



U.S. General Services Administration

# Best Practices: The Importance of Communication in Federal Fleet Management

# FedFleet 2019



# Panelists

- **Dionne Chisolm- Department of Homeland Security**
- **Elisabeth Hendrick- US Mint**
- **Phyllis Smith- Department of Treasury**

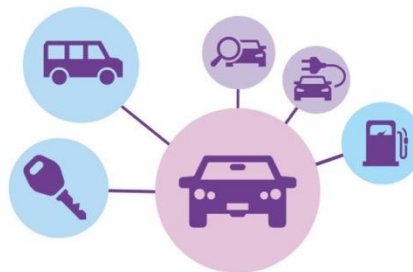
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# Why Change Fails

- **Poor communication**
- **Lack of support from top management**
- **Too many initiatives at one time**
- **Lack of focus**
- **Unclear rationale for change**
- **Lack of understanding of the urgency of change**
- **Inadequate employee involvement**
- **Complacency (resistance to change because of prior practices)**

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# Communication Barriers

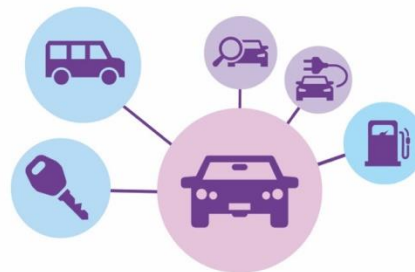
## Different Priorities

- **Field Fleet Manager**

- Answer data calls from Agency Fleet Manager
- Keep drivers happy
- Maintain and keep vehicles on the road
- Pickup new vehicles
- Manage vehicle accidents and drivers
- Negotiate local agreements for fuel and maintenance
- Other duties as assigned

- **Agency Fleet Manager**

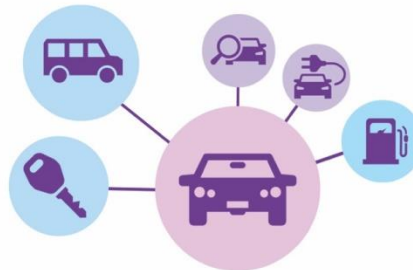
- Compliance with environmental mandates
- Compliance with fleet reporting requirements- FAST, VAM, OMB A-11, etc.
- Fleet replacement and lifecycle costs analysis- where's the money coming from?
- Develop internal agency policy on fleet management
- Manage H-T-W program
- Agency VIPs- help!



# Ways to Communicate

- Agency and bureau level fleet handbooks
- Driver packets in vehicles
- Agency intranet pages
- Agency training workshops on fleet management
- Mini-training sessions on vehicle pickup days
- Agency broadcast emails on hot fleet topics
- Agency social media pages with fleet articles and info blasts
- Fleet specific events at HQ and the field (Earth Day, Driver Safety Week, etc.)
- Agency videos on driving GOVs
- Send posters out the to the field on the do's and don'ts when driving a GOV
- Regularly scheduled working groups between HQ, Field and Drivers
- Driver and field fleet manager incentives
- Fleet email box for questions

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# You've got questions?



## We've Got Answers

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