Compass Health Network

User Interview Questions

INTRODUCTION QUESTIONS

1. Can you please provide a brief overview of your role and responsibilities as a fleet manager?
2. What is the purpose of fleet management?
3. How long have you been managing the fleet for Compass Health?
4. Can you describe the size and composition of the fleet you currently manage?
5. How many locations do we have fleet cars in?
6. How is the fleet organized across locations and who manages all the locations? and individual locations?
7. How many Monthly active Users do we have in fleet management?
8. What is the projected growth rate annually?
9. How has the current use of excel sheets and other technology impacted on your ability to efficiently manage the fleet
10. How do you manage and coordinate with other departments or teams within the organization such as finance, maintenance, reservations, or customer support?
11. What are your expectations for a modernized fleet management solution?

CURRENT FLEET MANAGEMENT PROCESS

1. Can you provide an overview of your current fleet management process? How do you handle vehicle check-in, checkout and booking? Would it be possible to share the screen and show us the process?
2. Can you provide examples of specific tasks or activities you want the new system to support and streamline?
3. What are the main challenges or pain points you encounter with the existing system or process?
4. How do you currently track vehicle availability and reservations? (What technology or software do you use currently to track the vehicles)
5. What kind of information or metrics do you find most important for effective fleet management? How do you handle reporting of fleet-data?
6. Do you currently monitor vehicle utilization? If yes, how?
7. Is there any essential information or considerations that you believe should be considered for the development of an optimal fleet management system?
8. What kind of notifications or alerts do you find helpful while managing the fleet?
9. How long would it usually take to finish the booking process?
10. How did you answer any fleet questions? Is there content already available for FAQs (Frequently Asked Questions)?
11. How do Users (Employees or Community Health Workers) currently log and track their mileage and expenses when using personal vehicles for work purposes?
12. How do current users know where, when and how to collect the car keys?
13. How many fleet cars does Compass have that are not part of express lane program?

COMPLIANCE & SECURITY

1. Are there any specific security and data privacy requirements that need to be addressed within the fleet management system? Like car lending? or misuse of car?
2. Are there any SOPs for reporting fleet's car situation during/after use? Example – if there is an accident how do they report it to company and insurance?
3. How do you manage a situation when the vehicle breaks down?
4. How do you currently handle vehicle inspections and ensure that you are compliant with the safety standards?
5. How do you ensure the safety and security of fleet cars and personal belongings? If someone steals or damages the car? (Ex. Medical practitioner left something in the car)
6. Are there any specific guidelines or requirements for users using personal vehicles such as insurance coverage or vehicle inspection regulations?
7. How do you ensure maintenance and servicing of fleet are efficiently managed across multiple office locations?
8. Are there any compliance requirements or rules & Regulations that you need to follow during your fleet management process?

OVERSIGHT

1. What steps do you take to ensure a seamless pickup and drop-off experience?
2. Can you describe the steps involved in managing vehicle maintenance and how this car is made unavailable to the user?
3. Have there been instances where fleet vehicles are unavailable for Users (Employees or Community Health Workers)? If so how do, they manage transportation in such cases?
4. Are there any other teams who integrate with the fleet management? for example like the Finance Team?
5. Do you or does anyone need to approve these booking/requests and how do they handle it?
6. Which items do you suggest we could add on the current spreadsheet/booking platform?

PERSONAL VEHICLE USAGE

1. How do Users (Employees or Community Health Workers) currently communicate their personal vehicle usage to the fleet coordinator?
2. How many people use their own vehicle for business purposes? What is the average number?
3. Are there any limitations or restrictions on the use of personal vehicles for work purposes, such as distance or location boundaries?

FINANCE AND REIMBURSEMENT

1. Is there any reimbursement process in place for these professionals who used their personal vehicle?
2. How is the reimbursement or compensation for personal vehicle usage calculated? Is it based on mileage, a flat rate, or a combination of factors?

MULTIPLE OFFICE LOCATIONS

1. How do you currently communicate important dates for changes related to fleet operations across multiple locations to staff sometimes or to all fleet users?
2. How are the fleet vehicles currently distributed across multiple office locations? Are there specific vehicles assigned to each location or are they shared among allocations?

Transcript Analysis

Shiah: Can you give me an overview of your role and responsibilities as a fleet manager?

Amanda: So some of our responsibilities, pertaining to what's guys will be working on, is determining where units will go based on their needs. We're responsible for looking at an office and deciding if they need more cars or fewer cars, or if the number of units being utilized, how clients are being transported, and the number of miles and time being used. Something we consider for every unit is its usage. For example, if a unit is only driven 100 miles per month but sees 50 clients and is utilized 90% of the available working time, we consider that vehicle to be in optimal use. On the other hand, if a unit drives 3000 miles a month but sits idle 90% of the time, there's no reason for us to remove that unit. We're also responsible for deciding and determining when to replace a unit with a new one, not just adding or removing units on a cycle. We take into consideration the overall mileage, physical condition, and mechanical condition. The issue we're currently struggling with as a company is that we have pools where a generalized batch of vehicles can be checked out by around 10-30 staff members. We need to update and improve our reservation system. I will show you an overview of a similar file, which is a very basic system that we used to maintain when we had fewer units. Now that we have around 500 units, with 200 of them being pool units, Jana has to manually input individual dates and month ranges, and perform all the calculations for miles and time used. This is something we want to improve upon in our reservations. So, I think that's the aspect Nipun wants to work on and improve - the reservation and reporting of pool usage.

Shiah: OK, so what is the current size and composition of the fleet that you currently manage? Is it organized based on individual locations, or is it spread across multiple locations?

Amanda: Cars are probably located around 30 different locations. In the state of Missouri, we have around 475 units in total, but these systems will only apply to about 150 to 200 pool cars.

Nipun: So out of those 475, do you have an Expressway zone program, or are those units used for reservation at the office locations?

Amanda: The 475 is our fleet in total, including express lane and everything. We have roughly 150 to 200 units that are checked out via the pool system.

Nipun: How does it work in the last year, so for example consider Raymore Sunset office and they have like 3 assigned vehicles or five assigned vehicles right now but have frequently do you see the people requesting for like more cars to have those offices like on the front desk?

Amanda: We get 5 requests a quarter so and that's across the board. We don't get a lot of requests for additional units frequently because it's something that they really have to be able to show where they know not to make it out as far as moving units I would say we'd probably relocate and switch around 10 units for average per quarter and it could be a little less just moving it from one department usage to the other at the same physical location but changing who it has accessibility to one or it could be moving units around from one area across the state. Sometimes those changes are just because we might have a unit that is a fleet wheel drive it should be sending it to the southern point of the state due to mud conditions you know there's a variety of reasons they switch but we do have an fleet management company (Holman) that we go change the coding in and we track location via coding certain.

Shiah: OK and then are there any other departments or teams that you coordinate with such as finance, maintenance for reservations

Amanda: Yeah so we have payroll that we coordinate for some of our units but for the employee units it would be accounts payable because they track and they distribute the units charges among the programs that utilize it, so they've all got customer coding that gets kind of done out on that end. And then maintenance assist with moves to vendors and units as well as repairs and at times with getting servicing performed on the units and everything. But, mostly we oversee it. It's rare to be able to get another department on it.

Shiah: Would it be possible if you show me on screen like how a user can generally check and then you know get a booking of the car?

Amanda: Of course Jana's gonna do it she's gonna share her screen kind of run through it and we'll state that before they receive access to this OneDrive folder that we're gonna show they must complete what we call a Relias defensive driving course and at that time we issue out a individualized company fuel pin and send them a link to their specific folders folder so let me show you when you guys can see it and I'll let Jana take it over from here.

Jana: On our end, we distribute the pools making it easier for us to find them by their general area. Warrensburg is a good example. If someone needs to reserve a vehicle for their office, we know they have a fuel pin. I would go in and work on that file, for example, then I would share and type in their name in reference for share access. It would be sent directly to their OneDrive. Allowing them to access the file. We can allow access to specific locations that we share with them. Sharing the link with people from other offices would create a mess. We have two locations in Warrensburg so they can share access. Although they can share access with other people, they can't share it with others. Everyone who needs to have access would have to log in and use the checkout and calendar. We also include extra copies of insurance and roadside assistance. Personally, I like to bookmark the OneDrive link so they don't have to search through multiple emails to find their form. If they want to reserve a vehicle, they go into the calendar. We usually allow for three months at a time, or 12 weeks. It takes a while for me to complete everything. July through September is being added between today and tomorrow. When they go in, they type in their name, the time frame for the car usage, and the estimated mileage for the trip. Previously, staff members would reserve a car for the entire day, even if they returned it early. Now, we encourage them to only reserve for the time they actively need it, allowing others to use it later in the day. We have examples on all the calendars to show people how to do it. After the trip, we ask if they made a business stop to fill it back up to full. They go back to the pump, fill it back up, and we provide all the necessary information on every tab between the calendar and the logs. Each tab is labeled with the car unit number or location. They then log the date, full name, time frame of use, note the odometer reading before and after use. We have a formula that automatically calculates the miles driven. We also added a column for current visits because some locations have multiple small distances, but they see multiple clients, resulting in low mileage. This helps us track the usage better. Moving on, over here is for our captains who oversee the vehicles. They can report any issues, damages, scratches, or marks here. They can also note any missing items in the car. We used to have them mark for mileage monthly, which you can see they are doing. But now we are implementing a new system specifically in Holman. This covers most of the information we provide to the car captains, including their contact information and general dos and donts.

Amanda: Basically, at this current time, it's a really basic, kind of thrown-together system so that there was some type of tracking and accountability for these units. We're very excited that you guys reached out. We definitely want some technology advancements in regards to this matter. So we're really looking forward to this. I know you guys probably have really cool ideas. What matters to us as a company and as a fleet is just being able to track that data. Now, I will say that we are currently using a Holman fleet management system, but it's very outdated and it's not in use. So there will be a fed coming in from a GPS system. If that comes into play with anything being set up, we definitely discuss the routes on that as well. Yeah, one issue we do have with these is when people forget to actually delete them or they don't know they used, and we provide all the necessary breaks into our attention for us to recover or if they mess up a form and don't put in their information, things like that. The other stuff, little thanks, can sometimes get in the way of our forms anyways.

Nipun: Is insurance cards same for all cars or different?

Jana: One insurance card for the whole fleet maintenance.

Shiah: So that what happens after a person enters all that information in there what do you use it for?

Jana: So, we go in about every three months, basically around this time frame, when I'm going to update the calendar and add those additional months. I'll go in and save this into a file that fleet management can see, so we can always reference back to old logs. Then, we clear this out for staff to use again for the next three months. We use these logs to make sure that drivers are using their vehicles correctly and that no fraudulent activity can improve. When they request vehicles, we can then look at these logs to identify any issues. For example, if we have 10 people wanting to use the car, but there are a lot of issues we can find here, we can resolve them so those ten people can use the cars more efficiently, rather than adding to your pool. We monitor this information to make decisions on moving cars and to identify any issues with staff not using the cars. We have a way to go back and see how the cars are being used and if the drivers are logging their trips, even if they're not reserving the cars. It's a way to hold the drivers accountable at the same time.

Amanda: So, just to chime in, we basically use this as a vehicle auditing tool for us to track utilization and enforce rules. If we receive a report of a driver in an XYZ car speeding on a specific date and time, we can refer back to this tool and follow up accordingly. However, there are some issues with its timeliness and manual calculations. For example, if a staff member forgets to log their business days utilized or the specific portion used, initially we designed it so that if there were twenty business days in a month, each day would be split into two periods, resulting in a total of 40 possible hours or points of usage. We would then add up the actual usage for the full points, which could be around 30 or 40 points. The same goes for a certain number of clients or mileage. Unfortunately, this functionality is not currently available, as it would require manual calculation for each individual day. We would like to see improvements in terms of quicker access and a 24-hour clock system that can automatically calculate the number of hours the vehicle was utilized and the number of available business hours. This would help us determine the percentage of usage.

Shiah: So in case there are no fleet available to the employees, Does employees use their personal vehicles and log it here. Or how does that work? So let's just say a car is not available at this moment, so how do you handle that?

So if fleet's not available at the moment. They have short time access. We don't make their individual reservations. They all have access to these real time one drives and they go in and make the edit directly. They can also make this edit from their phones, which allows them to edit their reservations when they're out and about in the community. Jana, say Casey. I'm just looking at your right now, but say Casey is reserving the Kent and he reserved the unit from 8:00 AM to 4:00 PM. But, his last three clients of the day got cancelled. So he is going to be wrapping his day up now at 1:00 PM. He could go in his phone. Change that reservation to 1:00 PM and then I could go look and be like, oh, wow, that's gonna come back at one. I'm gonna put my name down and I'll take it. So it's real time that they're responsible for doing it, and therein lies another issue for us, which is Staff error or staff not, you know, following through with the data which there's gonna be human things like can't force them to do anything. We can't force somebody to anything. But now with the GPS, we should be able to get that data. We should be able to get time spent, you know, with the engine on you should be able to get the effect mileage with GPS. But some things that we should be able to feed in and use more effectively.

Nipun: Car goes out of service, we have 6 cars, and one goes out of service and the other 3 cars are being used by staff. What happens if another employee needs a car?

Amanda: The vehicles are prioritized based on a transportation needs and number of miles, if Jana and I have reservation for Friday and we need to go see clients all day, it's gonna be who's going the farthest, if Jana is going 300 mile and I am going only 50 miles round trip, then Jana is gonna get the car and I will need to make other arrangements like driving my own personal vehicle and filing for mileage reimbursement.

Shiah: Is the personal usage logged in the same excel sheet.

Amanda: Well, its logged in the same outlook folder but they do have to go to a different excel sheet for the logs for the calendars and we only did that so that there is less chances that somebody deletes both the files, we separate the file usually if somebody corrupts a file or deletes a file they will only do one and not everything.

Nipun: How many people use pool cars and how many file for reimbursement every month?

Amanda: On average 600 staff have access to the pool, some use it every other day and some every day and some use it once in a while in their career.

Nipun: Who uses it the most, like HHS workers?

Amanda: Community based workers- community health workers, IHS, peer support workers, employment specialist. The individuals who provide client care in which they transport client frequently in a safe way.

Nolan: Do you currently track vehicle availability and reservations in the same software, or do you use other software?

Amanda: This is it currently, we do utilize a third-party fleet management for the actual vehicle data, but they don't have anything as far as for reservation or system that enterprise has which is expensive.

Shiah: Can you tell me more about the third-party fleet management you mentioned?

Amanda: Holman, it is a fleet management company. They provide us with the information where we can store our vehicles data like model of the vehicles all of that, they provide a tie-up system with wex , which is our fuel provider, they have fuel cards like debit cards. They provide us with a website to code everything in, we can put who it is assigned to, we can track the accident history, when it goes in for maintenance. They do maintain and bill it to us on our next bill. It's designed in a way to find information about a unit in one spot.

Jana: For the search we have assigned the pool program cars to the car captain to oversee the vehicle for that location, for Raymore sunset we have assigned it for Ethan, so by logging in his name in the system, he can see all the vehicles assigned to him. You can see all the info about the car here. If you want the contact info of Ethan we can click on vehicle id number, we can get information about pretty much everything from contact to mileage. Get pretty much any information that's out there that you need daily. (29-30 mins for reference)

Troy: Does Holman provide any automated information; you mentioned it has fuel usage is that something that needs to be manually entered and they calculate it or is that being pulled from somewhere.

Jana: It's mostly from fuel reading or when it goes into a shop, and they file the claim for that they must put in the odometer reading entry. But they have an option to put in daily or monthly odometer reading also. We have multiple vehicles assigned to multiple staff members using one car. In order to utilize Holman every staff member who uses that car needs to have access to Holman. However, it is unlikely that they will input that information, and providing thousands of staff members with the capability to enter it would be too much for us.

Troy: If Holman is being utilized for something that we couldn't do ourselves or if it's used simply as a database, then we can wrap it up in the same application and track information from that point of view, will that be feasible?

Jana: Yeah, I think it still would be beneficial to add something to help track the odometer entries for sure. This is based on mostly the monthly basis that we ask our captains to go and update, and they don't always do it. So, it will be beneficial to add in another way to update the odometer readings in or to show the actual mileage that has been driven.

Nipun: How to obtain fuel reading is through the use of something called a WEX car. whenever they use the WEX card at the gas station, it asks for the odometer reading. Holman is partnered with WEX, and they retrieve the information from the WEX card through an API connection between Holman and WEX.

Troy: Well, it's one of those things where you cannot cut out Holman and go through WEX as well we Holman and see you can get the information from their database instead of having two separate databases

Nolan: What kind of information or metrics do you find most important for effective fleet management?

Amanda: Mileage. So having accurate reporting on mileage driven per unit is the most instrumental thing for us as a fleet and beyond that condition, age of unit. And to be receiving information from an outside source through Holman is important.

Jana: But it also depends on the driver entering the information and it's not always accurate.

Amanda: One of the things we have really struggled with is the information. We have a lot of people who drive a lot of hours used, you may never know how many hours that unit has been on the road for. So, I would say hours of utilization and mileage utilized.

Nolan: Is there any essential information or considerations that you believe should be considered for the development of an optimal fleet management system?

Amanda: So, if you were looking at running the best fleet management system possible, you should be looking at accurate oversight of the usage of the units. In the industry they might say that how the unit is being used is important, but it's more about the usage of the unit, nothing drains the bank more than an idle unit.

Nolan: What kind of notifications or alerts do you find helpful while managing the fleet?

Amanda: The types of alerts that are beneficial when you are looking at a fleet of this size. Preventative/ Routine maintenance alert: we receive a monthly excel file that shows we are just units and those are due for oil change, tires, and that we reach out to Holman and let them know that they need to get it done. Lack of use: Notice that they get if the unit has gone 30 days without being used when that fuel cards has not been swiped for 30 days. Vehicle pinging location: Physically where they are. We might have units that were switched when somebody drove it across the state and hopped on another unit to come back.

Jaime : How long would it usually take to finish the booking process? From the start to the end?

Amanda: Booking reservation needs to be made within 5- 10 minutes, don't want to hold up a unit for 3 hours. In and out of GO is as easy as close to real time. You have seen online that little alert that says your time/ window period is closing up.

Nipun: How many car captains do we have right now?

Amanda: Each location can have one or two car captains, we love to have one car captain per location, but some locations have spread out services, or some locations we just have car captains who absolutely refuse to want to perform the services of the car captain's responsibilities. For cars that their staff don't have, so car captains are really transient. We have the fact that Jana is going to be out of office now with each exact date but it's been very bad, we'd like to call the volunteer captains they are volunteers to perform, it's actually nobody volunteers, it's voluntold. We have about 78 between our pool program for all of the units and the dental. Some of the dental are used by one person for a single unit and are considered as the car captain over that car, but they are also the only driver of it.

Nipun: Once they reserve the car, does the car captain have the keys or do they have the instructions for where to find the key?

Amanda: Keys are stored in a security location, we do not like to have the car captains to be the key keepers, because it creates "animosity" in the office, that can be tension, etc. And what if that person is out of the office? We have a key drop box, we open it with exact dates but it fundamentally may be, we'd like to call the volunteer captains they are volunteers to perform, it's actually nobody volunteers, it's voluntold. We have about 78 between our pool program for all of the units and the dental. Some of the dental are used by one person for a single unit and are considered as the car captain over that car, but they are also the only driver of it.

Nipun: What is the main role of a car captain basically in an office?

Amanda: Normally a car captain we briefly just ask they go out once a month and physically check the vehicles over for us and send us the odometer reading. The other thing that a captain does is if the vehicle needing maintenance, they schedule the maintenance appointment, and place a block on the schedule, and they usually work with other captains to coordinate the delivery of the vehicle. So, if there's a car that's sitting in a parking lot on an oil change, your car captain will put a note on the calendar that said oil change at "Rob's shop", and they ask if somebody can drop it off for that oil change. We try to limit the role of a car captain because as said it's not a paid position, it's just a volunteer type of thing, we want to limit the number of services we ask them to perform.

Nipun: How many pool cars do we add every year on average?

Amanda: There is no average number. Covid shut everything down, and we really condensed everything down during that time, and now as we open back up, we've got the contrary mean, we've got the new building locations, expanding, and this is the first time since Covid, we have really branching out. Again, I can't give you any idea of additional pool cars, but I will tell you that on an average our fleet has grown by at least 100 units a year.

Troy: Multiple people can reserve a same unit at the same time and the favor based on mileage, or distance the time needed versus the distance needed, is that the feature you want to have in that is the car remain reservable, even they've already been reserved, or would you rather have a car be un-reservable or whenever it's reserved?

Amanda: Yes, we want the bumping feature, it's in the program. The reason for that is we always prefer the higher trip. Now we have a policy that staff members cannot bump into others without a 24-hour notice, so maybe sometimes there are multiple reservations within certain time frames. However, until the desired time frame, we want to make sure that 5 reservations should be going into the hat and the sorting should remove everybody but the highest, and then we can still see how many attempts everyone else has made. The reason for this is if I receive reports that, for example, office location A had five reservations attempts every day, I now know that location A obviously needs another unit there.

Troy: So you want a vehicle to be remained able to be reserved after it has already been reserved for about 24 hr?

Amanda: In advance, so say today is Monday, I don't want anybody be able to bump up for Wednesday morning, but after like Thursday, or while you are driving that car and you are the bumper.

Troy: So, they can request it but the system only does? automatically bump if it's within that time, the period, and their distance need is greater basically?

Amanda: Yes.

Troy: Otherwise, they can still request it and you can still have that data it wouldn't actually bump it?

Amanda: Yes, it would just kick it back to the person you requested, and it will say "Your reservation attempt is not successful", and add a quick message, doing something like: We can see the attempt was made but it's too late because it's Friday, and the Tuesday, but nobody knows where the keys are on Wednesday (Jaime. which just happens). So we do have the keys captain generalized locations and however it must be secured and away from others, or it may have risks for the theft, so we have a lot of people who request the keys place in each unit, or each location with a locked box, within an cold energy, we changed that encoded entry once a quarter, whenever they go to make their reservation, they can see where the current coded entry is for that location. It's important for us when any staff can get into these keys at any times because we do have crisis workers to come in on the weekend, you know there's a variety of thing that might be going on, so we don't want to eliminate to one staff on kind of holding the magic gate.

Nipun: What is the main role of a car captain basically in an office?

Amanda: Normally a car captain we briefly just ask they go out once a month and physically check the vehicles over for us and send us the odometer reading. The other thing that a captain does is if the vehicle needing maintenance, they schedule the maintenance appointment, and place a block on the schedule, and they usually work with other captains to coordinate the delivery of the vehicle. So, if there's a car that's sitting on an oil change, your car captain will put a note on the calendar that said oil change at "Rob's shop", and they ask if somebody can drop it off for that oil change. We try to limit the role of a car captain because as said it's not a paid position, it's just a volunteer type of thing, we want to limit the number of services we ask them to perform.

Troy: Do you want that data to be visible to that person who is requesting the car? Or do you want it to be something like, they can't see that car is checked out during this time, but that when they make the request, it then notifies them? Or do you want them to receive that it's already been reserved?

Amanda: Being able to see that it's already been reserved is completely fine, I know that the thing I've been able to see is the message of the reservation it's for.

Troy: So, we wouldn't like to do one extra or more?

Amanda: That's what I want to avoid. Then just added like 116, in order to be 115 reservations. But if they see, it supposed to be green, red, or whatever, but that time frame is awesome, it tells that at that one shows red, and I'll just go and put a request in the one that doesn't.

Shiah: Do you have to approve each of these requests? Or do you just automatically approve unless the conflict?

Amanda: It's automatically approved unless there's a conflict. There are some guidelines we don't allow our reservation greater than two weeks in advance. The reason for that is if you wrote the car, I don't want it to be rescheduled for other reservations. Sometimes, if we have to go back the car out of usage. And there's even for the bigger trips regularly, that we try to tell them no longer you have to reschedule for the whole week if your car gets driven into a wall on next day, or it's no longer there, for flat tire, stuck on a curve, drive into a ditch.

Nipun: So generally, they reserve like two weeks, but if they want to reserve like today afternoon can they reserve like today?

Amanda: Yeah, there's no limit on how last minute of a reservation can be made, we just don't want them to be too advanced that there's no reworking on the huge amount of schedules.

Shiah: How do community health workers currently log and track their mileage and expenses when using personal vehicles for work purposes?

Amanda: So we strongly encourage every individual within our organization to file the information for reimbursement if they are going to utilize their personal vehicle, I can't say that everybody does. I suspect you guys have probably dealt with individuals who don't do that. There are some staff that feel it's not worth a headache, there are staff that are usually minimum travel. Any staff that is going to be driving to the job with a frequency, is going either mileage reimburse, or they are going to use a gas fuel card, which we absolutely encourage everybody to do.

Nolan: How do current users know where, when and how to collect car keys after they have made their bookings?

Amanda: So Currently in that OneDrive, there's a how-to guide. The OneDrive also says the name of the car captain, this is a flaw in our system, because none of the locations store our keys in the same way. I can't make location A stored in the same room as location B, because all of our offices have individualized setups, so it's really an internal thing for us. We can't make location puts it on their bulletin board, and their bulletin board says they say that, "Lock box for vehicles, room 228 ", something like that, a lot of them just ask the front desk, or they ask the coworkers, I can't even tell you all they have locked boxes and and I would really like to know that information being something that show the key locked box location, and the current active code would be easily as far as I'm concerned even for me.

Jaime: People ask us too, and we can't really answer, we have to refer them to the car captain, for that kind of information usually too.

Nipun: Do you have any content for frequently asked questions are or something like that? Do you have answers for those, or is it like you would reply to those people?

Amanda: So, automated responses - we do have some of those. We also have a frequently asked questions guide in our OneDrive that we can send over. It mainly covers basic inquiries such as 'Can I do this?' or 'Can I do that?'. However, 90% of the staff are learning from co-workers. This aspect has its advantages and disadvantages. It's great when everything is running smoothly at a specific location, but it can be problematic when we encounter a co-worker who teaches bad habits to other co-workers like how to hide the key (Jaime: yeah, that happens). Therefore, a generalized training program would be something we would be open to. We could even integrate it into our safety courses as an additional module, ensuring that Relias training we currently have. For instance, participants would need to take a quiz and watch a video before being able to make a reservation.

Nipun: Could you send us the guide?

Amanda: Yeah of course.