



Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

DES Fleet Operations Quarterly ATO meeting

FEBRUARY 2024

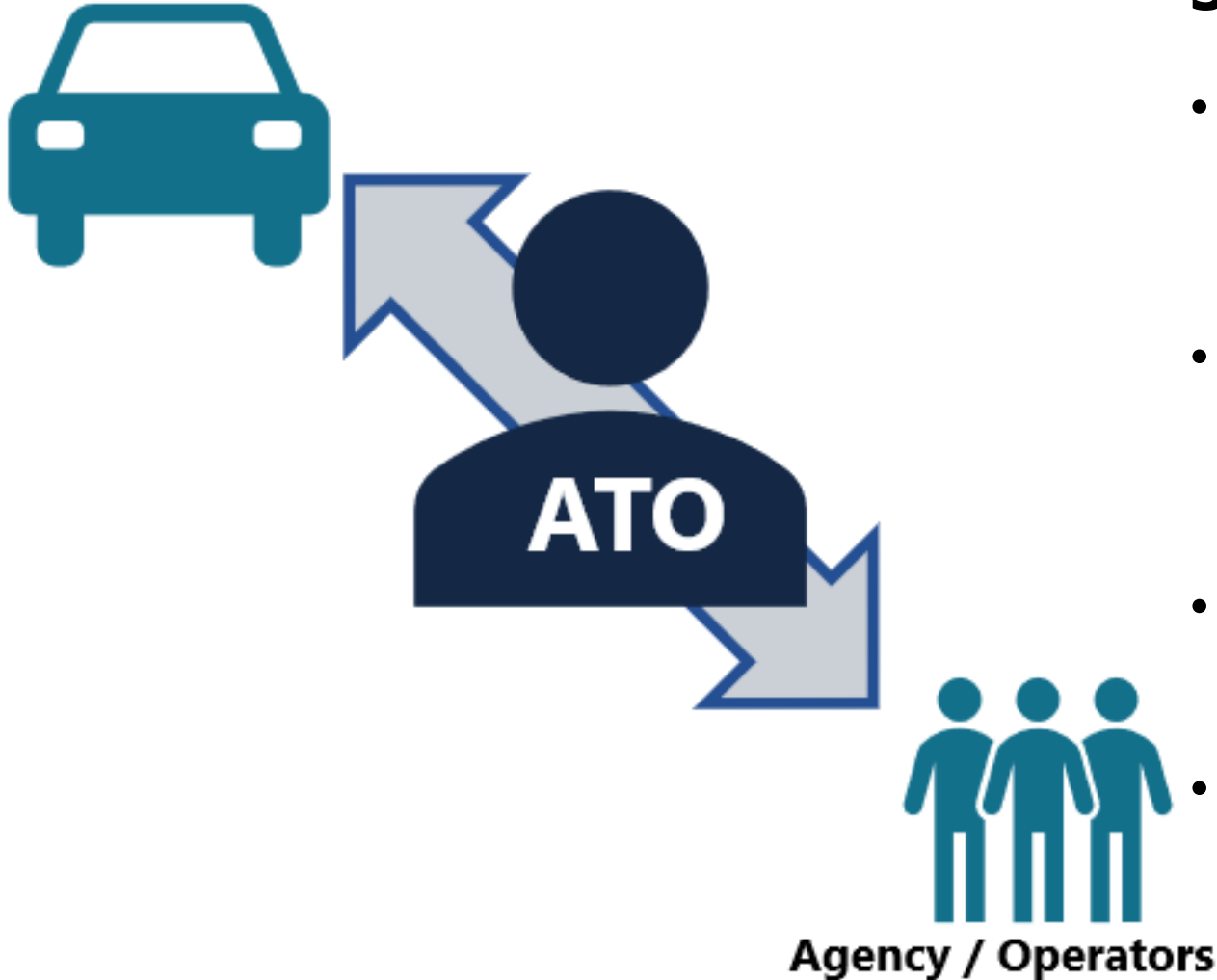
*****Please remember to MUTE your phones, introduce yourself via CHAT with:
Your first and last name as well as your agency**

UPDATES & ANNOUNCEMENTS

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

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

RECENT ADDITIONS



David Bornt
Equipment Tech 1
DES Fleet Operations



Miles Oram
Equipment Tech 3
DES Fleet Operations



Several open positions
DES Fleet Operations



PROGRESS ON EV GOALS

Executive Mandate 21.04 – Zero Emissions Vehicles

Passenger & light duty vehicles

- 40% by 2025
- 75% by 2030
- 100% by 2035

Current Fleet as of FY24

- 463 BEV
- 418 SEEP Exemptions
- 841 BEV on order
- 28.2% of EV goal



CUSTOMER SERVICE JOURNEY

Journey mile markers

- Interviews conducted 2023
- Currently undergoing root cause analysis
- Developing action items for 2024 implementation



EMPLOYEE TRENDS AND IMPACTS

Workforce Profile

This dashboard represents graphically the data found in the [Workforce Performance Measures Data File](#). It's updated every fiscal year.

1

Select Agency:

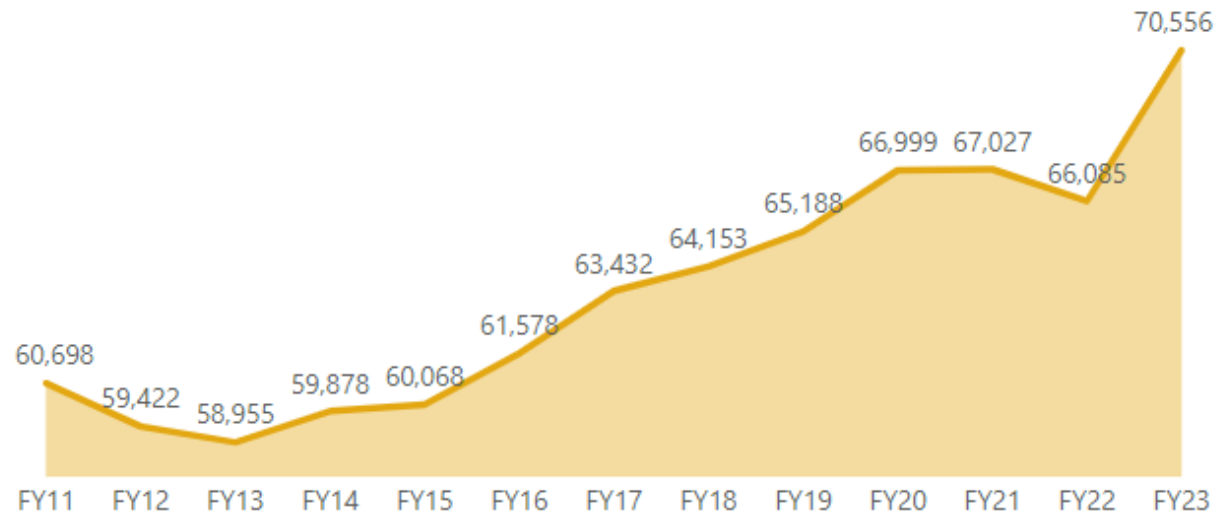
Executive Branch

2

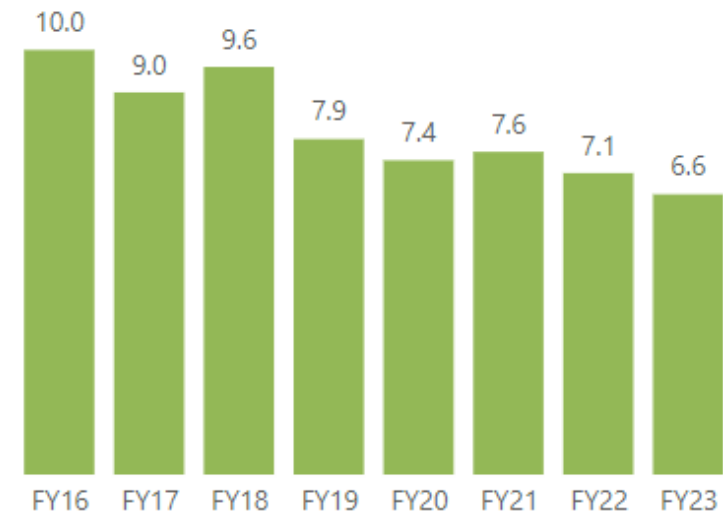
Select Fiscal Year

FY23

Number of Employees (perm & non-perm)



Median Length of Service (years)





ATO DASHBOARD

Dashboard Review

- This session provides a quick review of dashboard features and provides an opportunity to field questions, solicit feedback and take your suggestions.
- Review – Best practices, hints, tips.
- Q&A – open forum

ATO DASHBOARD UPDATES

Fuel Details all Equipment

TransactionDate	Plate	Gallons	Fuel Cost	PPG	Reversal	FuelSystemName	Agency
1/19/2021	00246M	12.77	37.01	2.90	N	DES-VOYAGER	E179
2/1/2021	00246M	13.86	41.00	2.96	N	DES-VOYAGER	E179
2/19/2021	00246M	12.91	40.00	3.10	N	DES-VOYAGER	E179
3/9/2021	00246M	13.99	47.00	3.36	N	DES-VOYAGER	E179
3/24/2021	00246M	13.83	47.00	3.40	N	DES-VOYAGER	E179
4/9/2021	00246M	13.74	47.53	3.46	N	DES-VOYAGER	E179
4/28/2021	00246M	13.93	49.56	3.56	N	DES-VOYAGER	E179
5/19/2021	00246M	13.78	51.52	3.74	N	DES-VOYAGER	E179
.....

[AssetWorks MPG Performance and usage](#)

[AssetWorks Fuel Details by Equipment](#)



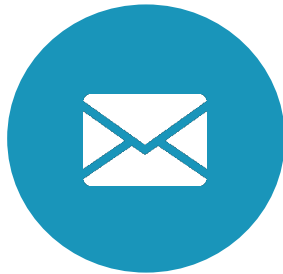
UTILIZATION

New utilization reporting

- New design to facilitate reporting and save time.
- The action plan contains everything needed for waiver requests.
- Next steps
 - Submit plans to fleet by 10 February – Must be signed by director or authorized representative.
 - Waiver requests to vehicle approvals by 31 March
 - Vehicles being returned to fleet – contact your CARs rep.

GUEST SPEAKER

**SAMUEL MARTIN & LOREN WILLIAMS
BUD CLARY AUBURN VOLKSWAGEN**



See website for web form



(253) 833-4940



<https://www.budclaryauburnvw.com/>



CONTRACTED
DEALER:
VOLKSWAGEN





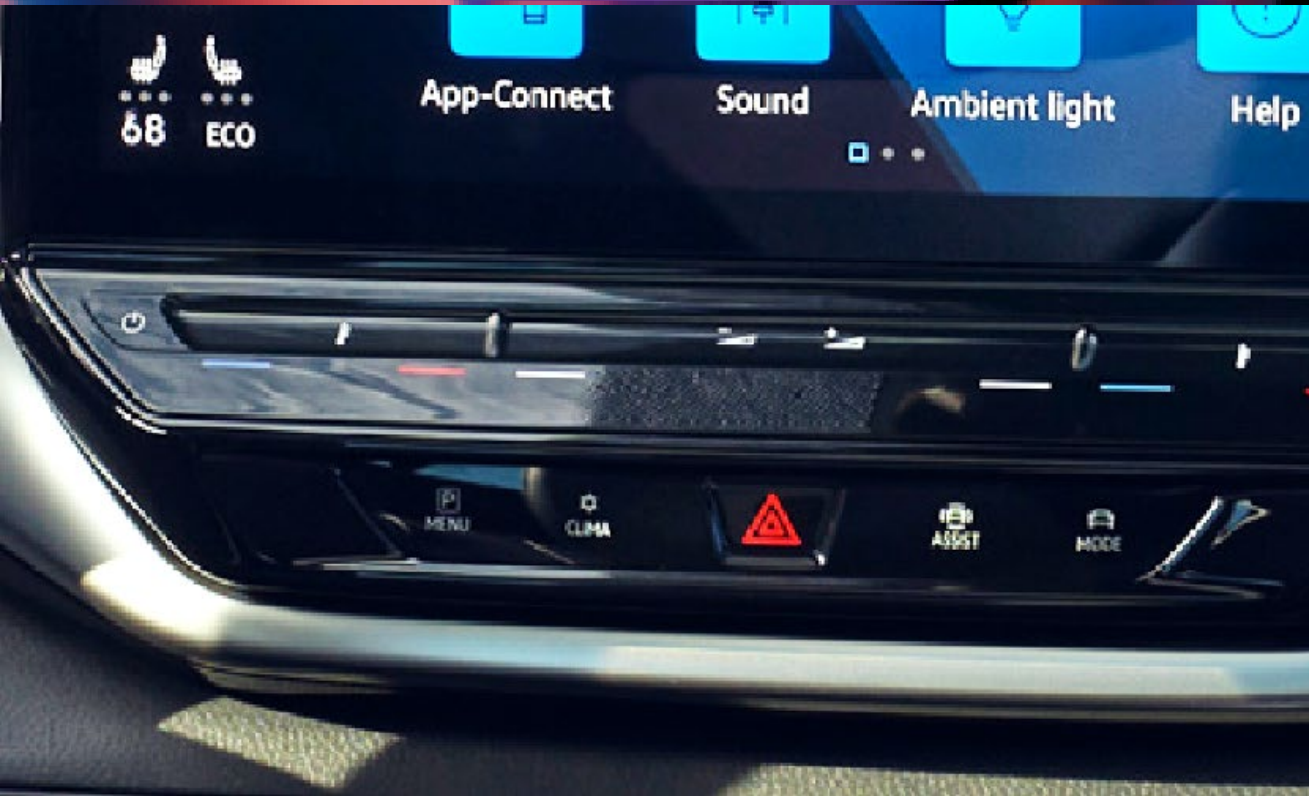
2023 ID.4 EV

Quick-Start Guide





Optional features shown.



DISPATCH

MICHAEL SEIBOLD – CUSTOMER SERVICE MANAGER



mpdispatch@des.wa.gov



360-664-9207



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**

DO YOU NEED TO REFUEL?

Fill up or Pay up

All gas-powered vehicles are required to be returned with a full tank of fuel.

If vehicle is not returned with a full tank of fuel, there will be a **\$20.00 charge** added to the cost of the reservation.

EVs don't need to be "Topped off"!

You do not have to charge it up prior to returning. This is a great option for those who have a closer destination and want to try something new and fun.

Do your part and choose a more energy-efficient option.



"NO SHOW" CHARGES ON RESERVATION

- You can pick up your vehicle up to 15 minutes prior to your reservation and up to 2 hours after your reservation start time.
- After 2 hours, your reservation is canceled. A 'no show' fee of \$30 will be charged to your agency if you haven't reached out to us by then.
- Contact us as soon as you know that you will not be needing the reservation.
- Avoid the charge by contacting Dispatch at 360-664-9207 at least 15 minutes before the reservation starts



PLAZA GARAGE EV CHARGING

- If all chargers are taken, you can unplug a charger from a Chevy Bolt. A solid green light means the vehicle is fully charged.
- *When returning an EV vehicle, please plug it into a charger after use.*
- DES has 12 chargers for fleet vehicles. There are 4 chargers for state employees with a **4-hour time limit**.
- State employees using the charger must have a charging pass/ sticker from the parking office.
- If unable to charge, please call DES FLEET at 360-664-9207 for assistance.



PERMIT MUST BE DISPLAYED ON REARVIEW MIRROR

Permit #: 9076

State of Washington
Department of Enterprise Services
Office of Parking Services
(360) 725-0030

ELECTRIC VEHICLE PARKING PERMIT

Natural Resources Lot

NR

Permit Number: 9076

Valid From:

1/28/2020

Valid Through:

4/28/2020

Issued: 1/28/2020

Vehicle owner or driver acknowledges that management assumes no responsibility for theft or damages to vehicles parked on premises.

Permit #: 9076

SAMPLE

OK TO UNPLUG

DO NOT UNPLUG WHILE CHARGING

I AM OPPORTUNITY CHARGING

I AM NECESSITY CHARGING OK TO UNPLUG AFTER:

CALL OR TEXT ME IF YOU NEED ASSISTANCE

CALL OR TEXT ME IF YOU NEED ASSISTANCE

If you unplug me, please leave this card on my windshield so I can use it again

If you unplug me, please leave this card on my windshield so I can use it again

GOOD EV CHARGING ETIQUETTE

- Never park in a charging space if you are not charging
- When charging in public, limit your charge, don't charge to your limit. Move on so others can charge as well.
- Never unplug another car without permission

GOOD EV CHARGING ETIQUETTE

- Never park in a charging space if you are not charging
- When charging in public, limit your charge, don't charge to your limit. Move on so others can charge as well.
- Never unplug another car without permission



Learn more at:
www.TakeChargeAndGo.com

© Take Charge and Go U.S. Patent Pending



Learn more at:
www.TakeChargeAndGo.com

© Take Charge and Go U.S. Patent Pending

Current EV charging / parking pass examples

EV CHARGING ETIQUETTE / CHARGE TIME LIMITS

- EV charging stations are not a place to use as a parking spot and are for active charging only.
- Park at the correct plug.
- Never unplug someone else's vehicle unless fully charged.
- When your vehicle is charged move it to a regular parking stall.
- A solid green light on the dash means the vehicle is fully charged. A blinking light means it is charging.
- Properly hang the charging cord after each use.
- Plan and know where the charging stations are to charge your EV along your route.
- If in a high-demand area, consider moving your EV after the charge hits 80%.



NEW VEHICLES IN OUR TRIP FLEET



2023 TESLA MODEL Y

279 Mile Range



2023 ALL-ELECTRIC FORD LIGHTNING
452 HP / 775 Ft-lbs. of Torque / 230 Mile Range



2023 TOYOTA AWD BZ4X
215 HP / 250 MILE RANGE



2023 CHEVROLET SILVERADO EV
UP TO 754 HP / ESTIMATED 400 MILE RANGE



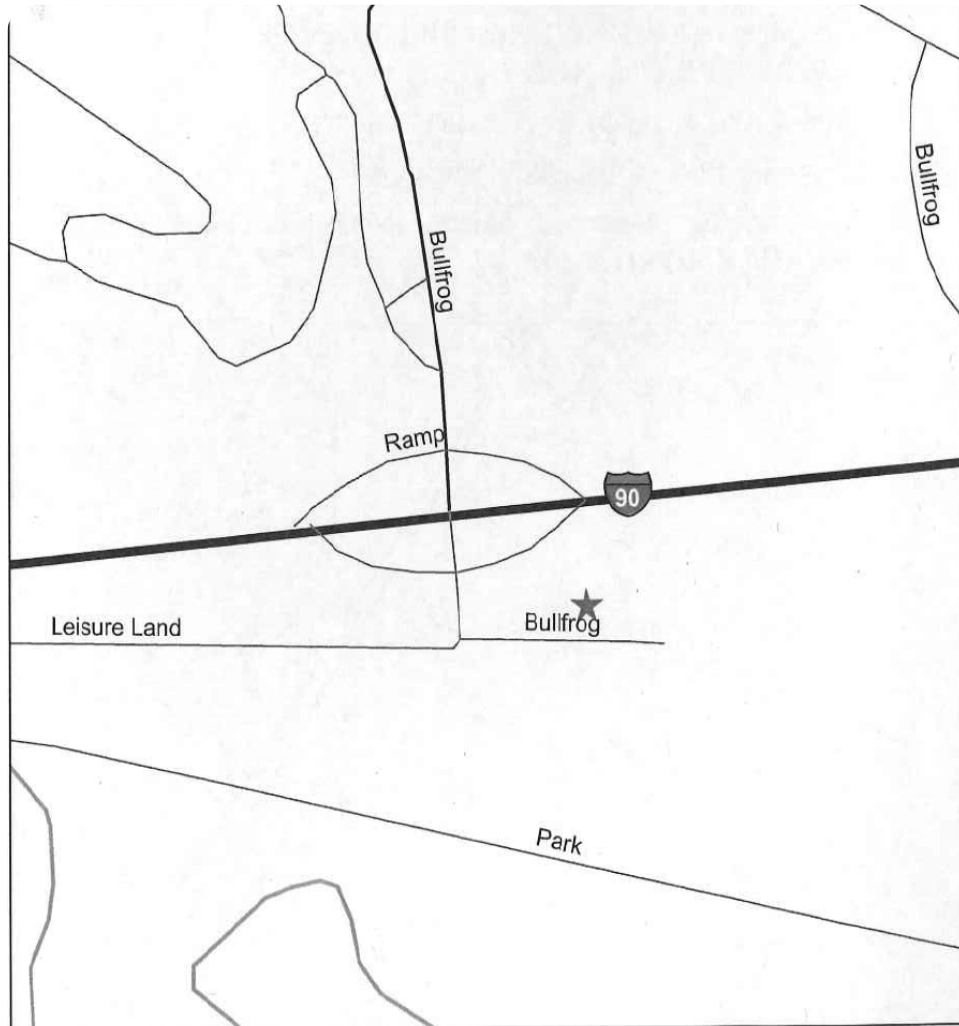
2023 NISSAN ARIYA EV
UP TO 300 MILE RANGE

WEX FUEL CARDS

- Fuel cards are vehicle-specific and are only to be used for their assigned vehicles.
- When a vehicle has been replaced, the old fuel cards are terminated, and a new fuel card will be sent with the new vehicle.
- New and replacement cards can be picked up at Fones rd. the same day they are received
- Cards can be delivered to your location overnight for \$15.00



WSDOT fuel site – Cle Elum to be closed summer of 2024



- WSDOT Bullfrog/ Cle Elum fuel site will be down this summer to fall, as they get permits more specific dates will be given.
- Use other WSDOT fuel sites during this time.
 - The nearest alternative fuel site to Cle Elum is Ellensburg or Hyak.
- You can still use your assigned WEX fuel card at a commercial gas station, or your agency might have other contingencies you can use.

VENDOR MAINTENANCE

SHAWN CALLAWAY – EQUIPMENT TECH LEAD



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

MEET THE VENDOR MAINTENANCE TEAM

JARED HIATT



STEVE MCQUAID



THE REST OF THE TEAM

BRANDON WILSON



SHAWN CALLAWAY



MAINTENANCE REPAIR HOTLINE

1-800-542-6840

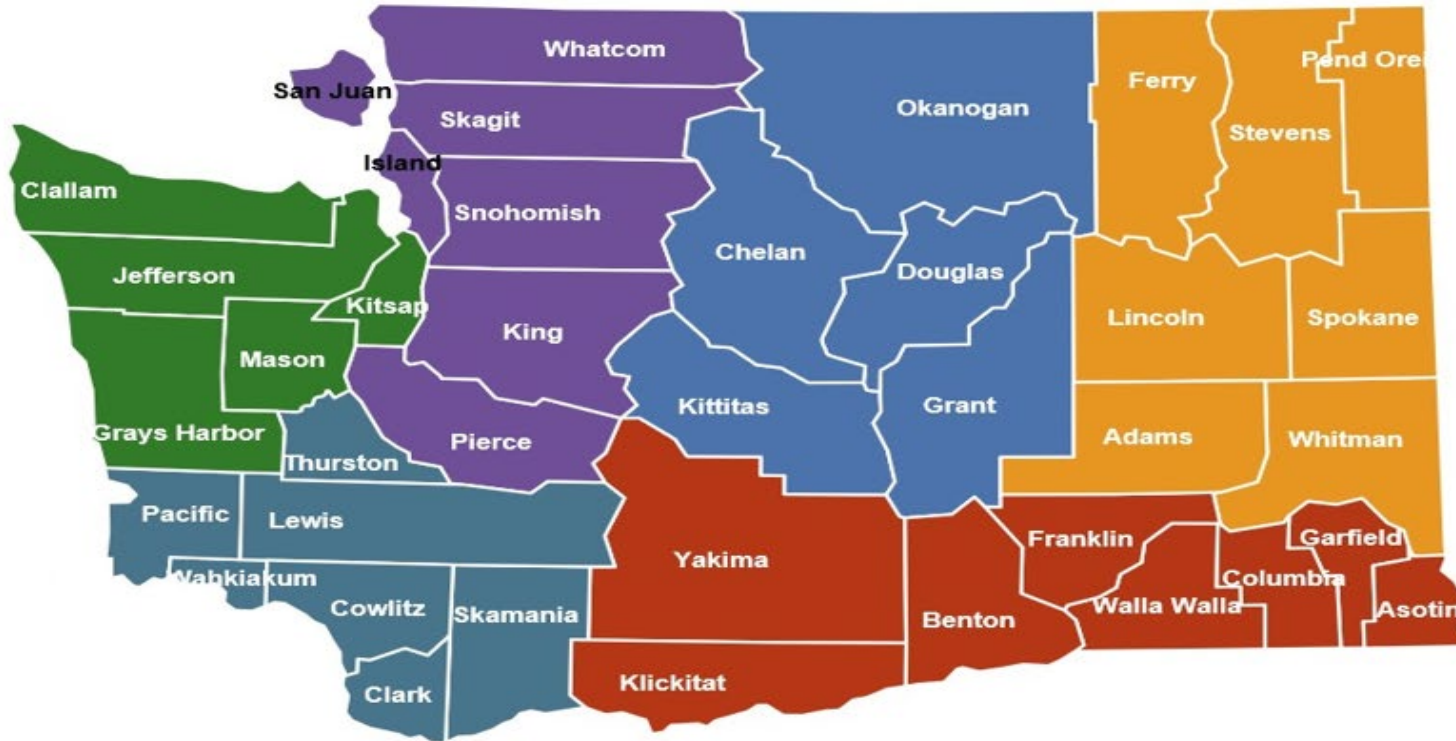
- Maintenance and repair billing
- Vendor options and locations
- General maintenance and repair questions
- Repair guidance and authorization
- PM notification questions
- Recall questions
- Roadside emergencies



**** 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 (Firestone or Goodyear) vendor in your area. NO STUDED TIRES TO BE USED!**
- **Les Schwab is not an Authorized Tire replacement vendor**
- **Contact maintenance for direction on where to glass repair for chips, cracks and broken glass.**

GLASS CONTRACTORS



OLYMPIC - Auto Glass Plus – 07021 360-479-0000

NORTHWEST - Dealership Glass and All Star Glass – 07021 206-212-1633 and 253-338-8213

SOUTHWEST - Auto Glass Professionals – 07021 360-754-9447

SOUTH CENTRAL - H&L Auto Glass – 21822 509-405-1866

NORTH CENTRAL - AL's Glass Service – 21822 509-765-5995

EASTERN - All Star Glass – 07021 509-321-1030

CONTRACTED TIRE VENDORS

Firestone – Any location



Goodyear – Any location





VEHICLE RECALLS

You may hear about a recall on the news or other social media outlets, but Fleet will not send out any notification until official documentation is received from the manufacturer.

Your agency will likely get notified of any pending recall prior to parts availability. A second email will be sent once we are notified that parts are available.

When the recall has been completed the operator or driver are required to email or fax the invoice to mpmaint@des.wa.gov or call 360-507-9262.



RECALL NOTIFICATION EMAIL

A safety recall has been generated for the following equipment:

Equipment ID: 09939M - 2019 CHEVROLET TAHOE

VIN #: 1GNSKFKC5KR244925

This recall must be completed within 30 days of receipt.

You must send a copy of the completed service to DESMPrecall@des.wa.gov or fax to 360.407.0007 so we can close the work order or you will continue to get these notices.

If you have already scheduled an appointment with a dealership for this recall to be repaired please disregard this notice. If this recall cannot be completed within 30 days, you will receive a follow-up notice.

Campaign Number: N182206730

Description: MAY HAVE A CONDITION IN WHICH FREQUENT, REPEATED BRAKE APPLICATIONS AT LOW SPEED OR IDLE SPEEDS CAN DEplete AVAILABLE BRAKE VACUUM ASSIST FASTER THAN VACUUM CAN BE REPLENISHED BY THE SYSTEM, WHICH CAN LEAD TO INCREASED BRAKE PEDAL EFFORT, H

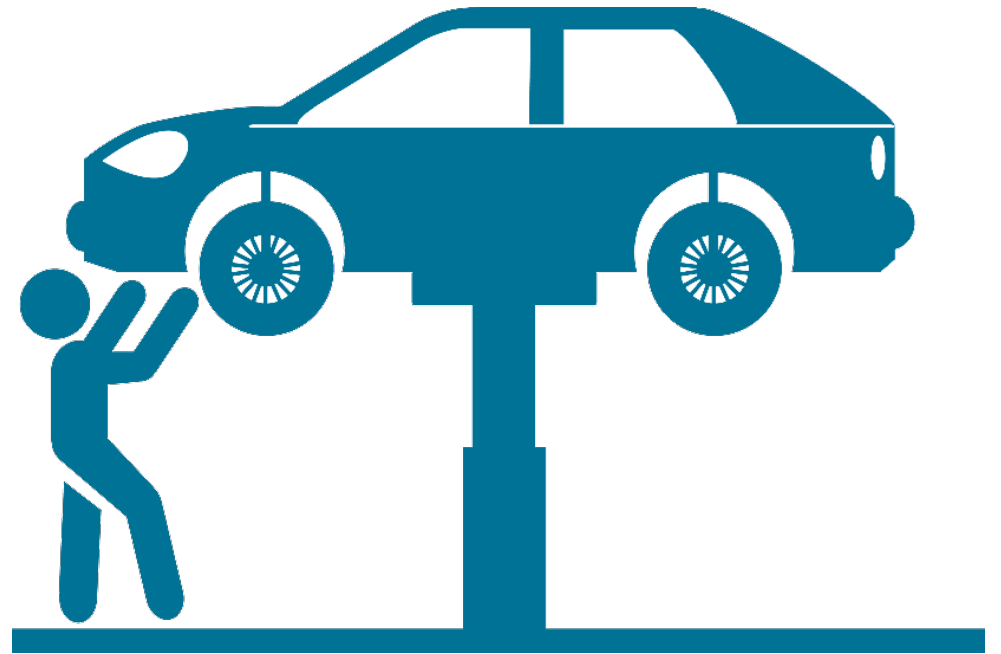
Additional Information:

1. Contact your nearest CHEVROLET dealership's service department as soon as possible.
2. At the time you schedule your appointment, be sure to request that the dealership verify your vehicle is current and up to date on all open recalls.

If you are in need of assistance or have any questions, please feel free to contact vehicle maintenance at 800.542.6840.

Business hours are Monday - Friday 6:30am - 5:30pm.

Thank you for your assistance in completing this task



NEW TOW VENDOR

The towing contract has been awarded to Nisqually Automotive & Towing for services in the Thurston County Area.

During business hours call vendor maintenance at 800-542-6840 to arrange services.

After hours – call the vendor directly at 360-491-4357, then call and leave a message for vendor maintenance.



DISTRACTED DRIVING



OTHER DISTRACTIONS

EATING FOOD

TALKING ON PHONE

TALKING ON PHONE

TALKING ON PHONE	6
TEXTING	1
EATING FOOD	4
OTHER DISTRACTIONS	2

How common is distracted driving? This agency filmed traffic to find out.

<https://youtu.be/BqBBVHzHV0c>

BEWARE OF DISTRACTED DRIVERS

TOTAL NUMBER OF DISTRACTED DRIVERS, BY CATEGORY

During 20 minutes of filming, we observed 185 total people driving distracted.



VEHICLE MAINTENANCE

STEVEN RAY- VEHICLE MAINTENANCE



mpmaint@des.wa.gov



800-542-6840



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



SERVICING FLEET VEHICLES

Thurston County

- If in or near Thurston County, please consider the Fleet Shop at Fones rd. as a primary option for servicing your state vehicle.
- Contact Fleet Operations for a service appointment at 360-664-9200

Outside of Thurston County

- Vehicle services can be preformed by vendors in your area.
- Contact Vendor maintenance at 1800-542-6840 for guidance.



SCHEDULING VEHICLES SERVICES



How long does it take to get an appointment at Fones Rd.?

- Should be able to get a service appointment within a week.
- Most scheduled work is completed the same day.
 - “Out of the ordinary” services may take longer
- Hoteling locations available for use during short waits.
- Loaner vehicles available for use during longer service waits.

FLEET OPERATIONS TERM : LOANER

What is a “loaner”

A loaner is a vehicle issued from DES Fleet Operations for use while a Perm vehicle is being serviced or repaired.

Loaners do not accrue a monthly cost, but per mile charges will apply.

Loaners are issued from Fleet Operations headquarters as well as a few select vendor locations throughout the state.

*Loaners are for limited time use and must be **returned** when picking up serviced perm vehicle*





ARRANGING VEHICLE PICK UP

Correct contact info is Key

- We need to know who is coming to pick up the vehicle.
- We need an accurate phone number and email of where this pick-up person can be reached.
- Provide pick-up person with basics on the vehicle's situation including-
 - Who the vehicle is actually assigned to.
 - What services the vehicle was in for.
- If loaner is involved, return it to Dispatch with this information as well.



Name _____
Contact No. _____
Email _____
Retrieve Date _____

PLANNED MAINTENANCE (PM) NOTICES



- PM notices are sent to “assigned driver”
- Maintenance is on a set schedule by Fleet Operations
- Follow PM notices – not vendor stickers

CARS TEAM

DESIREE SCHOTT – CARS TEAM REPRESENTATIVE

NADINE CALDERON-DIXON – CARS TEAM REPRESENTATIVE

CHRIS CANTRELL – CARS TEAM REPRESENTATIVE



mpmail@des.wa.gov



360-664-9210



des.wa.gov

END OF SERVICE LIFE

The following may trigger Fleet Operations to review the end of service life:

- Age / mileage
 - Over 7 years old
 - Sedans 100,000 (ICE engines*)
 - Hybrid 115,000
 - SUV 130,000
 - Trucks and Utility Vans 130,000
- Repair/Service Cost
 - If a vehicle has not met the age or miles but the repair or service cost exceeds the value of the vehicle.



**ICE – Internal Combustion Engine*

RETENTION OF VALUE

DES Fleet Operations determines the end of a vehicle's service life while it still has resale value.

Vehicle taken out of Fleet Operation's service life are sent to Surplus Operations for disposal.

Proceeds from the disposal go back to the State, thereby helping recoup the cost of the vehicle and keep rates lower.



STOLEN VEHICLE PROCEDURES

As soon as you discover the vehicle is stolen

- Contact your Police department and file a stolen vehicle report.

Send an email to mpmail@des.wa.gov

Include-

- Date vehicle was stolen
- Your name
- Agency reporting stolen vehicle
- Police report # and any comments on the theft, including Officer reported to
- Stolen Vehicle Plate #

Once vehicle is recovered

- Notify your CARS Rep for guidance on next steps
- Fleet will schedule Safety inspection/maintenance and drug testing to ensure the vehicle safe to be put back into your Fleet.

If vehicle is deemed a loss, we will notify you the ATO. SEEP and new Vehicle paperwork will need to be submitted for a replacement.



STOLEN PLATES PROCEDURES

As soon as one or both plates are discovered missing, please contact your local police and report them as stolen.

DES Fleet will need the following information once the plates are reported stolen.

- Date of when plates were reported stolen
- Your name
- Agency reporting stolen plates
- Police report # and any comments on the theft, including case Officer
- Stolen Plate #
- Address to ship new plates to

It can take several weeks to receive new plates. This vehicle cannot be driven until the plates are replaced on the vehicle - It's the law – no pass because of government office.

The stolen plates become void. If ever recovered, please send to DES Fleet to destroy.

EV TRIP PLANNING TOOLS



- <https://abetterouteplanner.com/>



- <https://evnavigation.com/>



<https://chargehub.com/en/trip-planner-guide.html>



- https://afdc.energy.gov/fuels/electricity_locations.html#/find/nearest?fuel=ELEC



- <https://www.plugshare.com/>

EVS CURRENTLY ON CONTRACT

Ford F150 Lightning



Tesla Model 3



Nissan Ariya



Chevrolet Silverado EV



Tesla Model Y



Toyota BZ4X



TESLA



- Model 3 and Model Y are in fleets now
- Tesla Charging network set up for Tesla vehicles already, as well as current Fleet charging networks
- Tumwater team will have all Tesla vehicles loaded on their app
- ATO to have APP set up as well for driver issues

EV RIDE, SHOW & TELL 2024

Coming this spring, an opportunity to experience the electric vehicles available to your agencies

Available vehicles such as

- Ford Lightning F150
- Tesla Model Y
- Tesla Model 3
- Nissan Ariya
- Chevrolet Silverado EV 1500
- Toyota BZ4X



Look for upcoming email with more information!

Have questions? Let us know at mpmail@des.wa.gov



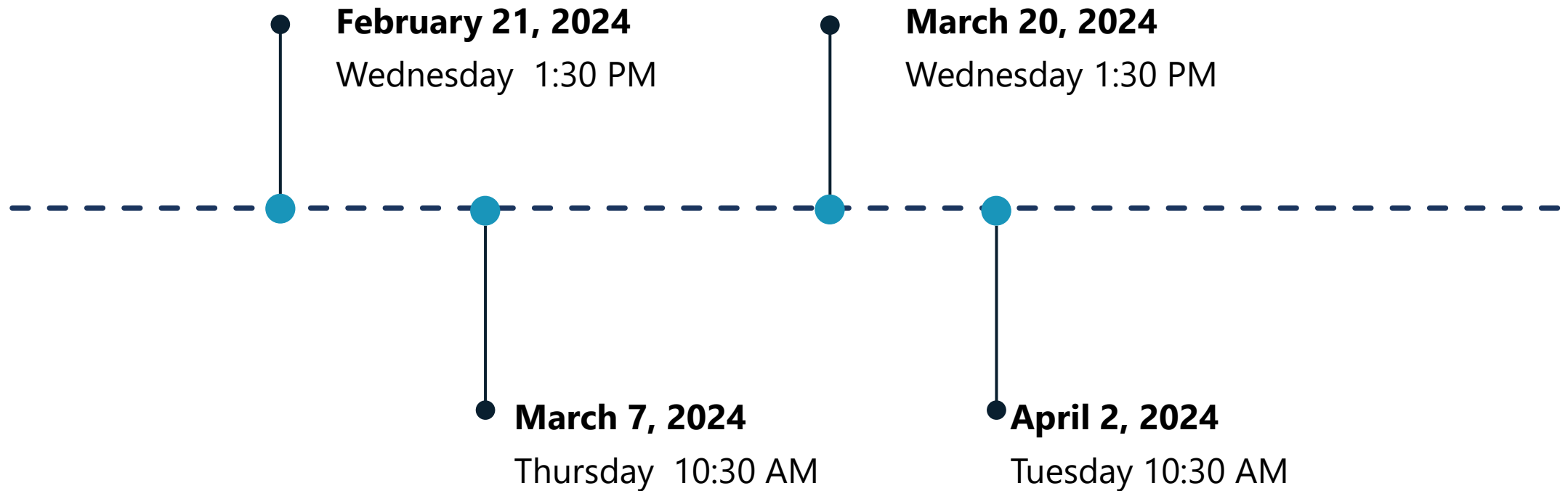


UPCOMING EVENTS / WORKSHOPS



- April 22-24 – **NAFA Institute & Expo** – San Antonio, Texas
- May 7-10 – **Government Fleet Expo & Conference** – Louisville, Kentucky
- September 14-15 – **Electrify Expo** – Seattle, Washington
- September 16-18 – **Fleetcon 2024** – Galveston, Texas
- November 6-8 – Fleet Forward & Fleet Safety Conferences – San Diego, CA

UPCOMING VIRTUAL OPERATOR TRAININGS



For more information or an invite to this training, contact us by email at mpmail@des.wa.gov

UPCOMING QUARTERLY ATO MEETINGS

- **Thursday May 2, 2024**
- **Thursday August 8, 2024**





QUESTIONS? LET US HAVE THEM

Thank you for those ATOs who have submitted questions.

Look for our next email asking for topics, let us know what we can talk about that would help you.

Send ATO questions to mpmail@des.wa.gov.

SHARE THIS INFO WITH YOUR OPERATORS

Let them know what they don't know!

- As ATOs, you are the liaisons to your agencies and your operators.
- Remember to share information from this meeting with them.
- Reminders and messages upfront can prevent mistakes and fixes after the fact.

