

DES FLEET OPERATIONS QUARTERLY ATO MEETING

05/04/2023

MEETING AGENDA 5/4/2023

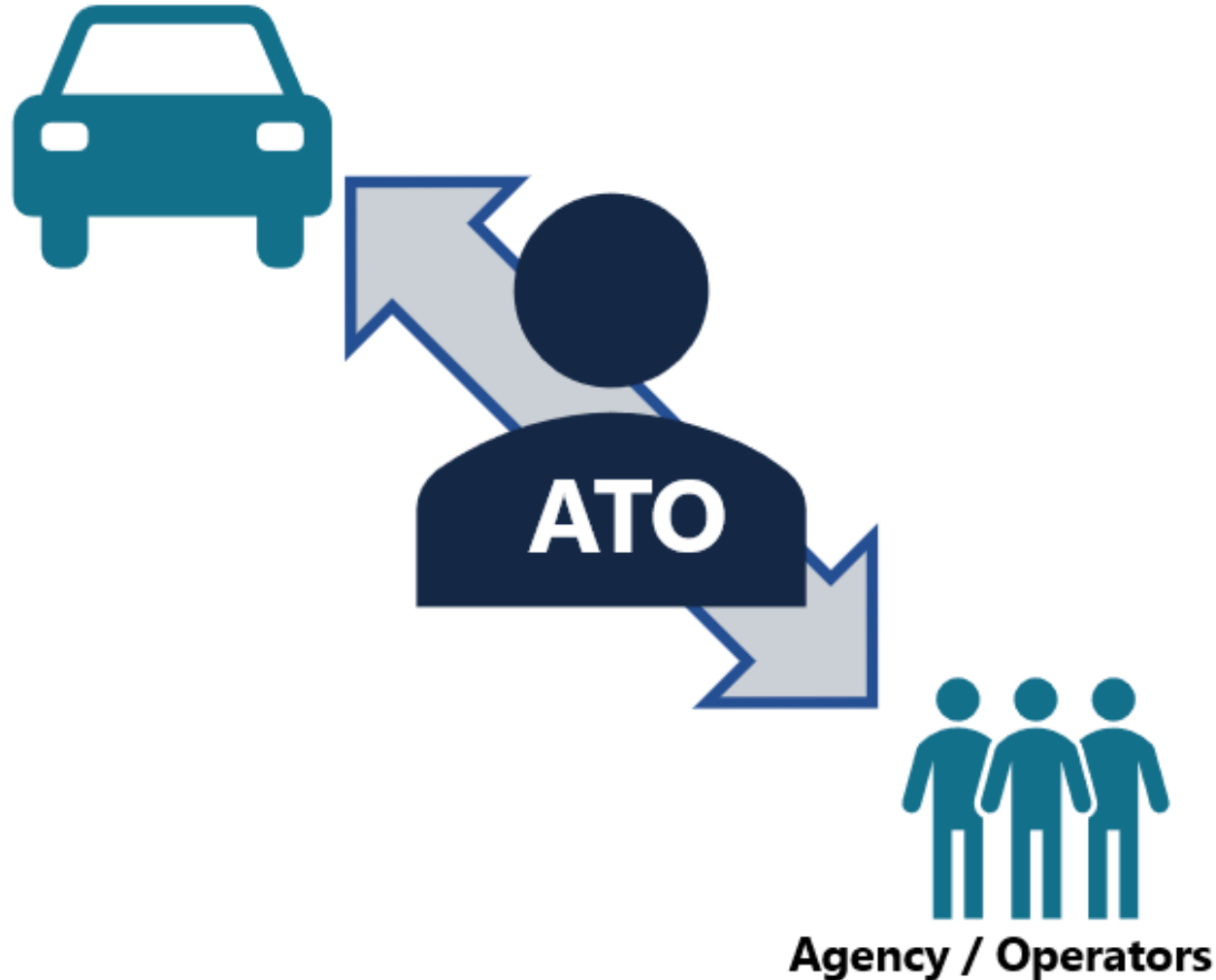
Section	Topic
Welcome	<ul style="list-style-type: none">• Agenda and poll
Management & Systems	<ul style="list-style-type: none">• Personnel updates, customer satisfaction journey, passes, reports, and dashboards
Dispatch	<ul style="list-style-type: none">• Announcement and reminders, charge cards, fuel cards, refueling upon return, INVERS updates
Vehicle Maintenance	<ul style="list-style-type: none">• Shop survey and EV charging – Ford Mach-E, VW ID.4
Break	<ul style="list-style-type: none">• 5 min break / welcome back from break poll
Vendor Maintenance	<ul style="list-style-type: none">• Meet the team, what we are here for, what are your questions?
CARS & Transportation Team	<ul style="list-style-type: none">• ATO Resources, Utilization• Ready and turn in notices, the importance of appointments• Change request forms, Mileage reporting, on demand resources
Ending	<ul style="list-style-type: none">• EV trainings, operator trainings & ATO meetings, post meeting survey
EV mini-show	<ul style="list-style-type: none">• Bolt, Mach-E, ID.4, E-Transit

UPDATES & ANNOUNCEMENTS

- **Flip Hardie**
 - Customer Account Representative Supervisor– Fleet Operations
- **David Bagnall**
 - Management Analyst – Fleet Operations

THE ATO IS THE CONNECTION

DES Fleet Operations



Share the Information

- Fleet receives the information for this meeting from agency, government and industry
- Fleet shares this information to you the Agency Transportation Officers (ATOs)
- Please share this information with your agency and your operators
- You are the only connection some people will have to this information

PERSONNEL CHANGES TO FLEET OPERATIONS

-JOINING-



Desiree Schott
CARS Team
Customer Representative
DES Fleet Operations



Victor Diaz
Transportation Helper
DES Fleet Operations

PERSONNEL CHANGES TO FLEET OPERATIONS -LEAVING (POTENTIALLY)-



Bryan Bazard
Vehicle Maintenance /
Alternate Fuel Tech Manager

Retiring Summer 2023

CUSTOMER SATISFACTION JOURNEY



In Development:

- Recorded operator training options
- ATO Onboarding Training

Completed:

- Vehicle Lease Agreement (IAA)
- ATO Dashboard
- Enhanced Quarterly Utilization Reports
- Customer Satisfaction Interviews – Round 2
- Online Shop Operations Scheduling for Fones Road location



THANK YOU FOR VEHICLE LEASING AGREEMENT (IAA) RESPONSES

Current Action

- Thank you for those who responded
- You should have received the revised IAAs by now
- If you have not received the revised version, contact us

What's next

- Submit signed IAAs to Flip Hardie / mpmail@des.wa.gov
- Even if your agency has already signed this, you will need to sign the revised version as well
- Revised responses due back June 15, 2023

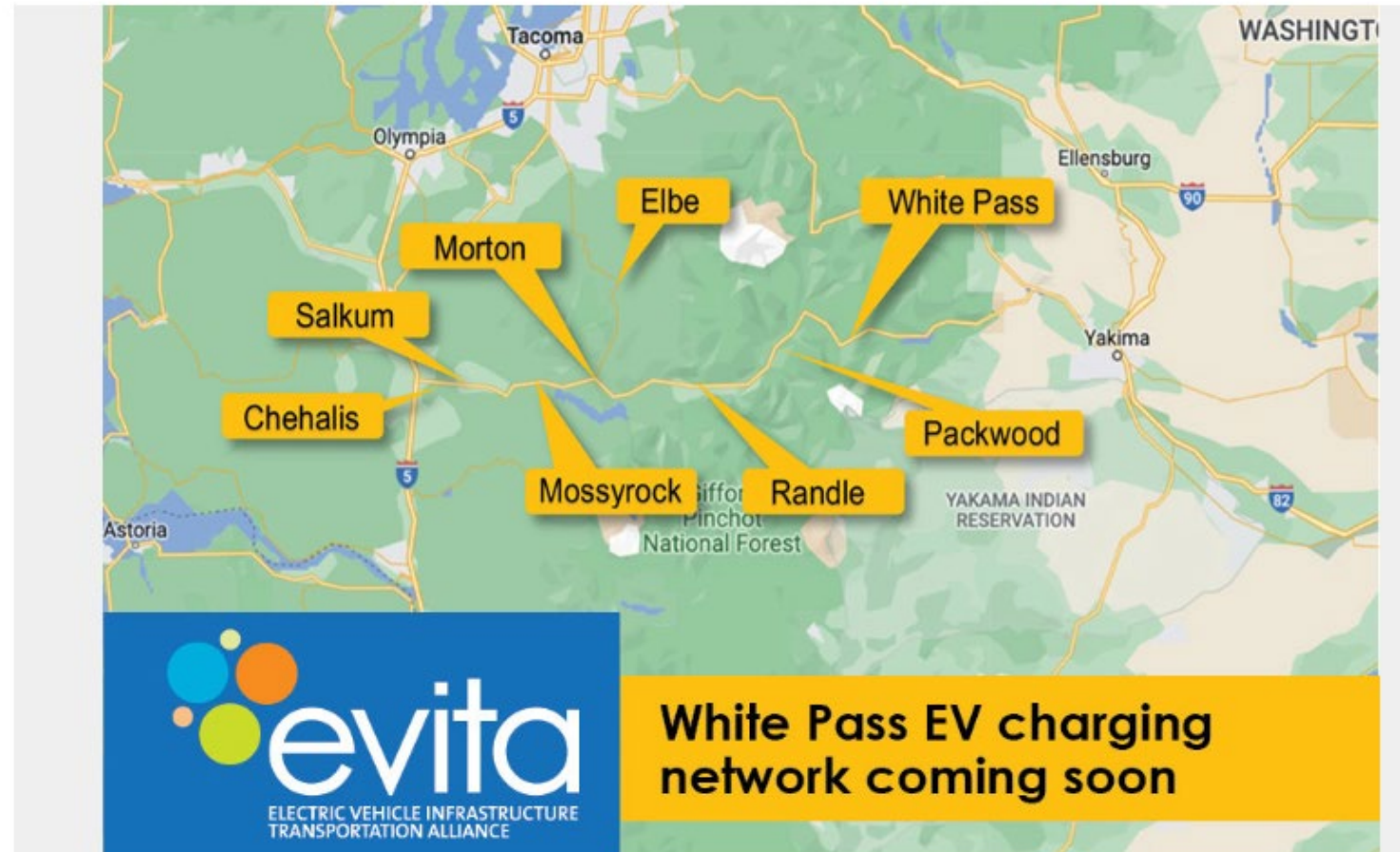


IN THE NEWS - EVSE

Station Locations:

- White Pass: 48935 U.S. Highway 12, White Pass Ski Area
- Packwood: 13053 U.S. Highway 12, Tatoosh Market
- Randle: 9802 U.S. Highway 12
- Morton: Arbor Health—Morton Clinic, 531 Adams Ave.
- Elbe: 54106 Mountain Highway East, Mt. Rainier Railroad Dining
- Mossyrock: 748 Williams St., Mossy Mini
- Salkum: 2480 U.S. Highway 12, Salkum Library
- Chehalis: 172 U.S. Highway 12 at Interstate 5 Exit 68, Petro America

Construction Begins on U.S. Highway 12 Electric Vehicle Charging Station Network



<https://www.chronline.com/stories/construction-begins-on-us-highway-12-electric-vehicle-charging-station-network,315141>



DAVID BAGNALL

- *Fuel Tier Rate Adjustments*
- *FY 2023 PERM Rate Adjustments*
- *ATO Dashboard*
- *Utilization Reporting*
- *On-Line Service Booking*



FUEL TIER RATE ADJUSTMENTS

- Rate update effective 1 May 2023-
- A per mile rate adjustment is triggered when fuel prices increase or decrease by .25 cents or more.
- How are per mile rates calculated?
 - There are two components to the per mile rate.
 - 1. Fuel (Price per Gallon / MPG) = Fuel Cost per mile
 - 2. Maintenance (Total costs / Total Miles) = Maintenance Cost per mile



ANNUAL RATE ADJUSTMENTS

- Rate update effective 1 July 2023-
- All monthly lease rates will be updated to reflect increased vehicle costs
- How are base lease rates calculated?

There are three components to the monthly lease base rate.

 1. Average principle cost of vehicle (last 7 years acquisitions less Depr)
 2. Average interest cost of vehicle (last 7 years acquisitions less Depr)
 3. Monthly admin fee \$74 (will not change)

ANNUAL RATE ADJUSTMENTS SYNOPSIS

Synopsis of changes

	Class	Total New Rate	Current Base	Incr/Decr	%Incr/Decr	Class Count
T O P 1 0	ECD2-VAN-MAXI-CARGO-AWD	697	429	268	62%	8
	EPAI-SEDAN-GAS	441	288	153	53%	55
	ECAGA-VAN-12PASSENGER-LOW-MED-HIGH-ROOF-AWD	719	525	194	37%	4
	EPAP-SEDAN-PATROL	455	378	77	20%	30
	EBOX-BOX TRUCK	1,157	990	167	17%	23
	ECAMVAN-MAXI-CARGO	434	371	63	17%	33
	EUD2D-TRUCK-2T-SERVICE BODY-F450-DIESEL	716	613	103	17%	8
	ECAG-VAN-12 PASSENGER	489	419	70	17%	56
	EUD7P-SUV-MEDIUM-4X4-PATROL	515	445	70	16%	315
	ECAI-VAN-PASSENGER-WHEELCHAIR	627	544	83	15%	24
B O T T O M 1 0	EALTB-SEDAN-HYBRID-PREMIUM	368	367	1	0%	360
	EUDSBD-TRUCK-1T-SERVICE BODY-DIESEL	694	694	0	0%	2
	EBUS-SHUTTLE BUS	923	923	0	0%	9
	EWCM-WHEELCHAIR MAXI-VAN	738	738	(0)	0%	16
	EUDA-SUV-SMALL-HYBRID-4X4	402	403	(1)	0%	364
	EUD8-SUV-SMALL-4X2	284	288	(4)	-1%	8
	EEVLR-SEDAN - ELECTRIC	442	453	(11)	-2%	175
	EPHEV-SEDAN-PLUGIN-HYBRID	406	420	(14)	-3%	48
	ECAGD-VAN-12PASSENGER-LOW-MEDIUM-HIGH-ROOF-DI	495	525	(30)	-6%	5
	ECMS-VAN-MAXI-CARGO-MAIL	423	596	(173)	-29%	5



ATO DASHBOARD UPDATE

- Fleet is working on new measures for the ATO Dashboard which were suggested by you or your peers.
- Recent Dashboard Improvements:
 - PM services for assigned vehicles
 - YTD Utilization Scoring

Your ideas and suggestions are highly desired.

Suggestions to improve the dashboard are welcome. Please email me David.Bagnall@des.wa.gov



ATO DASHBOARD UPDATE – UTILIZATION DATA



UTILIZATION DATA ?

DepartmentName

All ▼

USE CATEGORY

- CAMPUS/INSTITUTION
- GENERAL USE
- LOCAL AREA/ALTERNATE COMMUTE
- SPECIAL PURPOSE
- SPECIALLY EQUIPPED VEHICLES

USE SCORE

- OverPerforming
- Performing
- Severely UnderPerforming
- UnderPerforming

USE CATEGORY	CRITERIA
SPECIAL PURPOSE	Mileage Exempt
SPECIALLY EQUIPPED	4000 Miles per year
LOCAL AREA/ALTERNATE COMMUTE	4000 Miles AND 75% of working days used
CAMPUS/INSTITUTION	2000 Miles OR 80% of working days used
GENERAL USE	10000 Miles per year

Plate	Use Category	Agency	Model	BodyStyle	Days Used	UseMiles	EquipmentDescription	SCORE	PCT Miles	PCT Days	Strategy
00632M	CAMPUS/INSTITUTION	E179	RANGER	Truck	111	1102	TRUCK-SM-4X4-EXT	Performing	132%	106%	
00638M	CAMPUS/INSTITUTION	E179	RANGER	Truck	118	943	TRUCK-SM-4X4-EXT	Performing	113%	112%	
00654M	CAMPUS/INSTITUTION	E179	RANGER	Truck	118	503	TRUCK-SM-4X4-EXT	Performing	60%	112%	
01038M	LOCAL AREA/ALTERNATE COMMUTE	E179	F150	Truck	119	1090	TRUCK-1/2T-4X4-EXT	UnderPerforming	65%	113%	
01053M	CAMPUS/INSTITUTION	E179	SILVERADO	Truck	89	1908	TRUCK-1/2T-4X4-EXT	OverPerforming	229%	85%	R22
01071M	CAMPUS/INSTITUTION	E179	SILVERADO	Truck	117	312	TRUCK-1/2T-4X4-EXT	Performing	37%	111%	W22
01300M	SPECIAL PURPOSE	E305	G4500	Bus	119	1173	BUS PASSENGER-ADA	Performing	100%	113%	
01310M	CAMPUS/INSTITUTION	E652	CARAVAN	Van	92	682	VAN-MINI-7/8PASSENGER	Performing	82%	88%	
01327M	SPECIAL PURPOSE	E179	ASTRO	Van	86	552	VAN-MINI-CARGO	Performing	100%	82%	
01462M	SPECIAL PURPOSE	E179	ASTRO	Van	0	0	VAN-MINI-CARGO	Performing	100%	0%	
01463M	SPECIAL PURPOSE	E179	ASTRO	Van	0	0	VAN-MINI-CARGO	Performing	100%	0%	



ATO DASHBOARD UPDATE – PM / SERVICE DATA



SERVICE - PM - DATA

DepartmentName

All

FLEET PREVENTIVE MAINTENANCE SERVICE INFO

This report may not capture data for recently performed services. If your vehicle was recently serviced, please verify with fleet maintenance personnel that your vehicle is indeed due a service.

FILTER BY STATUS & Type

PM Status	Status Count
PM Due	255
PM Overdue	595
Total	850

PM Type	Count of Type
A	773
B	23
C	54
Total	850

GENERAL SERVICE & REPAIR

Plate	YR-MK-Model	Latest Odometer	PM Due Odometer	PM Last Performed	PM Interval	PM Type Due	Operator	PM Status
05440M	1999 CHEVROLET BOX TILT W45042	32,371	30,839	1/20/2022	5000	A	DIANNA TREMAIN	PM Over
06418M	2003 FORD CLUB WAGON	123,271	123,469	5/25/2021	5000	A	JODI ENGLAND	PM Due
04610M	2004 FORD ECONOLINE	71,143	65,989	10/4/2021	5000	A	DAVID ZILAVY	PM Over
01327M	2005 CHEVROLET ASTRO	120,357	106,987	11/1/2022	5000	A	CORY NOFFSINGER	PM Over
02524M	2005 CHEVROLET ASTRO	121,070	99,753	10/21/2021	5000	A	SAM HARDING	PM Over
04612M	2005 DODGE CARAVAN	86,964	87,284	1/11/2022	5000	A	DAVID ZILAVY	PM Due
02506M	2006 CHEVROLET EXPRESS	93,277	85,567	7/19/2021	5000	A	KEN GORZYNSKI	PM Over
06663M	2006 DODGE CARAVAN	110,622	110,659	11/18/2021	5000	A	PETER NEVIN	PM Due
04525M	2006 INTERNATIONAL 4300 BOX TRUCK	168,449	167,170	6/10/2022	5000	A	TIMOTHY MCBRIDE	PM Over
03611M	2007 DODGE CARAVAN	37,616	38,012	7/8/2020	5000	A	DEB RAFFERTY	PM Due
03930M	2007 FORD ESCAPE	77,366	77,077	11/9/2021	7500	A	DAN ANDEMARIAM	PM Over
03641M	2008 CHEVROLET EXPRESS	162,008	156,436	1/27/2023	5000	A	KEVIN BATTIN	PM Over
05188M	2008 CHEVROLET IMPALA	79,629	79,302	6/18/2019	5000	A	DESIREE CHEUNG	PM Over
04002M	2008 FORD ESCAPE	130,443	123,995	1/10/2023	7500	A	CHRIS SIMPSON	PM Over
04156M	2008 FORD ESCAPE	113,608	107,701	7/13/2022	7500	R	DAVID ZILAVY	PM Over



UTILIZATION REPORTING

- The 2022 annual utilization report results are in effect for CY 2023
- By now Agencies should have selected strategies for all underutilized vehicles and provided those strategies to fleet
- For information or questions please contact your customer service rep.



UTILIZATION REPORTING STRATEGIES

DES Fleet Operations Q4 Utilization Report

Instructions: For vehicles that are not meeting utilization criteria, consider a vehicle swap/reassignment or turn in the vehicle(s) and used pooled or shared vehicles.
 Strategy: Select a corrective strategy for each underutilized vehicle using the column "Strategy". Use the "Notes" column if needed to provide additional information.

Equipment	EmpID	RevenueAccount	Coordinator	Usage	Emo	Usage Comment	Waiver	WaiverDate	DaysUse	RequiredDay	PercentDay	TotalMiles	Strategy
08587M	CC	E095000	futterk@sao.w	Underutilized	☹️	Did not meet mileage criteria			0	0	100%	35	
08951M	CC	E095000	futterk@sao.w	Underutilized	☹️	Did not meet mileage criteria			0	0	100%	1,079	
10132M	CC	E095000	futterk@sao.w	Underutilized	☹️	Did not meet mileage criteria			0	0	100%	45	

UTILIZATION STRATEGIES

- S – SWAP WITH HIGH USE VEHICLE
- E – EXTEND (3 MONTH EXTENSION)
- W – REQUEST ANNUAL WAIVER
- A – ANNUALIZE MILEAGE
- R – RETURN VEHICLE TO FLEET

PercentDays	TotalMiles	Strategy
100%	35	
100%		
100%		

SWAP
EXTENSION
WAIVER
ANNUALIZE
RETURN

ON-LINE SERVICE BOOKING



Contact

☎ 3606649200
✉ [desfleetservicerequests@des.wa...](mailto:desfleetservicerequests@des.wa.gov)
🌐 des.wa.gov

Privacy notice

If you experience difficulty in booking your service appointment or are not able to find a suitable time, please contact Fleet Operations at 360-664-9200

Language:

English, United States ▾

Go

See our [terms and conditions](#).

DES Fleet Operations

State Government vehicle service center. Loaner vehicles and Hoteling stations are available.

Book an A Service or Oil Change (Fones Rd Only)

PM-A Service

🕒 1 hr

[See Details](#)

[See Times](#)

Oil Change

🕒 1 hr

[See Details](#)

[See Times](#)

Locations

Our Premises

1312 Fones Road Southeast, Olympia, WA, USA

1312 Fones Road Southeast, Olympia, WA, USA



See our [terms and conditions](#).

ON-LINE SERVICE BOOKING – DATE OPTIONS

About DES Fleet Operations

State Government vehicle service center. Loaner vehicles and Hoteling stations are available.

Contact

☎ 3606649200

✉ desfleetservicerequests@des.wa.gov

🌐 des.wa.gov

About this appointment

PM-A services includes oil change and safety inspection. Fluid levels are topped off and brakes or tires worn beyond serviceability may be replaced. For State government vehicles only.

Cancellation policy

We have a 48 hour cancellation policy. To help us better manage our time we ask that you provide at least 48 hours notice to cancel.

Privacy notice

If you experience difficulty in booking your service appointment or are not able to find a suitable time, please contact Fleet Operations at 360-664-9200

Language:

English, United States ▾

Go

See our [terms and conditions](#).

Service → Where → When → Details

May 2023 ▾

TODAY FIRST SLOT

◀◀ ◀ ▶ ▶▶

🕒 PM-A Service

👤 No Preference

📍 1312 Fones Road Southeast, Olympia, WA, USA

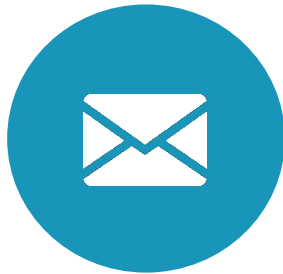
Times are displayed in PDT (-07:00) America, Los Angeles

Sunday 7	Monday 8	Tuesday 9	Wednesday 10	Thursday 11	Friday 12	Saturday 13
No available slots	No available slots	Afternoon	Morning	No available slots	Afternoon	No available slots
		1:30PM 2:30PM	7:30AM 8:30AM		1:30PM 2:30PM	
		2:30PM 3:30PM	8:30AM 9:30AM		2:30PM 3:30PM	
			10:30AM 11:30AM			
			Afternoon			
			1:30PM 2:30PM			
			2:30PM 3:30PM			
			Show more			

david.bagnall@des.wa.gov

DISPATCH

MICHAEL SEIBOLD – CUSTOMER SERVICE MANAGER



mpdispatch@des.wa.gov



360-664-9207



des.wa.gov

FLEET DAILY RENTAL LOCATIONS



Fleet Operations HQ

1312 Fones Rd SE, Bldg. 4
Olympia, WA 98504



Capitol Campus

1129 Washington St SE
Olympia, WA 98504



Tumwater Vans

7510 New Market St SW
Tumwater, WA 98501

Fones Rd HQ Open
M-F 7:30am-4:30pm
Except Holidays



2 Different Reservations Systems!

Fones Rd - HQ Reservation

Automated Key System Reservation



Automated Key
System Open
24 hours a day, 7
days a week

NEW DAILY FLEET RENTAL VEHICLES

Our New Electric Vehicles (EV)

- 2023 Chevy Bolt
 - Now with powered driver seat and new shifter
 - Currently we have 16 at the Fones RD HQ location
- 2022 Ford Mach-E
 - Currently we have 6 at the Fones Rd HQ and 3 at the Capitol Campus location
- 2023 VW ID.4
 - Currently we have 2 at the Fones Rd HQ location



Range per full charge	Bolt 250 miles	Mach-E 250 miles	ID.4 260 miles
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EV RFID CARDS FOR ELECTRIC VEHICLES

DES Fleet Operations issues 3 network RFID cards with each electric vehicle

- Shell Recharge (*previously known as GreenLots*), ChargePoint, and EVgo
- Upon request, Sema Connect (*limited to Lakewood*)
- You can use any network out there; pay for the charge, and we can reimburse you





EV RFID CARD QUESTIONS



DES is getting a lot more questions these days as more all-electric vehicles are being deployed statewide

- Will WEX fuel cards work at any charging station?
 - No, WEX fuel cards cannot be used for charging
- Are all RFID cards specific to their network provider?
 - Yes. For example, If you pull into a EVgo charge station, you must use a EVgo RFID card
- What if I need to look for a charger while I'm out and about?
 - The www.plugshare.com website is on of the best options to search by network and location. You can also look up the RFID network specific website to search for locations
- Problem charging?
 - Call the number on the RFID card or charging station



CHARGE CARD NETWORK ISSUES?

Collect the following information and send to mpdispatch@des.wa.gov

- Driver Name/Agency
- License Plate Number
- RFID Brand and Card #
- Date & Time
- City/Location
- Call Center Operator Name
- The error message on the machine and what message was relayed by the call center

New processes and systems always have a “feeling out” period, and we will need time and information to iron out any issues. Thank you for your patience!

WEX FUEL CARD REQUESTS



What we need to know when you send in an email or call us

- Why you're requesting one?
 - Is the WEX fuel card broken, lost, stolen, didn't receive it, etc.
 - If you think a WEX fuel card is stolen, please let us know ASAP and we can suspend it for the time being
- What is the vehicle license plate number?
- What is the name of the person receiving the WEX fuel card?
- Where are we sending the WEX fuel card?
- How soon do you need the WEX fuel card?

Once the request has been approved it can take up to 10 business days to arrive. WEX fuel cards can be overnighted. Your agency will be charged a \$15 fee for this service

PROBLEMS USING THE WEX FUEL CARD

What we need to know when you send in an email or call us:

- What is the pin number the driver is using?
 - Every State employee's fuel pin number is 6 digits (123456) long
- What does the fuel station say when the pin number is entered?
- Do they even get to enter their pin number or does the pump automatically tell them to see cashier?
- Did they try to use it inside? If so, what happened?

Suggestions:

- Have your drivers call Dispatch from the fuel station, Mon-Fri 7:30am to 4:30pm. Our number is on the fuel card sleeve
- We can see, in real-time, what is going on and get them back on the road



Coming Soon

Online WEX fuel card
Operator Training!



REFUELING DAILY TRIP VEHICLES

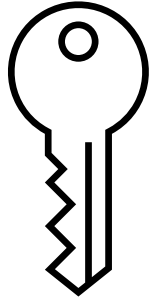
Reminder, the expectation is that every vehicle is returned with a full tank of fuel

Best Practices when turning in a rental vehicle

- Always refuel or charge
- Consider electric options first
- Use SUV's only when needed
- Remove all personal items and garbage at turn in
- Timely report any issues or damage to vehicles by email to mpdispatch@des.wa.gov

Be cool, refuel!

AUTOMATED KEY MANAGEMENT REPLACEMENT



Current Action

- Working out details of what is needed in the replacement with contract managers
- Going out to bid soon

What's next

- System will be replaced by the end of 2024



VEHICLE MAINTENANCE

**BRYAN BAZARD - VEHICLE MAINTENANCE / ALTERNATE
FUEL TECH MANAGER**



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

DES FLEET SERVICE DEPARTMENT

Located on Fones Rd in Olympia

Call us to make an appointment

Monday-Friday

7:30am-4:30pm

(360) 664-9200

- Full-service repairs/maintenance
- Service loaners and hoteling stations available



SHOP SURVEY

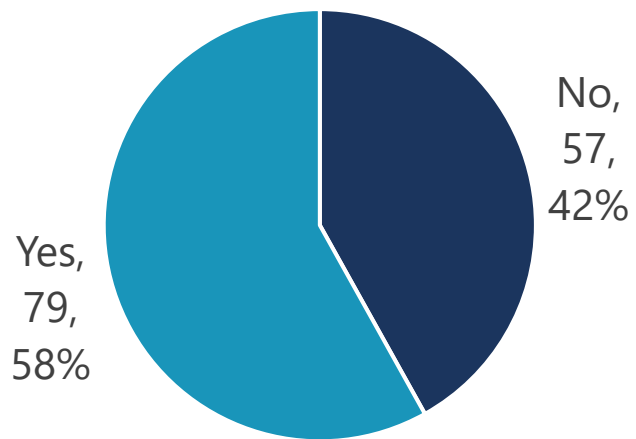


DES Fleet Shop Services Survey

Please rate the following areas based upon your most recent experience
(1:Very Dissatisfied; 2:Dissatisfied; 3:Neutral; 4:Satisfied; 5: Very Satisfied)

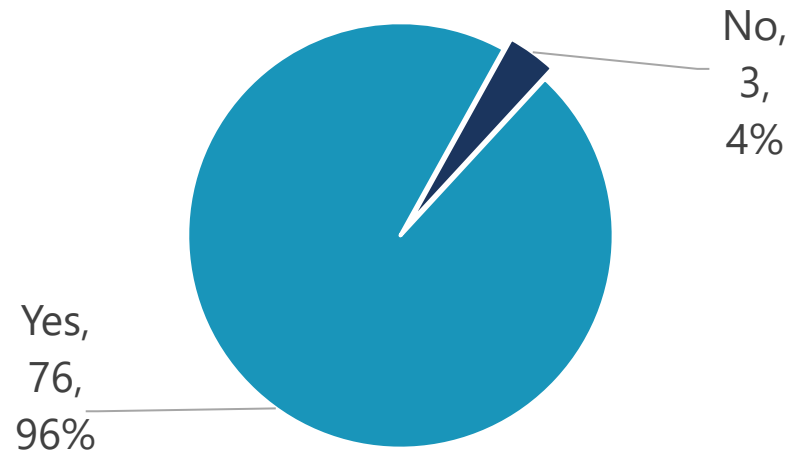
SHOP SURVEY RESULTS

PM Notification Received?



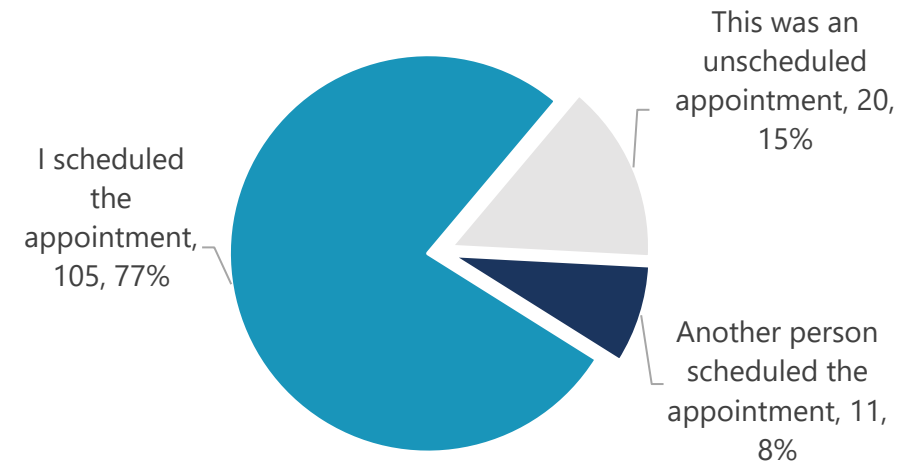
1

Was the Notification Helpful?



2

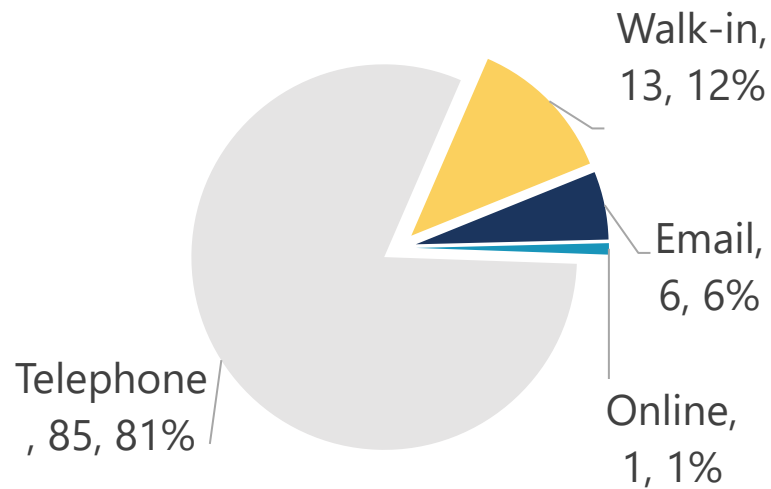
Who Scheduled?



3

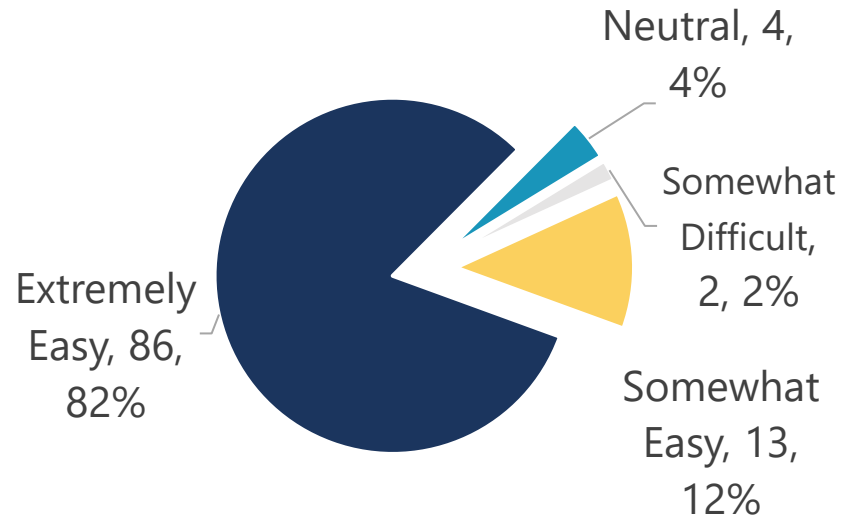
SHOP SURVEY RESULTS - SCHEDULING

How Service was Scheduled



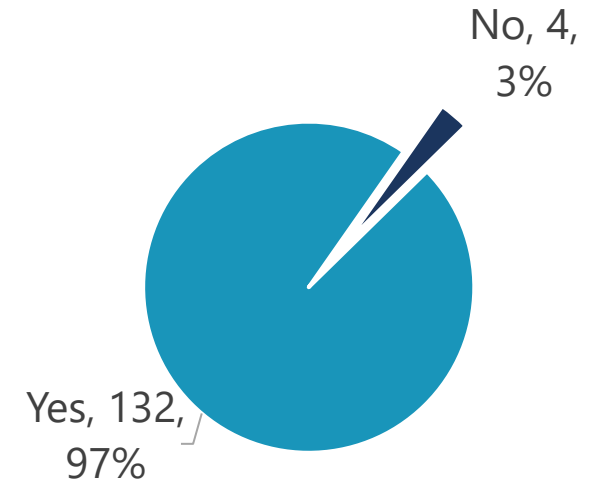
4

Ease of Scheduling



5

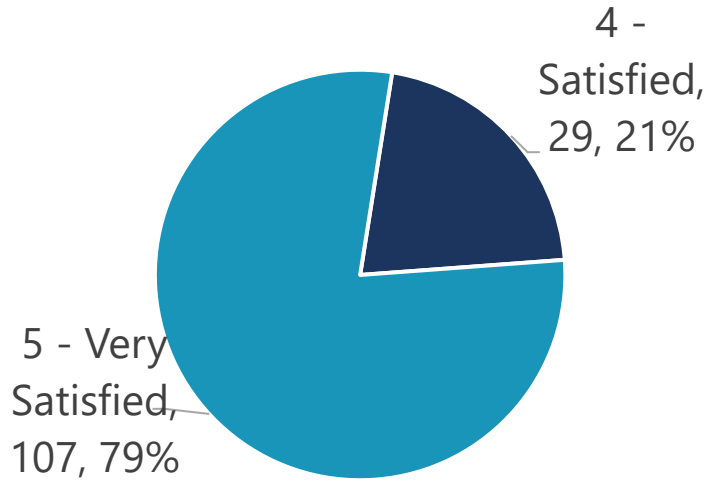
Was Timely Service Provided?



6

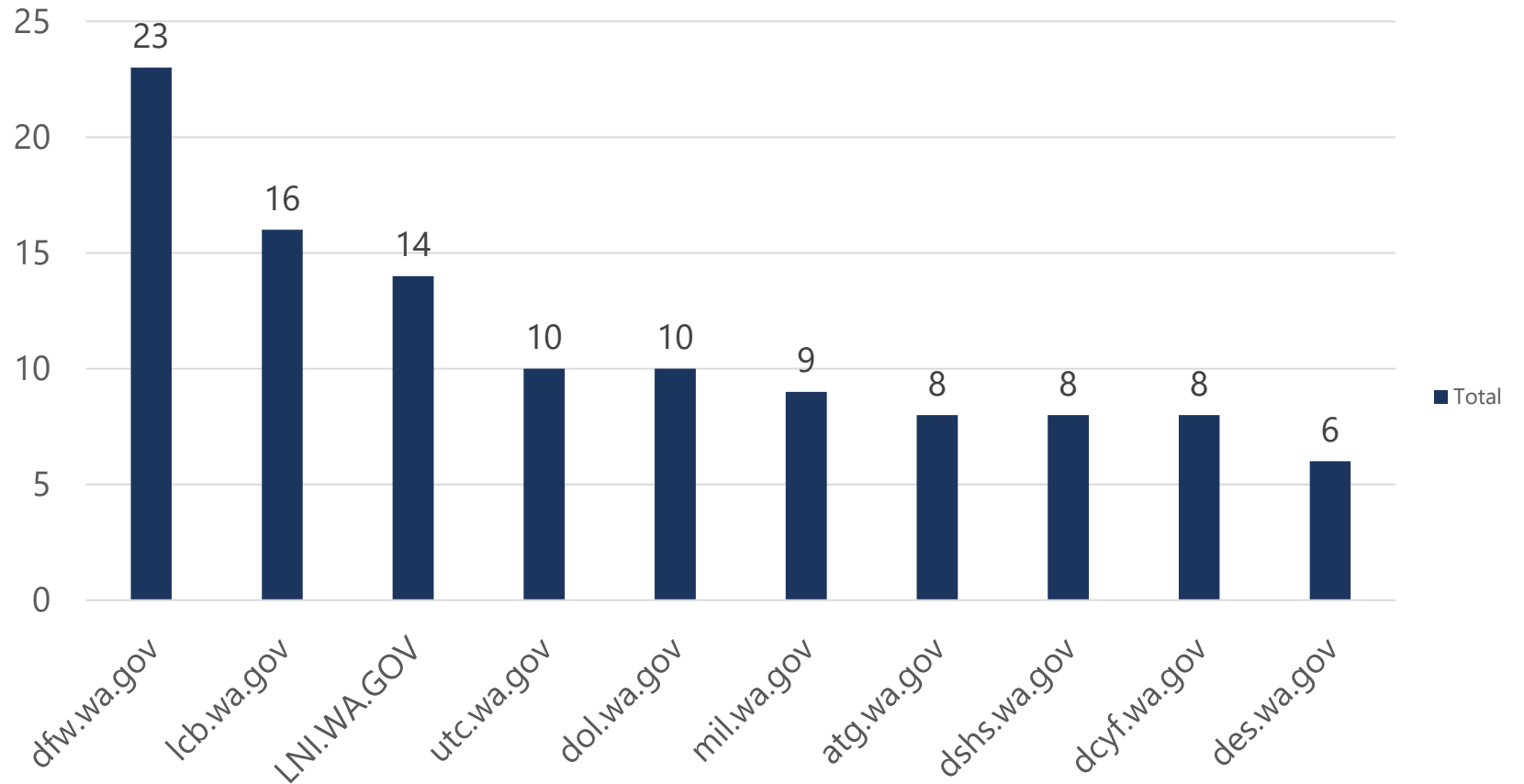
SHOP SURVEY - RESPONSES

Friendliness of Staff



7

Top 10 Responding Agencies (112)



CHARGING VIDEO – FORD MACH-E



KNOWING YOUR VEHICLE

CHARGING BASICS

CHARGING BASICS – VOLKSWAGEN ID.4



<https://www.youtube.com/watch?v=mTLTK68m3WU>

VENDOR MAINTENANCE

KENT WINGER
REPAIRS AND CLAIMS SUPERVISOR



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

MEET THE OUTSIDE VENDOR MAINTENANCE TEAM

- 800-542-6840
- mpmaint@des.wa.gov



Kent Winger



Shawn Callaway



Justin Kyllonen



Steve McQuaid



1-800-542-6840

- PM Maintenance service
- Vehicle Repairs & Breakdowns
- Accident Damage
- Current contract and Vendor options
- Roadside Assistance / Towing options

- Vehicle glass repairs
- Vehicle tire replacements
- Recall information
- Any vehicle needs and questions



For **any** Vehicle Repair or Maintenance question
the only number you need to remember:

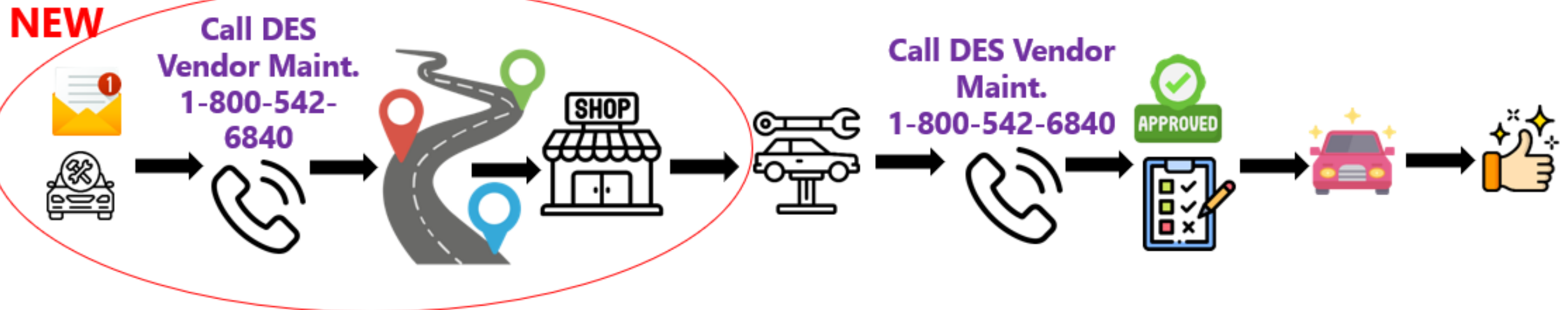
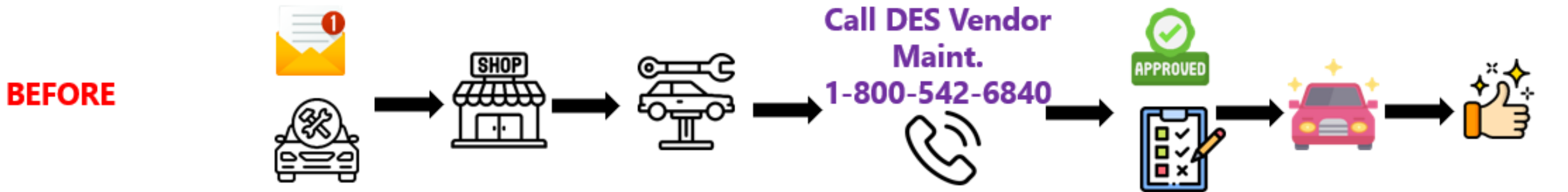
1-800-542-6840

MPMAINT@DES.WA.GOV



UPCOMING CHANGES TO DES PROCUREMENT POLICY

- In support of upcoming changes to DES Procurement Policy, and the agencies strategic plan to increase diverse spend purchases to support local WA vendors, **drivers need to FIRST call our Vendor Maintenance office to be directed on where to take their vehicle for service prior to going to any vendor for service(s).**



CARS TEAM

FLIP HARDIE – CARS TEAM MANAGER

NADINE CALDERON-DIXON – CARS TEAM REPRESENTATIVE



mpmail@des.wa.gov



360-664-9210



des.wa.gov

FLIP HARDIE

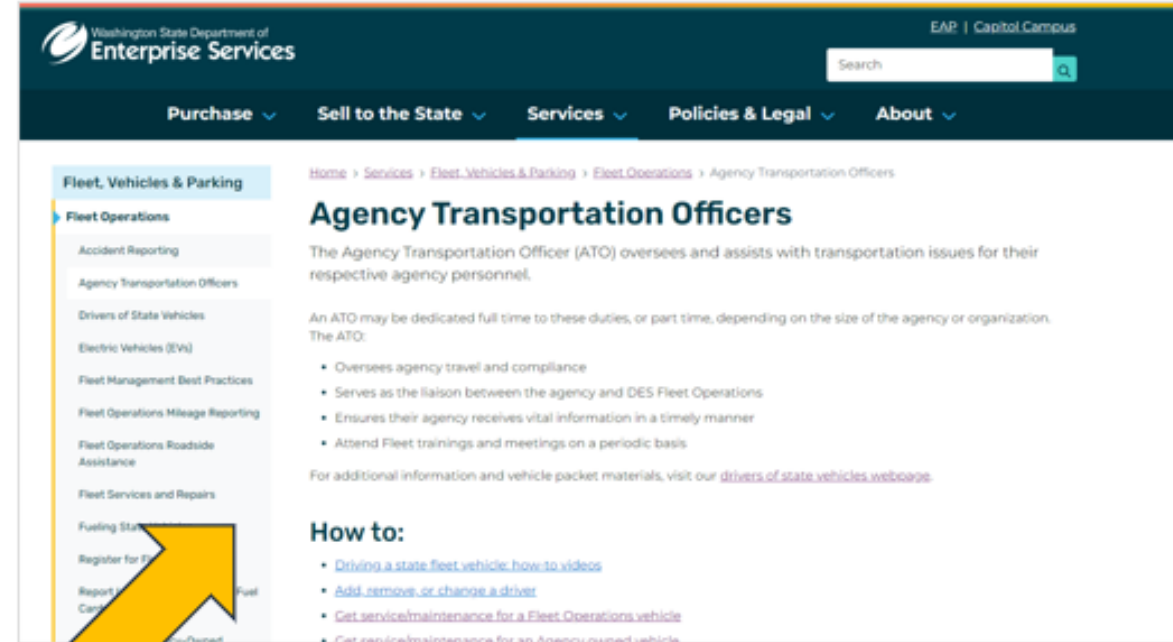
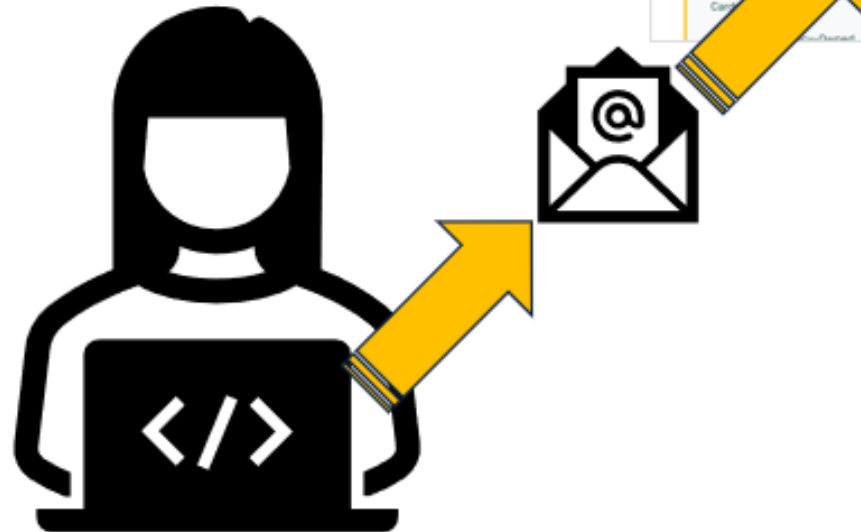
- *ATO Resources*
- *Utilization Next Steps*

ATO RESOURCES

Currently looking into sending email notifications through Gov Delivery to ATOs as the DES Fleet Operations pages get updated.

Including:

- Tip of the Month
- ATO meetings
- Policies
- Best practices
- Yearly updates
- Ideas?



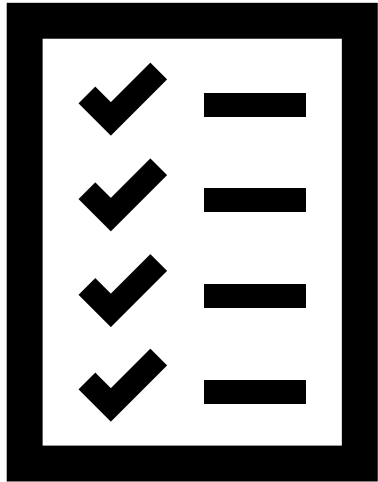
We want to know what topics you would like to receive updates on



UTILIZATION NEXT STEPS

Thank you for all your work with utilization!

- All Extension requests should have been submitted by now
 - Any vehicles with Extensions need to meet mileage/day goals by 06/30/23
- Waiver requests are still being looked into. Approvals/Denials are being sent out as Vehicle desk reviews them
- Turn ins need to make their way to Tumwater **no later** than **06/30/23**
 - Please make sure vehicles are not turned in without proper turn in documents
 - Prior to turn in, make sure that the transport team is aware of date and time, and your driver has all turn in documents with them



PICKUP AND TURN IN BEST PRACTICES

- Just like with ready notices, we need either a turn in notice from the CARS team or authorization from ATO for all turn ins
- Please remember to make appointments for pickups and turn ins
- CC the Transportation Team (Andrew Cannard & David Johnson) in communications to the drivers




For appointments
contact –
360.451.9318

NADINE CALDERON-DIXON

- *Driver add/delete/update*
- *Mileage reporting*
- *Online training - fueling*

DRIVER ADD/UPDATE/DELETE FORM

Accuracy is Key

Send completed form to: mpmail@des.wa.gov  Fleet Operations - Change Request Form

* = Required for new additions
Vehicle information used only if assigning or re-assigning a vehicle to an operator
 Use this form to add, remove or change operator profiles and to change vehicles assigned to operators.

Operator information*									Vehicle information		Automated Key Management System	
Action*	Personnel (HRMS / state ID) Number*	First Name*	Last Name*	If DSHS, provide the position/legacy number (ex. AB17)	Agency Number*	Account Number (if applicable)	Office Phone Number*	E-Mail Address*	Driver License Expiration Date*	M-Plate (if assigning vehicles)	Vehicle location (code if any and address - include county)	Check box if driver needs access to the automated key management system
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add access
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add access
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add access
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add access
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add access

Use the form to -

- Add, change, or delete drivers from the fleet management system, automated rental system or fuel card system
- Vehicle reassignments and location updates
- Current driver information (license expiration dates)
- If INVERS is needed, check the box

MONTHLY MILEAGE REPORTING

• WHEN

- Before the 25th of each month
- The system will send reminders for every vehicle that shows not reported by the 25th of the month

• WHY

- Maintenance reminders
- Utilization
- Replacement scheduling

• REMINDER

- If drivers need to find where to log into the mileage reporting system, the link and instructions can be found here - <https://des.wa.gov/services/travel-cars-parking/fleet-operations/fleet-operations-mileage-reporting>
- Username and Passwords are the Agency not the driver – Please work with the Drivers if they are new at this
- Always have Drivers double check the Odometer before entering mileage

Washington State Department of Enterprise Services MILEAGE REPORTING

[HOW TO REPORT MONTHLY MILEAGE](#)

Vehicles not Reporting Detail Current Month

Plate	Date Recorded	Odometer
02001M	4/30/2023	69311
03646M	4/30/2023	107059
03675M	4/30/2023	92071
03746M	4/30/2023	143540
03747M	4/30/2023	120266
04525M	4/30/2023	168449
04528M	4/30/2023	102718
04582M	4/30/2023	70480
04642M	4/30/2023	82479
04656M	4/30/2023	46687
04675M	4/30/2023	114662
04707M	4/30/2023	121368
04708M	4/30/2023	62810
04709M	4/30/2023	117680
04713M	4/30/2023	57776
04716M	4/30/2023	56924
04717M	4/30/2023	107685
04718M	4/30/2023	80357
04723M	4/30/2023	96548
04724M	4/30/2023	95111
04773M	4/30/2023	84169
04774M	4/30/2023	74517
04780M	4/30/2023	115192

CURRENT MONTH

4704 Assigned Units **4608** Units not Reporting **2%** Percent Reporting

About Monthly Mileage Reporting

What this measures. This measure represents assigned or project vehicles that have not reported mileage for the current month.

Mileage reporting is a cornerstone of any fleet program. Mileage is the primary indicator for maintenance such as brake replacement, oil changes, and tire rotation. It is also a key indicator for vehicle end of life and replacement.

When to Report

Operators should report mileage at least once per month. Typically, mileage is reported near the end of the month, although it may be reported at any time within the month.

Historical Reporting by Month

NOV	DEC	JAN	FEB	MAR	APR
85.83%	84.39%	87.98%	88.79%	97.77%	99.46%

DepartmentName: All

IN DEMAND RESOURCES – DIGITAL TUTORIALS

- Available on the DES Website
 - [Driving a State Fleet Vehicle: How-To Videos | Department of Enterprise Services \(DES\) \(wa.gov\)](#)
- We want your Feedback!
 - Does it work?
 - What should be next?
- What's next?
 - Once we receive your feedback we can work on the next tutorial
 - The Operator Training will continue – this will be in addition

Thoughts and suggestions are encouraged!

NOW LIVE!!

The screenshot shows the Washington State Department of Enterprise Services website. The header includes the logo, "EAP | Capitol Campus", and a search bar. The navigation menu has "Purchase", "Sell to the State", "Services", "Policies & Legal", and "About". The "Services" menu is expanded, showing "Fleet, Vehicles & Parking" as the active section. A sidebar lists various fleet-related topics, with "Fleet Operations" selected. The main content area displays the breadcrumb "Home > Services > Fleet, Vehicles & Parking > Fleet Operations > Drivers of State Vehicles" and the title "Driving a State Fleet Vehicle: How-To Videos". Below this, there is a section for "Fueling a WA State M-Plate DES Fleet Vehicle" with a video player. The video player shows a blue car at a gas station and includes the text "DIGITAL OPERATOR TUTORIAL Fueling a WA State M-Plate DES Fleet Vehicle".

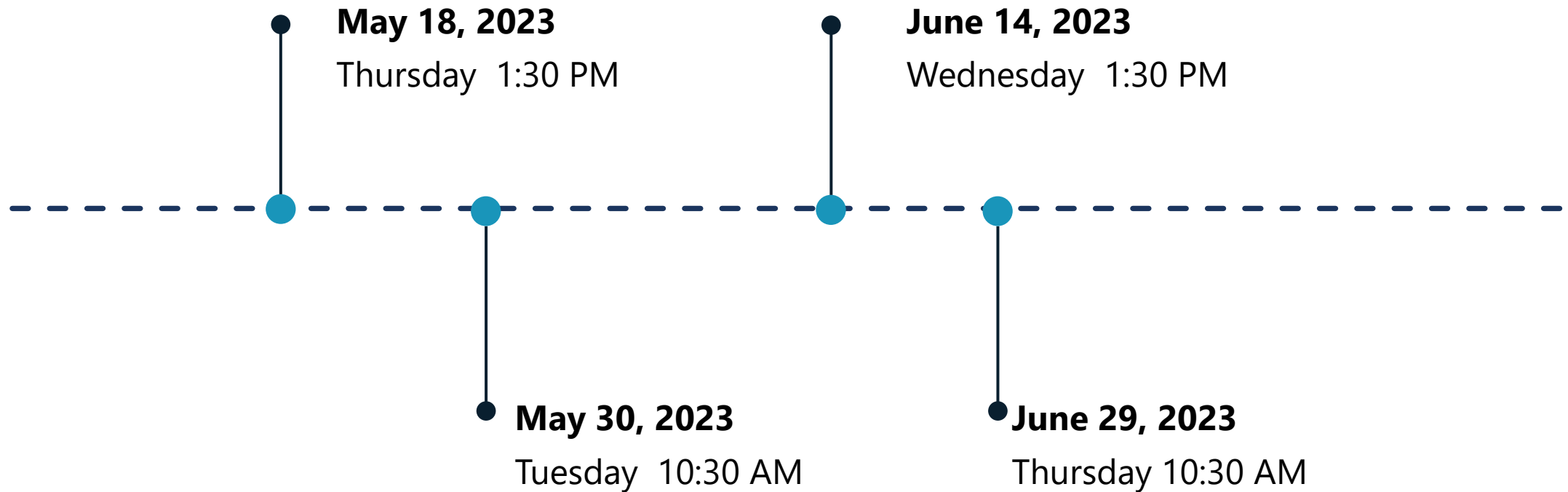


UPCOMING EVENTS / WORKSHOPS



- May 15–17 - **FORTH Roadmap Conference 2023** - Oregon Convention Center
- May 17 – **Leading the Charge Fleet Electrification Strategies** - Webinar
- May 22-25 - **Government Fleet Expo & Conference (GFX)** – Dallas Texas
- June 11–14 - **EVS36 - 36th Electric Vehicle Symposium and Exposition** – Sacramento California
- June 27 & 28 - **Virtual Annual Fleet Forum Conference** - online
- August 21-23 – **FleetCon 2023** – Loveland Colorado
- August 22-24 - **Green Transportation Summit and Expo 2023** – Tacoma Washington
- September 8-10 - **Fully Charged LIVE Canada 2023** – Vancouver B.C

UPCOMING VIRTUAL OPERATOR TRAININGS



For more information or an invite to this training, contact us by email at mpmail@des.wa.gov

UPCOMING QUARTERLY ATO MEETINGS

- **Thursday August 3, 2023**
- **Thursday November 2, 2023**





QUESTIONS?

CONTACT US!

THANK YOU FOR ATTENDING



mpmail@des.wa.gov



(360) 664-9215



DES.WA.GOV