



CITY OF SAN FRANCISCO TRANSFORMING FLEET MANAGEMENT

The City and County of San Francisco - California's fourth most populous city - takes pride in serving all residents, regardless of race, gender, sexual identity, immigration status, or socio-economic background.

However, the city's Fleet Operations team faced persistent challenges managing service vehicle keys. Their outdated paper-based system for logging vehicle usage was cumbersome, error-prone, and increasingly unsustainable as operational demands grew. Keys often went missing, and there was no reliable way to track who was using which vehicle at any given time. This lack of accountability led to delayed service responses, increased security risks, and wasted administrative hours spent searching for keys.

The manual system exposed vulnerabilities around unauthorized access and compliance risks - particularly with state regulations requiring detailed access logs and audit trails. The city recognized the need for a more efficient, secure, and automated key management solution.

Recognizing the need for a smarter, more reliable approach, the City of San Francisco chose Torus to deploy an elegant and sophisticated key management system designed to eliminate the chaos of manual tracking and ensure seamless accountability. Torus offered a 'set it and forget it' solution that automated control over vehicle key access, allowing only authorized users - based on predefined permissions and schedules to access keys. Real-time reporting tools give administrators instant visibility into usage patterns, while detailed audit logs simplify compliance with regulatory requirements. Email and SMS notifications remind users to return keys on time, reducing oversight and ensuring operational continuity. Since implementing Torus, administrators have achieved a 30% reduction in weekly time spent tracking keys, saving approximately 12 hours per person per week (24 hours total). Over a year, that equates to nearly 1,250 hours reclaimed, enabling the team to focus on proactive fleet optimization, reduced downtime, and enhanced service delivery.

THE CHALLENGE	THE SOLUTION	THE SAVINGS
<p>VEHICLE KEYS</p> <ul style="list-style-type: none"> × Outdated paper-based system × Missing keys × Emergency Response Delays × Lack of accountability × Security and Compliance risks 	<p>AUTOMATED KEY MANAGEMENT SYSTEM</p> <ul style="list-style-type: none"> + Torus cabinets installed and configured + Automated key management + Real-time visibility and accountability + Email and SMS notifications for overdue keys + Improved operational efficiency 	<p>1,250 HOURS EVERY YEAR</p> <ul style="list-style-type: none"> ✓ 30% reduction in weekly time spent tracking keys ✓ Over 1200-man hours saved annually ✓ Continued savings every year



Torus completely transformed how we manage our fleet. What used to take hours of manual tracking now happens automatically. We finally have visibility, accountability, and peace of mind knowing every key is exactly where it should be.

City of San Francisco