**Value Proposition:** the right vehicle, at the right price, with great customer service and the data required for you to effectively manage your fleet.

**Offerings:** Three primary service offerings within GSA Fleet – purchasing, leasing and renting. Additional automated solutions and ancillary services provide a complete fleet management solution.

### GSA Fleet Overview

#### Highlights

<table>
<thead>
<tr>
<th></th>
<th>FY2016</th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Purchases</td>
<td>53,013</td>
<td>50,111</td>
<td>47,928</td>
<td>49,808</td>
<td>49,731</td>
</tr>
<tr>
<td>Leased Inventory</td>
<td>209,746</td>
<td>210,544</td>
<td>217,123</td>
<td>221,942</td>
<td>225,260</td>
</tr>
<tr>
<td>Vehicle Rentals</td>
<td>16,777</td>
<td>20,719</td>
<td>25,886</td>
<td>31,859</td>
<td>29,849</td>
</tr>
<tr>
<td>Equipment Rentals</td>
<td>529</td>
<td>1,375</td>
<td>1,848</td>
<td>1,787</td>
<td>2,214</td>
</tr>
</tbody>
</table>
Leasing Acquisition

Presented by Miguel Welanetz
Leasing Acquisition Overview

• Annual process to refresh our leased fleet by ordering both replacement vehicles ready for refresh, and additional vehicles for changing missions.
• Begins with Customer Acquisition Module (CAM) vehicle selection/approval process.
• Once CAM selection/approval process is complete, orders are created and sent vehicle vendors.
• Timely completion of the ordering process is critical to successfully maintaining our leased fleet.
CAM Process Update

• The CAM deadline for all Headquarters-level approvers to complete their vehicle selection approvals is today, February 23.
• As of today, 90% of all vehicle selections have reached the HQ level or beyond.
• It may be necessary to auto-forward CAM selections from the HQ level to ensure timely ordering.
• HQs - remember to check the HQ Summary Screen for estimated incremental spend!
CAM and Vehicle Closeouts

- CAM approvers all levels should make selections as soon as they are received - there is no need to wait!
- It is imperative that we place vehicle requisitions as soon as possible to avoid potential manufacturer model and option closeouts and price increases.
- Our Vehicle Availability Listing is always updated with the latest closeout dates.
  - *For leasing customers only!* Please note we must send all orders the day prior to the actual closeout date to ensure order placement.
Law Enforcement (LE) Upfits

- 12 upfit packages in FY21
- Packages for SINs 17, 10B, 105A, 96B, 99, 55, 100L, 55C, 57, 57A, 59A
- **Consolidated** types:
  - Marked, unmarked, K9
- **Added** “à la carte” LE options for flexibility
- GSA Fleet LE Team working with LE customer HQs to establish FY21 LE ordering guidance
- Beginning to order “first builds” for design reviews
- FedSLEVES held annually.
- Questions to: gsafleet.lawenforcement@gsa.gov
Contact us!

GSA Fleet Offering and Ordering Management:

gsa.fleet.acquisition@gsa.gov

GSA Fleet Law Enforcement Team:

gsafleet.lawenforcement@gsa.gov
Maintenance and Accident Services

Presented by John Marlow
Customer Support Available 24/7

• During Business Hours:
  • Vendor payment, repair services, driver support for maintenance and accident services

• After Hours:
  • Partnership between WEX and GSA Fleet
  • WEX coordinates lost GSA Fleet card, vendor payment, and emergency repair services, etc.
  • After hours repairs authorized up to $500
    • GSA Fleet personnel on standby to approve costlier repairs
Maintenance Management Services
(1-866-400-0411, Option 1)

• Expertise to customers on authorized repair facilities and maintenance questions or concerns
• Negotiate and authorize vendor repairs and services for GSA Fleet leased vehicles
  • Vendors must contact the Maintenance Control Center for prior authorization of any repair OVER $100 and for tire, battery, and glass
• Electronic Maintenance Authorizations
  • Saves time on repairs and authorizations
• Hours: 7:00 a.m. - 8:00 p.m. (ET)
Accident Management Services
(1-866-400-0411, Option 2)

- Expertise on accident repairs to reduce govt costs
- Assist in determining authorized repair facilities
- Handle all Third Party Claims
- Operators should notify GSA within one business day of an incident or accident
- Two Locations open 7:00 a.m. - 7:00 p.m. (ET):
  - Atlanta Contact Center
    - Serves Eastern and Central Time Zones, excluding Iowa, Kansas, Missouri and Nebraska
    - (866) 400-0411 - Option #2, then #2 - atl.amc@gsa.gov
  - Kansas City Contact Center
    - Serves Mountain and Pacific Time Zones, Iowa, Kansas, Missouri and Nebraska
    - (866) 400-0411 - Option #2, then #3 - kc.amc@gsa.gov
Fleet Services Card
Presented by Brian Mosley
Saving Agencies Resources

• Loss Prevention Team
• SmartPay® contract oversight
• OMBA123 Appendix B compliance
• Fleet card audit support
• Saves money through tax reclamation and refunds
• Data for reporting requirements (FAST)
• New technology and innovation
Everything You Need to Know

- Tax exempt remind vendors
- Enter correct odometer readings
- One card per vehicle/ One driver ID per card
- Service for fueling issues and repairs under $100
- GSA MCC/AMC for repairs or accident approvals over $100
WEXConnect App®
(available on both Google Play® and iOS Apps®)
Everything Else You Need to Know

- Card Driver Training
- Card Ordering
- Transaction Data
When in Doubt…Consult the Directions

How to Pay at the Pump
1. Make sure the station accepts the card.
2. Check mileage before turning off ignition.
3. Insert card and follow pump instructions.
4. Enter Driver ID, remember to remove
   alpha characters.
5. Enter odometer/reading/current mileage.
6. Choose the proper fuel for your vehicle
   and begin fueling.

How to Obtain Maintenance
For transactions under $100, present card
for swiping. For transactions over $100, call:
GSA Fleet Assistance Centers (TITLE)
1-866-400-0411
PRESS 1 Mechanical, tires or battery (M/C)
PRESS 2 Accident, body or glass damage (AMC)
PRESS 3 Vendors closing prior authorization
PRESS 4 Customers with WEX card issue or under
$100 maintenance
PRESS 5 Vendors with a payment problem
PRESS 6 New GSA Fleet vendors

Alternative Authorization Instructions
U.S. or International Fuel and Service
stations that do not accept WEX cards
can still process a transaction for a WEX
customer by calling WEX at:
1-866-939-4472
for an out-of-network authorization.
Be prepared to provide the following information:
• Account #
• Vehicle #
• Card expiration date
• Driver ID
• Vehicle odometer reading
• Total amount of transaction
• Merchant contact information
For authorized transactions, WEX will provide payment.

User Responsibilities
In accordance with FAR 13.301, the
governmentwide commercial Fleet Services Card
is authorized for the purchase of fuel,
maintenance and repair for GSA Fleet leased vehicles.
You are the Government’s agent for
each purchase made with the Fleet Services Card.
As such, you must comply with all applicable regulations and procedures of
GSA Fleet and your agency/organization.
All transactions are closely monitored by GSA Fleet.
Drivers may be prosecuted and held
personally liable for fraudulent use of the card.
If you are uncertain as to whether a purchase is authorized, ask your Fleet Manager.
• Use only the Fleet Services Card
   assigned to that specific vehicle.
• Use the card to purchase oil, fluids and
   other necessary maintenance and repairs
   only as authorized.
• Purchase regular unleaded self-service
   gasoline from service stations that offer
   the lowest price, except when the vehicle
   requires diesel or alternative fuel or under
   other authorized conditions.
• Observe all dollar limits on purchases. For
   maintenance over $100 and the purchase of all
tires and batteries prior authorization is
   required from the Maintenance Control Center.
• You may not use the Fleet Services Card to
   purchase food, beverages or other items for
   personal use.
• Keep the card in a safe and secure place. It is
   not permissible to store the card in the vehicle.
• Don’t fuel any non-GSA Fleet equipment even
   if attached to a GSA Fleet vehicle (i.e. tractor
   or ATV).
• Be a wise consumer. If a vendor is trying to
   sell services you believe it is unnecessary contact
   your local Fleet Service Representative.
• Seek state tax exemption on all non-fuel
   purchases.
• Immediately report a lost, stolen or broken
   card.
• Do not give the Driver ID to anyone except
   a station attendant or a Customer Service
   Representative.
• Report any suspicious activity to GSA Fleet.
Contact Us

LPT@gsa.gov

replacementcards@gsa.gov

www.gsa.gov/fleetcard
Recalls

Presented by George Schaubhut
Recalls in the Headlines

Car Safety Regulators Urge Tesla to Recall Around 158,000 Vehicles

Ford recalls 3M vehicles for airbag problems

Hyundai recall 2021: 471,000 Tucson SUVs recalled; automaker says owners should park outside

Volvo Recalls 54,000 Sedans After Airbag Fatality

18th U.S. Takata death reported, first in a BMW

Takata recall: Exploding air bag inflator in Honda Civic kills Arizona toll to 26

Parking Brake Issue Leads to Navistar Truck Recall

FCA Recalls 2014-2019 Jeep Grand Cherokee with EcoDiesel Engine

There's no excuse for the government to put dangerous cars on the road

GM to recall 7M vehicles to replace Takata air bags

More than 4,000 Freightliner Cascadias recalled for steer tire issue

Investigation: 25,000 government cars have open safety recalls that could endanger drivers
# Takata Airbag Recall Isn't Over Yet

<table>
<thead>
<tr>
<th><strong>Deaths</strong></th>
<th><strong>Injuries</strong></th>
<th><strong>Campaigns</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>● 18 in the US</td>
<td>● More than 400 injuries in the U.S.</td>
<td>● 67 million airbags</td>
</tr>
<tr>
<td>○ Sept 2020 / BMW / AZ</td>
<td></td>
<td>● 17 MILLION REMAIN UNREPAIRED</td>
</tr>
<tr>
<td>○ Aug 2020 / Honda / AZ</td>
<td></td>
<td>● INCLUDING 135 GSA Fleet leases</td>
</tr>
<tr>
<td>● 26 Worldwide</td>
<td></td>
<td>(Most are recent consolidations)</td>
</tr>
</tbody>
</table>

**New Campaigns**

- 3 million (1/22/2021): 2007-11 Ford Ranger, the 2006-12 Ford Fusion, the 2007-10 Ford Edge, the 2006-12 Lincoln MKZ/Zephyr, the 2007-10 Lincoln MKX and the 2006-11 Mercury Milan
- 5.9 million (11/23/2020): 2007 and 2014, including the Cadillac Escalade; Chevrolet 1500, 2500, and 3500; Chevy Suburban and Tahoe; GMC Sierra 1500, 2500, and 3500; and the GMC Yukon and Yukon XL

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**NHTSA December 2020 Takata Report**
Special Instructions

• "Owner Notification" or "Interim Owner Notification"
  Is the notice for Remedy Available or Remedy Not Available?

• STOP DRIVE
  Does it apply to all or is it conditional? PARK IT IMMEDIATELY UNTIL YOU'RE SURE

• Storage
  Does it say to park outside or away from other vehicles? (e.g. fire risk)

• Fuel
  Should the fuel tank or battery be filled to a minimum or maximum level?

Critical to read the entire manufacturer notification
Resources

NEW Recall Resource Page - Variety of tools for single vehicle identification number (VIN) or bulk VIN lookups


- Safercar.gov provides a single source for individual vehicle and recall campaign lookups in a uniform format
- Auto manufacturer websites allow for single vehicle lookups that can provide information on non-safety campaigns that may also be open
- CarFax.com/recall allows for bulk VIN lookups of safety recalls up to 10,000 VINs that can include a mix of brands and ownership (e.g. GSA Fleet-leased and agency-owned)
- Drive-thru allows for a bulk VIN lookup of safety, non-safety, and warranty campaigns for every GSA Fleet-leased and FedFMS loaded vehicle in your inventory

Contact your local GSA Fleet Service Representative or GSA Fleet's Vehicle Management Division at fleet.operations@gsa.gov.
Telematics - Program Overview

- BPA Awarded to Geotab
- Dual subscription model
- Customer agency opt-in
- FedRAMP Authorization (Moderate)
- Fully integrated into existing GSA Fleet leasing services
- Cradle-to-grave management
- Shared government service
Telematics - What the Program is Not

- GSA not being “Big Brother”
  - No GPS data accessible by GSA Fleet
- Not for agency owned vehicles
  - Schedule 70 solutions
- Not limited to specific category of vehicle
  - Heavy duty vehicle solution available
Telematics - Dual Subscription Model

GSA Fleet’s Service
- Automated mileage reporting
- No GPS data
- Basic engine diagnostic codes and faults

Customer Agency Service
- GPS capability
- Accident reconstruction
- Advanced reporting
- Driver coaching/management
- Personalized MyGeotab Portal
- API Integration
- Custom mapping and Geofencing
- Ancillary service expandability
- Engine data reporting
Telematics - Cost Overview

- GSA Fleet service included with vehicle leasing rates
- Expanded data service:
  - $13 per month/per vehicle
  - One month minimum subscription period; can cancel anytime after
  - Charges appear as line item under the enrolled tag(s) on invoice
- Both services include installation, hardware, shipping, and warranty
Questions on Telematics?

No actions required for standard service!
Devices installed at vehicle exchange sites for all eligible FY21 orders
Please contact us at fleetsolutions@gsa.gov to discuss:
  - Retrofits
  - Activating $13/vehicle service
    - Anything else!

For more information
www.gsa.gov/telematics
Short-Term Rentals

Presented by Joe Niewiadomski
Did you know?

The Short-Term Rental (STR) program provides equipment and speciality vehicle rentals?

- Over 11,000 equipment pieces
  - Earth moving
  - Material handling
  - Light towers
  - HVAC equipment
  - Dewatering pumps

- A variety of specialty vehicles
  - Dump trucks
  - Bucket trucks
  - Crash attenuators
  - Underbridge inspection trucks/trailers
  - Utility maintenance trucks
STR is ready to help at the project level!

• Expanded STR offerings allows customers to rent equipment for entire projects
• Wide variety of offerings and related accessories
Levee & Dike Construction
Bridge Safety Inspections
Heating & Cooling

• Tailor requests for detailed project requirements

• Ducting and power generation available for custom applications

• Used for climate control in a variety of applications e.g. tents, containers, mobile buildings
Start Renting Today!

- Hours of Operation:
  - Monday - Friday
  - 7:00 AM - 6:00 PM CT
- Contact us:
  - gsa_rental@gsa.gov
  - 1-866-886-1232
  - Live chat and more information available at https://str.gsa.gov
Charging Stations
Presented by Stephanie Gresalfi
Charging Station Basics

**Level 1**
2-5 miles of range per hour of charging
120V charging | 7-30 hours for full charge. Charging cord provided. Can plug into existing outlet or purchase station
$0-$2,000*
No data network capabilities

**Level 2**
10-20 miles of range per hour of charging
240V charging | 2-10 hours for full charge. Stations can collect data with optional data/network services. *Works with any type of EV.*
$2,000-$10,000*  
Data network services are $200-$300/year*

**DC Fast Charging**
60-80 miles of range per 30 mins of charging
480V+ charging | Full charge in 30 minutes-1 hour. Stations can collect data. *Not all EVs can use all DC fast charger connection types.*
$12,000-$50,000*  
Data Network services are $200-$600/year*

*Doesn’t include the cost of installation
# EVs by Recharge Time

<table>
<thead>
<tr>
<th>MY2021 Electric Vehicle</th>
<th>All Electric Range/Total Range</th>
<th>Level 1/120V Recharge Time (hours)</th>
<th>Level 2/240V Recharge Time (hours)</th>
<th>DC FAST (62.5 kW) Recharge Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nissan Leaf (base)</td>
<td>149</td>
<td>30</td>
<td>8</td>
<td>1.8</td>
</tr>
<tr>
<td>Chevy Bolt</td>
<td>259</td>
<td>64</td>
<td>9</td>
<td>2.4*</td>
</tr>
<tr>
<td>Kia Niro</td>
<td>26/560</td>
<td>9</td>
<td>2.25</td>
<td>N/A</td>
</tr>
<tr>
<td>Chrysler Pacifica</td>
<td>32/520</td>
<td>11</td>
<td>2</td>
<td>N/A</td>
</tr>
<tr>
<td>Mitsubishi Outlander</td>
<td>22/310</td>
<td>8</td>
<td>3.5</td>
<td>25 minutes</td>
</tr>
</tbody>
</table>

*Bolt only DC Fast compatible with FDC option*
GSA EV Charging Station BPA

- Level 1, 2 & DC Fast
- 5 manufactured Products
- Single and dual ports, wall and pedestal mounted options
- Fair opportunity already given through BPA (8.405-3)
  - Select Lowest Priced model within desired CLIN and place order directly with vendor
- gsa.gov/evse
Installation

• Pre-Install Considerations
  • Where to install?
  • Costs
  • Demand (current & future)

• Install
  • On-site installers / contract out
  • Fee-for service: DOT Volpe Center, Clean Cities
  • AWAs, Utilities & Grants
  • DOE/EERE training Ops
Training Offerings

Presented by Stacy LoSchiavo
GSA Fleet Drive-thru Training Tab

https://drivethru.gsa.gov

- AFV Sustainability Series
- GSA Fleet Drive-thru
- Desktop Workshops
- Vehicle Operator
- Electric Vehicles
- Driver Safety
- FFMCP
Desktop Workshops

• Sign up in GovDelivery  

• Recordings on GSA’s YouTube Channel  

• Upcoming Training:
  • Personal Liability While Operating a Government Vehicle (March 10, 16, 25, and 31)
  • Diesel Vehicle Care and Maintenance (May)

• Visit [https://www.gsa.gov/gsa-fleet-training](https://www.gsa.gov/gsa-fleet-training)
Federal Fleet Manager Certification

Core Courses

● Fleet Management 101
● Vehicle Acquisition
● Fleet Maintenance Management
● Fleet Risk Management
● Liability While Driving a GOV
● Disposal of Agency Owned Vehicles

Electives (Choose 2)

● Federal Mandates, Policies, and Sustainability
● GSA Fleet Applications
● Operating Your GSA Fleet Leased Vehicle
● Operating Cost Efficient Fleets

Register at www.gsa.gov/ffmcp
If you have questions about training please email: fleet_training@gsa.gov
FedFleet 2021

- Going Virtual!
- June 7-10, 2021
- Updates coming soon at:
  www.gsa.gov/fedfleet
Consolidations
Presented by Jon DiPasquale
Why Consolidate to GSA?

Cost Savings

All Inclusive

Expertise

Solutions

Lifecycle Management

Younger Fleet

LE Vehicles

Data
Why Consolidate to GSA Fleet Leasing?

- **Telematics included**
- **Streamlined Fleet Overhead**
  - Card & Tag Admin.
  - Visibility to manage Feet
- **Industry Expertise**
  - Dedicated Fleet personnel
  - Allows agency to focus on core mission
- **Guaranteed vehicle replacements**
- **Predictable budgeting**
  - No agency capital outlay

- **Full Service**
  - Fuel & Maintenance Included
  - Accident Management
- **Low Cost Provider through Shared Service**
- **Flexibility in fleet configuration and size**
- **Automated Information Systems**
  - Consolidated Data
  - Reporting Capabilities
GSA Fleet Leasing Savings

● Led OMB-mandated studies of agency-owned fleets to determine if efficiencies and savings could be generated by converting to GSA Fleet Leasing
  ○ Conducted 11 studies analyzing 85% of agency-owned vehicles
  ○ Studies identified opportunity to improve data quality, realize annual savings of $166M to $184M, improve fleet management functions and modernize fleets by replacing aging assets

● FY2019 agency self-reported average cost per mile savings of $0.11 per mile by using GSA Fleet Leasing instead of agency’s owning their fleets
Thank you for attending today’s Desktop Workshop

For additional information on this topic contact:

General: gsafleet@gsa.gov
Short-Term Rentals: gsa_rental@gsa.gov
FedFleet: fedfleet@gsa.gov
Fleet Services Card: lpt@gsa.gov
Telematics: fleetsolutions@gsa.gov

Consolidations: gsafleet-consolidation@gsa.gov
Leasing Acquisition: gsa.fleet.acquisition@gsa.gov
Law Enforcement: gsafleet.lawenforcement@gsa.gov
Charging Stations: gsafleetafvteam@gsa.gov
MCC, AMC & Recalls: fleet.operations@gsa.gov