

DES FLEET OPERATIONS QUARTERLY ATO MEETING

11 03 2022

MEETING AGENDA 11/3/2022

- Updates & Announcements
- Break out 1
- Guest speaker – Jonathan Lucas, EVSE Implementation Team
- Dispatch
- ---- Break ----
- Vehicle & Vendor Maintenance
- Break out 2
- CARS Team
- Closing Remarks, questions & survey

UPDATES & ANNOUNCEMENTS

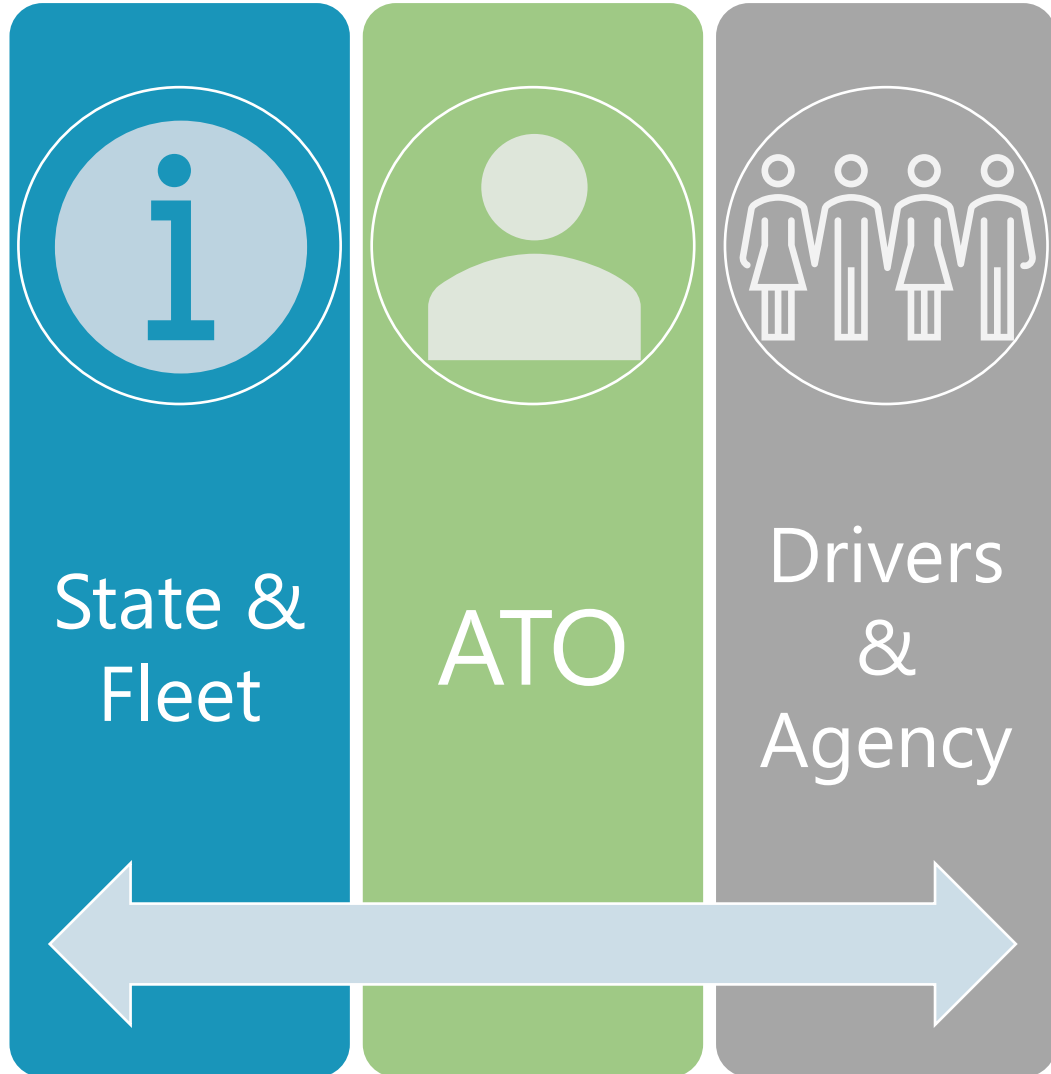
- **Cyndi Beveridge**
 - Assistant Program Manager – Fleet Operations
- **David Bagnall**
 - Management Analyst – Fleet Operations



CYNDI BEVERIDGE

- *Personnel changes*
- *Customer Satisfaction Journey progress*

THE ATO IS THE CONNECTION



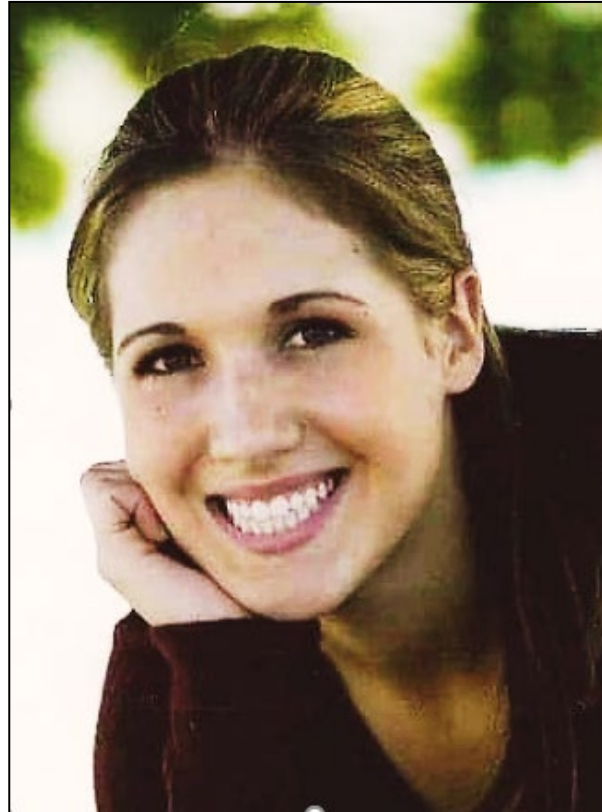
Share the Information

- 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, so please share

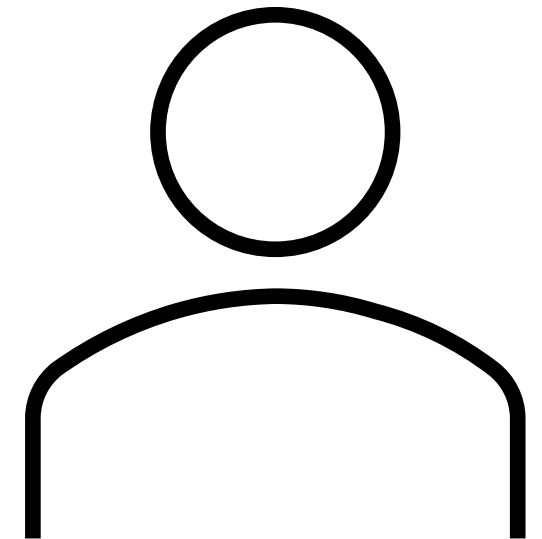
PERSONNEL CHANGES TO FLEET OPERATIONS



Jeyakumar Apparadurai
MA5
EVSE Implementation Team



Courtney Speer
Deputy Assistant Director
DES Business Resources



Coming soon
Replacement program manager
Fleet Operations – Team



CUSTOMER SATISFACTION JOURNEY



In Development:

- Vehicle Lease Agreement (IAA)
- Online Shop Operations Scheduling for Fones Road location
- Recorded operator training options
- Next round of customer interviews

Completed:

- Daily rental trip body damage tracking
- General wear/tear guidelines / ATO responsibilities
- ATO Dashboard
- Enhanced Quarterly Utilization Reports
- Monthly Fleet Tips communication



DAVID BAGNALL

- *Fuel Tier Rate Adjustments*
- *Good to Go*
- *ATO Dashboard*
- *Utilization reporting*
- *Shop Survey*
- *On-Line Booking Service Pilot Program*

FUEL TIER RATE ADJUSTMENTS

- No changes for November
- 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



GOOD TO GO REMINDER

- All DES Fleet vehicles are registered with Good To Go pay by plate. No passes are needed unless an agency desires for vehicles with high toll use
- ATOs can request Good To Go Passes at no expense to your agency

For more information about this program contact David.Bagnall@des.wa.gov



ATO DASHBOARD UPDATE

- Fleet recently added new measures to the ATO Dashboard which we will highlight on the next few slides
- ATO ideas and suggestions are highly desired
- Suggestions to improve the dashboard are welcome. Please email me David.Bagnall@des.wa.gov



ATO DASHBOARD - UPDATES



INVENTORY DATA ?

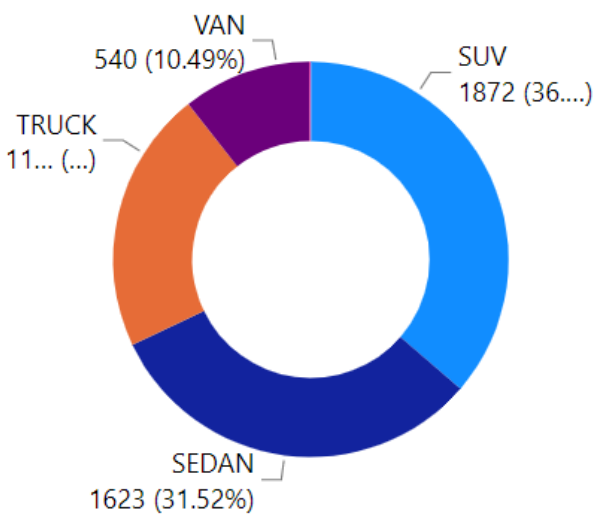
- CabSmallCab
- ☐ Boards-Commissions
 - ☐ Cabinet Agencies
 - ☐ Higher Ed Institutions
 - ☐ Non-Cabinet Agencies

DepartmentName

All



Current Active Units by Major Class

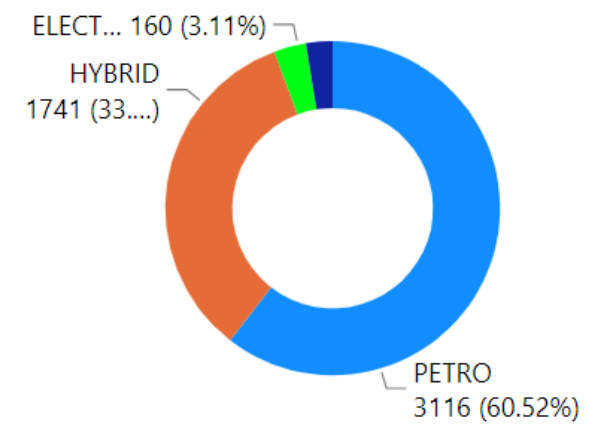


Current Vehicle Measures by Status

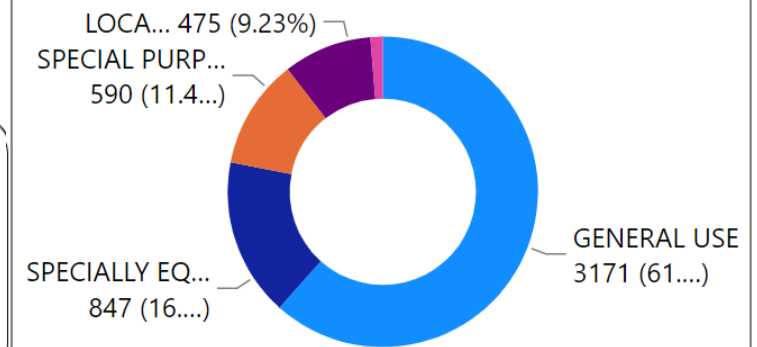
Description	Active Units	Avg. Odometer	Avg. Age (Yrs)
LOANER	18	104,417.67	11.62
MANAGED VEHICLE	12	96,779.67	12.69
PENDING SALE	19	124,164.32	9.50
PERMANENT	4653	58,572.69	6.24
PROJECT	42	103,092.64	9.31
TRIP	225	63,574.35	6.38
UNASSIGNED	50	113,067.42	9.35
UNASSIGNED ALLOTTED	8	88,427.63	9.15
Total	5124	60,256.93	6.33

STATUS DEFINITIONS:
PERMANENT - FLEET VEHICLE LEASED LONG TERM TO AGENCY
PROJECT - SHORT TERM TEMPORARILY LEASED FLEET VEHICLE
MANAGED VEHICLE - AGENCY OWNED VEHICLE PROFESSIONALLY MANAGED BY FLEET

Current Active Units by Engine Type



Current Active Units by Use Category



PERM Vehicle Assignment Trends - Last 12 Calendar Quarters



(Assignment trend data based upon average monthly agency billing.)



ATO DASHBOARD – UPDATES - REPORTING



MILEAGE REPORTING



DepartmentName

All



[HOW TO REPORT MONTHLY MILEAGE](#)

Vehicles not Reporting Detail Current Month

Plate	Date Recorded	Odometer
03646M	9/30/2022	105998
03675M	9/30/2022	92071
03746M	9/30/2022	132387
03747M	9/30/2022	118512
04089M	9/30/2022	104840
04287M	9/30/2022	131208
04288M	9/30/2022	124473
04399M	9/30/2022	144908
04481M	9/30/2022	161417
04525M	9/30/2022	163319
04528M	9/30/2022	99285
04582M	9/30/2022	62761
04642M	9/30/2022	81016
04648M	9/30/2022	83419
04656M	9/30/2022	45323
04673M	9/30/2022	106968
04675M	9/30/2022	105649
04676M	9/30/2022	53190
04707M	9/30/2022	114756
04708M	9/30/2022	60023
04709M	9/30/2022	109233
04713M	9/30/2022	53322

CURRENT MONTH

4698

Assigned Units

4351

Units not Reporting

7%

Percent Reporting

About Monthly Mileage Reporting

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

Mileage reporting is a cornerstone of any fleet management program. Mileage is the primary indicator for vehicle servicing such as brake replacement, oil changes, and tune ups. Mileage is also a key indicator for vehicle end of life and planned replacement.

When to Report

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

Historical Reporting by Month

APR	MAY	JUN	JUL	AUG	SEP
81.48%	85.32%	87.56%	83.66%	91.39%	94.63%





ATO DASHBOARD – UPDATES - MEASURES



Fleet Electrification

(Electrification Goal is calculated as a percentage of Light Duty Vehicles)

- ☐ Boards-Commissions
- ☒ Cabinet Agencies
- ☐ Higher Ed Institutions
- ☐ Non-Cabinet Agencies



DepartmentName

All

SEEP MEASURES

4076

Total Units Assigned

3785

Light Duty Assigned

1514

2025 Electrification Goal (Units)

150

Current EV Count

524

New/Open to Buy

0

SEEP Exemptions

4.0%

Percent EV

CURRENT FY MEASURES

FY 23 Begin EV

3.2%

Percent EV

FY 23 Current EV

4.0%

Percent EV

FY23 BEV Units On Order

55

Vendor Confirmed



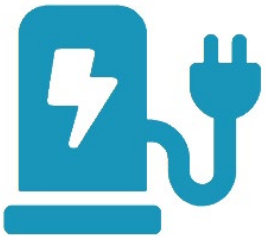
EXECUTIVE ORDER 21-04 ZERO EMISSION VEHICLES

Fleet Electrification Minimum Targets

40% of fleets are BEV by 2025
75% of fleets are BEV by 2030
100% of fleets are BEV by 2035

[View EO 21-04](#)

Calculations used:
Cost Per Kwh = 11.7 cents
Gas cost per gallon = \$3.00
Miles Per KWH = 3.46
Avg MPG = 45



ENVIRONMENTAL IMPACT

EV LIFETIME MILES

2,224,624

Miles

REMEDIATED CO2

439

CO2 (Metric Tons)

EV LIFETIME KWH

770K

Kilowatt Hours

LIFETIME FUEL SAVINGS

\$58.25K

Dollars Saved



ATO DASHBOARD – UPDATES – MAP



Fleet Electrification



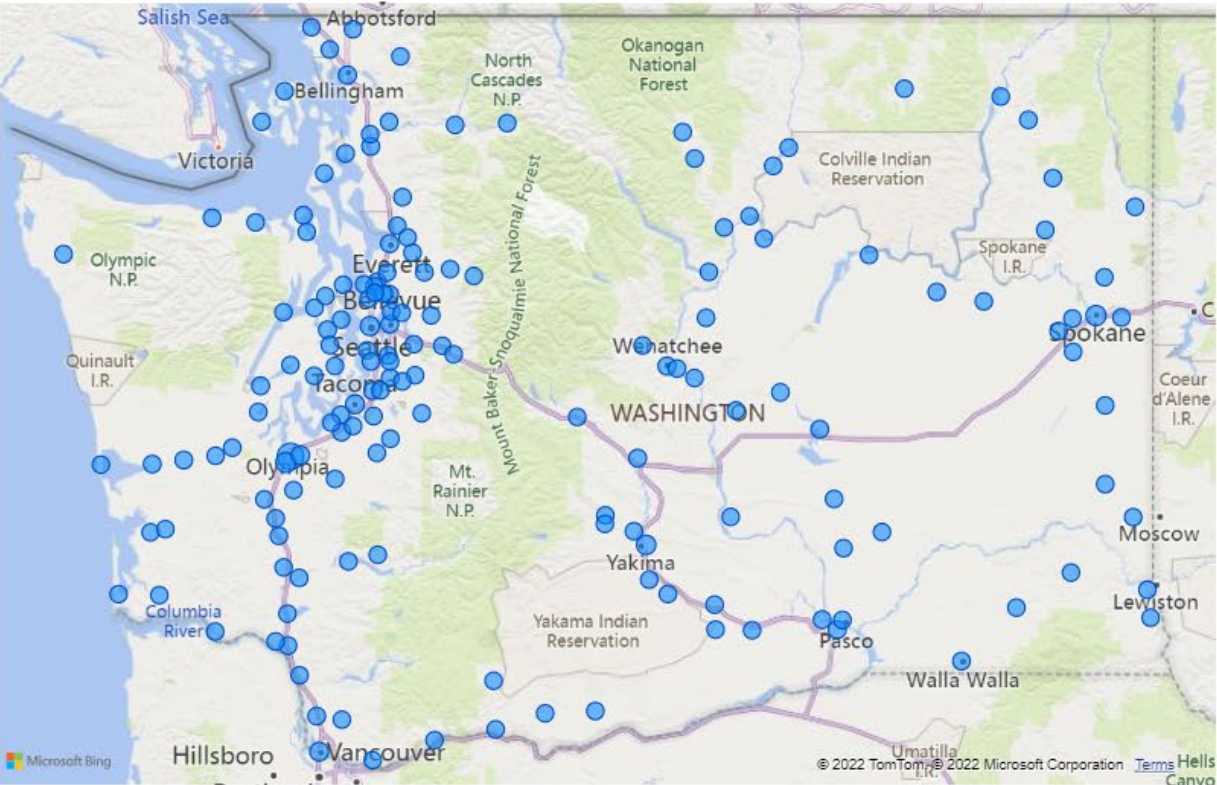
DepartmentName

All

Avg Daily Miles = Avg Monthly Miles / 8 Days driven per month (only 2 days per week)

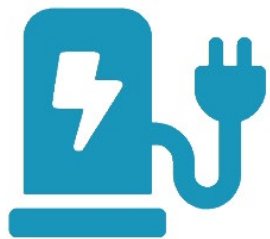
EV Ready = Avg Daily Miles < 175 miles & GVWR < 8500

- Body Style
- ☐ SEDAN
- ☐ SUV
- ☐ TRUCK
- ☐ VAN
- EV Ready?
- ☐ N
- ☐ Y
- Affiliation
- ☐ Boards-Commissions
- ☐ Cabinet Agencies
- ☐ Higher Ed Institutions
- ☐ Non-Cabinet Agencies



CURRENT OPEN TO BUY

Vehicle	Buy No.	Odometer	Engine	BodyStyle
03570M	22.2	127685	ICE	SUV
03957M	22.2	145664	Hybrid	SUV
04043M	22.2	114864	Hybrid	SUV
04085M	22.2	118815	Hybrid	SUV
04118M	22.2	121736	Hybrid	SUV



ALL ASSIGNED VEHICLES

Vehicle	Avg Daily Miles	Avg Monthly Miles	Agency	GVWR	EV_Ready	Odometer
01462M	0	2	E179	LD	Y	51414
04084M	0	0	E179	LD	Y	103201
04216M	0	3	E179	LD	Y	92118
04389M	0	1	E179	LD	Y	119613
04475M	0	3	E235	LD	Y	69483
04478M	0	0	E300	LD	Y	91392
04486M	0	1	E179	LD	Y	105583
04487M	0	1	E179	LD	Y	108214



UTILIZATION REPORTING

- Changes to the annual utilization reporting process will be in effect for the 2022 Q4 report
- Agencies will be required to select a strategy for each underutilized vehicle and return the completed report to Fleet
- More information and training will be forthcoming in subsequent meetings



UTILIZATION REPORTING - STRATEGIES

DES Fleet Operations Q1 Utilization Report

Instructions: For vehicles that are not meeting utilization criteria, consider a vehicle swap/reassignment or turning in a vehicle(s) and using pooled or shared vehicles.

Strategy: Select a corrective strategy for each underutilized vehicle using column (AN) in order to meet utilization requirements. Use column (AO) to add notes if needed.

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 – ANNULIZE MILEAGE
R – RETURN VEHICLE TO FLEET

PercentDays	TotalMiles	Strategy
100%	35	
100%		
100%		

SWAP
EXTENSION
WAIVER
ANNULIZE
RETURN

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)

ON-LINE BOOKING SERVICE PILOT



Contact

☎ 3606649200
✉ [desfleetservicerequests@des.w...](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

DES Fleet Operations

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

Book an A-Service

PM-A Service

🕒 1 hr

[See Details](#)

[See Times](#)

PM-B-Service

🕒 1 hr

[See Details](#)

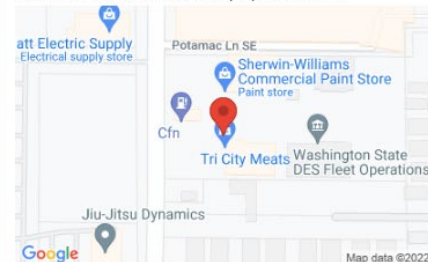
[See Times](#)

Locations

Our Premises

1312 Fones Road Southeast, Olympia, WA, USA

1312 Fones Road Southeast, Olympia, WA, USA



Language:

English, United States ▾

Go

See our [terms and conditions](#).



About DES Fleet Operations

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

Contact

☎ 3606649200
✉ [desfleetservicerequests@des.w...](mailto: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

November 2022 ▾

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 30	Monday 31	Tuesday 1	Wednesday 2	Thursday 3	Friday 4	Saturday 5
No available slots	No available slots	No available slots	8:30AM - 9:30AM	No available slots	7:30AM - 8:30AM	No available slots
			9:30AM - 10:30AM		8:30AM - 9:30AM	
			10:30AM - 11:30AM		9:30AM - 10:30AM	
			1:30PM - 2:30PM		1:30PM - 2:30PM	
			2:30PM - 3:30PM		2:30PM - 3:30PM	
			Show more		Show more	



GUEST SPEAKER: JONATHAN LUCAS

EVSE IMPLEMENTATION TEAM

- *Meet the team*
- *Upcoming projects*
- *Current project status*

EVSE IMPLEMENTATION TEAM



Jonathan Lucas

EVSE Implementation Administrator
EVSE Implementation Team



Jason Bippert

MA5
EVSE Implementation Team

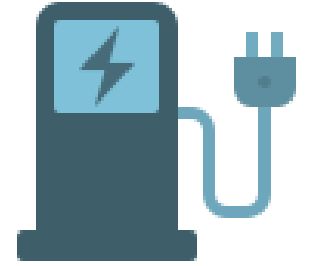


Jeyakumar Apparadurai

MA5
EVSE Implementation Team

Contact the team at DESEVImplementation@des.wa.gov

EV IMPLEMENTATION



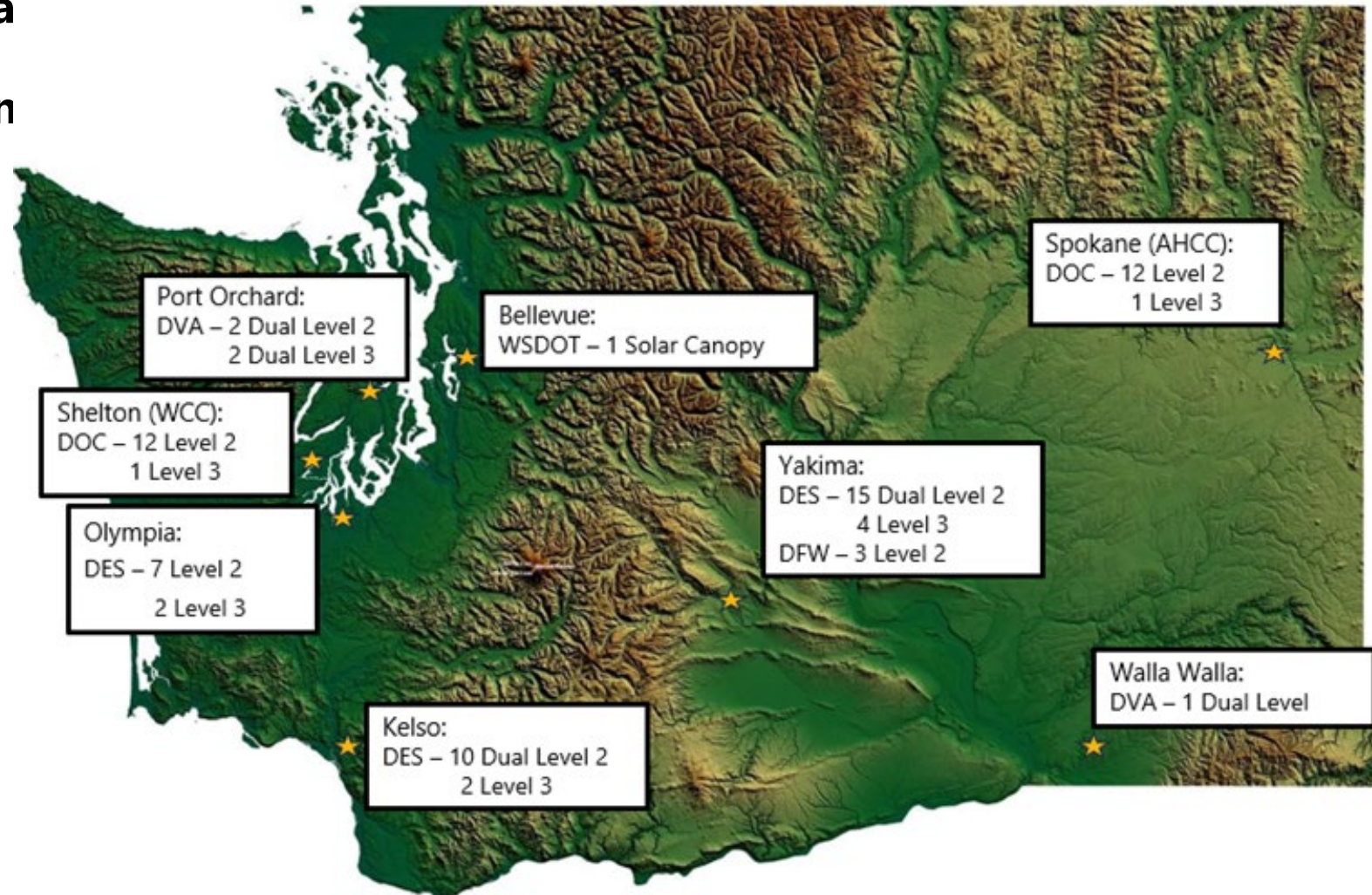
Ongoing Projects:

- Accenture coming on board for legislative report
- \$2.6M supplemental budget projects (next slide)
- Creating more training materials for agency stakeholders
- Upcoming Zero Emission Vehicle (ZEV) workgroup meeting (11/14)

Contact the team at DESEVImplementation@des.wa.gov

CURRENT EVSE INSTALLATION PROJECTS

- Leveraging \$2.6M in supplemental budget spending on EVSE installation at state office location across the state
- 10 projects selected
 - 1 solar canopy
 - 61 L2 chargers
 - 12 L3 DCFC chargers
- Charging:
 - Level 2: 240V AC
 - Level 3 or DCFC: High Voltage DC



EVSE PROJECT STATUS



Procurement Phase

- WSDOT Solar Canopy ☒
- Cap Court /NRB ☒
- DFW
- DVA
- DES Kelso/Yakima
- DOC



Installation

•



Project Complete

•

DISPATCH

IAN DAVIS– EQUIPMENT TECHNICIAN



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



2 Different Reservations Systems!

Fones Rd - HQ Reservation

Automated Key System Reservation



FLEET OPERATIONS HEAD QUARTERS

Here at HQ, we've got a few new vehicles in trip:

- 2022 Chevy Bolts with electric powered driver seat and completely new shifter
- 2022 Ford Mach-E
 - Currently we have 7
- More to come



**We are open
M-F 7:30am-4:30pm**

NEW 2022 CHEVROLET BOLT

The new 2022 Chevy Bolt – What's Changed

- Shifter
- Driver seat power adjustment with lumbar support
- Bigger console screen





CAPITOL CAMPUS – NEW FORD MACH-E

We have just added 2 Ford Mach-E to the reservation system at Capitol Campus. Soon there will be at least 3 for you to try

Here are some things to notice –

- GPS
- Push button to open door
- Power seat adjustment with lumbar support





REFUELING DAILY TRIP VEHICLES

Starting January 2023, the NEW expectation will be that every vehicle is returned with a full tank of fuel

Why the change?

- Based on customer feedback, having a full tank sets up the new driver for success. Allows for more consistency
- In the past we required vehicles to be returned with $\frac{3}{4}$ of a tank. However, our technicians still must top off the tank which can take up to 30 minutes per vehicle
- Getting us in alignment with how other rental organizations operate

What hasn't changed?

- A refueling fee of \$20 will be charged if it's not returned with a full tank of fuel

Be cool, refuel!

WEX FUEL CARD REQUEST REMINDERS

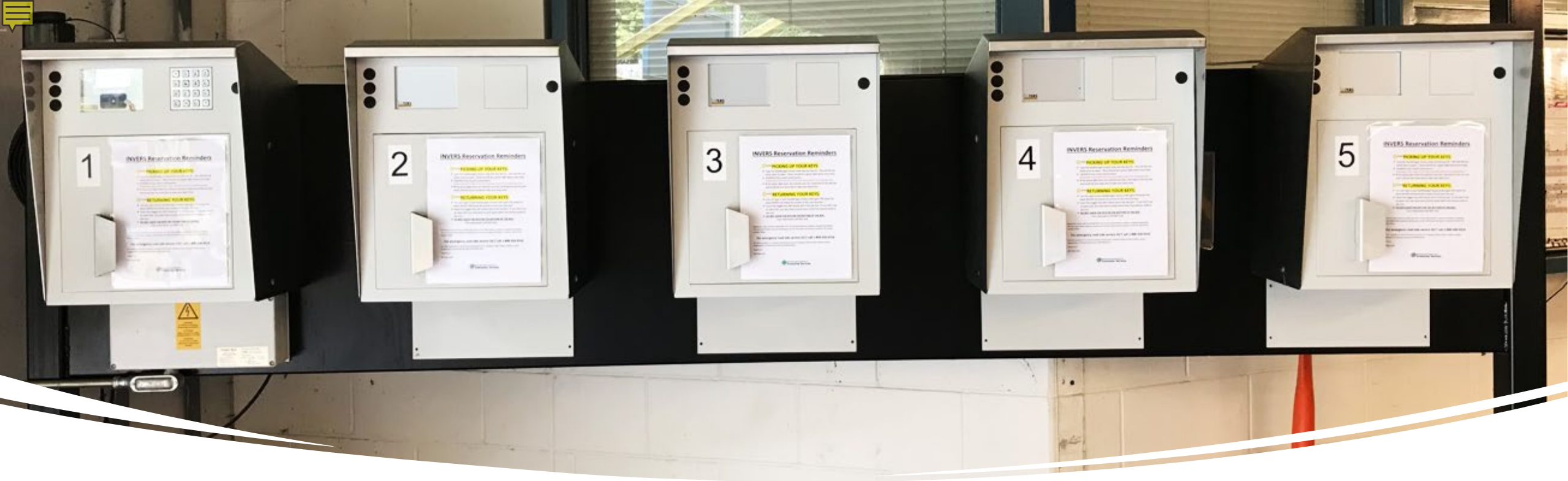
What we need to know when you send in an email or call us

- Why you're requesting one? (Broken, lost, stolen, etc.)
 - If you think a fuel card is stolen, please let us know ASAP and we can suspend it for the time being
- What's the vehicle plate#
- If it's not working,
 - What is the pin# the driver is using?
 - What does the fuel station tell them when they enter it?
 - Do they even get to enter their pin# or does the pump automatically tell them to see cashier?
 - Did they try to use it inside? If so, what happened?



Suggestion:

- Have your drivers call us from the fuel station. 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



DAILY AUTOMATED KEY BOX SYSTEM

Recently DES received word from our current automated key box system vendor that effective December 2024 they will be discontinuing their production and service for indoor and outdoor Key Manager equipment boxes and dispatch solutions and will be moving towards a smartphone-based product line market.

To ensure the longevity of our exterior key box locations, DES is currently evaluating options and will keep you updated as decisions are made for any potential changes

TRIP VEHICLE DAMAGE PROJECT

DES Fleet Operations has completed their trip vehicle damage project

- Every trip vehicle has been inspected for damage
- If there is previous damage, there will typically be a DES sticker as seen here marking the damage
- If you see damage and there is no sticker, please let us know



JOHN'S TOP 5 RENTAL REMINDERS

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



DISPATCH TEAM THANKS YOU!

Our techs who clean, wash, and refuel the daily trip vehicles wanted to say **THANK YOU** for taking care of our cars!



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!





ACCIDENT MANAGEMENT CONTRACT

- DES Contracts and Procurement section had a solicitation for accident management, bids are currently being evaluated
- Fleet Operations will keep you updated as more information becomes available



VEHICLE WINTERIZATION WARNING

- Our next ATO meeting will not be until February which is too late to reach out to your drivers and allowing time to order winterization equipment
- Notify your drivers to check now for -
 - window scrapers
 - chains (included if the vehicle will accept them)
 - additional agency supplied materials
 - etc.



ELECTRIC VEHICLE SAFETY – TESTING BY INSURANCE INSTITUTE FOR HIGHWAY SAFETY (IIHS)



<https://www.cbsnews.com/video/crash-tests-of-electric-vehicles-show-theyre-safe/>

VENDOR MAINTENANCE

**KENT WINGER – VENDOR MAINTENANCE & ACCIDENT
MANAGEMENT SUPERVISOR**



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

REMINDER!!! STATE AUTO GLASS CONTRACT

M-plate vehicles must have authorization for any repairs over \$100. Please contact vendor maintenance at 800-542-6840.

Authorized/Contracted Vendors:

- All-Star Auto Glass
- Auto Glass Plus
- Auto Glass Professionals LLC
- Dealership Arrival Services, Inc.
- Genuine Auto Glass (in transitional state)



****Safelite is no longer a contracted vendor, all unauthorized purchases will be a chargeback to the leasing agency**

MAINTENANCE & REPAIR DELAYS



- Plan and expect lengthy repair appointments and delays
- Work internally and try to locate an unused or underutilized agency vehicle that can be used for a loaner
- Always accept and take the appointment time offered by the vendor

VEHICLE MAINTENANCE AND REPAIR CONTRACT



- DES Contracts and Procurement section is working on creating a solicitation for a vehicle maintenance and repair master contract for statewide use
- The list will be the authorized vendors to have work performed on state vehicles
- Fleet Operations is working to minimize the impact on drivers and will keep you updated

CARS TEAM

FLIP HARDIE – CARS TEAM MANAGER

PAT AGA - CARS TEAM REPRESENTATIVE

NADINE CALDERON-DIXON – CARS TEAM REPRESENTATIVE

ANDREW CANNARD – CARS TRANSPORTATION TEAM



mpmail@des.wa.gov



360-664-9210



des.wa.gov

FLIP HARDIE

- *Vehicle utilization*

UTILIZATION REPORTING STRATEGIES



UTILIZATION STRATEGIES

Justifications, strategies, and explanations will be needed. Understand your options-



- **SWAP** – Internal swapping of cars to even out usage between vehicles
- **EXTEND** – An extension of 3 months with the expectation that usage will be corrected at the end of the extension
- **WAIVER** – With this you, will need to fill out a request form and it is approved or denied to waive the usage requirements for the last year
- **ANNULIZE MILEAGE** – base average monthly mileage for months in service (use when there are justified periods of non-use)
- **RETURN** - choose this option if your agency decides that usage will not meet requirements, or the vehicle is no longer needed

NADINE CALDERON-DIXON

- *Vehicle replacement roadmap*



VEHICLE REPLACEMENT ROADMAP

1. Agencies receive replacement list
2. Determine which vehicles will be replaced with an Electric Vehicle
3. Agency Internal Approval process
4. Submit for SEEP exemption if a Non-BEV replacement is needed
 - *No SEEP exemption needed for BEV replacements*
5. Submit Purchase Vehicle Request to DES Approval Desk
6. CARS Rep receives Approval from DES Approval Desk

PAT AGA

- *Changing landscape of ordering*
- *Current EV purchasing*
- *Nontraditional EV purchasing*

CHANGING LANDSCAPE OF VEHICLE ORDERING

Smaller ordering windows

- Wait times potentially longer
- Vans, mini-vans, large SUVs and HD Trucks
 - Some ordering has been on hold since November 2021
 - Some approved requests have not been ordered yet due to availability
 - Significant delay until they can be built and delivered



CURRENT EV PURCHASING



2023 VW ID.4



ELECTRIC VEHICLES COMING TO MARKET

2023 Hyundai Ioniq 5



2023 Hyundai Kona

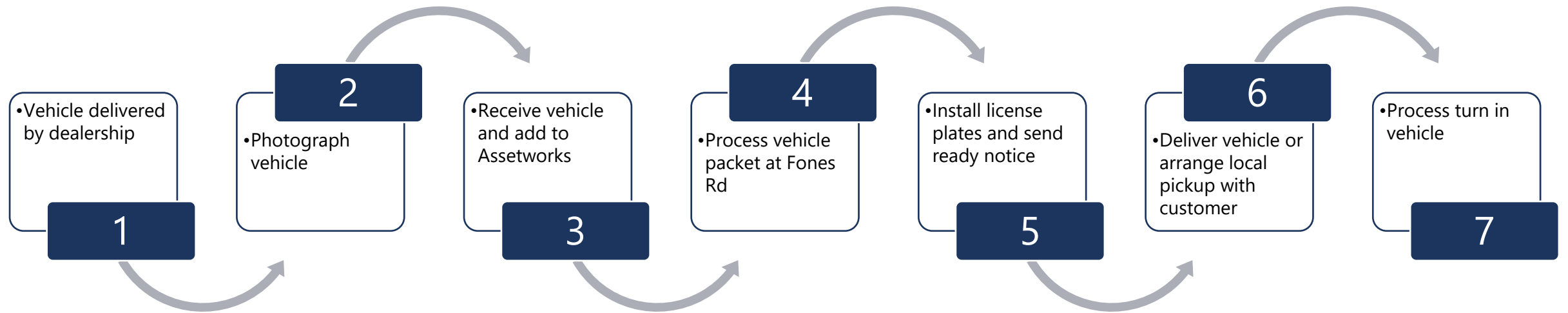


2023 Kia EV6

ANDREW CANNARD

- *New Vehicle processing timelines*
- *Setting appointments for picking up*

NEW VEHICLE PROCESSING



Up to 130 minutes to prepare a vehicle upon vehicle arrival



VEHICLE PICK UP POINTERS -



- When you receive a ready notice – don't hesitate to reach out!
 - CC us on emails to drivers. We're happy to work with them directly if it saves you time
- Make appointments for pickups and turn-ins
 - We're often off-site at Fleet HQ or other locations
 - Helps us be available for you
 - Prevents delays in processing new vehicles
- Come prepared to your appointment
 - Drivers will need a copy of the ready notice and their personnel ID#
 - If exchanging a vehicle, bring **all** spare keys and fuel cards for the turn in vehicle

**For appointments contact –
360.451.9318**

FLIP HARDIE

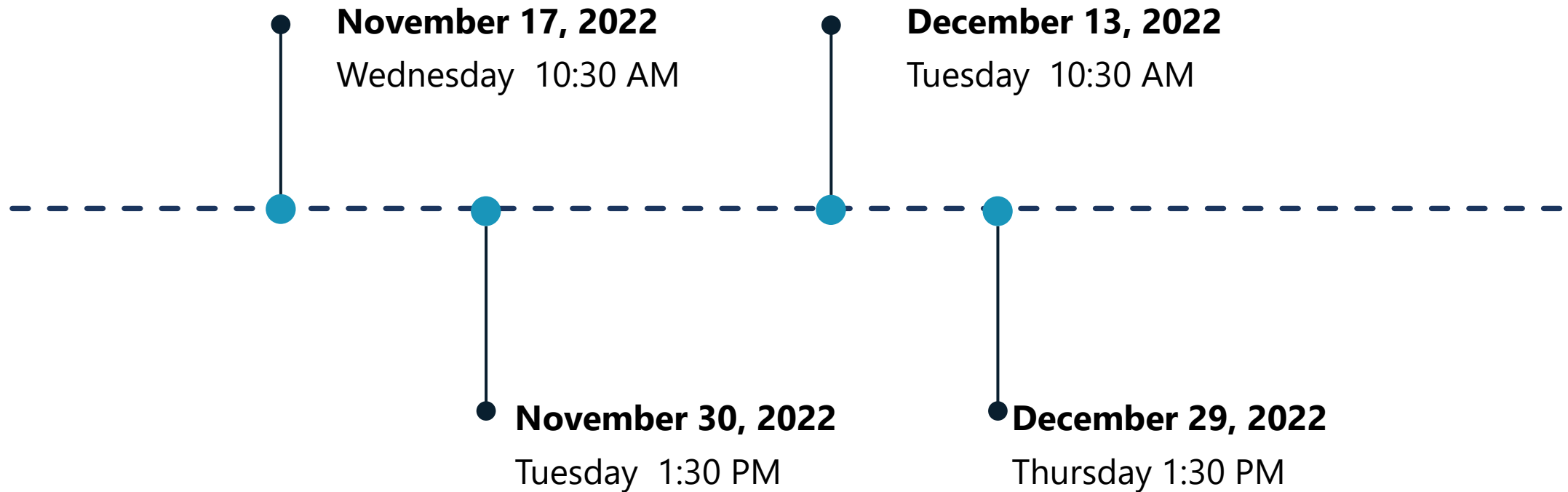
- *EV training*
- *Operator trainings*
- *Next ATO meeting*

BEV / CHARGING TRAINING



Email us at mpmail@des.wa.gov to schedule training for your agency

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 2, 2023**
- **Thursday May 4, 2023**



THANK YOU

PLEASE LET US KNOW IF YOU HAVE ANY QUESTIONS



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