



## Results+

# Achieving 97% Renewal Rate Through Proactive Fleet Management

### **Increasing Driver Compliance to Reduce Costs and Downtime**

This client leads the elevator and escalator industry by providing advanced technologies and excellent customer service, ensuring the smooth and efficient movement of people in urban environments. They operate a centralized fleet managed across 140 branches. Due to its structure, renewal notices for vehicle registrations were sent to branch managers instead of drivers, leading to low driver accountability. This process resulted in a low non-adjusted renewal rate, causing expired registrations, fees, and grounded vehicles reducing fleet productivity. The company needed a strategy to increase driver compliance and streamline its renewal process to minimize downtime and enhance operational efficiency.

### **Implementing Direct Driver Notifications and Streamlined Reporting**

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### **Implementing Direct Driver Notifications and Streamlined Reporting**

The client's dedicated fleet manager revamped their compliance process with support from Wheels. The solution involved routing all vehicle renewal notices directly to drivers, shifting accountability away from branch managers. To further support this change, Wheels helped implement a monthly L&T (License & Title) report that was shared with fleet contacts at each branch to flag missing data, state change issues, and expired units. The fleet manager worked closely with branch managers to

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**PROJECT SERVICES:** Compliance

**FLEET SIZE:** 5,100

**VEHICLE TYPE:** Vans/Light Duty Trucks/Heavy Duty Trucks

**INDUSTRY:** Construction

**Savings/Improvements:**

**97%**

increase in renewal rates by mid-2024

**Improve**

productivity through reduced downtime

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track driver responses and follow up when needed. A VIN report was also used as a final check to ensure all renewals were completed on time.

## **Significant Improvement in Compliance and Fleet Productivity**

The new approach yielded impressive results. By December 2023, the non-adjusted renewal rate increased

significantly, and by July 2024, it reached 97%, ensuring more vehicles stayed on the road without incurring unnecessary fees. This improvement has led to greater fleet productivity and cost savings. Through proactive partnership and data-driven fleet management, Wheels helped this client to streamline its operations and achieve best-in-class fleet compliance.