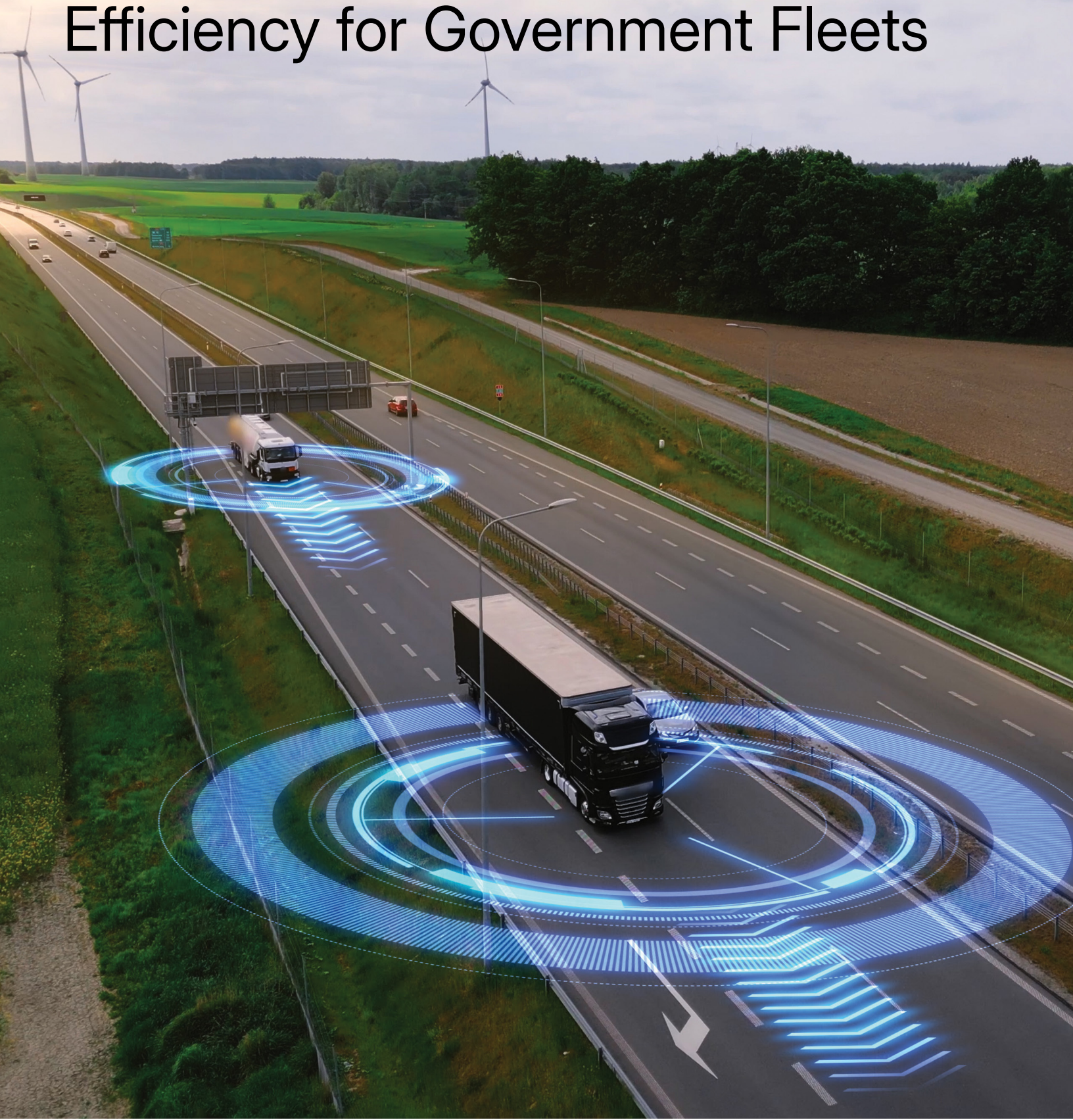




5 Ways to Drive Operational Efficiency for Government Fleets



State and local agencies across the U.S. are facing growing service demands while navigating intensifying pressure to maximize taxpayer dollars, improve workforce efficiency, and enhance service delivery—all without increasing costs. At the same time, artificial intelligence (AI) has matured and become widely available as a key technology that is able to meet these challenges today.

AI, along with a host of other software and hardware tools, can digitally transform traditionally manual processes and collect real-time data to enhance efficiency, improve operational visibility, and drive more informed decision-making. By digitalizing their operations, agency leaders can unlock workforce efficiencies and cost savings across their organization.

With the need for operational efficiency so great and the technology options dizzying, where does an agency start? In this paper, we'll examine five key areas where technology pays big dividends in productivity and return on investment.

1. Routing and service optimization

Fuel prices, labor shortages, and supply chain pressures have increased service delivery costs. Luckily, agencies now have access to digital tools and infrastructure that can support optimization, such as GPS-enabled fleets, GIS systems, and cloud-based platforms. Agencies that can access and utilize the data these systems provide are able to optimize routes to meet real-time situations, reduce fuel consumption, and manage vehicle wear, directly lowering operational costs.

MAXIMIZING FLEET UTILIZATION

The City of [Houston](#) serves 2.3 million citizens with nearly 4,000 vehicles and assets spanning light-duty trucks, construction equipment, trailers, and even boats. These vehicles provide a diverse range of services, including maintaining roads, providing clean drinking water, and treating wastewater. For years, fleet managers lacked real-time visibility and consequently struggled to monitor vehicle

77%

of U.S. public sector leaders say that technologies designed to improve worker productivity have saved their organization \$500K or more.¹

58%

of public sector leaders report “widespread” use of AI, outpacing industries like food and beverage and even transportation.²

47%

of public sector technology leaders are interested in advanced telematics for optimizing route and fleet management.³

Routing improvements enabled Athens-Clarke County, GA, to realize a **58% increase** in fuel efficiency and **19% decrease in fuel usage**.⁴

utilization, optimize asset deployment, and quickly access the data needed to support operations.

Deploying fleet management tools and consolidating on a single platform allowed the city to empower employees to run their own customized reports and pull data they needed to understand assets and processes. Leadership can now quickly identify underutilized assets and make decisions about reassignment or retirement.

"We run utilization reports frequently and reach out to supervisors if we see a vehicle that hasn't been used in a while," said Margarita Garcia, Sr. Division Manager, Houston Public Works. "Sometimes, that's all it takes for teams to put an asset back into rotation that may have fallen off the radar—or decide that it's time to retire or replace the asset. Real-time data helps us keep our fleet rightsized and ensure that our utilization is as strong as it can be."

REMOVING SNOW AND CITIZEN CONCERNS

[Syracuse](#), NY, is one of the snowiest cities in America, receiving an average of over 100 inches of snow each year. To ensure their streets are safe during the winter, their Department of Public Works (DPW) manages a fleet of 1,000 vehicles, including over 150 used for snow removal. Without the ability to digitally track the location and status of their fleet, neither the DPW nor the public had visibility into which roads had recently been serviced.

The addition of real-time video via AI-powered dash cams and telematics provides visibility into snowplow location and activity within a single dashboard, making route planning and service execution hyper-efficient. This visibility allows the DPW team to track service and make changes in real time to meet road conditions and community needs. It has also allowed the DPW to share plow status via a publicly accessible map. This transparency has reduced the number of citizen calls by 30%, freeing staff to focus on the most critical citizen concerns.



2. Asset management

Asset management encompasses knowing where equipment is at all times, as well as the status of those resources. A strong asset management program helps inform maintenance schedules, improve efficiency in service delivery, secure the fleet, ensure regulatory compliance, and support budget planning and prioritization.

SENDING THE RIGHT ASSET TO MEET THE EMERGENCY

The [New Orleans](#) Emergency Medical Services (NOEMS) department relies on a large fleet of ambulances, sprint cars, bicycles, and other vehicles to respond to nearly 70,000 emergency calls every year, as well as provide services during high-profile events like Mardi Gras. While NOEMS had a number of tools for tracking assets, they struggled to bring all of the data together to act on. They lacked real-time visibility into their vehicles and assets, making it difficult to coordinate emergency response as safely and effectively as possible.

Standardizing telematics, dash cams, and asset tracking on a single platform allowed them to see where assets are located and how they're being utilized. The city can now route vehicles to calls more efficiently, as well as help ensure ambulances and other vehicles are up to date on maintenance. NOEMS can now get real-time location data across their entire fleet, making it faster and easier for commanders to allocate the right asset—be it an ambulance, a bike, or a special response vehicle—to each call.

LOCATING ASSETS IN SECONDS INSTEAD OF DAYS

[St. Petersburg](#), FL, utilizes over 5,000 assets to support the city, ranging from chainsaws to fire trucks. The city had limited data on where equipment was located or how it was being used, which meant those assets weren't being utilized as efficiently as they could be. Local government had to rely on individual departments to remember the last known location of an asset, and could spend days looking for it. When responding to emergencies like hurricanes, that kind of delay is not acceptable.

51%

of public sector organizations are using GPS for vehicles, equipment, and workers.⁵

The city of Memphis saved

\$40,000

by recovering stolen assets using data from asset gateways.⁶



To meet this challenge, the city implemented a solution that combined vehicle gateways and asset tracking to centralize all asset status on a single platform, enabling their location within seconds instead of days. This visibility aids the department in collecting diagnostics and optimizing asset use. It also helps locate equipment that goes missing, eliminating replacement costs.

3. Predictive maintenance

Unplanned maintenance throws schedules off and introduces additional costs related to downtime and repairs. Keeping equipment running keeps employees on the job and projects on schedule. Predictive maintenance uses real-time data to assess equipment health and anticipate service needs, helping agencies address small issues before they become costly problems. Using telematics, agencies can gain enhanced visibility into vehicles and assets, including the operating status and location of vehicles and equipment. This data enables a proactive approach to maintenance that reduces downtime and minimizes unnecessary repair costs.

PREDICTIVE MAINTENANCE KEEPS FLEET READY FOR EXTREME WEATHER

[Monroe County](#), FL, utilizes a network of generators to provide emergency power in the Florida Keys, an area that frequently experiences severe weather. Trucks servicing these generators and providing other support must travel a narrow 120-mile, two-lane highway. Any breakdown not only impacts that vehicle and the driver's ability to do their job, but can also back up traffic for miles.

The county uses vehicle telematics to monitor fleet health in real time. If a large truck breaks down, towing alone can cost \$1,700. Operations staff receive immediate alerts when a check engine light turns on, allowing them to proactively call the vehicle in for service before it fails—potentially saving thousands of dollars in repair costs and preventing traffic and safety incidents.

48%

of public sector leaders say they are performing preventative maintenance and safety checks.⁷

Proactively maintaining generators prevents unnecessary downtime while improving response time to outages by

15%.⁸



ACCELERATING SERVICE DELIVERY FOR RESIDENTS

The [City of Memphis](#) serves its 600,000+ citizens through the careful coordination of 17 departments and 560 vehicles. To ensure the highest levels of service and efficiency, the city uses real-time GPS data to pinpoint vehicle locations and provide immediate support to employees. This enables them to dispatch the closest, best-equipped team for service calls, minimizing downtime and improving service response times.

4. Claims and insurance savings

Investigating claims of poor service and providing needed documentation to file insurance claims takes significant time and administrative resources. Lawyer and court costs, as well as eventual payouts, result in hard dollars being added to expenses every year. Agencies can use telematics data to quickly resolve service disputes and protect against false claims.

MINIMIZING CLAIMS COSTS AND GAINING DRIVER BUY-IN

As a public agency operating large, heavy-duty vehicles, [Memphis Light Gas and Water's](#) (MLGW) fleet was especially susceptible to false claims. Limited visibility made it difficult to protect innocent drivers and prove false blame, leading to significant spikes in operating costs. With in-vehicle video, MLGW can now use quick and easy video retrieval to streamline incident investigations and prove false claims. Exonerating innocent employees and minimizing costly insurance claims has enabled MLGW to maintain low rates for customers.

Successful exoneration is not only helpful for minimizing costs, it's been hugely impactful with transforming MLGW's safety culture. Footage of successful exonerations are used as examples during safety trainings, helping to secure driver buy-in and foster a positive, safety-focused environment.

68%

of public sector leaders say their organization has saved \$500K+ as a result of technologies that protect workers from false claims and not-at-fault incidents.⁹

*"Once employees realize this is being done for safety, they're a lot more receptive to cameras and technology. In a recent incident, the footage proved our employee wasn't at fault—an incident that could have cost thousands. That's good for safety, our employees, and our citizens."*¹⁰

Brian Blum, Assistant Director, Public Works, City of Houston

VALIDATING SERVICE TO THE COMMUNITY

[Athens-Clarke County](#), GA's, Solid Waste Department utilizes cameras and GPS data to resolve customer complaints that a truck missed or skipped their house. Data will show when a truck was at the residence and footage can show if the bins were present at that time. More often than not, the bins were put out after collection had occurred. With this proof, the department can schedule a "return service" for a fee. Similarly, violations that result in trash not being picked up are digitally captured and documented for fines to be issued.

5. Improved safety and accident reduction

Improved safety benefits employees, citizens, and agency bottom lines. AI-powered dash cams and telematics capture risky behavior in real-time, enabling immediate intervention and coaching to prevent accidents before they happen. In addition to protecting the workforce and community, safety improvements translate into substantial cost avoidance, reducing expenses related to traffic violations, vehicle damage, and employee healthcare claims.

DRIVER DATA INFORMS SAFETY TRAINING

The [City of Boynton Beach](#), FL, serves just over 80,000 residents with police, fire, public works, recreational programs, and other vital services. They began utilizing vehicle telematics to better track their fleet for improved service efficiency and realized significant improvements in driver safety, including:

- 17% reduction in speeding
- 12% reduction in harsh braking
- 19% reduction in distracted driving
- 10% reduction in policy violations
- 58% reduction in overall measurable driver risk factors compared to government organizations of similar size

The data provided by cameras and telematics helped Boynton Beach better tailor their coaching, which was a key factor in improving driver safety.

Safety is the top benefit organizations are realizing from AI.¹¹

Memphis Light, Gas and Water reduced safety events by

100%.



PUTTING THE BRAKES ON HARSH BRAKING

[Memphis Light, Gas and Water](#) (MLGW) needed a more effective way to engage drivers and provide the feedback necessary to improve driving behavior and reduce incidents. Utilizing vehicle and camera data, MLGW created a friendly competition among drivers, posting the top 10 Safety Scores each month. Each driver is told their score and where they rank, and is coached on ways to improve.

Drivers with the highest scores across the last three years are rewarded with a breakfast to celebrate their accomplishments. This safety culture built on positive recognition has led to significant improvements in driving performance.



Building efficiency. Building trust.

In an era of tightening budgets and growing public expectations, state and local government agencies must embrace innovative solutions to maximize efficiency and accountability. Embracing digital transformation isn't just a matter of modernization—it's a responsible investment in public safety, service quality, and the stewardship of tax dollars. Agencies that lead the way in adopting these practices are not only safeguarding their resources but also setting a new standard for government service delivery in the 21st century.

To find out how Samsara can help modernize your fleet operations, [contact us](#) to schedule a demo.

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