



Fleet field service mechanics saved 124 hours just in travel time (\$12,300) in the first six months by adding diagnostic software to field service computers

WINNER

Project	Fleet Diagnostics (DOT/Fleet)
Rationale	<ul style="list-style-type: none"> Field service mechanics are assigned to various areas of the county including Black Diamond, Fall City, and Redmond to support field crews. Bringing vehicles and equipment into the Renton Shop is costly considering travel time, effort, and customer downtime.
Problem	<ul style="list-style-type: none"> In most cases, heavy-duty vehicles with a “check engine” light had to be diagnosed before they could be driven. Non-drivable vehicles were towed to the Renton Shop or the field mechanic had to go to the Renton Shop to get the diagnostic computer. The Renton Shop was the only location with diagnostic software. Every time the diagnostic computer was taken to the field, it hampered the shop’s ability to diagnose vehicles and equipment. Travel time back and forth took approximately four hours per instance.
Approach	<ul style="list-style-type: none"> Analyzed alternatives from leasing additional computers to adding diagnostic programs to existing computers. Fleet added software licenses to the four field mechanics computers.



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