



Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

DES Fleet Operations Quarterly ATO meeting

AUGUST 2023

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

MEETING AGENDA 8/10/2023

Section	Topic
Welcome	<ul style="list-style-type: none">• Agenda and poll
Management & Systems	<ul style="list-style-type: none">• Personnel updates, customer satisfaction journey, passes, reports, and dashboards
Guest Speaker	<ul style="list-style-type: none">• EV Implementation – projects / funding update
Break	<ul style="list-style-type: none">• 5-minute break
Dispatch	<ul style="list-style-type: none">• Fuel charge reminders, new vehicle options, Importance of EV choices, short term rentals why & how, finding your personnel number, WEX cards are for vehicles
Vehicle Maintenance	<ul style="list-style-type: none">• Chains, winter driving prep, proper window scraping, diverse spend / vendors, roadside assistance issues, industry delays continue
CARS & Transportation Team	<ul style="list-style-type: none">• Vehicles availability in 2024, utilization, Tesla, Joey out, replacement process for vehicles
Ending	<ul style="list-style-type: none">• EV trainings, operator trainings & ATO meetings, post meeting survey

UPDATES & ANNOUNCEMENTS

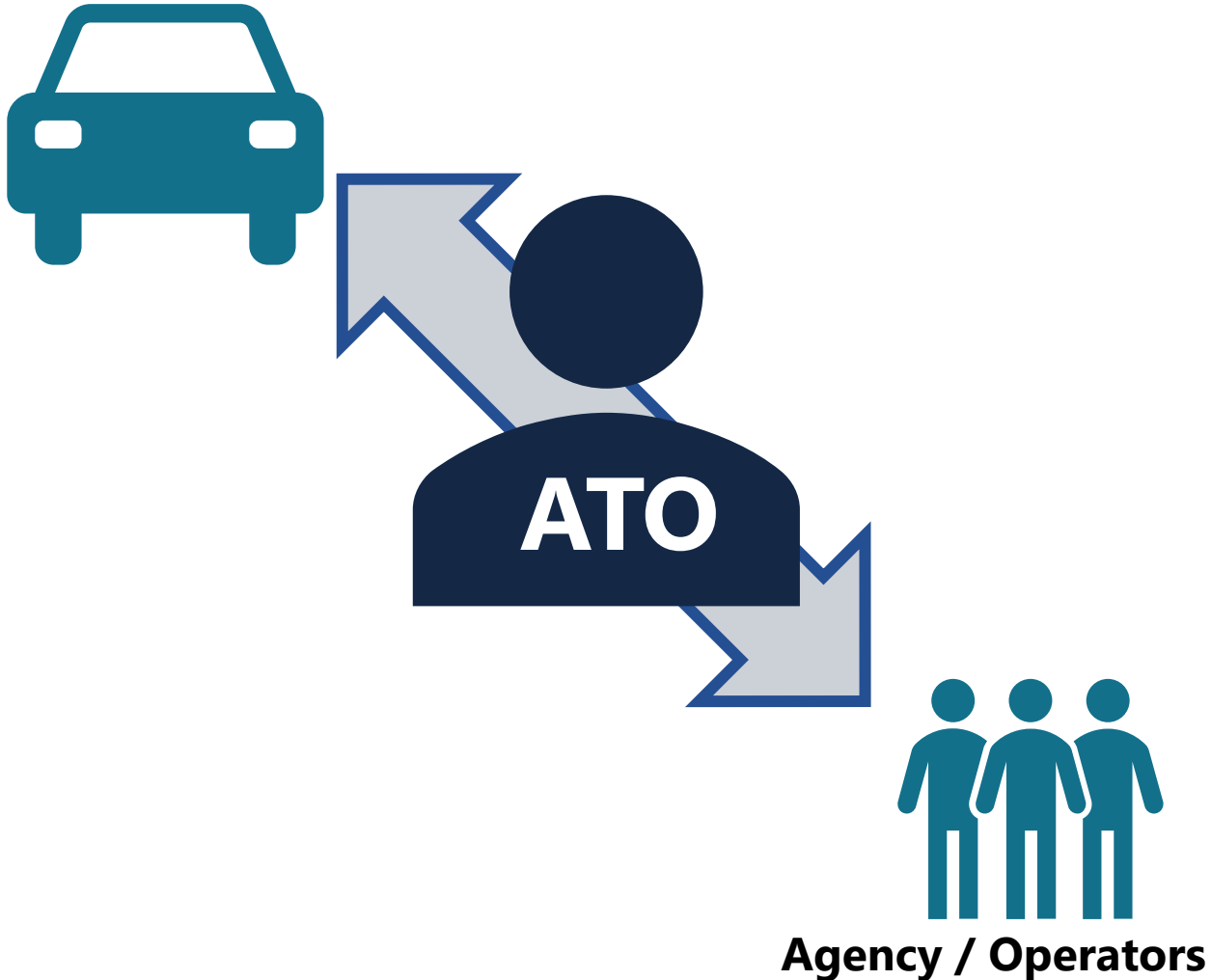
- **Michael Petty**
 - DES Fleet Operations Program Manager
- **David Bagnall**
 - Management Analyst – Fleet Operations

MICHAEL PETTY

- *Personnel Updates*

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

-JOINING-



Jared Hiatt
Vendor Maintenance Accident Manager
DES Fleet Operations



Brandon Wilson
Vendor Maintenance Coordinator
DES Fleet Operations



Justin Kyllonen
Shop Manager
DES Fleet Operations



MORE PERSONNEL CHANGES TO FLEET OPERATIONS -JOINING-



Joshua Dotterer
Equipment Technician 1
DES Fleet Operations



Paden Riske
Equipment Technician 1
DES Fleet Operations



IN MEMORIAM

Kent Winger
Vendor Maintenance Manager
DES Fleet Operations

DAVID BAGNALL

- *CY 22 Utilization Reporting*

CY 22 UTILIZATION

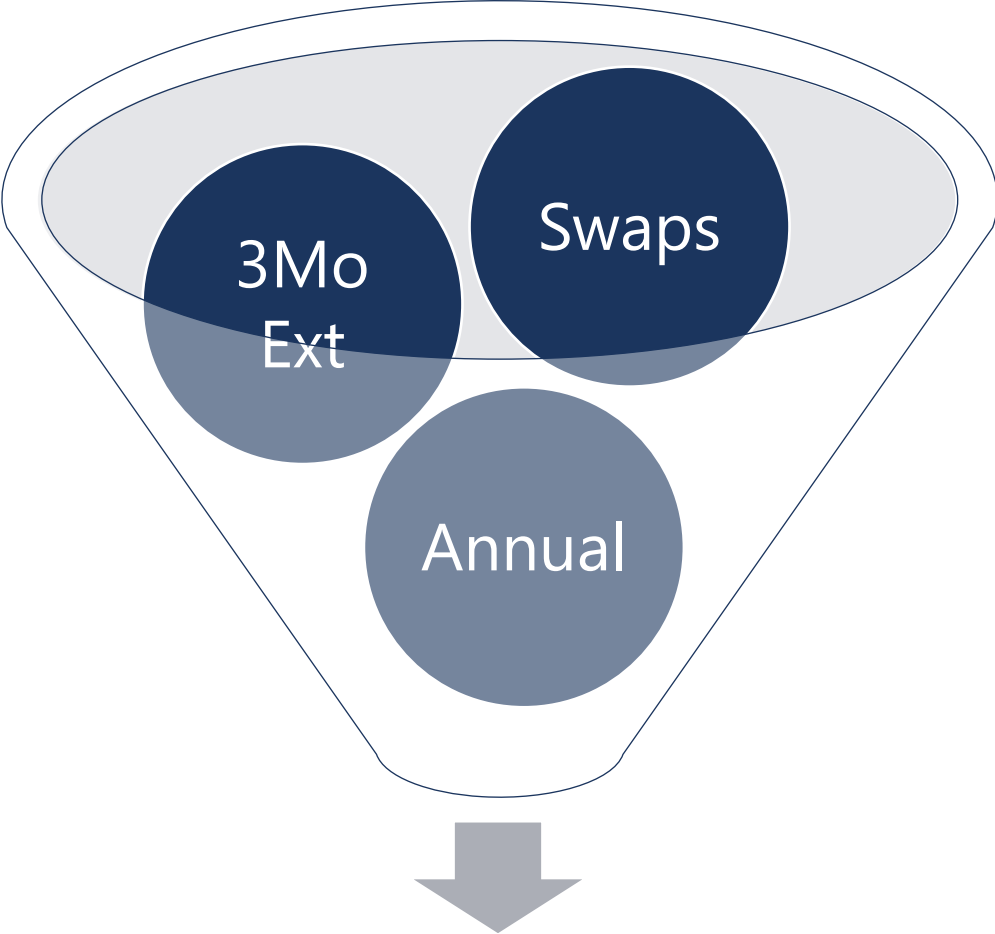
Highlights

- The 2022 annual utilization report results are in effect for CY 2023
- CY22 Use Strategies are loaded into the current utilization reports.
- The following slide provides some insight into where the fleet stands on utilization compliance.

CY 22 UTILIZATION STRATEGIES

STRATEGY	INITIAL	CURRENT	STATUS	COMMENT
VEHICLE SWAPS	517	235	NO MOVEMENT	SWAP ASAP OR WAIVER
3 MO EXTENSION	759	570	DID NOT PASS	WAIVER REQUIRED
WAIVERS	821	58	SUBMIT WAIVERS	CONTACT CARS REP
ANNUALIZATION	54	35	9 FAIL, 40 NOT DUE	REQUEST WAIVER
RETURN TO FLEET	73	19	NOT RETURNED	RETURN TO FLEET OR WAIVER
MISSING STRATEGY	370	205	NO AGENCY RESPONSE	CONTACT CARS REP

Q2 2023 - UTILIZATION



Request waiver or return to fleet



MISSING STRATEGY

Letter of non-compliance

- Issued to ATO
- 30 Days to comply and provide responses.
- Potential Director level involvement



2024 TIMELINE



GUEST SPEAKER

JONATHAN LUCAS - EV IMPLEMENTATION ADMINISTRATOR



Jonathan.lucas@des.wa.gov



360-407-9392



des.wa.gov



Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

23-25 EV Funding Announcement/Updates

Jonathan Lucas, EV Implementation Administrator
BUSINESS RESOURCE DIVISION

July 2023

23-25 FUNDING FOR EV AND EVSE

23-25 Transportation Budget *(starting on page 9)*

- \$6M to install EVSE at facilities to accommodate charging station installation to support state agency fleets

23-25 Operating Budget *(starting on page 137)*

- *\$1.72M to support ZEV staffing for LNI, DCYF, MIL, DSHS, DOC, and WSP*
- *~\$2.6M for FY 24 & ~\$2.6M for FY 25 to install EVSE at facilities to accommodate charging station installation to support state agency fleets*

FUNDING BREAKDOWN



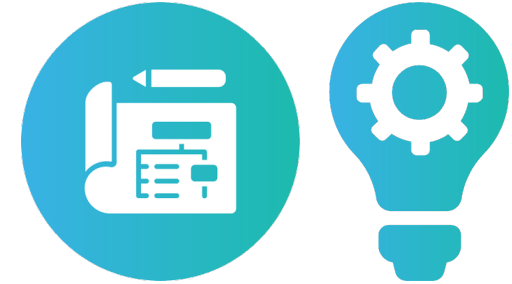
EV Projects

~\$11.2 M (*between 23-25 Operating and Transportation budgets*) to install EVSE at facilities to accommodate charging station installation to support state agency fleets



ZEV Staffing

\$1.72M is to support ZEV staffing for DOC, DCFC, DSHS, LNI, WSP, and MIL



Electrical Assessments

Up to 5% of funding will go to conduct electrical assessments of selected agency facilities

UPCOMING EV PROJECT APPLICATION/PRIORITIZATION

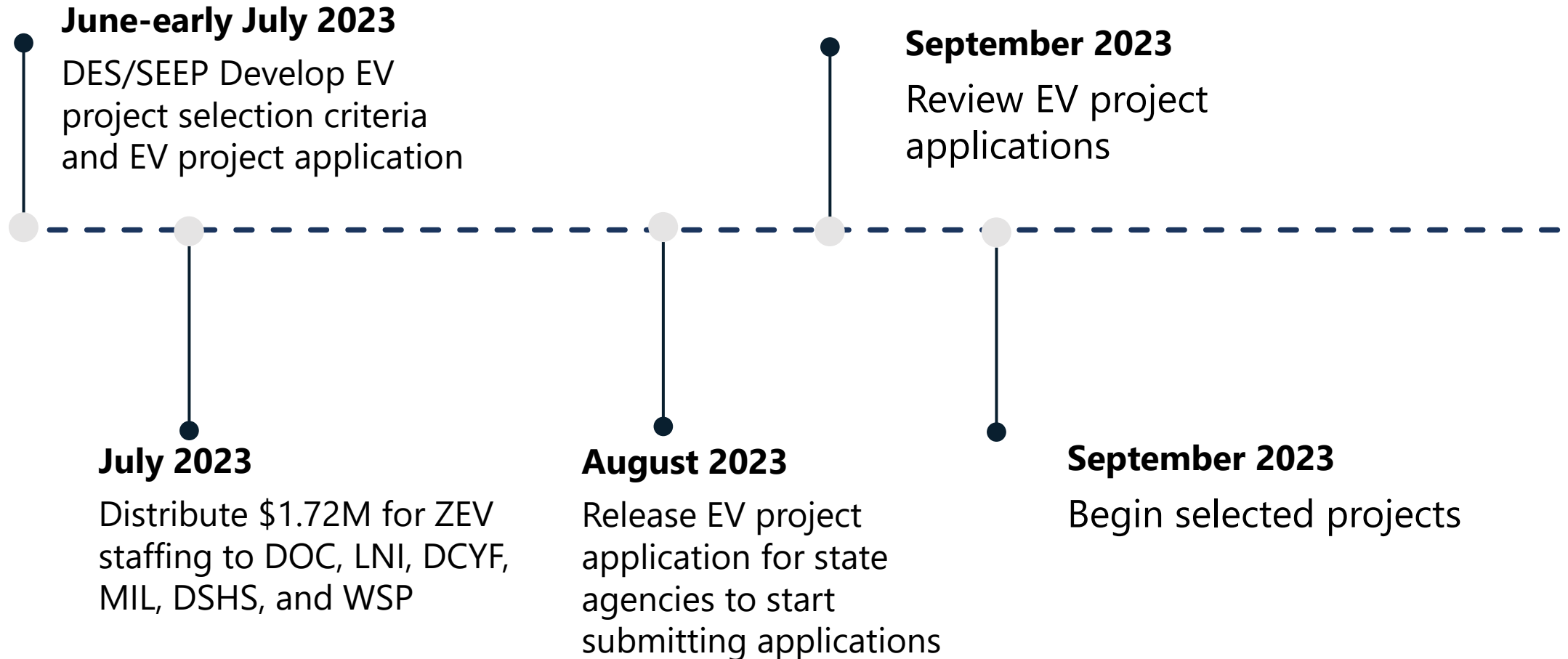
Potential projects will be evaluated on criteria such as the following:

- How ready is the project to commence?
- Where is the project located and in what type of building?
- Could the project have its EV charging needs met by publicly available charging?
- What is the location's current and future charging demand?

Applications will be opened in August, with project selection and commencement in September.



TIMELINE



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

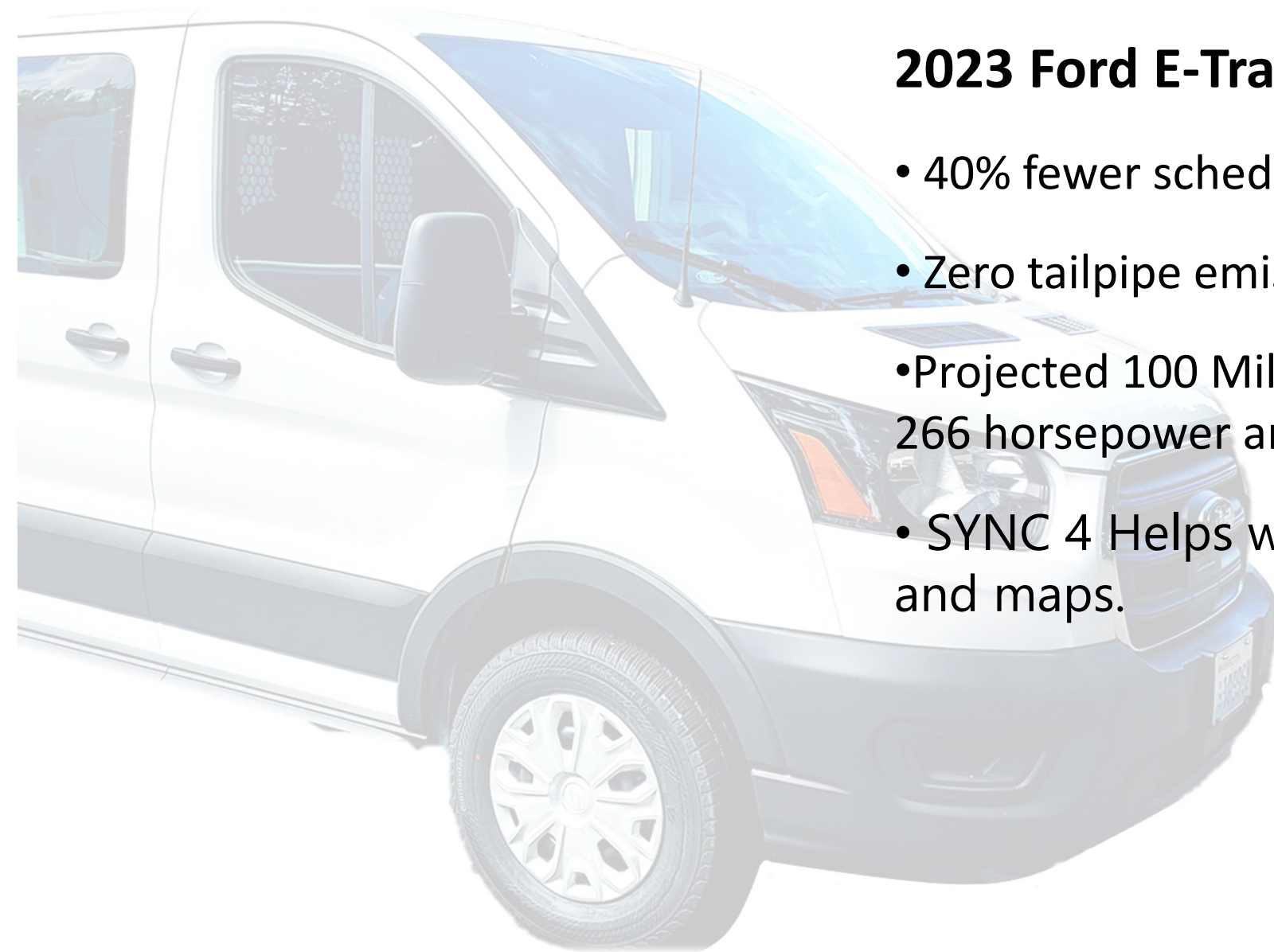
2023 ALL ELECTRIC FORD E-TRANSIT VAN



WHY CHOOSE THIS EV VAN?

2023 Ford E-Transit

- 40% fewer scheduled maintenance costs*
- Zero tailpipe emissions vehicle**
- Projected 100 Mile range with its rear wheel drive 266 horsepower and 317lb ft. of torque motor.
- SYNC 4 Helps with finding charging stations and maps.



IMPORTANCE OF EV CHOICES



#1 help Save the planet!

- **Low maintenance costs**
Due to fewer moving parts and no need for oil changes, exhaust system repairs, or timing belt replacements.
- **No noise**
In fact, electric vehicles are so quiet, they are now required by law to have an acoustic alert system (AVAS) to emit a sound when reversing or traveling below 12 mph.
- **Easy to drive**
Better performance as EVs have more responsive acceleration and regenerative braking when easing off the accelerator.
- **Environment Friendly**
Pure EVs have no tailpipe, so they don't emit any exhaust gases, which reduces local air pollution particularly in congested cities.
- **Better resale value**
It worth remembering too the sale of new petrol and diesel vehicles will be banned from 2030 and sales of used vehicles with internal combustion vehicles will continue.

FUEL CHARGES

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.



SHORT TERM RENTAL - WHY



Why choose Fleet operations for your travel needs?

- The Fleet program strives to reduce costs to the taxpayers of Washington State.
- When choosing Fleet operations for travel we can help you with the right vehicle for your travels such as traveling over the mountains, across the state or carpooling together in town for a meeting.
- If you bring your vehicle to us for repairs or service, we can issue a loaner vehicle so that you will continue to be able to conduct state business.

SHORT TERM RENTAL – WHERE



Where can you go to reserve a state vehicle?

Fleet operations HQ daily rental located at :
1312 Fones Rd, Bldg. 4 Olympia, WA 98501

Reservations can be made by phone or in person 7:30 am - 4:30 pm Monday - Friday

Customers may rent/reserve compact and full-size sedans including hybrids, electric vehicles, 4x4 SUV (including hybrids) pick up trucks, ADA/ wheelchair accessible vans and 7-passenger minivans.

Invers locations are not staffed but reservations can be made 24/7 online at www.DES.wa.gov

INVERS vehicles can be picked up and dropped off 24 hours a day at these two locations:

Capitol campus daily rental - 1129 Washington St SE, Olympia, WA, 98501
Tumwater daily rental - 7510 New Market St SW Tumwater, WA 98501

SHORT TERM RENTAL - WHEN



When can you pick up your reserved state vehicle?

You can pick your vehicle up to 15 minutes prior to your reservation 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 reach out to us by then.

Please take a close look at your reservation and check to see if all information is correct. Once your reservation time has started, you will not be able to shorten or cancel this reservation.

For assistance, please contact Fleet Operations at 360-664-9207 or mpdispatch@des.wa.gov

PERSONNEL NUMBERS & FUEL CARD LOGIN

Use the state personnel number or Employee ID number – not the agency number

You can contact your manager or your agency's HR to get your personnel or employee ID number, or you can find it on your paycheck.

Drivers need to be entered and active in the system to be able to use fuel pins.

The WEX card is your ticket to fuel

Remember the WEX fuel card can only be used when you have a correct employee number.

The red DOT card is another fuel card tied to a specific vehicle. Use the last four numbers of the vehicle's license plate number.

WEX CARDS ARE VEHICLE SPECIFIC



One card per vehicle

- WEX cards are directly tied to the vehicle via license plate # and tracks when any type of fuel is purchased.
- Dispatch can provide real time help when card is not reading at the pump.

One vehicle per card

- Fuel cards cannot be used for other vehicles, fill up gas cans for machines, etc.
- Fuel cards can only be used for the vehicle it is intended for.

Need help? Get error message at pump? Call dispatch

- Call dispatch before the third error attempt during business hours for help in real time on why the card is not working: pump malfunction, operator error, or over daily limit.

VEHICLE MAINTENANCE

JUSTIN KYLLONEN- 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



CHAINS

All Fleet Operations vehicles that can use chains should have come with them

If your vehicle does not have them –

- Order them through the online request form and have them drop shipped to your location.
- Or contact Vendor Maintenance at 1-800-543-6840 for assistance.

How to order

- <https://docs.google.com/forms/d/e/1FAIpQLSepiZMWzr04RT9noReDcAXaYK0YOhcpBBTE6of6iSfr2Xg-eA/viewform?pli=1>



WINTER PREP

Remember to:

- Check for tire chains
- Check road conditions
- Have a plastic scraper
- Plan ahead, allow extra time
- Carry winter supplies

WSDOT list of things to carry in vehicle

- <https://www.wsdot.wa.gov/publications/fulltext/winter/winter-driving-what-to-carry.pdf>

full tank of gas

first aid kit

cellphone charger

flashlight

water/snacks

ice scraper/snow brush

boots/gloves/warm clothes

music/games

jumper cables

flares

tire chains

Know before you go
wsdot.com/traffic

GET OUR MOBILE APP

Our Android and iPhone apps include statewide traffic cameras, travel alerts, mountain pass reports, ferry schedules and alerts, northbound Canadian border wait times and more.

WINDOW SCRAPING / DEFROSTING

- Please only use plastic ice scraper
- Don't damage the glass
- Make time for windows defrosting



--Please do not use a shovel, hot water or other metal object to scrape frozen windows! Agencies are responsible for replacing damaged glass

ROADSIDE ASSISTANCE ISSUES

If you are having issues with roadside assistance- please let us know in an email to mpmail@des.wa.gov. Please include:

- Date & Time
- Agency
- Location
- Issue
- How long it took
- Phone number you called from



INDUSTRY DELAYS CONTINUE IN VEHICLE REPAIR

August 2023 updates –

- Supply line and industry delays continue
- Improvement is not expected in the foreseeable future
- Delays in parts and inventory contribute to longer wait times, please be PATIENT with us
- Currently there is a 2-6 week wait to make service appointments, please plan ahead



VEHICLE SAFETY VIDEO



WINTER DRIVING

<https://www.youtube.com/watch?v=ii6m2tltsVQ>

CARS TEAM

FLIP HARDIE – CARS TEAM MANAGER

NADINE CALDERON-DIXON – CARS TEAM REPRESENTATIVE



mpmail@des.wa.gov



360-664-9210



des.wa.gov

FLIP HARDIE

- *New vehicles coming*
- *Utilization Next Steps*

2024 ICE VEHICLES



2023 Chrysler Pacifica



2024 Chevrolet Traverse



2024 Chevrolet Express



2024 Chevrolet Equinox



2024 Ford Edge



2024 Ford Expedition

TESLA



Tesla is back on contract

DES has starting
creating quotes for both
the Model 3 and the
Model Y

UTILIZATION MEASUREMENT



- **2nd Quarter utilization reports went out July 2023**
- **Use as measurement gauge on vehicle use**
- **Vehicles should be at 50%**
- **Make adjustments for over and under utilization**

Underutilized	☹️	Find ways to incre
Underutilized	☹️	Find ways to incre
Underutilized	☹️	Find ways to incre
Overutilized	👎	High mileage use a
Pass	😊	
Pass	😊	
Pass	😊	
Underutilized	☹️	Find ways to incre
Overutilized	👎	High mileage use a
Pass	😊	

JOEY IS OUT



CARS TEAM

- *Replacements*
- *Replacement requests*
- *Returning vehicles*



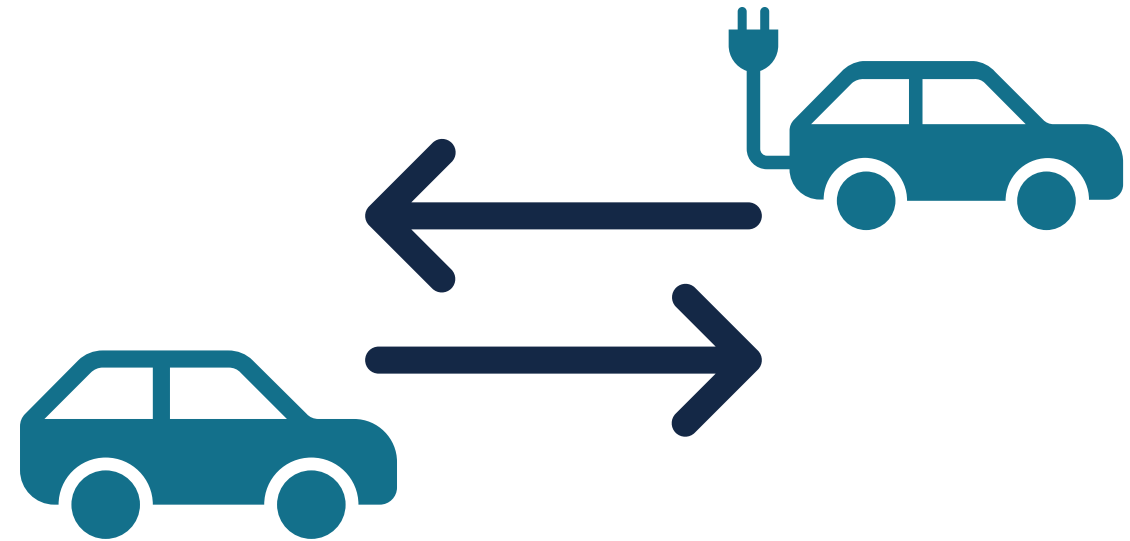
WHAT IS A REPLACEMENT?

Replacement

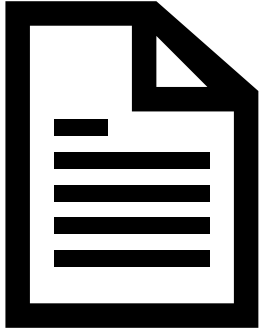
- Requests
- Temp perms
- Timeline

Vehicle needs to be turned in

- End of service life
- Value
- Anticipated expenses



SUBMIT REQUEST FOR REPLACEMENTS



DES Vehicle Purchase Requests

- Change in class
- Addition to Fleet
- Not needed like for like

SEEP exemption

- Needed for any non EV request
- Separate from DES request
- Exemption to be included with the DES Vehicle Purchase Request

NEW VEHICLE = RETURN OF OLD VEHICLE

Replacements attached to previous plate

- Need previous plate back
- Can make internal trades before or after
- Let DES know of location assignment



DES Fleet Operations



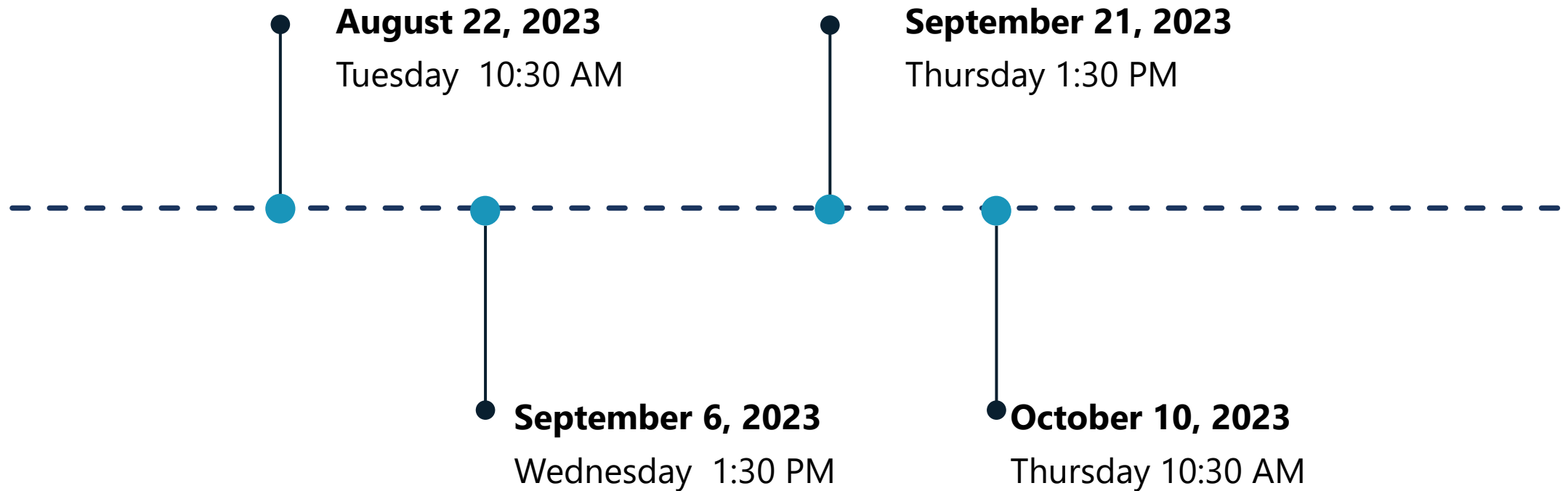


UPCOMING EVENTS / WORKSHOPS



- August 21-23 – **FleetCon 2023** – Loveland Colorado
- August 22-24 - **Green Transportation Summit and Expo 2023** – Tacoma Washington
- September 8-10 - **Fully Charged LIVE Canada 2023** – Vancouver B.C.
- November 8-10 – **Fleet Forward Conference 2023** – Santa Clara, 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 November 2, 2023**
- **Thursday February 1, 2024**





QUESTIONS? IDEAS FOR TOPICS?

CONTACT US AT [MPMAIL@DES.WA.GOV](mailto:mpmail@des.wa.gov)



mpmail@des.wa.gov



(360) 664-9215



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