New Fleet Manager Workshop
Schedule

<table>
<thead>
<tr>
<th>New Fleet Manager Workshop</th>
<th>Tuesday</th>
<th>GSA Fleet and GSA OGP</th>
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<tbody>
<tr>
<td>Federal Fleet 101 &amp; Getting Set up - The Basics (50 minutes)</td>
<td>2pm-3pm</td>
<td>Roles of Fleet Manager, Regulations, Communication, Fleet Resources</td>
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<tr>
<td>U.S. General Services Administration</td>
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<td>Office of Government-wide Policy</td>
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<tr>
<td>GSA Fleet (50 minutes)</td>
<td>3:15pm-4:15pm</td>
<td>GSA Fleet</td>
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<th>New Fleet Manager Workshop</th>
<th>Wednesday</th>
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<tbody>
<tr>
<td>Fleet 102: Building on the Basics (50 Minutes)</td>
<td>8:00am-9:00am</td>
<td>Fleet Policy FAQ's</td>
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<tr>
<td>GSA Fleet Training (15 minutes)</td>
<td>9:15am-9:30am</td>
<td>GSA Fleet's training offerings. GSA Fleet Drive-thru, Desktop Workshops and the new Federal Fleet Manager Certification Program (FFMCP)</td>
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<td>Office of Fleet Management</td>
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<tr>
<td>Federal Fleet Reporting Requirements (20 minutes)</td>
<td>9:30am-9:50am</td>
<td>FAST, FMVRS, and VAM</td>
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<tr>
<td>Question and Answer (10 minutes)</td>
<td>9:50am-10:15am</td>
<td>Fleet Jeopardy Returns!</td>
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<td>GSA Fleet and OGP</td>
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Who Are We?

• We are:
  • General Services Administration
    – Office of Government-wide Policy
      • Office of Transportation and Asset Management
        Vehicle Policy Division

• We are not:

• General Services Administration
  – Federal Acquisition Service
    • Office of Fleet Management
      GSA Fleet (leasing)
      GSA Automotive (buying)
Profile: Federal Motor Vehicle Fleets

- **Total Inventory:** 644,545
  - Increased 0.7% over FY 2017
- **21 large fleets (> 2,000 veh)**
- **Miles Traveled:** 4.64 billion
- **Operating Costs:** $3.6 billion
- **Fleet Composition by Vehicle Type**
  - Trucks: 64%
  - Sedans: 34%
  - Buses/Ambulances: <2%
- **Fleet Composition by Vehicle Source**
  - Agency-owned: 69%
  - GSA Fleet: 30%
  - Commercial Lease: <1%

- **Fleet Composition by Agency Type**
  - USPS: 36%
  - Civilian: 38%
  - Military: 26%

Source: FAST, FY 2018 dataset, 2019-03-21
Roles of the Fleet Manager

- Manager
- Supervisor
- Communicator
- Financial Analyst
- Vehicle Technician
- Procurement Officer
- Environmental Specialist
- Vehicle Disposal Manager
- Trainer
Let’s talk more about your role as a Communicator

• Effective communication between the agency fleet manager to senior management to the field fleet managers to drivers is CRITICAL to a successful fleet program.

• It’s key to successfully influencing driver behavior and introducing new initiatives.
Communication Barriers
Different Priorities

- **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!

- **Field Fleet Manager**
  - Answer data calls form 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
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 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
What every fleet manager needs to know:

• The Rules

• The Fleet (FMVRS will be covered Wednesday morning)

• The Resources

• The Data (Fleet reporting requirements will be covered Wednesday morning)
Directives Hierarchy

LAWS
EXECUTIVE ORDERS
REGULATIONS, CIRCULARS, BULLETINS
GOVERNMENT-WIDE POLICIES
AGENCY REGULATIONS AND POLICIES
The Rules

Congressional statutes
Executive Orders
OMB Circulars
GAO Reports/Findings

Government-wide regs (That’s us!)
Advisory bulletins (Still us!)
Agency supplements (Your agency)
Bureau/Command policies (Still your agency)

Wednesday, 2pm  Regs and Polices Workshop
The Rules - Statutes

• 1949 Federal Property & Admin. Services Act – GSA, Interagency Motor Pools
• 1973/1990 Clean Air Act – Emissions
• 1986 Pass. Carrier Act – Home-to-Work
• 1989 Ethics Reform Act – Incidental Use
• Federal Motor Vehicle Expenditure Control Act (FMVEC) 40 U.S.C 175
The Rules - Executive

- EO 10579 – Interagency Motor Pools
- EO 13043 – Increasing Seat Belt Use
- EO 13834 – Efficient Federal Operations
- OMB Circular A-11 – Budget Process
- OMB Circular A-76 – Commercial Activities
- OMB Circular A-119 – Federal Participation in the Development and Use of Voluntary Consensus Standards and in Conformity Assessment Activities (ASTM Standards)
The Rules - Regulations

- 41 CFR (FMR) 102-34 Motor Vehicle Management (Government-wide)
- 41 CFR 101-26.501 - Purchase of New Vehicles
- 41 CFR 101-39 - GSA Fleet
- 41 CFR 102-5 - Home-to-Work Transportation
- 41 CFR 102-39 - Exchange/Sale Authority
- 5 CFR 930, Subpart A—Motor Vehicle Operators (OPM reg; OPM covers drivers, not vehicles)

- Agency/Bureau FMR Supplements
The Rules- Official Use

102-34.200 What is official use of a motor vehicle owned or leased by the Government?

Official use of a motor vehicle is using a motor vehicle to perform your agency’s mission, as authorized by your agency.

*Agency by agency decision*
Home-to-Work Transportation with a GOV

- 31 USC 1344 and FMR 102-5
- Generally, not allowed unless:
  - Approved by the head of the agency for—
    - Field work (up to 2 years)
    - Clear and present danger (15 days)
    - Compelling operational consideration (15 days)
    - Emergency (15 days)
- Approval authority may not be delegated!
Where do I go for policy questions in my agency?

- Agency Fleet Manager
- Agency General Counsel’s office
- Agency Directives and Guidance Documents
What Is A Mission?

- Transportation of people
- Transportation of cargo
- Law enforcement
- Trades & crafts
- Special purpose
- Emergency response
- Accomplish mission; meet mandates!
First things first

- Is this a new requirement?
- Does the vehicle replace an existing vehicle?
- Do you have the funding to purchase a vehicle?
- Do you have authority to purchase a vehicle?

Statutory authority and funding is usually in agency’s annual appropriations document.
The Fleet- Acquisition Alternatives

- **GSA Lease (GSA Fleet)**
  - Best for vehicles that meet utilization standards
  - Simple, cost effective, provides management services and reports
  - Replacement schedules based on type and mileage
  - Non-mandatory source

- **GSA Purchase (GSA Automotive)**
  - Best for specialty vehicles and those that are critical to mission
  - Requires “management” and information collection
  - Replacements vulnerable to funding shortages
  - Mandatory Source

- **Commercial Lease through GSA (Schedule 751)**
  - For small quantities of cars, light trucks, and SUV’s
  - Maintenance and “Management” NOT included

- **Direct Commercial Lease**
  - Least desirable alternative

- **Privately Owned Vehicle (POV)**

- **Excess/Surplus Vehicles from other agencies**
The Fleet- Types of Maintenance

- Preventative maintenance
- Unscheduled maintenance
- Accident repairs
- Warranty repairs
- Owned and commercially-leased motor vehicles
- GSA Fleet Program manages all GSA Fleet vehicles
The Fleet – Fuel - Maintenance

- GSA’s SmartPay program offers fleet solutions to purchase fuel, maintenance, and repair of government owned/operated motor vehicles (along with aircraft, boats, and motorized equipment).
  
  http://smartpay.gsa.gov/content/fleet

- DOD’s Fleet Card Program
  

- Bulk Fuel: Defense Logistics Agency – Energy
  
The Fleet- Accidents -- What to Do

• Never admit fault
• Complete SF-91, Motor Vehicle Accident Report
• Complete SF-94, Statement of Witness
• Call local police; get copy of police report
• Complete CA-1 if injured
• Complete internal forms
• Take pictures if you have a camera
• Self-insured- Federal Tort Claims Act
The Fleet- Replacement Cycles

- Minimum standards in FMR 102-34.270
- Agency Fleet Manager should establish replacement cycles for your agency-owned fleet
- Forecast replacement vehicle needs
- Best replacement cycles result in lowest overall costs
  - Lower maintenance costs
  - Higher sales proceeds
The Fleet - Vehicle Disposal Resources

- Federal Management Regulation 41 CFR 102-38
  Sale of Personal Property
- Federal Management Regulation 41 CFR 102-39
  Exchange/Sale of Personal Property
- www.gsa.gov – Products and Services; Personal Property Sales
- GSA Regional Personal Property Management Offices
- GSA Area Property Officers
- Your agency National Utilization Officer

Thursday 10:30am  Federal Personal Property Overview
            3:30pm  The Benefits of Exchange Sale
The Resources

• **GSA Government-wide Policy**
  • [http://www.gsa.gov/vehiclepolicy](http://www.gsa.gov/vehiclepolicy)
    • Federal Management Regulation 102-34
    • All current advisory bulletins
    • Library of documents
    • Contact information

• **Federal Acquisition Service - GSA Fleet/Automotive**
  • [http://www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet)
    • All about purchasing vehicles
    • All about leasing vehicles from GSA Fleet
    • Information on Fleet Drive-Thru and other tools

• **FAST (Federal Automotive Statistical Tool)**
  • [https://fastweb.inl.gov/](https://fastweb.inl.gov/)
    • Log-in page has agency help list, some public materials
    • Further access is username/password restricted
The Resources

- Department of Energy, Federal Energy Management Program (FEMP)
  - Sustainability dashboard
  - Summary of Federal requirements
  - Information on technologies and fuels

- Federal Fleet Management Handbook
  - https://federalfleets.energy.gov/sites/default/files/static_page_docs/eo13514_fleethandbook.pdf

- Alternative Fuels and Advanced Vehicles Data Center
  - http://www.afdc.energy.gov/

- Office of Management and Budget
  - OMB Circular A-11, Preparation and Submission of Budget Estimates
  - https://www.whitehouse.gov/omb/circulars_a11_current_year_a11_toc
The Resources

• Energy Information Administration
  • http://www.eia.gov/renewable/
  • Annual survey: https://www.eia.gov/survey/form/eia_886/form.pdf (satisfied by FAST)

• Federal laws/statutes

• Government Accountability Office (GAO)
  • Reports and Testimonies
    • http://www.gao.gov/
  • Search Comptroller General Decisions
    • http://www.gao.gov/legal/appropriations-law-decisions/search

• ASTM International Standard Guide for Fleet Management
  • https://www.astm.org/Standards/E2962.htm

• Your Fellow Fleet Managers!
  • http://www.gsa.gov/portal/content/103217
The Resources - Forum

- **Motor Vehicle Executive Council (MVEC)** (http://www.gsa.gov/portal/category/102855)
  - Sponsored by GSA/OGP
  - Monthly teleconference of agency headquarters fleet managers

- **Federal Fleet Policy Council (FEDFLEET)** (http://www.gsa.gov/portal/content/102561)
  - Sponsored by GSA/OGP
  - Quarterly teleconference of anyone in Federal fleet management

- **INTERFUEL Working Group** (https://federalfleets.energy.gov/interfuel_working_group)
  - Sponsored by DOE
  - Monthly meeting in Washington DC

- **DC Auto Show** (http://www.washingtonautoshow.com/)
  - Coordinated by GSA Fleet
  - Annual event in Washington DC
  - Training and seminar track for Federal fleet managers

- **Energy Exchange** (http://www.2019energyexchange.com)
  - Sponsored by DOE
  - Annual event in August, various locations

- **NPMA NES and Regional Events** (www.npma.org)
What now?

• Know your inventory
• Meet your customers and understand their missions
• Manage your budget
• Explore alternate forms of transportation
  – Public transportation
  – Motor Pool/Car Sharing
  – Interagency sharing
  – POV
  – Uber, Lyft
• Communicate- Internally and Externally
• Ask for help!
GSA Office of Government-wide Policy
Vehicle Policy Division
www.gsa.gov/vehiclepolicy
vehicle.policy@gsa.gov

GSA Federal Acquisition Service
GSA Fleet
www.gsa.gov/gsafleet
gsafleet@gsa.gov
You’ve Got Motor Vehicle Policy Questions?
We’ve Got Answers
Vehicle.Policy@GSA.Gov
GSA Fleet Value Proposition

- Right Vehicle
- Right Price
- Great Service
- Required Data
GSA Fleet Geographic Structure

Zone 1

Zone 2

Zone 3

Zone 4

FedFleet 2019
GSA Fleet Leasing Services

● A monthly and mileage lease rate that covers:
  ○ Vehicles & Replacements
  ○ GSA Fleet Drive-thru
  ○ Maintenance & Accident Management
  ○ Fuel & Fleet Services Card
  ○ Disposal of Replaced Vehicles
  ○ National Safety Program and Recall Management

● Visit GSA’s website for more program information and current lease rates: www.gsa.gov/gsafleet
Fleet Service Representative

Allow you to focus time & resources on the performance of your core agency mission by relieving many administrative, management, and functional responsibilities of total fleet asset management.
GSA Fleet Drive-thru

http://drivethrug.gsa.gov

- Unique User ID Access
- VCSS Accessible
- Agency Guidance
- Multiple Accounts per user ID
- Reports Carryout
- HQ Permission Level Settings
- CAM
- Vehicle Dispatch Reservation Module
Drive-thru Training Portal

- Desktop Workshop
- Driver Safety Training
- Training Resources
- Sustainability Series
- Vehicle Operator Orientation Videos
Vehicle Replacement

- Replacement Criteria
  - New Sedan Criteria
- Customer Acquisition Module (CAM)
- Approval Process: Local/Mid/Headquarter

Step 1: Customer planning
Step 2: Step 2
Step 3: Step 3
Step 4: Vehicles delivered

Orders reviewed and placed
Vehicle Fleet Exchange (VFE)

- Automatic vehicle pickup notifications
- Electronic vehicle exchange scheduling
- Schedule Exchange within 8 Days
Vehicle Exchange Process

Before appointment
- Service Lights
- Rock Chips
- Recalls
- Remove items

Day of Appointment
- Both sets of Keys
- Fleet Card
- Both License Plates
- Walk Around

After the Exchange
- Old Vehicle will be detailed
- Sold at Auction
- Damage Recovery

FedFleet 2019
How You Can Help Minimize Costs

- Practice safe driving
- Call MCC/AMC before service or repairs
- Comply with all state/local driving laws
- Day-to-day care
- Safeguard all Gov’t property
- Report Accidents to GSA within 5 days
- No Smoking (including e-cigarettes)
Customer Do’s

- Complete all recalls timely
- Pickup new vehicles within 8 business days
- Complete preventive maintenance on the vehicle when notified or when the OLS light prompts you.
- Update mileage
- Register in VCSS and pull bills monthly
- Perform operator checks and inspections

- Only use the fleet services card for authorized fuel and services
- Secure and safeguard vehicle at all times
- Only use vehicles for official purposes
- Review the Customer Leasing Guide and Guide to your Fleet Vehicle
Customer Don’ts

- DON’T- Authorize any vendor to work on vehicles without:
  - GSA Fleet Approved modification / accessory form
  - MCC / AMC approval for maintenance and repairs for anything over $100 including any tire, battery or glass repair regardless of cost
  - Obligate any government funds

- Purchase food, beverages or other items for personal use with the Fleet Services Card
- Install exterior vehicle markings without authorization from GSA Fleet
- Leave the Fleet Services card with a vendor
Preventive Maintenance

- PM Schedules
- Types of Oils
  - Conventional
  - Re-Refined
  - Synthetic
- Notifications
  - Automatic
  - PM Express
- Reporting Completed PMs
- Unscheduled PM
- Emissions Testing and State Safety Inspections
Recalls

- GSA Fleet Recall Team
- Notification
  - Paper Notification
  - Fleet Drive Thru
- NHTSA
  - www.safecar.gov
- Take Immediate Action!
Fleet Service Card

- Issued to every GSA leased vehicle for fuel and maintenance
  - All work Over $100 requires GSA’s PRIOR approval. Call the MCC/AMC
  - Maintenance under $100 AND after-hours call WEX support (on back of card)
  - Accurate pump mileage entries (GORP)
- WEX Acceptance refer to WEX connect APP
Fleet Service Card Replacement

- Customers can order replacement Fleet Service Cards through GSA Fleet Drive-Thru
- Next Day Service if ordered prior to 2:00 PM (EST)
Customers & operators can not obligate GSA Fleet (government) funds to any vendor.

- Trained GSA Fleet technicians are available 24/7:
  - Access maintenance and repair history
  - Authorize maintenance and repair over $100
  - Assist customer in filling out accident reports – must notify the accident center within 5 business days of accident
  - We ensure vehicles get to the correct repair shop at the best price
Reporting Accidents

Call AMC

Accident Reporting Kits:
- In vehicle packet
- SF91 Accident Report
- SF94 Statement of Witness
- Proof of Insurance
Roadside Assistance / Warranties

Manufacturer Roadside Assistance:
- Ford: 800-241-3673 (5 Years or 60,000 miles)
- GM: 800 268-6800 (5 years or 100,000 miles)
- Hyundai: 800-243-7766 (5 years & unlimited miles)
- Dodge/Chrysler/Jeep/RAM: 800-521-2779 (5 years or 100,000 miles)
- Toyota: 800-444-4195
- Honda: 866-864-5211
- Mitsubishi: 888-648-7820 (5 years & unlimited miles)

Manufacturer Basic Warranty Provisions:
- Call MCC or your FSR for additional powertrain or component warranties provided by the manufacturer
Accessory Equipment

- Vehicle modifications require prior approval from GSA
- Anything over $1,000 that is purchased by GSA will be capitalized as part of the vehicle
- Tires
- Decorative items, stickers, shrink wrap
Accessory Equipment Form

- Description / Justification
- Multiple vehicles if same modification
- Attach an estimate if possible
- Tow hitch or Lift Gate
- Digitally sign form
- Not an authorization for work

FedFleet 2019
Unauthorized Commitments

- An unauthorized commitment occurs when authorizing a vendor to work on vehicles without:
  - MCC / AMC approval for maintenance and repairs for anything over $100 including any tire, battery or glass repair regardless of cost
  - GSA Fleet Approved modification / accessory form

- If agency authorizes work on a GSA vehicle without approval, your agency may be liable for those costs
License Plates

● Loss, Stolen or damaged license plates
  ○ National security
  ○ Contact FSR as soon as possible
  ○ New plates and credit card will be issued

● State Plates
  ○ Must be requested in writing
  ○ Must return government license plates for destruction
GSAFleet2Go Mobile App

- Simplifies vehicle management
- Add up to 5 vehicles
- Push notifications on PM’s and Recalls
- Search nearby vendors & fuel
- Available on Android and iOS stores
- Accident Assistance and Reporting
Ancillary Services & Solutions

- AFV Guide & Tool
- Dispatch Reservation Module
- FedFMS
- Short Term Rental (STR) Program
- Law Enforcement Upfit Packages
- Telematics
- Vehicle Consolidations
- Agency Reform Plan
THANKS!

We value your feedback and appreciate your continued support.