



Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

DES Fleet Operations Quarterly ATO meeting

NOVEMBER 2024

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

MEETING AGENDA 11/7/2024

Section	Topic
Welcome	<ul style="list-style-type: none">• Agenda and poll
Management & Systems	<ul style="list-style-type: none">• Personnel updates, INVERS replacement update, Weekend rentals, Fones rd. construction, ATO Dashboard, Undercover plates
Dispatch	<ul style="list-style-type: none">• Parking update, Best practices, Chargebacks, New DC Fast Charger
Vehicle Maintenance	<ul style="list-style-type: none">• Towing to Fones rd., Making appointments, Winter driving
Vendor Maintenance	<ul style="list-style-type: none">• Towing to dealerships, Tire chains, Studded tires
CARS & Transportation Team	<ul style="list-style-type: none">• Vehicle replacements, Utilization, Vehicle cleaning, Upfitting & Modifications, New EV WEX cards
Ending	<ul style="list-style-type: none">• Operator trainings & ATO meetings, post meeting survey



ICE BREAKER

What is the largest amount of snow the Puget Sound region has received in one day?

- 1. 30 inches**
- 2. 15 inches**
- 3. 20 inches**
- 4. 50 inches**



ICE BREAKER QUESTION

Answer

According to available records, the largest amount of snow Puget Sound has received in one day is 20 inches, which fell on January 13, 1950 at Seattle-Tacoma Airport (Sea-Tac).

1. 30 inches
2. 15 inches
3. **20 inches**
4. 50 inches

UPDATES & ANNOUNCEMENTS

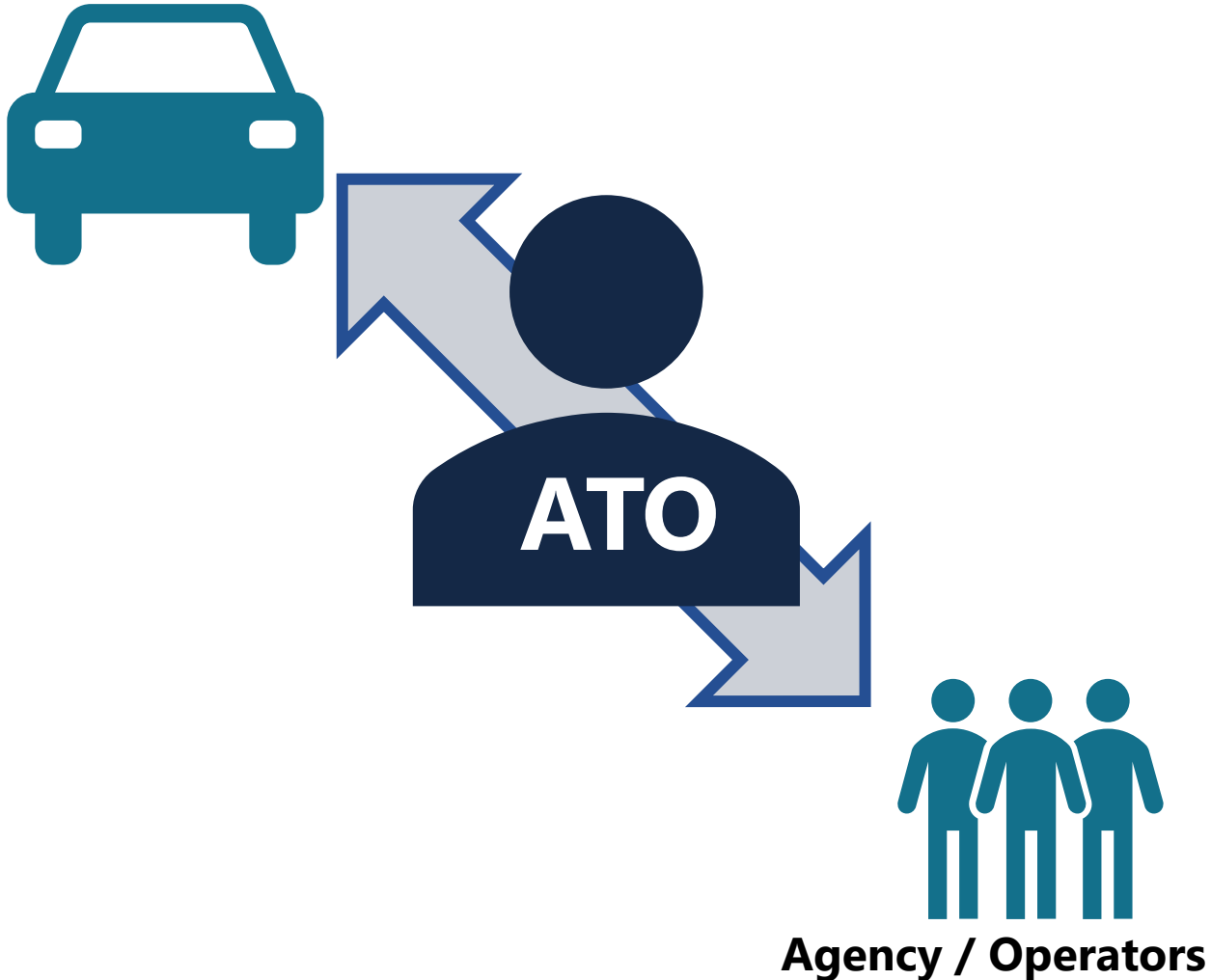
- **Michael Petty**
 - DES Fleet Operations Program Manager
- **Cyndi Beveridge**
 - DES Fleet Operations Assistant Program Manager
- **David Bagnall**
 - DES Fleet Operations Management Analyst

MICHAEL PETTY
FLEET OPERATIONS PROGRAM MANAGER

- *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-



Anthony Dado-Cruz
Dispatch
DES Fleet Operations



Justin Fabela
Transportation Team
DES Fleet Operations

Coming Soon

NEW TEAM MEMBER
CARS TEAM
DES Fleet Operations

PERSONNEL CHANGES TO FLEET OPERATIONS -LEAVING-



Chris Cantrell
CARS Team
DES Fleet Operations



Emily Swearingen
Dispatch
DES Fleet Operations

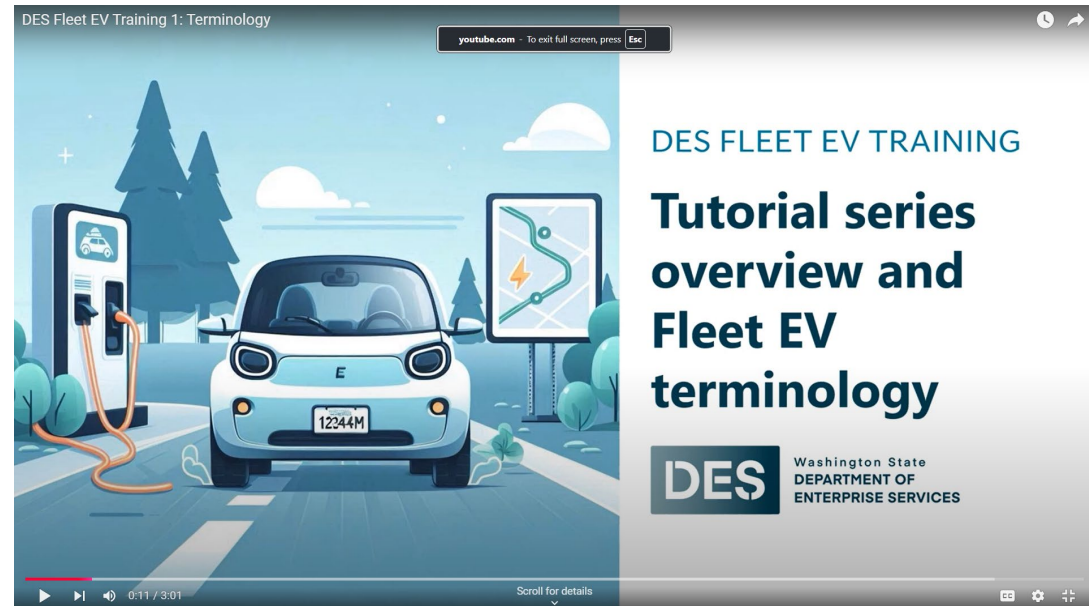
CYNDI BEVERIDGE
FLEET OPERATIONS ASSISTANT MANAGER

- *New EV Tutorials Available Online*
- *Weekend Rental Updates*
- *Fones Rd. Construction Updates*
- *INVERS/AGILE Keybox Rental Update*

ELECTRIC VEHICLE TUTORIALS

5 part tutorial video series now available on DES.WA.GOV. Topics include:

- Terminology
- Fuel cards and roadside support
- Charging basics
- Planning a trip
- Additional resources and contacts



AUTOMATED KEY SYSTEM CONTRACT – NEW VENDOR UPDATES

- Current vendor, INVERS, is sunseting November 30th 2024
 - Capitol Campus
 - Tumwater Vans
- All December reservations will be run through Fones rd.
 - 360-664-9207
- Email communication being sent to all registered users on November 12th
 - New vendor registration & training will be sent in December

AUTOMATED KEY SYSTEM CONTRACT – NEW VENDOR UPDATES

- Agile Fleet is the new vendor
- New system integration to be completed by January 2nd, 2025
- New vendor registration & training will be sent in December



FONES RD. CONSTRUCTION UPDATE

- Fones Rd improvement project begins November 18th and will complete summer of 2026
- When – 7:00 AM – 6:00 PM Mon-Fri
- What – Will affect access in and out of the Fleet Operations building.
- Who – Those coming to daily rental, Fleet offices or the shop facility at Fones

WEEKEND RENTALS AT FONES RD.

Fones Rd Office hours

7:30 am - 4:30 pm - Monday-Friday



- If the vehicle is returned after business hours, the return is logged the next business day
- If vehicle is returned after 4:30 pm on a Friday, return will not be processed until Monday morning
- This is in alignment with market standards

ALTERNATIVE RENTAL OPTIONS

- If a driver would be making a Friday-Saturday rental or expecting to return the vehicle after hours on Friday:
 - Consider using a rental location with an automated key box.
 - Automated key box kiosks operate 24/7 and will log your return in real time
 - Capitol Campus
 - Tumwater Vans



DAVID BAGNALL

DES FLEET OPERATIONS MANAGEMENT ANALYST

- *ATO Dashboard*
- *Confidential Plates & Good to Go Passes*

ATO DASHBOARD

- There are no scheduled updates for the ATO Dashboard
- Fleet is working with our Technology services division for a solution to extend accessibility to organizations outside of the .wa.gov domain. For example .edu; .org etc.



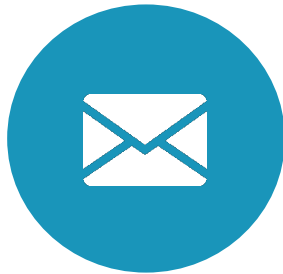
CONFIDENTIAL PLATES, PASSES & ASSETWORKS

AssetWorks associations

- Confidential plates and passes are entered into AssetWorks.
- Billing – Tied to the M-plate for billing purposes.
- We do need help for those agencies that use confidential or undercover plates. Please help us by sharing your confidential plate listing with us. A once a month update would be very helpful.

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**

FONES ROAD PARKING

- Limited parking outside the gate
- Locked parking only available during business hours 7:30-4:30
- Get dropped off or carpool as better option



DAILY RENTALS – BEST PRACTICES

When picking up and during your trip:

- Note any damage on vehicle prior to departure
- Report any mechanical issues, failing wiper blades, warning lights, Etc.

When Dropping Off:

- Notify Fleet Operations of any damage incurred or any mechanical issues
- Check vehicle for personal items before returning vehicle
- Remove *Good to Go* passes, parking tags, other placards
- Remove trash and cups before returning vehicle
- Return all fuel cards to the green sleeve attached to keys
- After hours key drop available at Fones rd. next to Dispatch entry door
- Notify Fleet Operations for any last minute reservation modifications



DAILY RENTAL RE-FUEL REQUIREMENT

- Daily rental vehicles must be returned with a full fuel tank
 - Vehicles returned without a full tank will incur a \$20 refueling fee
- Electric vehicles are exempt from this requirement
 - We have charging infrastructure onsite and will charge your vehicle for the next customer after you drop it off



DAILY RENTALS-CHARGEBACKS

- Common reasons for agency chargebacks:
 - Heavy stains or other messes will be sent to professional detail shop for more extensive cleaning. These costs will be charged back
 - Vehicles returned with strong odor
 - Vehicle returned with damage that was not present or reported when the vehicle was picked up

DC FAST CHARGER AT FONES RD.



- DC Fast charger now available for state vehicles
- Speeds up to 62.5 kW

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





TOWING TO FONES

When having a vehicle towed to Fones Rd. Shop

- Tell us why / what is wrong with the vehicle?
 - In person, by email, or phone are all okay!
- If we don't know what is wrong with the vehicle it may delay the start of diagnostics and repairs.
- Communication is key!

Thurston Co. – Nisqually Towing 360-491-4357
Out of County – Roadside Assistance – 866-329-3471



SERVICE APPOINTMENTS AT FONES RD.

Maintaining the lowest possible maintenance rates for your program requires maximum efficiency in scheduling state vehicles for service

- Late for an appointment? – Notify Fleet Operations ASAP
 - 360-664-9200
- After 10 minutes after the start of your appointment, if we don't hear from you, our technicians will move on to next service appointment and you will need to reschedule

WINTER DRIVING – WHAT TO KEEP IN VEHICLE

DOT provides great resources on what to keep in your vehicle in Winter.

Suggestions include:

- First aid kit
 - Phone charger and battery backup
 - Flashlight
 - Water and snacks
 - Ice scraper
 - Jumper cables
 - Warm clothes and extra layers
-
- Please note DES Fleet does not provide these items

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

VENDOR MAINTENANCE

JARED HIATT- VENDOR MAINTENANCE



mpmaint@des.wa.gov



800-542-6840



des.wa.gov

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



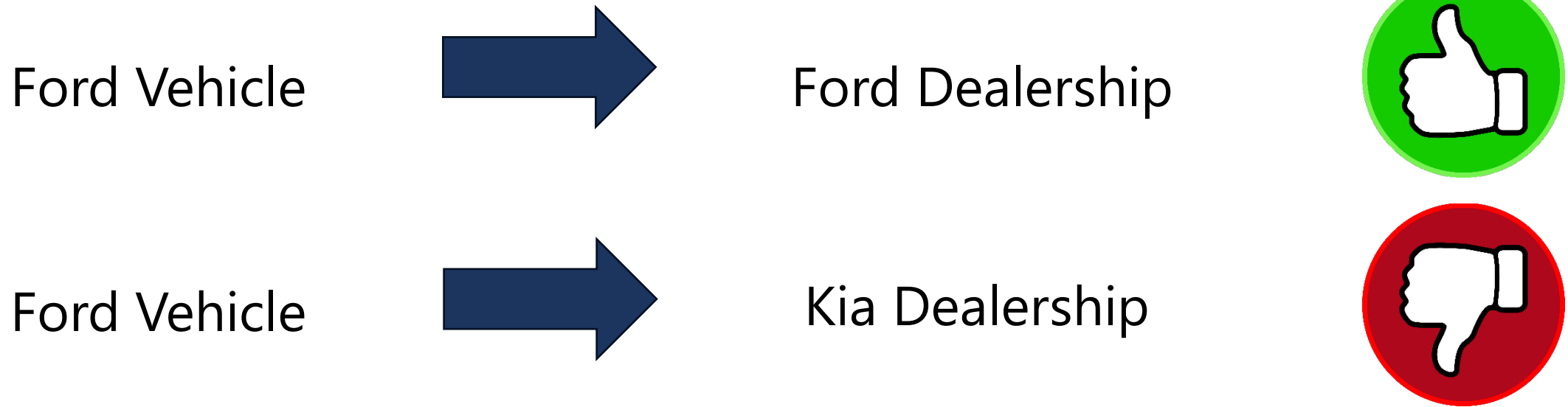
**** There are specific vendor contracts for Tires and Auto Glass**

- **For tires, call us and we will direct you to the closest contracted Firestone or Goodyear dealer in your area.**
- **Contact maintenance for direction on where to go for glass repairs.**



TOWING TO DEALERSHIPS

Contact Vendor Maintenance for towing instructions. For **after hours** or **vendor specific** work, please tow to correct dealership.





WINTER DRIVING – TIRE CHAINS

- DES Fleet provides tire chains for all vehicles that accept them.
 - Many newer vehicles do not accept tire chains due to clearance issues. Using chains on these vehicles can result in extensive damage and even loss of brakes.
 - If your assigned vehicle did not come with chains and the vehicle must be driven where chains are required, DOT suggests alternative traction devices such as tire socks. These are a one time use item. Fleet does not cover the purchase or replacement costs.

<https://wsdot.com/travel/real-time/mountainpasses/tiresandchains>

<https://www.wsp.wa.gov/wp-content/uploads/2020/04/Alternative-Traction-devices-April-1024x626.png>



WINTER DRIVING – NO STUDDDED TIRES!

- Per DOT's request it is DES Fleet Operations policy not to use studded snow tires.
- Your agency has the option to purchase stud-free winter traction tires. These tires cause less roadway damage and are as or more effective than studded options.
- Fleet Operations does not cover the purchase or install costs or provide storage for winter tires. Please refer to the state tire contract before purchasing tires. The contract is for Goodyear and Firestone dealers only.

<https://apps.des.wa.gov/DESContracts/Home/ContractSummary/24623>

CARS TEAM

NADINE CALDERON-DIXON – CARS TEAM SUPERVISOR

JOEY RIVERA – CARS TEAM REPRESENTATIVE

DAVID ALONSO – CARS TEAM REPRESENTATIVE

AMBER GOFORTH – CARS TEAM REPRESENTATIVE



mpmail@des.wa.gov



360-664-9210



des.wa.gov

CARS TEAM

NADINE CALDERON-DIXON – CARS TEAM SUPERVISOR

- Vehicle Replacements
- Utilization

REPLACEMENT LIST 25.1

- New Wave was sent out to ATO's and Vehicle Coordinators on 10/14/24
- Please work with CARS Rep to get these vehicles replaced
- If you have outstanding replacements, expect communication soon!

UTILIZATION

Prep Now!

Use your Q3 report to determine;

- Vehicles that need to be swapped
- Category of Use
- Waivers
- Returns

Y24 Utilization communication will go out January 2025

Start thinking of your Action plans now and work with your Account Rep!

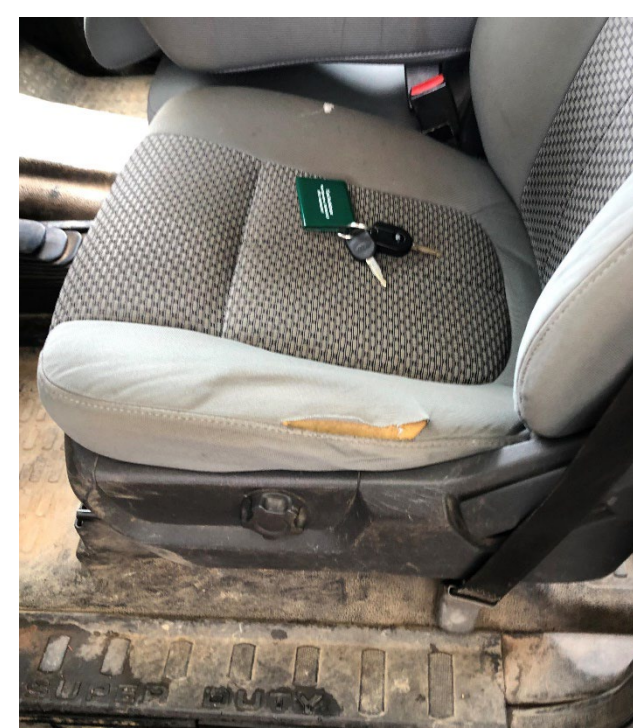
CARS TEAM

JOEY RIVERA – CARS TEAM REPRESENTATIVE

- Avoiding Vehicle Cleaning Chargebacks

VEHICLE CLEANING CHARGEBACKS

- Agencies may be charged back a fee for detail depending on the cleanliness of the vehicle when it is turned in.
 - Applies to both daily rental and permanently assigned vehicles
 - Vehicles are sent out for professional detailing if cleaning will take more than 30 minutes for our team



BAD INTERIOR

- Not vacuumed
- Not wiped down
- Trash has not been removed
- Bad Smell



Good Interior Examples

- Personal/Agency belongings have been removed.
- Vehicle is Vacuumed and wiped down.
- Trash has been removed



CARS TEAM

DAVID ALONSO – CARS TEAM REPRESENTATIVE

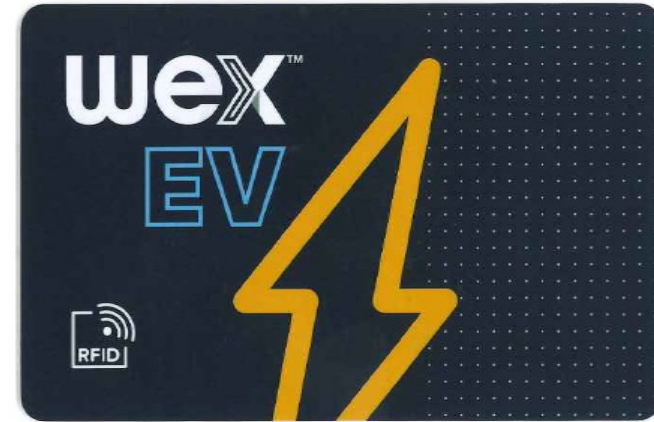
- New WEX EV charge cards

WEX CHARGING CARDS



WEX Mastercard:

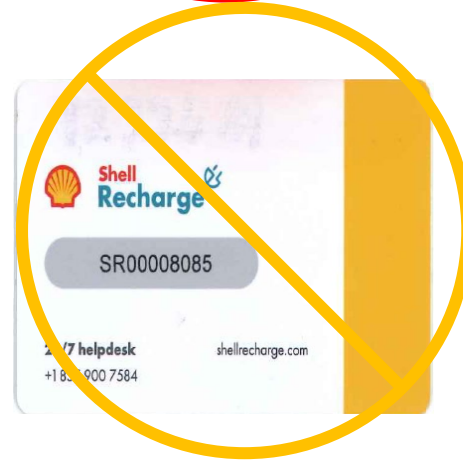
- Electrify America
- Roadside Service
- Car Washes



WEX RFID Card:

- AmpUp
- Blink
- Chargepoint
- EVConnect
- EVGo
- Flo
- Noodoe
- More to come...

WEX CHARGING CARDS



Old EV charge cards have been deactivated – Please return to DES Fleet



EV CARDS NOT WORKING?

- Date/time of attempted charge
 - Location, include address
 - Error message on screen
 - Charger type
 - Serial number
 - Picture of the charger
 - Vehicle Plate #
 - Card #
-
- Email these details to MPMail@DES.WA.GOV and we'll get in touch with WEX

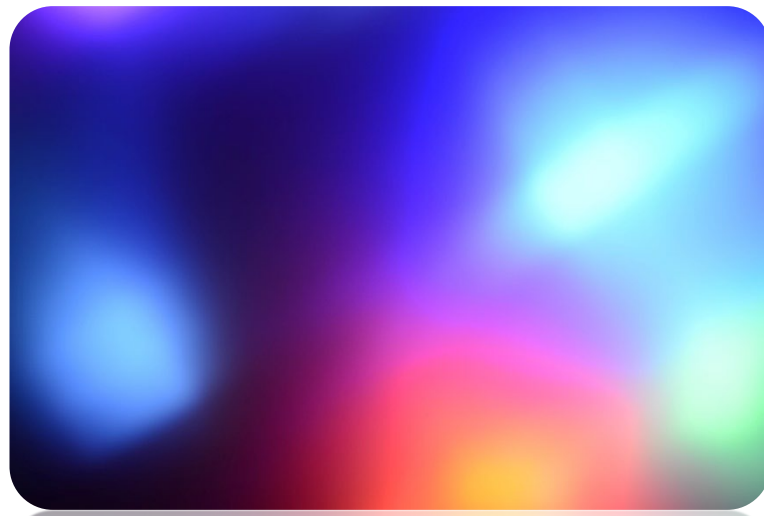
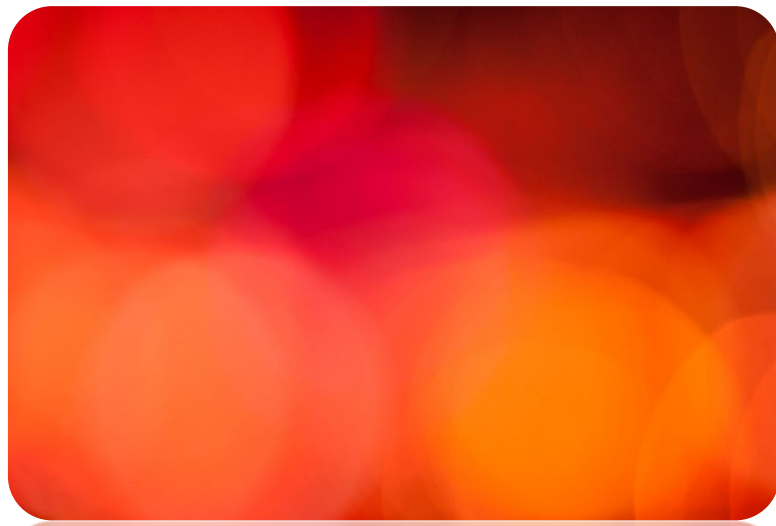
EVGO NETWORK OUTAGE

- EVgo has notified us of a system wide network outage due to a recent system update
- Both WEX and EVgo are aware of this situation and are working on a solution
- DES Fleet will reach out once a resolution has been found

CARS TEAM

AMBER GOFORTH – CARS TEAM REPRESENTATIVE

- Vehicle Modifications & Upfits

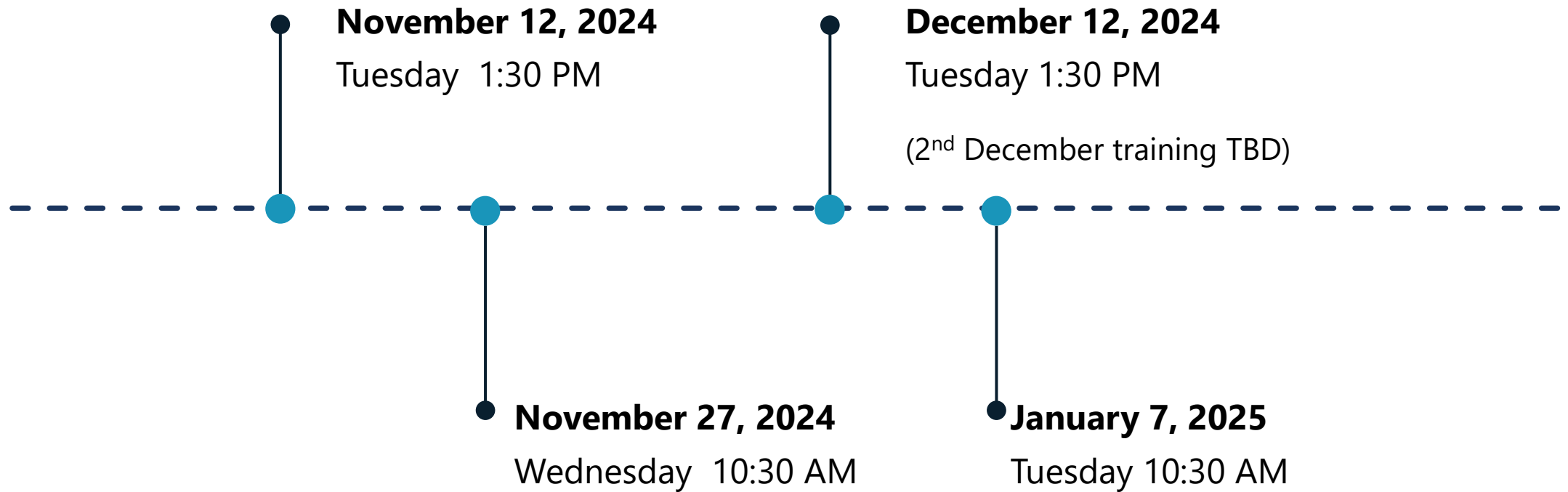


VEHICLE MODIFICATIONS

- Let your CARS Rep know of anything you might need to perform your job duties.
 - Be specific about the item.
 - Dealer vs Aftermarket



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 February 6, 2025**
- **Thursday May 8, 2025**



SURVEY – FILL OUT PLEASE

Use it to your advantage- Tell us how we can improve these meetings

- In notes
 - Topics
 - What is missing
 - Digital training – priorities



<https://www.surveymonkey.com/r/ATONov24>

QUESTIONS?

THANK YOU, PLEASE TAKE OUR SURVEY!



mpmail@des.wa.gov



(360) 664-9215



DES.WA.GOV

<https://www.surveymonkey.com/r/ATONov24>