



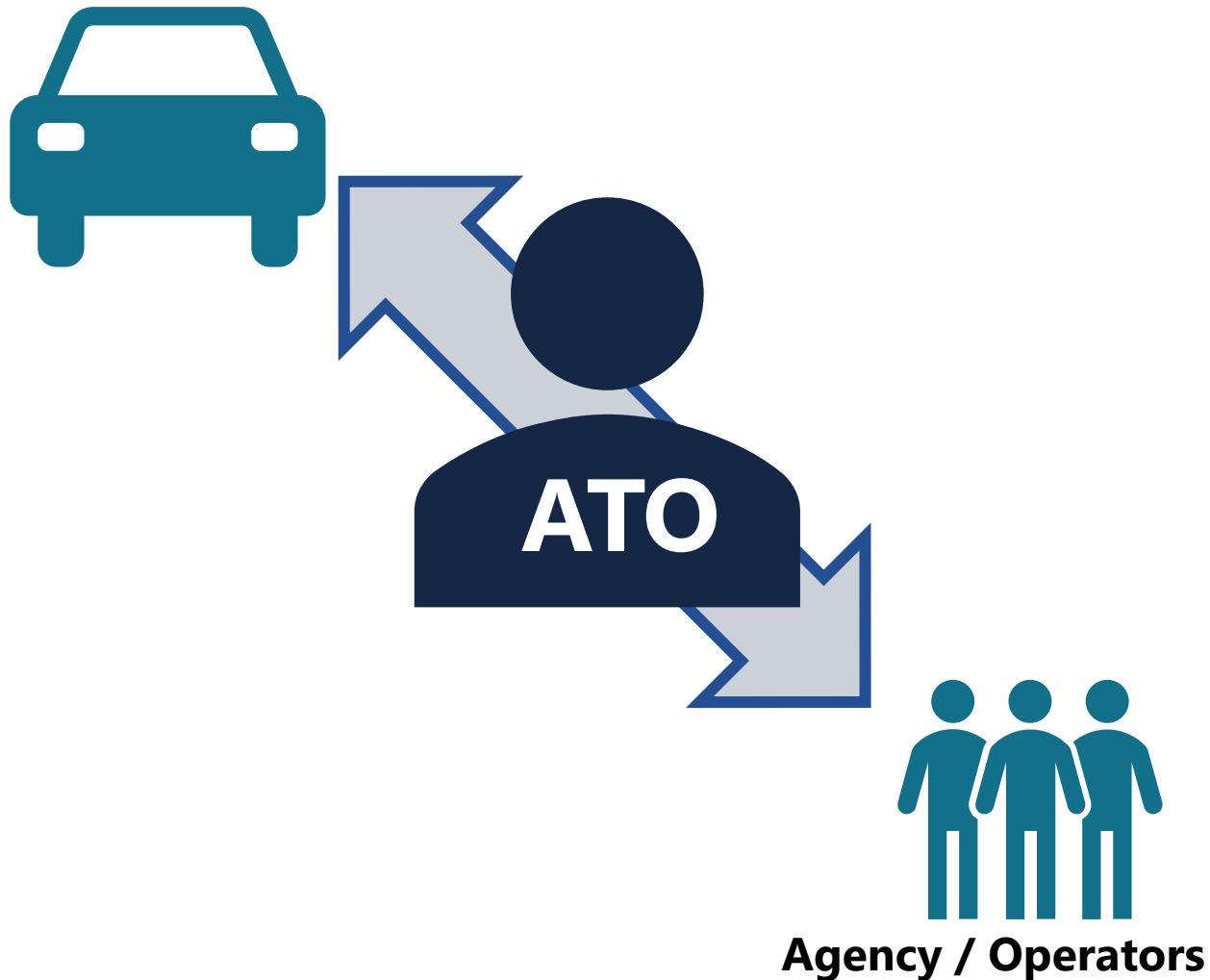
Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

DES Fleet Operations Quarterly ATO meeting

NOVEMBER 2023

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

CYNDI BEVERIDGE

- *Contract updates 2024*

VENDOR MAINTENANCE CONTRACT

- *Currently the Vendor Maintenance contract is out for bid*
- *Bidding period closes December 2023*
- *Award should be made early 2024*

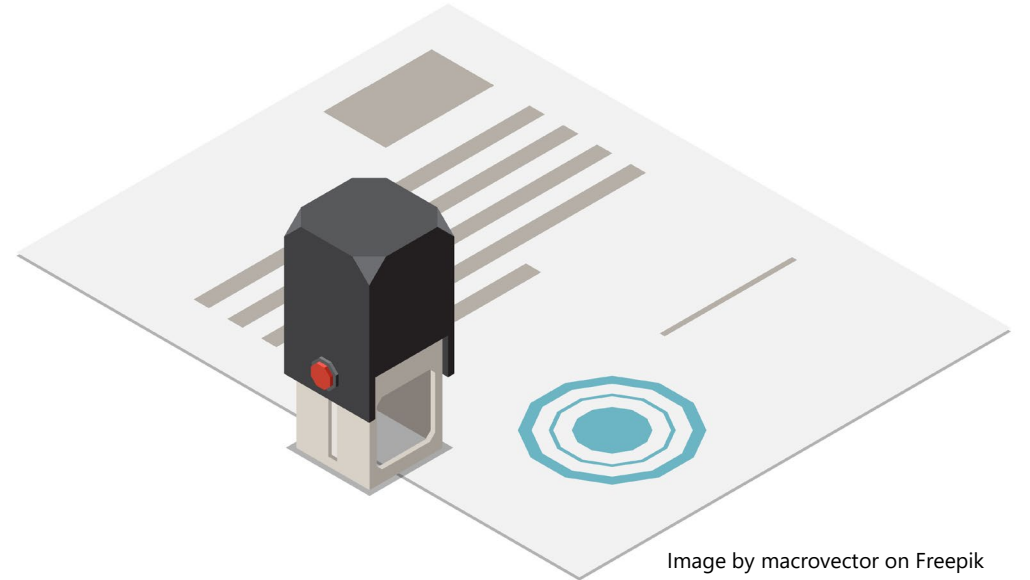


Image by macrovector on Freepik



2024 VEHICLE CONTRACTS

*DES Fleet Operations is
working with
Contracting &
Purchasing on
contracts for 2024
vehicles*

MICHAEL PETTY

- *Personnel Updates*
- *Customer Service Journey 2023*

PERSONNEL CHANGES TO FLEET OPERATIONS - TRANSITIONING -



Ken Skye

Customer Service Specialist / Transportation
DES Fleet Operations

CUSTOMER SATISFACTION JOURNEY 2023

Thank you for your participation and feedback

Interviews have been completed

2024 foci are being developed

Planning for future resolution underway



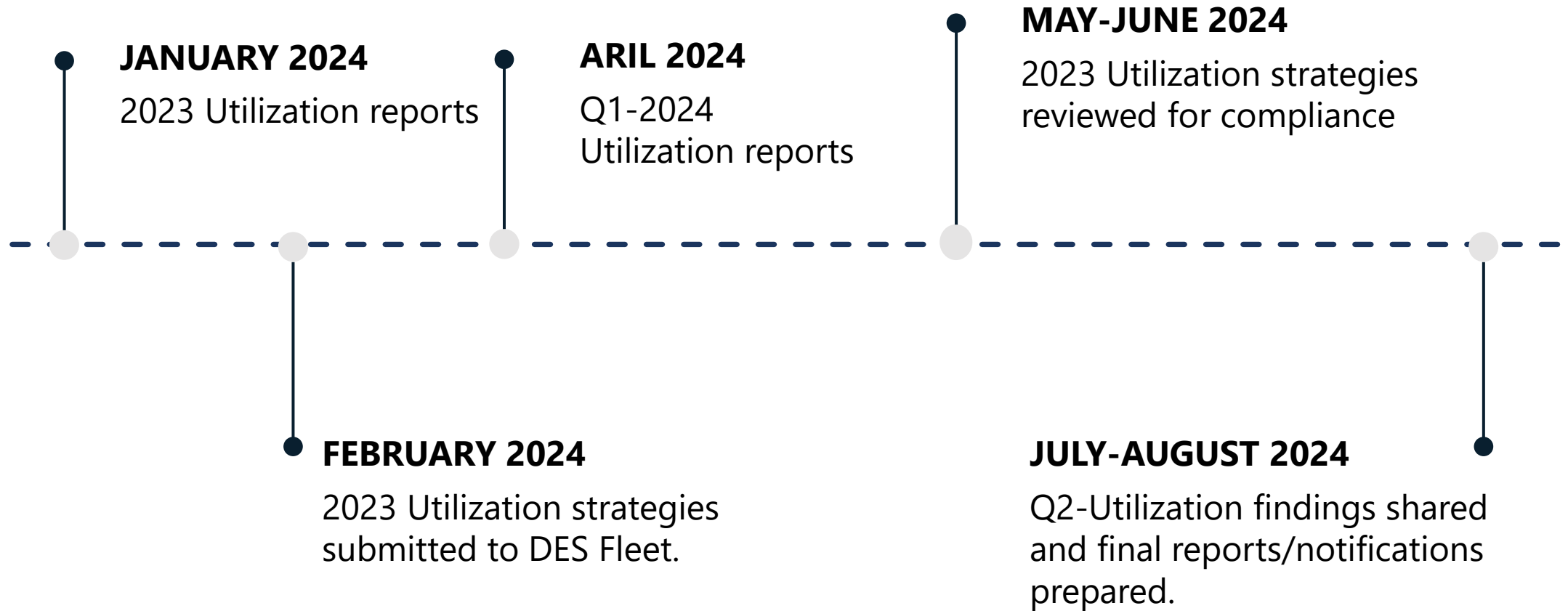


DAVID BAGNALL

- *CY 23-24 Utilization Reporting*
- *Fuel Tier Rate Adjustments*
- *ATO Dashboard*
- *Good To Go updates*



2024 UTILIZATION TIMELINE





FUEL TIER RATE ADJUSTMENT

Fuel prices are coming down

Tier rate adjustment planned for 1 Nov will bring rates in line with market fuel prices and fuel usage.

Per Mile rate review - Pilot

- Moving to quarterly per-mile rate updates
- Per mile rate changes effective at the beginning of each quarter.
- Severe changes in fuel prices may warrant exceptions.



ATO DASHBOARD



- Enhanced to align with the DES brand and support agency vision and values
- Improved performance
- Extended functionality
- New look and feel
- Coming Soon – Agency Scorecard

Inventory

Mileage...

Utilization

PM Services

EV Measures

Fuel-Mileage

Billing Data

Procurement

Summary

How is my organization Performing?

● Compliant

● Opportunity

Resources

[Fleet Operations Online](#)

[Vehicle Utilization](#)

[Fleet Electrification EO-21-04](#)

[Preventive Maintenance](#)

[Fuel Efficiency Standards](#)

[Mileage Reporting](#)

[Safe Driving and Training](#)

For more information contact your Fleet customer account representative.

5509

Assigned Units

4454

Light Duty Units

392

BEV Units

Utilization
Vehicles Passing

51.3%

CY Utilization

Fuel Efficiency
Target 27-MPG

23.45

Avg Fuel Efficiency

Fleet Electrification
EO 21-04

9.4%

EV Percent

Preventive Services
Current measure

92.4%

Units in Compliance

Mileage Reporting
Monthly Performance

95.5%

Monthly Average

Vehicle Accidents
Accident Factor

1.5

Incidents Per Unit

Good To Go!



78 0123456789



GOOD TO GO UPDATES

Reminders

- All DES Fleet vehicles are registered with Good To Go and use the pay by plate method of tolling by default
- ATOs can request Good To Go passes at no expense to your agency.
- Agencies that solely lease vehicles from DES do not need an agency Good To Go account.

Good To Go!



78 0123456789



GOOD TO GO TIPS

- Toll scanning – Tolls scan passes first. In the absence of a pass, the plate is scanned.
- Passes registered on agency account are agency responsibility
- Undercover or confidential plates should be registered with the DES Fleet account.
- Agencies responsible for all out of state tolls. Port of Hood River.

For information about the DES Fleet Good To Go program contact 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



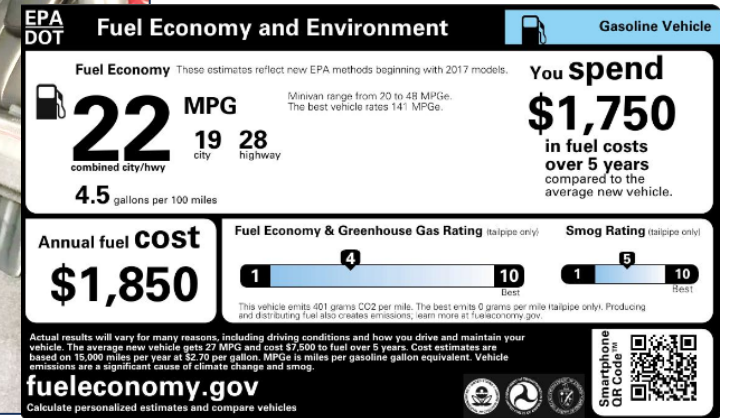
**Automated Key
System Open
24 hours a day, 7
days a week**

NOW AVAILABLE FOR DAILY RENTAL



2023 CHRYSLER PACIFICA

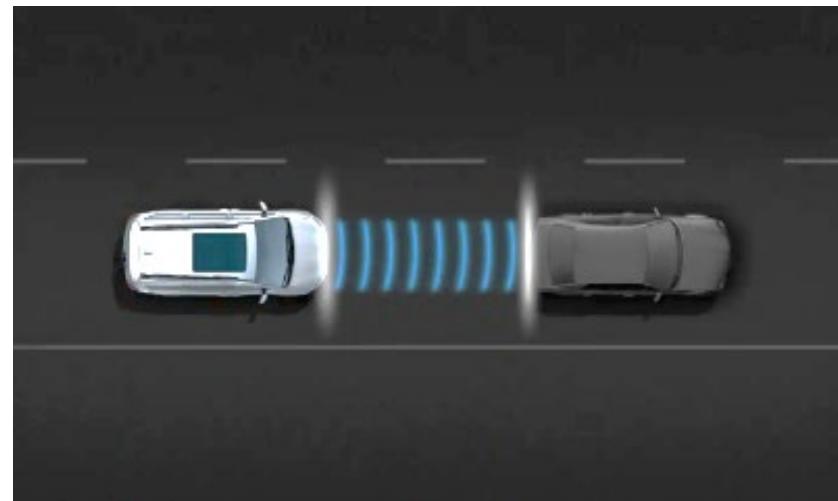
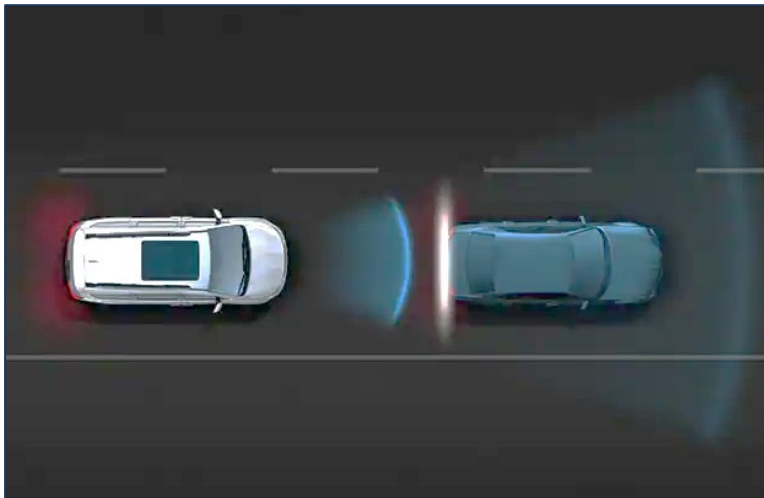
- Stow 'n Go leather seats
- Projected 22 Miles per gallon
- Nice updated interior
- USB / phone chargers in seat
- 10.1 Inch touchscreen



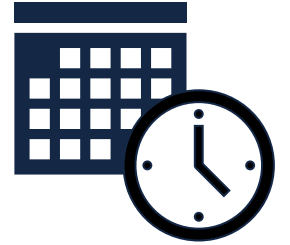
STANDARD FEATURES



- Automated emergency braking with pedestrian detection
- Blind-spot monitoring with rear cross-traffic alert
- Adaptive cruise control and lane-departure warning



SHORT TERM RENTAL REMINDERS



Where can you go to reserve a state vehicle?

- By phone – 360-664-9207
- Online - <https://des.wa.gov/services/fleet-vehicles-parking/reserving-or-renting-vehicle/daily-rental-fleet-locations>

Rental Vehicle pick up –

- Between 15 minutes prior to and up to 2 hours after your reservation start time.
 - After 2 hours, your reservation is canceled, and you billed a \$30 'no show' fee if you don't reach out to us.
- Please take a close look at your reservation information above and be sure that all information is correct.
 - Once your reservation time has started, you will not be able to shorten or cancel this reservation.

For assistance, please contact Fleet Operations at 360-664-9207 or mpdispatch@des.wa.gov

RENTAL RETURN FUEL CHARGES



Fill up or pay up

All gas-powered vehicles are required to be returned to their location with a full tank of fuel. If the vehicle is not returned with a full tank of fuel, there will be a \$20.00 charge added to the cost of the reservation.

EVs don't need gas!

This is a great option for those with a closer destination and who want to try something new and fun. Yes, you do not have to charge it up before returning it.

Do your part and choose a more energy-efficient option.

WEX CARDS ARE FOR VEHICLES

One card per vehicle

- Directly tied to the vehicle via license plate number
- Helps to track when any type of fuel is purchased.

Only fuel for that vehicle

- Should only be used for fuel for the vehicle it is assigned to.
- Do not use for other vehicles, boats, gas cans, etc.

Need help, get error message and call dispatch

- Call dispatch during business hours for help in real time when card is not reading at the pump
- We can help determine if it is a pump malfunction, operator error, or over daily limit and provide solutions.



VEHICLE MAINTENANCE

JUSTIN KYLLONEN- VEHICLE MAINTENANCE



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

DES FLEET SERVICE DEPARTMENT

Located on Fones Rd in Olympia

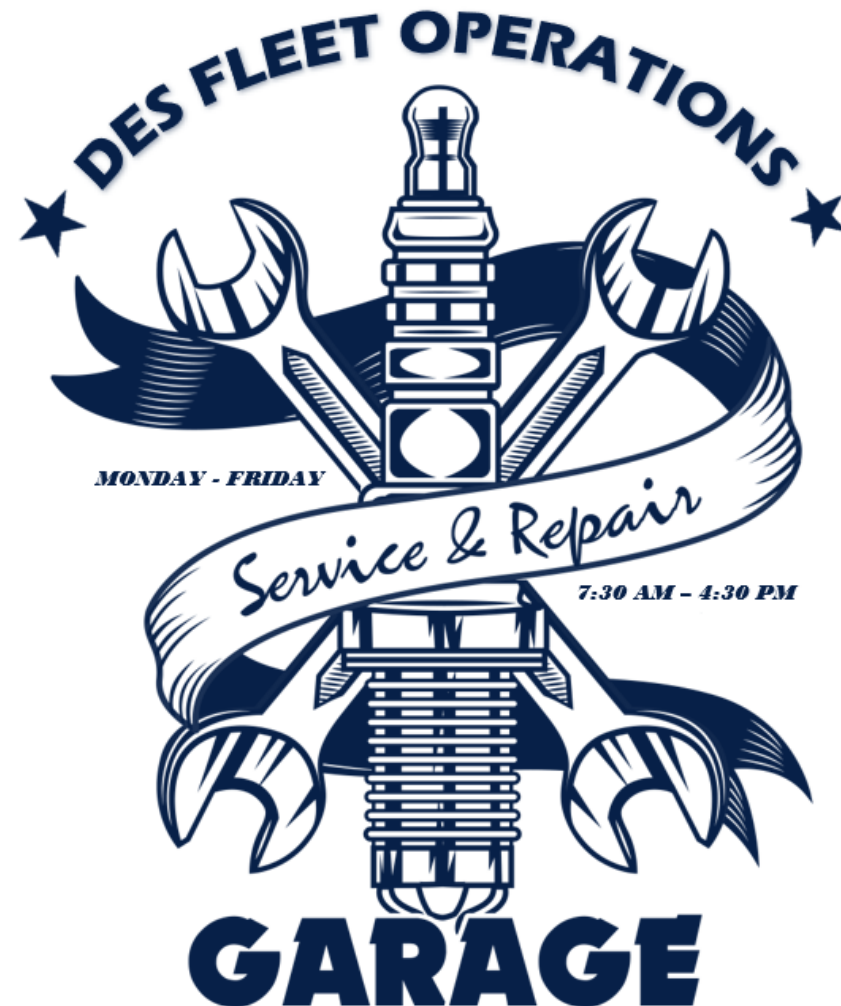
Call us to make an appointment

Monday-Friday

7:30am-4:30pm

(360) 664-9200

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



TIRE PRESSURE DROPS WITH TEMPERATURE

Vehicle Maintenance Tip -

- Colder temps increase the likelihood of tire pressure monitoring system (TPMS) lights coming on.
- Tire pressure goes down as it gets colder.
- Get into the habit of checking tire pressure weekly as winter is approaches.



SUPPLY SHORTAGES, DELIVERY DELAYS AND NOW... A STRIKE!



- Dealerships and service garages are still slow from supply and delivery issues
- Autoworker strike impacts are prolonging wait times and may have additional supply shortage effects
- Please be patient

THE SOONER WE GET IT, THE SOONER YOU CAN HAVE IT BACK

Don't wait! Our shop opens at 7:30 AM

- The sooner we can start work on your vehicle, the sooner we can get it back to you
- Drop off vehicles the night before and our shop will start on it first thing in the morning.
- Contact us for details!





HAVE QUESTIONS?

Something you want to know?

Something you need clarified?

Want more detail?

Contact us at mpmail@



VENDOR MAINTENANCE

JARED HIATT- VENDOR MAINTENANCE



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

MAINTENANCE REPAIR HOTLINE

1-800-542-6840

- Maintenance and repair billing
- Vendor options and locations
- General maintenance and repair questions
- Repair guidance and authorization
- PM notification questions
- Recall questions
- Roadside emergencies



**** There are specific required vendor contracts for Tires and Auto Glass.**

- **For tires, call 1-800-542-6840 and they will direct you to the closest contracted (Firestone or Goodyear) vendor in your area. NO STUDED TIRES TO BE USED PER WSDOT RECOMMENDATION!**
- **Les Schwab is not an Authorized Tire replacement vendor.**
- **Safelite is not a contracted glass vendor**



GLASS REPAIR CONTRACTS

These Contracts are designed to provide a competitively solicited and awarded procurement solution for agencies and other eligible purchasers to buy Auto Glass Repair & Replacement Services efficiently and cost-effectively.

-  **OLYMPIC - Auto Glass Plus – 07021 360-479-0000**
-  **NORTHWEST - Dealership Glass and All Star Glass – 07021 206-212-1633 and 253-338-8213**
-  **SOUTHWEST - Auto Glass Professionals – 07021 360-754-9447**
-  **SOUTH CENTRAL - H&L Auto Glass – 21822 509-405-1866**
-  **NORTH CENTRAL - AL's Glass Service – 21822 509-765-5995**
-  **EASTERN - All Star Glass – 07021 509-321-1030**

WHAT TO DO WITH VEHICLE WHEN BROKEN

Call vendor maintenance for direction on where to take the vehicle.

If the vehicle is not drivable, call roadside assistance. The number for roadside assistance is on the green fuel card holder on the key chain of every vehicle.

- If it is after hours and you are located outside Thurston county, have the vehicle towed to the nearest dealer for your make of vehicle. Ford for ford, Toyota for Toyota, etc.
- For tire issues, have the vehicle towed to the nearest Goodyear or Firestone.
- If located in Thurston county, have the vehicle towed to the DES Fleet Operations Automotive Repair Shop.



1-800-542-6840

VISIBILITY SAFETY

Super fog triggers deadly pileup involving 158 vehicles on I-55 near New Orleans

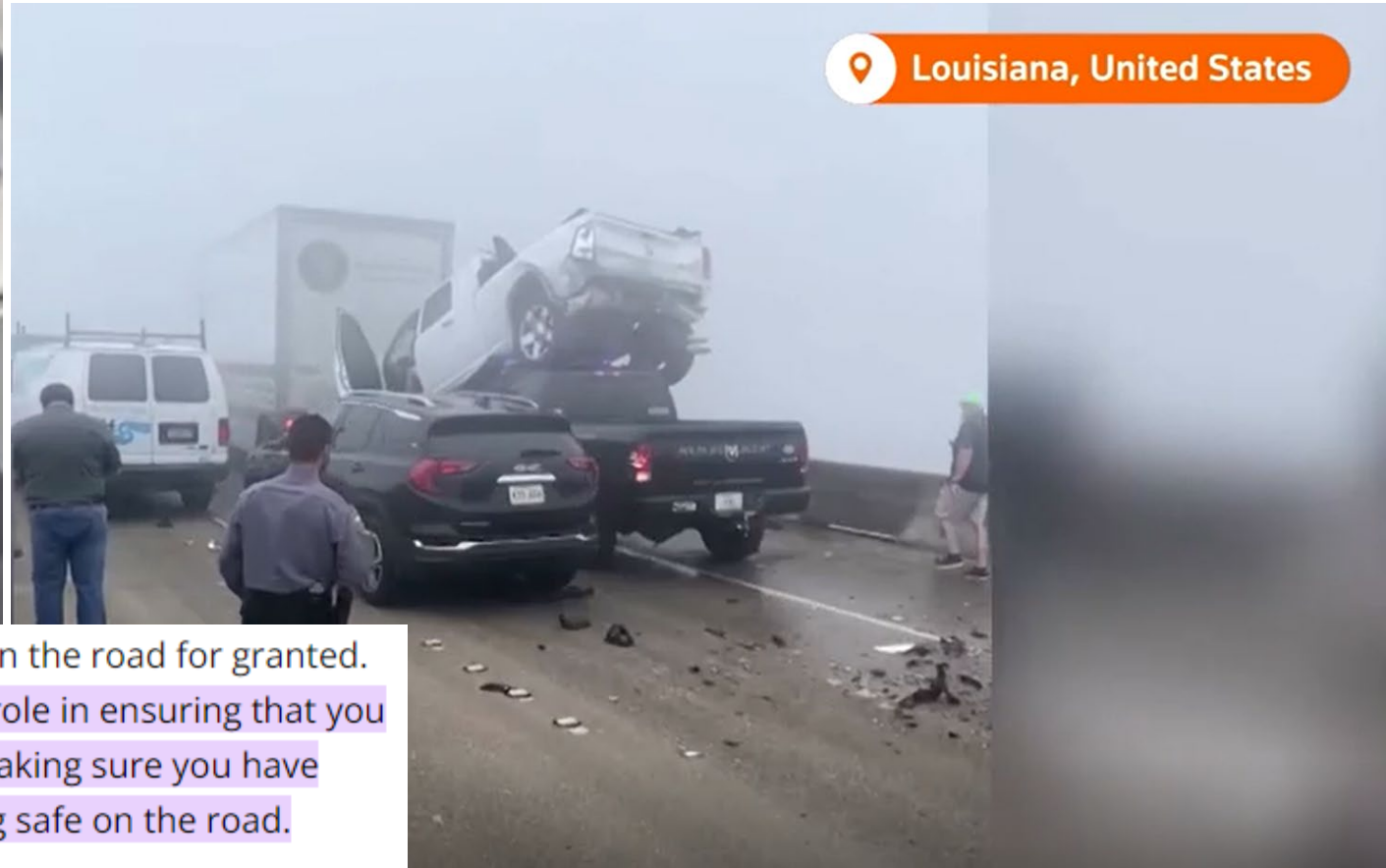


United States

Louisiana 'super fog' kills 7 in massive car pile-up

Reuters

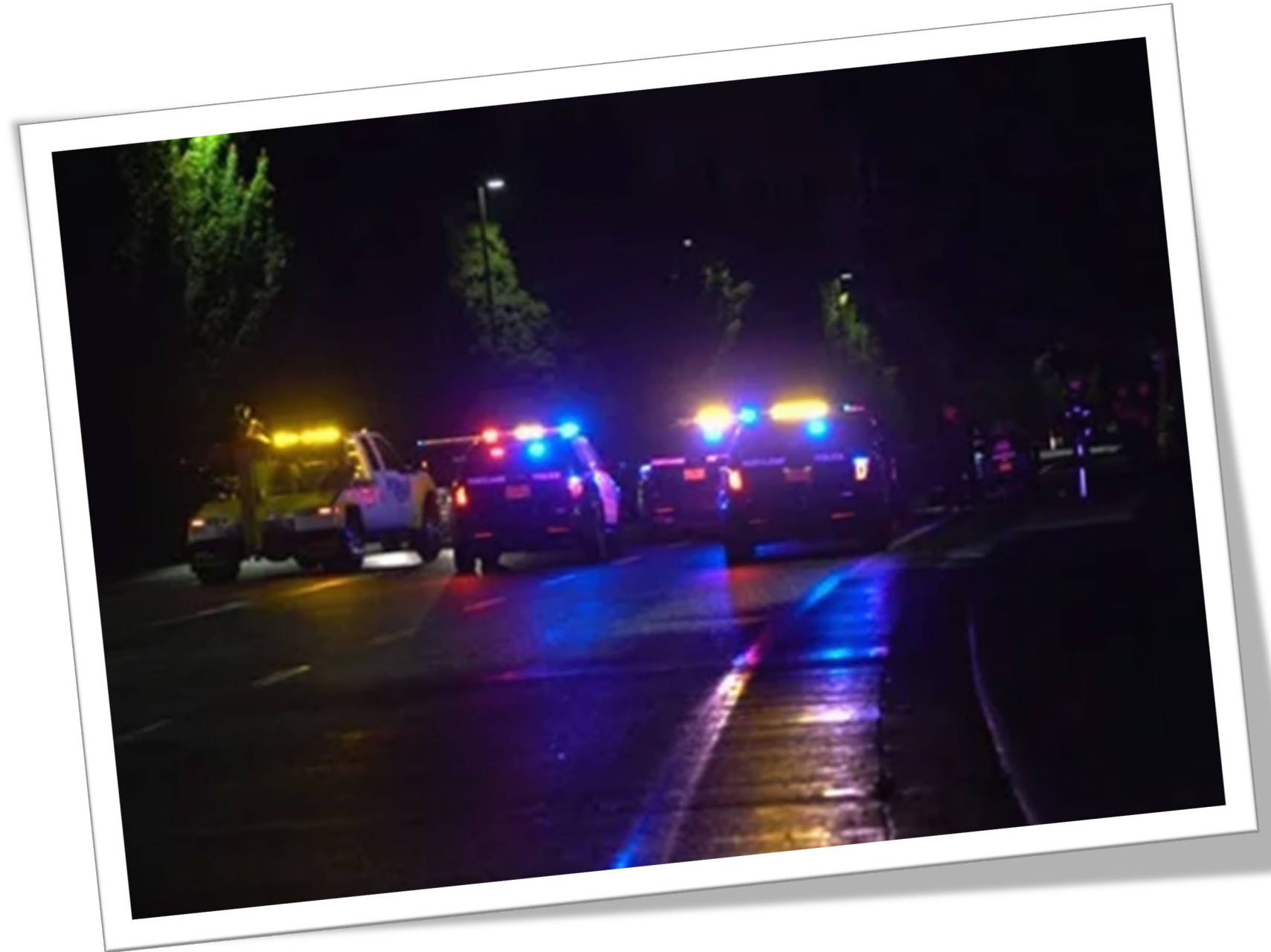
October 24, 2023 9:43 AM PDT · Updated a day ago



Driving is an essential skill, but it's easy to take the safety of being on the road for granted. However, visibility – both yourself and your vehicle – plays a major role in ensuring that you drive safely. Whether you're driving in foggy or sunny conditions, making sure you have good visual clarity is paramount for accident prevention and staying safe on the road.

Washington State Fleet

Accident Procedures





ACCIDENT REPORTING PROCEDURES

KEEP IN YOUR VEHICLE, ACCESSIBLE AT ALL TIMES.

COMPLETE THIS FORM BEFORE
LEAVING THE ACCIDENT SCENE
AND BEFORE CALLING:

1-877-443-5777
Option #4

STEP ONE - TEN THINGS TO DO AT THE SCENE OF AN ACCIDENT

- **Take the CEI pamphlet from the glove box and complete “ten things to do at the scene of an accident”.**
- **There is a CEI pamphlet in the glove box of every vehicle.**

Ten things to do at the scene of an accident

1. **Don't Move the Injured.** Turn off the ignition and check for injuries: yourself, your passengers, then others. Don't move anyone who is injured or complains of neck, shoulder, back or leg pain—all signs of serious injury.
2. **Watch Your Step.** Be careful not to walk into the path of oncoming traffic or into spilled fluids.
3. **Call the Police.** Call the police and request emergency medical help if needed. Report every accident. A police report can challenge someone who changes their story and files a claim against you.
4. **Don't Move Vehicles.** Unless the vehicles are blocking the roadway or endangering oncoming traffic or pedestrians, do not move them before the police and emergency teams arrive. Activate your flashers.
5. **Take Notes.** Record as much information as you can regarding all of the vehicles and people involved in the accident.
6. **Don't Admit Fault.** Never be evasive when questioned by an investigating officer, but don't volunteer any information. And never admit fault to anyone.
7. **Getting Your Vehicle Towed.** Don't let your vehicle be towed by an unknown driver to an unfamiliar repair shop. Don't authorize repairs or other charges on a towing receipt. Follow your fleet policy faithfully.
8. **Don't Accept Money.** Neither accept nor offer cash to settle the claim, regardless of how small. Otherwise, problems that come up later may be at your expense.
9. **Report the Accident.** Promptly report every accident to your fleet representative—no matter how minor. If not at the scene, do it as soon as you are home.
10. **Before You Leave the Scene.** Check your notes, be sure you haven't forgotten anything. The more information you have, the more questions you can answer.



STEP THREE –

CALL CEI

- **Call CEI**
- **1-877-443-5777**
- **Select option #4**
- **You will be walked through the rest of the process.**

FOLLOW UP

You're all done!

- **No further steps are needed on your part unless someone (des fleet, CEI, or body shop) reaches out to you.**
- **CEI or a CEI approved body shop will contact you in two to eight weeks.**
- **Keep in mind the automotive repair industry is facing backlogs due to personnel shortages, and parts supply chain issues.**
- **Questions? Email – Jared.Hiatt@des.wa.gov**

VEHICLE MAINTENANCE INTERVALS

Vehicles will require service at 5,000 MILES
unless otherwise noted

Regardless of when the maintenance indicator comes up on the vehicle dash, or what the sticker on the windshield says, we do oil changes at 5,000 miles.

You will receive a service reminder email every 5,000 miles. If you are not getting the reminder email reach out to Vendor Maintenance. 800-542-6840, MPmaint@des.wa.gov



CARS TEAM

Desiree Schott

– CARS Team Customer Representative

- Reminders
- Deaf resources

FLEET CARD REMINDER


Friendly Reminder

Fuel and Charge Cards are vehicle specific and are not to be used for any other vehicle than what is listed on the card.

Fuel Pins are personnel specific and are not to be shared among staff.



ADDING, CHANGING OR DELETING DRIVERS

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		INVERS access
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 INVERS, the automated key management system
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add INVERS access
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												
<input type="checkbox"/> Add New												

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
- Update driver information (License expiration date, Name changes or Agency information)

CHARGING REMINDER



Easy way to ensure you will have a charging station or two on your route:

- Preplan the route
- Check Plug Share to see where correct charging stations are located
- Make sure all charge cards are with the vehicle
- Driver has Fleet Dispatch number
360-664-9207
- For charging station error have driver contact 800 number on charging station
- If card issue occurs and cannot be resolved reimbursement is available



ATO QUESTIONS – DEAF FRIENDLY RESOURCES

**ATO Question from Sharon Caton-
Deaf friendly options for things like
roadside assistance**



Washington Telecommunications Relay Services/WATRS is a free telephone service provided by Office of Deaf and Hard of Hearing (ODHH) to ensure equal communication access to telephone services for people who are deaf, deaf-blind, hard of hearing and speech disabled.

This service allows hearing callers to communicate with deaf, hard of hearing, deaf-blind and speech disabled relay users and vice versa.

Anyone wishing to use WATRS should dial 7-1-1 or 800-833-6384. A person with hearing loss or speech disability using specialized telecommunication device or a standard phone may initiate a call.

ATO QUESTIONS - WATRS



Washington Telecommunication Relay Services (WATRS) provides many services via 7-1-1 such as:

- **DBS (Deaf Blind Services)** this service is where the users types the message and reads response on a braille display.
- **CTS (Captioned Telephone Services)** this service is used by heard of hearing individuals and requires a specialized telephone with text screen to display the conversation.
- **HCO (Hearing Carry Over)** this service is useful for individuals who can hear but have difficulties speaking over the phone.
- **RCC (Remote Conference Captioning)** this service is an internet-based video and audio conference call.
- **STS (Speech to Speech)** this service is used for individuals who are speech disabled and require a specially trained communication assistant.
- **TTY (Text Telephone)** this service includes a TTY device and allows the individual to type their telephone conversations.
- **VCO (Voice Carry Over)** this service is used for individuals who have hearing loss to speak over the phone and receive text response with WATRS assistance.
- **VOICE (VOICE)** this service requires a specialized equipment and can assist the individual with calls using voice and text messaging.

[brochure-relay-wa.pdf \(hamiltonrelay.com\)](#)

[Telecommunication Relay Services | DSHS \(wa.gov\)](#)

**Roadside Assistance does not provide direct assistance; however, the dispatch center can connect with all services provided above.*

** Services can still be provided once Roadside is on the scene via translator services or phone text options.*

CARS TEAM

Nadine Calderon-Dixon

- CARS Team Customer Representative

- *EV charging – questions and resources*

ATO QUESTIONS – EV CHARGING

EV charging tips

- Before you go, get to know your car
- For long distance trips, charge your car to 100%
- Install charging apps – if work phone is provided
- Use mapping tools before your trip
- Locate the right type of charging stations
 - (EVGo / Shell Recharge / Charge Point)
- Get to know your car's battery



<https://blog.wa.aaa.com/electric/driving-an-ev-across-eastern-washington/>

ATO QUESTIONS – MORE CHARGING



Using adapters

- Charging cards and adapters are available through dealerships at the expense of the Agency
- Fleet Operations does not currently carry these – more information to come

Charging outside of provided networks

- If no EVGo, Chargepoint or Shell Recharge within route –out of network charger can be used
- If you choose to use out of network charging – will need to be reimbursed by Agency not Fleet

ONLINE CHARGING RESOURCES

<https://www.chargepoint.com/drivers>

- Finding and using stations



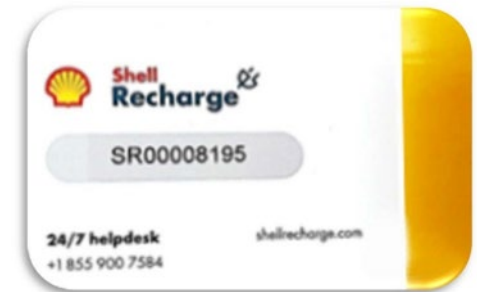
<https://www.evgo.com>

- App install only



<https://shellrecharge.com/en-us/solutions/ev-drivers>

- Find a charger



<https://www.plugshare.com/>

- For all charging stations



EV CHARGING – OWNER MANUALS / HOW TO VIDEOS

Ford Mach-E

- <https://www.ford.com/support/vehicle/mustang-mach-e/2023/how-to-videos/video-library/>



Volkswagen ID.4

- <https://knowyourvw.com/models>



Chevy BOLT

- <https://www.chevrolet.com/support/vehicle/engines-power/ev-charging>



CARS TEAM

Chris Cantrell

– CARS Team Customer Representative

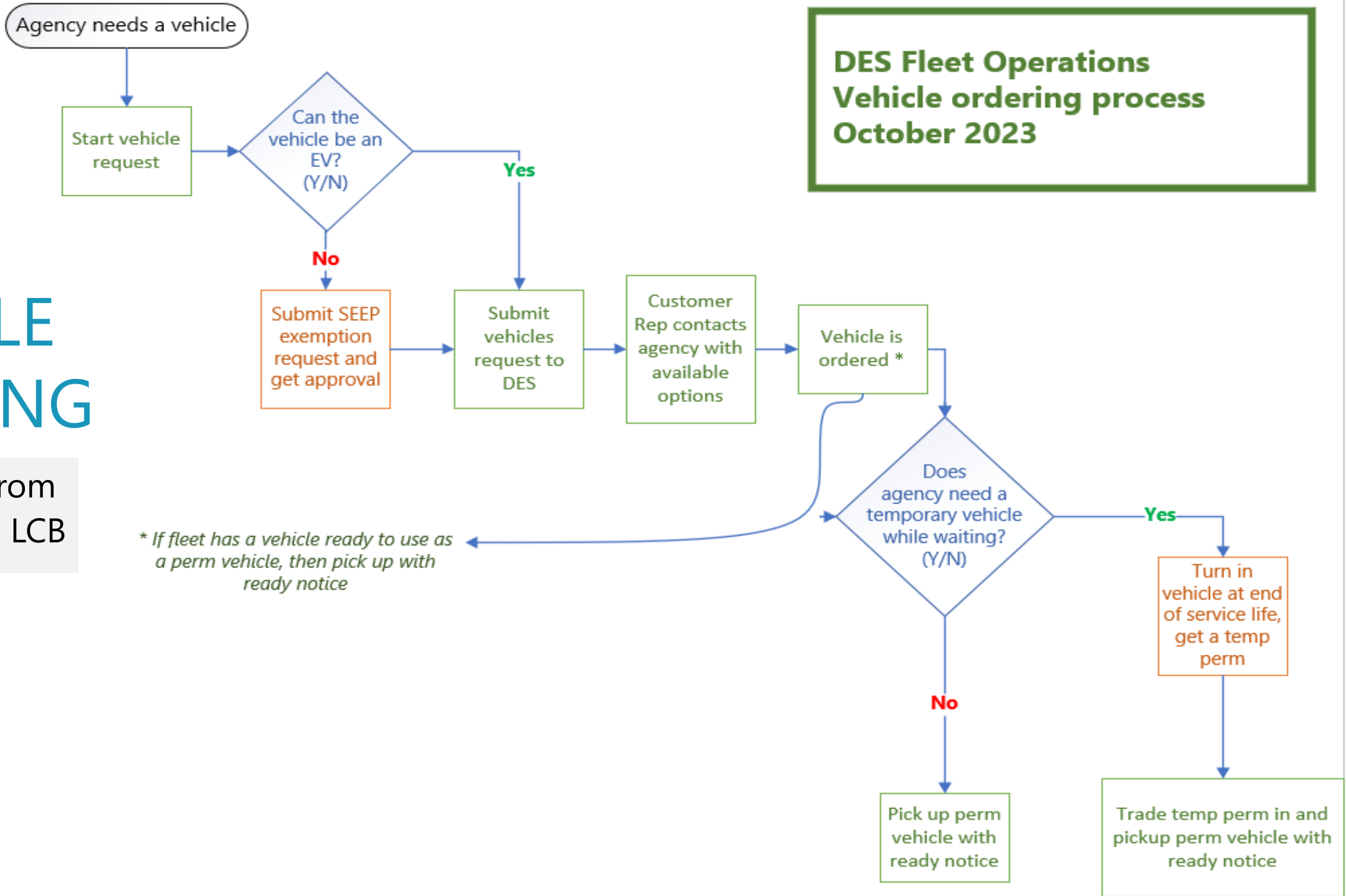
- Vehicle ordering process
- Replacement process
- Data privacy
- Upcoming schedule



**DES Fleet Operations
Vehicle ordering process
October 2023**

VEHICLE ORDERING

- Question from Tia Livingood, LCB



VEHICLE REPLACEMENT

Vehicle meets end of service life criteria

Notice is sent to agency to return vehicle

Does agency need a replacement? (Y/N)

Yes

Can the vehicle be an EV? (Y/N)

Yes

No

Return vehicle to Fleet Operations

No

Submit SEEP exemption request and get approval

Submit vehicles request to DES

Can the current vehicle continue to be used? (Y/N)

Yes

Turn in vehicle at end of service life, get a temp perm

No

Trade returning vehicle in for replacement vehicle

Trade temp perm in for replacement vehicle

- Question from Jared Lemmon, UW

DES Fleet Operations
Vehicle replacement process
October 2023

ATO QUESTIONS – DATA PRIVACY



- Questions from Mike Rathke, ATG

- *Procedures for options to turn off, is something being developed*
- Office of Data Privacy didn't have an answer, legislature hasn't addressed this yet, the only data privacy laws currently are around health data.
- Modern vehicles use apps, vehicle use, driving preferences and Geo data to improve their products. Some features can be turned off, but not all of them.
- Best practices, be aware the devices you connect to a car gives it access to your data. Limit what you pair to the vehicle if you are concerned.

ATO QUESTIONS – SEND US MORE

Point out the ATO questions / thank you for those who responded

Tell them to look for next email and to send us your questions for next time

ATO questions to mpmail@des.wa.gov





UPCOMING EVENTS / WORKSHOPS

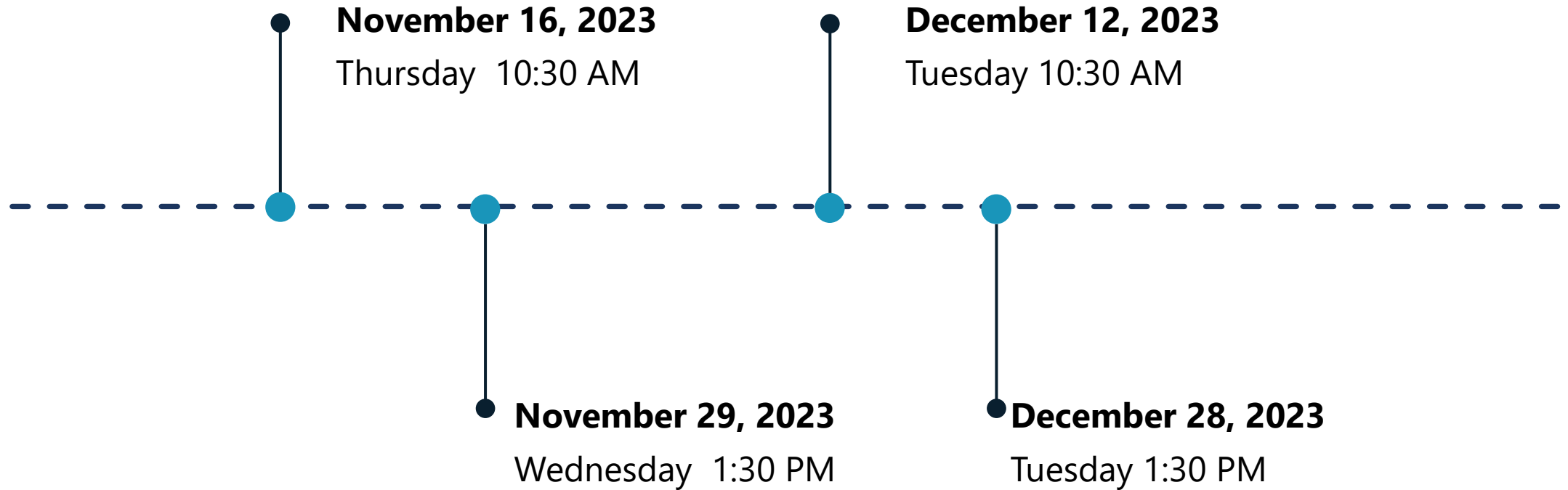


- November 8-10 – **Fleet Forward Conference 2023** – Santa Clara, CA

2024

- March 20-22 – **EV Charging Summit & Expo** – Las Vegas, Nevada
- April 22-24 – **NAFA Institute & Expo** – San Antonio, Texas
- May 7-10 – **Government Fleet Expo & Conference** – Louisville, Kentucky
- May 20-23 - **Advanced Clean Transportation Expo** – Las Vegas, Nevada
- August 20-22 – **Green Transportation Summit and Expo**

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 February 1, 2024**
- **Thursday May 2, 2024**





QUESTIONS?

CONTACT DES FLEET OPERATIONS!



mpmail@des.wa.gov



(360) 664-9215



DES.WA.GOV