

Purpose:

This report provides a record of the activities taken to improve the safety, cost- efficiency and effectiveness of your fleet operations to support programme delivery in the country.

Guidance for completing this template:

The Fleet Management Report is an annual report to be completed by the Fleet Manager or staff member with fleet management responsibilities. The report should be presented to the Country Director or Deputy Country Director and the management team of the country office, followed by a presentation and discussion of the key areas.

In addition, we encourage you to provide a copy of the report to your Regional Office and Global Logistics / Fleet Unit. By sharing the country fleet management report with these offices, it will allow the respective parties to understand the progress made in the year, challenges encountered and to work together and support the country office.

On the next page, a template has been provided. All text in italics is meant to serve as guidance notes to develop the contents of the report and should be deleted once the report is redacted.

COUNTRY X ANNUAL REPORT**Executive Summary**

Situation in (Year)

This section should cover the key highlights of the year:

- Biggest success or achievements (with data)
- Most urgent area for improvement
- Biggest challenge
- Support provided by Regional / Global Fleet Office

(Year) Recommendations

Recommendations must be SMART and should be no more than 5. Remember, this section is a quick summary. They can be described in detail in the sections 'Fleet Management Results' and 'Outlook for (Year)'

1. XX
2. XX
3. XX
4. XX
5. XX

Examples of SMART recommendations:

- All staff must attend ½ road safety awareness sessions by (Month/Year)
- Install tracking devices on 80% of the fleet by (Month/Year)
- Work together with programmes to reduce the # of unplanned trips to 5%
- Renegotiate with insurance provider to reduce the insurance premium by 3% by (Month/Year)

Country X Context

This section should illustrate the country and fleet context:

- No of programmes: XXX
- No of sub-offices:
- No of staff: xxx
- Size of fleet
- Average age of fleet
- No of drivers
- Cost of fleet operations

It should also include any environmental factors related to the country context that influenced the performance of the fleet in 2018.

For example, the following may have occurred:

- I. The polio campaign is downsizing. This means vehicles needed to be disposed of
- II. There was a fuel shortage and the operation had to procure fuel at a higher cost





Fleet Management Impact

Who We Served	Where We Went
Insert # transport requests or missions fulfilled	Insert # kms or hours driven. Make a comparison if possible: <ul style="list-style-type: none"> • We drove 770,000km. That is the distance to the moon and back • We drove +2000 hours. That is almost 3 months on the road

Achievements to align Fleet Management to your Organisation’s Objectives

Describe 3 activities undertaken in the calendar year in the following 4 areas. This will help readers understand what actions you took to make improvements.

Some actions can be the repeated under multiple areas. For example, “Contracting a different maintenance provider” can have a positive impact on cost reduction and improvement of operational capability.

			
Reduction environmental impact	Improvement road safety	Improvement operational capacity	Cost controlling and reduction
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.

Key Challenges in the Current Year

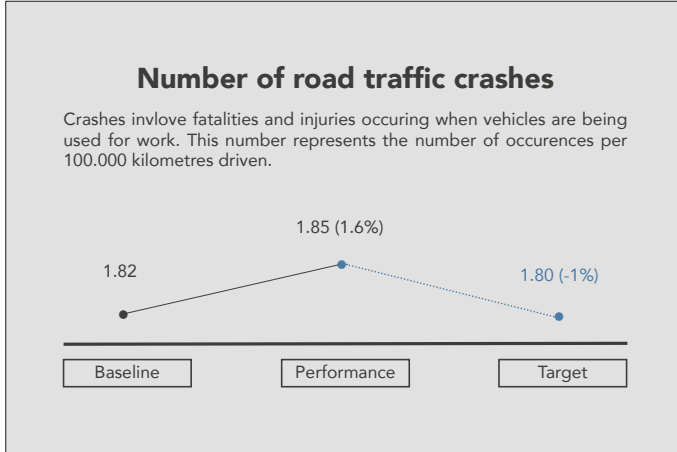
This section should describe in bullet points the challenges (with data) and constraints that are hampering an excellent fleet management. Some of those challenges should be addressed in the recommendations in the beginning.

For example:

- 50 % of vehicles have reached or exceeded replacement age
- 5 / 20 vehicles have abnormally high fuel consumption
- 3 /20 vehicles are running an average of less than 10 km a day

Fleet Management Results

This section we will report on the performance of several Key Performance Indicators (KPIs)



For each KPI, include a simple graph like the one on the left. It should contain the overall baseline, the current year performance across the entire fleet.

On the right side of the graph, in a maximum of 50 words, you should explain if the performance improved or worsened and the reason for this. Also propose recommendations for 2019 to improve performance on this indicator.

You are advised to report on the performance of 5 KPIs. If you do not have data for all 5 KPIs, then still complete this section using the data available. KPIs should be calculated for 2018. Even if data is only available for part of the year and part of the fleet. No need to break it down by category of vehicle. What we want to see is a trend over time of the whole fleet.

KPI 1: Fuel consumption

KPI 2: Running costs per kilometre

KPI 3: Fleet safety

KPI 4: % Availability

KPI 5: % Utilization

How We Served Our Colleagues

If available, include results from satisfaction survey (using graphs).

Collect 2 quotes from transport users and insert in this section. Preferably staff from different units. Use pictures of staff and vehicles to show the support provided to programme delivery.

Outlook for Next Year

This section should include an overall outlook of your country operation. It should briefly address topics questions such as:

- What are our relief activities for the next year? Is the organization growing in terms of providing health services in the country?
- Will the number of staff members grow? What is the forecast for the country budget?
- Will the nature of activities change? Will programmes be conducted in new areas of the country?

- What external factors may hinder or facilitate fleet operations? Think about currency fluctuations, availability of fuel, political instability and operating hours, weather conditions etc.

Asset Plan (Insert table from the transport needs assessment you have completed)

	Current # vehicles	# vehicles needed	# vehicles to dispose	# vehicles to be ordered
City sedan				
Light Vehicle				
Trucks				
Armoured Vehicles				
Mini-Bus				
Motorcycles				
Total				

Aside from filling in the table below, describe how and when these vehicles will be procured, when they are expected to be in operation and if vehicle rentals will be used

Training Plan

In this section, describe any trainings you would like to run in the coming year. These can be facilitated internally or by a training provider.

Insert Training Name	
Training Responsible	<ul style="list-style-type: none"> • Person responsible for organizing the training: • Trainers: • Person(s) supporting the operational coordination of training:
Learning Objectives	(Learning objective should describe what attendees should be able to do differently after the training) <ol style="list-style-type: none"> 1. 2. 3.
Connection to Organisation or Department Goals	(This section should describe the benefits that the country office is expected to gain after its staff members partake in the training) <ul style="list-style-type: none"> • • •
Participants	Insert number of participants. If available already, include names and functions of the participants)
Date & Time	

Fleet Management Targets

Having reviewed the performance of the fleet, the Plan, Do, Check, Adjust (PDCA) cycle once again begins, and you need to set targets on KPIs. When setting the targets, use historical data from the previous year, so that it is both realistic and ambitious.

Tips for Fleet Managers when setting targets:

KPI	Guidelines to Consider When Setting Targets
Fuel Efficiency	<ul style="list-style-type: none"> • Ask vehicle manufacturer for suggestions • Compare with other organizations operating in the same area • Set sub-targets per type of vehicle
Running Costs	<ul style="list-style-type: none"> • Compare vehicles of the same type in your fleet • Compare with other NGOs operating in the same area
Safety	<ul style="list-style-type: none"> • Ideally this should be set at zero road traffic fatalities and injuries
Availability	<ul style="list-style-type: none"> • Consider setting a target between 90% - 95% • 100% over a period of time would mean that vehicles are not getting maintained (or they are being maintained at night or over the weekend) • Lower than 90% over a period of time could indicate an issue with maintenance and repair
Utilization	<ul style="list-style-type: none"> • Consider setting a target between 85% - 95% • 100% over a period of time should be cross-checked with the average kilometers per month. If utilization is high and average kms is low, it could mean that vehicles are dedicated to specific programs or staff • Lower than 85% could mean that the fleet is too large and can be downsized. This should be verified by checking the average kms

Budget

The more aware the Fleet Manager is aware of the financial implications of providing transport to staff, the better placed they are to optimize it. Therefore, you are encouraged to actively participate in budget planning and monitoring, with the support of their manager, and in conjunction with Finance.

Setting an annual budget for transport provides an opportunity to match it with the organization’s transport needs.

Please use the template provided (see spreadsheet containing fuel, maintenance and repairs, vehicles replacement, training). Thereafter, copy the table and include it in this section of the report. See example below

Country:

Annual Fleet Budget					
Fuel	Vehicle type	Avg. litres per 100 km	Total expected kms	Fuel cost per litre	Total Amount USD
Petrol	Sedan				#DEEL/0!
	SUV/4x4/Pick-up				#DEEL/0!
	Van/Mini-bus				#DEEL/0!
	Armoured Vehicles				#DEEL/0!
	Trucks				#DEEL/0!
Diesel	Sedan				#DEEL/0!
	SUV/4x4/Pick-up				#DEEL/0!
	Van/Mini-bus				#DEEL/0!
	Armoured Vehicles				#DEEL/0!
	Trucks				#DEEL/0!
Maintenance	Vehicle type	Service costs (A+B+C)	Total expected kms	# Service rounds	
	Petrol vehicles		0	0	\$ -
	Diesel vehicles		0	0	\$ -
Repair			Previous Year Costs	Reduction	
	Costs			5%	\$ -
Training					
	Training				\$ -
	Trainee				\$ -
Vehicle replacement	Vehicle type		# vehicles to be ordered	Cost per unit	
	Sedan				\$ -
	SUV/4x4/Pick-up				\$ -
	Van/Mini-bus				\$ -
	Armoured Vehicles				\$ -
	Trucks				\$ -
Total					#DEEL/0!