



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

# DES Fleet Operations Quarterly ATO Meeting

*MAY 2025*

# MEETING AGENDA 5/15/2025

Section	Topic
Welcome	<ul style="list-style-type: none"><li>• Agenda</li></ul>
Management & Systems	<ul style="list-style-type: none"><li>• Personnel updates, fuel audit updates, K-9 training at Fleet Operations, purchasing freeze updates, vehicle lifecycle costs, SAFE map</li></ul>
Dispatch	<ul style="list-style-type: none"><li>• New Automated Key Box Reservation System best practices, cleanliness and damage chargebacks, lost and found procedures</li></ul>
Vehicle Maintenance	<ul style="list-style-type: none"><li>• Service appointments reminder</li></ul>
Vendor Maintenance	<ul style="list-style-type: none"><li>• Diminished value process, excessive wear and tear, accident claim review</li></ul>
CARS & Transportation Team	<ul style="list-style-type: none"><li>• Transportation office procedures, pickup and turn in best practices, operator updates, utilization updates, loaner vehicles, infractions and complaints, EV best practices</li></ul>
Closing	<ul style="list-style-type: none"><li>• Operator trainings &amp; ATO meetings, post meeting survey</li></ul>

# FLEET MANAGEMENT UPDATES

CYNDI BEVERIDGE - DES FLEET OPERATIONS ASSISTANT PROGRAM  
MANAGER

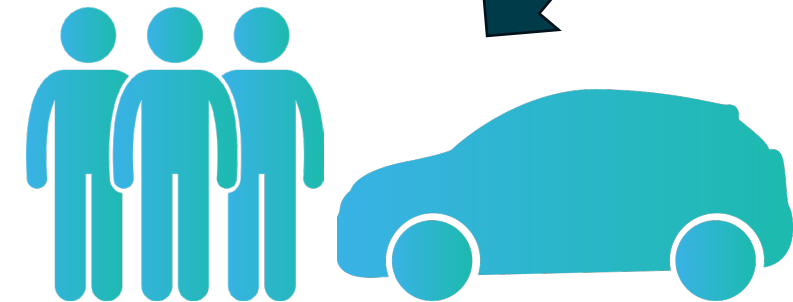
- Personnel updates
- Fuel audit update
- K-9 Training at Fleet Operations
- Purchasing freeze updates
- Preview SAFE map



**DES Fleet Operations**



**ATO**



**Agency Drivers**



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

# 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

# FUEL AUDIT UPDATES

All information requested by auditor has been supplied

DES Fleet is awaiting results and possible process improvements

We will reach out to all agencies if this impacts current processes

# K-9 TRAINING

DES Fleet Operations recently provided access to M-Plate vehicles for Tumwater PD's K-9 unit for a training exercise.



# STATEWIDE PURCHASING FREEZE STILL IN EFFECT

**All agencies must provide us with an explanation of how the vehicle falls into one of these categories:**

- Is necessary to protect life or public safety
- Is necessary to carry out the core functions of the agency
- Funded by private or federal grants

**Please be sure your explanation also answers the following three questions:**

- How is this equipment to be used?
- Justification for equipment purchase (why is this critically necessary?)
- What would be the consequence if this exemption is not approved?

# PURCHASE FREEZE REMINDERS

Agencies covered under the directive must also submit approval from their agency head. This can be done in the form or an email or official memo.

We can accept an email or memo from someone other than the agency head provided that a delegation of authority from the agency head to the requestor is also included.



# SAFE MAP TOOL PREVIEW

New EV route planning tool available now!

Features level 2 and level 3 chargers operated by state agencies

More details will be provided later in the presentation

# UPDATES & ANNOUNCEMENTS

DAVID BAGNALL - DES FLEET OPERATIONS MANAGEMENT  
ANALYST

- Lifecycle costs for EV vs. ICE vehicles
- ATO Dashboard
- Fuel Audits

# FLEET VEHICLE LIFECYCLE COSTS

Body Style	Prior Contract Avg Price	Current Contract Avg Price	Difference
Automobiles	31,022	24,940	(6,081)
Utility	41,392	38,102	(3,290)
Pick-up Trucks	42,466	40,514	(1,952)
Vans	47,507	46,826	(681)

# FLEET VEHICLE LIFECYCLE COSTS

Significant reduction in BEV costs this year.

1. Ford Mach E (base price) down 15K!!
2. Chevy Silverado (base price) down 10K!!
3. Ford Lightning (base price) down 4K.

# FLEET VEHICLE LIFECYCLE COSTS

Benefits to reduced BEV pricing

1. Lower monthly rates
2. Improved fuel economy (big wins for SUVs and Pickups)
3. Reduced GHG emissions

# ATO DASHBOARD

1. **Vehicle Recalls** – DES is moving to a new recall management systems. This may impact what you see on the Dashboard
2. **Issue with billing data** – Some billing data did not show due to missing dates. This has been resolved.
3. **PM Due/Overdue computations** – Current computations are:
  - PM overdue when 1000 miles past PM due meter.
  - PM not due if service performed in last 30 days.
  - PM coming due when within 500 miles of PM due meter.

<https://app.powerbigov.us/groups/me/reports/018ca78d-95a8-44cc-88dc-79ab66d844ad/ReportSection/e336dde970848ec70357?ctid=11d0e217-264e-400a-8ba0-57dcc127d72d>

# FUEL AUDITS

What to do when you receive a fuel audit

1. Review the report
2. Obtain feedback to possible contributors of MPG
3. Provide feedback to fleet via email.

# FUEL AUDITS

Random and periodic fuel audits

1. MPG Efficiency based audits
2. Audits are MFR and Model specific
3. Designed to drive fuel efficiency, and correct improper fuel card use.



# DISPATCH

**MICHAEL SEIBOLD – CUSTOMER SERVICE MANAGER**



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



360-664-9207



[des.wa.gov/services/fleet-vehicles-parking/fleet-operations](https://des.wa.gov/services/fleet-vehicles-parking/fleet-operations)

# FLEET DAILY RENTAL LOCATIONS



## **Fleet Operations HQ**

1312 Fones Rd SE. Bldg. 4  
Olympia, WA 98504

Fones Rd HQ Open  
M-F 7:30am-4:30pm  
Except Holidays



## **Capitol Campus**

1129 Washington St SE  
Olympia, WA 98504



## **Tumwater Vans**

7510 New Market St SW  
Tumwater, WA 98501

Automated Key System  
Available 24/7

# AUTOMATED KEY SYSTEM VEHICLE PICKUP REMINDERS

Customers still  
having issues  
with opening  
the door,  
picking up and  
returning keys



Here are some  
reminders.

# OPENING AGILE DOOR



# HOW TO REMOVE KEYS



1. The light next to the door will light up. **Lift the latch and open the door.**
2. The light next to the correct key will light up.
3. **Turn the key counterclockwise and remove it.**
4. **Close the door.**

# HOW TO RETURN KEYS TO BOX



1. The light next to the door will light up. **Lift the latch and open the door.**
2. The light for your key slot will light up.
3. **First, insert the card holder with the oval cutout facing up. Then, enter the key and turn it clockwise.**
  - Note: You must turn the key clockwise to complete the return!
4. **Close the door.**

# AUTOMATED KEY BOX Q&A

**Q: Desired vehicle type is not available to reserve**

A: Under certain circumstances SUV's or Van's could be fully booked. Proceed to reserve another class of vehicle, or contact Fones Rd for availability and in many cases, Fones Rd will have the vehicle.

**Q: Battery is dead on vehicle being picked up**

A: If vehicle has a dead battery call Dispatch during business hours otherwise you will have to return keys and make a new reservation on another vehicle for your trip. You will not be charged for cancelling this reservation.

**Q: Reservation did not end after returning keys**

A: This can happen if fuel cards and keys were not properly returned to key box. Screen will provide "return successful" message once return procedures have been properly completed.

# DAILY RENTAL VEHICLES RETURNED IN FILTHY, UNRENTABLE CONDITION

Review on DES check in procedures:

- All Vehicles are inspected upon return of their reservation. Full walk around, inside and outside of vehicle.
- All vehicles are physically checked in for mileage, full fuel level, cleanliness, damage, and forgotten items.
- Condition is documented at every check in, and pictures are taken of any excessive dirtiness.
- If vehicle is returned in an unclean condition, it will be sent to professional detailer and cleaning expenses will be charged back to renting agency.



# CHARGEBACKS ON DAMAGED VEHICLES

- All Vehicles are inspected upon return of their reservation. Full walk around, inside and outside of vehicle.
- If Dispatch team member discovers damage, they photograph and document it along with vehicle type, location and type of damage. These photos and inspection forms are then saved to our network.
- Rental customer is then contacted by phone or email along with agency's ATO.
- Vendor maintenance team will inspect the vehicle separately and determine if damage requires repairs.
- It will then be determined if repairs will be self pay or a CEI claim.

**\*If your driver has an accident or finds damage please have them contact DES Fleet and contact CEI prior to turning in vehicle. This expedites the repair process and gets the vehicle back on the road more quickly**

# LOST AND FOUND FOR DAILY RENTAL VEHICLES

- Items that are left in the vehicle are logged by Fleet staff
- Items are dated and labeled with relevant details such as license plate # of vehicle item was found in.
- Staff will attempt to contact driver both by phone call and via email.
- After 90 days unclaimed items will be sent to surplus.

## What to do to retrieve your lost items

Contact Fleet operations Dispatch at 360-664-9207 to arrange for date and time for picking up item.

# VEHICLE MAINTENANCE

JUSTIN KYLLONEN – VEHICLE MAINTENANCE



[justin.kyllonen@des.wa.gov](mailto:justin.kyllonen@des.wa.gov)



360-664-9200



[des.wa.gov/services/fleet-vehicles-parking/fleet-operations](https://des.wa.gov/services/fleet-vehicles-parking/fleet-operations)

# DES FLEET SERVICE DEPARTMENT

The DES Fleet Operations shop is  
located at:

1312 Fones Rd SE. Bldg. 4

Olympia, WA 98504

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

***Monday-Friday***

***7:30am-4:30pm***

***(360) 664-9200***



# VEHICLE SERVICE ASKS

- When making an appointment, provide all details for what work is needed. This enables our team to address any concerns you might have with the vehicle beyond scheduled maintenance
  - List all vehicle concerns, ie noises, shudders, pulling, vibrations, warning lights etc
- When dropping off vehicle, ensure details are left with Justin or a shop team member so that we have vehicle plate # and the best contact info for questions and for vehicle pickup.
- Arrive on time for your appointment and pickup your vehicle promptly once completed.

# VENDOR MAINTENANCE

JARED HIATT- VENDOR MAINTENANCE



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



800-542-6840



[des.wa.gov/services/fleet-vehicles-parking/fleet-operations](https://des.wa.gov/services/fleet-vehicles-parking/fleet-operations)

# MAINTENANCE REPAIR HOTLINE

Contact vendor maintenance for:

- Maintenance and repair billing
- Vendor options and locations
- General maintenance and repair questions
- Repair guidance and authorization
- PM notification questions
- Recall questions
- Roadside emergencies
- **Please contact us if you need tires or auto glass. We will direct you to the nearest contracted vendor**



***1-800-542-6840***

***MPMaint@des.wa.gov***

# DIMINISHED VALUE CHARGEBACK

- When a vehicle is turned in and sent to surplus, Fleet expects to recoup the current market value of the vehicle. Excessive wear and tear and body damage devalues the vehicle and results in a chargeback to the agency. The purpose of the charge is to make up the difference between the pre-damage value and the post damage value.
- Body repairs are not normally completed on vehicles going to surplus. An exception would be when third party insurance is involved, and Fleet could recover the costs.



# EXCESSIVE WEAR AND TEAR EXAMPLES

- Any damage to the vehicle resulting from negligence, vandalism, theft, or accident.
- Damage from installation or removal of specialized equipment, or other unauthorized vehicle alterations.



# EXCESSIVE WEAR AND TEAR EXAMPLES

- Small scratches/dings covering a significant portion of the exterior.
- Any damage, odors, stains, dirt/trash that requires professional detail.





# EXCESSIVE WEAR AND TEAR EXAMPLES

- Dents that break the paint or dents larger than 1.5" in diameter.
- Large scratches and other breaches through the paint surface.



# COLLISION DAMAGE REPAIR AUTHORITY

- Decisions related to repairs are made by CEI/Element in cooperation with DES Fleet Operations.
- Not by the leasing agency.
- Decisions are dependent on the estimated cost of repairs compared with the book value, the remaining expected useful life, and the availability and cost of a suitable replacement vehicle.

# 2024 ACCIDENT/CLAIM REVIEW

## 534 Vehicle Accidents

**Comprehensive Damage:** 163 - *unknown cause, vandalism, road debris.*

**Other vehicle hit our vehicle:** 159 - *intersectional, rear-end collision, lane changing.*

**Our driver hit stationary object:** 117 - *poles, parking barriers, 44 backing accidents.*

**Our driver hit another vehicle:** 71 - *lane changing, intersectional, rear-end collision.*

**Miscellaneous:** 24 - *act of nature, driving off the roadway.*

# CARS TEAM

**NADINE CALDERON-DIXON – CARS TEAM SUPERVISOR**

- Transportation office procedures
- Vehicle turn in /pickup notices and best practices

# CARS TEAM

**NADINE CALDERON-DIXON – CARS TEAM SUPERVISOR**

**JOEY RIVERA – CARS TEAM REPRESENTATIVE**

**DAVID ALONSO – CARS TEAM REPRESENTATIVE**

**AMBER GOFORTH – CARS TEAM REPRESENTATIVE**

**ANDREW CANNARD – CARS TEAM REPRESENTATIVE**

**JOE BASS – PROGRAM SPECIALIST**



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



360-664-9210



[des.wa.gov/services/fleet-vehicles-parking/fleet-operations](https://des.wa.gov/services/fleet-vehicles-parking/fleet-operations)

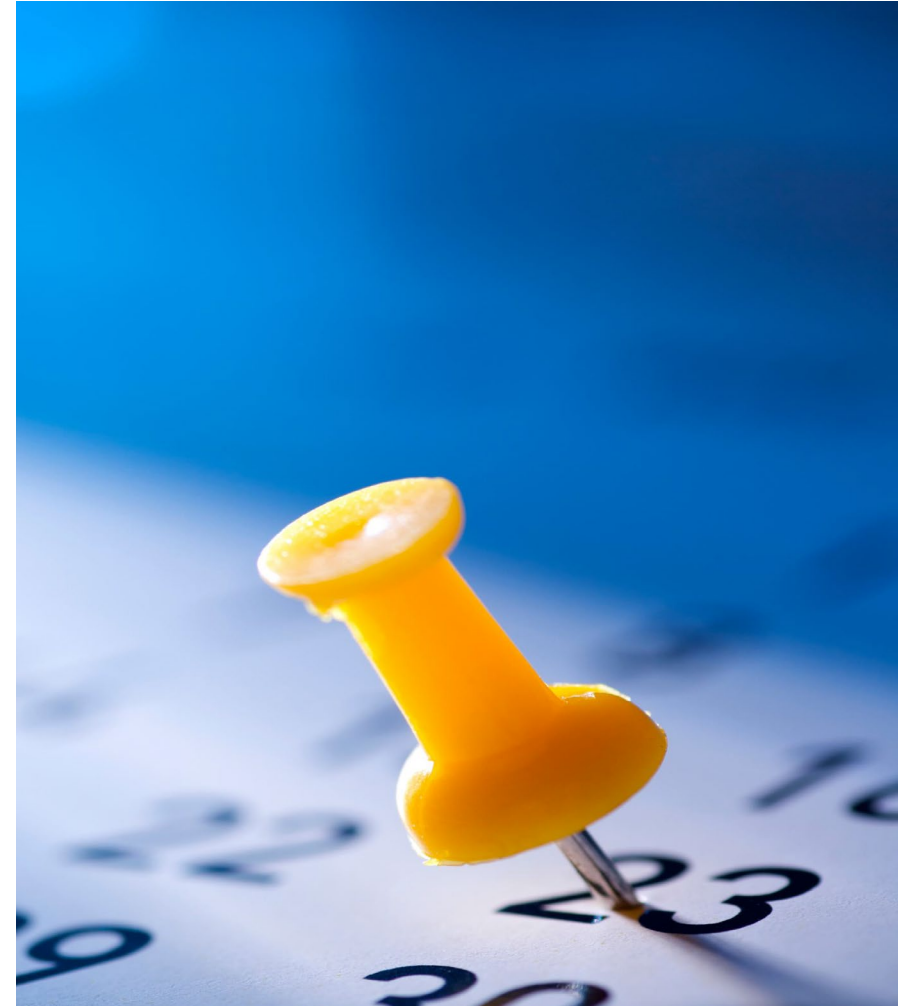
# TRANSPORTATION OFFICE APPOINTMENTS

- Please ensure you make appointments for all pickups and turn ins at our transportation office in Tumwater.
- The transport team is small and is often away from the office for vehicle deliveries and other duties.

***Contact information:***

***Email: [desmptransport@des.wa.gov](mailto:desmptransport@des.wa.gov)***

***Cell: 360-451-9318***





# VEHICLE TURN INS

Please print out or have a copy ready on your phone of the turn in notice sent via email from your CARS Rep.

## RETURNING YOUR DES FLEET VEHICLE

You have requested to return vehicle **08027M 2015 Toyota Prius** due to underutilization.

**IMPORTANT!!** Contact transportation team prior to dropping off your vehicle at 360-451-9318.

Vehicles returning need to have the fuel cards and all spare keys returned, all equipment, cell phones, emergency kits, etc. removed (leave tire chains in the vehicle). The vehicle also needs to be free of all garbage and presentable to be exchanged. If the vehicle is not clean your agency may incur a detail charge. **Do not fuel the vehicle up before returning.**

SEE BELOW FOR DRIVING DIRECTIONS

### Hours of drop off:

Monday-Friday, 7:30am to 3:30pm

Contact phone – 360-451-9318

Contact Email – DESMPTtransport@des.wa.gov

### Physical address:

WA State Printing and Imaging Bldg.

7510 New Market Street

Tumwater, WA 98501



### **1-5 Northbound**

- Take exit 101 toward Tumwater Blvd / Olympia Airport
- Turn right onto Tumwater Blvd SW
- Take the first exit after entering the roundabout onto New Market Street
- Take the first left into the Printing and Imaging parking lot
- Fleet Operations vehicle pickup and Delivery office is inside Printing and Imaging Bldg.

### **1-5 Southbound**

- Take exit 101 toward Tumwater Blvd / Olympia Airport
- Turn left onto Tumwater Blvd SW
- Take the first exit after entering the roundabout onto New Market Street
- Take the first left into the Printing and Imaging parking lot
- Fleet Operations vehicle pickup and Delivery office is inside Printing and Imaging Bldg.

Operators may be turned away if attempting to turn in a vehicle without authorization

# VEHICLE PICK UP

- Please print or have a copy ready on your phone of the ready notice sent via email and contact Fleet Transport to arrange the pickup.
- If a staff member is picking up the vehicle, forward the ready notice to the person picking up the vehicle.

Congratulations, your vehicle is ready!

Ready for pickup	Vehicle to be returned
12568M - 2024 Chevrolet SILVERADO EV	07244M - 2015 DODGE CARAVAN

**ADDITIONAL COMMENTS:** This vehicle was requested by ~~Robert Matthews/Kimman, K.~~ for Programs ~~delivered/pick~~. This is a replacement for 07244M.

### Picking up your vehicle

Prior to pick up, please review the following:

- Contact the Fleet Transport office to arrange an appointment.
- Call (360) 451-9318
- Or
- Email [desmpttransport@des.wa.gov](mailto:desmpttransport@des.wa.gov)
- Print this email It must be presented at time of pick up
- Prepare your turn in vehicle (if applicable): Please have all spare keys and fuel cards with you at time of drop off
- Fleet Transport Hours Monday-Friday, 7:30am to 3:30pm
- Fleet Operations Address:  
WA State Printing and Imaging Bldg  
7510 New Market Street  
Tumwater WA 98501

### Need Delivery?

Please reply to [desmpttransport@des.wa.gov](mailto:desmpttransport@des.wa.gov) with the following information to arrange delivery:

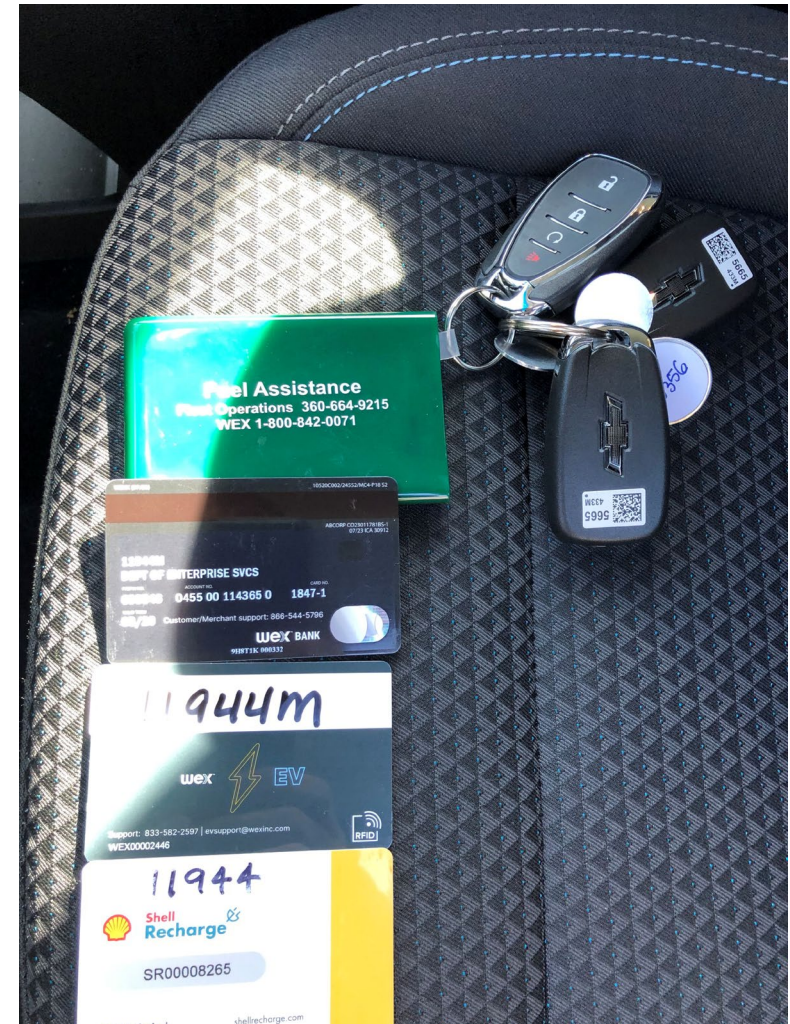
- Contact Name
- Contact Phone Number
- Backup Contact Name
- Backup Contact Phone Number
- Delivery Location and Address

### Important Information

- Vehicle needs to be picked up ASAP due to limited space. If not picked up within 2 weeks of this notice, the vehicle may be reassigned or your agency will start being charged. If it is going to be over 2 weeks, contact us and we'll make a note to hold the vehicle.
- Vehicles returning need to have fuel card and all spare keys returned, all equipment, cell phones, emergency kits, etc. removed. The vehicle also needs to be free of all garbage and presentable to be exchanged.
- If the vehicle is not clean your agency may incur a detail charge. Do NOT fuel the vehicle up before returning.
- You will be required to report monthly mileage, so please contact [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) if you need instructions or assistance.

# RETURN KEYS AND FUEL CARDS

- Please ensure you turn in ALL keys and fuel/EV cards that were issued to your vehicle.
- Your Agency will be charged back for any un-returned keys.



# CARS TEAM

JOEY RIVERA – CARS TEAM REPRESENTATIVE

- Operator update procedures

# OPERATOR/DRIVER UPDATES

Action*	Personnel (HRMS / state ID) Number*	First Name*	Last Name*	If DSHS, provide the position/ legacy number (ex. AB17)
<div><input type="checkbox"/> Add New</div> <div><input type="checkbox"/> Update</div> <div><input type="checkbox"/> Remove</div>				

Agencies need to be proactive and inform us of any employee changes so we can update their information in Asset Works. This will help prevent incorrect fees being charged to your agency.

Please use the Driver Add-Delete-Update form for any driver updates

## Updates Needed

- **Driver/Employee leaving agency.**
- **Driver/Employee joining agency.**
- **Driver/Employee contact information (email and phone #).**
- **Driver/Employee Driver License Expiration Date.**

(Asset Works will not let a driver reserve a vehicle if their driver license expiration date is expired and has not been updated in our system)

Operator ID

### Employment Info

Job title

Occupation

Department ID

Account ID

Financial project code

Agency

Station location ID

Work phone

Mail drop

Email address

Employment date

Termination date

Status

☐ Kiosk access


Assigned equipment ID

☐ Supports all departments

Supported departments

# ADDING, UPDATING OR DELETING DRIVERS

Send completed form to: [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov)

 Fleet Operations - Change Request Form

\* = Required for new additions

Vehicle information used only if assigning or re-assigning a vehicle to an operator  
Use this form to add, remove or change operator profiles and to change vehicles assigned to operators.

Operator information*										Vehicle information		AGILE access
Action*	Personnel (HRMS / state ID) Number*	First Name*	Last Name*	If DSHS, provide the position/ legacy number (ex. AB17)	Agency Number*	Account Number (if applicable)	Office Phone Number*	E-Mail Address*	Driver License Expiration Date*	M-Plate (if assigning vehicles)	Vehicle location (code if any and address - include county)	Check box if driver needs the automated key management system
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												<input type="checkbox"/> Add access
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												
<input type="checkbox"/> Add New <input type="checkbox"/> Update <input type="checkbox"/> Remove												
<input type="checkbox"/> Add New												

## Use the form to –

- Add, change or delete drivers from the fleet management system, automated rental system or fuel card system
- Vehicle reassignments and location updates
- Update driver information (License expiration date, Name changes or Agency information)

Please send form to [Mpmail@des.wa.gov](mailto:Mpmail@des.wa.gov)



# DES OPERATOR LIST BY DEPARTMENT AND ACCOUNT

- You can run a report through Asset Works that shows all active drivers/employees assigned to your agency.
- If we are not notified a driver/employee has departed from an agency the driver/employee will continue to appear in Asset Works as assigned to that agency.
- Your agency will then be billed for any services the driver/employee receives from Fleet.



Washington State Department of  
Enterprise Services

Fleet Operations

## *Operator List By Department*

Department(s): E179, E179MP

Report Date: 5/14/2025

### E179: DEPARTMENT OF ENTERPRISE SERVICES

Operator ID	Operator Name	Account	Wk. Phone	Email	Lic. Expire
	ANDREW	E179000			12-31-2049
	DEB	E179000			10-9-2021
	KRISTTY	E179000			2-25-2022
	GARY	E179000			1-29-2028
	DAN	E179000			9-5-2025
	LLOYD	E179000			6-8-2021
	KENNETH	E179000			8-19-2028
	JEFF	E179000			2-23-2026

# CARS TEAM

**AMBER GOFORTH – CARS TEAM REPRESENTATIVE**

- Underutilization Returns
- Loaner Procedures
- Vehicle Availability



# UTILIZATION WAIVERS

**Thank you all for your hard work on getting action plans and waivers submitted!**

- Extension period ends May 31<sup>st</sup>. The results will be sent out in early June.
- Waivers are due June 30<sup>th</sup> if your vehicle does not meet the extension requirements.
- Waivers can be submitted via email to [vehicleapproval@des.wa.gov](mailto:vehicleapproval@des.wa.gov)

# WAIVER TIPS

- Why is retaining this vehicle more cost effective than leveraging other options such as POV's, daily DES rentals, or renting from a contracted vendor?
- What are the unique circumstances that caused this vehicle to be under underutilized?
  - Vacancies, extended leaves, mechanical issues, RCW/WAC requirements



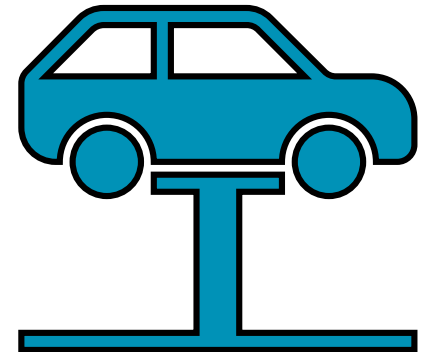
## VEHICLE RETURNS

- If the action plan stated a car would be returned those are due now.
- Request a turn in approval email from your CARS rep.
- An appointment is required with the Transport office before returning a vehicle.
- Follow instructions in email

# LOANER PROCEDURES

- **Loaner Vehicle-** A vehicle lent to an agency in place of a perm vehicle while it is in the shop. Charges are for mileage only.
  - Once permanent vehicle is repaired, the loaner needs to be turned in to prevent additional charges.
  - If the loaner vehicle isn't returned once the vehicle has been repaired your agency will be billed the daily rental rate as the vehicle is no longer a loaner.
  - Along with the Fones Rd. location we have repair vendors outside of Thurston Co. that have a limited number of loaners available.
  - Please look within your agency if the repair is going to take more time.

\* Email [mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov) or [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) for a list of vendors with loaners.



# VEHICLE REQUEST REMINDERS

Inquire about Fleet in stock vehicle availability

Manufacturers production timelines vary

Purchase exemption approval time

Fleet vehicle order banks vary by make a model

Purchase and delivery timelines always subject to change

# CARS TEAM

**JOE BASS – PROGRAM SPECIALIST**

- Parking restrictions
- Complaints and infractions

# OBEY LOCAL PARKING ORDINANCES

- M-Plate vehicles are not exempt from parking tickets or awarded any special privileges in regards to traffic laws, including parking in fire lanes or using HOV lanes with no passengers. State vehicles should only be used for official state business.
- In the case of parking and speeding tickets, we do not receive any notification until it is passed due and has already occurred more charges. The driver is responsible for payment of the ticket and does not need to wait to inform DES or their ATO before paying the fine.



# CITATIONS

- Traffic infractions received by DES, are logged and tracked.
- ATO is notified by email and provided a copy of the infraction
- ATO is responsible for researching infraction driver specifics and working towards legal resolution including payment if applicable.
- If a delinquency notice is received, DES will notify ATO. If infraction not resolved within 48 hours DES will pay ticket and chargeback to leasing agency

#5  
7 - 1083

WA DES FLEET OPERATIONS  
PO BOX 41032  
OLYMPIA WA 98504-1032

7-1083

This ticket will be filed with Fife Municipal Court – 3737 Pacific Highway E., Suite 100, Fife, WA 98424  
253-922-6635

Date of Infraction:	Time of Infraction:	Fine Amount:	
02/09/2025	10:03:48	\$145	
Location of Infraction: Valley Ave @ 70th Ave WB			
Plate:	State:	Amber Time:	Red Light Time:
	WA	4.1	9.9
Year:	Make:	Model:	Body Style:
2017	TOYT	PRI	
Violator:			
, WA DES FLEET OPERATIONS			
Street Address: PO BOX 41032			
City:	State:	Zip:	
OLYMPIA	WA	98504	
Registered Owner:			
, WA DES FLEET OPERATIONS			
Street Address: PO BOX 41032			
City:	State:	Zip:	
OLYMPIA	WA	98504	

The above listed vehicle registered in your name was photographed failing to stop at a red light, as described





# CITATION DATA

**180 camera issued infractions received in 2024**

Most common infractions:

School Zone Speeding – 71

Red Light – 70

Reminder: Parking tickets are issued directly to drivers and DES is not notified unless they become delinquent/unresolved

# COMPLAINTS

DES handles complaints received about the use of M-plated vehicles.

When we receive a complaint, it is logged, ATO is notified by email with documentation with a description of the complaint. It is ATO's responsibility to investigate and respond to DES and to complainant if requested.

Common complaints include:

Speeding, reckless or erratic driving, cell phone use while driving, left lane camping, vehicle at assumed unauthorized location

# CARS TEAM

**ANDREW CANNARD – CARS TEAM REPRESENTATIVE**

- Updates on EV charging options
- Route planning tools
- EV best practices
- Brown Bear Carwash
- In stock vehicles

# EV CHARGING INFRASTRUCTURE

## Updates on WEX charging cards

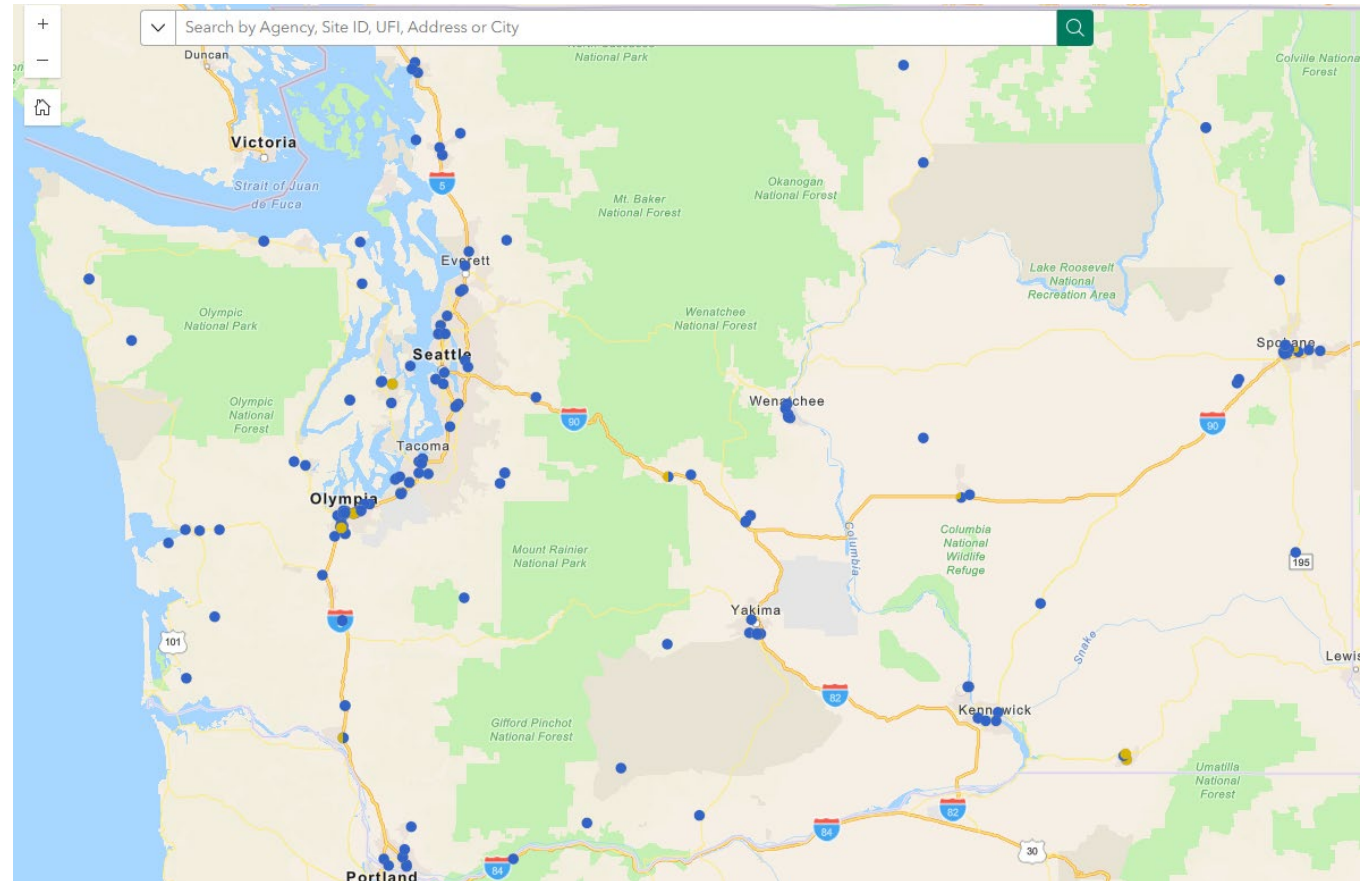
- WEX MasterCard
  - Electrify America/Roadside Service/car washes
- WEX RFID
  - AmpUp/Blink/ChargePoint/EVConnect/EVGo/Flo/Noodoe
- Route Planning
  - Cards can be used 3-times per day
  - PlugShare.com
  - WEX map coming soon!



# WA SAFE DRIVER MAP

WA SAFE (State Agency Fleet EVSE) Driver Map:

- Developed in collaboration with Commerce, WSDOT, DES
- Displays all state operated Level 2 and Level 3 chargers
- Great tool to incorporate into your route planning



<https://experience.arcgis.com/experience/735066217be6460fb176545fe27e1567?org=WSDOT>

# EV BEST PRACTICES

- If available on your vehicle, pre-condition battery 30-45 minutes prior to charging session
  - Activate this feature by entering a DC fast charger into the navigation system
  - Heats up battery up, which allows it to receive charge more quickly, especially helpful during winter months
  - Even without pre-conditioning, batteries charge faster when warm. For fastest charging, charge up towards the end of your trip rather than first thing in the morning
- Utilize HVAC while still plugged in
  - Can heat or cool the cabin via infotainment system or on a schedule prior to departure
- Don't have to charge to 100%
  - EV batteries charge fastest and most efficiently between 5-80%
  - The final 20% can take longer than the rest of the charge

# BROWN BEAR CAR WASH

- Brown Bear has implemented License Plate Scanning
- All M-plate passenger vehicles have been added to the DES Fleet Account
- Brown Bear Cards are no longer required and should be returned to Fones Rd.

\*Contact carwash directly to confirm if they can accept your oversized vehicle



# BROWN BEAR CAR WASH CONT.

- On-site vacuums will be able to be used free of charge with a purchased car wash at the following Brown Bear Locations:



- Graham
- Puyallup
- Parkland
- Lakewood
- S 38<sup>th</sup> St (Tacoma)
- 6<sup>th</sup> Ave (Tacoma)
- Northshore (West Federal Way)
- Auburn
- Des Moines
- Kent
- All Renton Locations
- Lynnwood (Hwy 99)
- Everett
- Kingsgate (NE Kirkland)



# AVAILABLE VEHICLES

**2023 ADA Bus**



**Ford Lightnings + VW ID.4s**

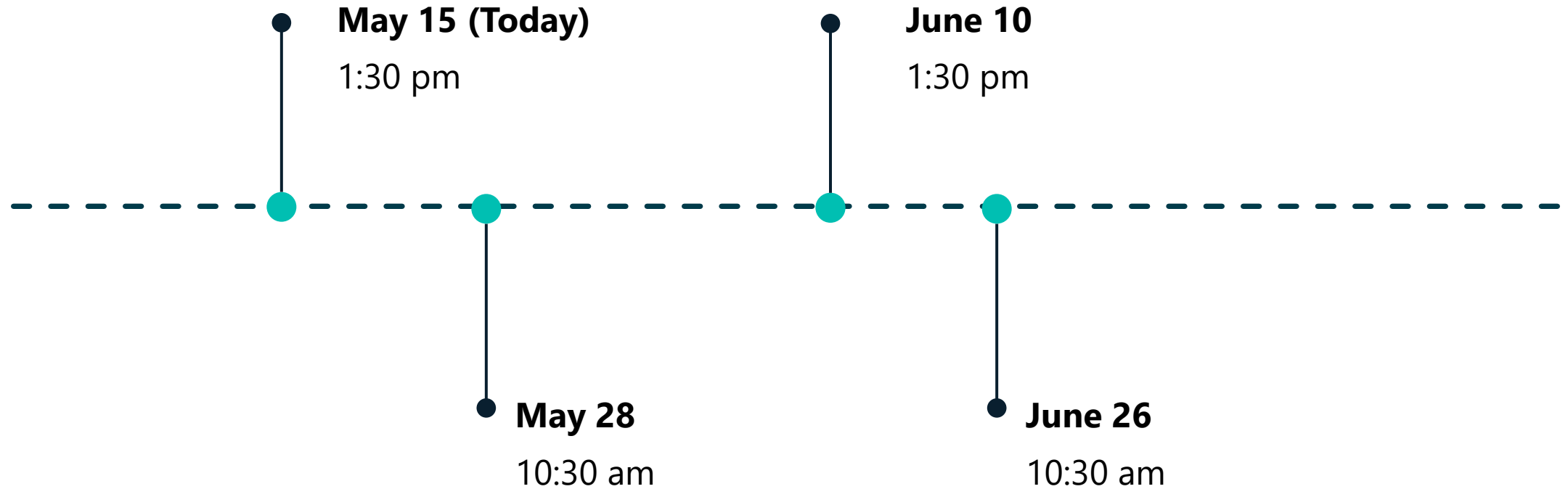


**Chevrolet Bolts**

Short or long-term lease or  
agency to agency purchase



# UPCOMING VIRTUAL OPERATOR TRAININGS



# UPCOMING QUARTERLY ATO MEETINGS

- August 7<sup>th</sup>, 2025
- November 6<sup>th</sup>, 2025

# THANK YOU!

## QUESTIONS?



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



360-664-9210



[des.wa.gov/services/fleet-vehicles-parking/fleet-operations](https://des.wa.gov/services/fleet-vehicles-parking/fleet-operations)