



Department of
Administrative Services

Customer Focused, Performance Driven


Sonny Perdue
GOVERNOR

Brad Douglas
COMMISSIONER

MEMORANDUM

DATE: July 22, 2010

TO: All Agency Heads and University Presidents

FROM: Brad Douglas, Commissioner 

RE: Enhancements to the VITAL Fleet Information Management System

Over the past year, the Department of Administrative Services (DOAS) has been diligently working to address customer requests for improvements to VITAL (Vehicle Information Tracking and Logistics), Georgia's fleet information management system. Beginning this fall, DOAS will partner with its third-party vehicle repair and maintenance provider to leverage their state-of-the-art online vehicle management system¹ and enhance the VITAL system. The new VITAL system will provide fleet managers with increased and timelier access to the fleet data necessary to astutely manage costs and utilization of the state's 20,000+ vehicles.

Over the next several months, the Office of Fleet Management (OFM) will communicate the features of the newly enhanced VITAL tool, the details of the transition and its impact to users. The new VITAL system offers tremendous advantages for fleet personnel throughout the state, a few of which are highlighted below:

One-Stop Shop for Vehicle Transaction Information

- State personnel will be able to view and manage detailed maintenance, fuel and odometer readings through the centralized, online system.
- Fuel transactions imported from Wright Express, the provider of our state's fuel card, will have more detailed data including fuel type, fuel cost, number of gallons, and odometer readings—all on one screen.
- For agencies using the statewide contracts for fuel with Wright Express and for maintenance with ARI, transaction information will be available within days or hours of transactions, rather than the weeks- or month-long wait for reports.
- Manual entry of fuel, maintenance and odometer history will be streamlined and existing data importing options will continue. Each agency fleet will have a mileage accuracy rating by vehicle at their finger tips.

Familiarity and Ease of Use

- Over half of the statutory agencies in the state already have vehicles enrolled in ARI's maintenance program and thus already have access to this online tool.

¹ Insights® is maintained by an existing supplier, Automotive Resources International (ARI). ARI currently provides the state's voluntary vehicle maintenance program.

- The VITAL main screen offers an easy-to-use dashboard with detailed visual graphs, custom Key Performance Indicators (KPIs) and performance alerts that offer key information about the status of your fleet, such as overdue maintenance, vehicle inventory, missing data, and average cost per mile.
- Online training is accessible from most system pages to provide an on-the-spot review of system navigation and usage.

Improved Reporting and Querying Capability

- In addition to the standard reports developed by OFM, agency personnel can perform ad hoc queries on a wide range of key fleet information at any time.
- Queries are fully customizable to fit each specific agency’s need and can be exported to Excel or other formats.
- Global queries based on simple “key words” will make this system user friendly to search for driver names, vehicle types, etc.

Within the next few weeks, each state agency impacted will receive a letter from Ed Finnegan, Director of the Office of Fleet Management, with more details on the transition timeline, opportunities for your fleet and other management personnel to preview the tool and to provide input on the transition. This is a great opportunity to validate the status and transaction history of vehicles owned and regularly used by state agencies and universities and overall, to sharpen our understanding of how vehicles are used statewide.

Throughout the transition, our goal is to clearly communicate next steps or needs from state agency and university personnel within reasonable timeframes, with minimal disruption to work and existing processes. Above all, we strive to deliver a faster, friendlier and easier tool. If you or your Fleet Manager/Coordinator have any questions, please contact Ed Finnegan, Director of the Office of Fleet Management at ed.finnegan@doas.ga.gov or 404-651-7263.

cc: Tommy Hills, Chief Financial Officer, State of Georgia
Trey Childress, Chief Operating Officer, State of Georgia
Rob Watts, Chief Operating Officer, Board of Regents