



## Privacy

### **Q: Who will have access to the information captured?**

A: Designated contacts in each participating agency, Fleet Operations customer account representatives and management will have system access. In addition, Fleet Operations will send real time notices out to designated participating agency contact when a vehicle exceeds critical speed threshold.

### **Q: Is there language between DES and Verizon to protect confidential data captured by Telematics? If so, does the language comply with OCIO security standards?**

A: We intend to identify and comply fully with all legal and security requirements. We are creating sub-teams with a representative from each of the participating agencies to help us understand and solve significant issues like this.

## Public records

### **Q: How is DES planning on handling records requests (public records act, union requests for information, discovery and investigations), will they respond, leave to agencies or both?**

A: In most cases we expect DES to respond to a public records request for raw data. Any such DES response will be in close cooperation with the agency whose vehicles are affected.

We expect to fully support any participating agency by providing records in response to requests made directly to that agency.

### **Q: How will DES disseminate tracked information to the agencies for these records requests?**

A: DES will work directly with the agency to determine the best and most appropriate way to disseminate information in response to each public record request.

### **Q: Will agencies be notified when confidential information of that agency is requested from Telematics/Verizon or DES?**

A: Yes.



**Q: Will DES assert Public Records Act or other statute, including federal law, exemptions for confidential information of an agency requested under a PRA request?**

A: DES will work directly with agencies to respond to public records requests and to determine and apply exemptions especially when an agency relies on one or more exemptions specific to the mission of that agency.

Vehicles will be grouped by agency and, at that agency's direction, within the agency by subgroups. We believe this will facilitate identification of vehicles potentially subject to an exemption specific to the mission of that agency.

**Q: Regarding public records requests, there are concerns about increased workloads and costs in relation to production and redaction of database information.**

A: We intend to collaborate with participating agencies to provide useful, actionable data. As part of that collaboration we can adjust reporting. Report frequency and content is the focus of a subgroup.

## **Records availability and retention**

**Q: How long is the tracking information maintained by DES, Agencies, and Verizon?**

A: Retention Schedule: Telematics data most closely falls into the definition of "vehicle log" in the retention schedule. DES has been advised by through the state archivist that raw Telematics data has a 3-year retention schedule.

Networkfleet retention: DES is working with NetworkFleet to determine the retention that best meets fleet needs which includes availability of historical data to run reports.

Agency access and restrictions: Normally DES will provide agencies with summary reports. Agencies can request more detailed reports including raw data.



## **Agency access and restrictions to records**

**Q: Will DES sign data sharing and security agreements with agencies regarding agency data collected under the pilot? What is the time-frame for having these agreements in place?**

A: We intend to identify and comply fully with all legal and security requirements. We are creating a sub-group with a representative from each of the participating agencies to help us understand and solve significant issues like this.

## **Public transparency**

**Q: Why Verizon instead of implementing the competitive bid process?**

A: Verizon was selected off of a competitively bid WSCA contract.

**Q: There are concerns about increased public scrutiny of state vehicle use and policy.**

A: This is a fair point but we are committed to open government and if we choose not to utilize emerging technologies we could receive scrutiny for not progressing with other states and not managing an asset as effectively as possible.

## **Location data**

**Q: What location data are generated?**

A: In brief: latitude and longitude.

## **Labor relations**

**Q: Will DES Fleet Operations use the gathered information for disciplinary action?**

A: DES Fleet Operations will not use telematics data to impose disciplinary actions. Information will be made available to your agency points of contact and you agency will address any concerns with drivers. To learn about disciplinary actions, refer to your agency's transportation policy.



**Q: Is DES going to notify the union that employee home location information is not considered to be exempt from disclosure by DES?**

A: Some residential addresses will in fact be exempt 42.56.240(13); it depends on existing valid exemptions for law enforcement.

**Q: What have the unions requested?**

A: The unions have requested

- Pilot vehicles and baseline data
- Communications plans for each agency
- Agency vehicle policies

## **Operational**

**Q: Can the system be turned off in an individual vehicle based on the use of the vehicle on an ad hoc or continuing basis?**

A: No.

Q: Can the technology truly determine route vs. time in real time?

A: The Telematics default configuration does not provide real time route/ traffic data.

## **Future implementation**

**Q: Will there be exemptions from full implementation?**

A: Exemptions will not be determined until after the pilot project has completed and we have had the opportunity to determine benefits and drawbacks of the system in action.



**Q: What is the cost of implementation?**

A: \$185 per vehicle for the installation, \$24.95 per month per vehicle for ongoing operational expense. There will be no cost during the pilot project.

**Industry research**

**Q: What is the value of using telematics?**

A: Specific to Fleet Operations, we will begin to see this picture throughout the 6 month pilot. A variety of Fleet testimonials have reported:

- Potential fuel savings up to 30%.
- Idle time reduction up to 30%.
- Reduced miles driven up to 10%.
- Increased driver awareness and safety.
- Reduction in accident management expense.

**Data management, analysis and reporting**

**Q: Will there be a metric that looks at fleet trips and personal vehicle trips so we don't assume that mileage and/or trips were reduced for fleet because of the tracking only, but also use was transferred to personal vehicles?**

A: We will review all transportation data to take into account shifts of vehicle use.

**Q: How are vehicle data collected and analyzed? By whom?**

A: DES Fleet Operations has a management analyst who is in charge of reviewing fleetwide data, identifying opportunities for fleet improvement, performing the cost-benefit analysis and communicating data to agency representatives. A specific group of useable data will be communicated directly to agency points of contact for any additional analysis they would like to perform.



**Q: How will reports be useful and valuable?**

A: Each agency and line of business will find different value in different aspects of the telematics system. Consistently, all agencies will receive reports of excessive speed. This information will be valuable identifying coaching opportunities to increase statewide safety.

**Q: Why not receive only aggregate data with respect to speed? What is the goal of having the individual data if not corrective?**

A: The individual data is commonly available in all telematics systems. Speed data for individual vehicles will inform opportunities for safety coaching and individual instances of speeding should be addressed by the employing agency.

**Q: Will DES develop a statewide communication plan for state employees?**

A: DES will send regular updates to agency representatives to be shared with employees and will post updates to the DES website as they become available. Participating agencies will be responsible for communicating information specific to how they plan to use the data internally with their employees.

## **Pilot Scope**

**Q: How many vehicles are included in the pilot and how long will it last?**

**A:**

- 350 total vehicles
- Six (6) month trial period - Official pilot dates to be determined
- Sample size provides a 95% confidence level in the results, based on a 3,500 vehicle fleet
- Six months will give us an accurate dataset by incorporating the historically busy spring months
- DES Fleet Operations will coordinate the placement of the pilot Networkfleet systems in vehicles encompassing broad range of vehicle applications, over a statewide geographical area. This approach will provide a good sample set of data points for vehicles with varying duty cycles.
- Installation of in-vehicle boxes



- DES and Networkfleet will coordinate the statewide installation

Customer Agency	Current # of vehicles on monthly leases	Proposed Pilot Vehicle Count	
SOCIAL AND HEALTH SERVICES	851	102	<ul style="list-style-type: none"> <li>• Top 10 DES Managed fleets + DES Daily rental vehicles + CMS/Surplus/B&amp;G ( <i>These customers account for 80% of DES's total fleet</i>)</li> <li>• 9-102 vehicles per agency – <i>set proportional to agency fleet size</i></li> <li>• Mix of hybrids, light duty SUVs, medium and light duty trucks, delivery vehicles ( <i>CMS, Surplus, DSHS</i>)</li> <li>• Install in vehicles located statewide to gather information on all geographical travel areas</li> <li>• Vehicles with 12 months of usage data – <i>establish benchmark data</i></li> <li>• Vehicles less than 4 years old –<i>avoiding possible replacement candidates</i></li> </ul>
LABOR AND INDUSTRIES	406	49	
ECOLOGY	357	43	
DEPT OF FISH AND WILDLIFE	308	37	
DES Daily Rental Fleet	251	30	
AGRICULTURE	189	23	
LIQUOR CONTROL BOARD	136	16	
CORRECTIONS	119	14	
DEPARTMENT OF ENTERPRISE SERVICES	113	14	
ATTORNEY GENERAL	104	13	
LICENSING	76	9	

**Q: How were the 350 pilot vehicles selected?**

A: We chose the top ten Fleet Operations customers as determined by volume of vehicles assigned. The number of vehicles per agency was determined relative to the number of vehicles on assignment.

There were two requirements for a vehicle to be eligible for the pilot:

1. Vehicles had to be four years old or less. (To avoid potential replacement candidates)
2. Vehicles must have been on assignment for at least 12 months prior to the pilot to ensure complete baseline data in order to perform a cost-benefit analysis.



Once we narrowed down our pool of vehicles we randomly selected pilot vehicles and then made a few adjustments to ensure a good mix of vehicle makes, models and uses as well as geographical variance. The proposed vehicle list was then sent to agency transportation officers for change requests and approval.

**Q: What information will be measured by DES?**

**A:**

- Improvements to employee safety
- Accident Management cost savings
- Miles traveled vs. each vehicles previous year's benchmark data
- Fuel consumption reduction in gallons vs previous year benchmark – Results WA Goal 5 Measurable
- MPG comparison vs. previous year
- Underutilization backup documentation
- MMT of carbon conversion for RW reporting
- Social Cost of Carbon (SCC) reduction
- Reduction in Idle time
- Cellular vs Satellite connectivity requirements – look to geo-fence areas with poor or no cell reception
- FTE touch time saved through telematics end of month mileage reporting
- Customer complaints and associated vehicle location backup

**Q:What are the objectives of the telematics pilot?**

**A:**

- Promote safety of drivers and Washingtonians.
- Determine good candidates for electric vehicle replacement.
- Maintain proper maintenance schedules of fleet vehicles.
- Reduce unnecessary idle time.
- Save FTE time via avoidance of end of month mileage entry.



- Reduce our Social Cost of Carbon (SCC)
- Reduce Statewide fuel expense in support of Results Washington Goal 5: Efficient, Effective and Accountable Government.
  - 2.4 - Reduce the petroleum fuel consumption in fleets by 8% by July 2016 from 2013 levels.
  - 2.4.a – Increase the average petroleum mpg of the agency's fleet by 8% by July 2016 from 2013 levels.
  - from 2013 levels.
- Support and promote the Washington Traffic Safety Commission's Target Zero initiative targeting zero traffic deaths and zero serious injuries by 2030.