



Blount County Sheriff's Office  
Fleet Services Division  
Steven Cardwell- Fleet Manager  
10/02/2025

To:  
Blount County Budget Committee

**Subject: Justification and Request for Purchase of Fleetio Software**

Dear Members of the Budget Committee,

I am writing to formally express my support and provide justification for the purchase of Fleetio fleet management software for the Blount County Sheriff's Office (BCSO). This investment represents a crucial step forward in modernizing our operations and ensuring the continued safety, efficiency, and accountability of our expanding fleet.

The BCSO fleet has expanded significantly over the past two decades, now consisting of over **300 vehicles**. The current software in use—a legacy component of the SOMS system—was initially adopted in the early 2000s to track fleet assets. While SOMS was effective in its time, the specific module we use is now more than 15 years old, has reached **end-of-life status**, and is no longer being updated or supported. As a result, it no longer meets the operational demands of a modern law enforcement fleet of our size.

Fleetio offers a comprehensive, cloud-based solution that will allow us to:

- **Track each fleet asset individually to ensure** accountability and accuracy.
- **Log and maintain detailed service records** for every vehicle, enabling us to maintain a preventive maintenance schedule.
- **Monitor real-time mileage**, which will help us schedule maintenance based on usage rather than time intervals.
- **Streamline the service scheduling process**, allowing officers to easily coordinate appointments with the BCSO Fleet Garage using a centralized calendar system.
- **Leverage data and analytics** to identify cost-saving opportunities and inefficiencies in fleet operation—something that is simply not possible with our current outdated system.

This upgrade is not merely a convenience—it is a necessary modernization that will result in **better service coordination, improved vehicle lifespan through preventative maintenance, and long-term cost savings**. The software will also improve transparency and accountability across our fleet operations.

In short, Fleetio represents a much-needed evolution in how we manage our fleet. It will enable us to be more efficient with both time and taxpayer dollars, while also improving public safety by ensuring that our vehicles are maintained and ready for duty.

Thank you for considering this request. I am confident that the adoption of Fleetio will deliver significant benefits to the Sheriff's Office and to Blount County as a whole. I would be happy to provide a demonstration or additional information if needed.

Sincerely,  
Steven Cardwell  
Blount County Sheriff's Office - Fleet Manager

A handwritten signature in blue ink that reads "Steven Cardwell". The signature is fluid and cursive, with the first name "Steven" being more prominent than the last name "Cardwell".



# **BLOUNT COUNTY**

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## **SHERIFF'S OFFICE**

# **Overview for Blount County Sheriff's Office**

Clay Shewey



**Fleetio**

Sep 25, 2025



# Common Challenges in Fleet Today

We've seen our customers say that manual tracking and monitoring costs are their most common challenges.

- ✓ Complex compliance requirements
- ⚙️ Keeping up with PM schedules
- 💬 Communicating with distributed employees
- 🛢️ Identifying fuel costs
- 🔍 Searching for assets across fleet
- 💰 Spend management
- 📁 Administrative tasks
- ⚠️ Accident administration
- 📋 Performing thorough inspections
- 📊 Calculating true asset ownership costs

## Our Mission

Help organizations **track, analyze and improve** their fleet operations.

## Our Vision

Transform the way fleets around the world operate by providing guidance through standardized fleet maintenance and operations data.

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## Our Philosophy



### Simple

Fleet management software should reduce complexity, not add to it.



### Collaborative

Working together as a team is the best way to manage the fleet.



### Comprehensive

A central location for all fleet data is key to staying organized.



### Informative

Fleet data is useless unless it helps you make better decisions.

# Awards



## Winner



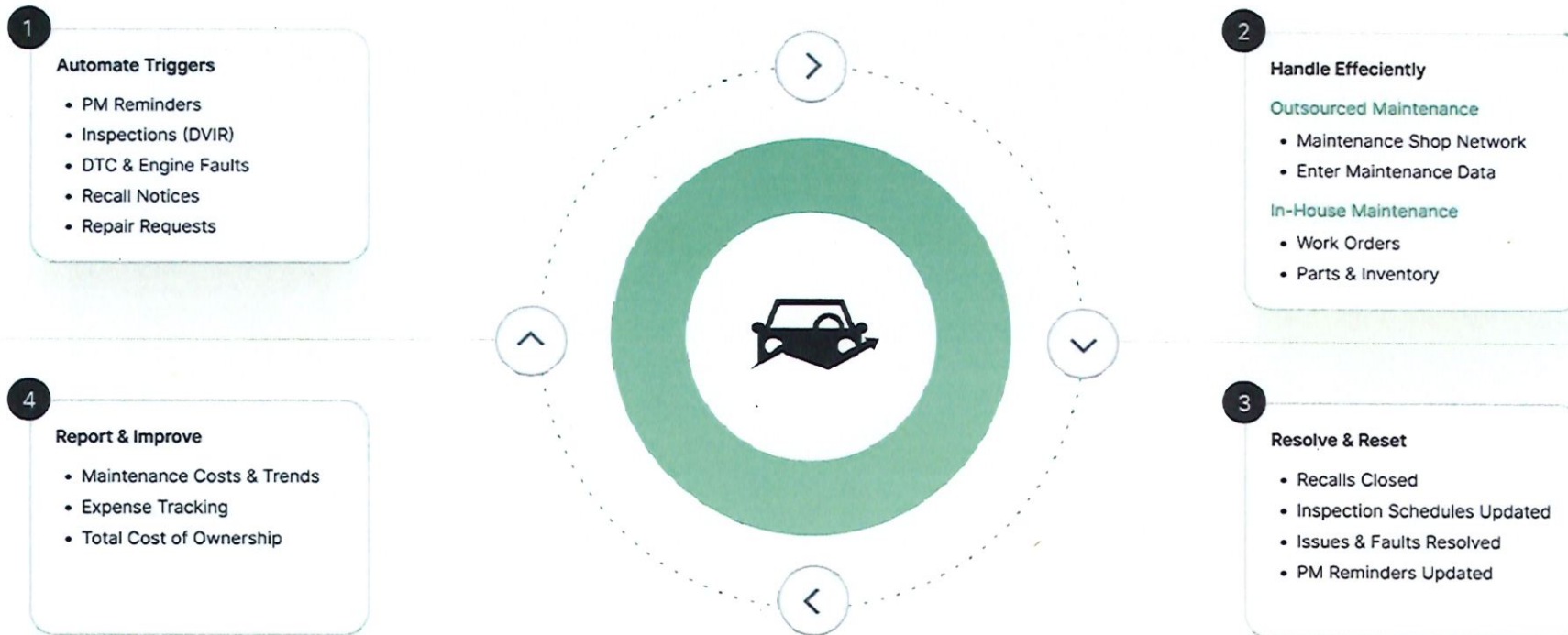
## Leader



## Best of



# Achieve Your Ideal Maintenance Workflow





# City of Cambridge Success Story



**Industry:** Government

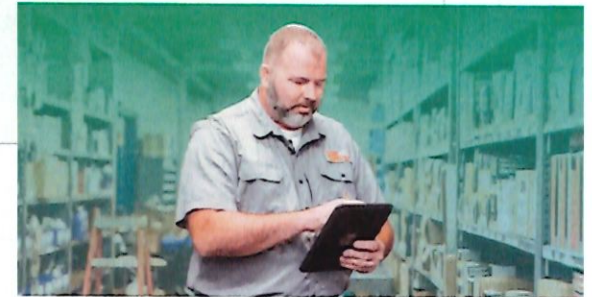
**Fleet Size:** 500

**Where:** Cambridge, MA

## Company Objectives:

1. Find an approved contractor while managing cost
2. Collaborate on processes without constant meetings
3. Collect stronger, more usable data to inform fleet decisions

Case study linked [HERE](#).



# Wyandotte County Success Story



**Industry:** Government

**Fleet Size:** 1,000+

**Where:** Kansas City, KS

## Company Objectives:

1. Find a solution designed specifically for fleet
2. Reduce downtime by streamlining communication
3. Increase access to fleet data on the go

Case study linked [HERE](#).



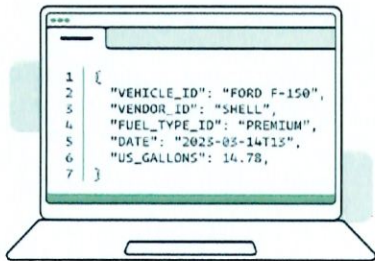




# Implementation Services

Seamlessly transition your organization to  
Fleetio's Software with experienced fleet experts

# Implementation Services



## Expert setup for an easy transition

Fleetio's implementation services streamline operations by reducing friction in migrating historical data and aligning with customers' workflow requirements, facilitating a smooth transition to Fleetio's software platform.



## Maximize return on your investment

Start seeing results sooner with implementation strategies that take your goals into account. Get ongoing support from various Fleetio resources to continue to unlock more value.

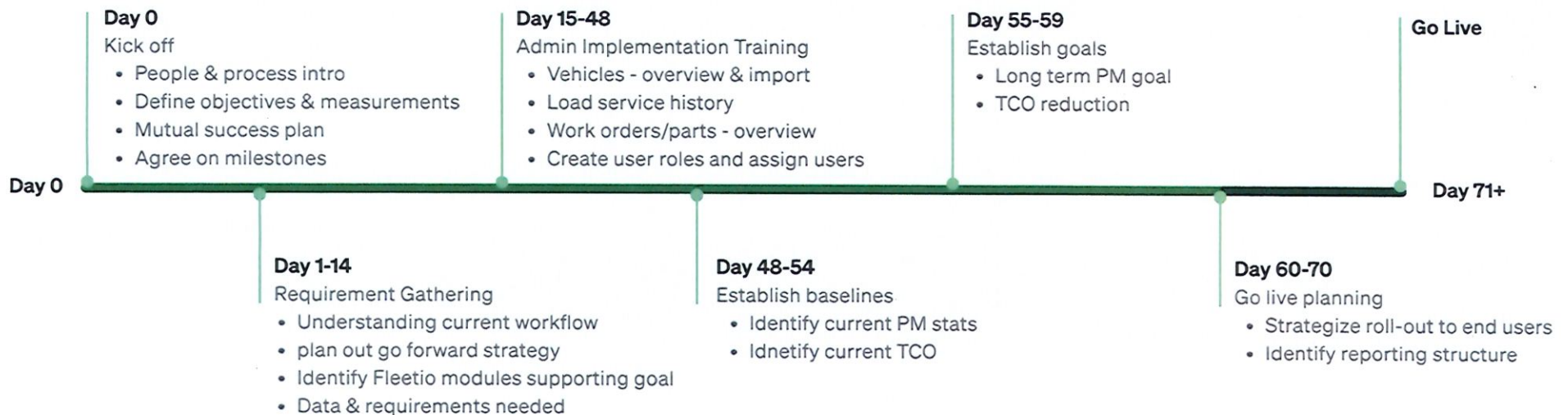


## Personalized and tailored guidance

We guide your admins, owners, and champions through a personalized 60 to 90-day plan that helps with set-up, data imports, and system configurations to set them up for success.

# Example Implementation Roll-Out Path

Example customer goals: In-house maintenance, currently not tracking PMS effectively, resulting in thousands of dollars in unnecessary spend each year on unscheduled maintenance.





# Customer Success Manager

Your strategic advisor

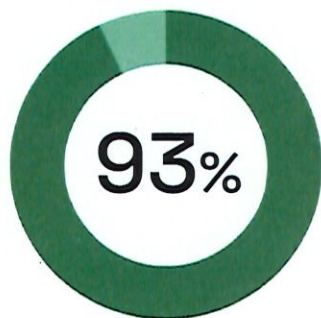
Customer Success Managers will help drive your organization's success by leveraging Fleetio's full potential.

You can expect your CSM to assist with:

- Guiding your organization through change management, best practices, and feature recommendations
- Provide Ongoing Strategic and Adoption Support to maintain alignment on short and long-term goals
- Keep you up to date with new features and enhancements rolled out by our product team, including beta testing
- Assist with continuous education needs



# Ensuring Your Success



Customer  
Satisfaction  
Rating



24 Hour  
Resolution



Customer Support Team



On Demand Webinars



Fleetio Help Center



Quality Support via Email, Phone, Chat



More than 260 years of hands-on  
experience in fleet management



# On-Site Training

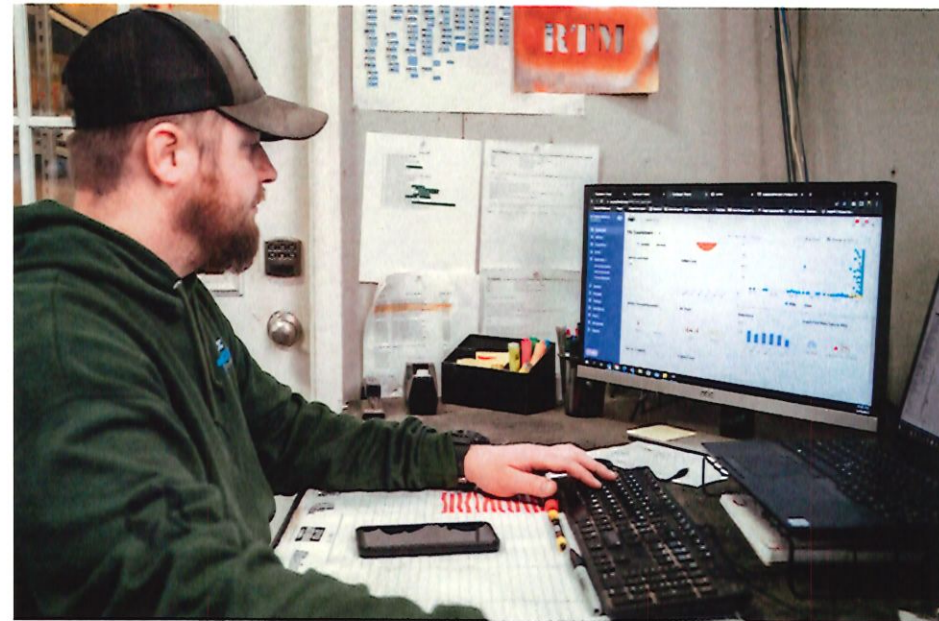
In-person, personalized training from a Fleetio expert with real-world fleet experience to help guide your team.



# The Value of Adding On-site Training

Set yourself up for a successful Fleetio rollout. On-site training will help your organization to:

- Reduce training pressures on your staff
- See faster user adoption of Fleetio's software



# On-site Training Package

1-day training



## Customized Training Plan

Combine your onboarding goals with your end-user training needs for a curated training plan made for you to train on your specific workflows and operations.



## Train Various Roles

On-site training combines hands-on practice with side-by-side demonstrations to meet the needs of all users such as Drivers, Technicians, and Managers.



## Dedicated Training Specialist

Work with a Training Specialist to plan your training day with their expert guidance. Training fees include all travel and accommodations.

# At a Glance Training Agendas

## Managers

- **INTRODUCTION**  
Understanding the Fleetio “Why”  
Discuss accountability.
- **GENERAL USE**  
Web vs. Go, roles and permissions, dashboard, index pages, vehicle details, and notifications.
- **DATA USAGE & REPORTS**  
Discussion of quality data, compliance data, and leveraging data.
- **TROUBLESHOOTING**  
Receiving help, troubleshooting issues, discussing their CSM.

## Drivers

- **INTRODUCTION**  
Understanding the Fleetio “Why”  
Understanding challenges, showing the fleetio flow.
- **PREFERENCES & NAVIGATION**  
Navigating Go, Go settings, notifications and watchng.
- **NAVIGATING VEHICLES**  
Finding and viewing vehicles and pertinent data.
- **DAILY TASKS**  
Inspections, issues, and meter entries.

## Technicians

- **INTRODUCTION**  
Understanding the Fleetio “Why”  
Understanding challenges, showing the fleetio flow.
- **NAVIGATION**  
Web vs. Go, navigating, notifications, resources and troubleshooting.
- **WORK ORDERS**  
Understanding, creating, editing, and using work orders.
- **DAILY TASKS**  
issues, inspections, parts management.





# Pricing

Please review the next slide and make sure the number of Vehicles/Assets and Tools included are correct for an accurate quote.

# Asset Differentiators in Fleetio

| Feature                           | Vehicles/Assets | Tools |
|-----------------------------------|-----------------|-------|
| Issue Management                  | ✓               | ✓     |
| Location Tracking                 | ✓               | ✓     |
| Assignments                       | ✓               | ✓     |
| Vehicle Linking                   | ✓               | ✓     |
| Comments, Photos, Notifications   | ✓               | ✓     |
| Barcode Scanning/NFC Tagging      | ✓               | ✓     |
| Custom Fields                     | ✓               | ✓     |
| API Access                        | ✓               | ✓     |
| Maintenance Log/PM Tracking       | ✓               | ✗     |
| Outsourced Maintenance Automation | ✓               | ✗     |
| Expense Tracking                  | ✓               | ✗     |
| Work Orders                       | ✓               | ✗     |
| Fuel Management                   | ✓               | ✗     |
| Purchase Orders                   | ✓               | ✗     |
| Asset Inspections                 | ✓               | ✗     |
| Meter Management                  | ✓               | ✗     |
| GPS Integrations                  | ✓               | ✗     |



## Professional

| Plan                              | Asset Count:<br>(Range) | Payment Frequency:              | Per Asset Per Month<br>(Government): | Annual Price<br>(Government): |
|-----------------------------------|-------------------------|---------------------------------|--------------------------------------|-------------------------------|
| Professional<br>(Vehicles/Assets) | 351-400                 | Annual                          | \$5.04                               | \$24,192                      |
| Implementation<br>(One Time)      | 100-499                 | One Time                        | N/A                                  | \$1,800                       |
| On-Site Training<br>(One Time)    | 100-499                 | One Time                        | N/A                                  | \$6,750                       |
| <b>TOTAL<br/>UPFRONT</b>          | <b>32,742</b>           | <b>TOTAL PER<br/>YEAR AFTER</b> | <b>24,192</b>                        |                               |

**An additional 10% government discount from list pricing is included in the quote above.**



# Cooperative Bid Contract



Fleetio holds a cooperative bid contract through the General Services Administration (GSA)  
Contract Number 47QTCA20D044  
Contract Holder - Rarestep Inc. (Company that operates Fleetio)