



Modernizing Municipal Fleets

How Sugar Land, TX Saved \$1.5M and Reclaimed 100+ Weekly Labor Hours with FASTER

Summary

As the Fleet Administrator for the City of Sugar Land, Texas, Shahid Ali manages a fleet of approximately 550 assets: everything from police vehicles, fire trucks, and ambulances, to backhoes, skid steers, and a variety of other equipment.

It was only a handful of years ago that the City's fleet management tools were paper, pencil, and spreadsheets. When the City adopted a new enterprise resource planning (ERP) system, digitization was in sight — but Ali soon realized the software wasn't designed for fleet needs. He needed a purpose-built solution that would give him full visibility into fleet operations.

Although he faced some pushback, Ali persisted. Sentiments changed when critics saw how Ali could use FASTER to dramatically increase fleet efficiency — and how much time and money his team could save as a result.

Challenge

Ali saw a clear opportunity to improve efficiency in the maintenance shop— starting with technician productivity. Without digital tracking, there was no way to tell whether a PM service was taking 45 minutes or eight hours. "I can't stand out there all day with a clipboard, watching what they're doing," he said. "Without data, how do I know a technician isn't spending eight hours on something that should take 30 minutes?"

FASTER FACTS

The City of Sugar Land uses FASTER to:

- ✓ Manage a 550-asset fleet
- ✓ Save 100+ direct labor hours weekly
- ✓ Track technician productivity
- ✓ Keep digital maintenance records
- ✓ Optimize vehicle replacement schedules
- ✓ Improve vehicle acquisition and disposal
- ✓ Record FEMA codes
- ✓ Improve communication and customer service
- ✓ Increase vehicle status visibility
- ✓ Justify fleet purchases
- ✓ Add fleet staff
- ✓ Reduce labor costs
- ✓ Save thousands of dollars on insurance premiums
- ✓ Increase the replacement budget from \$1 million to \$2.5 million

QUICK LOOK

Using FASTER to Improve Communication

Customer portal: Operators can see vehicle history and status when their unit is out for maintenance or repairs — reducing calls to the shop, keeping technicians focused on maintaining vehicles, and improving customer service. These improvements were reflected in a recent internal survey, in which the Fleet department received a nearly perfect customer satisfaction score.

FEMA codes: By creating a custom field in FASTER, the City can record FEMA codes for vehicles damaged in natural disasters. This allows the grant officer to easily pull the information needed for reimbursement.

Operator alerts: When a vehicle is ready for pick up, drivers get an automated alert. This helps them get back on the road faster, which is especially important for first responders.

By using FASTER to track labor hours, Ali could generate reports showing the gap between scheduled and direct labor. "Now I can run a report that says, 'This technician was scheduled for 40 hours, but only 10 were direct labor.' Then I can find out where the other 30 hours went."

Those insights helped justify hiring a dedicated vehicle transporter. Previously, technicians were tasked with dropping off vehicles for warranty work, picking up parts, and other errands. That drove up indirect labor and cost the City \$20–25 more per hour than a transporter would. "Productivity happens by turning wrenches," Ali said. "Nobody's asking me how fast I got a vehicle over to a vendor. They want to see the end result."

Vehicle replacement planning was another major pain point. "Before FASTER, I was relying on technician memory and paper records. It could take me months to figure out what needed to be replaced," he explained. "If I didn't have FASTER and the point system, in the current climate, they would probably just cut my replacement budget."

FASTER's 15-point scoring system and inflation calculator gave Ali the ability to create a defensible replacement plan—and helped Budget understand long-term costs.

Digital records also exposed insurance waste. "We found vehicles that were long gone but still being insured," Ali said. By sharing disposed asset reports with Risk Management, he helped eliminate unnecessary insurance costs almost immediately.

"FASTER helps us be good stewards of taxpayer dollars," Ali added. "It's saving us time. It's saving us money. And now, Fleet is part of the bigger conversation."

Results



Gained 100+ Labor Hours Weekly by Tracking Technician Productivity



Secured a \$1.5M Budget Increase with Digital Vehicle Records



Saved Thousands Monthly by Identifying Insured Disposed Vehicles

"The software provider said they could build out a fleet component, but I knew it wasn't going to work. That's when I heard about FASTER. There were a couple of municipalities here locally using it, so I met with them, saw the demo, and I decided, this all makes sense. This will make my life easier."

—SHAHID ALI, FLEET ADMINISTRATOR