



# **Transportation Services' Rental Fleet Analysis**

**University of Montana**

**2014**

**Prepared by: Casey Knutson**

The following analysis is modeled after the 2012 Montana State University Facilities Services Motor Pool Business Analysis completed by Chris Catlett, Patti Yasbek, and Rob Herbert of Montana State University Facilities Services, and tailored as required to the University of Montana's unique and larger rental fleet situation. This analysis was prepared for the University of Montana Facilities Services by Casey Knutson, an independent party, under the guidance of Dr. Ronald F. Premuroso, CPA, CFE, University of Montana Associate Accounting Professor and KPGM Faculty Fellow, in the summer of 2014.

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## Introduction

### Purpose

The purpose of this analysis is to measure and assess the current costs and trends associated with the University of Montana's Transportation Services' Rental Fleet of Vehicles. This analysis is to empirically aid future informed decisions regarding the potential continuance or discontinuance, in one form or another, of the current Transportation Services' Rental Fleet's operations and to assess, at the same time in one form or another, the continued ability to meet the needs of University of Montana business travel car-related needs.

### Overview

Transportation Services' Rental Fleet is a program originally designed to provide affordable, safe and convenient transportation for the University of Montana's staff and employees for State-related business travel requirements. This service is available to, but not required to be used by, administrators, faculty, staff (and their designees, including students over the age of 18) and other State agencies through the Facility Services Department. The Transportation Services' Rental Fleet is located in the Facility Services parking lot and employs one full-time, two part-time that constitutes a 1.7 permanent FTE, and during regular semester hours, one work-study employee. These employees are responsible for dispatching, cleaning the interior and exterior, and refueling the vehicles. The Fleet's maintenance and repair is performed and facilitated by the University of Montana Vehicle Repair department, also a division of Facility Services. During Fiscal Year 2014, as of the 11 months ended June 1, 2014, the Rental Fleet contributed 25.3% of the Vehicle Repair Center' total revenue.

Due to a mandate from the Board of Regents, requiring the elimination of 15-passenger vehicles by Transportation Services for safety reasons, it was necessary for Transportation Services to change the Rental Fleet composition in 2010. The current Transportation Services' Rental Fleet consists of 43 vehicles.\* These include:

5	Compact Sedans	
1	Mid-Size Sedans	
7	Hybrid Sedans	
13	Minivans	
14	SUVs	
1	Hybrid SUVs	*One vehicle was decommissioned
1	Trucks	during 2014 due to accident

Acquisition of vehicles has historically been completed through cash transactions. Grants are available through the State of Montana and occasionally awarded for the purchase of vehicles. The last grant awarded was in 2010 by the State of Montana Risk Management Tort Defense (RMTD) for the replacement of 15-passenger vehicles. The substantial 2010 change in fleet composition required procurement of a loan, with subsequent repayment, to supplement the loss of the 15 passenger vans. The repayment of this loan was completed in 2014. The replacement cycle of each vehicle is based on mileage. On average, the vehicles are acquired new through state procurement, incur an average of 20,000 miles per year of usage, and are replaced every 120,000 miles. Currently, eight vehicles exceed the 120,000 total mileage standard and will need to be replaced soon. The disposal of vehicles is done

through a state auction and has a highly variable rate of return. Hybrid vehicles and vehicles with relatively low miles (<60,000 miles) can be sold for higher amounts. Due to the variable nature of auctions and each vehicle type and condition, an estimated one-time cash inflow of approximately \$175,000 to \$200,000 could potentially be awarded for the disposal of all vehicles. If the vehicles are sold to University of Montana Departments instead of through auctions, the amount of cash inflow would be lower, as indicated from past transactions.

Travel may also be accomplished by the use of personal vehicle with mileage reimbursement, rental from private rental agencies with a University of Montana Pro Card, or rental from private agencies with possible reimbursement as determined by department.

The Missoula area has multiple options for private rentals from both nationally known brands and locally owned private agencies. Private rental agencies could easily meet most campus needs with the added benefit of newer vehicles and more options for the type of vehicles required and rented by authorized campus users. Two national rental agencies participate in a multi-state contract, Western State's Contracting Alliance-National Association of State Procurement Officials (WSCA-NASPO) Nationwide Vehicle Rental. The two participating private agencies are Enterprise/National and Hertz. There is no current availability of hybrid vehicles through these agencies. This agreement stipulates discounted rates, unlimited mileage, roadside assistance, supplemental auto insurance coverage, renting to young drivers without additional charges, and an option for direct billing to the University of Montana.

### **Limitations**

The data collected for this analysis was completed during June of 2014, one month prior to fiscal year end. This means when specific numbers are referenced they are approximations or amounts omitting the final month of operation in the 2014 Fiscal Year ended June 30.

Building utilities such as power and water are not paid through the funds presented and are assumed immaterial as well as irrelevant.

Timing of the survey sent to employees of the University of Montana was not optimal. During summer months, the attendance of University of Montana administrators, faculty, and staff is lower than during the traditional school months of the Fall and Spring semesters. Due to this limitation, the response to the survey was limited to those available on campus or responding to their emails during the two-week window the survey was open.

## **Transportation Services Rental Fleet Usage**

University of Montana business travel needs include transportation to and from meetings/conferences, training/continuing education, field trips and research, transporting dignitaries and exchange program participants, supply runs, and other courier transfers. If these trips do not use Transportation Services' Rental Fleet, they are accommodated by personal vehicles with mileage reimbursement, departmental vehicles, local private rental agencies, and air transportation. Transportation services facilitated 2129 trips

(U-Drive usage statistics 6/1/2014) in FY2014 and generated \$374,618 in operating revenue (Banner transaction reports 6/2/2014).

### Use Requirements

Transportation Services Rental Fleet is available to administrators, faculty, staff, and their designees. The drivers must possess a valid driver's license with less than 12 points on their record for the last 3 years. Drivers of vehicles transporting more than 7 passengers must take a Driver Safety for Campuses Course or hold a current Commercial Driver's License (CDL) with a passenger endorsement. This course certification is good for three years. Among approved passengers are non- University/state employees that are required for the purpose of University/state business. Exceptions to this can exist with written approval. Drivers are also required to follow state and UM vehicle policies. All drivers must be identified and approved prior to vehicle use.

### Usage Statistics (FY2014, excluding June 1-30, 2014)

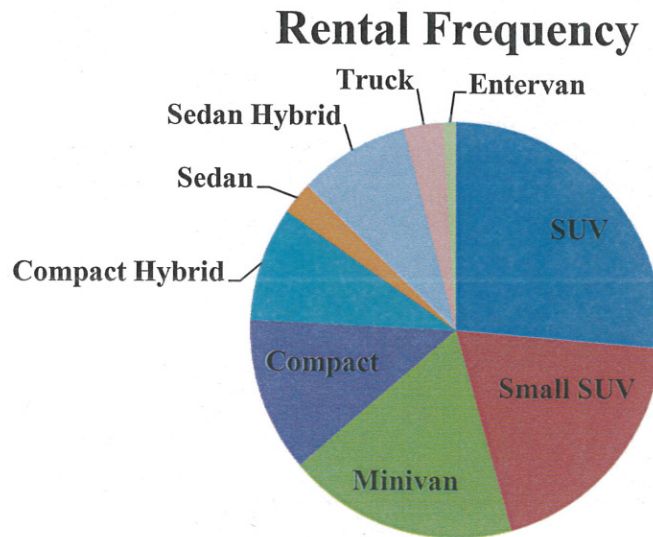
CATEGORY	Vehicle Quantity	Total Trips	Days Rented	Annual Miles	Annual Amount Billed	Ave Days per Trip	Ave Miles per Day	Percent Days Charged per Vehicle	Ave Annual Miles >10,000
Truck 4WD	1	42	135	17,175	11,409.75	3	127.22	56.0%	YES
Sedan Mid-Size Hybrid	3	190	386	65,053	32,094.32	2	168.68	53.3%	YES
Sedan Mid-Size	2	67	113	19,523	9,607.12	2	172.77	23.4%	
Sedan Compact Hybrid	3	191	391	58,529	27,515.89	2	149.69	54.1%	YES
Sedan Compact	5	309	531	82,841	35,860.33	2	156.01	44.1%	YES
SUV Small AWD Hybrid	1	58	143	24,225	14,904.75	2	169.41	59.3%	YES
SUV Small AWD	5	299	708	103,861	67,189.16	2	146.70	58.8%	YES
SUV 9P 4WD (Offroad)	2	98	177	17,607	13,571.34	2	99.47	36.7%	
SUV 9P 2WD	4	175	286	25,366	20,016.92	2	88.69	29.7%	
SUV 8P 4WD	3	167	358	45,918	33,839.16	2	128.26	49.5%	YES
SUV 8P 2WD	4	106	261	32,543	24,084.22	2	124.92	27.0%	
*SUV 6P 4WD (Offroad)	1	18	78	12,174	8,717.88	4	156.08	32.4%	YES
Minivan 7P	8	386	796	64,060	46,022.60	2	80.49	41.3%	
Entervan	1	23	45	6,337	4,122.47	2	140.82	18.7%	
<b>Totals and Averages</b>	<b>43</b>	<b>2,129</b>	<b>4,407</b>	<b>575,212</b>	<b>348,955.91</b>	<b>2</b>	<b>130.52</b>	<b>42.3%</b>	

\*This vehicle was involved in an accident that resulted in disposal.

\*\*Available rental days are 241 business days per year (excludes holidays and weekends)

The Transportation Service's Rental Fleet has been currently utilized for 2129 trips during FY14 (data collection 6/1/2014). Minivans and SUVs were rented for 61.4% of all trips traveled and are generally

used for trips lasting longer than one day. Small AWD SUVs incur the most miles throughout the year and, due to the rental schedule based on mileage, generate the most revenue. The average rented vehicle is rented for 2 days and is driven less than 150 miles per day. 16 of the 42 vehicles (discounting the decommissioned vehicle) were rented more than 50% of available days to rent per year and 21 vehicles were driven more than 10,000 miles annually.



Minivans, Compact Sedans, and Small AWD SUVs are most frequently rented. Small AWD SUVs are most frequently rented for trips lasting more than 2 days.

The nature of the trips were largely for meetings and conferences followed closely by research and field trips. These account for almost 70% of all business trips. Most individuals/departments, report using Transportation Services' Rental Fleet more than 11 times per year (more than one vehicle may be rented per instance) or not at all.

- o actual vehicle use by class/category was obtained from the U-drive, the vehicle statistical tracking information system.

## Cost to Maintain Rental Fleet - Summary

Almost all expenses related to Transportation Services Rental Fleet are relevant to Facility Services but some are irrelevant to the University of Montana as a whole. If the Rental Fleet was disassembled, the University of Montana would still be responsible for and would still incur the vehicle travel expenses of the administrators, faculty, and staff. Travel reimbursement expenses, select building maintenance, and certain computer support and software registration fees would remain and be absorbed directly by other UM departments or an existing sub-unit within the Facility Services Department.

## Relevant Expenses

As with most enterprises, payroll constitutes a major portion of Transportation Services' costs and expenses.

Some building costs will remain the same. It is assumed the building, internet and phone connections, and other utilities will be absorbed by Vehicle Repair Services, a division of Facility Services, due to the proximity. The continued fuel pump use by other Facility Services' Maintenance and Ground vehicles, as well as other authorized University vehicles, will require the internet connection to be maintained for this service. Building maintenance specific to Transportation Services (car washing nozzle and supporting equipment) will be the only maintenance costs eliminated. Gasoline will still be expensed and dispensed in the same manner and the related costs, such as software and computer support and maintenance for the pump, will remain along with consumption by other departments. Transportation Services Rental Fleet consumes 66.1% or \$89,270 in FY 2014 of the University of Montana's total gasoline consumption of approximately \$135,000.

The parking lot that houses the Rental Fleet, north of Building 32, does not incur cost but the spaces currently used for the Rental Fleet could be utilized to generate revenue for the University of Montana if the related parking spots were sold as reserved parking spaces. This could generate approximately \$26,000 annually for the 47 spaces currently occupied by the Rental Fleet (\$550.00 per space per year is the current rate). Changing this area for general permit parking or reserved permit parking would require property alterations, such fence restructuring (the entire parking lot that surrounds Building 32, with limited exclusions, is protected by a perimeter fence). Continuation of the current level of security for other Facility Service vehicles and activities would still be required if the Rental Fleet was removed from this area. A portion of the potentially exposed area would continue to facilitate mail service vehicle loading, recycling activities, Campus Stores' receiving, fuel pumps, impounded vehicles and bicycles, grounds and labor equipment and storage (aggregate and landscape materials), Vehicle Repair shop, maintenance and operations storage (road signs and repair lifts) as well as parking for campus police/security vehicles, Broadcast Media, USFWS (US Fish and Wildlife Services), MT Coop Wildlife Research vehicles and ASUM park and ride service vehicles and buses.

The service and maintenance cost for the Rental Fleet in FY14, as of June 1, 2014, amounts to \$40,340. This amount fluctuates depending on multiple variables, mainly attributed to mileage incurred. Vehicle Repair inspects and services each vehicle in the Rental Fleet every 5,000 miles. This includes but is not limited to an oil change, filter (oil and air) replacement, tire and brake inspections with replacement as needed, tire rotation, and fluid level checks. The vehicles are inspected before and after each rental: windshields and wiper blades are repaired and replaced as necessary, for example. Windshield repair totaled \$1,900 for FY14.

An administration fee of 8% of expenses, approximately \$5543 per quarter or \$22,172 annually, is paid to the University of Montana's general fund two years in arrears by Transportation Services' Rental Fleet. There would be a continued obligation to finance this expense, by Facility Services, with the final payment occurring in FY17 at the earliest. This expense is structured to cover the cost of support services provided by other departments. Services provided for Transportation Services such as department billing and insurance management are two examples of many services provided that are paid for as a result of the Transportation Services fee payment. The University of Montana's administration fees assessed to each



department totals \$5.3million per year. Comparatively, the Transportation Services' administration fee of \$22,172 annually is therefore not a substantial portion of this amount.

–Cost by account and relevant costs comparisons by fiscal year can be viewed in Appendix A and B, respectively.

## Rental Data

Current Rental Fleet rates, last updated July 1, 2012, are based on a low daily rate and a relatively high mileage charge per mile. A late cancellation fee equal to the daily rate of the reserved vehicle can be assessed at the discretion of the dispatcher dependent on circumstances and the actual time of the cancellation notice.

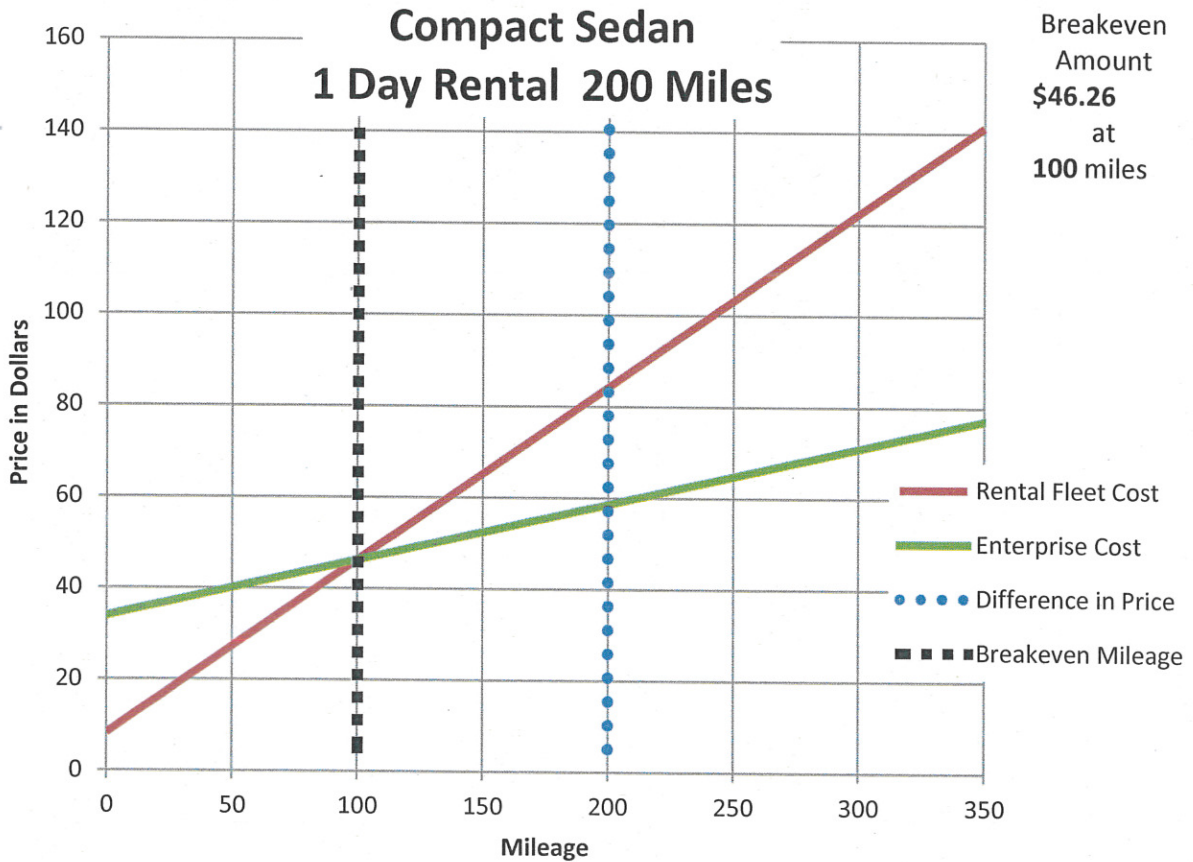
Transportation Services' Rental Fleet rates (effective July 1, 2012):

<b>UNIVERSITY OF MONTANA TRANSPORTATION SERVICES</b>				
<b>VEHICLE TYPE</b>	<b>PASSENGERS CAPACITY</b>	<b>QTY AVAILABLE</b>	<b>DAILY RATE</b>	<b>MILAGE RATE</b>
COMPACT SEDAN	5	5	\$ 8.25	\$ 0.38
COMPACT SEDAN HYBRID	5	3	\$ 9.00	\$ 0.41
SEDAN MID-SIZED	6	2	\$ 9.00	\$ 0.44
SEDAN MID-SIZED HYBRID	6	3	\$ 9.00	\$ 0.44
MINIVAN	7	8	\$ 12.75	\$ 0.56
ENTERVAN	6	1	\$ 12.75	\$ 0.56
SUV HYBRID - AWD	5	1	\$ 12.75	\$ 0.54
SM SUV - AWD	5	5	\$ 12.75	\$ 0.56
SUV 4WD	6	1	\$ 15.00	\$ 0.62
SUBURBAN/LG SUV	9	13	\$ 15.00	\$ 0.62
FULL-SIZE TRUCK	6	1	\$ 12.00	\$ 0.57

Two national private rental agencies and one small local rental agency, currently serving the Missoula area, have contracts that rent to UM designees 18 years of age and older when used for official campus business. These contracts allow for consistent, affordable pricing and reduce the risk of investment and market value of the Rental Fleet and the potential liability associated with accidents or injuries, through tertiary coverage at no additional cost to the renter.

The Missoula area rental agencies' car rental rates are subject to tax and the renter is held responsible for fuel. In other words, the vehicle is received at time of rental with a full gas tank, and must be returned

with the gas tank full or pay the rental agencies refuel charge. Therefore as fuel prices increase, the price to rent from private agencies increases regardless of actual non-variable rate changes and the difference between the total price to rent from private agencies and the rental fleet decreases. A sample trip comparison of UM rates and Enterprise rates is graphed below. (Additional graphs available in Appendix C).



Car Type		Calculated Results	
<b>Compact Sedan</b>		Own Car Cost	
Input Variables		<b>Motor Pool Cost</b>	<b>\$ 84.25</b>
Total Miles to be Traveled	200	Rental Car Cost	
Total Days in Trip	1	Rental	\$ 30.84
Car Rental Daily Price *	\$ 30.84	Avg Miles Driven per Day	200
Rental Car Tax	\$ 0.04	Sales Tax	\$ 1.23
Montana VLR	\$ 1.85	Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58	Refueling	\$ 24.69
Motor Pool Daily Rate	\$ 8.25	<b>Total Rental Car Cost</b>	<b>\$ 58.61</b>
Motor Pool Mileage Rate	\$ 0.38	Cost per Mile to Rent	\$ 0.29
Rental Car Fuel Economy	29	<b>Difference in Price</b>	<b>\$ 25.64</b>

Delivery and pick up services are available through both the national and local agencies. The available vehicles are not guaranteed and rentals of specific vehicles can be challenging. Currently, the national agencies do not offer hybrid vehicles of any kind. Both Enterprise and Dollar are located on Broadway, en-route to the Missoula International Airport when traveling from the University of Montana Mountain Campus.

Pricing for Enterprise Rental Car (WSCA-NASPO contract effective January 1, 2014):

<b>Enterprise Rentals - 30 Days or Less</b>			
<b>Vehicle Type</b>	<b>Daily Rate</b>	<b>Weekly</b>	<b>1 Month</b>
<b>Economy/Compact</b>	\$ 30.84	\$ 154.20	\$ 616.60
<b>Intermediate/Standard</b>	\$ 32.71	\$ 163.55	\$ 654.20
<b>Full-size</b>	\$ 35.26	\$ 176.30	\$ 705.20
<b>Standard Hybrid</b>	\$ 46.67	\$ 233.35	\$ 933.40
<b>Premium/Luxury</b>	\$ 58.42	\$ 292.10	\$ 1,168.40
<b>Mini Van</b>	\$ 52.93	\$ 264.65	\$ 1,058.60
<b>Medium SUV</b>	\$ 53.96	\$ 269.80	\$ 1,079.20
<b>Large SUV</b>	\$ 83.38	\$ 416.90	\$ 1,667.60
<b>Small Pick-Up</b>	\$ 48.17	\$ 240.85	\$ 963.40
<b>Half Ton Pick-Up</b>	\$ 52.27	\$ 261.35	\$ 1,045.40
<b>Half Ton Cargo Van</b>	\$ 42.43	\$ 212.15	\$ 848.60
<b>12 Passenger Van</b>	\$ 99.42	\$ 497.10	\$ 1,988.40

**Young Renter:** Minimum rental age is 18 for travelers renting vehicles for official business purposes. No additional

\*\* Minimum 21 years or older for vehicles with a total capacity of 10 or more people.

**Mileage Surcharge:** All vehicle classes include unlimited free miles as long as the vehicle does not leave the U.S.

**One-Way Rentals:** One-way rentals 500 miles or less incur no additional charges. For one-ways 501 miles a

**Exclusions:** Base Rental Rates do not include potential applicable taxes, surcharges, refueling, or delivery charges.

**Exclusions Specific to Missoula, MT:**

No geographic surcharge in Montana

4% State tax

6% Airport tax (only if rented at the Missoula International Airport)

No Delivery Charge

No Hybrid Vehicles offered through the Missoula location

Pricing for Dollar Rental Car (rates as of June 4, 2014):

<b>Dollar Rental Car</b>		
<b>VEHICLE TYPE</b>	<b>DAILY RATE</b>	<b>WEEKLY RATE</b>
<b>COMPACT CAR</b>	\$43.00	\$258.00
<b>MID-SIZED CAR</b>	\$45.00	\$270.00
<b>FULL-SIZED CAR</b>	\$47.00	\$282.00
<b>CONVERTIBLE</b>	\$90.00	\$540.00
<b>MINIVAN</b>	\$69.00	\$414.00
<b>15-PASS VAN</b>	\$159.00	\$954.00
<b>MID-SIZED SUV</b>	\$65.00	\$390.00
<b>STANDARD SUV</b>	\$69.00	\$414.00
<b>FULL-SIZED SUV</b>	\$75.00	\$450.00
<b>PREMIUM SUV</b>	\$90.00	\$540.00
<b>½ TON TRUCK</b>	\$82.00	\$492.00
<b>¾ TON TRUCK</b>	\$99.00	\$594.00
<b>15' MOVING TRUCK</b>	\$35.00	\$245.00

The Montana Licensing Fee is \$1.44/day, and a State Rental Car Tax of 4%.  
 All vehicles are rented with a full gas tank, and expected to be returned full.  
 Rentals picked up from the airport have an additional tax imposed by the airport of 6%.

## One Year Cost Savings Comparison

If all rentals were contracted through Enterprise instead of Transportation Services, the actual cost savings would be as follows by category:

Type of Vehicle	UM Amt Billed	Enterprise Billed	Difference
Truck 4WD	\$ 11,409.75	\$ 9,672.23	\$ (1,737.52)
Sedan Mid-Size Hybrid	\$ 32,094.32	\$ 17,148.16	\$ (14,946.16)
Sedan Mid-Size	\$ 9,607.12	\$ 5,340.27	\$ (4,266.85)
Sedan Compact Hybrid	\$ 27,515.89	\$ 17,535.29	\$ (9,980.60)
Sedan Compact	\$ 35,860.33	\$ 20,976.29	\$ (14,884.04)
SUV Small AWD Hybrid	\$ 14,904.75	\$ 7,051.14	\$ (7,853.61)
SUV Small AWD	\$ 67,189.16	\$ 35,390.54	\$ (31,798.62)
SUV 9P 4WD (Offroad)	\$ 13,571.34	\$ 13,049.00	\$ (522.34)
SUV 9P 2WD	\$ 20,016.92	\$ 19,566.10	\$ (450.82)
SUV 8P 4WD	\$ 33,839.16	\$ 32,225.53	\$ (1,613.63)
SUV 8P 2WD	\$ 24,084.22	\$ 22,030.18	\$ (2,054.04)
SUV 6P 4WD (Offroad)	\$ 8,717.88	\$ 6,472.57	\$ (2,245.31)
Minivan 7P	\$ 46,022.60	\$ 40,644.67	\$ (5,377.93)
Entervan	\$ 4,122.47		
<b>Total Potential Savings</b>			<b>\$ 97,731.47</b>

–The above “Enterprise Billed” figures are a result of actual rented days as reported through the U-drive combined with approximate tax, gas and VLR figures. Gas was approximated by total miles reported, vehicle type average MPG and the current fuel rate as of 7/1/14, \$3.58 per gallon.

## Customer Feedback

Transportation Services distributed a survey to measure opinions, attitudes, and the level of satisfaction with Transportation Services from current campus users. It was designed to gather comments and reflect the current level of use and satisfaction. The survey was distributed to University of Montana administrators, faculty and staff via email. The survey was available for completion between 6/11/14 – 7/6/14. Additional comments were submitted via email directly to the preparer of this report and the information from these communications was included in the comments area of the survey only- no other data below reflects any late survey or email submissions after July 11, 2014.

## Survey Highlights

The overall survey response was roughly 10% of the 1,941 email addresses used. This does not take into consideration duplicate or general departmental addresses. Of the 197 completed surveys received, 11% of the respondents were administrators, 21% were faculty, 61% were staff and 7% reporting were “Other”. The “Other” category was comprised of graduate assistants, contract professionals, and State of Montana employees. Mostly, when making travel arrangements, the arrangements were being made by and coordinated for the same individual or students. Students mainly use the Rental Fleet for field trips,

student organizations, and research. The data reflected most respondents used the Rental Fleet exclusively for travel needs or not at all. Of those polled, 28% were unaware the service was available to students (young drivers).

As expected, convenience, price, and availability were the top three attributes that dominate decision making when choosing the form of transportation to use for business reasons. Additionally, direct billing and vehicle capacity and safety were factors that could counter balance the initial three attributes. Many comments were directly related to 15 passenger vans increasing costs and risk to students and departments due to requiring two vehicles instead of one to facilitate large amounts of passengers together on one trip.

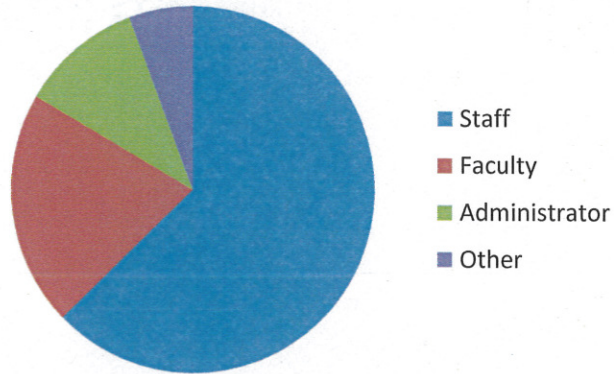
Of the individuals polled who chose not to use Transportation Service's Rental Fleet, those that chose to use personal vehicles were 50%, using private rental agencies were 40%, or using department/state vehicle were 10% for their travel needs. The concerns and deciding factors when renting a vehicle are primarily convenience, value, and the number of passengers per vehicle. 60.7% of survey respondents would use private rental services if offered on campus but expressed a concern about price when choosing this method. There was interest in a possible restructuring of prices of Transportation Service's Rental Fleet. If a price schedule restructuring were pursued, many respondents expressed the need for more affordable long-range (miles traveled over 200 miles/day) travel solutions. This could potentially be accomplished with flat daily rates, mileage limits, and mileage overage charges.

The overall result of the survey indicated a high level of satisfaction with Transportation Services' Rental Fleet. The customer service and individualized care was highly rated and some of those individuals were concerned with those special needs not being able to be met from a private agency. (For example, removing a row of seats for more cargo room on research trips.)

## Significant Survey Questions and Responses - Summarized

What is your role/job classification? 193 Responses, 4 respondents skipped this question

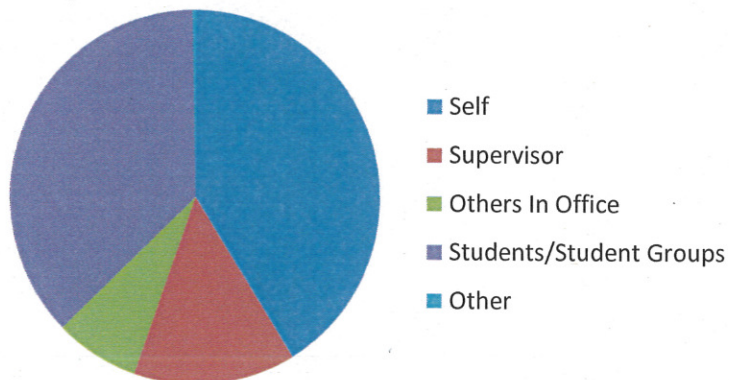
**Job Classification**



Answer Choices	Responses	%
Administrator	21	10.9%
Faculty	40	20.7%
Staff	121	62.7%
Other:		5.7%
Graduate Student	3	
Contract Professional	5	
Letter of Appointment-employee	2	
State of Montana employee	1	
<b>Total</b>	<b>193</b>	

**For whom do you make vehicle arrangements?** 192 responses, 5 respondents skipped this question and 16 selected N/A. Those who responded could select more than one response.

### Rental Population

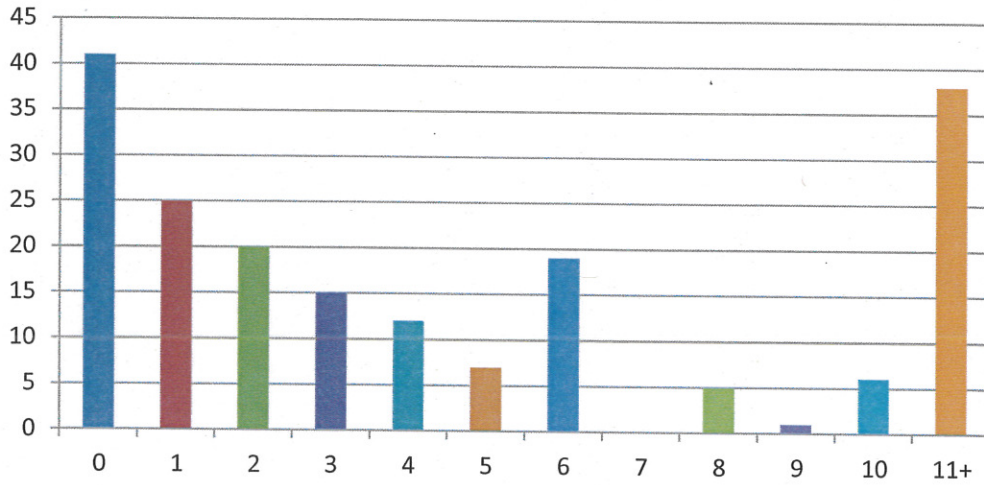


Answer Choices	Responses	%
Self	140	72.9%
Supervisor	48	25.0%
Others In My Office	25	13.0%
Students/Student groups	126	65.6%
Other:		0.5%
Dining Services	1	
<b>Total Respondents:192</b>		



How many times per year do you use UM Transportation Services Rental Service to conduct UM business? 189 responses, 8 respondents skipped this question

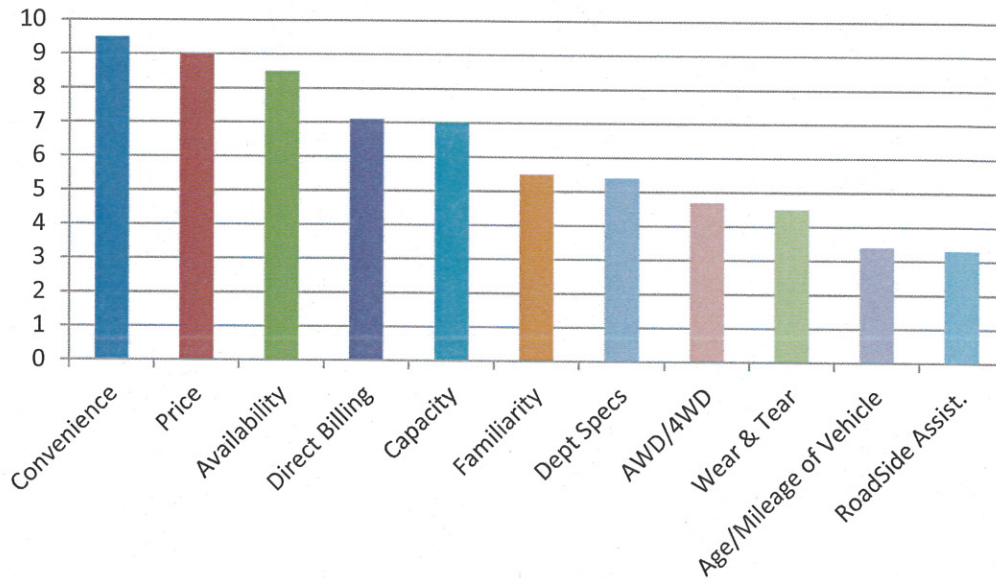
Rental Frequency



Answer Choices	Responses	%
0	41	21.7%
1	25	13.2%
2	20	10.6%
3	15	7.9%
4	12	6.3%
5	7	3.7%
6	19	10.0%
7	0	0.0%
8	5	2.6%
9	1	0.5%
10	6	3.2%
11+	38	20.1%
<b>Total</b>	<b>189</b>	

When choosing transportation, what is your primary decision-making factor? 188 responses, 9 respondents skipped this question

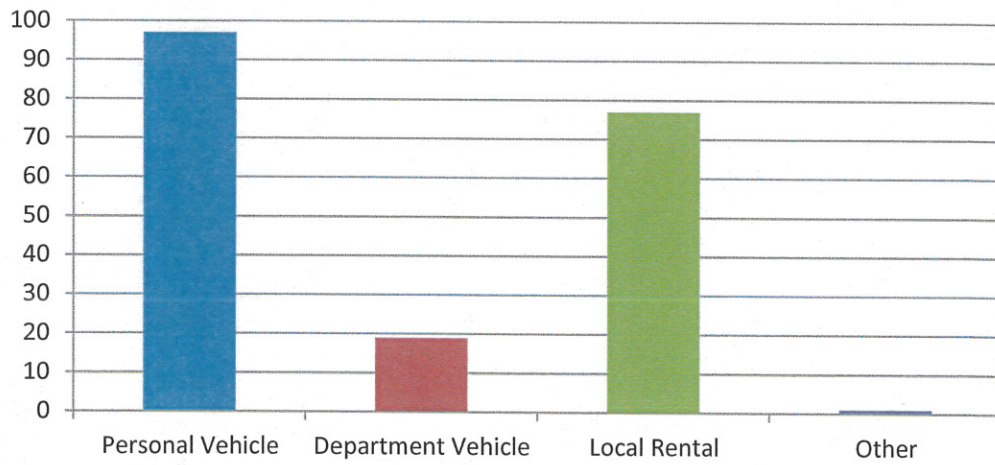
### Decision Making Factors



Factor	Average Ranking
Convenience	9.5
Price	9
Direct Billing	7.1
Availability	8.5
Capacity	7.0
Department Specifications	5.4
Familiarity	5.5
Wear and Tear	4.5
Road Side Assistance	3.3
AWD/4WD	4.7
Age/Mileage of Vehicle	3.4

If you did not choose to use Transportation Services' Rental Service, what method did you use? 173 responses, 24 respondents skipped this question and 41 selected N/A or only use TS for UM business travel. Those who responded could select more than one response.

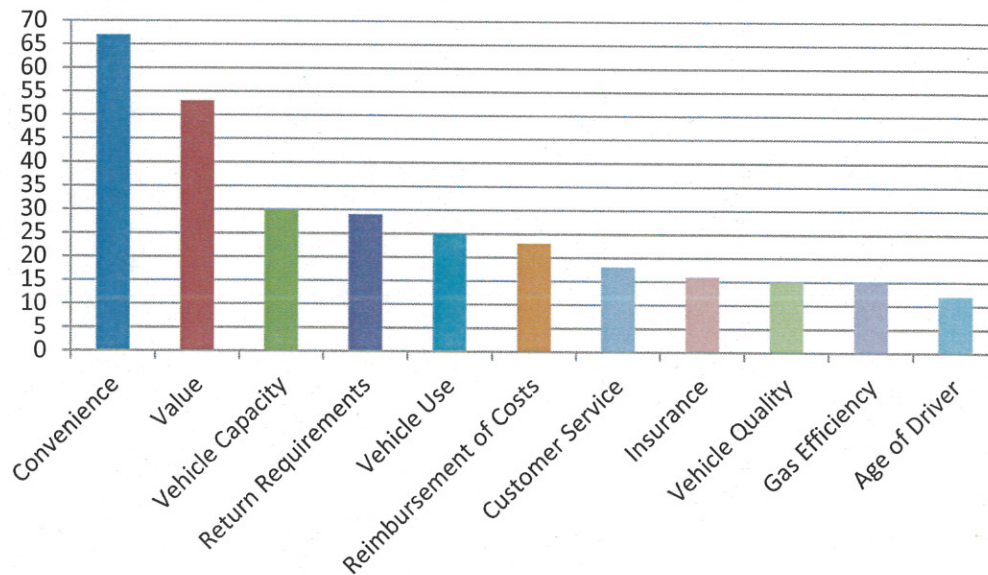
### Other Methods of Transportation



Answer Choices	Responses	%
Personal Vehicle	97	56.1%
Department Vehicle	19	11.0%
Local Rental	77	44.5%
Other	1	0.6%
<b>Total Respondents: 173</b>		

**What is the biggest concern when renting a vehicle from a private rental company?** 175 responses, 22 respondents skipped this question and 41 selected N/A or only use TS for UM business travel. Those who responded could select more than one response.

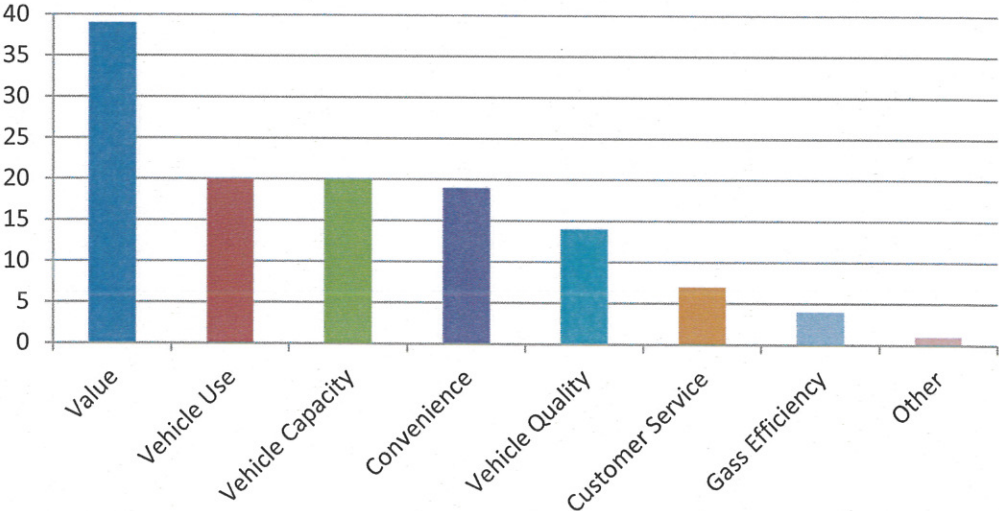
### Concern Factors



Answer Choices	Responses	%
Convenience	67	38.3%
Value	53	30.3%
Vehicle Capacity	30	17.1%
Return Requirements	29	16.6%
Vehicle Use (off-road vs. highway travel)	25	14.3%
Reimbursement of Costs	23	13.1%
Customer Service	18	10.3%
Insurance	16	9.1%
Vehicle Quality	15	8.6%
Gas Efficiency	15	8.6%
Age of Driver	12	6.9%
<b>Total Respondents: 175</b>		

**What is the best advantage when renting a vehicle from a private rental company?** 172 responses, 24 respondents skipped this question and 74 selected N/A or no advantage. Those who responded could select more than one response.

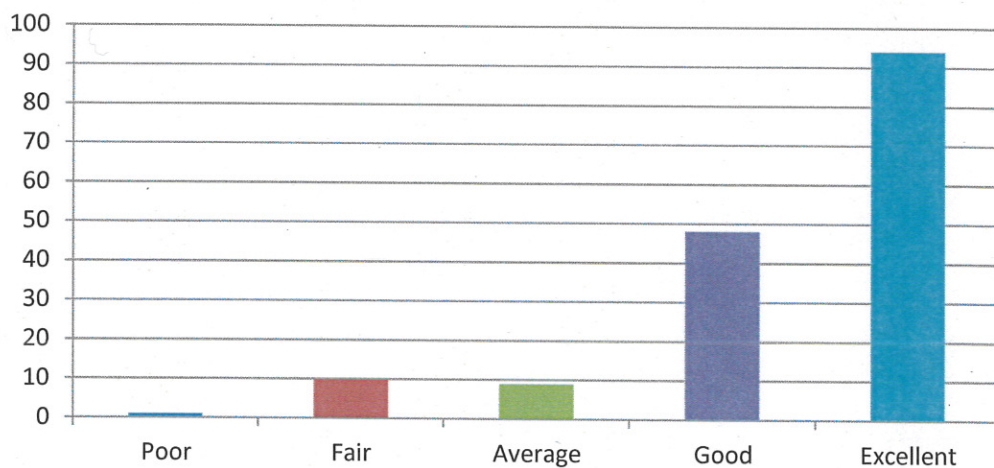
**Advantages of Private Rental Agencies**



Answer Choices	Responses	%
Value	39	22.7%
Vehicle Use (off-road vs. highway travel)	20	11.6%
Vehicle Capacity	20	11.6%
Convenience	19	11.0%
Vehicle Quality	14	8.1%
Customer Service	7	4.1%
Gas Efficiency	4	2.3%
Other	1	0.6%
<b>Total Respondents: 172</b>		

Please rate your experience with Transportation Services' Rental Service. 186 responses, 11 respondents skipped this question and 24 selected N/A.

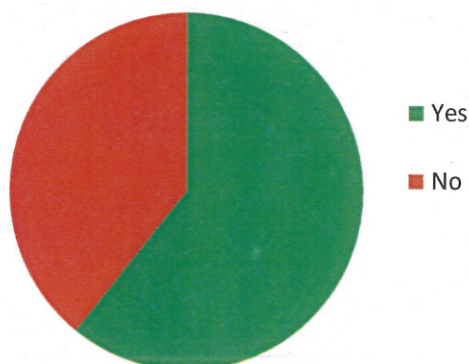
### Transportation Services' Rental Service Experience



Answer Choices	Responses	%
Poor	1	0.6%
Fair	10	6.2%
Average	9	5.6%
Good	48	29.6%
Excellent	94	58.0%
<b>Total</b>	<b>162</b>	

If a private rental company offered on campus services, would you use it? 168 responses, 29 respondents skipped this question

### Private Rental Use Option



Answer Choices	Responses	%
Yes	102	60.7%
No	66	39.3%
<b>Total</b>	<b>168</b>	

–Survey results in their entirety are on file at Transportation Services. Comments can be found in Appendix D.

### Special Provisions

The University of Montana must make adjustments for winter driving, field work accommodations, multiple passengers for field trip and satellite University campus visits, and renting to young drivers.

The University of Montana participates in many types of research and off-campus instruction. These trips utilize 4-wheel drive vehicles and either large SUVs or Minivans (historically 15 passenger vehicles). A portion of this use (off road research) is hard on the vehicles and can result in uncommon wear and tear.

Special provisions for winter driving is not unique to the University of Montana, as all driving in Montana during the winter months can require special accommodations. The Transportation Services' Rental Fleet does not provide snow (studded) tires or chains for vehicles but does offer all-wheel drive SUVs for this purpose.

In previous years, private rental agencies have not allowed students under the age of 21 to rent vehicles. Under new contracts, specifically the WSCA-NASPO, this is no longer an advantage to maintaining Transportation Services' Rental Fleet. This provision is now accommodated by private rental agencies with no additional fees or cost to the renter if students on official University business are under the age of 21.

## State of Montana University Results Comparison

In 2012 Montana State University- Bozeman completed a similar analysis to aid in the decision process to keep or discontinue the University Motor Pool in Bozeman, MT. The decision process involved presenting the idea to Stakeholders (Faculty Senate, Staff Senate, ASMSU, Campus Sustainability Advisory Council, Professional Council, and University Council), and then presenting a final version to the Facilities Advisory Committee that made recommendations to the VP of Administration. The VP of Administration made recommendations to the President who made the ultimate decision to discontinue the Montana State University Motor Pool.

The major difference between the Montana State University-Bozeman Motor Pool and the University of Montana-Missoula Transportation Services' Rental Fleet is the UM Fleet is substantially larger and employs more staff to maintain the Rental Fleet. MSU's Motor Pool was comprised of 26 vehicles and had no full-time employees assigned solely to the Motor Pool at the time of discontinuation. Another consideration, that differed from the UM decision, was the private rental agency sector in Bozeman, MT was quite limited and the majority of those agencies were located at the airport, approximately 20 miles from campus.

The similarities are most reflected in the intangible costs. The attitudes of campus survey participants emphasized the importance of keeping the service on campus and as a function of University business. The convenience of renting on campus, ability to direct bill, and special needs addressed with no additional charges were highly valued. The types of vehicles required by both current users at the University of Montana and previous users at MSU-Bozeman were similar. Department vehicles were used, when available, and the remaining users supplemented with renting vehicles, from the University or private rental agencies, or occasionally with personal vehicles. The MSU – Bozeman Motor Pool, like the University Transportation Services' Rental Fleet, did not offer studded snow tires which prompted many to use their personal vehicle for safety concerns. Overall, the services are very similar but differ in scale.

### Possible Course of Action

The University of Montana has several options for future campus transportation accommodations.

- **Continue Transportation Services Operations.**

The primary advantage of maintaining the current service is convenience and customer satisfaction. Users will continue to have the option to rent vehicles through private agencies at their discretion. 87.7% of the 10% responding to the survey are satisfied or very satisfied with the current service offered by Transportation Services. By keeping the service as is, there is retention of control in future costs that would otherwise be determined by market prices. The current level of service is self-funded and covers all costs incurred.

It is advantageous to re-evaluate and re-calculate Transportation Services' Rental Price Schedule to compete with private sector rental prices for long range travel. Future efforts will need to be carried out to find the most profitable and cost effective mix.



The primary disadvantage is the immediate need, and therefore cost, to replace approximately 8-11 vehicles. Transportation Services sets aside funds as a normal practice for replacement vehicles but this need could exceed the expected annual replacements. The operating and maintenance costs will continue at current levels with the possibility and risk of unforeseen costs as the result of accidents and damage to the fleet. Transportation Services has built this risk into the rental cost and sets aside \$80,000-\$85,000 each year. This fund is used to replace vehicles as they age or incur damage.

The continuation of service could potentially complicate recent proposal to beautify the eastern most aspect of campus. The purpose of enhancing the landscape is to improve the view from the East Broadway Missoula College, the most recent addition to the State of Montana University System.

- **Discontinue Transportation Services and Allow Campus Customers to Rent through Private Rental Agencies with Pro Card and Agreement.**

The primary advantages of discontinuation of Transportation Services' Rentals are the one time cost savings at the time of fleet disposal and the possible long term revenue generated by the alternate use of Transportation Services' Rental Fleet storage area, 47 parking spaces. At the current market rate, this option has the potential to decrease the cost of transportation to University customers on long range travel. As calculated in the "One Year Cost Savings Comparison" section, the potential savings by using Enterprise Rentals is \$97,731.47 annually. This option would eliminate the risk of unforeseen costs and has the potential of solving the long standing need to replace Facilities Services' maintenance vehicles. Currently, 32% of the maintenance fleet are 20 years old or older with 8 of the 22 older than 1990.

The primary disadvantages are the inconvenience of off-campus service and the disapproval of current users. This option would limit vehicle rentals to participants of the WSCA-NASPO agreement or would need to open contract negotiations to all Missoula area rental agencies. The contracts would need to address the ability to direct bill, insurance coverage per rental, and the possibility for on-campus services such as drop-off and pickup of vehicles. The refueling of vehicles would be handled by each department. They would be responsible for distribution and administration of WEX cards (fuel cards) to take advantage of the fuel tax savings. Discontinuation of Transportation Services' Rental fleet would relinquish control of future costs due to market fluctuations.

The impact of discontinuation would not only effect the current personnel but also the personnel of Vehicle Repair Services. 25.3% of Vehicle Repair revenue is generated by the service they provide to Transportation Services' Rental Fleet. The discontinuation of the Rental Fleet would require a reduction of operations and the loss of personnel or alternate funding to maintain this service at the current levels.

## Appendices

### Appendix A: Cost by Account (July 1, 2013 – June 1, 2014)

Relevant-UM	Relevant-Fac Svc	Account #	Fund	Description	Cost
RELEVANT	RELEVANT	61125	MFS008	PAYROLL	\$ 64,287.15
RELEVANT	RELEVANT	61131	MFS008	PAYROLL	\$ 303.96
		61165			
RELEVANT	RELEVANT	61224	MFS008	PAYROLL	\$ 346.70
RELEVANT	RELEVANT	61225	MFS008	PAYROLL	\$ 971.10
IRRELEVANT	RELEVANT	61226	MFS008	WORK STUDY - FED	\$ 2,315.23
IRRELEVANT	RELEVANT	61228	MFS008	WORK STUDY - STATE	\$ (1,055.95)
RELEVANT	RELEVANT	61311	MFS008	PHONE ALLOWANCE	\$ 987.17
RELEVANT	RELEVANT	61401	MFS008	FICA	\$ 4,031.98
RELEVANT	RELEVANT	61402	MFS008	RETIREMENT	\$ 5,305.37
RELEVANT	RELEVANT	61403	MFS008	GRP INSURANCE	\$ 17,772.29
RELEVANT	RELEVANT	61404	MFS008	WORKERS COMP	\$ 3,056.29
RELEVANT	RELEVANT	61409	MFS008	MCR TAX	\$ 943.05
RELEVANT	RELEVANT	61410	MFS008	UNEMPLOYMENT TAX	\$ 300.22
		62102			
RELEVANT	RELEVANT	62104	MFS008	INSURANCE PREMIUM	\$ 21,722.83
		62160			
		62201			
RELEVANT	RELEVANT	62203	MFS008	CLOTHING ALLOW	\$ 200.00
RELEVANT	RELEVANT	62210	MFS008	MATERIALS (VEHICLE ACCESSORIES)	\$ 683.22
		62214			
		62215			
IRRELEVANT	RELEVANT	62216	MFS008	GASOLINE	\$ 89,269.41
RELEVANT	RELEVANT	62229	MFS008	SHOP SUPPLIES	\$ 875.12
		62232			
RELEVANT	RELEVANT	62241	MFS008	OFFICE SUPPLIES	\$ 49.93
		62242			
SUNK	SUNK	62245	MFS008	COMPUTER EQUIP <\$5000	\$ 65.98
		62250	MFS008	PRO-CARD	
		62267			
IMMATERIAL	IMMATERIAL	62280	MFS008	FUEL CARD REPLACEMENT	\$ 10.00
RELEVANT	RELEVANT	62290	MFS008	OFFICE SUPPLIES	\$ 45.08
		62299			
IMMATERIAL	IMMATERIAL	62304	MFS008	POSTAGE	\$ 2.81
IRRELEVANT	RELEVANT	62371	MFS008	TELEPHONE	\$ 544.50
IRRELEVANT	RELEVANT	62374	MFS008	NETWORK CHARGES	\$ 132.00
IMMATERIAL	IMMATERIAL	623B4	MFS008	LONG DIST TELEPHONE CHARGES	\$ 11.65
IRRELEVANT	IRRELEVANT	62405	MFS006	MANUAL RECIEPT	\$ 7,530.90
		62515			
SUNK	SUNK	62517	MFS008	PRES. CAR/LEASE	\$ 2,472.00
IRRELEVANT	RELEVANT	62701	MFS008	BUILDING MAINTENANCE	\$ 1,492.25

MIX	RELEVANT	62705	MFS008	BUILDING MAINTENANCE	\$ 567.86
RELEVANT	RELEVANT	62706	MFS008	FLEET SVC/MNT	\$ 47,121.75
RELEVANT	RELEVANT		MFS602	WINDSHIELD REPAIR	\$ 1,125.00
RELEVANT	RELEVANT	62707	MFS008	FLEET SVC/MNT	\$ 275.51
RELEVANT	RELEVANT		MFS602	WINDSHIELD REPAIR	\$ 780.00
		62766			
MIX	RELEVANT	62804	MFS008	REG FEE & COMPUTER SUPPORT	\$ 2,037.00
		62878			
		62889			
IRRELEVANT (2 YEAR LAG)	RELEVANT	62889M	MFS008	ADMIN	\$ 22,172.00
		62902			
		63103			
SUNK	SUNK	68704	MFS607	LOAN PAYOFF	\$ 3,713.69
IRRELEVANT	IRRELEVANT	68801	MFS008	TRANSFER TO MFS607	\$ 92,755.00
					<b>\$ 395,220.05</b>

\*Building utilities such as power and water are not paid through the funds presented and are assumed immaterial as well as irrelevant. Repair Services will continue to use the building space.

\*Those accounts left blank were not used during FY14 but have been used in prior years. It is assumed those costs have only been re-categorized not eliminated, unless otherwise stated.

## Appendix B: Relevant Cost Comparison by Fiscal Year

	FY11	FY12	FY13	FY14	Average
<b>MFS008</b>	\$ 280,106.00	\$ 292,218.00	\$ 288,404.00	\$ 286,753.00	\$ 286,870.25
<b>MFS602</b>	\$ 992.00	\$ 690.00	\$ 660.00	\$ 1,905.00	\$ 1,061.75
<b>MFS006</b>	\$ 2,007.00	\$ 6,035.00	\$ 7,993.00	\$ 7,531.00	\$ 5,891.50
<b>MFS607</b>	IRRELEVANT	IRRELEVANT	IRRELEVANT	IRRELEVANT	IRRELEVANT
<b>Total</b>	\$ 283,105.00	\$ 298,943.00	\$ 297,057.00	\$ 296,189.00	
<b>Increase</b>		5.59%	-0.63%	-0.29%	1.56%

\*The substantial difference in costs from FY11 to FY12 is attributed to fund MFS006, account 62405-manual receipt which is an "accounts payable" account and is susceptible to variations in service use.

**FY11**

MF5008	Sum of TRANS_AMT	Column Labels	61125	61224	61225	61228	61311	61401	61402	61403	61404	61409	61410	62104	62160	62203	62210	62214	62216	62229	62241	62242	62280	62371	62374	62405	62701	62705	62707	62804	62890M	Grand Total
1	4077.27		71.10	25.68	14.02	91.19	241.95	299.29	1246.12	209.07	56.58	6.40	24.99	6.40	6.00	6.00	6.00	6.00	2825.92	6.25	-275.67	49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
2	4119.25		24.04	242.55	62.29	31.46	237.39	297.08	1246.11	228.36	55.51	6.26							1698.42	6.25		49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
3	4089.27		67.36	28.05	198.45	79.38	31.46	251.20	300.03	623.06	229.92	58.75	6.33						7627.55	71.22		49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
4	6167.62		55.76	35.32	242.55	66.15	47.19	360.40	448.74	1869.18	333.27	84.29	9.44						8100.56			49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
5	4083.25		5.22	94.83	213.15	46.85	31.46	258.90	320.73	1246.11	240.62	60.56	6.73						14965.13	1310.05	73.80	49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
6	4123.71		8.35	17.79	273.79		31.46	242.60	297.54	221.11	56.74	8.34							12905.09	74.44		49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
7	4231.45		14.02				20.30	243.90	305.86	2550.83	210.59	57.06	6.42	14260.84					6667.48			49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
8	4083.27		28.05				20.30	235.80	296.22	1246.09	203.95	55.14	6.20						5260.52			49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
9	4107.25		101.32	22.04	48.94		20.30	253.37	304.80	623.04	336.44	83.97	9.50						3959.14			49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
10	6169.87		94.80	38.57	126.88	115.28	30.45	358.95	454.15	1869.16	336.44	83.97	9.50						6846.01	142.08		49.50	49.50	6.00	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
11	4119.25		18.04	177.50	113.10	20.30	235.28	298.11	1246.11	1246.11	234.68	55.02	6.23						1410.50	16275.16	685.53	236.65	49.50	49.50	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
12	4077.26		53.24	19.28	170.38	81.02	25.88	236.39	297.54	1246.12	227.04	55.29	6.25						4000.34	99.59	37.02	20.05	49.50	49.50	6.00	6.00	90.75	1573.86	6823.50	5207.83	20988.72	
Grand Total	53448.72		457.15	305.72	1794.19	564.07	401.75	3156.13	3920.09	15011.93	2885.68	738.17	84.48	14260.84	13.75	75.00	24.99	1410.50	16275.16	685.53	236.65	37.02	20.05	49.50	49.50	6.00	90.75	1573.86	6823.50	5207.83	20988.72	

MF5602	Sum of TRANS_AMT	Column Labels	62707	Grand Total
1	20.00		20.00	20.00
3	210.00		210.00	210.00
4	90.00		90.00	90.00
5	30.00		30.00	30.00
6	90.00		90.00	90.00
7	222.00		222.00	222.00
8	150.00		150.00	150.00
9	90.00		90.00	90.00
10	60.00		60.00	60.00
11	30.00		30.00	30.00
Grand Total	992.00		992.00	992.00

MF5006	Sum of TRANS_AMT	ACC_CODE	62405	Grand Total
1	563.56		563.56	563.56
2	-563.56		-563.56	-563.56
3	364.30		364.30	364.30
4	308.32		308.32	308.32
5	0.10		0.10	0.10
6	864.86		864.86	864.86
7	469.60		469.60	469.60
9	145.78		145.78	145.78
10	72.22		72.22	72.22
11	-222.00		-222.00	-222.00
12	0.00		0.00	0.00
Grand Total	2007.18		2007.18	2007.18

**FY12**

Sum of TRANS_AMT	Column Labels	61131	61224	61225	61311	61401	61402	61403	61404	61409	61410	62104	62203	62214	62216	62229	62241	62242	62290	62299	62371	62374	62701	62705	62706	62707	62804	62804M	62902	Grand Total
4196.44	61125	26.68	432.23	31.46	245.03	302.80	1246.11	209.68	57.31	10.65	3056.40	7.65	61.72	49.50	6.00	470.50	308.95	2668.21	18625.57											
3974.36	61224	28.73	527.85	31.46	240.76	287.03	623.05	197.30	56.31	10.09	3608.96	427.53	26.45	49.50	6.00	60.50	812.91	10973.79												
6312.65	61225	36.68	409.28	47.19	371.63	455.27	1869.17	294.30	86.91	16.03	6193.63	633.59	5.69	49.50	6.00	4271.90	21051.73													
4184.44	61311	36.94	558.46	31.46	247.05	302.67	1246.11	208.08	57.79	10.65	4682.05	26873.68	6.98	49.50	11.42	60.50	12288.39	64.50	249.00											
4208.68	61401	32.51	535.51	83.13	251.45	304.09	1246.11	209.03	58.82	10.81	5860.42	20.59	5862.54	12.49	49.50	12.00	28.25	121.00	5448.56	161.34	25.00	21385.29								
4262.71	61402	14.56	623.48	85.84	257.38	306.69	1246.11	209.03	58.82	10.81	5860.42	20.59	5862.54	12.49	49.50	12.00	28.25	121.00	5448.56	161.34	25.00	21385.29								
4077.25	61403	8.02	411.60	31.46	249.16	299.48	1246.11	209.03	58.82	10.81	5860.42	20.59	5862.54	12.49	49.50	12.00	28.25	121.00	5448.56	161.34	25.00	21385.29								
4113.25	61404	28.05	514.51	31.46	243.82	299.00	1246.11	209.03	58.82	10.81	5860.42	20.59	5862.54	12.49	49.50	12.00	28.25	121.00	5448.56	161.34	25.00	21385.29								
4095.24	61409	42.33	34.25	536.55	47.19	366.46	453.05	1869.18	297.86	85.70	15.94	6587.54	50.00	7.07	49.50	6.00	3515.39	8395.52	80.63	5260.25										
6241.88	61410	69.22	18.47	492.45	31.46	265.58	326.60	1246.11	218.69	62.13	11.50	182.99	91.99	7519.03	97.00	-97.00	49.50	6.00	30.25	2150.82	5260.25									
4214.41	61401	37.97	374.85	31.46	244.95	302.75	1246.11	200.14	57.29	10.65	-687.30	4339.03	10.23	49.50	6.00	27.03	802.25	16987.20												
4184.42	61402	217.84	343.05	5861.23	515.03	3227.53	3934.82	14953.31	2642.53	754.90	138.70	17289.29	182.99	91.99	105919.40	1561.04	61.72	65.45	0.00	594.00	83.42	680.25	456.98	53473.81	801.10	2710.00	21041.00	0.00	29221.82	
54065.73	Grand Total																													

**MFS602**

Sum of TRANS_AMT	Column Labels	62707	Grand Total
60.00	62707	60.00	60.00
60.00	62707	60.00	60.00
30.00	62707	30.00	30.00
90.00	62707	90.00	90.00
120.00	62707	120.00	120.00
60.00	62707	60.00	60.00
90.00	62707	90.00	90.00
30.00	62707	30.00	30.00
90.00	62707	90.00	90.00
60.00	62707	60.00	60.00
690.00	Grand Total	690.00	690.00

**MFS006**

Sum of TRANS_AMT	Column Labels	62405	Grand Total
313.57	62405	313.57	313.57
300.92	62405	300.92	300.92
354.54	62405	354.54	354.54
437.2	62405	437.2	437.2
975.78	62405	975.78	975.78
1333.21	62405	1333.21	1333.21
717.35	62405	717.35	717.35
104.4	62405	104.4	104.4
1168.49	62405	1168.49	1168.49
328.98	62405	328.98	328.98
6034.44	Grand Total	6034.44	6034.44

**FY13**

MF5008	Sum of TRANS_AMT	Column Labels	61125	61124	61225	61228	61311	61401	61402	61403	61404	61409	61410	62004	62203	62215	62216	62219	62241	62267	62280	62371	62374	62405	62515	62701	62705	62706	62707	62804	62899M	62902	Grand Total
1	4364.95		22.02	176.71	85.84	269.69	314.55	623.05	217.73	63.09	15.63																						20974.76
2	4405.39		25.16	12.89	166.14	85.84	265.54	318.58	1246.08	218.3	62.11	15.85																					19679.69
3	6597.83		32.89	37.6	86.58	128.76	398.29	475.41	1892.6	317.24	93.18	23.65																					20444.58
4	4370.91		28.8	585	85.84	301.23	315.48	1246.08	218.1	70.46	17.77																						28430.22
5	4340.97		29.95	717.6	85.84	307.65	313.39	1246.09	222.62	71.97	18.09																						23277.69
6	4389		34.1	663	85.84	308.85	337.02	0.01	221.23	72.24	20.63																						21334.92
7	4270.64		16.63	650.25	85.84	298.29	354.02	2492.21	244.28	69.75	17.58	19774.64																					4657.52
8	4208.69		20.8	363.37	85.84	360.97	303.26	633.06	201.68	61.02	15.08																						2050
9	6304.04		135.67	40.51	103.27	128.76	389.88	464.48	1889.13	296.83	91.19	28.1																					21641.14
10	4339.01		10.74	19.06	85.84	262.24	314.78	1246.1	221.22	61.35	15.64																						32346.64
11	4392.65			10.74	19.01	85.84	263.04	315.7	1246.07	218.79	61.51	15.72																					29604.92
12	4352.99		21.08	144.58	85.84	261.23	313.61	1246.1	222.94	61.09	15.58																						15901.93
Grand Total	58277.07		158.83	301.82	3306.82	1055.95	1115.92	3586.91	4140.28	1497.6	2809.96	838.96	214.32	20024.64	197.46	109.95	99613.83	1732.38	127.62	707.49	31.56	594	144	14.99	0	1964.92	476.4	50068.63	138.42	2175	21499.08	-1.42109E-14	288403.81

MF5602	Sum of TRANS_AMT	Column Labels	62707	Grand Total
2	90.00		90.00	90.00
4	180.00		180.00	180.00
5	30.00		30.00	30.00
6	90.00		90.00	90.00
7	30.00		30.00	30.00
8	30.00		30.00	30.00
9	30.00		30.00	30.00
10	60.00		60.00	60.00
11	90.00		90.00	90.00
12	30.00		30.00	30.00
Grand Total	660.00		660.00	660.00

MF5005	Sum of TRANS_AMT	Column Labels	62705	Grand Total
1	1378.54		1378.54	1378.54
2	543.11		543.11	543.11
3	694.52		694.52	694.52
4	327.25		327.25	327.25
5	115.58		115.58	115.58
6	884.60		884.60	884.60
7	430.50		430.50	430.50
8	100.21		100.21	100.21
9	1,039.67		1,039.67	1,039.67
10	1,253.09		1,253.09	1,253.09
11	892.09		892.09	892.09
12	333.42		333.42	333.42
Grand Total	7,992.58		7,992.58	7,992.58



**FY14**

Row Labels	61125	61131	61224	61225	61226	61228	61311	61401	61402	61403	61404	61409	61410	62004	62003	62110	62216	62229	62241	62290	62371	62374	62701	62705	62706	62707	62804	62880M	62902	Grand Total				
1	5646.78	33.21	80.58	85.84	352.40	464.05	785.84	259.94	82.44	25.94	2421.86	75.00	49.50	12.00	60.50	640.15	5840.76	9.38	49.50	12.00	1149.50	5840.76	32.35	5281.43	4150.65	3548.90	2050.00	0.00	18533.72	56089.81				
2	5646.85	41.67	170.64	85.84	347.91	464.76	1571.72	273.32	81.37	25.98	3693.38	9.38	49.50	12.00	1149.50	5840.76	9.38	49.50	12.00	1149.50	5840.76	32.35	5281.43	4150.65	3548.90	2050.00	0.00	18533.72	56089.81					
3	8807.82	48.16	180.12	128.76	541.94	723.53	2357.53	412.45	126.75	40.44	7112.10	411.83	49.50	12.00	60.50	640.15	7112.10	411.83	49.50	12.00	1149.50	5840.76	32.35	5281.43	4150.65	3548.90	2050.00	0.00	18533.72	56089.81				
4	5669.03	36.81	158.79	85.84	349.12	466.17	1571.71	271.19	81.66	26.03	9777.86	41.86	22.93	49.50	12.00	60.50	9777.86	41.86	22.93	49.50	12.00	1149.50	5840.76	32.35	5281.43	4150.65	3548.90	2050.00	0.00	18533.72	56089.81			
5	2837.48	8.86	177.75	42.92	174.16	232.55	785.85	149.52	40.74	13.00	9097.19	41.86	3.80	49.50	12.00	121.00	9097.19	41.86	3.80	49.50	12.00	121.00	2003.03	2050.00	0.00	18533.72	56089.81	0.00	18533.72	56089.81				
6	4976.06	40.81	70.20	85.85	335.23	406.90	2055.30	236.24	78.42	24.69	5670.20	8.37	3.80	49.50	12.00	121.00	5670.20	8.37	3.80	49.50	12.00	121.00	131.30	6920.68	9.42	140.99	6820.03	266.09	5543.00	56089.81				
7	8230.77	144.86	40.81	1210.39	-1055.95	85.84	345.43	461.25	1571.72	267.63	80.80	25.78	7.98	49.50	12.00	100.75	10683.59	149.32	7.98	49.50	12.00	100.75	182.10	4856.10	25.00	5543.00	12.00	121.00	56089.81					
8	5509.36	106.91	29.67	157.95	315.90	108.81	37.80	356.54	476.14	1571.68	270.45	83.40	26.60	100.00	100.00	100.00	14905.14	167.63	10.37	49.50	12.00	81.12	6222.69	12.00	121.00	121.00	121.00	121.00	56089.81					
9	5533.68	50.31	37.80	32.86	163.80	70.20	346.70	971.10	2315.23	-1055.95	987.17	4031.98	5305.37	17772.29	30562.29	943.05	300.22	21722.83	200.00	683.22	89269.41	875.12	49.93	45.08	544.50	132.00	1492.25	567.86	47121.75	275.51	2037.00	22172.00	0.00	286753.02
10	5788.53	1.88	37.80	32.86	163.80	70.20	346.70	971.10	2315.23	-1055.95	987.17	4031.98	5305.37	17772.29	30562.29	943.05	300.22	21722.83	200.00	683.22	89269.41	875.12	49.93	45.08	544.50	132.00	1492.25	567.86	47121.75	275.51	2037.00	22172.00	0.00	286753.02
11	5640.79	64287.15	303.96	346.70	971.10	2315.23	-1055.95	987.17	4031.98	5305.37	17772.29	30562.29	943.05	300.22	21722.83	200.00	683.22	89269.41	875.12	49.93	45.08	544.50	132.00	1492.25	567.86	47121.75	275.51	2037.00	22172.00	0.00	286753.02			
12	5640.79	64287.15	303.96	346.70	971.10	2315.23	-1055.95	987.17	4031.98	5305.37	17772.29	30562.29	943.05	300.22	21722.83	200.00	683.22	89269.41	875.12	49.93	45.08	544.50	132.00	1492.25	567.86	47121.75	275.51	2037.00	22172.00	0.00	286753.02			
Grand Total	5640.79	64287.15	303.96	346.70	971.10	2315.23	-1055.95	987.17	4031.98	5305.37	17772.29	30562.29	943.05	300.22	21722.83	200.00	683.22	89269.41	875.12	49.93	45.08	544.50	132.00	1492.25	567.86	47121.75	275.51	2037.00	22172.00	0.00	286753.02			

Row Labels	62706	62707	Grand Total
1	742.00	742.00	742.00
2	448.00	-621.00	-174.00
3	438.00	30.00	468.00
4	60.00	60.00	120.00
5	239.00	120.00	359.00
6	60.00	60.00	120.00
7	60.00	60.00	120.00
8	120.00	120.00	240.00
9	90.00	90.00	180.00
10	180.00	180.00	360.00
Grand Total	1125.00	780.00	1905.00

Row Labels	62405	Grand Total
1	871.18	871.18
2	688.65	688.65
3	800.49	800.49
4	993.56	993.56
5	799.01	799.01
6	713.34	713.34
7	641.10	641.10
8	444.62	444.62
9	842.41	842.41
10	548.08	548.08
11	188.45	188.45
12	7530.90	7530.90
Grand Total	7530.90	7530.90

FY11

MFS008

Table with columns: Sum of TRANS\_AMT, Column Labels, Row Labels, and 33 columns of numerical data. Grand Total: 534487.72

FY12

MFS008

Table with columns: Sum of TRANS\_AMT, Column Labels, Row Labels, and 33 columns of numerical data. Grand Total: 540637.79

FY13

MFS008

Table with columns: Sum of TRANS\_AMT, Column Labels, Row Labels, and 33 columns of numerical data. Grand Total: 562770.7

FY14

MFS008

Table with columns: Sum of TRANS\_AMT, Column Labels, Row Labels, and 33 columns of numerical data. Grand Total: 642871.5

**FY11**

MFS602	
Sum of TRANS_AMT	Column Labels
Row Labels	62707 Grand Total
1	20.00
2	20.00
3	210.00
4	210.00
5	90.00
6	30.00
7	90.00
8	222.00
9	150.00
10	90.00
11	60.00
<b>Grand Total</b>	<b>992.00</b>

**FY12**

MFS602	
Sum of TRANS_AMT	Column Labels
Row Labels	62707 Grand Total
1	60.00
2	60.00
3	60.00
4	30.00
5	90.00
6	120.00
7	60.00
8	60.00
9	90.00
10	30.00
11	90.00
<b>Grand Total</b>	<b>690.00</b>

**FY13**

MFS602	
Sum of TRANS_AMT	Column Labels
Row Labels	62707 Grand Total
2	90.00
4	180.00
5	90.00
6	30.00
7	30.00
8	90.00
9	30.00
10	30.00
11	60.00
12	90.00
<b>Grand Total</b>	<b>660.00</b>

**FY14**

MFS602	
Sum of TRANS_AMT	Column Labels
Row Labels	62706 62707 Grand Total
1	742.00
2	448.00
3	-622.00
4	30.00
5	468.00
6	60.00
7	239.00
8	120.00
9	359.00
10	60.00
11	120.00
12	90.00
<b>Grand Total</b>	<b>1905.00</b>

**FY11**

MFS006			
Sum of TRANS_AMT	ACCT_CODE	Column Labels	Grand Total
MONTH	62405		
1		563.56	563.56
2		-563.56	-563.56
3		364.3	364.3
4		308.32	308.32
5		0.1	0.1
6		864.86	864.86
7		469.6	469.6
9		149.78	149.78
10		72.22	72.22
11		-222	-222
12		-1,4E+14	-1,4E+14
<b>Grand Total</b>		<b>2007.18</b>	<b>2007.18</b>

**FY12**

MFS006			
Sum of TRANS_AMT	Column Labels	Column Labels	Grand Total
Row Labels	62405		
1		313.57	313.57
2		300.92	300.92
3		354.34	354.34
4		437.2	437.2
5		975.78	975.78
6		1333.21	1333.21
7		717.35	717.35
9		104.4	104.4
11		1168.49	1168.49
12		328.98	328.98
<b>Grand Total</b>		<b>6034.44</b>	<b>6034.44</b>

**FY13**

MFS006			
Sum of TRANS_AMT	Column Labels	Column Labels	Grand Total
Row Labels	62405		
1		1,378.54	1,378.54
2		543.11	543.11
3		694.52	694.52
4		327.25	327.25
5		115.58	115.58
6		884.60	884.60
7		430.50	430.50
8		100.21	100.21
9		1,039.67	1,039.67
10		1,253.09	1,253.09
11		892.09	892.09
12		333.42	333.42
<b>Grand Total</b>		<b>7,992.58</b>	<b>7,992.58</b>

**FY14**

MFS006			
Sum of TRANS_AMT	Column Labels	Column Labels	Grand Total
Row Labels	62405		
1		871.18	871.18
2		688.65	688.65
3		800.49	800.49
4		993.56	993.56
5		799.01	799.01
7		713.34	713.34
8		641.1	641.1
9		444.62	444.62
10		842.41	842.41
11		548.08	548.08
12		188.46	188.46
<b>Grand Total</b>		<b>7530.9</b>	<b>7530.9</b>

## Appendix C: Rental Cost Comparison Graphs

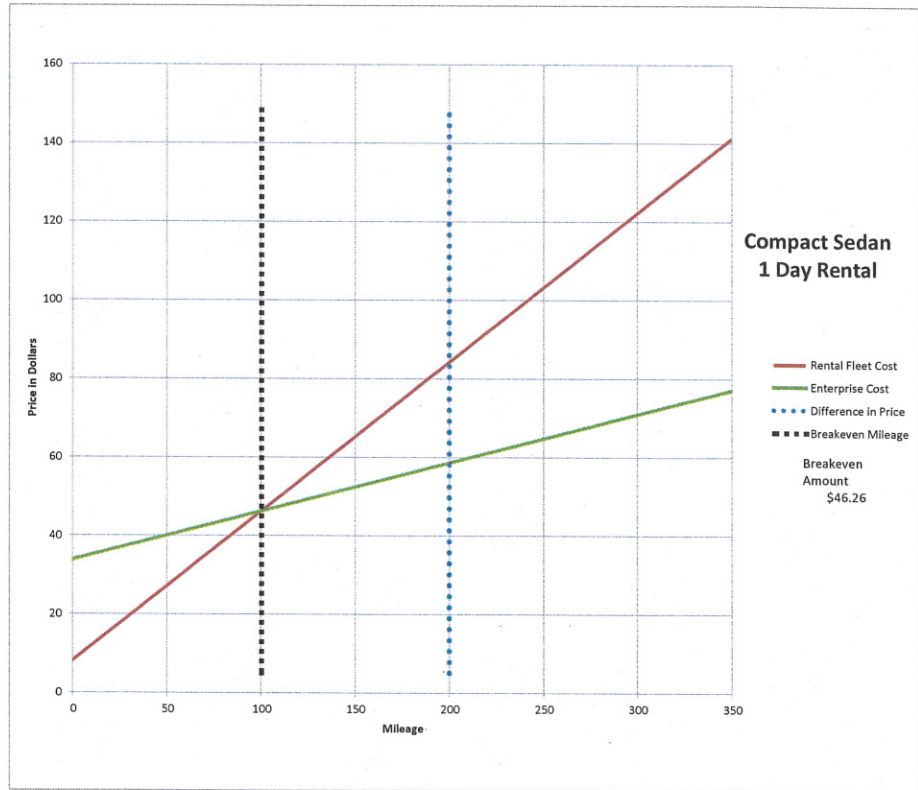
# University of Montana Rental Fleet vs. Enterprise

One day rental 200 miles traveled

## Car Type Compact Sedan

Input Variables	
Total Miles to be Traveled	200
Total Days in Trip	1
Car Rental Daily Price *	\$ 30.84
Rental Car Tax	\$ 0.04
Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58
Motor Pool Daily Rate	\$ 8.25
Motor Pool Mileage Rate	\$ 0.38
Rental Car Fuel Economy (MPG)	29

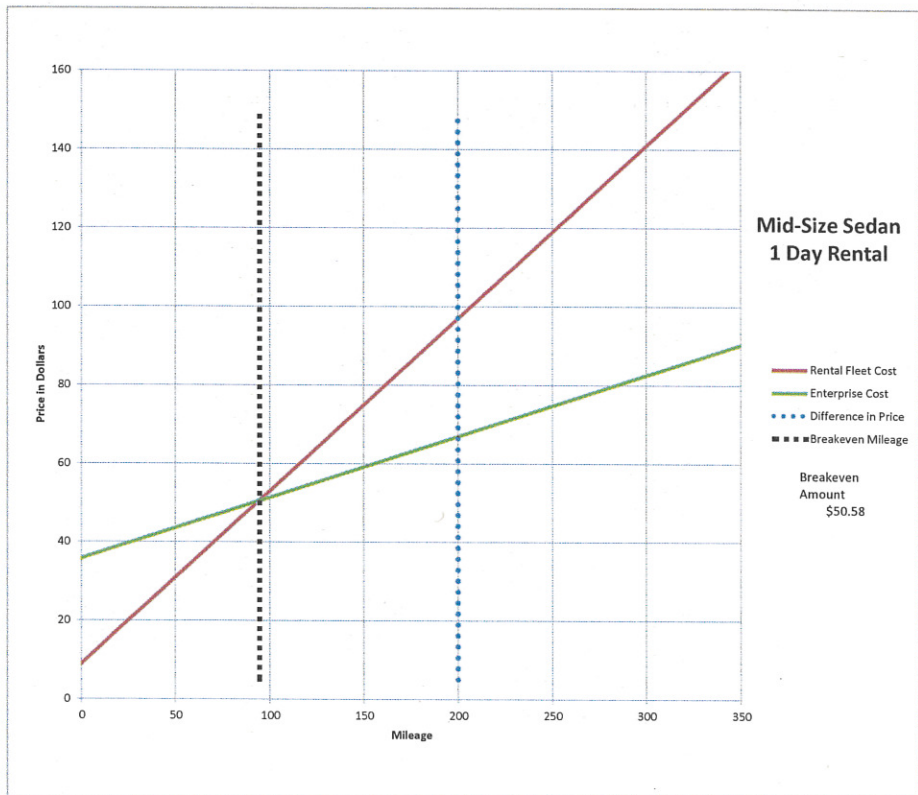
Calculated Results	
<b>Own Car Cost</b>	
Motor Pool Cost	\$ 84.25
<b>Rental Car Cost</b>	
Rental	\$ 30.84
Avg Miles Driven per Day	200
Sales Tax	\$ 1.23
Montana VLR	\$ 1.85
Refueling	\$ 24.69
Total	\$ 58.61
Cost per Mile to Rent	\$ 0.29
<b>Difference in Price</b>	<b>\$ 25.64</b>



## Mid-Size Sedan

Input Variables	
Total Miles to be Traveled	200
Total Days in Trip	1
Car Rental Daily Price *	\$ 32.71
Rental Car Tax	\$ 0.04
Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58
Motor Pool Daily Rate	\$ 9.00
Motor Pool Mileage Rate	\$ 0.44
Rental Car Fuel Economy (MPG)	23

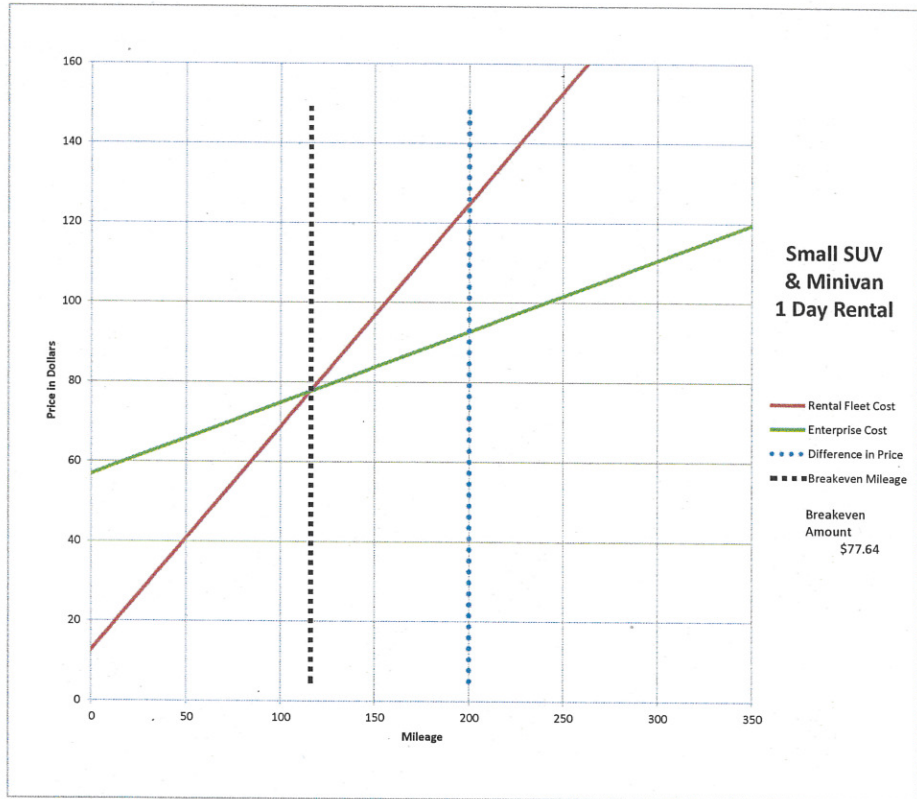
Calculated Results	
<b>Own Car Cost</b>	
Motor Pool Cost	\$ 97.00
<b>Rental Car Cost</b>	
Rental	\$ 32.71
Avg Miles Driven per Day	200
Sales Tax	\$ 1.31
Montana VLR	\$ 1.85
Refueling	\$ 31.13
Total	\$ 67.00
Cost per Mile to Rent	\$ 0.33
<b>Difference in Price</b>	<b>\$ 30.00</b>



**Car Type**  
Small SUV & Minivan

Input Variables	
Total Miles to be Traveled	200
Total Days in Trip	1
Car Rental Daily Price *	\$ 52.93
Rental Car Tax	\$ 0.04
Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58
Motor Pool Daily Rate	\$ 12.75
Motor Pool Mileage Rate	\$ 0.56
Rental Car Fuel Economy (MPG)	20

Calculated Results	
<b>Own Car Cost</b>	
Motor Pool Cost	\$ 124.75
<b>Rental Car Cost</b>	
Rental	\$ 52.93
Avg Miles Driven per Day	200
Sales Tax	\$ 2.12
Montana VLR	\$ 1.85
Refueling	\$ 35.80
Total	\$ 92.70
Cost per Mile to Rent	\$ 0.46
<b>Difference in Price</b>	<b>\$ 32.05</b>



# University of Montana Rental Fleet vs. Enterprise

Two day rental 300 miles traveled

## Car Type

### Compact Sedan

#### Input Variables

Total Miles to be Traveled	300
Total Days in Trip	2
Car Rental Daily Price *	\$ 30.84
Rental Car Tax	\$ 0.04
Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58
Motor Pool Daily Rate	\$ 8.25
Motor Pool Mileage Rate	\$ 0.38
Rental Car Fuel Economy (MPG)	29

#### Calculated Results

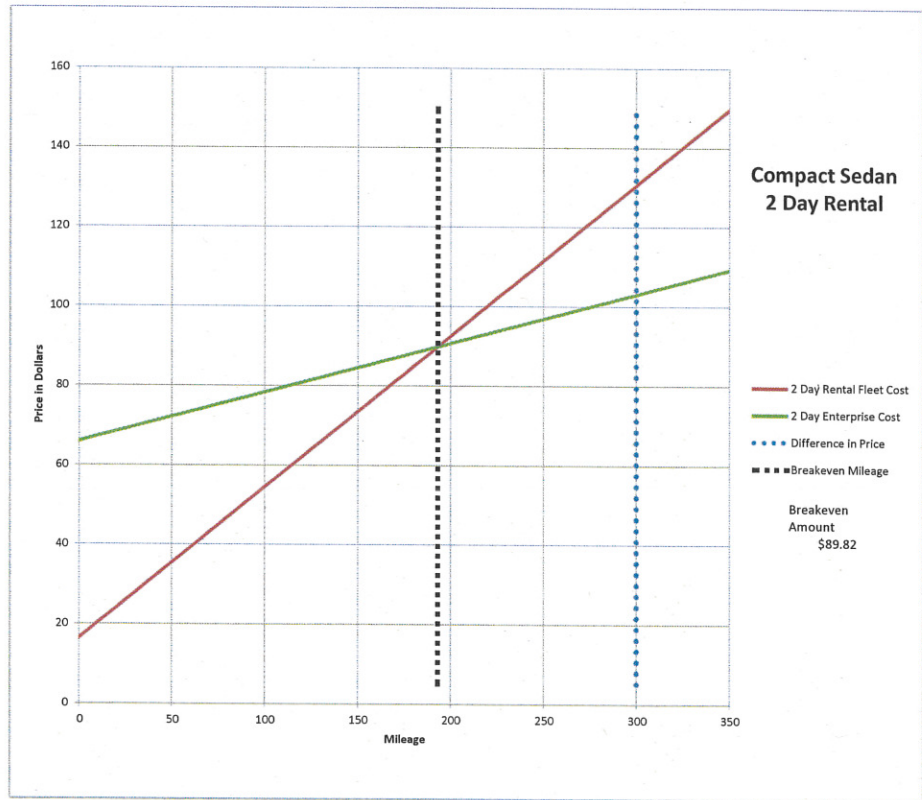
Own Car Cost	
Motor Pool Cost	\$ 130.50

#### Rental Car Cost

Rental	\$ 61.68
Avg Miles Driven per Day	150
Sales Tax	\$ 2.47
Montana VLR	\$ 1.85
Refueling	\$ 37.03
Total	\$ 103.03

Cost per Mile to Rent	\$ 0.34
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Difference in Price	\$ 27.47
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### Mid-Size Sedan

#### Input Variables

Total Miles to be Traveled	300
Total Days in Trip	2
Car Rental Daily Price *	\$ 32.71
Rental Car Tax	\$ 0.04
Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58
Motor Pool Daily Rate	\$ 9.00
Motor Pool Mileage Rate	\$ 0.44
Rental Car Fuel Economy (MPG)	23

#### Calculated Results

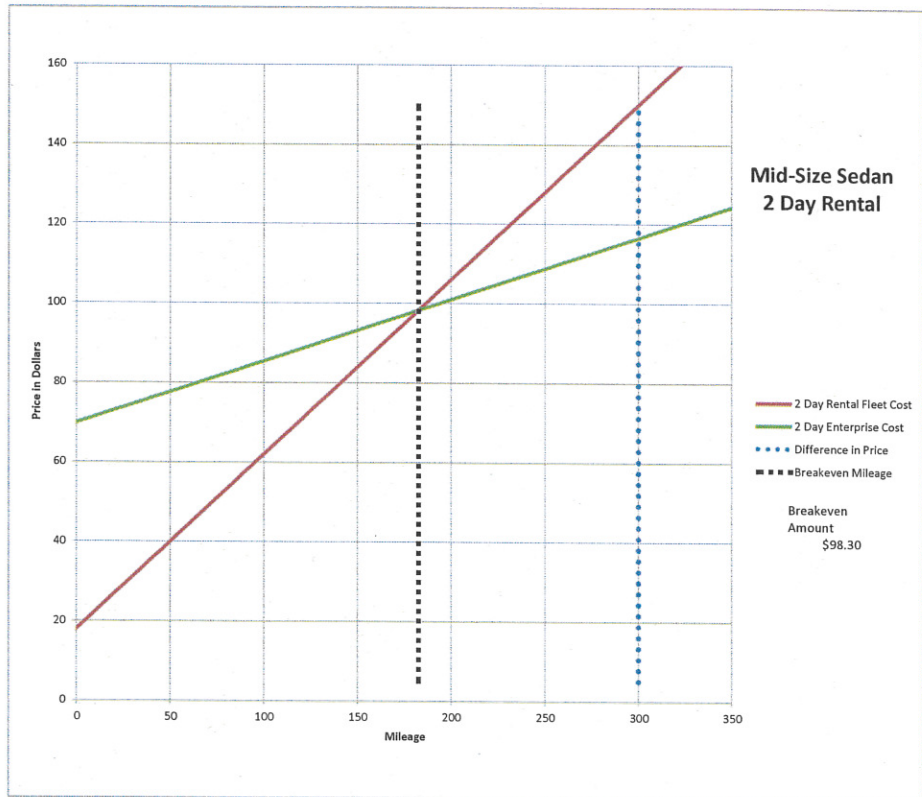
Own Car Cost	
Motor Pool Cost	\$ 150.00

#### Rental Car Cost

Rental	\$ 65.42
Avg Miles Driven per Day	150
Sales Tax	\$ 2.62
Montana VLR	\$ 1.85
Refueling	\$ 46.70
Total	\$ 116.58

Cost per Mile to Rent	\$ 0.39
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Difference in Price	\$ 33.42
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**Car Type**  
Small SUV & Minivan

Input Variables

Total Miles to be Traveled	300
Total Days in Trip	2
Car Rental Daily Price *	\$ 52.93
Rental Car Tax	\$ 0.04
Montana VLR	\$ 1.85
Cost of Fuel per Gallon	\$ 3.58
Motor Pool Daily Rate	\$ 12.75
Motor Pool Mileage Rate	\$ 0.56
Rental Car Fuel Economy (MPG)	20

Calculated Results

Own Car Cost

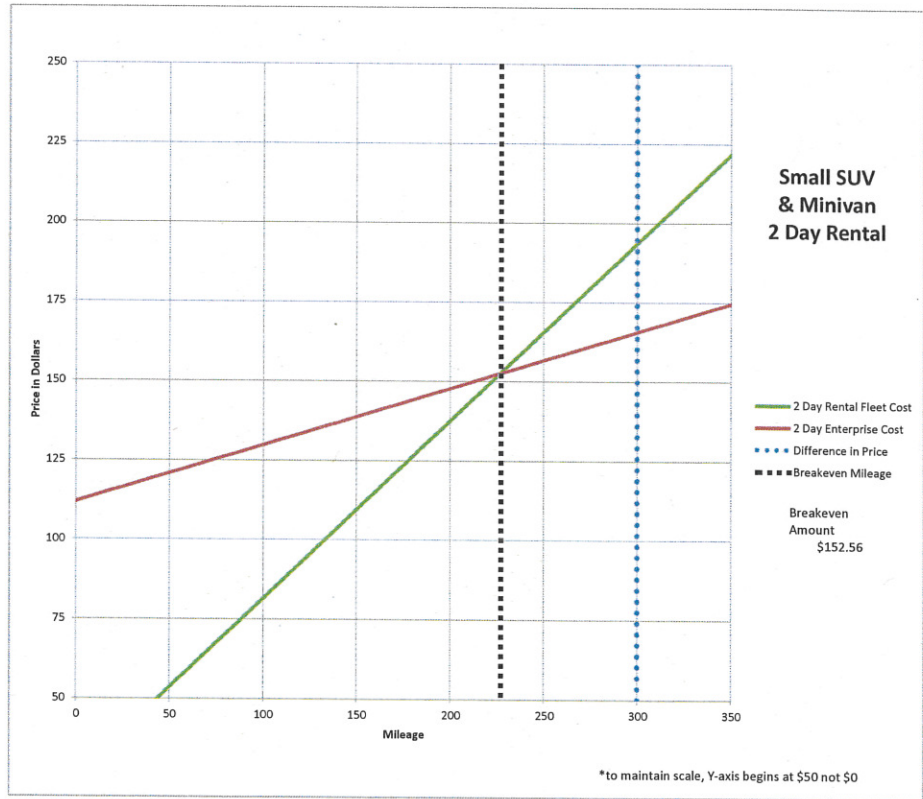
Motor Pool Cost	\$ 193.50
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Rental Car Cost

Rental	\$ 105.86
Avg Miles Driven per Day	150
Sales Tax	\$ 4.23
Montana VLR	\$ 1.85
Refueling	\$ 53.70
Total	\$ 165.64

Cost per Mile to Rent	\$ 0.55
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Difference in Price	\$ 27.86
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## Appendix D: Survey Comments

Car always ready when needed. In good shape. Once had damage to car from weather while I rented it, didn't get billed. Current online rental system is really easy.

I have never used it, as I always have used my own vehicle for trips.

Mike Sharp is great. He needs to be rewarded. The fleet vehicles are too old and too small. Reservation and checkout system is unbelievably outdated--still using pen and paper to process reservations... Get some 15 passenger minibusses so we can conduct field trips without having to resort to using idiot 20 year old students to drive a fleet of 7 passenger mini vans. Implement a webbased program for large vehicle driver training. The in-person classes are a farce and scheduling them is a major bottleneck.

Hours and availability are a common concern. Cost breakdown is another. Per mile expense virtually eliminates distance travel with motor pool vehicle.

The online reservation is awesome and very easy for newbies to use. Please don't change anything. Thanks

I often prefer to rent from a private agency when traveling out-of-town. The cost of mileage determines if I will use UM Transportation. I had to travel to Billings, MT. I choose Enterprise because the cost of \$180 unlimited mileage versus \$500 UM

Transportation suits our departments tight travel budget.

I really appreciate the convenience of being able to rent vehicles from Transportation Services. I suspect that having the rental process, pick up and drop off, and billing all occurring within the university helps make the entire process smoother. All the vehicles being in a central location is also crucial to our department's rental needs. I haven't had any problems with customer service, or the rental process.

Keep the UM fleet please!!!!!!!!!!!!!!!!!!!!!! We do many exchange programs throughout the year...especially summer and need to transport 20+ participants during their month long visits.

The guys who run Transportation Services are great! Friendly, nice and always willing to help out.

TS team is always there to assist and support our vehicle needs, painlessly. I think it would be a step in the wrong direction to stop the TS rental vehicle program; we need to continue to support this program and keep it in the UM system. Why give our treasury's to an outside vendor.

Mike is always prompt and friendly. LOVE working with him! Thanks, Jodi Moreau Alumni

my excellent rating is for the staff that work there. Transportation rental services has been very helpful and accessible.

Unfortunately, with the removal of 15 passenger vans, it has severely limited our options for some programs simply because the cost of renting two vehicles doubles the price of the program (camping,

for instance). If the service was given out to a contracted company, I would be most interested in the option of having 15 passenger vans.

I run 10+ field trips a semester with students, many of whom this is one of their only opportunity as biologists to experience research and nature first hand with experienced TAs. These field trips are essential to my course, and would be difficult if not impossible to accomplish without the UM fleet (given our driving schedule, we leave very early in the morning with 20+ students 3x a week). A rental company would not function for this activity at all. I have not once had a problem with the UM fleet.

I think this is a great service and it makes providing transportation for my superiors much easier. If this service would be removed having to arrange a rental vehicle from Enterprise, Budget, Avis, etc would take a lot more of my time, which is limited due to campus wide hiring reduction and a decrease in staff in the office I work in.

Maybe let departments purchase own vehicles using transp. services budget if not interested in serving university any more

We have a departmental vehicle, so we don't typically need to use a Transportation Services vehicle. On one occasion this year, we made a decision to go to a conference in Butte after hours for registration at Transportation Services. The hours of pick up/drop off at Transportation Services cannot be beat, however, the hours when one can book a vehicle are inconvenient. I personally favor providing services in-house. I think that while Transportation Services' vehicles are less affordable than offcampus private companies, there is an important values statement made by providing the service on campus (e.g. using union mechanics, providing good-paying UM jobs to administer, operate and maintain the fleet, etc.) One thing that UM really needs is a short-term car share service like ZipCar. Providing a short-term service that is competitively priced would allow students, faculty, and staff the flexibility to take a quick personal or work trip.

The UM transportation services vehicle rental system is wonderful. I appreciate the convenience, access to large vehicles, ease of billing, ease of scheduling, and ability to have a teaching assistant under 25 years of age drive. Any shift to a private rental agency will almost surely negatively affect the value of my instruction and the classroom experience I provide to my students. Thank you.

Having an on-campus UM run Transportation rental Service is a great benefit.

We love working with Transportation Services! Please keep this service on campus - we use them a ton throughout the year and they are always more than helpful and accommodating!!!

Transportation services is a key component of recruitment weekends and class field trips. What will the cost of rentals be with a private company and will students under age 21 be allowed to drive rental vehicles? These are two critical criteria.

The Hybrid options have been very nice to have on campus. This has made traveling to conferences very easy, as I can walk directly from my office to the Transportation Services Rental Services. The payment system is also relatively easy, and minimizes extra paperwork.

It would cause a hardship for our department if the 15 passenger vans were eliminated or the rental of them were moved off campus. The most likely result would be to cause faculty to re-write their curriculum to eliminate field trips. This would be unfortunate, given our surroundings and the popularity of field trip courses, and could cause further erosion in our student population.

My interactions with the people in Transportation Services (over 20 years) have been incredibly positive. They have always been incredibly professional, helpful, and cheerful. I depend on them to run my labs, and the folks at Transportation Services have been exceptionally wonderful. In my opinion, it would be just about impossible for me to run my large lab classes through an outside private company. It would also be A LOT more expensive: I have done some quick comparisons, and it would cost about 3X as much for us to outsource this. This would be a disaster.

The service is outstanding, they work hard to suit our needs. Our grant programs would not be successful without the vehicle availability, pricing, convenience. We use the vehicles regularly and it's essential to have this as an on-campus service. They provide among the best customer service on campus.

The reason we rent from Enterprise is that almost all of our rental activity is for trips over 100 miles. At that point their rental agreement with UM makes them much cheaper. We have also found that there is rarely availability of UM vehicles on short notice.

Mike and Chris at Motor Pool are great to work with!

It's a great service that I would hate to see go.

UM Motor Pool is a great service. It is easy and convenient for me to schedule car rentals. I really appreciate having this service available. It seems like more state employees (non UM) would use this motor pool if they know it was an option. I happened to ask when I first started this position and I feel the Motor Pool has saved a lot of time and money for my travel purposes.

We primarily use the UM Motor Pool and it is always extremely convenient and the customer service exceeds expectations.

They are the best people to work with!

I highly recommend keeping the Transportation Services as a campus department. The price is unbeatable. The availability is unmatched. Plus the staff is wonderful. This is a necessary service for our department. Continuing education and required meetings would be negatively impacted. We would have to cut back our faculty's participation in these meetings in most instances. I have price-checked other private companies and there is no comparison in price and availability. Many times there are no vehicles available privately. Please keep this necessary service at the UM.

Really appreciate having transportation services vehicles to rent!

Wonderful, professional job, convenient and accommodating to our needs.

This is a very valuable and time saving service for us. We use only the on campus vehicle rental if we can. We are renting vehicles almost every day during the summer and many times during the school year! WE NEED THIS SERVICE!!!!

The biggest drawback is the lack of a place to park my own car when I use TSRS. It is actually sometimes FASTER for me to drive to Enterprise and park my car on the street locally, than to find a parking spot on campus, then walk to the Motor Pool area, and reverse the process upon returning.

If you want to eliminate something on campus, lower tuition and save the taxpayers some money how about cutting wasteful overhead.

The motor pool crew has always been responsive, reliable and accommodating.

Question 18: I would have liked to answer "if I had to" Budgets are tight! My first choice is always UM's fleet of rental vehicles, but price makes the decision. Not much room for convenience anymore!

It's a good and appreciated service. Sometimes the vehicles aren't the best, but it's a fair trade for the convenience of having the service/billing on campus.

Transportation Services provides excellent service. I have found that they always go above and beyond to make things as easy as possible for faculty and students even when those people have left everything to the last minute. The convenience and timesaving of having an on-campus rental service cannot be overstated.

Logistics, availability, working relationships, and quality vehicles are a large concern for our program. Transportation Services meets our needs and enhances the quality of our field instruction.

The people in transportation services have always went out of their way to be helpful in every way! They are very honest if you forget something in the vehicle they always contact you as soon as they clean the car and inform you.

The costs of renting a 'normal' vehicle, such as a sedan, are out-of-line with a private company mostly due to the mileage rates.

Cost is almost always the issue

I've only seen a faculty colleague and grad student had to drive two rented UM mini-vans with 9-15 Mansfield Center fellows from SE Asia. Miserable experience. I took my own mini-van and escorted 4 individuals and it was much more pleasant.

Always of great service and assistance; cannot say enough of their dedicated customer service and flexibility.

Over the years I've rented vehicles for administrators and faculty and have always been very pleased with TSRS customer service. I feel they are a great group of people who do an excellent job.

Not particularly convenient to use. Cars are not equipped with 4WD, ABS, studded snow tires for winter driving so use my own vehicle in winter months (half the year in Montana)!

have not used recently

One of my colleagues who probably won't fill out this survey uses Enterprise b/c it is a far better deal than using university vans for student organization trips. I am not sure of the details but I think the university should maintain a fleet while still allowing organizations to use private services to keep costs down.

Please edit reservation system to be able to enter more than one index code.

They provide excellent service at reasonable costs.

the cyberbear interface is great. The folks who take care of issuing, receiving and maintaining the vehicles do a fabulous job. The fees are very affordable. I don't think the private sector can possibly do better. The number one priority to a private company is profit. UM's priority is education - and transportation services supports that priority.

Keep up the good work!

On question 18 my answer would be it depends and several factors. So cannot really answer yes or no.

Please don't go away!!!!

It is important to be able to pick up/drop off vehicles ON CAMPUS. My experience with Transportation Services Rental Service has always been positive, although I have had to go elsewhere because of availability issues or insufficient time of notice.

all my experiences have been very positive. Mike is great to work with.

I've always had good service from campus, it's just been more expensive than off-campus rentals and that cost my grants and department extra \$\$.

I get excellent service from UM Transportation Services. They accommodate my needs for having seats removed to facilitate hauling boxes. The vehicles are always clean. The location for car pick up is convenient. I like that I can reserve online. Any new service would have to allow index code charges. I wish you hadn't made me answer each question - makes the survey way too long and in some cases I had to make up an answer because I don't know - for example, would my department allow me to use an off-campus service.

Convenient for me. I'm in bld. 32.

Love you guys! Don't outsource off campus.

Outside of the reservation system, only ever had positive experiences, they are fantastic.

Always easy to work with and a good experience. Sometimes vehicle availability has been limited.

It would have been nice if you checked to see if the survey worked 100% before it was sent out. Two of the questions didn't work right.

The price + mileage impacts our sports travel budgets. Hertz & Enterprise offer flat rental fee and unlimited mileage, it is more affordable. We prefer UM Transportation, but too costly.

I am very concerned about this issue since I take hundreds of students on dozens of field trips every year. And I also make extensive use of UM vehicles for research purposes. I cannot imagine that a private car rental agency could possibly give the level of professional, flexible, personalized and safety-focused service that UM Transportation Services personnel give. Field trip vehicles and research vehicles are often driven by students who have never before driven vehicles of this size.

#### GET NEW ICE SCRAPERS

I use Transportation Services a lot in the summer as field trips are central to my program, and have been for the last 10 years. I am overwhelmingly satisfied with their service. Mike especially has demonstrated tremendous flexibility and great on-the-fly problem solving skills. His entire demeanor reflects an understanding that we are on the same team. His skills, and those of his coworkers have facilitated excellence in the trip portion of our program.

private vendors in Missoula will be unable to match either the cost or logistical needs I have for field trips with my students in multiple courses. First, local private rental car vendors are not available to pick up vehicles at anything like the early morning times provided by the TS setup. Second, single day rentals will be much more costly and mileage rates for even longer multi-day trips more costly. In both cases the additional cost will be taken out of grants we receive to support this field trip that we have to raise ourselves. It is uncertain whether we will be able to raise adequate funds. I fear that educational opportunities, particularly real-world off-campus work, research and learning will be curtailed with costs to indirect cost recovery to the University and our ability to be competitive in an increasing difficult grant environment.

we AS A UNIT depend on UM transportation services for support for our courses. Especially larger vans or SUVs are often difficult to rent through standard rental agencies, and our needs are often for multiple vehicles for multiple days, but for short mileage. Survivors of previous eras when UM had no or little rental capability tell me the current system is MUCH better. While the need and utility of UM rental cars vs commercial rental cars may be less obvious in the smaller vehicles often used to travel to Helena or Bozeman, UM transportation services fills a very real need for course-related larger or tougher vehicles, and does so very well.

Not sure what the options and trade-offs might be but in my opinion the system is extremely valuable. Any system that involves counting on a national chain for appropriate vehicles (and maybe even having to go off campus for the car) would be a huge step down. Most folks would opt to ignore UM policy and just use their own vehicles.

## Revenue Summary (July 1, 2013 – June 1, 2014)

Account #	Fund	Description	Cost
50111	MFS008	WALK N ROLL/CHARITY	\$ (50.00)
	MFS607	PS/FAC SVC PURCH 08 IMPALA	\$ (2,230.00)
50148			
50156	MFS607	AUCTION PROCEEDS	\$ (8,073.89)
	MFS607	REV TRANSFER FROM MFS008	\$ (92,755.00)
50260	MFS602	WINDSHIELD REPAIR	\$ (81.00)
50283			
50621	MFS008	MOTOR POOL RECHARGE	\$ (374,617.70)
	MFS006	OUT OF TOWN RECHARGE	
			<b>\$ (477,807.59)</b>