

⚡ Streamline maintenance

⚡ Expedite repairs

⚡ Reduce maintenance and repair costs

⚡ Improve customer service

⚡ Reduce downtime

⚡ Manage vehicle lifecycles

⚡ Extend asset longevity

⚡ Simplify customer billing

⚡ Automate reports

⚡ Save 10-15 hours of fleet manager time per week

Meet Kitsap County

Matthew Benson, equipment services manager for Kitsap County Public Works served in the military and worked for the Washington State Department of Transportation, so using software to do his job isn't new to him. But when he joined Kitsap County, something was different: Their system — FASTER Asset Solutions — was far more user friendly than any software he'd encountered before.

> **"FASTER basically spells everything out for you," Benson said. "It's a lot easier and faster than systems I've used in the past."**

With 750 assets to manage — everything from police and administrative vehicles to bulldozer graders and dump trucks — FASTER has made it easier to get his arms around the equipment empire he oversees.

"I'm on FASTER every day. It's a multi-faceted program that helps us with everything we do," Benson said.

Cutting Costs with Optimized Maintenance Schedules

Each month, Benson and team use FASTER to pull preventive maintenance (PM) schedules, which can be pulled by hours, mileage, or fuel usage; Benson uses the data to fine tune the timing for PMs and ensure accountability when maintenance is due. Optimizing maintenance schedules helps Kitsap County cut costs by keeping vehicles and equipment well maintained, avoiding repairs, and reducing downtime.

"It keeps you on track and keeps you in line with your PMS cycles," he said. "Preventative maintenance is big because it prevents downtime and keeps the fleet rolling. That's a good business practice for keeping customers satisfied."

RESULT: Healthy vehicles, reduced maintenance and repair costs, improved uptime.

Automating and Streamlining Customer Billing

For Benson personally, using FASTER for fleet customer billing is the most helpful feature. FASTER is where he can see the "bucket balances," which include the monthly rental fee, replacement costs, and other maintenance and operations costs. Reporting on customer billing also helps Benson determine costs based on historical data that he can use to forecast budget rates.

"We have a custom report we run that pulls the bucket balances. So, for example, if a police car costs $85,000 and the bucket balance isn't right, I can go in and make the deduction across the board," Benson said.

RESULT: Easier, more accurate customer billing and budgeting.

Extending Asset Longevity with Smarter Lifecycle Management

FASTER enables Benson to find the true lifecycle for assets based on data, which has helped him keep some assets longer and dispose of assets with escalating total cost of ownership (TCO). To see all the angles, Benson can pull reports based on miles, hours, and auxiliary equipment use.

"We have an older GMC Sonoma with about 12,000 miles on it. It still runs perfectly fine. But then we have a sheriff's car that's close to 140,000 miles and it's only five years old," Benson said. "These vehicles would fall outside of the typical replacement schedules, so it helps that there are multiple ways of pulling the data that you need."

RESULT: Optimized replacement schedules and reduced TCO.

A CLOSER LOOK AT OPTIMIZED MAINTENANCE SCHEDULE OUTCOMES

✓ **Lower repair costs:** With 18,000-mile service intervals, dump trucks only visited the shop every three years, which led to unnecessary breakdowns and too much time in the shop. "I reduced it down to about 7,000 miles, which was really easy to do with FASTER," Benson said.

✓ **Fewer shop visits and improved customer service:** Running PM reports eliminated the need for multiple shop visits. "If you have a vehicle and it's supposed to get three services in a month, instead of having it brought in three different times, you're bringing it in once. You knock everything out in one sitting," Benson said.

✓ **Expedited repairs:** Using FASTER, technicians take notes on vehicles right on the platform, allowing them to discover recurring issues and address them faster. "It helps expedite the problem and gives technicians direction on what to do. That reduces downtime," Benson said.

✓ **Improved uptime:** Faster repair times and fewer breakdowns and shop visits all result in more time on the road and less time in the shop.

Gaining Valuable Time with Automated Reporting

FASTER's automated reporting capabilities saves Benson roughly 10-15 hours a week on reporting alone compared to doing it manually.

"I'm very familiar with fleet management software and they share a generalized baseline for what they can do. But FASTER is just so easy," Benson said. "FASTER offers so much; every day I still learn how to do new things."

RESULT: 10-15 hours per week Benson can spend on strategic fleet management instead of reporting.

EASY, MORE EFFICIENT FLEET MANAGEMENT

Ready to transform your fleet operations? See FASTER in action— Schedule a Demo

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