

Rental Vehicles Industry Meeting



FLORIDA DEPARTMENT of

management
SERVICES

We serve those who serve Florida

May 29, 2014

9:30 a.m. to 12:00 p.m.

4050 Esplanade Way, Room 101

Meeting Agenda

The purpose of this meeting is for the Department to gain additional insight from rental vehicle industry representatives and other knowledgeable parties regarding current and future operations of the rental vehicle industry.

| Time | Event | Participants |
|--------------------------------|-------------------------------------|--|
| 9:30 a.m. – 9:40 a.m. | Introductions & Overview | Department Facilitator |
| 9:40 a.m. – 11:50 a.m. | Questions to Industry | Department Representatives & Industry Representatives |
| 11:50 a.m. – 12:00 p.m. | Wrap-up & Closing | Department Facilitator |

Meeting Guidelines

- Please turn off / silence cell phones
- If you have to leave the telephone, please do not put your line on hold; hang-up and call back
- Please state your full name and company / organization name when speaking

Welcome & Introductions

Meeting Facilitator:

Trey Collins, Department of Management Services

trey.collins@dms.myflorida.com

Industry Representatives & Other Attendees:

Please state your full name and the name of your company / organization

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Overview of the Current Contract

Questions to Industry

Wrap-Up & Closing

Overview of the Current Contract

- Contract Term: 9/30/09 – 9/29/14 (renewals available)
- Estimated Annual Volume: \$18,500,000
- Current Contractors
 - ❑ Avis (Cars)
 - ❑ Enterprise (Trucks)
- Rental Features
 - ❑ Unlimited mileage (Cars)
 - ❑ 500 miles per day (Trucks)
 - ❑ Collision insurance and loss damage waiver included
 - ❑ Personal use (rate only)
 - ❑ SUV discount when executive order is issued (Cars only)
 - ❑ Fuel not included

Rental Vehicle Classes

- **Rental Car Classes**

- Subcompact
- Compact
- Mid-Size/Intermediate
- Full Size 4-Door
- Minivan
- 12 Passenger Van
- Standard SUV

- **Rental Truck Classes**

- Standard Pick-Up (2500 lbs)
- 3/4 – 1 Ton Pick-Up (10,700 lbs)
- Panel Van (2500 lbs)
- Parcel Van (14')
- City Van (14'-16')
- Straight Truck (16'-24')

Questions to Industry

Department Representatives:

- Meeting Facilitator
- Division of State Purchasing Representatives

Overview

1. Meeting Facilitator will ask questions about industry-specific topics
2. Industry representatives will be given the opportunity to respond
3. Department Representatives may ask follow-up questions to obtain more information

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Invitation to Company Representatives

Please provide a brief description of your company's business and operations in Florida.

- Size of Operations
- Number of Employees in Florida
- Number of Locations in Florida
- Number of Locations in Tallahassee
- Business Model
- Business Partnerships
- Features of Your Company's Rental Services

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Reservations & Availability

What process innovations have you implemented to improve rental availabilities and generate greater cost savings for customers?

- More Strategic Locations
- Flexible Operating Hours
- Dedicated Web Portal
- Help Desk for Contract Customers
- Pick-up & Drop-off at Customer's Location
- Supply of Available Vehicles

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Rate Structure

How can we obtain the most cost-efficient rate structure for rental vehicles?

- Travel Industry Partnerships
- Corporate & Government Partnerships
- Longer Rentals
- Spending Thresholds
- Discounts/Affinity Partnerships

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Customer Service

What customer service measures does your company employ to improve the rental experience and satisfaction of your customers?

- Customer Education
- Vendor Employee Education
- Publications / Pamphlets / Applications
- Promotions & Discounts
- Vehicle Upgrades

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Technology

What technologies and innovations does your company offer that would improve the customer's vehicle rental experience?

- Tolls & Transponders
- Apps for Incident Reporting
- Electronic Alerts if Car is Unavailable
- Flexible Billing Options
- GPS Navigation
- Telematics

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Rental Fleet

What classes and types of vehicles comprise your company's rental fleet?

- Environmentally-Friendly Vehicles
- Number & Types of Vehicle Classes
- Mileage Standards

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Industry Initiatives

Are there initiatives in the rental vehicle industry that the State of Florida should consider?

- Environmentally-Friendly Vehicles
- Fuel Efficiency Improvements
- New Types and Classes of Vehicles
- Projected Industry Trends (Next 5-10 Years)

Wrap-Up & Closing

- State Purchasing plans to issue a new solicitation for rental vehicles
- MFMP Registration Information
http://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_vendors
- Online access to business opportunities
 - [MFMP Sourcing](#)
 - [Vendor Bid System](#) (VBS)

Contact Information

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(850) 488-9996

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MyFloridaMarketPlace (MFMP) Customer Service Desk

(866) 352-3776

VendorHelp@MyFloridaMarketPlace.com

**Thank you for your participation in
today's meeting.**