

# **DES Fleet Operations & Parking Quarterly Meeting**

**ATO Training  
and Information  
Session**

**May 21st, 2020**



Washington State Department of  
**Enterprise Services**

# Agenda

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- Welcome/Introductions
- Fleet Operations & Parking Updates
- Parking
- Dispatch
- Shop
- CARs
- Closing Remarks & Questions



# *Upcoming Retirement Announcement*

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**Effective: 8/31/20**

**Dena Rood**

Dena has always been a dedicated and valuable member of our team. Her contributions will always be appreciated and remembered. Her hard work, commitment, and dedication are worthy of admiration.

Please join me in thanking Dena for her **35 years with DES (25 years of which were with Fleet Operations)!**



Dena, You will be greatly missed!



# Upcoming Promotion Announcement

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**Effective: 07/01/20**



**Cynthia Beveridge**  
**Customer Account Representative**  
**Supervisor**

Cyndi has been with **DES Fleet for over 7 years and has over 21 years in the automotive industry.** Her excellent record of customer relations, experience managing agency vehicles, and her constant drive to learn more makes her the ideal candidate. Please take this time to congratulate Cyndi on her promotion!



# Updates – Equipment Purchasing Freeze

- For vehicle equipment purchases over \$5,000 after 5/18, agencies are to submit an exemption request to OFM.
- Agency directors have the authority to review and approve exception requests if proposed expenditure meets certain criteria. If it doesn't, then it must go to OFM.
- Agency Directors are able to approve equipment purchases if the equipment is to be paid for exclusively with federal or private funds, or if the equipment is necessary to protect life or public safety
  - For more formation please review the [OFM Freeze page](#)
- Reach out to your CARS rep to discuss brainstorming options
  - Underutilized options for agencies
  - Internal agency motor pool/car share



— WASHINGTON GOVERNOR —  
**JAY INSLEE**  
NEWS RELEASE

May 13, 2020  
Public and constituent inquiries | 360.902.4111  
Press inquiries | 360.902.4136

### Inslee issues directive to freeze hiring, personal service contracts and equipment purchases

Gov. Jay Inslee issued a [directive](#) to executive and small cabinet agencies today to freeze all hiring, personal service contracts and equipment purchases. The directive aims to mitigate the impacts of the COVID-19 pandemic on Washington's economy and financial outlook.

Exemptions from the directive will be granted if needed for filling vacancies in critical areas or personal service contracts or equipment purchases are necessary to continue critical service or operations. The governor also calls upon higher education institutions, boards and commissions, and other separately elected officials to impose similar restrictions.

"While this is not going to be easy, I ask each agency to use common sense, good judgment and creativity to accomplish the ultimate goal of this directive: to capture immediate savings through spending reductions not related to the public safety and essential health and welfare of Washingtonians," the directive states.

The directive is effective May 18, 2020.

[Read the directive here.](#)



# Updates

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- **RATES**

- **We appreciate your patience as we work closely with OFM to bridge the budget shortfall!**

- Supplemental request was not included in the Governor's budget, DES is currently reviewing and running projections on alternatives. We will keep you all informed as we move forward in this process.

- **Reminder!**

- Fleet, in response to the 19-21 budget shortfall, has extended the vehicle lifecycle.
  - This measure was taken to help Fleet close our budget gap.
  - **Please remind your coordinators and relevant POCs.**



# Upcoming EV Station Installs on the Capital Campus

- Plaza Garage
  - Working on installing more level 2 chargers in the Plaza Garage's A Level for employee workplace charging with Capital Funding
    - Goal is to install before the 2021 legislative session.
- NRB Garage
  - We are working on installing a DCFC at NRB Garage. Install has been delayed due to COVID response.
    - Complete by EOY 2020.



# Upcoming EV Station Installs on the Capital Campus

- ProArts Lot
  - Working to replace BLINK charger at the ProArts lot with a network Chargepoint charger
    - Complete by EOY 2020 (delayed due to COVID).
- Visitor Center
  - Working to replace the BLINK charger at the Visitor lot with 2 Chargepoint chargers for increased capacity.
    - Aiming to complete by EOY 2020 (delayed due to COVID).



# Good To Go

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- Feedback – Thank you
  - For your support during this transition
  - If you have any feedback from your finance regarding monthly billings, please email [David.Bagnall@des.wa.gov](mailto:David.Bagnall@des.wa.gov)
- Flex Passes
  - Thank you DCYF & DSHS for assisting with Flex pass trials!
  - Recommend Transferring Flex Passes to DES Fleet
    1. Provide us with the Pass number & Plate number
    2. Eliminates V-Toll – Photo Fee for passes
- Reminder! Undercover/Confidential Plates
  - Provide fleet with both plate numbers
    1. Undercover/Confidential
    2. M-Plate
- Future state
  - DES considering window stickers on high volume toll users to reduce Vtoll photo costs



# Customer Satisfaction Expectations – Website Redesign

Short Title	Description	Rating
Timely Service	Promptly respond to questions and complete customer requests on time.	4.6
Professional & Consistent Expertise	Provide technical knowledge and guidance in a respectful and friendly manner. Ensure continuity of service when people and processes change.	4.3
Vehicle Availability	Have a variety of clean, reliable vehicles available to meet our needs.	4.3
Effective Communication	Communicate clearly and concisely with enough lead-time for us to evaluate impacts and take action within our agency. Explain why things matter and how they affect our business.	4.1
Collaborative Partnership	Understand our agency's specific business needs and work with us to meet agency and state goals, policies, and mandates.	4.1
Information Availability	Give us easy access to clear information, tools, and resources that help us make decisions, solve problems, and answer questions.	3.8
Parking	Provide ample clean, safe places to park.	3.6



## Welcome to Fleet Operations & Parking Services

DES Fleet Operations manages a fleet of over 5,000 vehicles. We:

- Manage agency owned vehicles
- Offer repair and maintenance services for all state-owned vehicles
- Provide daily rental vehicles for state travel

DES Parking Services manages more than 6,000 parking stalls in 28 locations. We:

- Provide parking permits
- Monitor parking activity for employees and visitors on the Capitol Campus
- Manage a parking system of garages, surface parking lots & on-street parking

### How can we help you today?

State Employees & Drivers

Agency Transportation Officers

Visitors & General Public

Fleet Services

Parking

Vehicle Purchasing

Traveling on State Business

### Hot Topics

- [Rent a Vehicle](#)
- [Visitor Parking](#)
- [Vehicle Purchasing](#)
- [Fleet Vehicle Servicing](#)
- [Traveling on State Business](#)

**\*\*\*Important to note, this is not the current view/live version of the DES Website. This is a mock of proposed view**

# Next steps

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- Need Volunteers to provide feedback
  - Review the newly redesigned website
  - Answer a few questions
  - Submit your answers to fleet

Your feedback is vital in helping fleet deliver the high levels of service you deserve.

Interested?

- Reach out to [David.Bagnall@des.wa.gov](mailto:David.Bagnall@des.wa.gov) or notate your interest in the comment field on the survey after this meeting



# Parking Update -

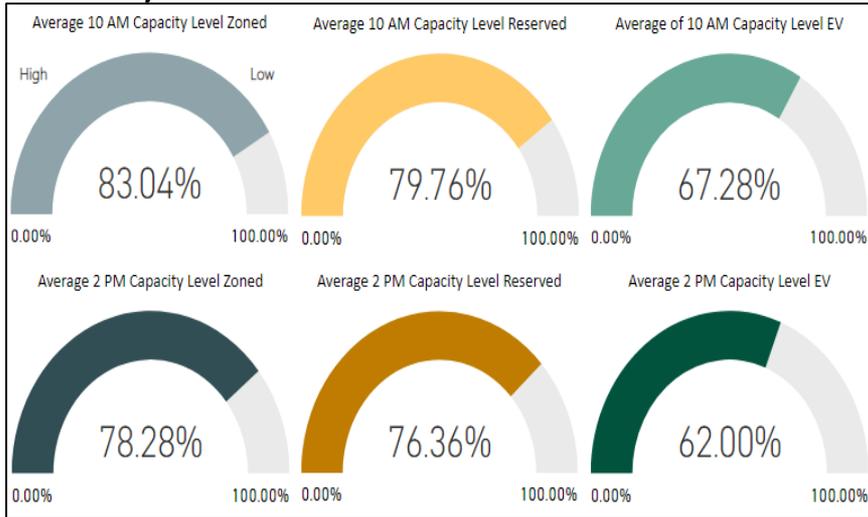


- Legislative Session Comparison
- Teleworking Data
- New Parking System

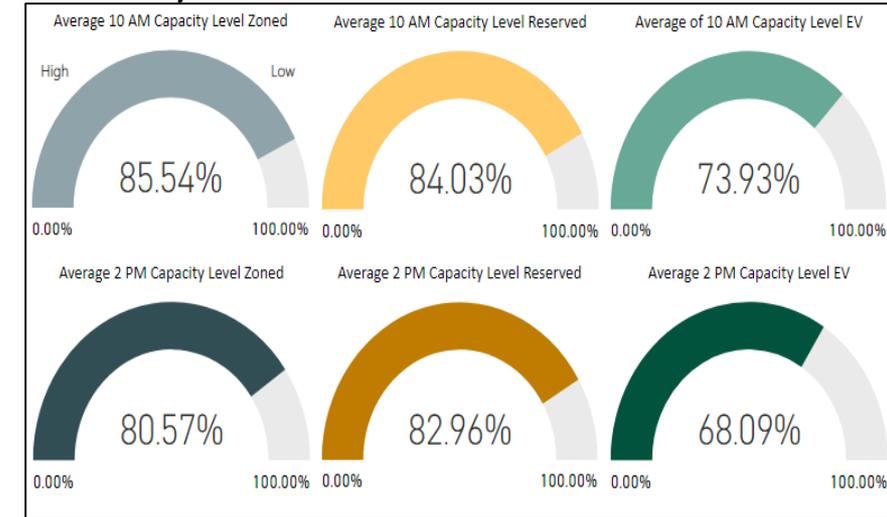


# Campus Wide Capacity – Zoned, Reserved and Electric Vehicle Stalls

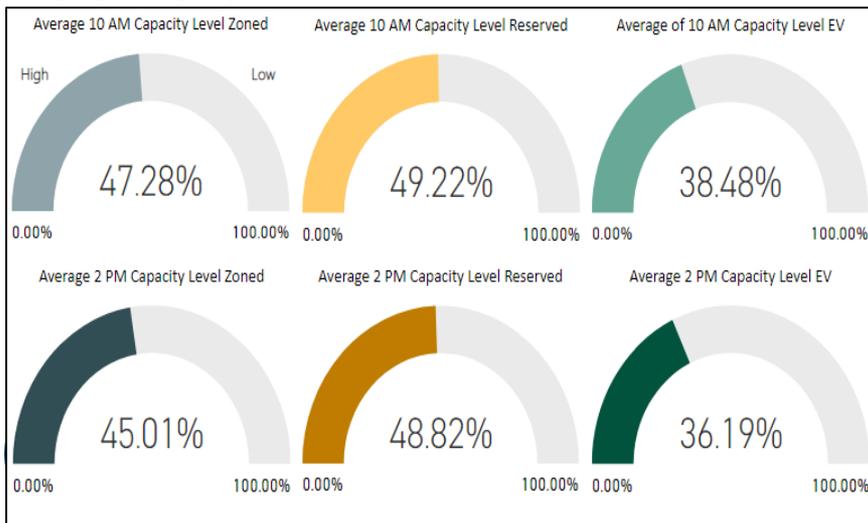
## January 2020



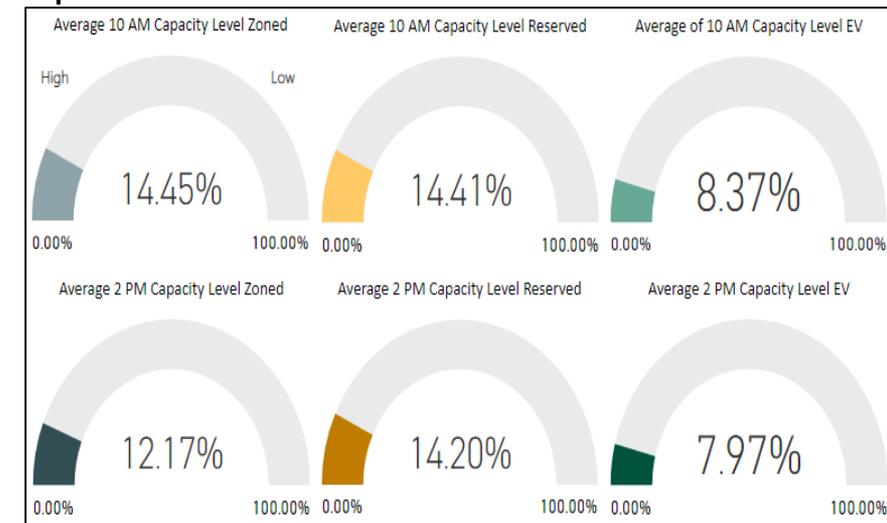
## February 2020



## March 2020

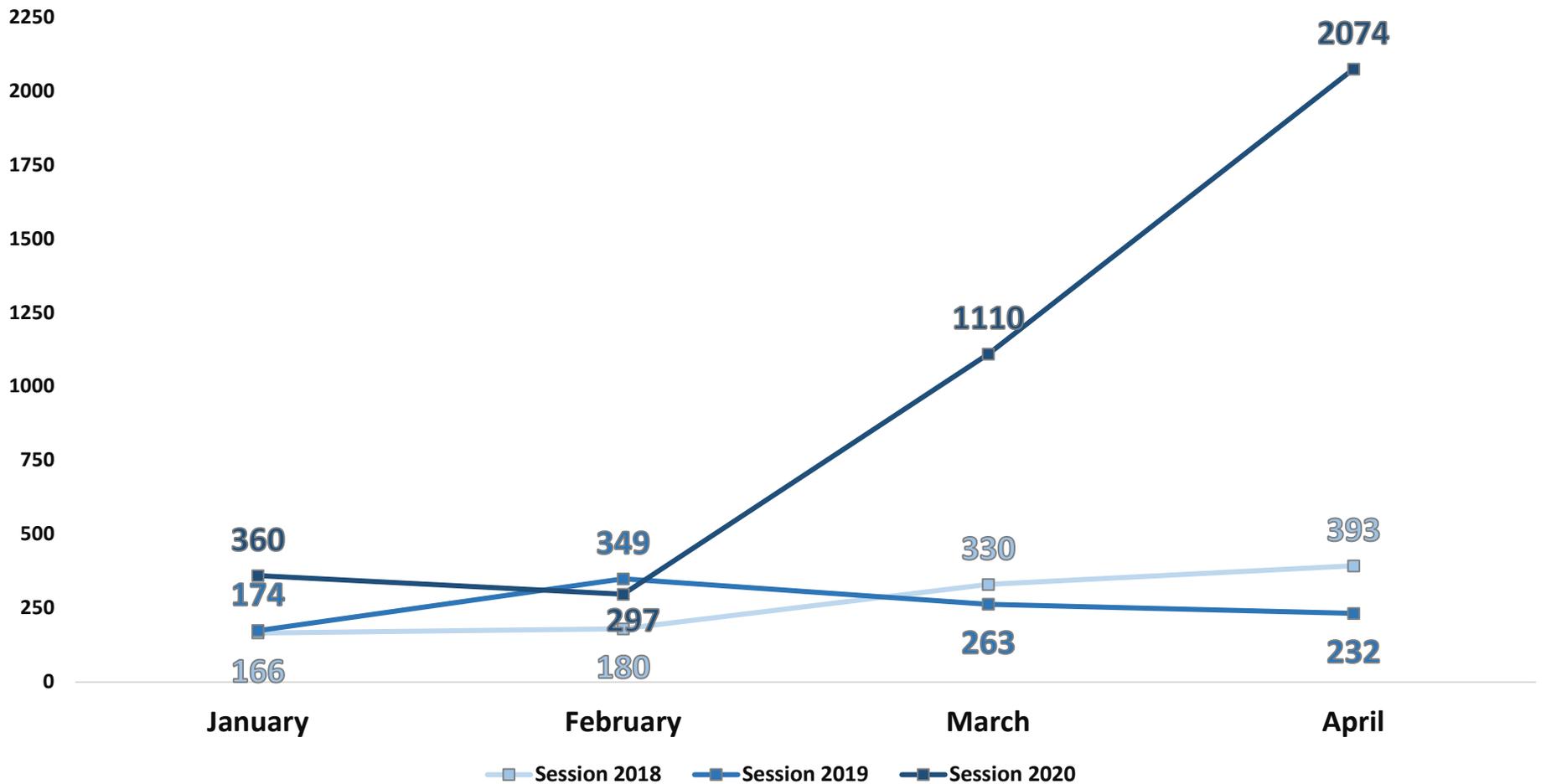


## April 2020



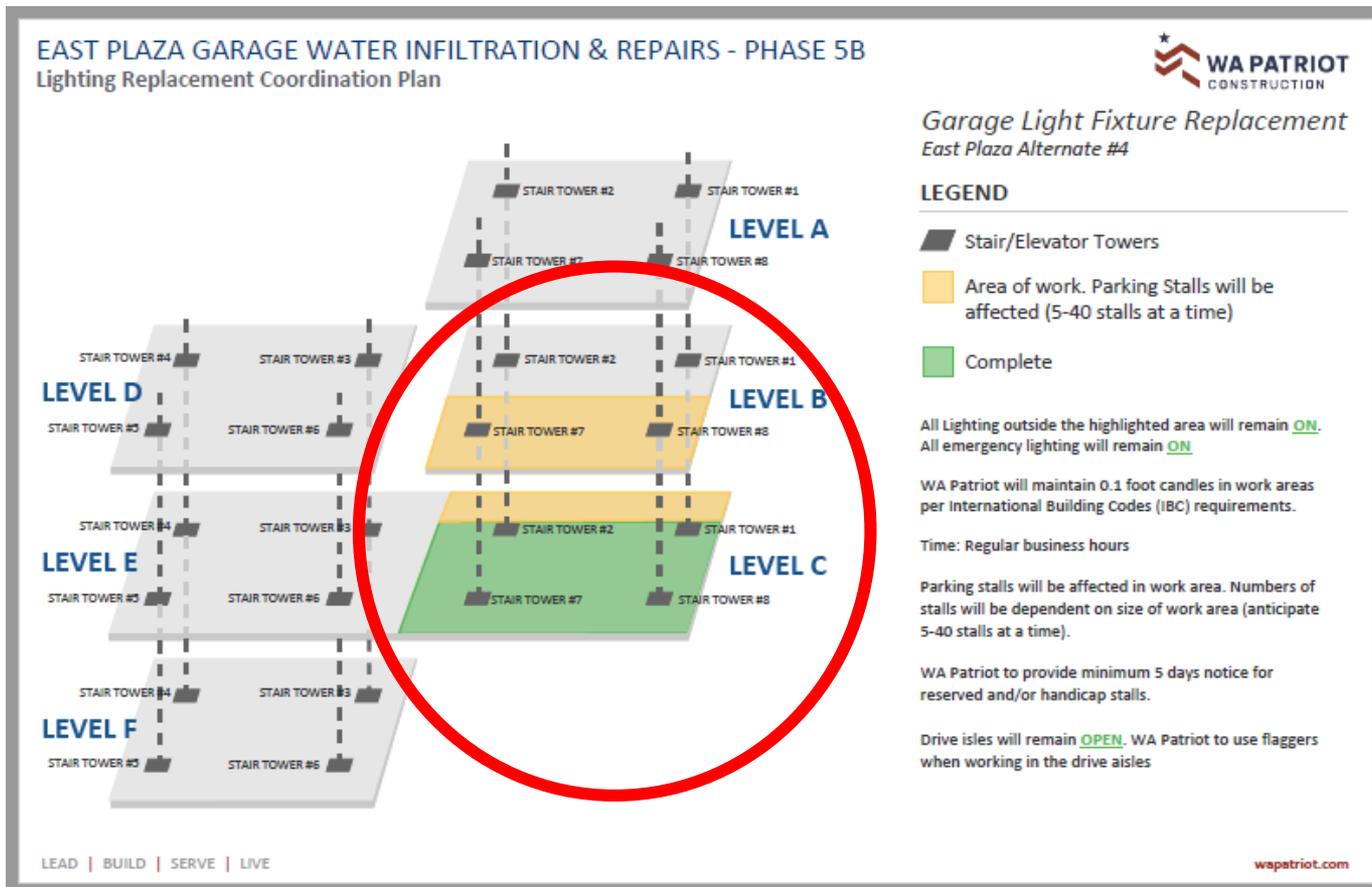
# Comparison of Legislative Sessions

Average Availability in Plaza Garage During Session  
Jan. Feb. Mar. Apr. (2018, 2019, & 2020)



# Plaza Garage Electrical Upgrade & Lighting Improvement Project

- [Plaza Garage Work Status Online](#) -



# *Teleworking - Proviso in WSDOT Supplemental Budget - 2020*

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WSDOT Public Transportation & Thurston Regional Planning Council, I-5/US 101 Practical Solutions: State Capitol Campus TDM Mobile Work Project aims to:

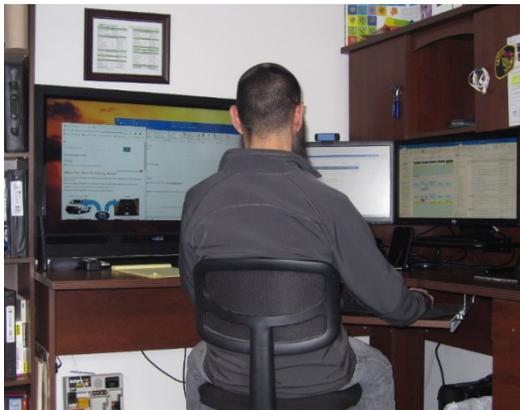
- Reduce greenhouse gases, require less office space and parking investments
- Provide low cost congestion relief on I-5, US 101, and the local transportation network
- Improve retention & recruitment of state employees
- Expand and encourage increase in telework



# New Capitol Campus Parking System

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- Coming soon to save you time
- Enhanced online features including day pass online purchases for CTR participants



Here to help: 360-725-0030



# DES Fee Update

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- As of May 1, 2020 these fee's changed.
  - **DES Rental Fleet – Weekends**
    - All daily trip vehicles will be charged the normal daily trip rate on the weekend no matter the location.
  - **Refueling Fee-**
    - May 1, 2020 - \$20
    - This fee is charged when a driver returns a vehicle with less than  $\frac{3}{4}$  of a tank of fuel.
  - **No Show Fee-**
    - May 1, 2020 - \$30
    - This fee is charged when a reservation is not picked up.

*\*fees have not been updated in over 5 years.*



# *Did you know.....*

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- DES Fleet dispatch staff:
  - Ensures all vehicles are ready for every reservation by:
    - Routinely driving them to prevent dead batteries
    - Placing the vehicle on HOLD until cleaning and disinfecting can happen after each reservation.
  - The daily trip fleet at the Capitol Campus is open for business. 24 hours a day, 7 days a week.
  - We are here to help via phone & email M-F 6:30am-5:30pm



# Recommendations for Our Customers

- DES recommends that agencies with permanently assigned vehicles take the following actions:
  - Routine cleaning and disinfecting of vehicles' high touch areas with an EPA-registered disinfectant spray or wipe used according to the manufacturer product label.
- High touch areas of vehicles include:
  - Keys
  - Steering wheel
  - Gear shift
  - Console
  - Door handles (interior and exterior)
  - Arm rests
  - Seatbelt hardware



# Dispatch Staff at 'work'



# ***BREAK!***

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# Vehicle Maintenance and Repair

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- Currently Fones Rd facility is physically closed. We are currently evaluating demand and plan on reopening in the coming weeks.
- PM notifications are continuing to be sent out
  1. If you are not using the vehicle ignore them
  2. If you are using the vehicle and are in Thurston County, wait until Fones Rd reopens
  3. If you are using the vehicle and are outside Thurston County, proceed to get the vehicle serviced.

If you need maintenance or service assistance, call the 1-800-542-6840 number and leave a voice message. We are monitoring that number and will return your call shortly. The number should also be on the windshield



# *Disinfecting Your Vehicle*

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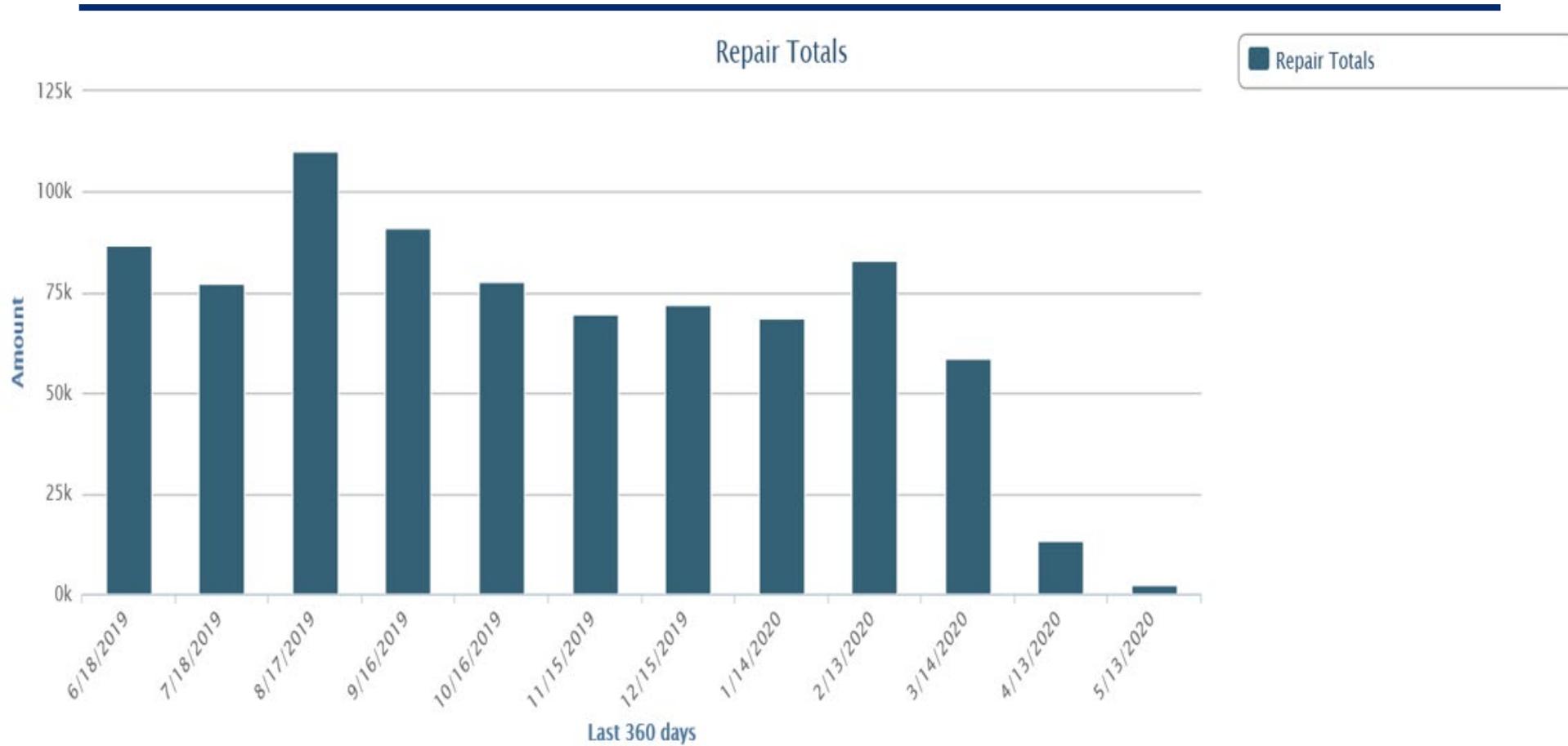
- How to disinfect your vehicle:
  - Use 70% rubbing alcohol and a microfiber towel.
  - <https://www.autotrader.ca/newsfeatures/20200319/how-to-disinfect-your-car-the-right-way/>
- A good article (non-video)
  - <https://www.cars.com/articles/can-you-disinfect-a-car-against-the-coronavirus-419932/>



# 1<sup>st</sup> Quarter Accident Numbers 2020



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# Tire Chains



## Tire Chain Order Request

Upon completion of this order request, we will submit your order. If you experience trouble in completing this form contact us at (800) 542-6840 or email: [mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov)

To learn more about approved traction devices for Washington State please visit: <https://www.wsdot.com/winter/tires-chains.htm>

\* Required



# CARS Team Staff at Work



# Confidential/Undercover Plates

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Notify your Fleet Operations CARs Representative of any M-plate vehicles you have that have undercover / confidential license plates.

- CARS Representative to send reminder emails every quarter.
  - Spreadsheet M Plate/undercover plate #.
- Email CARS Representative with any changes such as:
  - Removing undercover plate
  - Change of undercover plate #
  - Turning vehicle in



# *Confidential/Undercover Plates*

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**When vehicles are turned in that have an undercover or confidential plate.**

- Email CARs Representative prior to turn in.
- Fleet will destroy the undercover plate.
- Notify Fleet when DOL - Confidential desk has canceled the undercover license plate.
- Fleet will then verify the M plate has been reactivated and the vehicle is properly licensed in the DOL system.



# 2019 Utilization

- For agencies that filed for a 3-month extension for the 2019 calendar year, the 3-month extension will initiate once the Stay Home, Stay Healthy order has been lifted.
- For agencies that have submitted waivers, they are currently being reviewed.



8 Agencies still to respond



# 2020 Utilization

Due to Governor Inslee's "Stay home, Stay healthy" order

- *We recognize that vehicles may not meet required mileage*
- *Automatic Waivers for Calendar Year 2020*

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

- *Highly recommend vehicle movements/swap*
- *Verify vehicles are in the correct category of use*



# General Updates

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## **Fuel Card Contract expires 12/2020**

- Current Contract Voyager
- In the rebidding process
- If a new Vendor is awarded the contract, we will notify you.

## **Operators Manual**

- Internal discussions on best replacement
- Quick reference guide/New manual/Full digital format
- We will notify all agencies with an update soon!



# New Summary Report

Agency Vehicle Utilization Recap			
Utilization by Category	Vehicle Count	Average of Total Miles	Required Miles
<input type="checkbox"/> EXEMPT	11	2,632	0
SPECIAL PURPOSE	11	2,632	0
<input type="checkbox"/> NEW ASSIGN	1	2	833
GENERAL USE	1	2	833
<input type="checkbox"/> OVERUTILIZED	12	6,314	833
SPECIAL PURPOSE	2	7,269	0
SPECIALLY EQUIPPED VEHICLES	10	6,123	1,000
<input type="checkbox"/> PASS	14	2,765	1,000
SPECIALLY EQUIPPED VEHICLES	14	2,765	1,000
<input type="checkbox"/> UNDERUTILIZED	7	934	1,429
GENERAL USE	2	1,588	2,500
LOCAL AREA/ALTERNATE COMMUTE	2	1,077	1,000
SPECIALLY EQUIPPED VEHICLES	3	402	1,000
<b>Grand Total</b>	<b>45</b>	<b>3,333</b>	<b>774</b>

Summary PA E116



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# Questions?

*If so, please click on  
“Participants” and raise your  
hand or write your question in  
the chat message*



# Monthly Operator Training

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- Upcoming Virtual Operator Training

- June 2<sup>nd</sup> @ 1:30 PM
- June 23<sup>rd</sup> @ 10:30 AM
- July 6<sup>th</sup> @ 1:30 PM
- Email [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) for official invite



- Individual agency training available:

- Contact your Customer Account Representative @ 360-664-9215



# Save the Date

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## Upcoming ATO Training and Information Session Dates

- *August 20, 2020*
- *November 5, 2020*



# Contact Info

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- General inquiries:
  - Email – [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov)
  - Phone – (360) 664-9215; option 0
- Maintenance
  - Email – [mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov)
  - Phone – (360) 664-9215; option 2
- Rental/Dispatch:
  - Email – [mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov)
  - Phone – (360) 664-9215; option 1
- Parking
  - Email – [parking@des.wa.gov](mailto:parking@des.wa.gov)
  - Phone – (360) 725-0030

