DES Fleet Operations Quarterly Meeting

ATO Training and Information Session
October 22, 2018

Washington State Department of Enterprise Services
Quarterly Meeting - Agenda

- Introduction
- Electric Vehicles & EO 18-01
- Daily Rental
- Fleet Maintenance & Safety
- Fleet Management Best Practices
- Vehicle Contracts & Ordering
- Parking News
- Q&A
Welcome

Please Introduce Yourself

- Name
- Agency
- What is your primary job?

WHAT WOULD YOU SAY

YOU DO HERE?
Fun Quiz!

Question:
How many drivers have been contacted under the Washington’s distracted driving law (E-DUI)?

Answer:
At least 35,058 since the law went into effect.

Article: King5 News
RCW 46.61.672
Fleet Updates

1. Staffing Updates
   – Daily Rental Supervisor: Tami Frazier
   – Parking Analyst: Bill Talley
2. National Drive Electric Week recap
3. Reminder – EVSE Charging Cards are only for Fleet vehicles. Any misuse will be subject to ethics review
4. New **Project Vehicle Request Form**
5. Executive Order 18-01
6. Focus Group
1. Where can I find the link to the INVERS Reservation System?

→ https://des.wa.gov/services/travel-cars-parking/reserve-or-rent-vehicle/reserve-fleet-operations-vehicle

→ Services Tab>Travel, Cars & Parking>Reserve or Rent a Vehicle>Reserve a fleet operations vehicle

You may also make a reservation at one of our automated locations.

What?
The INVERS automated key management system allows users to reserve state vehicles, and pick them up or drop them off at any hour of the day, seven days a week.

The system automatically assigns and distributes vehicles based on availability, vehicle type requested, and the length of your trip.

Where?
Fleet Operations Capitol Campus Facility at Plaza Garage Level D. Key boxes are located next to the Washington St entrance.

Eight and twelve passenger vans are located in the northeast corner of the parking lot at 7580 New Market Street, Tumwater.

How?
Customers can make reservations online. For login information, contact your agency transportation officer.
INVERS Reservation Training Link

Where can I find the training link to the INVERS Reservation System?

- Department of Enterprise Services Website
  - Services Tab> Travel, Cars and Parking link> Fleet Operations tab> Tools & Resources link.
  - Also shown on the Reservation page as a related topic.
  - [https://des.wa.gov/services/travel-cars-parking/reserve-or-rent-vehicle/reserve-fleet-operations-vehicle](https://des.wa.gov/services/travel-cars-parking/reserve-or-rent-vehicle/reserve-fleet-operations-vehicle)

- The INVERS reservation training link from the reservations page
  - [https://fleet.invers.com/wsm/default.aspx](https://fleet.invers.com/wsm/default.aspx)
Welcome to the reservation system!

Thanks for using the Washington State reservation system. For assistance please call 360-664-9215 Option 1.

Login

User Number

Password (PIN)

Password (PIN)

Login

Forgot password?

INVERS Reservation Training
What am I & where am I located?

Department of Health

Vans in Tumwater

INVERS Key Boxes

Capitol Campus
What can you do here?

- Pick up the phone and it automatically calls DES Fleet Operations Dispatch Team
- Make or pull up your reservation on the computer.
INVERS Key Boxes

What is the difference between these two?
INVERS Keys & Key Insert

Which key do you take?
What’s wrong with this picture?

1. Parked on the stall lines
2. EV charging stalls AND neither vehicle is electric
Last but not least.....

What do you think this is a picture of?

Lost & Found!!
Maintenance Update

Safety Recalls:
- 43 open recalls with 525 vehicles involved
- Recalls involve possible safety defects or operational issues and need to be repaired as soon as possible once parts are available
- Fleet Maintenance Commercial Maintenance Coordinators are working with drivers and ATOs to complete repairs.
- Many recalls are simple reprogramming of the electronic control modules and can be completed quickly.

Upcoming Recalls:
- Prius reprogramming for hybrid “limp mode” stalling. Steering and brakes are operated electrically and not affected.

Winter Preparation:
- Check existing vehicles for chains, ice/snow tires. New vehicles need to be outfitted if needed. There is a 1-2 week lead time on tires and chains and we have seen some tires sell out for the season.

For assistance, contact 1-800-542-6840.
## Typical Recalls

<table>
<thead>
<tr>
<th>Make</th>
<th>Model</th>
<th>Years</th>
<th>Recall Problem</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>FORD</td>
<td>C-MAX and Escape</td>
<td>2013-2014</td>
<td>SIDE DOOR LATCH MAY BREAK</td>
<td>27</td>
</tr>
<tr>
<td>DODGE</td>
<td>RAM 1500</td>
<td>2012-2016</td>
<td>THE BRAKE TRANSMISSION SHIFT INTERLOCK LOCKING PIN ON YOUR VEHICLE MAY BECOME STUCK IN THE OPEN POSITION. THIS MAY ALLOW THE TRANSMISSION TO BE SHIFTED OUT OF PARK.</td>
<td>76</td>
</tr>
<tr>
<td>DODGE</td>
<td>RAM 1500</td>
<td>2014-2017</td>
<td>THE SOFTWARE OF THE POWERTRAIN CONTROL MODULE (PCM) NEEDS INSPECTED TO MAKE SURE IT IS COMMUNICATING WITH THE CRUISE CONTROL WHILE REQUESTING POSITIVE TORQUE. IF A SHORT OCCURS, IT MAY LOCK THE SET SPEED OR START ACCELERATING.</td>
<td>75</td>
</tr>
<tr>
<td>FORD</td>
<td>TRANSIT</td>
<td>2017</td>
<td>DRIVESHAFT FLEXIBLE COUPLING REPLACEMENT</td>
<td>36</td>
</tr>
<tr>
<td>FORD</td>
<td>ESCAPE</td>
<td>2013</td>
<td>REPLACE SHIFT CABLE BUSHING</td>
<td>41</td>
</tr>
</tbody>
</table>
Collision Data

Preventable Claim Costs

- Preventable Cost
- Preventable Claims

Fiscal Year Data – The CEI Group

- 2014: $243,006, 141
- 2015: $220,060, 158
- 2016: $299,714, 197
- 2017: $316,040, 237
- 2018: $411,554, 207

Y-axis: $0 to $600,000
X-axis: 2014 to 2018
Collision Data

2018 Claim Counts
Our Driver Hit Other Vehicle

99
108
80

- Act of Nature
- Comprehensive Damage
- Other Vehicle Hit Our Vehicle
- Our Driver Hit Other Vehicle
- Our Driver Hit Stationary Object

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>2017</th>
<th>2018</th>
<th>Change from 2017</th>
<th>2018 Gross $</th>
<th>% of Gross $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backing Up</td>
<td>31</td>
<td>25</td>
<td>-6</td>
<td>$43,155</td>
<td>3.9%</td>
</tr>
<tr>
<td>Hit Other Vehicle W</td>
<td>27</td>
<td>13</td>
<td>-14</td>
<td>$11,988</td>
<td>1.1%</td>
</tr>
<tr>
<td>Intersectional</td>
<td>10</td>
<td>18</td>
<td>8</td>
<td>$33,202</td>
<td>3.0%</td>
</tr>
<tr>
<td>Lane Changing</td>
<td>8</td>
<td>7</td>
<td>-1</td>
<td>$19,683</td>
<td>1.8%</td>
</tr>
<tr>
<td>Rear Ended Other’</td>
<td>30</td>
<td>34</td>
<td>4</td>
<td>$57,706</td>
<td>5.3%</td>
</tr>
<tr>
<td>Sideswiped</td>
<td>5</td>
<td>2</td>
<td>-3</td>
<td>$10,071</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

Fiscal Year Data – The CEI Group
## Collision Data – Vans/Wagons

### Van/Wagon

<table>
<thead>
<tr>
<th>Model</th>
<th>Repairs</th>
<th>Avg. Repair $</th>
<th>Preventable %</th>
<th>Driver Injury %</th>
<th>Injury %</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSFO</td>
<td>Grand Caravan</td>
<td>48</td>
<td>$2,261</td>
<td>63.3%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Grand Caravan</td>
<td>1210</td>
<td>$2,533</td>
<td>53.7%</td>
<td>7.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model</th>
<th>Repairs</th>
<th>Avg. Repair $</th>
<th>Preventable %</th>
<th>Driver Injury %</th>
<th>Injury %</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSFO</td>
<td>C-Max Hybrid</td>
<td>75</td>
<td>$1,991</td>
<td>42.9%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>C-Max Hybrid</td>
<td>256</td>
<td>$2,573</td>
<td>48.8%</td>
<td>8.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model</th>
<th>Repairs</th>
<th>Avg. Repair $</th>
<th>Preventable %</th>
<th>Driver Injury %</th>
<th>Injury %</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSFO</td>
<td>Prius</td>
<td>24</td>
<td>$2,668</td>
<td>70.6%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Prius</td>
<td>178</td>
<td>$2,957</td>
<td>56.0%</td>
<td>10.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model</th>
<th>Repairs</th>
<th>Avg. Repair $</th>
<th>Preventable %</th>
<th>Driver Injury %</th>
<th>Injury %</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSFO</td>
<td>Prius V</td>
<td>18</td>
<td>$1,662</td>
<td>69.2%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Prius V</td>
<td>126</td>
<td>$2,530</td>
<td>59.0%</td>
<td>9.0%</td>
</tr>
</tbody>
</table>

---

*Fiscal Year Data – The CEI Group*
## Collision Data - Sedans

<table>
<thead>
<tr>
<th></th>
<th>Van/Wagon</th>
<th>Sedan</th>
<th>SUV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
<td><strong>Repairs</strong></td>
<td><strong>Avg. Repair $</strong></td>
<td><strong>Preventable %</strong></td>
</tr>
<tr>
<td>WSFO</td>
<td>Fusion</td>
<td>21</td>
<td>$1,712</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Fusion</td>
<td>3230</td>
<td>$2,708</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Van/Wagon</th>
<th>Sedan</th>
<th>SUV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
<td><strong>Repairs</strong></td>
<td><strong>Avg. Repair $</strong></td>
<td><strong>Preventable %</strong></td>
</tr>
<tr>
<td>WSFO</td>
<td>Civic</td>
<td>17</td>
<td>$2,238</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Civic</td>
<td>16</td>
<td>$2,930</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Van/Wagon</th>
<th>Sedan</th>
<th>SUV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
<td><strong>Repairs</strong></td>
<td><strong>Avg. Repair $</strong></td>
<td><strong>Preventable %</strong></td>
</tr>
<tr>
<td>WSFO</td>
<td>Camry</td>
<td>23</td>
<td>$2,389</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Camry</td>
<td>575</td>
<td>$2,431</td>
</tr>
</tbody>
</table>

*Fiscal Year Data – The CEI Group*
# Collision Data - SUV

<table>
<thead>
<tr>
<th>Model</th>
<th>Repairs</th>
<th>Avg. Repair $</th>
<th>Preventable %</th>
<th>Driver Injury %</th>
<th>Injury %</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSFO</td>
<td>Escape</td>
<td>45</td>
<td>$2,007</td>
<td>61.3%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Escape</td>
<td>2618</td>
<td>$2,677</td>
<td>53.0%</td>
<td>9.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model</th>
<th>Repairs</th>
<th>Avg. Repair $</th>
<th>Preventable %</th>
<th>Driver Injury %</th>
<th>Injury %</th>
</tr>
</thead>
<tbody>
<tr>
<td>WSFO</td>
<td>Explorer</td>
<td>40</td>
<td>$2,203</td>
<td>58.3%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>Explorer</td>
<td>832</td>
<td>$3,222</td>
<td>59.2%</td>
<td>6.2%</td>
</tr>
</tbody>
</table>
Quiz!

Question:
What is TPMS? Why is it important during winter months?

Answer:
Tire Pressure Monitor System (TPMS)
Your tire pressure will decrease about 1 psi for every 10 degrees Fahrenheit the outside air temperature drops.
Truck Tires & Chains

- Standard Passenger “P” Tires that come with vehicle
- Upgrade Light Truck “LT” Tires that are available on contract
- Heaviest version DES supports “LT” Off-Road Tires (Duratrac)
Car Washes

• Preferred method - Voyager cards can be used at fueling stations if there is a car wash attached. Pay for the car wash directly at the pump when fueling.

• There are other vendors throughout the state that are able to bill Fleet Operations.
  – These vendors are subject to change, so check with Fleet if you are unsure.
Vehicles on Contract

2019 Toyota Prius Prime

- 25 mile all-electric range
- 640 mile range combined
- Accepts tire chains
Vehicles on Contract

2019 Chevy Volt

- 53 mile all-electric range
- 420 mile range combined
Vehicles on Contract

2019 Ford Fusion Energi

- 26 mile all-electric range
- 610 mile range combined
- More space in back seat
Vehicles on Contract

2018 Mitsubishi Outlander

• 22 mile all-electric range
• 310 mile range combined
Vehicles on Contract

2019 Ford Ranger

- New option for compact trucks
- Expected delivery in mid-2019
Break

10 Minutes

Preview our new plug-in hybrid vehicles!
Quiz!

Question:
How much money is wasted nationwide by drivers using premium gasoline?

Answer:
Americans wasted US$2 billion in 2015 putting premium gasoline into cars that don't need it.

factslides.com
NEW: Monthly Driver Training

- Who should take the training?
  - Drivers new to using Fleet Operations vehicles
  - Drivers who need a refresher
- WebEx offered monthly to all agencies
- In-person training available upon request
Citations - Expectations

- ATO informed as soon as Fleet Operations receives the notification
- Agency driver responsible to resolve citation
- Inform Fleet Operations of resolution
Common Citations - Reminder

- Red Light Violations
- Speeding in a School Zone
- Speeding
- ParkingViolation
Driver Complaints – Expectations

- Fleet Operations informs ATO of complaint
- Agency responsible for investigation
- Follow up with complainant of resolution if requested
- Inform Fleet Operations of resolution
Common Complaints

- Speeding
- Using a cell phone while driving
- Driving in the left lane without passing
Quiz!

Question:
How many alphanumeric characters are in Vehicle Identification Numbers (VINs)?

Answer:
17
Managing Parking Capacity

- WAC 200-200 rules update
- Parking management system
- Transportation demand management
Enterprise Services is preparing to update the rules for parking on the Capitol Campus.

Anticipated benefits include:

- A simplified rule aligned and consistent with the parking policy and statutory requirements
- Removal of conflicting parking requirements
- Increased customer education and satisfaction
- Provide customers with clear parking options
- Increase enforcement to reduce violators
We Welcome Your Input

• We are looking for agency representatives interested in:
  – Learning more about the parking rules update
  – Attending a WebEx for stakeholders
  – One on one meetings or phone calls
  – Serving as a sounding board on new content
Parking Management System Updates

• Conducting field research with existing customers using a variety of different vendors to compare parking models

• Learning about what options are available to create an efficient system that builds upon our existing infrastructure and considers customer needs

• **Seeking input on how to improve our parking web page and services**
Preparing for Legislative Session

- Communications with campus agencies
- Targeted meetings with specific agencies to gain visibility of unique needs
- Current estimates suggest available parking capacity on Capitol Campus will be less than last year
  - Long session
  - Modern workspace initiative efforts
  - Leased property consolidation trend
    - Department of Social & Health Services and Department of Children, Youth, and Families
  - Helen Sommers Building
Capitol Campus Parking Enforcement


2,334 in 2018

Citation Categories:
- Metered Parking
- Visitor Lot Violations
- Zoned Parking
- Leased Parking
- Loading/Unloading Zone
- Disabled/Handicap Parking
- Other

Source: Washington State Patrol
Metered Visitor Stall Inventory by Lot

Total Metered Visitor Stalls by Lot - September 2018

- Natural Resource Building: 205
- Visitor Information: 70
- North Diagonal: 53
- Maple Park & Jefferson: 43
- General Administration: 51
- Plaza: 37
- South Diagonal: 36
- Maple Park Annex: 24

Source: Dept. Enterprise Services Parking Office
Wheel Options Month

Love Your Commute

Use a Wheel Options mode & track six days of commute trips during October to become eligible for great reward drawings including:

- $1500 Grand Reward
- $500 Second Reward
- Dozens Of Retail Reward Cards

Love your commute and help improve air quality, smooth traffic flow and save time and money by reducing and sharing rides.

Visit WheelOptions.org today!

Love Your Commute

Love your commute and help improve air quality, smooth traffic flow and save time and money by reducing and sharing rides.

Visit WheelOptions.org today!
Carpool / Vanpool Stalls
Inventory by Lot

Total Vanpool Stalls by Lot - September 2018

- Jefferson: 16
- Natural Resource Building: 9
- Plaza: 8
- Mansion: 4
- Dept. of Transportation: 2
- Columbia: 1
- Legislative: 1

Source: Dept. Enterprise Services Parking Office
Free Dash Shuttle

**Weekday Service** - During the legislative session (Jan. 7 – Mar. 8, 2018) Dash operates every 12 minutes: 9 AM and 5 PM every 15 minutes: 7-9 AM and 5-6 PM
Free Dash Shuttle

Parking is limited on the Capitol Campus and downtown. So hop the free, fun Dash shuttle and leave the driving to us.
Visitor Parking – Maple Park
Open all year, $1.50/hour

Maps available in Parking Office, or online at: intercitytransit.com
Questions?

• 2019 ATO Meetings:
  – TBD

  Location: Labor & Industries, Room S117