



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

# DES Fleet Operations Quarterly ATO meeting

*AUGUST 2024*

**\*\*\*Please remember to MUTE your phones, introduce yourself via CHAT with:  
Your first and last name as well as your agency**

# MEETING AGENDA 8/10/2024

Section	Topic
Welcome	<ul style="list-style-type: none"><li>• Agenda and ice breaker</li></ul>
Management & Systems	<ul style="list-style-type: none"><li>• Personnel updates, new vendor, EV progress, Fleet right sizing, infraction processes, 988 DVA stickers</li><li>• Good 2 Go</li></ul>
EVSE Team	<ul style="list-style-type: none"><li>• EV Trip Planning Calculator</li><li>• Projects, Progress and Projections.</li></ul>
Dispatch	<ul style="list-style-type: none"><li>• Ev Charging – using cards, trip planning, charger types, trouble shooting, reimbursement</li></ul>
Finance	<ul style="list-style-type: none"><li>• Reimbursement, processes and forms</li></ul>
Vehicle Maintenance	<ul style="list-style-type: none"><li>• Late &amp; No-show fees coming, how to drop off vehicles for service</li></ul>
Vendor Maintenance	<ul style="list-style-type: none"><li>• Maintenance outside of Thurston, limited loaners, contract updates – towing, maintenance</li></ul>
CARS & Transportation Team	<ul style="list-style-type: none"><li>• Mileage Reporting Reminders</li><li>• Tesla and other smart car reference sheets</li><li>• What needs to be removed when returning vehicles, confidential plate process</li><li>• Upcoming conferences, meetings and trainings</li></ul>
Ending	<ul style="list-style-type: none"><li>• EV trainings, operator trainings &amp; ATO meetings, post meeting survey</li></ul>

# UPDATES & ANNOUNCEMENTS

- **Michael Petty**
  - DES Fleet Operations Program Manager
- **David Bagnall**
  - Management Analyst – Fleet Operations

# MICHAEL PETTY

- *Personnel Updates*
- *Process updates*

# 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-



**Tiah Lovato**  
Transportation Lead  
DES Fleet Operations



**David Alonso**  
CARS Customer Representative  
DES Fleet Operations

**Coming Soon**

**Coming Soon**  
Dispatch Customer Service  
DES Fleet Operations

# AUTOMATED KEY SYSTEM CONTRACT – NEW VENDOR UPDATES



**The bidding of the state contract is complete.**

Agile will be the new vendor for this system.

System expected to be completed by January 2025.

Information of future trainings will be sent later this year.

Look for further details for DES Fleet Operations as transition details are worked out.

# UTILIZATION PROCESSES

Utilization – Washington State Policy defining the expected use of all state vehicles.

Thank you for your patience and participation through our growing pains.

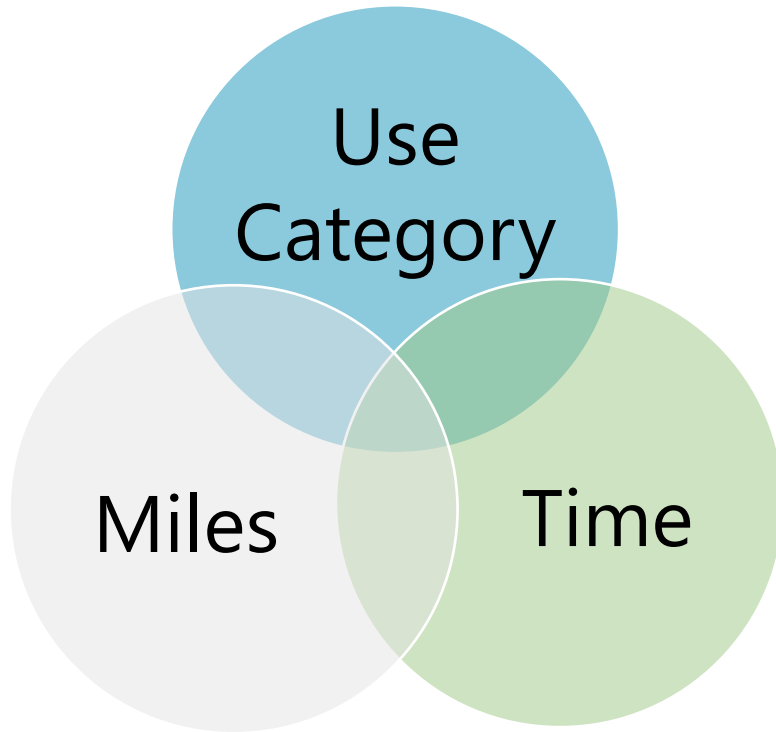
In 2024 we created waivers and the appeal process.

- It is a process in development

Process to be reviewed for the next round -

- Timelines
- Categories
- Will be looking at moving process to biennium instead of yearly

Changes to be implemented in the Enterprise-Wide Transportation Policy in 2026.





# CUSTOMER SATISFACTION JOURNEY – JUST IN TIME RESOURCES

## **August updates**

Improved Vehicle request Form, updated June 2024.

- Changes based on agency input

## **Input needed**

We will be updating the Fleet pages on the DES website.

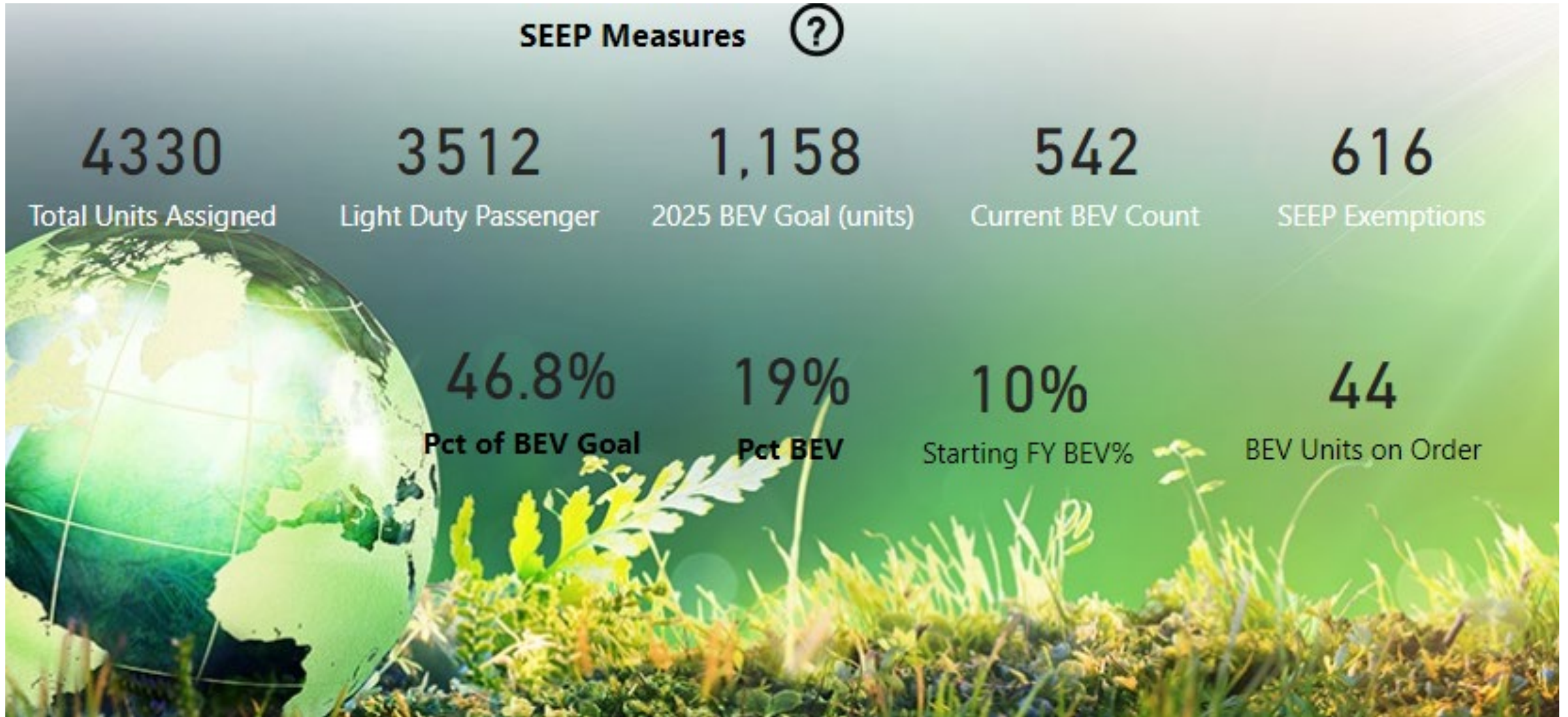
- We need your input. What would you like to see? What would you look to change?

## **Tip of the Month**

Will be returning in September 2024.



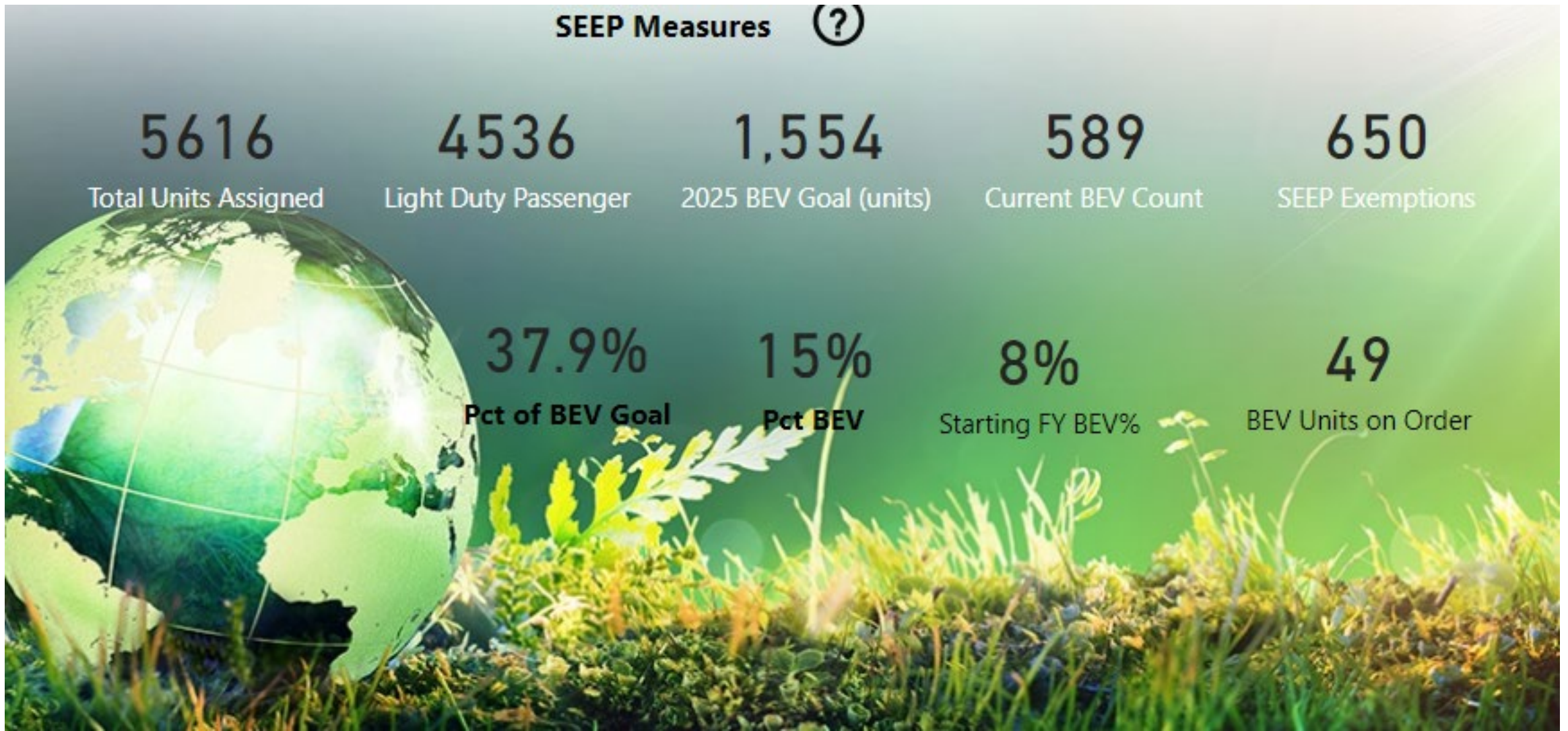
# EO 21-04 STATUS REPORT – CABINET AGENCIES 7/2024





# EO 21-04 STATUS REPORT

## – OVERALL 7/2024



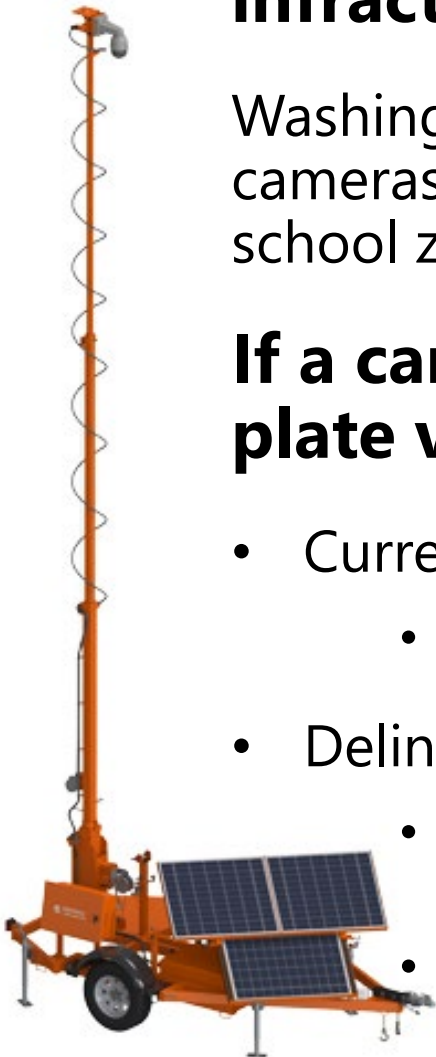
# CHANGING PROCESSES FOR DRIVING INFRACTIONS

**DES Fleet Operations in accordance with OFM is changing how infractions and citations will be addressed.**

Washington State will be increasing the use of infraction cameras - installing cameras at road maintenance and construction sites, as well as additional school zone and red-light cameras.

**If a camera citation is received by DES Fleet Operations for “M” plate vehicles-**

- Current notification process will remain the same.
  - Initial ticket notification will be sent to the agency to resolve with their driver.
- Delinquency notice and fees for unresolved tickets –
  - DES Fleet operations will notify the agency who will then have 48 hours to remedy the matter.
  - If not paid, will be a chargeback from DES Fleet Operations to the agency.



# 988 WDVA SUICIDE PREVENTION EMBLEM



## Emblem use

These emblems do not pose any violation of RCW 46.16A.200 or RCW 46.17.310.

These emblems are to only be placed on the vehicle's license plate between the bottom 2 license plate bolt holes (per the description in the ordering link below). This will eliminate any need for the participating agency to remove the emblem prior to returning the vehicle to DES for processing.

The program's cost of participation would be the responsibility of the participating agency, not DES.

Any further or additional approvals for other types of emblems or decals would continue to require written approval from DES.

# DAVID BAGNALL

- *Good To Go*

*GTG billing priority*

*Confidential plates & passes*

*Non-WSDOT tolling authorities*

# FLEET GOOD TO GO PROGRAM

## Accounts – Fleet vs Agency



Amount Due: \$4222.60	
Due Date: 07/06/2024	
Previous Balance	-\$473.55
Payments	\$0.00
Tolls	-\$64.05
Other charges	\$0.00
Fees / Civil Penalties	-\$3685.00
Ending Balance	-\$4222.60

**How to Pay**

**Online** [www.MyGoodToGo.com](http://www.MyGoodToGo.com)

**Phone** 1-866-936-8246

**Mail** Please follow the instructions on the final page of this statement.  
Please remember to include the payment slip found at the end of this statement.

# CONFIDENTIAL PLATES, PASSES & ASSETWORKS

## **AssetWorks associations**

- Confidential plates and passes are tied to M-plates
- Billing – Confidential plates and passes tied to agency.
- Confidential plates for agency owned vehicles are not maintained within AssetWorks.



# PORT OF HOOD RIVER

## **Breezeby**

- State of Oregon
- Billing – DES forwards invoices to ATO/Driver
- Driver/Agency Responsibility



# EV SUPPLY EQUIPMENT (EVSE) TEAM

**JONATHAN LUCAS – EVSE TEAM MANAGER**



Jonathan.lucas@des.wa.gov



des.wa.gov

# EVSE TEAM UPDATE

- EV Trip Planning Calculator
- EV Trip Planning
  - Sample trip for Vancouver, WA to Olympia, WA
- Selected Project update
- Q+A Time

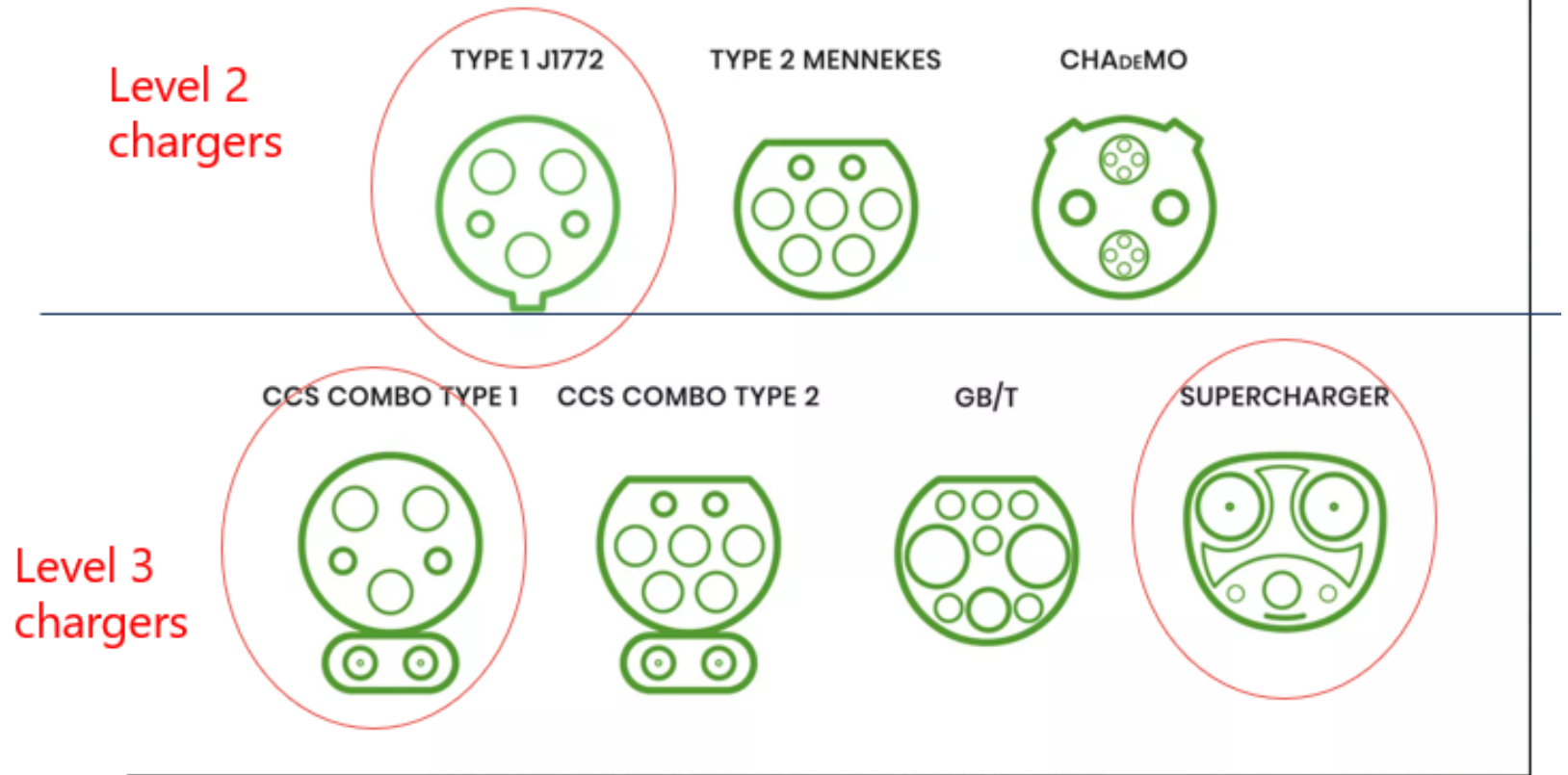
# CHARGING BASICS – CHARGER LEVELS

- **Level 1 (up to 1.6 kW) –**
  - Regular wall or outdoor outlet. Charges at 120V at a maximum of 16A using Alternating Current.
  - Uses: overnight charging or low mileage vehicles
    - Typically recharges from 30% to 80% in around 18 hours (assuming 88 kWh Mach E, 1.2 kW charging)
- **Level 2 (1.6 kW – 19 kW) –**
  - 240V outlet, up to 80A, but 32A is common. Alternating Current. Results in a 7.7 kW charging capacity.
  - Uses: long duration stops, workplace charging, and overnight for high usage vehicles
    - Estimated recharge from 30% to 80% in around 6 hours (for 88 kWh battery)
- **Level 3 (DCFC) ( >40 kW) –**
  - 208V Direct Current power, high amperage (60A typical), can result in charging capacity from 50 kW to 300 kW.
  - Uses: en-route charging
    - Should charge an 88-kWh battery from 30% to 80% in 45 minutes, assuming a 60-kW charger. 100 kW will last 30 minutes.

# CHARGING BASICS – TYPES OF PLUGS
























- Know what type of charger your vehicle uses!
- “Supercharger” is also known as ‘NACS’, which stands for North American Charging Standard. Though it is not standard yet, the industry is moving toward standardizing charging infrastructure over the next few years.

## TYPES OF ELECTRIC VEHICLE PLUGS



(Photo source: Every EV Charging Standard and Connector Type Explained (lifewire.com))

# EV TRIP PLANNING CALCULATOR

DES Electric Vehicle Charging Time, Cost & Range Calculator 						
RECHARGE TIME	READY TIME	RANGE PER CHARGE TIME		ELECTRICITY USED (kW)	CHARGING COST (per/kW used)	Est. CO <sub>2</sub> REDUCTION (lbs)
		Mile/Min	Mile/Recharge Time of 7h 34 m			
7 hrs, 34 mins	Starting now, the recharge will be done at 9:14 PM	0.63	286.0 miles	150.00	\$54.30	246.53
 Excel for the web	CLICK FOR A BROCHURE: <a href="#">CHEVROLET SILVERADO EV</a>	 Excel for the web does	YEAR	MAKE	MODEL	BATTERY SIZE
		 Excel for the web does	2024	CHEVROLET	SILVERADO EV	200
Use the scrollbar/slider below to set the values and the calculated results are displayed as you adjust the values						
Electric Vehicle's Details			EV Charger Details			
Starting Charge Level (%)		20	Select Charger Type			
 Excel for the web does not support running or interacting with						
Target Charge Level (%)		95	Select # Of Cars charging (If charging at dual port charger, select # of cars connected to charge simultaneously)			
 Excel for the web does not support running or interacting with						
EV's Battery Size / Capacity (kWh)		200	EVSE Charging Speed/Power (kW)			22
 Excel for the web does not support running or interacting with						
EV's Charge Acceptance Rate (kW)		350	Approximate Electricity Cost (cents/kWh)			36.2
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EV's Efficiency (miles/kWh)		1.92				

## Instructions:

1. Select your options using the radio button: "My own EV" or "EV from DES Fleet".
2. If selected "My own EV", proceed to set up other values below for the EV & EVSE (Charger) using the scroll bar (slider).
3. If selected "EV from DES Fleet", proceed to select EV's Year, Make, Model and Battery Size by placing the cursor on each of those fields and select from the dropdown menu. Then, set up the values below for EV (Starting Charge & Target Charge) and Charger using the slider.
4. The results will be auto displayed as you set up the values.
5. If the Electricity rate for the Charging Station is known, use the scrollbar to set the rate to calculate an estimated Electricity Cost.

**Note:** The Year, Make, Model and Battery Size info has to be completed using the dropdown menu when "EV from DES Fleet" option is selected in order to see the results. The Target Charge Level can go only upto 80% when L3/DCFC is selected.

To bring the Excel menu back please double click on "Home".

**Disclaimer:** The charge time calculator is an informational tool only and the result represents only approximation of EVs and EVSEs data and are based on limited assumption

# GENERAL TIPS

There are less chargers than there are gas stations (for now)

- Pre-planning a trip is **essential** when driving an EV

## Electric Charging vs Gasoline Fuel

- Charging takes longer, will require additional time to complete trip. Make sure to leave time for charging in your trip plan!
- Electric flow into the car is higher when the battery is low
  - This means it is better to charge later in the journey if possible
- Chargers have different ratings, some chargers at the same level will be faster than others: looking at the kilowatt rating is important!

# GENERAL TIPS (CONTINUED)

If traveling long distance (> 100 mi in one trip), charge the battery to 100%

For long single day trips, plan to use Level 3 charging. If the vehicle will overnight somewhere, that is a good time to leverage level 2 charging if available.

Cold weather can reduce capacity (<40 degrees Fahrenheit)

- Give yourself extra margin in your trip plan, around 10% extra battery if possible.
- Warm the vehicle on the charger, if possible
- Vehicle air conditioning systems are a major draw on the battery. That is accounted for in the calculations of vehicle range, however if you can be comfortable with just the seat heater, it will increase range.



# PRE-TRIP PLANNING – COMMON PITFALLS

Searching something like “EV Chargers” in Google maps

- This can result in ending up at an incompatible charger

Using a voice AI assistant (Siri for example) to search for chargers while driving without verifying type of chargers at destination. Specifically, check the actual charging capacity of a selected charger. There will be an example of how to do this on Plugshare in a few slides.

Making incorrect assumptions about vehicle range

- Most vehicle can display battery capacity in miles remaining and percent. The miles remaining option is only an estimate that will change with varying driving conditions. It is not an exact number that can be 100% relied on.

# PRE-TRIP PLANNING – FIND APPROPRIATE CHARGERS

- If total route is >100 miles, charge the vehicle to 100%, if possible, the night before.
- If that is possible, vehicle will be able to make the trip on a single charge.
- Assuming that is not possible, we will need to find a place to charge!

# PRE-TRIP PLANNING STEPS

- ☐ Determine Route
- ☐ WA State SAFE Tool (coming soon!)
- ☐ Look at route on Plugshare.com
  - ☐ Apply appropriate plugshare filters
- ☐ Assess Chargers
- ☐ Select charger that best suits trip needs
- ☐ Review charger details

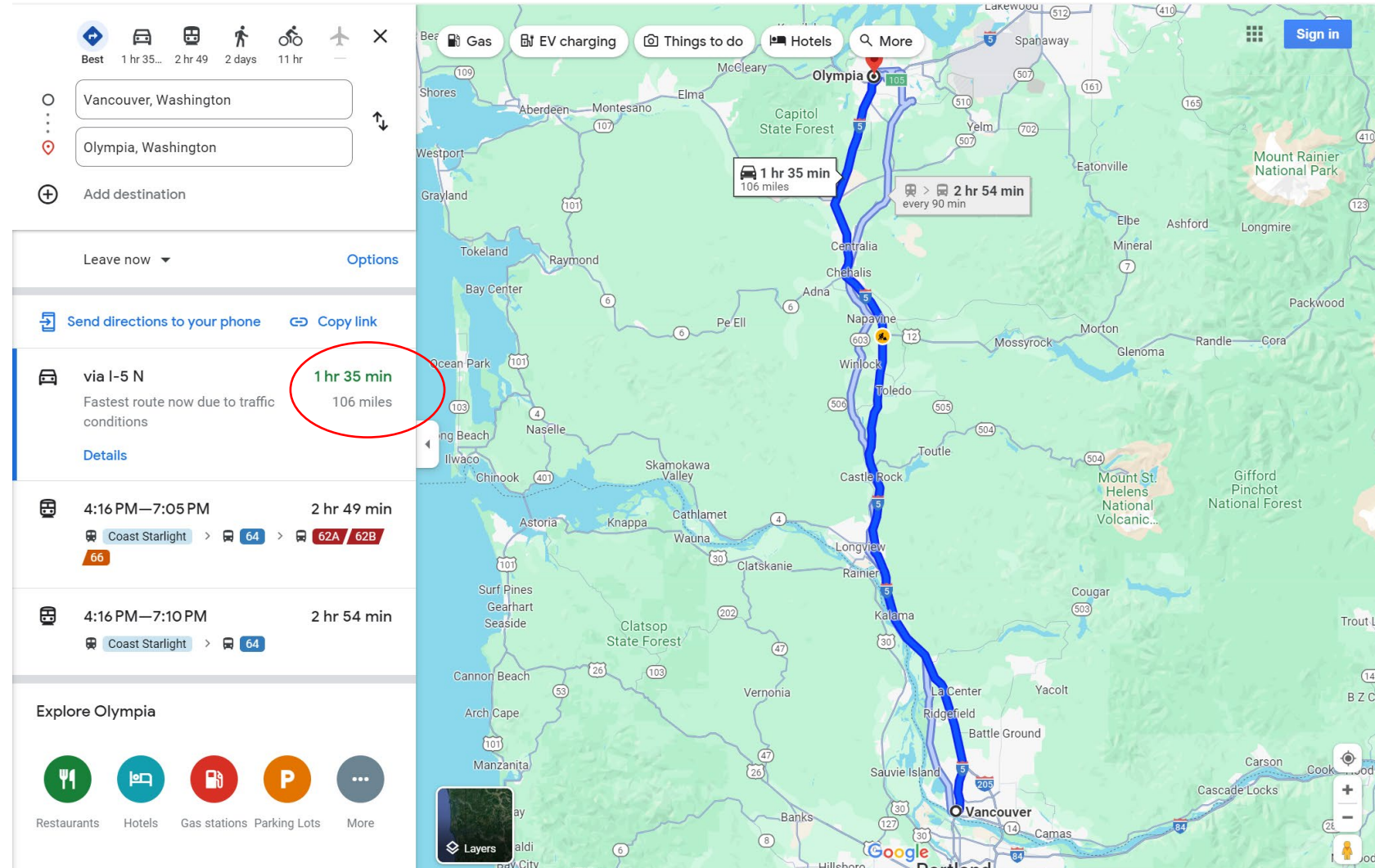
Each step will be detailed on the coming slides

# COMING SOON – SAFE TOOL

- WSDOT has developed a map tool specifically to aid state employee drivers
- Program is in beta testing and data entry right now
- Soon drivers will be able to select from other agency chargers that are available for state use

# EXAMPLE TRIP: PRE-TRIP PLANNING – DETERMINE ROUTE

- This example will cover a trip from Vancouver, WA to Olympia, WA
- Using your mapping product of choice, look at your entire route:
- For this trip, assume a Mach E leaving at 80% charge

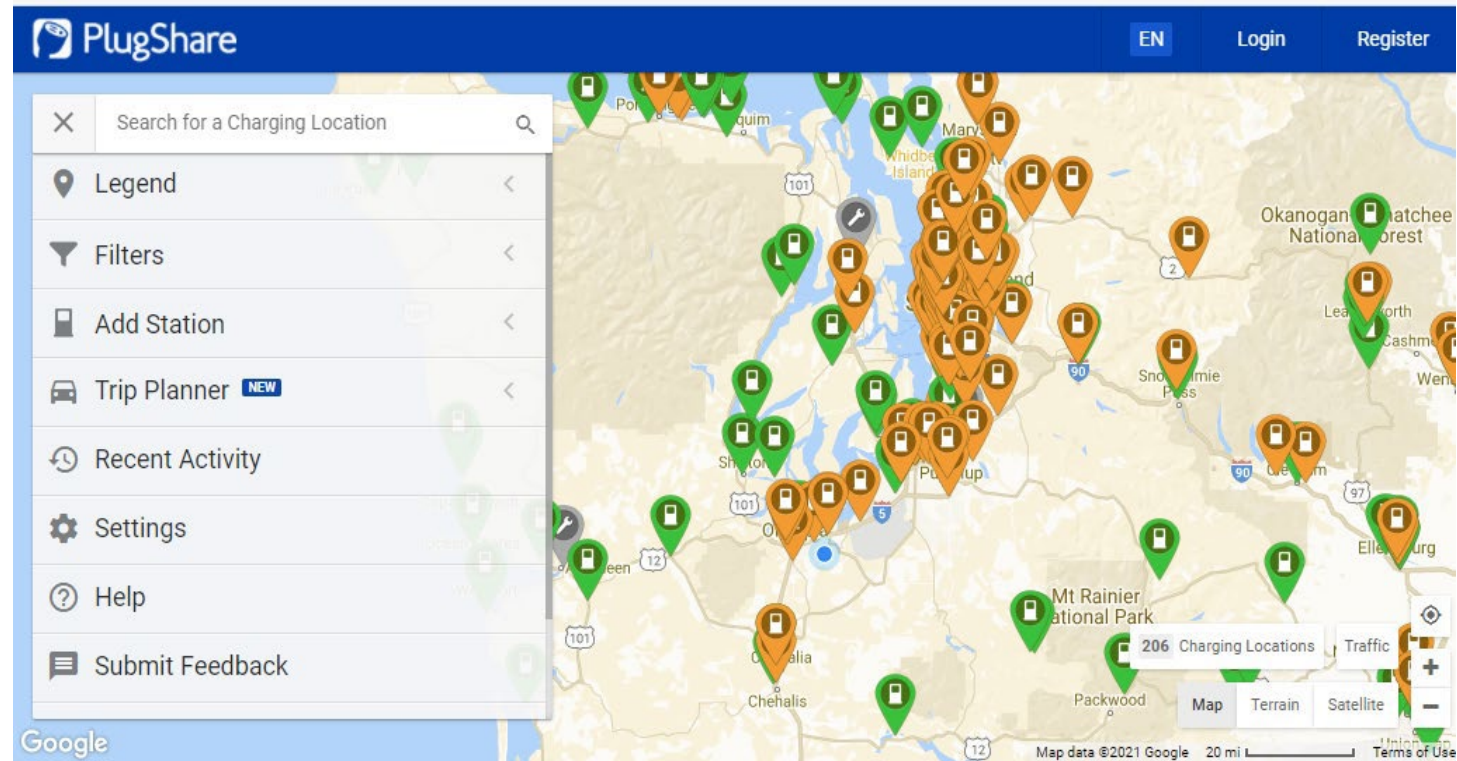


# PRE-TRIP PLANNING PLUGSHARE.COM

Plugshare.com is a helpful website when using an all-electric vehicle:

This site offers:

- Trip planner
- Map locator
- Filter for different charger plugs
- Filter for different charging networks
- Filter for different levels of chargers
- Color-coded charger level  
(Orange – L3, Green - L2)

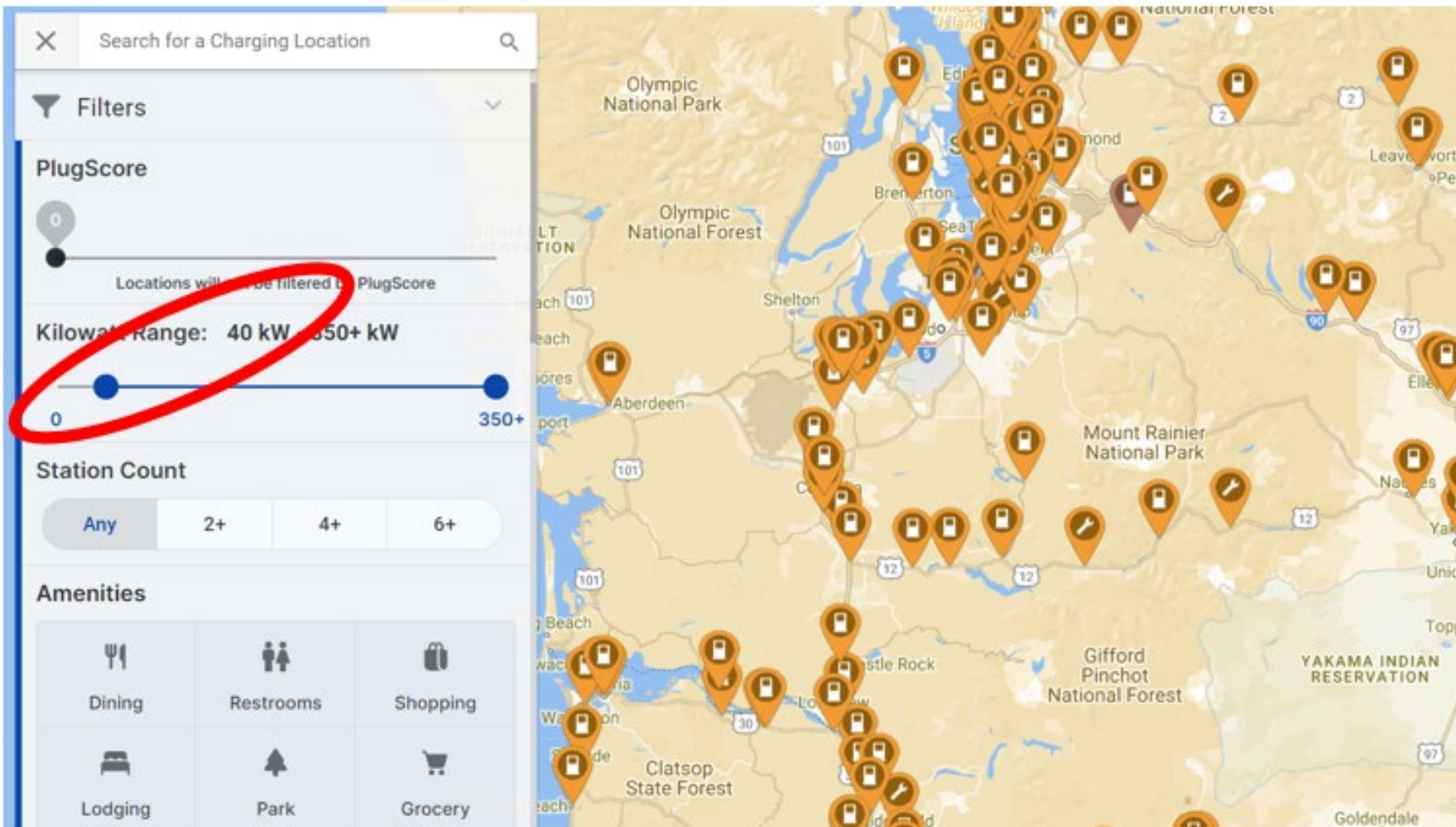


# PRE-TRIP PLANNING – APPLY PLUGSHARE FILTERS

- That's a lot of chargers! However, not all of them are useful for a state employee
  - State employees have payment methods for Chargepoint, Shell Recharge, and EVGo
- Let's apply some filters to plugshare, to show only the chargers that will help us make our trip
  - Filter by charger type, capacity, and manufacturer
  - For this example, we will model a 2023 Ford Mach E with a CCS style charger



# APPLY PLUGSHARE FILTERS – SET MINIMUM CHARGER CAPACITY

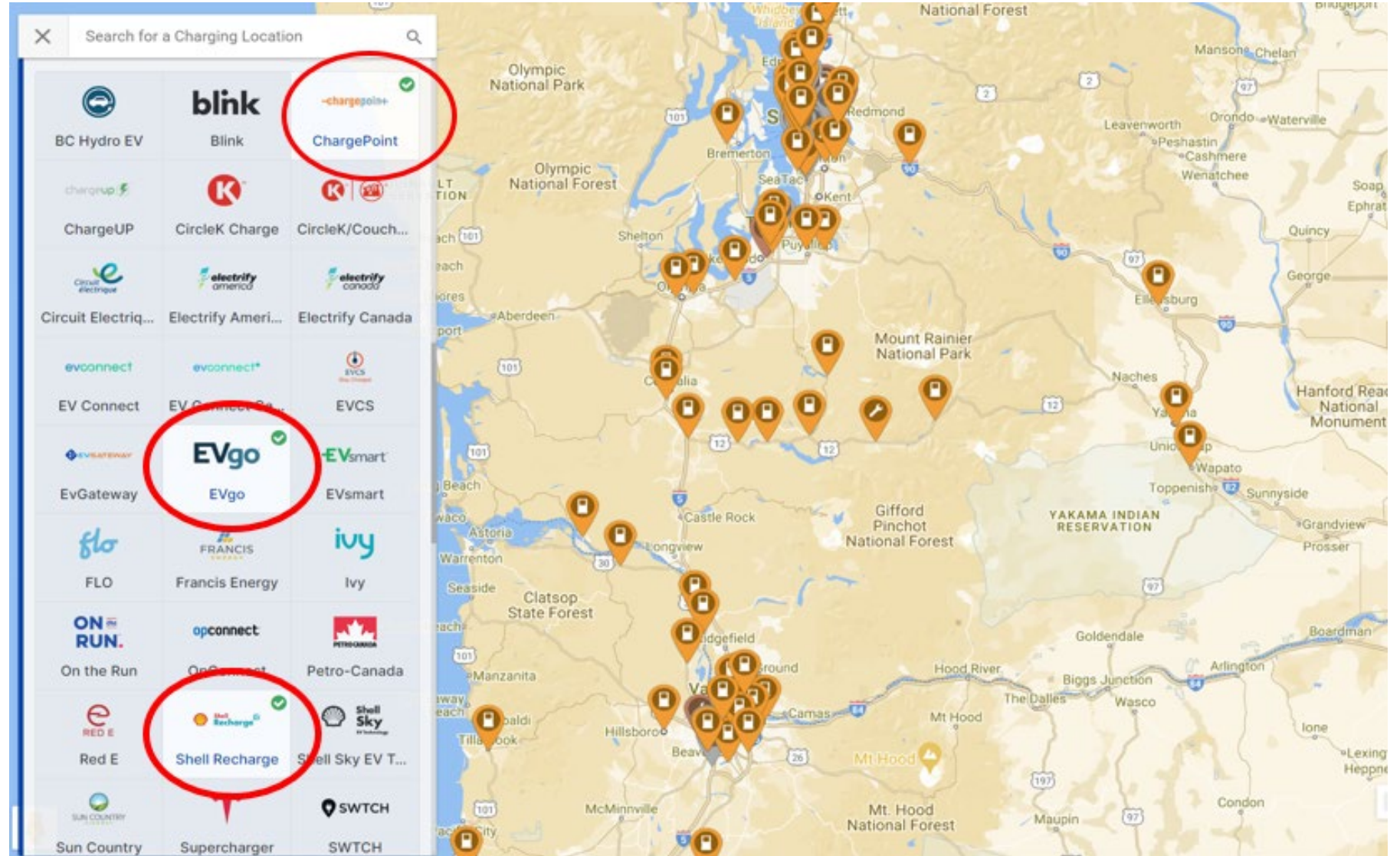


In this example, 40 kW is a good minimum charging capacity, as it eliminates L2 chargers that would be better as an overnight option.



# APPLY PLUGSHARE FILTERS – SET MANUFACTURERS WITH STATE PAYMENT

Note the “Toggle All” button, which de-selects everything, then select the stations you want



# PRE-TRIP PLANNING – PLUG CONSIDERATIONS

- In general, for on route charging, we will be seeking Level 3 chargers:
  - For most fleet vehicles, this will be CCS/SAE
  - Main exception is Tesla, which for fast charging, select Tesla (fast)
- This filter is important to make sure the selected charger is compatible with the vehicle



# APPLY PLUGSHARE FILTERS – SELECT CORRECT CHARGING PLUG

## Vehicle & Plugs

Your vehicle is used to determine compatible charging stations

## Plugs (1 of 9)

[Toggle All](#)



Tesla (Fast)



CCS/SAE



CHAdMO



J-1772



Tesla



## Tesla (Roadster)



NEMA 14-50



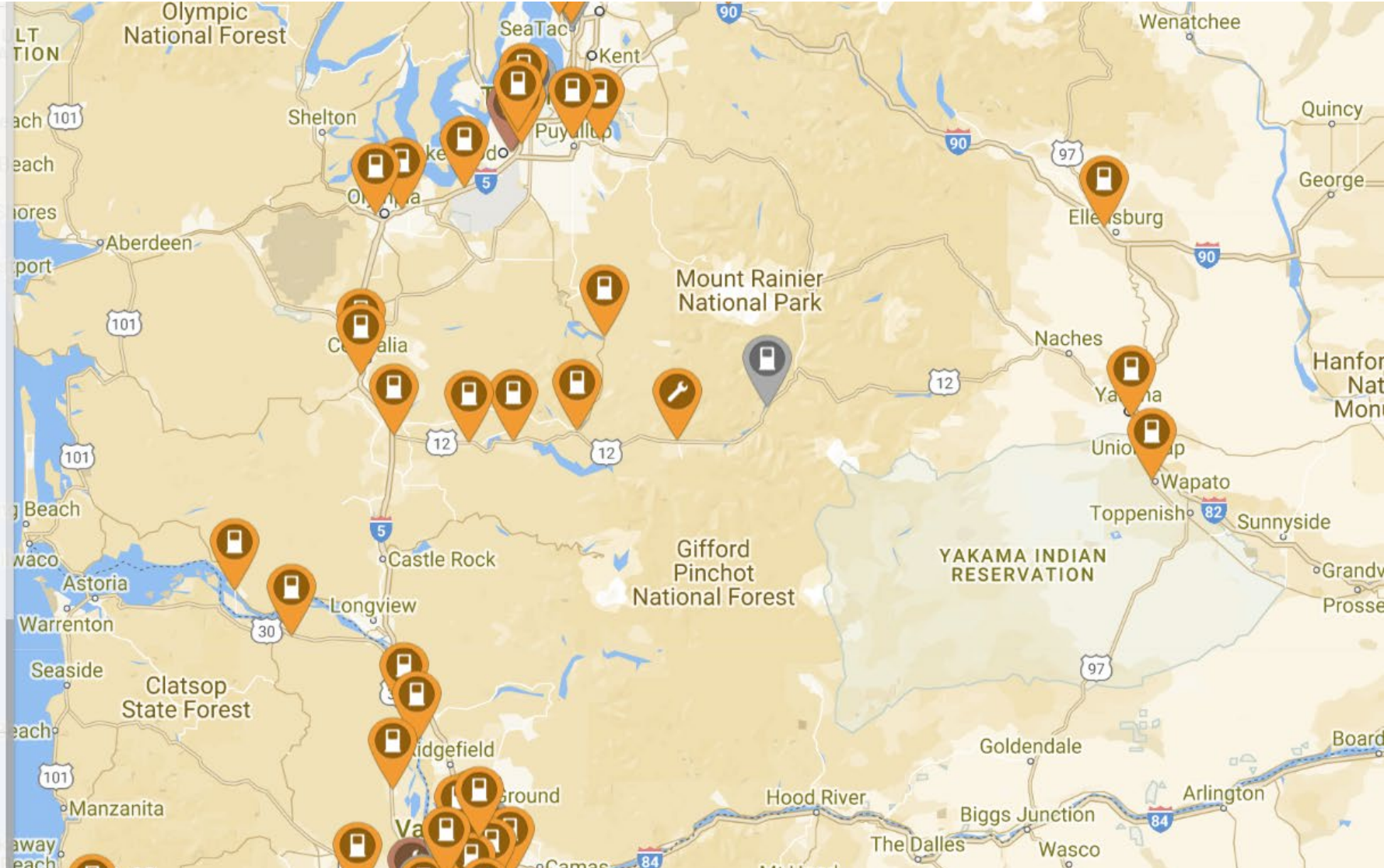
Wall



NEMA TT-30

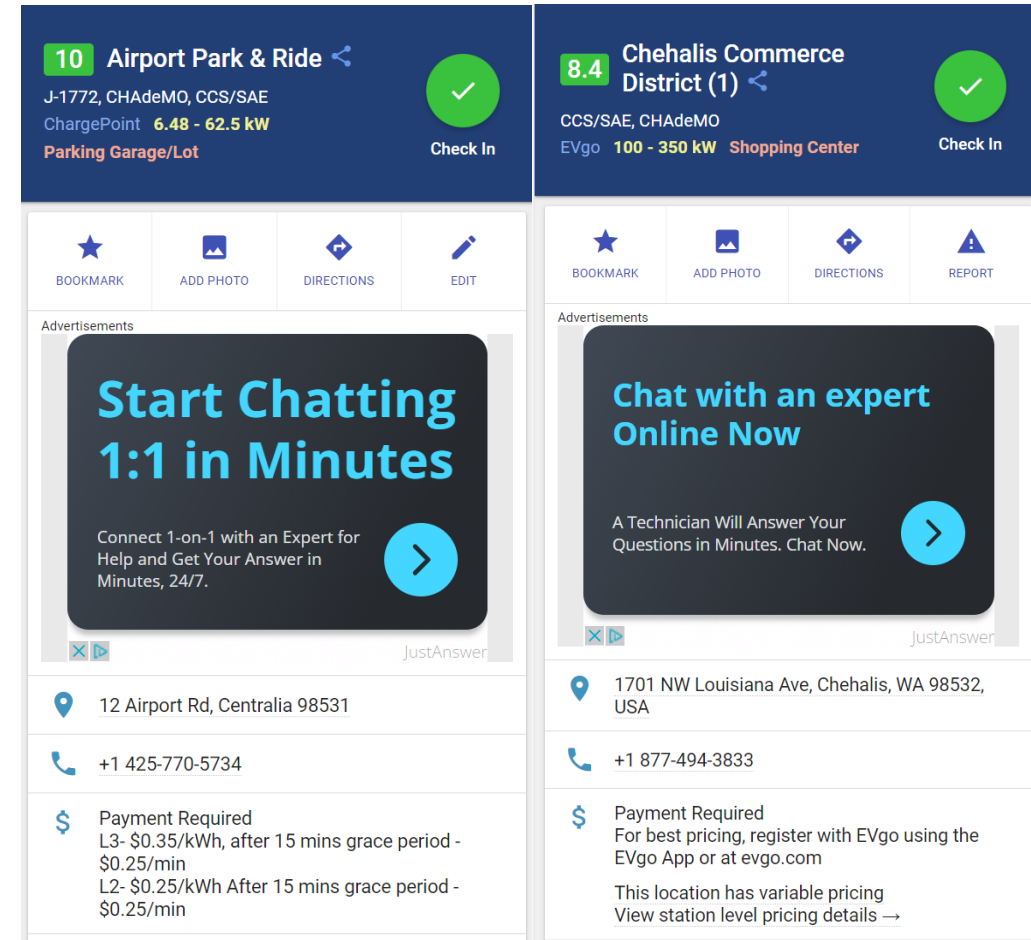
## Country

Country is used to determine the networks and vehicles available to your region



# PRE-TRIP PLANNING – ASSESS CHARGERS


- As you can see, this dramatically reduces the number of chargers to consider for our trip.
  - Now click on each charger to assess if it will meet trip needs
- Based on the charger density, let's charge in Centralia
  - There are two chargers in that area:



# PRE-TRIP PLANNING – REVIEW CHARGER DETAILS

- Zooming in on the map can help with finding the chargers
  - Use landmarks!
- Review available plug types in the side bar
  - Note if there are any out of order chargers

Plugs (2 Kinds) [More Details](#)




CCS/SAE

6 Plugs100 - 350 kW4 Stations

✓ 2 Available2 In Use2 Unavailable

EVgo

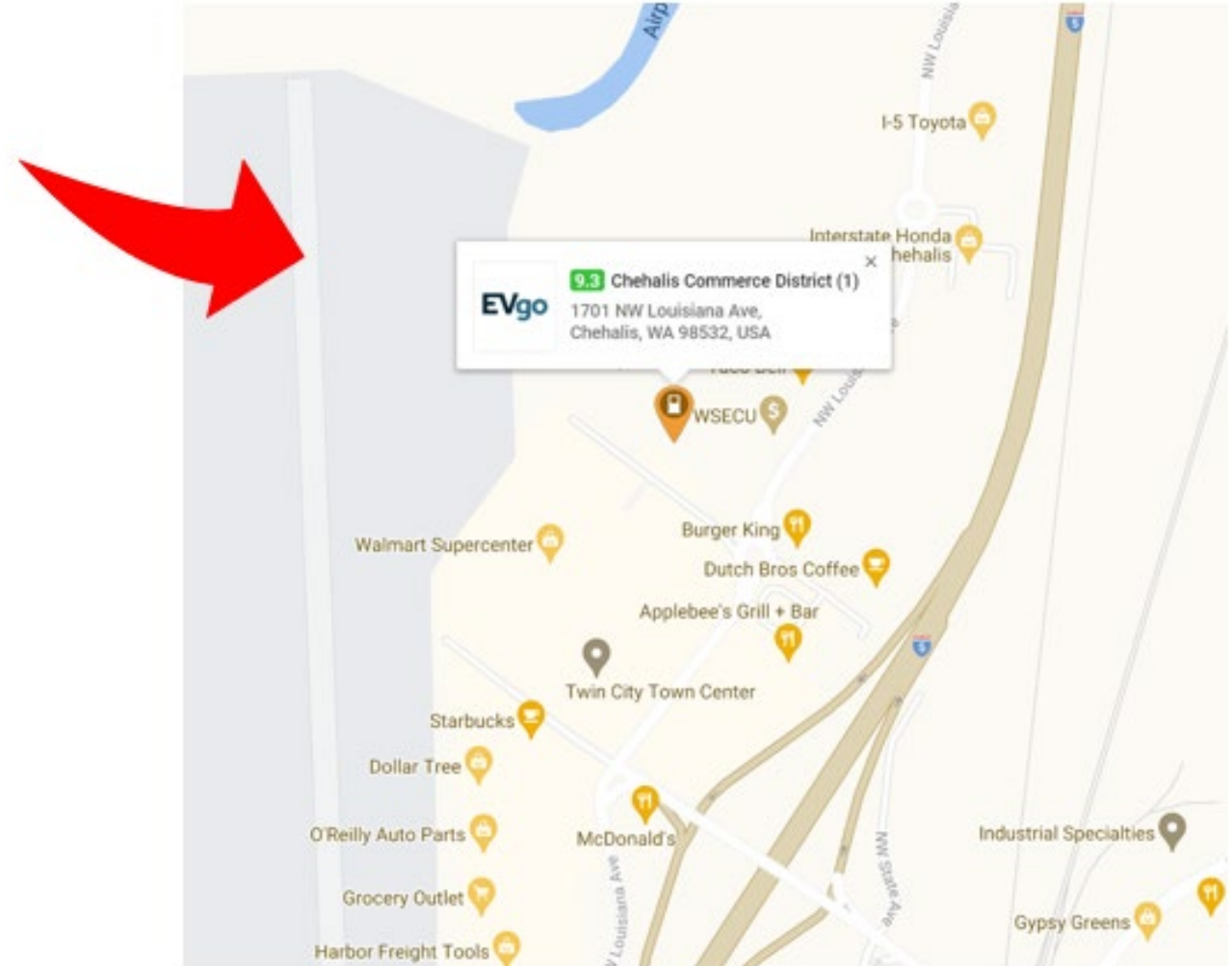


CHAdeMO

2 Plugs100 kW2 Stations

✓ 1 Available1 In Use

EVgo





# REVIEW CHARGER DETAILS (CONT.)

📍 1701 NW Louisiana Ave, Chehalis, WA 98532, USA

☎ +1 877-494-3833

💰 Payment Required  
For best pricing, register with EVgo using the EVgo App or at evgo.com

This location has variable pricing  
[View station level pricing details →](#)

P Parking: Free  
🚗 Pull in parking  
🚚 Trailer parking  
💡 Illuminated  
♿ Wheelchair accessible  
♿ Handicapped parking

★ Dining, EV Parking, Shopping, Restrooms

🕒 Open 24/7

- Sidebar contains a lot of great information on what the charging area looks like and what payment options are available
- Check ins and photos are a great resource for exact details about the chargers as well as user experiences

## Checkins (988)

[View More](#)



✓ Puget Dolphin  
Genesis GV60 2023 97 Kilowatts

Feb 11, 2024



✓ Steve K  
Chevrolet Bolt EV 2020

Feb 10, 2024



✓ Puget Dolphin  
Genesis GV60 2023 90 Kilowatts  
After several failed attempts on Kai, connected first...

Feb 10, 2024



✗ Puget Dolphin  
Genesis GV60 2023  
Tried several times to charge with the left plug on K...

Feb 10, 2024



✓ Patricia McCall  
Hyundai Ioniq 5 2023  
Took a bit of work and moving to a different station,...

Feb 10, 2024

## Photos (46)

[View More](#)



# PRE-TRIP PLANNING – SELECT CHARGER

- To minimize time spent charging, I would select the EVGo charger in Centralia to charge on my way to Olympia, as it has a higher KW capacity.
  - If there is an issue with the EVgo charger, I know I have an alternative nearby
- Now we know where we are going, can estimate how long we will be there, and have a backup plan!
- Drive safe!

# BACKUP PLANNING

- In the event you can't find a supported charger, you can expand the search criteria to include other vendors
  - In that event, make sure the charger accepts a credit card
  - Use a personal card and seek reimbursement with DES Fleet (last resort)
  - Make sure to get some sort of receipt for the charge!



# FY25 APPLICATIONS FOR EVSE FUNDING

## Application Results

- There were 68 applications submitted
- 21 individual agencies requested funding for EVSE projects
- A total amount of \$16,995,384.68 in projects funding was requested
- Within the 68 projects the following infrastructure was requested:

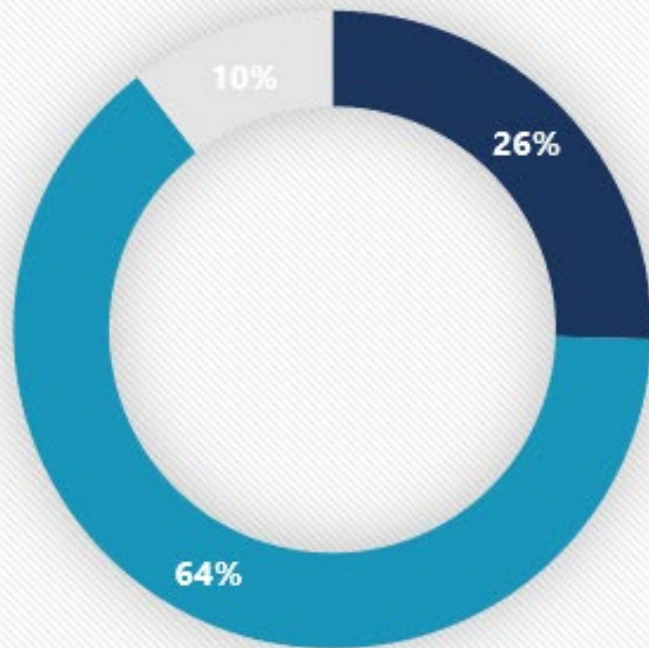
L2 – Single Head Chrgr.	L2 – Dual Head Chrgr.	L3 – DC Fast Charger
59	179	54

# SELECTED PROJECTS OVERVIEW BY AGENCY

Agency	Number of Projects	Project Amount	L2 - Single Head Charger	L2 - Dual Head Charger	L2 – DC Fast Charger
AGR	1	\$20,000	0	10	0
BTC	1	\$75,000	0	2	2
CJT	1	\$210,000	0	12	0
DCYF	7	\$516,000	8	23	0
DFW	6	\$440,000	18	2	0
DOC	3	\$1,025,000	0	0	6
DSHS	10	\$1,347,704	4	28	3
ECY	2	\$1,000,000	0	2	2
HCA	1	\$100,000	8	0	0
LCB	2	\$405,261	0	8	0
SAO	1	\$14,504	1	0	0
SEC	1	\$57,513	0	3	0
SFB	1	\$85,000	0	3	0
UTC	1	\$80,000	0	3	0
WSP	1	\$575,000	0	2	3

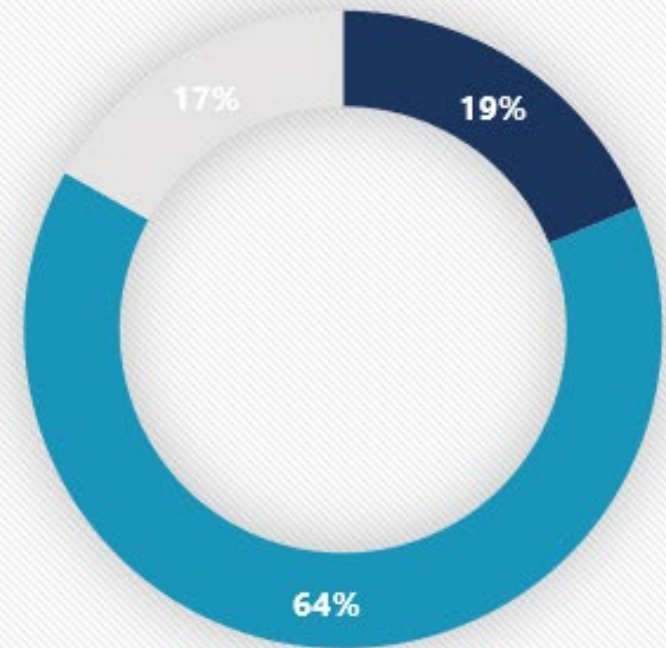
# WHAT TYPE OF CHARGERS?

**Charger Type –Selected**



■ L2 - Single ■ L2 - Dual ■ L3 - DCFC

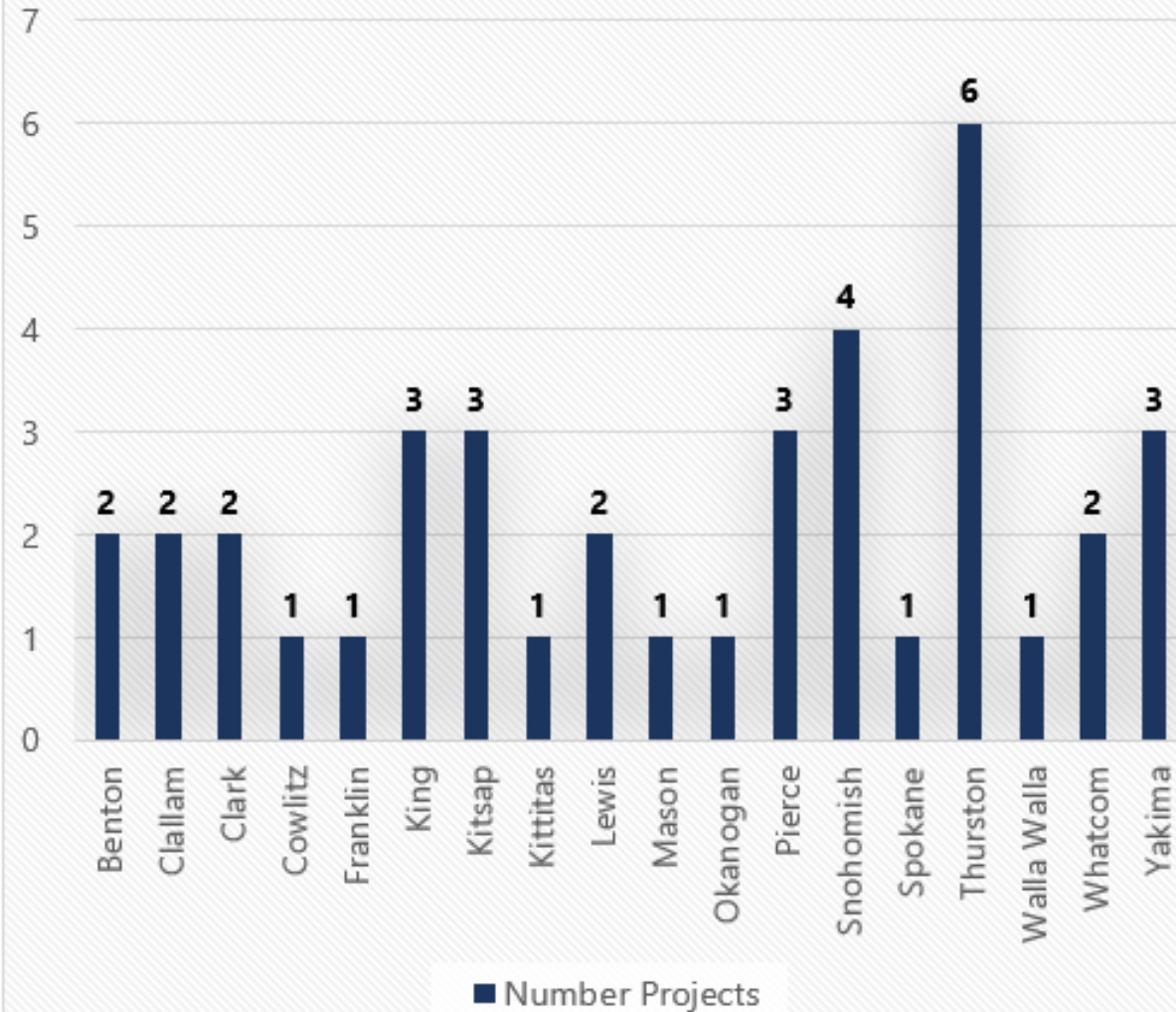
**Charger Type – Not Selected**



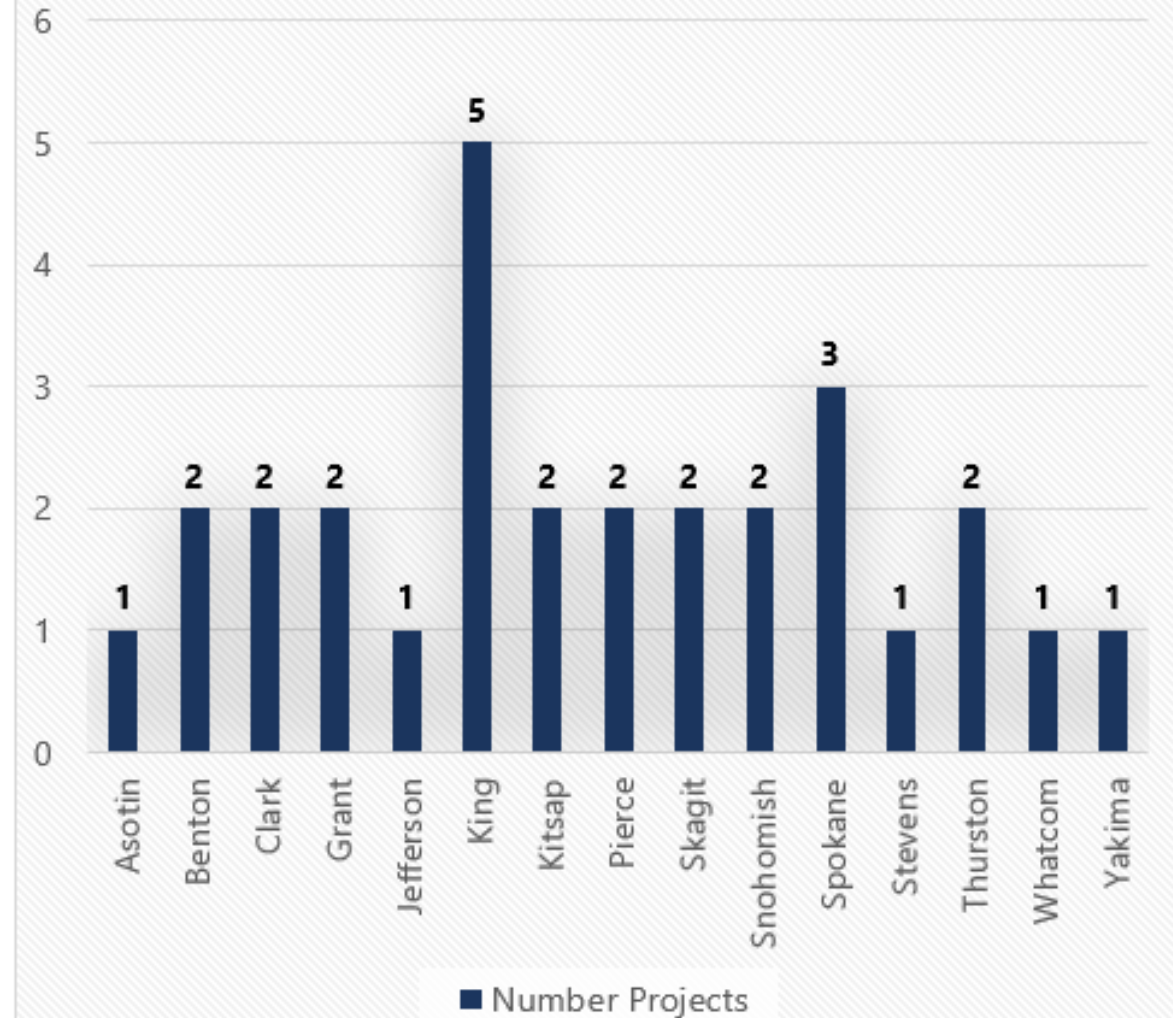
■ L2 - Single ■ L2 - Dual ■ L3 - DCFC

# WHAT COUNTY?

## County – Selected



## County– Not Selected



# SUMMARY LEASED BLDG. PROJECTS

ID	Agency Name	Project Street Address	Project City	Project ZIP code	Project Location Name (i.e. DFW Regional HQ)
2	State Auditor	3200 Sunset Way SE	Tumwater	98501	Sunset Building
3	Department of Agriculture	21 N First Ave	Yakima	98902	Yakima
5	Health Care Authority	626 8th Ave SE	Olympia	98501	Cherry Street Plaza
6	Liquor and Cannabis Board	1025 Union Ave SE	Olympia	98501	HQ EV Charging Project
7	Secretary of State	243 Israel Road	Tumwater	98507	TC3, Elections Offices in Tumwater
10	Liquor and Cannabis Board	6240 Tacoma Mall Blvd Roberson Building, Suite 208	Tacoma	98409	Tacoma Enforcement Field office
13	Department of Social and Heath Services	3906 172ND ST NE	Arlington	98223	HCS Smokey Point
14	Utilites and Transportation Commission	621 Woodland Square Loop SE, Lacey, WA 98503	Lacey	98503	Utilities and Transportation Commission HQ
15	Department of Social and Heath Services	800 NE 136TH AVE	Vancouver	98684	HCS Vancouver
16	Department of Social and Heath Services	4210 WHEATON WA STE 110	Bremerton	98310	HCA Bremerton
17	Department of Social and Heath Services	4 EAST 3RD AVE	Toppenish	98948	CSO TOPPENISH
18	Department of Social and Heath Services	400 WARREN AVE	Bremerton	98337	CSO Bremerton

# SUMMARY LEASED BLDG. PROJECTS – CONT.

ID	Agency Name	Project Street Address	Project City	Project ZIP code	Project Location Name (i.e. DFW Regional HQ)
19	Department of Social and Heath Services	1371 W Pine St	Walla Walla	99362	Walla Walla
20	Department of Social and Heath Services	500 N MORAIN ST	Kennewick	99336	DDA Kennewick
21	Department of Social and Heath Services	2121 State St.	Tacoma	98405	Centennial 2
22	Department of Social and Heath Services	840 N Broadway	Everett	98405	CSO Everett
40	DCYF	1313 W Meeker St	Kent	98032	Kent Field Office EV Chargers
41	DCYF	1661 Fowler St	Richland	99352	Richland DCYF Field Office EV Project
42	DCYF	1720 Ellis St Suite 110	Bellingham	98225	Bellingham DCYF Field Office EV Project
43	Department of Social and Heath Services	4710 Auto Center Blvd	Bremerton	98312	DDA Bremerton
44	DCYF	1210 W University Way	Ellensburg	98926	Ellensburg DCYF Field Office Ev Project
46	DCYF	1402 East Main Ave	Puyallup	98372	Puyallup DCYF Field Office EV Project
47	DCYF	3401 Galvin Rd	Centralia	98531	Centralia DCYF Field Office EV Project
48	DCYF	201-5 W 1st	Port Angeles	98362	Port Angeles DCYF Field Office EV Project



# SUMMARY OWNED BLDG. PROJECTS

ID	Agency Name	Project Street Address	Project City	Project ZIP code	Project Location Name (i.e. DFW Regional HQ)
8	Criminal Justice Training Center	19010 1st Avenue South	Burien	98148	CJTC Burien Campus
12	Bellingham Technical College	3028 Lindbergh Ave	Bellingham	98225	Bellingham Technical College
23	Department of Corrections	1301 N. Ephrata Ave.	Connell	99326	Coyote Ridge Corrections Center
29	Department of Corrections	16550 177th Avenue SE	Monroe	98272	Monroe Correctional Complex
32	School for the Blind	2310 E. 13th St.	Vancouver	98661	WSSB Campus
35	Department of Ecology	4601 N. Monroe St.	Spokane	99205	Eastern Regional Office
38	Department of Ecology	300 Desmond Dr. SE	Lacey	98503	Ecology/Parks Lacey Building
49	Department of Corrections	1830 Eagle Crest Way	Clallam Bay	98326	Clallam Bay Corrections Center
53	WDFW	16601 SR 12 Hwy	Naches	98937	Oak Creek Wildlife Area
54	WDFW	3301 Mount Vista Rd	Centralia	98531	Bob Oke Game Farm
55	WDFW	120 Neport Way SW	Issaquah	98027	Issaquah Hatchery
56	WDFW	16018 Millcreek Blvd SE	Mill Creek	98012	Mill Creek R4 HQ
57	WDFW	640 Jasmine St	Omak	98841	Omak Hatchery
58	WDFW	3900 Kalama River Rd	Kalama	98625	Kalama Falls Hatchery
69	Washington State Patrol	631 W. Dayton Airport Road	Shelton	98584	Shelton Training Academy

# DISPATCH

**CYNDI BEVERIDGE – ASSISTANT PROGRAM MANAGER**



[mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov)



360-664-9207



[des.wa.gov](https://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 WEX CARDS FOR CHARGING COMING - RFID

Pilot program –These cards will be different than all current charging / Wex cards and will be replacing them.

Instead of company specific card

This RFID card – will work at 7 cc

- ChargePoint
- Shell Recharge
- Flo
- EVGo
- Blink
- EVConnect
- Amp Up

—chargepoint—

**flo**  
EV Charging

**EVgo**

evconnect

**ampUp**



**Shell**  
Recharge  
Solutions

**blink**

# NEW WEX CARDS FOR CHARGING COMING – MASTERCARD

The second card will be a WEX Mastercard which will work at Electrify America with other companies to be added in the future.



- Implementation will be like the last fuel card change
- It will only include all 600 battery electric vehicles in the state fleet (not PHEV)

Look for communications later this month if you have a leased EV.

- You will need your 6-digit pin number to use
- Still used for roadside assistance



# REASONS YOUR EV MIGHT NOT CHARGE

Charger does not detect vehicle

No data connection  
(Signal interference)

Power Outage

RFID card issues,  
Card is not compatible or is faulty

Emergency stop button is pressed, If pressed station might need reset

Maintenance and cleanliness of ports,  
Report it if it is dirty

Vehicle settings

Human error, Not securing cable, forget to activate session, Not compatible

# EV CHARGING TROUBLE SHOOTING

## **Some Common EV charger issues:**

### Inconsistent Charging speeds-

- Check the power source, make sure it has power or is “on”
- Verify cable integrity, make sure it is not damaged or broken
- Address issues with the vehicle charging system.

### Connector Compatibility -

- Use adapters cautiously
  - Know your vehicle’s connector type and make sure the station’s receptacle matches.
  - Upgrade charging cables when possible
- Software Glitches in charging stations-
    - Importance of regular software updates
    - Resetting charging station
    - Reporting Issues to the charging network provider

# WHAT TO DO IF THE RFID CARD WON'T WORK

## **If the RFID card is not working at the charger -**

Call the 1-800 number located on the charger, speak to company's customer service.

- Have information ready -
  - charger serial number
  - location / address of the charger.

Go to another charger and try again. The charger may be experiencing problems with the reader, has software/system issues or is not connected or offline.

Tried that and still need assistance?

- Contact DES Fleet Dispatch at 360-664-9907 or by email at [mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov)

If the driver ends up paying out of pocket (last resort) submit a DES reimbursement form with receipt to [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov).

# FLEET FINANCE

Zane Vakerics – Fleet Finance

- Reimbursements



# FUEL REIMBURSEMENTS

- What do I need?
- When do I qualify?
- What form do I fill out?
- Do I need any other information?



# REIMBURSEMENTS - WHAT DO YOU NEED?

- A Reimbursement form, filled to its entirety (M-plate and supervisor signature)
- Receipts or proof of purchase
  - If a receipt is not available, a screenshot of bank statement with unimportant data redacted

**DES** Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

REIMBURSEMENT FORM: PERSONAL EXPENDITURES FOR STATE FLEET OPERATIONS VEHICLES  
I.E. FUEL, EMERGENCY EXPENSES PAID FOR OUT OF POCKET

--- "M" PLATES ONLY ---

NAME: (PLEASE PRINT CLEARLY) \_\_\_\_\_  
STATE EMPLOYEE ID #: \_\_\_\_\_  
STATE EMPLOYEE EMAIL ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WORK PHONE: \_\_\_\_\_ AGENCY: \_\_\_\_\_  
( ) \_\_\_\_\_

STATE VEHICLE LICENSE PLATE #: (I.E. 00001M) \_\_\_\_\_

REASON FOR REIMBURSEMENT: (i.e. WEX card not working, pay at the pump, etc.)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Supervisor: \_\_\_\_\_

Please complete and return this form, along with all original receipts, to:  
DES Fleet Operations, PO Box 41032, Olympia, WA 98504-1032; or email to [MPmail@des.wa.gov](mailto:MPmail@des.wa.gov).

Rev 7-19-2024

**Gas Station**  
Local Gas Station  
12232 Gas station street  
Gas City, SC, 23554

Pump No: 2  
Unleaded @ \$ 12.988/G  
Volume: 2.459 Gal

Gas Total: \$ 31.94  
Tax \$ 2.68  
Total \$ 34.62

Approval: 257635  
visa  
\*\*\*\*\*2222

8/8/2024 12:16 PM



REIMBURSEMENT FORM: PERSONAL EXPENDITURES FOR STATE FLEET OPERATIONS VEHICLES

I.E. FUEL, EMERGENCY EXPENSES PAID FOR OUT OF POCKET

---"M" PLATES ONLY---

NAME: (PLEASE PRINT CLEARLY)	
STATE EMPLOYEE ID #:	
STATE EMPLOYEE EMAIL ADDRESS:	

MAILING ADDRESS:	

WORK PHONE:	AGENCY:
( )	

STATE VEHICLE LICENSE PLATE #: (I.E. 00001M)	
--	--

REASON FOR REIMBURSEMENT: (i.e. WEX card not working, pay at the pump problem, etc.)

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Supervisor: \_\_\_\_\_

Please complete and return this form, along with all original receipts, to:  
DES Fleet Operations, PO Box 41032, Olympia, WA 98504-1032; or send all  
documents electronically to [MPmail@des.wa.gov](mailto:MPmail@des.wa.gov).

# DES REIMBURSEMENT FORM

**For more information on fueling of  
vehicles including reimbursement –**

<https://des.wa.gov/services/fleet-vehicles-parking/fleet-operations/fueling-state-vehicles>

**Link to reimbursement form –**

<https://des.wa.gov/sites/default/files/2022-06/ReimbursementForm.pdf>

**Be sure to bookmark these links  
in your browser!**

# REIMBURSEMENTS - REQUIREMENTS

## **When do I qualify?**

- Any time you incur usage costs while using a trip or perm vehicle
- Please plan your trips accordingly!

## **What Form do I need?**

- DES Fuel Reimbursement Request
- ATO's should save a copy
- Use this process for other reimbursement requests as well (i.e. wipers, def fluid, etc.)

# DO I NEED ANY OTHER INFORMATION?

**Yes!**

- Please let us know if you made the purchase with an Agency P-Card.
- Please use the notes section to specify the reasons for the reimbursement.



# VEHICLE MAINTENANCE

## JUSTIN KYLLONEN- VEHICLE MAINTENANCE



Justin.kyllonen@des.wa.gov



360-664-9200



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





# FEES COMING – LATE & NO SHOW

When you no call / no show, it costs us twice – revenue from your agency and the customer we turned down to see you.

Details forthcoming.



Photo by Andrea Piacquadio: <https://www.pexels.com/photo/photo-of-man-standing-inside-his-workshop-3817858/>

# DROP OFF PROCEDURES – FONES RD SHOP



**Check in / Office is here**

When taking a vehicle to the Fones Rd. shop for service, pull up to the **BIG BLUE DOOR** or park anywhere in a Fleet Operation's parking spot.

The shop's office is located inside of the blue door to the left. (The office is no longer in the middle of the shop.)

Check in at the office to drop off the keys and confirm with them what needs to be done with the vehicle.

# AUTUMN PREP

**Fall with its darker, wetter weather is coming, remember to do this in your Autumn prep –**

- **Check tire tread depth**
- **Clean windshields and vehicle windows inside as well as outside**
- **Clean / check windshield wipers.**



***Shop Tip - A little soap and water on a rag can take pollen and road grime off your wipers prolonging their use and saves the state money.***

# VENDOR MAINTENANCE

**JARED HIATT- VENDOR MAINTENANCE**



[mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov)



800-542-6840



[des.wa.gov](https://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 vendor in your area. PER WSDOT - NO STUDED TIRES TO BE USED!**
- **Les Schwab is not an Authorized Tire replacement vendor.**
- **Contact maintenance for direction on where to go for glass repair for rock chips, cracks and broken glass.**



# MAINTENANCE OUTSIDE OF THURSTON

**Call Vendor Maintenance for guidance on where to bring vehicles – 800-542-6840**

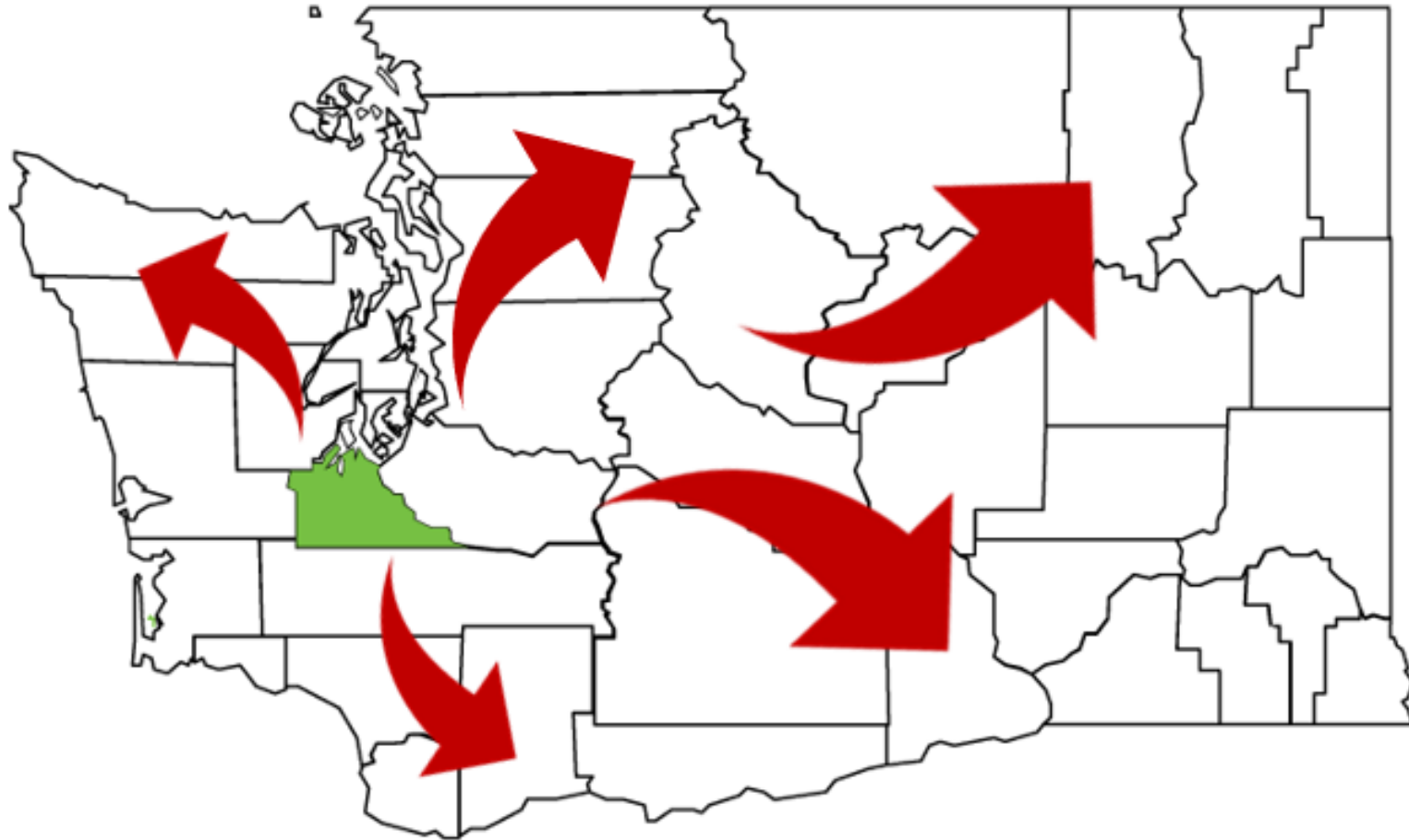
We have many vendors outside of County that we frequently use.

Tires –

Glass Repair and replacement –

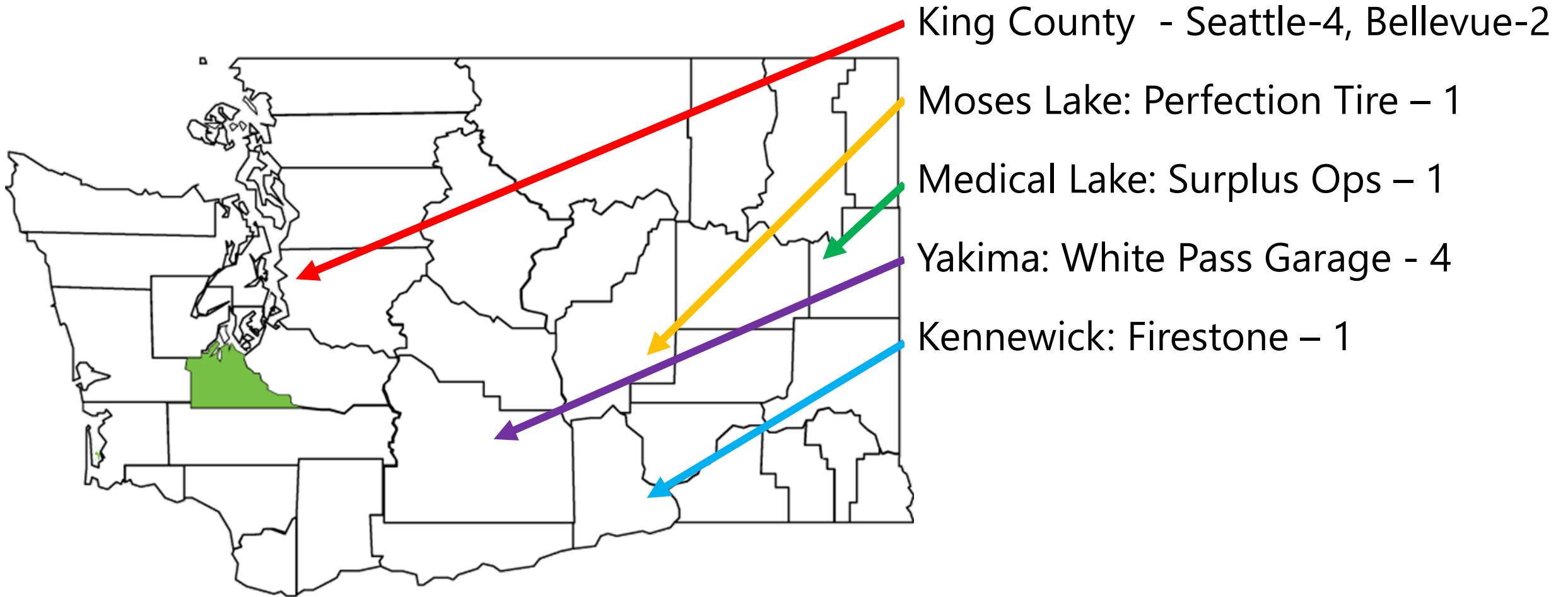
Maintenance and Repairs –

- **Give us a call at (800) 542 - 6840**





# SHORT-TERM LOANERS ARE LIMITED



***If you need a vehicle for longer than a couple of days, contact maintenance to arrange for an extended loaner***

# CONTRACT UPDATES – TOWING, MAINTENANCE



**Cowlitz County:** Jacobsen Chevron: Maintenance, Repair, Electric Vehicles

**King County:** Sound Ford: Maintenance, Repair, Body Repair, Electric Vehicles ; Transmission Xpress: Maintenance, Repair

**Pierce County:** Courtesy Auto Service and Tire of Tacoma: Maintenance, Repair

**Snohomish County:** NW Diesel LLC: Maintenance, Repair

**Spokane County:** Innovation Cars LLC: Maintenance, Repair, Electric Vehicles ; Nef's Auto Repair: Maintenance, Repair

**Yakima County:** Valley Automotive Center Inc.: Maintenance, Repair

# CARS TEAM

**NADINE CALDERON-DIXON – CARS TEAM LEAD**  
**ANDREW CANNARD – CARS TEAM OFFICE COORDINATOR**  
**JOEY RIVERA – CARS TEAM REPRESENTATIVE**  
**AMBER GOFORTH – CARS TEAM REPRESENTATIVE**



[mpmail@des.wa.gov](mailto:mpmail@des.wa.gov)



360-664-9210



[des.wa.gov](https://des.wa.gov)

# NADINE CALDERON-DIXON – CARS TEAM LEAD

- Mileage Reporting

# MILEAGE REPORTING

## **Why is important to have accurate mileage reporting?**

- Mileage is used to track Utilization
- It triggers maintenance notices
- Billing is based on mileage reported
- Fleet Schedule - the schedule of replacement and performance review is based on mileage reported

# MILEAGE REPORTING - DOS

Best practices or "dos"-

- Report mileage by the 20<sup>th</sup> of each month
- Ask Operators to send pictures of Odometer
- Check license plate accuracy before entering
- Send your CARS rep an email immediately if mileage has been reported incorrectly



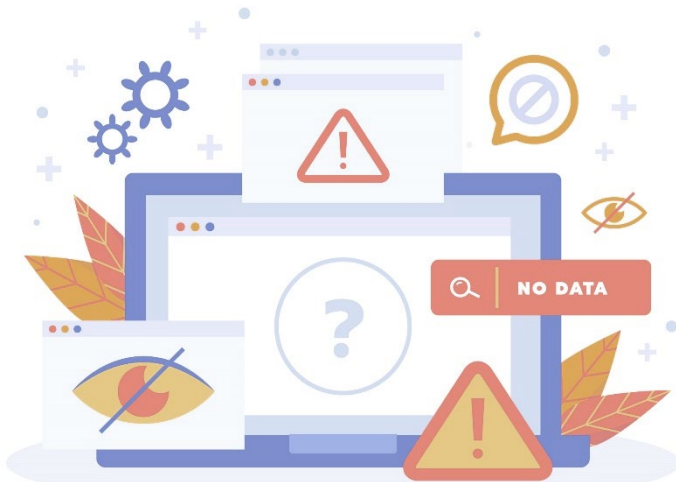
CHECKLIST

# MILEAGE REPORTING – DON'TS

Often seen errors or “don'ts” -

- Don't skip months when reporting mileage
- Don't guess or make up mileage

to report incorrect mileage





# ANDREW CANNARD

## – CARS OFFICE COORDINATOR

- Smart car reference sheets
- Tesla pointers and reminders

# SMART CAR REFERENCE SHEETS

Info sheets coming soon for Fleet's modern EVs.

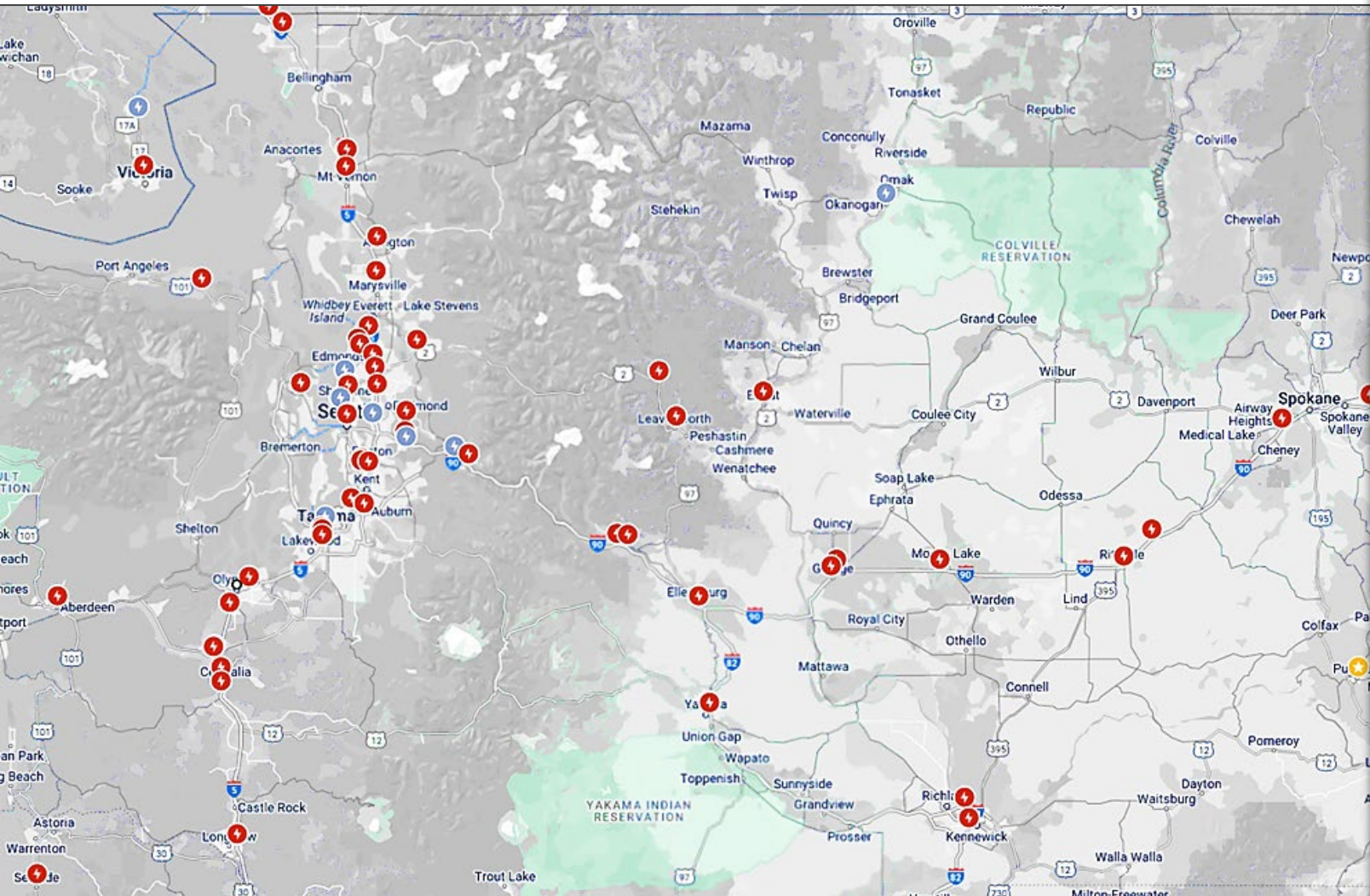
These sheets are great resources to share with your operators who may have questions about EVs.

They include:

- Best practices with the smart features on many new vehicles
- Helpful overview of terminology
- Links to outside resources including instructional videos



# TESLA: CHARGING



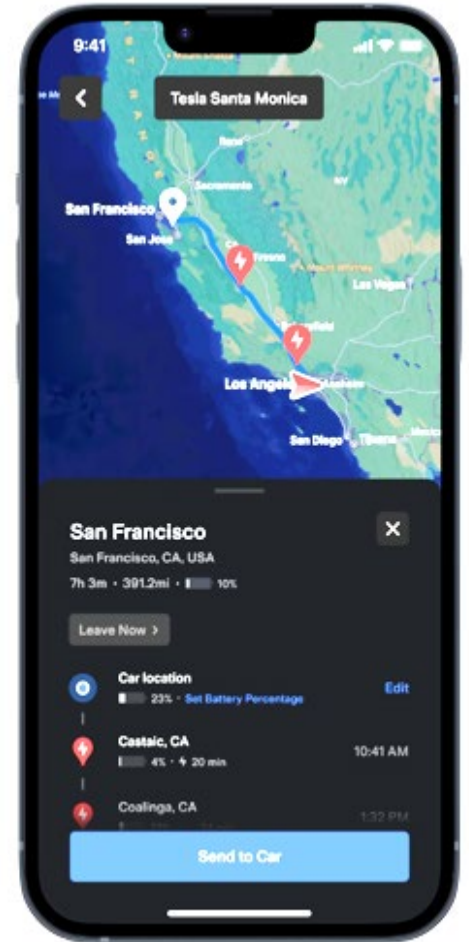
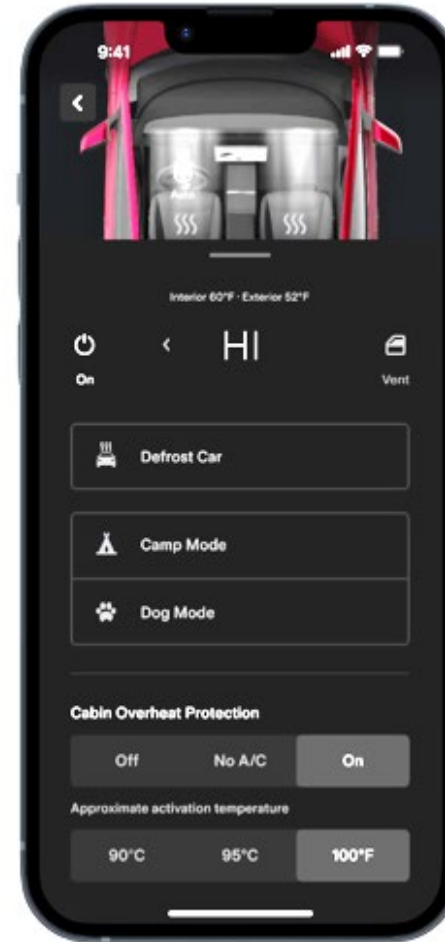
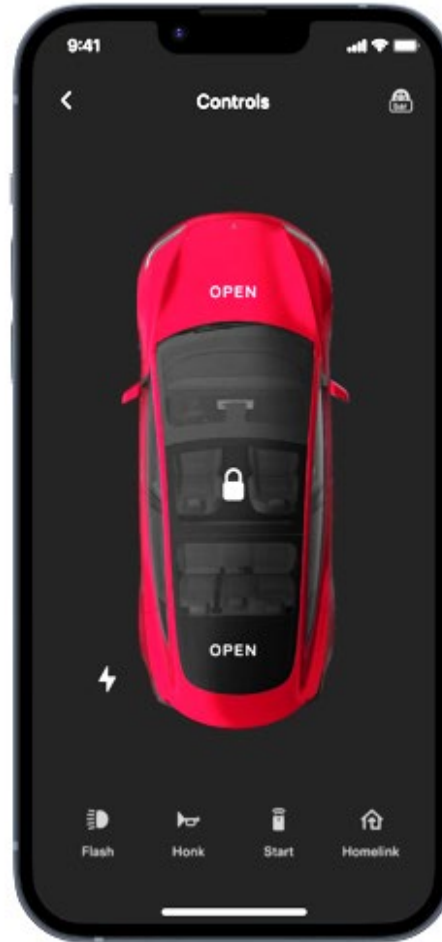
- Comprehensive state-wide charging network
- Fast charging speeds
- Detailed in-car route planning integrated with navigation system
- Just pull in and plug in, no need for a card or PIN



# TESLA: MOBILE APP

- Tesla App provides extensive remote access to vehicle.
- App access is granted by each agency's IT department.
- Vehicle access is granted by DES.

To request access email  
MPMail@des.wa.gov.



JOEY RIVERA  
– CARS TEAM CUSTOMER REP

- Removing upfits before Surplus
- Confidential plates

# BEFORE RETURNING A VEHICLE

**Remove any upfits or agency property before turning in a vehicle**

**This includes but is not limited to:**

- Agency & Personal Belongings (Parking Passes, Mileages Log, Safety Equipment, etc.)
- Wraps, decals, emblems and other markings
- Emergency Lights (Red, Blue, Amber, etc. )
- Prisoner Cages (Headache Racks are OK)
- Communication radios or scanners

**It is illegal to sell vehicles with installed enforcement equipment or lighting to the general public as it can be used to impersonate officers or to entrap occupants.**

Any agency or personal belongings found in the vehicle will be sent to Surplus for sale or disposal within 24 hours.



# CONFIDENTIAL PLATES

**Vehicle files needs to reflect any confidential plates in use on any Fleet Operations vehicle.**

- Fleet Operations will ask ATO's quarterly to verify the list in AssetWorks of their agency's confidential plates .

**When deactivating a M plate to start using a confidential plate –**

- Send and email to [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) and cc [joey.rivera@des.wa.gov](mailto:joey.rivera@des.wa.gov), let them know you are adding a confidential plate, and the vehicle file can be updated with this second license plate number.

**When turning in a vehicle to Fleet Operations -**

- The agency needs to cancel any confidential Plates and the original M plate activated before turn in.
  - Send any cancelations to DOL at [confidentialplates@dol.wa.gov](mailto:confidentialplates@dol.wa.gov)
  - CC [joey.rivera@des.wa.gov](mailto:joey.rivera@des.wa.gov) and [Mpmail@des.wa.gov](mailto:Mpmail@des.wa.gov).





# AMBER GOFORTH

## – CARS TEAM CUSTOMER REP

- Questions, meetings, trainings and survey



# UPCOMING EVENTS / WORKSHOPS



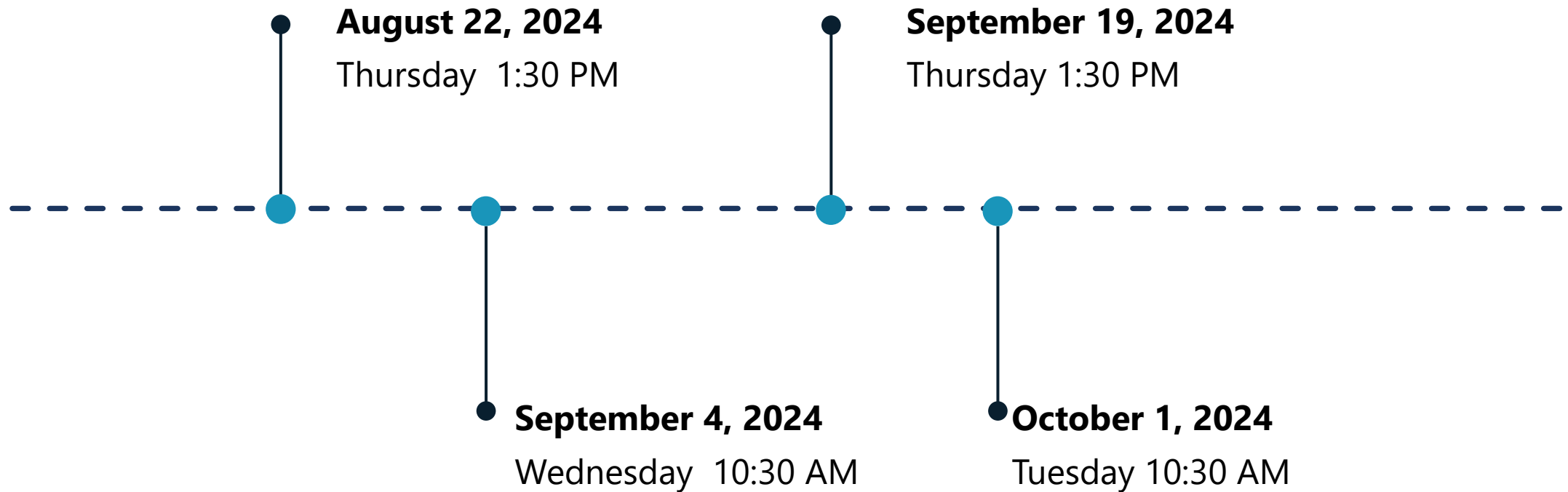
## 2024

- August 13-15 – **Sustainable Fleet Expo** – Durham NC
- August 20 – 22 – **Green Transportation Summit Expo** – Tacoma WA
- September 16 – 18 – **FleetCon** – Galveston Texas
- November 6-8 - **Fleet Forward and Fleet Safety Conference** – San Diego CA

## 2025

- February 3 – 6 – **FedFleet** – Washington DC
- April 28 – 30 – **NAFA Institute and Expo** – Long Beach CA
- June 24 – 27 – **GFX** - Charlotte NC

# UPCOMING VIRTUAL OPERATOR TRAININGS



*For more information or an invite to this training, contact us by email at [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov)*

# UPCOMING QUARTERLY ATO MEETINGS

- **Thursday November 7, 2024**
- **Thursday February 6, 2025**

