

## Exhibit 8: MFM Received a Grade of B+ for Complying with Most Fleet Management Best Practices

Fleet Management Best Practice Category	Evaluation Criteria	Division of Motor Fleet Management's Response		Percentage of Criteria Met	Grade
Written Policies and Procedures	<b>The division has written policies for</b>	Yes	No	6 of 6 or 100%	A+
	• <b>who</b> can use vehicles;	✓			
	• <b>how</b> vehicles can be used;	✓			
	• <b>when</b> vehicles can be used;	✓			
	• vehicle <b>acquisition</b> ;	✓			
	• vehicle <b>disposal</b> ; and	✓			
	• vehicle <b>maintenance</b> .	✓			
Management of Vehicle Utilization Data	<b>The division</b>	Yes	No	1 of 2 or 50%	F
	• manages an electronic fleet management information system.	✓			
	<b>The division collects vehicle mileage and frequency of use on a per vehicle basis for their entire fleet through</b>				
	• tracking per trip mile; <b>or</b>		✓ <sup>a</sup>		
	• tracking monthly miles and daily trip counts.		✓ <sup>b</sup>		
Financial Management	<b>The division</b>	Yes	No	8 of 8 or 100%	A+
	• has a cost recovery system in place	✓			
	<b>The division tracks direct and indirect costs for</b>				
	• maintenance and repair (including parts and labor);	✓			
	• fuel;	✓			
	• depreciation for owned vehicles;	✓			
	• insurance;	✓			
	• services and benefits, official travel and transportation, of all fleet management personnel (including fleet manager, mechanical and administrative personnel);	✓			
• purchasing operating equipment for fleet management activities (e.g., office supplies); and	✓				
	• servicing and repairing operating equipment.	✓			
Vehicle Replacement and Acquisition	<b>The division</b>	Yes	No	4 of 4 or 100%	A+
	• has a vehicle replacement plan;	✓			
	• updates the replacement plan annually;	✓			
	• purchases vehicles in volume; and	✓			
	• purchases standardized types of vehicles.	✓			
<b>Overall Division Grade</b>				<b>88%</b>	<b>B+</b>

(a) The Division of Motor Fleet Management does not track per-trip miles for the entire fleet. Per-trip miles are tracked only for motor pool vehicles, and monthly mileage is tracked for assigned vehicles.

(b) State agencies are required to maintain paper trip logs for assigned vehicles, but the Division of Motor Fleet Management does not collect per-trip information from the logs.

Source: Program Evaluation Division based on the fleet management best practice survey and interviews.

## Exhibit 9: Telematics Provides Information that Enhances Fleet Management and Oversight

MFM Information Deficiencies	Telematics Package	Benefits of Telematics
<ul style="list-style-type: none"> <li>● Relies on agencies to enter mileage information</li> <li>● Does not know when or how often a vehicle is driven</li> <li>● Does not know vehicle location</li> <li>● Does not have enough information to evaluate efficient vehicle utilization</li> <li>● Cannot monitor driving behavior</li> <li>● Cannot investigate vehicle misuse related to driving behavior, vehicle location, and when a vehicle was driven</li> <li>● Cannot monitor vehicle operating condition</li> </ul>	<p style="text-align: center;"><b>Basic Package</b></p> <ul style="list-style-type: none"> <li>● Complete vehicle visibility</li> <li>● Costs \$25 per month per vehicle</li> </ul>	<ul style="list-style-type: none"> <li>● Provides complete vehicle utilization information including mileage, frequency of use, and vehicle location</li> <li>● Promotes more efficient vehicle utilization</li> <li>● Eliminates mileage data entry by agencies</li> <li>● Identifies and confirms vehicle misuse related to vehicle location and when a vehicle was driven</li> </ul>
	<p style="text-align: center;"><b>Comprehensive Package</b></p> <ul style="list-style-type: none"> <li>● Complete vehicle visibility</li> <li>● Safety alerts</li> <li>● Remote diagnostic reporting</li> <li>● Costs \$40 per month per vehicle</li> </ul>	<ul style="list-style-type: none"> <li>● Provides all basic package benefits</li> <li>● Monitors driving behavior</li> <li>● Identifies and confirms misuse complaints related to driving behavior</li> <li>● Provides automatic preventive maintenance reminders</li> <li>● Monitors vehicle operating condition</li> </ul>

Source: Program Evaluation Division based on information from a telematics service provider and MFM.