# DES FLEET OPERATIONS & PARKING SERVICES QUARTERLY ATO MEETING

02 03 2022



### MEETING AGENDA

- Updates & Announcements
- Parking Services
- Dispatch
- ---- Break ----
- Shop Operations
- CARS Team
- Closing Remarks & Questions

# UPDATES & ANNOUNCEMENTS

- Courtney Speer
  - Program Manager Fleet Operations & Parking Services

# NEW STAFFING FOR FLEET OPERATIONS & PARKING SERVICES



**Cyndi Beveridge** Assistant Manager Fleet Operations



Silvestre Ramirez
Equipment Technician 1
Dispatch Team



Phillip Hardie
Customer Account Supervisor
CARS Team



### TRANSPORTATION PROVISO

### **Transportation budget proviso report:**

- **What:** The legislature, through the proviso outlined in <u>ESSB 5082 Sec.</u> 149(8) directed DES to report historical and projected use of DES Fleet vehicles. (Agency owned and managed vehicles were not included).
- In this report, we were asked to compile data by agency, fund source, and vehicle type. Actual vehicle use and expenses for FY19-FY21 as well as projected use and expense for FY22-FY23 were required to be reported.
- <u>Thank you for your participation!</u> We are currently in the final stages of submitting this report to Legislature.

# WHAT'S NEXT FOR ELECTRIC VEHICLE SUPPLY EQUIPMENT (EVSE) ON CAPITOL CAMPUS

### Enterprise Services is working with stakeholders to expand electric vehicle adoption using many strategies

- Expand EV charging infrastructure on the Capitol Campus through existing funding opportunities
  - Areas of current projects underway:
    - NRB Garage: 2 DC Fast Chargers Completed
    - Plaza Garage: A and B Level Completed
    - Plaza A Garage: Leviton Sub meters Completed
  - DES is currently working with Hargis Engineers to identify future EVSE installation projects on the Capitol Campus





# EXECUTIVE ORDER 21-04 ZERO EMISSION VEHICLES

### 11/3/2021 Governor Inslee signed EO 21-04

- Sets fleet electrification targets for all state executive and smallcabinet agencies
- Thank you for submitting your agencies replacement schedules
- Stay Tuned!
  - DES is currently partnering with SEEP to develop an implementation plan template for agencies





# EXECUTIVE ORDER 21-04 ZERO EMISSION VEHICLES Washinton

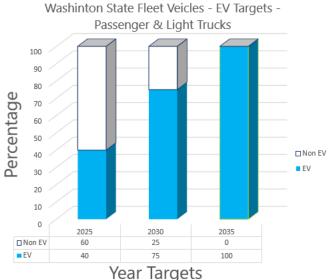
#### Fleet Electrification Minimum Targets

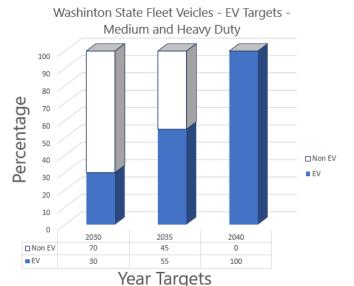
For ICE passenger vehicles and class 1-2a light-duty trucks: All state executive and small-cabinet agencies shall procure BEVs to replace ICE vehicles that have reached the end of their useful life, so that at least

- 40% of fleets are BEVs by 2025;
- 75% of fleets are BEVs by 2030; and
- 100% of fleets are BEVs by 2035.

For medium- and heavy-duty ICE vehicles (class 2b and higher): All state executive and small-cabinet agencies shall procure zero-emission vehicles (subject to market availability) to replace ICE vehicles that have reached the end of their useful life, so that at least

- 30% of class 2b-3 fleets and 50% of class 4-8 fleets are BEVs by 2030;
- 55% of class 2b-3 fleets and 75% of class 4-8 fleets are BEVs by 2035; and
- 100% of fleets are BEVs by 2040.





### **CUSTOMER SATISFACTION JOURNEY**



#### **In Development:**

- Vehicle Lease Agreement (IAA), General wear/tear guidelines
- Online Shop Operations Scheduling for Fones Road location
- New Parking Management System
- Recorded operator training options
- ATO Dashboard

#### **Completed:**

- DES Fleet/Parking Website Redesign
- Quick Reference Guide for Drivers
- New Fleet Ordering Management System
- Automated Key Box Software Enhancements
- Enhanced Quarterly Utilization Reports
- Monthly Fleet Tips communication



### INTER AGENCY AGREEMENTS (IAA)

DES Fleet is putting down on paper what has traditionally been mutually agreed upon terms communicated verbally between our Customer Account Representatives and you, our Agency Transportation Officers. The agreement will attempt to capture our commitments to our customers and agency agreements to our terms of use for fleet services.

#### **ATO stakeholders**

DES Fleet is seeking volunteer stakeholders to help us craft the best possible agreement. Please contact <a href="mail@des.wa.gov">mpmail@des.wa.gov</a> to volunteer.

# GOOD TO GO BILLING & RATES

- David Bagnall
  - Data Analyst DES Fleet Operations

### RATE INCREASE REMINDER



### **Effective 1 January 2022**

- Rates published on DES site
- OFM agreement provides for annual rate adjustments to ensure cost recovery
- Therefore, rates may increase or decrease annually depending on the cost of vehicles

https://des.wa.gov/services/travel-cars-parking/fleet-operations/agency-transportation-officers/2022-rate-adjustment-faq

### GOOD TO GO BILLING UPDATE

Transaction	Date/Time	Description	Operator	License Plate
	12/9/2021	Toll Charges	Mickey Mouse-SR16 Tacoma Narrows Bridge - Lane 08	01928M
	11/17/2021	Toll Charges	Mickey Mouse-SR16 Tacoma Narrows Bridge - Lane 08	01928M
	12/6/2021	Toll Charges	Fennec Shand-SR99 NB - Lane 04	02021M
	11/19/2021	Toll Charges	Kate Bishop-SR16 Tacoma Narrow Bridge - Lane 07	01221M
	12/1/2021	Toll Charges	Bruno Madrigal-NB - Lane 03	06060M
	12/9/2021	Toll Charges	Greef Karga-SR16 Tacoma Narrows Bridge - Lane 07	06825M
	11/23/2021	Toll Charges	Lily Houghton-NB - Lane 02	04722M

#### Thank you for your feedback!

From agency feedback we have updated our Good To Go billing reporting.

• Instead of showing the posting date, Good to Go billing charges will now show the transaction date as well as the tolling location in the operator description field.

### PARKING SERVICES

### **BILL TALLEY – MANAGEMENT ANALYST**



parking@des.wa.gov



360-725-0030



https://des.wa.gov/services/travel -cars-parking/parking-services



### ANNUAL AGENCY PASSES

- Agency passes are \$280.00
- Good for one fiscal year (July 1 June 30)
- Passes are intended for use by agency representatives conducting occasional business on the Capitol Campus
- Allows easy access to visitor lots, especially during session
- Not to be used by employees whose permanent workplace is on the Capitol Campus



### PARKING REINSTATEMENT

### Current discussions around the future of parking

- Confirm parker information and waitlist status
  - Clean up data
- Determine procedures going forward for nonpaying parkers on waitlists
- Determine if other pass options, or zones, need to be created for the next generation working environment

Plaza Garage

### DISTRIBUTED ANTENNAE SYSTEMS (DAS) PROJECT



- The DAS project will improve public safety and security in the garage by improving radio and cellular communications
- Systems that require cellular connection such as EV chargers, automated key boxes, and GPS mapping will have increased performance

### DAS PROJECT MAP



Plaza Garage project started early November 2021, see DES website for updates

> https://des.wa.gov/services/f acilities-leasing/capitolcampus/capitol-campusprojects/distributed-antennasystem-das

### CAPITOL CAMPUS EVSE UPDATES

- Plaza Garage A Level
  - Now active
- 12 Level 2 chargers
  - 6 employee
  - 6 visitor



### CAPITOL CAMPUS EVSE UPDATES

- Plaza Garage B Level
  - Now active
- 24 Level 2 chargers
  - All employee



### CAPITOL CAMPUS EVSE UPDATES

- NRB Visitor Lot
  - Now Active
- 2 DC Fast Chargers
  - 30 min parking only
- Requires active
   GreenLots account



### EMPLOYEE EV PARKING VS. VISITOR EV PARKING

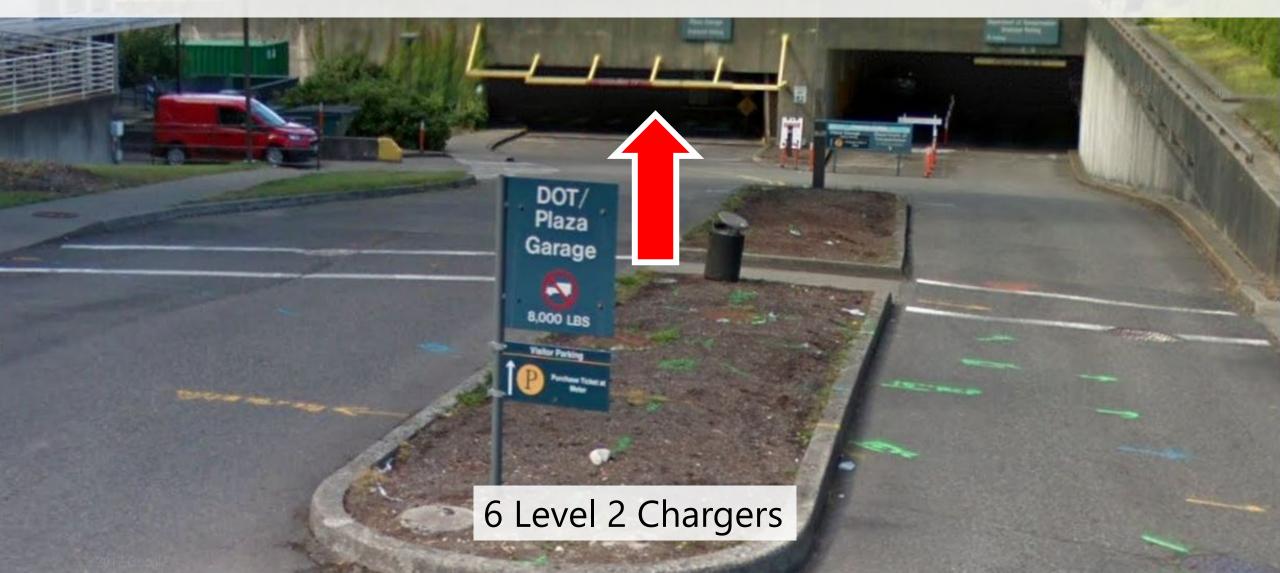
### **Employees**

- Employees must register vehicle with Parking Services
- Employees must pay for parking
  - Payroll Deduction / Daily or Monthly Pass
- Please review parking policy for more information at <u>des.wa.gov</u>

#### **Visitors**

- Visitors must only park in visitor lots
- Visitors must pay for parking at the meter
- Please review parking policy for more information at <u>des.wa.gov</u>

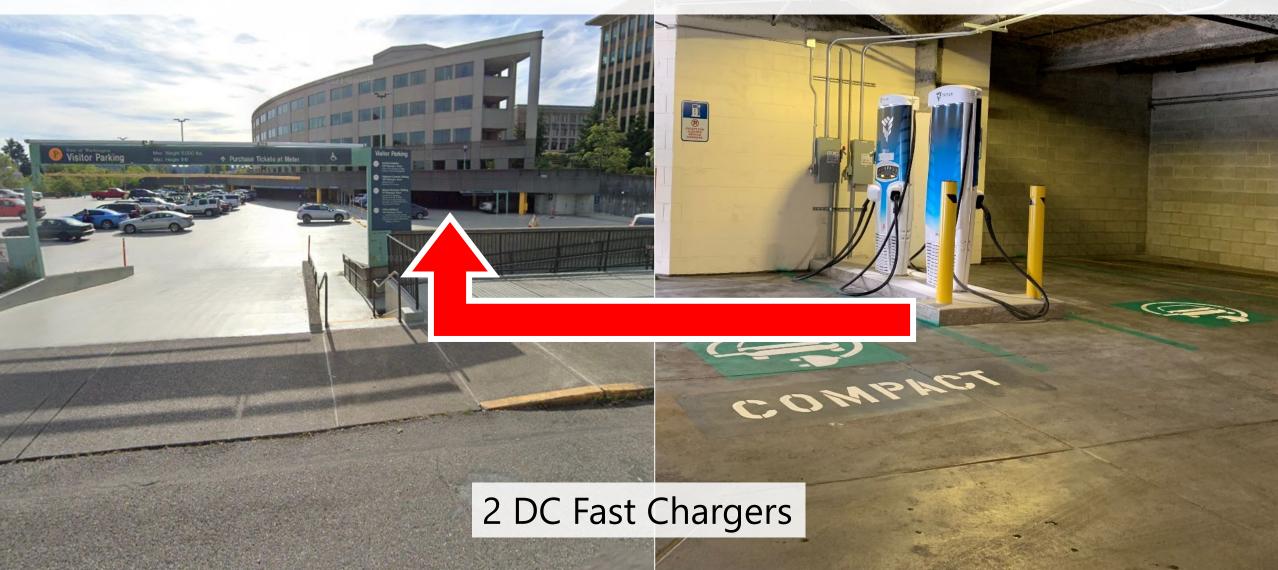
### VISITOR EV PARKING: PLAZA GARAGE



### VISITOR EV PARKING: 14<sup>TH</sup> AVE











### **DISPATCH**

### TAMI FRAZIER -DISPATCH 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 Reservation

**Automated Key System Reservation** 

### FLEET OPERATIONS HEADQUARTERS

### We have many vehicle choices for your daily trips and have service loaner needs:

### Open for business from 7:30am-4:30pm

- Vehicle categories include:
  - All-Electric
  - Sedan Hybrids
  - 7 passenger mini vans
  - SUV's
  - Trucks
  - Wheelchair accessible vans



### CAPITOL CAMPUS

#### Vehicle Categories:

- All-electric
- Sedan hybrids
- 7 passenger minivans
- SUV's

Located in the Plaza Garage, level D rows 5/6

This location has an automated key box system and is available 7 days a week 24 hours a day for your convenience



### **TUMWATER VANS**

### This location also has an automated key box system that is available 7 days a week, 24 hours a day

- Vehicle categories include:
  - 8 Passenger Vans
  - 12 Passenger Vans
  - Small Cargo Vans
  - Large Cargo Vans



# CLEANED AND DISINFECTED VEHICLES READY FOR YOU

### Whether at Campus, Vans, DOH, or Fones Rd, clean vehicles wait for you:

- Vacuumed
- Cleaned after each reservation with an EPAregistered disinfectant spray
- Taken to the car wash when needed



# DES M-PLATED ASSIGNED WEX FUEL CARDS

#### Our WEX fuel cards can only be used for:

- Fuel and car washes for the vehicle they are assigned to and ONLY this vehicle
- Roadside Assistance

#### Our WEX fuel cards cannot be used for:

- Fuel cans
- Generators
- Boats
- Other M-plated vehicles
- Other agency owned vehicles



### ALL ELECTRIC VEHICLES

### Our Chevrolet Bolts offered in the daily trip fleet are perfect for your daily trips

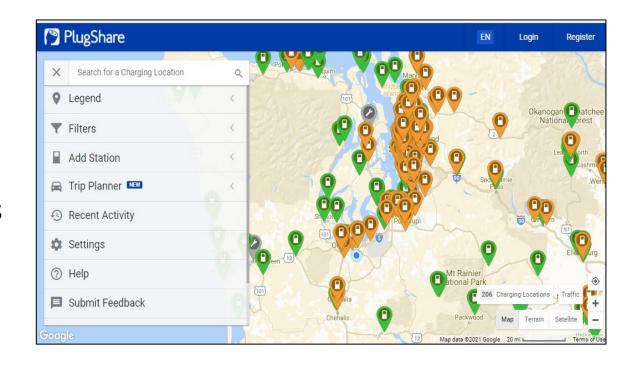
- They can offer 220-240 miles on a full charge
- The are 'big' inside and small 'outside' which means the are easy to park but comfy and roomy on the inside
- Loaded with extras!
  - Most have heated seats
  - Most have heated steering wheels
- We offer over 10 of these from our Fones Rd location and over 10 of these from our Campus location
- And....you don't have to refuel before returning! Just plug in when returning for the next driver



### KNOW BEFORE YOU GO

A helpful website when using an all-electric vehicle: www.plugshare.com

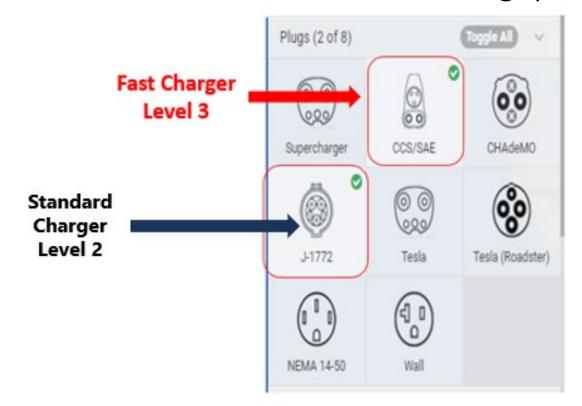
- This site offers:
  - Trip planner
  - Map locater
  - Filter for different charger plugs
  - Filter for different charging networks
  - Filter for different levels of chargers



#### PLUGSHARE.COM WEBSITE

## Once you are on the website, there are two filters you will want to use when driving one of our battery electric vehicles

 You will want to filter for the correct plug and the correct networks. DES offers 3 network RFID cards: Chargepoint, Evgo, and GreenLots

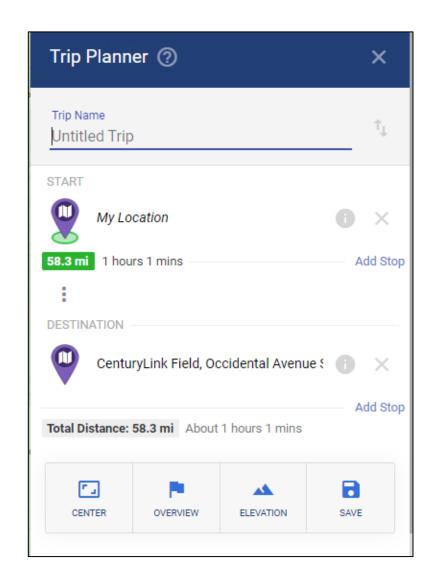




#### PLUGSHARE.COM TRIP PLANNER

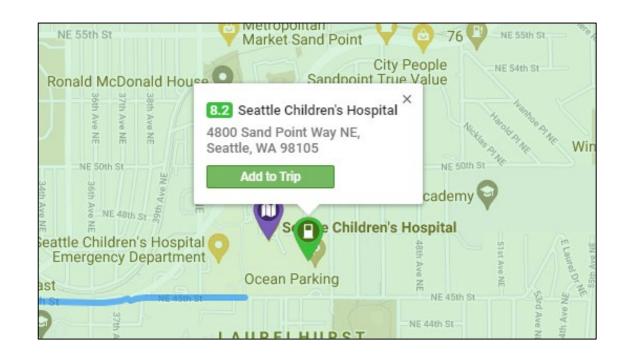
To use the trip planner on the website you will need to create an account. Once you have done this, you can put in your location and plan your trip

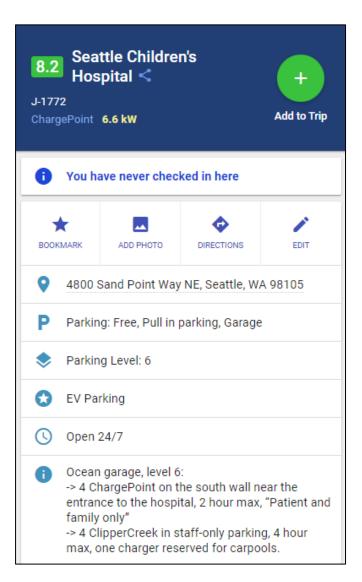
- Location
- Directions
- All available chargers near your destination



#### PLUGSHARE.COM TRIP PLANNER CONTINUED

The trip planner will show you chargers all along your route. The example below has chargers available at the location. You can view information about the chargers themselves as well on the website.





#### MIKE & SULLY'S TRIP TO SEATTLE USING PLUGSHARE.COM



Mike's car is all electric and he wants to take Sully to the Space Needle for his birthday.

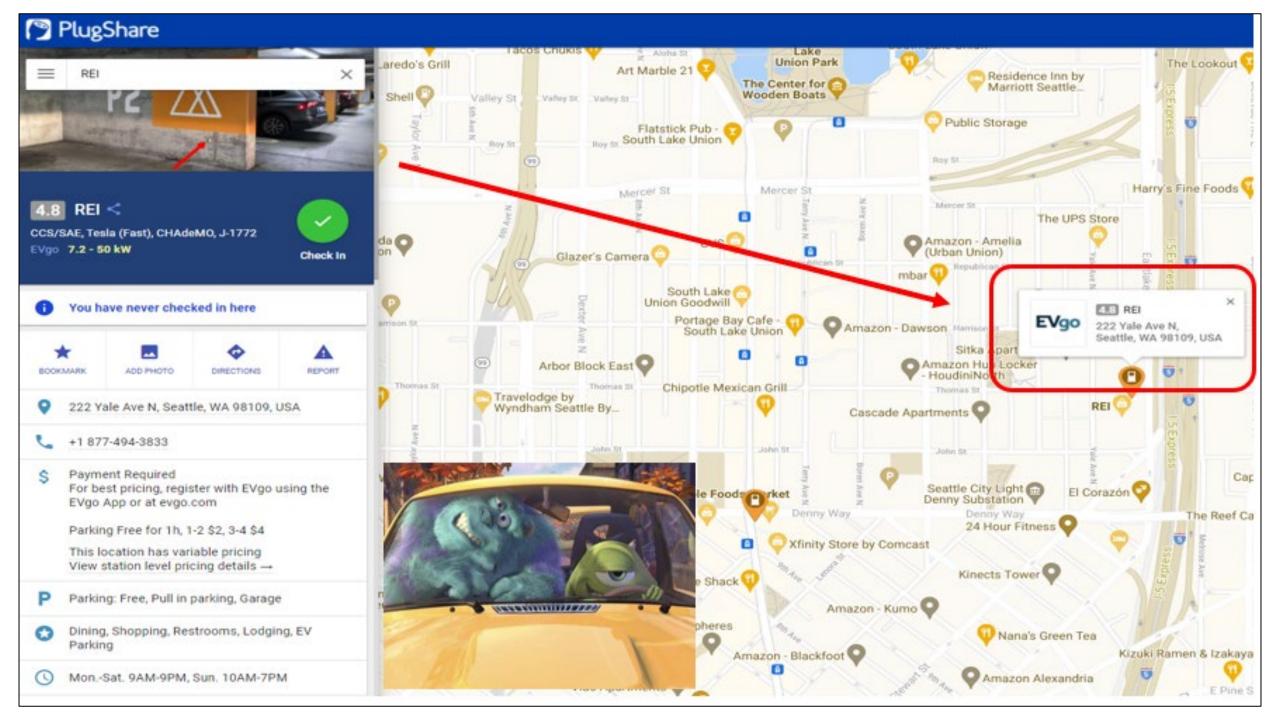
- He uses the plugshare website to plan his trip to make sure he has enough charge to make it home.
- He knows his vehicle averages about 200 miles per full 'tank' charge.
- From Olympia to the Space Needle, it's about 65 miles one way.
- He also wants to take him to lunch at the Crab Pot at Pier 57 and stop by the gum wall.

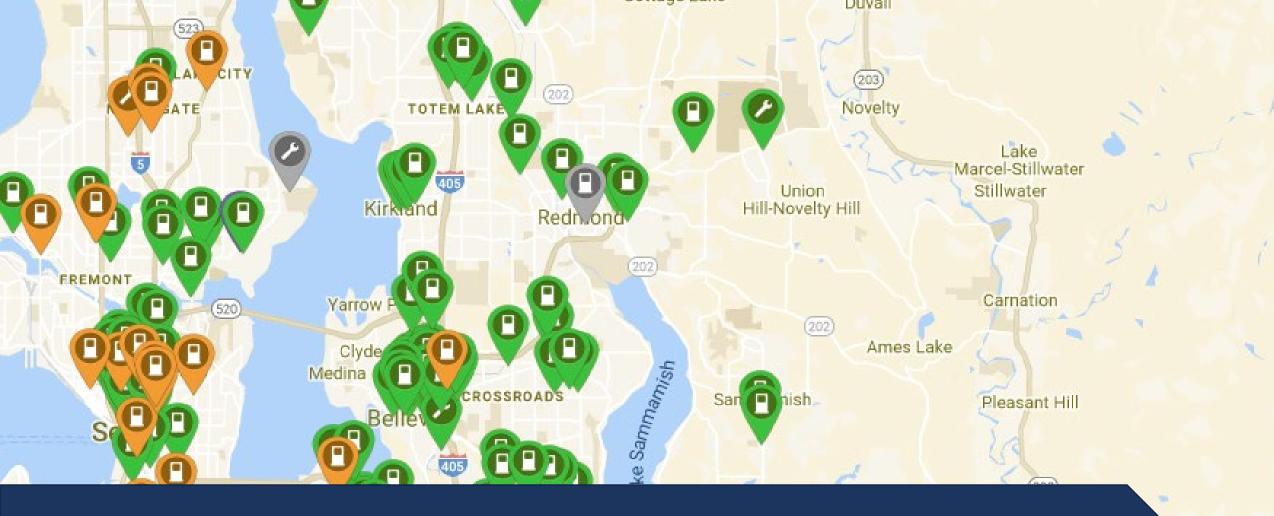
#### MIKE & SULLY'S TRIP CONTINUED

# Using the plugshare website, Mike was able to find a level 3 charger to stop at before they got back on the freeway to head home.

- He knows he can get approximately 90 miles for about 30 minutes of charging on a level 3 charger. He figures they'll walk around REI and see what they can find for their next camping adventure
- The plugshare.com website also shows:
  - address of the charging location;
  - directions to the charging location;
  - reviews from previous users;
  - pictures;
  - other nearby charge locations if needed







#### WWW.PLUGSHARE.COM

This website is super user friendly. You don't have to create an account to play around and test it out. Just put in any destination and see how easy it is to use.

Tokul



## VEHICLE MAINTENANCE

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



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

# OPERATIONAL STATUS: FONES ROAD FLEET HEADQUARTERS IN OLYMPIA, WA

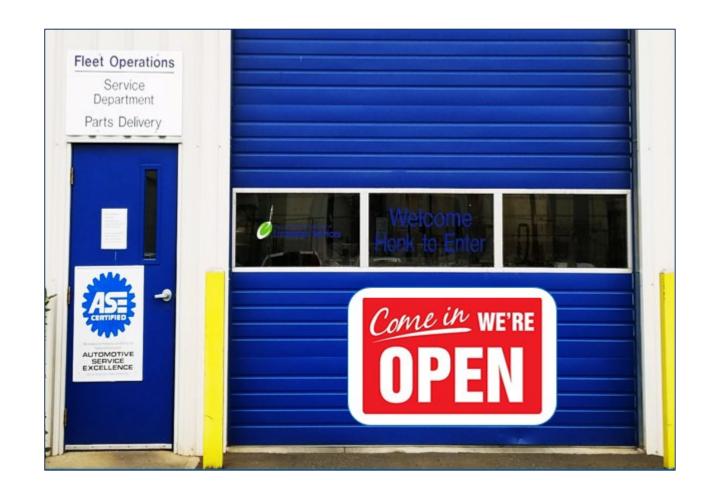
Yes, we're open! Call us to make an appointment!

**Monday-Friday** 

7:30am-4:30pm

(360) 664-9200

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



#### MAINTENANCE NOTIFICATIONS

- Sent to assigned Operator
- Maintenance is based on miles driven
- If the vehicle has not had maintenance performed in the 12 months, a reminder will automatically be sent. This can be ignored if the maintenance mileage criteria below has not been met

#### **Preventive Maintenance Criteria**

- PM-A: 5,000 miles basic oil change (7,500 miles on some hybrids)
- PM-B: 15,000 miles PM-A plus tire rotation, tread check, brake inspection, wipers, cabin air filter
- PM-C: 30,000 miles PM-B plus additional maintenance as required (tune-up, air filter, transmission service, etc.)



# ONLINE APPOINTMENT SCHEDULING AT FONES RD.

#### **On-Line Maintenance Request Form**

- https://fleet.des.wa.gov/MPWeb/MaintenanceRequestForm.aspx?ContactShop=THURSTON
  - Request desired date and time, Fleet Operations will confirm or suggest alternate appointment if desire appointment is not available
  - Can perform or manage all maintenance and repairs
  - Loaner vehicles available upon request

#### FLEET OPERATIONS SAFETY VIDEO



It Is All About Traction

https://www.youtube.com/watch?v=AUSaBKFeHuw

#### ACCIDENT REPORTING – WALK THROUGH

- Who to tell:
  - 911
  - **CEI** (877) 443-5777
  - **DES Maintenance** 800-542-6840





#### MAJOR COLLISION

- 1) Call 911 to report the accident
- 2) Contact CEI at 1-877-443-5777, option 4 to officially file the accident claim. Make them aware of the situation and they will dispatch a tow truck immediately. They will require the following information to dispatch the tow and start the claim:
  - Name and Contact Phone #
  - Vehicle location
  - License Plate Number
  - Vehicle Identification Number (VIN)
- 3) Inform the local law enforcement agency a tow has been dispatched if applicable
  - Note: If you are unable to call CEI, the local law enforcement agency will dispatch a tow company
- 4) Complete the accident report found in the CEI brochure located in the vehicles glove box
  - Complete the SF137 form if required by your agency
- 5) Notify Fleet Operations at 1-800-542-6840 of the accident. We are here if you have questions!
  - Note: Your agency may also contact our maintenance office if you are unable

#### BEST PRACTICES FOR COLLISIONS

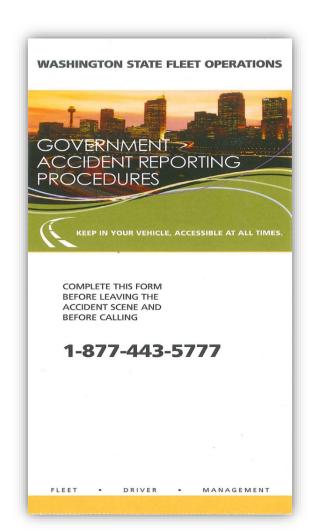
- Obtain information from the other drivers
  - Driver's license and insurance information
- Gather the names and contact info for all persons involved in the accident as well as any witnesses
- DO NOT discuss "fault" or make statements about the accident to anyone but the police
- Remember, loaner vehicles may be available while your vehicle is being repaired!
  - Be sure to let us know if this is needed

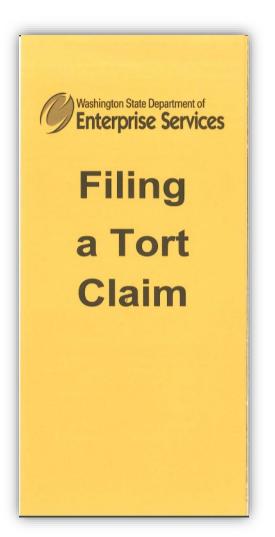




#### **COLLISION FORMS NEEDED**

#### CEI Collision Form Tort Claim Form





#### SF137 (only if agency required)

FORM S.F. 137 RMD EF 02/12  VEHICLE ACCIDENT REPORT  INSTRUCTIONS: This report must be mailed* within two working days to the following offices:								Date of Accident (MM/DD/YYYY)			
								Time		AM PM	
1	De	Department of Enterprise Services 2 Safety				ety/Risk Management	_	8 British B			
	Off	office of Risk Management			Office of Reporting Agency						
	1500 Jefferson Street SE /POB 41466										
Olympia, Washington 98504-1466											
	*Sc	Scanned form can be e-mailed to desmiriskmanagement@des.wa.gov							40		
		Name .				Employing Agency		Position			
	~							en proposition and the			
YEE	DRIVER				Phone	Email				☐ Yes ☐ No	
MPLO		Operator's License No.  License Restrictions  Yes INO			If Yes, Indicate			Have you had a previous accident ☐ Yes while driving on state business? ☐ No			
TE EMPLOYEE	NO. 1	License No. Year	se No. Year Make		ody Type	Where Located	No.	No. of Passengers Est. Repair (		ir Cost	

#### SELF INSURED PROOF OF INSURANCE

#### Proof of Insurance

Procedures for Reporting Accidents (Refer to Enterprise Wide Transportation Policy 12.30.40(5) (formerly SAAM Chapter 12)

For all accidents resulting in property damage or injuries involving any motor vehicle in use for official state business, state drivers are to follow the procedures below, as applicable.

- 1. Take whatever steps are necessary to protect yourself from further injury.
- 2. Assist any injured party, giving only the first aid you are qualified to provide.
- 3. Call 911 for medical assistance if needed.
- Cooperate with local law enforcement. Provide factual information, limiting responses to questions asked.
- Provide factual information about yourself and the state vehicle to the other driver(s), e.g., name, agency, phone number, vehicle identification number (VIN), etc.
- Obtain needed information from other driver(s). Identify witnesses and obtain addresses and phone numbers.
- Do not discuss your actions with parties other than law enforcement. Do not admit fault to
  other parties or make any statements about the State's response to the accident, financial or
  otherwise
- Collect all required information necessary to complete the State of Washington Vehicle
  Accident Report (SF137) located in the vehicle's glove box or other information needed for
  agency accident reporting purposes.
- If you agency has contracted with CEI Accident Management Service for their vehicle repair services, report accidents or state vehicle damage to CEI (consult CEI pamphlet located in vehicle glove box). Contact your agency's transportation officer if unsure whether CEI is a contracted service. All Motor Pool Vehicles are covered by the CEI contract.
- Contact DES Motor Pool if you have a State Motor Pool vehicle. Report accidents to them at (360) 664-9215 or (800) 542-6840 within one business day.
- 11. Report the accident to your manager/supervisor.
- 12. Have the state vehicle towed from the scene if not drivable.
- 13. If your agency has not contracted with CEI, complete the State of Washington Vehicle Accident Report (SF137) and any other agency-required accident report forms or procedures. The completed SF 137 must be submitted within two working days to the Office of Risk Management (1500 Jefferson, PO Box 41466, Olympia 98504 or submitted online) and the Safety and/or Risk Management Office of the reporting agency.
- 14. Complete the State of Washington Vehicle Collision Report if any injuries are sustained as a result of the accident or if damages to vehicles/property exceed \$1,000. This form is available on Washington State Patrol's website or at local law enforcement offices.

IF YOU ARE EXCHANGING INSURANCE INFORMATION, DETACH THIS SHEET ON THE DOTTED LINE AND PROVIDE THIS PORTION TO THE OTHER PARTY.



#### Proof of Liability Insurance Washington State Agency Vehicle Continual Coverage

(See explanation below)

RCW 46.30.020(3) exempts mandatory liability insurance requirements for the operation of a motor vehicle governed by RCW 46.16.020, which includes any vehicle owned, rented, or leased by the state of Washington. Further, the state of Washington is continually self-insured under RCW 4.92.130 for its tort liabilities that might result from operational negligence of its vehicles.

Questions in this regard may be referred to the State Office of Risk Management in Olympia, Washington at (360) 407-9199.

Direct all vehicle tort liability questions or claims to:

Risk Management State of Washington 1500 Jefferson PO Box 41466 Olympia, WA 98504-1466 (360) 407-9199

#### MINIMIZING RISK OF VANDALISM





#### **Some recommendations -**

- If possible, park in a garage
- If indoors is not a possibility, park in a secure, well-lit and highly visible area
- If possible, park near patrolled areas
- Check vehicles routinely. Vehicles left unattended for long periods are more susceptible to theft and damage
- If something looks suspicious, report it
- Park where surveillance cameras are prevalent and visible

#### CHEVROLET BOLT BATTERY RECALL - UPDATE

# **Bud Clary Chevrolet has started battery replacements in all of Fleet's Chevrolet Bolts**

- Process started November 2021
- Each Bolt will typically take 3 to 10 business days to complete
- Be on the lookout for contact from DES
   Fleet Operations or Chevrolet for next steps



## **CARS TEAM**

#### CYNDI BEVERIDGE – ASSISTANT FLEET MANAGER



mpmail@des.wa.gov



360-664-9210



des.wa.gov

#### VEHICLE UTILIZATION CALENDAR YEAR 2022

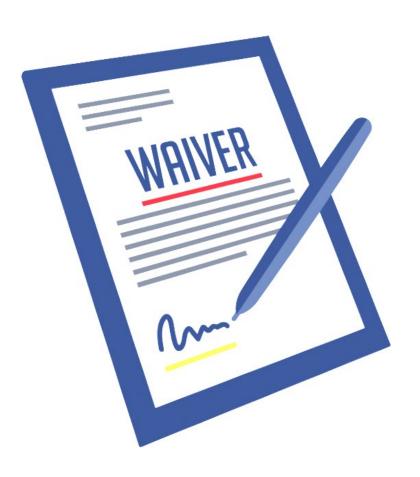
#### **Currently no waiver exemptions for CY 2022**

Utilization waivers will be necessary if:

 Required utilization per the category of use is not met for the calendar year

CARS Team will still be working with agencies to make sure that vehicles are being utilized properly

- Highly recommend vehicle movement/swaps
- Verify vehicles are in the correct category of use



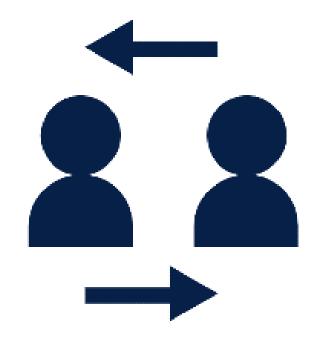
#### OPERATOR TRAINING GOING DIGITAL



- Free online operator training will be available on demand
- Instructor led trainings are still held twice a month

#### CUSTOMER REP CONTACTS CHANGING

- In case you missed the communications, there are personnel changes in the CARS team
- Main contact point will be changing for some agencies
- CARS will be contacting agencies that are affected by the change



### VEHICLES, VEHICLES AND MORE VEHICLES

#### Pat Aga

CARS team representative

#### VEHICLE REPLACEMENT SCHEDULE

- Fleet Operations has been approved to replace older / higher mileage vehicles
- Has already started
  - Will be contacted by CARS rep
  - SUVs will still need approval paperwork



### NEW TO CONTRACT



Ford F150 Lightning
Full BEV vehicle

- Estimated 300-mile range
- 2000 lb. maximum payload capacity
- 150 kwh charging

## FUTURE STATE









# UPCOMING MEETINGS, TRAININGS AND THANK YOU

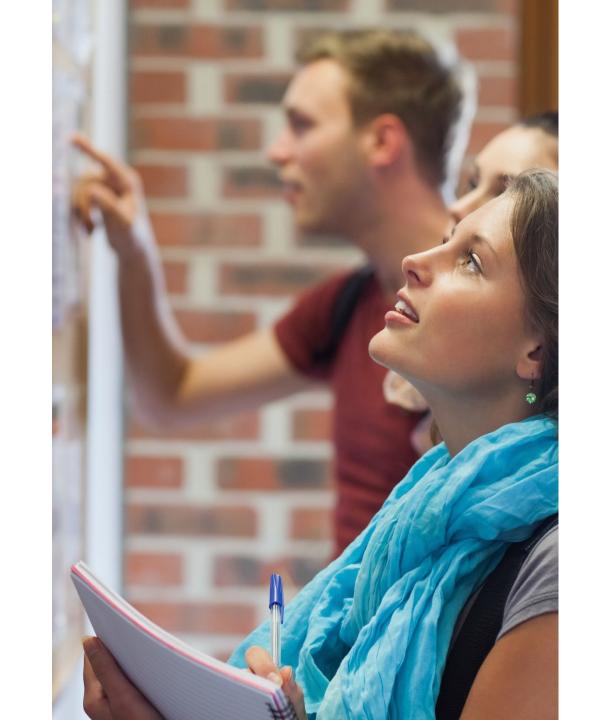
Nadine Calderon-Dixon

• CARS team representative

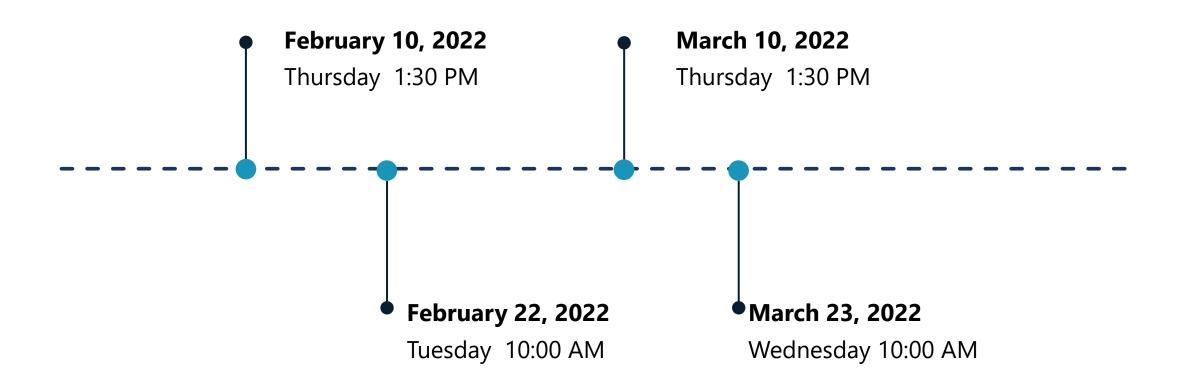
#### **HOMEWORK**

# Invite at least one additional person to the next meeting

- Coordinator
- Operator
- Manager
- Other



#### 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 May 5, 2022

Thursday August 4, 2022



### **QUESTIONS?**

#### CONTACT DES FLEET OPERATIONS



mpmail@des.wa.gov



(360) 664 - 9215



**DES.WA.GOV**