

February 12, 2009

Networkfleet

To Whom It May Concern:

Truckee Meadows Water Authority (TMWA) implemented GPS tracking and information services with Networkfleet approximately two years ago and have 100% of our fleet enrolled in this service. We are very satisfied with the system.

We initially wanted a system that could assist in dispatching the closest qualified employee to an emergency call without our Customer Service Representatives making numerous radio or cell phone calls to try to locate the nearest person. This system has increased our ability to respond quickly by utilizing the search tool to find the closest vehicle to an address. The customer service benefit has been a great asset for not only response, but for verifying location of vehicles to resolve customer complaints, such as missed appointments. Since we charge for service calls, if a customer who requested an appointment fails to show, and then requests another appointment they can be charged for another service call. This tool allows us to verify our vehicle was at the location (or not) during the appointment window.

The system has a very comprehensive reports menu that assists us in managing the operation and maintenance of our fleet. The idle time report has allowed us to identify vehicles that idle excessively, and we are currently working with individual operators to reduce their idle time. We receive a daily "excess speed" report when TMWA's speed threshold has been exceeded, the vehicle will appear on the report. This has identified operators that were habitually driving in excess of 10 miles an hour over the posted maximum speed limit for our freeway system. These reports help us manage our fleet and drivers to better control our fuel usage, to enhance the maintenance of our equipment, and to increase safety.

An ancillary benefit has been an increase in productivity. With GPS units on the vehicles lunch breaks are closer to the 30 minutes allowed. Employees now know that unauthorized use of the vehicles can now be verified, and we have disciplined employees based on the information provided by this system. We have also used this system to absolve our drivers of any wrong doing in cases of registered complaints by other drivers or customers.

Should you have any questions, please feel free to contact me.

Thank you,

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