GSAFleet.gov

What is Coming and Customer Feedback

Presented by: Jenevieve Doerr
Product Integration Branch, Acting Branch Chief
Welcome to GSAFleet.gov
A single platform that will consolidate, modernize, and improve how YOU buy, lease, rent, and manage both GSA leased and agency-owned vehicles.
Why Change?

Improve customer service and fleet business offerings

Create an integrated system experience for our customers
Why Now?

Technology. In order to have a more adaptive platform that can keep pace with the needs of the federal fleet community.
Why Care?

- Better data
- Improved efficiency
- Cost savings
- Better user experience
- Strengthened security
- Alignment with evolving industry standards
Meet the Users

Jane Doe
Agency HQ Fleet Manager
- GSAFleet.gov role: Customer Admin
- Manages 25 bureaus and 25,000 vehicles

Rick Smith
Bureau Level Fleet Manager
- GSAFleet.gov role: Customer Fleet Manager
- Manages 45 BOACs within his bureau

Tim Aguila
Office Level Fleet Manager
- GSAFleet.gov Role: Customer Fleet Manager
- Local point of contact
- Manages 16 vehicles
Life before GSAFleet.gov…

Systems Used

- AutoChoice
- GSAFleet Drive-thru
- FedFMS
- FMVRS

Responsibilities

- Acquire vehicles
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Manage costs
- Enforce Policy

Gaps

- Inability to manage users
- Minimal of oversight
- Required to combine data sets
- Data organization varied by system
Jane Doe, Agency HQ Fleet Manager

Life today in GSAFleet.gov...

**Systems Used**

- AutoChoice
- GSA Fleet Drive-thru
- GSA Fleet

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Jane Doe, Agency HQ Fleet Manager

The future of GSAFleet.gov...

Systems Used

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- Dispose vehicles
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- Enforce Policy

Responsibilities

New Possibilities

- Data dashboards
- Telematics data
- New services
- Easier access to vehicle orders
- Modification requests
Life before GSAFleet.gov...

**Systems Used**
- GSA
- AutoChoice
- GSA Fleet Drive-thru
- GSA FedFMS

**Responsibilities**
- Oversee and approve vehicle acquisitions
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Cost management
- Carry out agency mission

**Gaps**
- Inability to manage users
- Required to combine data sets
- Segmented fleets
- Inconsistent communication
Rick Smith, Fleet Manager (Bureau)

Life today in GSAFleet.gov...

Systems Used
- AutoChoice
- GSAFleet Drive-thru
- GSA Fleet

Responsibilities
- Oversee and approve vehicle acquisitions
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Gaps
- Inability to manage users (role dependent)
- Required to combine data sets
- Segmented fleets
- Inconsistent communication
Rick Smith, Fleet Manager (Bureau)

**The future of GSAFleet.gov…**

<table>
<thead>
<tr>
<th>Systems Used</th>
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<th>New Possibilities</th>
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<tbody>
<tr>
<td>GSA Fleet®</td>
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- Delegated as final approver for leasing vehicles
- Easy to see and find POCs for leasing accounts
# Tim Aguila, Fleet Manager (Office)

**Life before GSAFleet.gov…**

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| GSAFleet Drive-thru | ● Manage day-to-day vehicle operations  
● Report mileage  
● Oversee maintenance  
● Use vehicles for mission completion | ● Difficulty knowing where to start  
● Not sure who he can turn to for assistance  
● Only performs tasks infrequently and needs frequent reminder training |
Tim Aguila, Fleet Manager (Office)

Life today in GSAFleet.gov…

**Systems Used**

- GSA Fleet Drive-thru
- GSA Fleet

**Responsibilities**

- Manage day-to-day vehicle operations
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**Gaps**

- Difficulty knowing where to start
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### The future of GSAFleet.gov…

#### Systems Used

- GSA Fleet®

#### Responsibilities

- Manage day-to-day vehicle operations
- Report mileage
- Oversee maintenance
- Use vehicles for mission completion

#### New Possibilities

- Easy to identify tasks via task manager
- Improved access to FSR information
- Intuitive design makes using easy
What will it take to get there?
We have already come so far…

Access Data
- Vehicle Inventory
- Recall Management
- License Plate Orders
- License Plate Inventory
- Vehicle Mileage History (AO)
- Vehicle Reports Manager
- Reports
  - Inventory
  - Fuel Use
  - Agency Incurred Expenses
We have already come so far...

Record and Track

- Wallet
- Vehicle Reports Manager
- Vehicle Mileage History (AO)
- License Plates
- Vehicle Expenses
We have already come so far...

Organize your fleet

- User Management
- Office Management
- Leasing Account Management
- Vehicle Registration
- Dispatch and Reservation
The road ahead…
The road ahead...

Upcoming GSAFleet.gov Releases:

- Recalls for leasing
- Customized Inventory report
- NEW! Store (replaces AutoChoice)
- Updates to the Vehicle Details page
- Preventative Maintenance Management for Leasing
- Mileage reporting for Leasing
- Vehicle Fleet Exchange (VFE)
- Store: Leasing (replaces CAM)
Our commitment to collaboration…

In 2023, we:

1. **178 Design Reviews with internal & external stakeholders**
2. **Conducted 65 user tests with customers**
3. **Hosted 17 training events with roughly 3,700+ attendees**
4. **Assisted 10+ agencies to organize their hierarchy**

In 2024, there will be many more opportunities…
Future Opportunities for Feedback

Email any suggestions to Fleetsystemsmodernization@gsa.gov

Have a great idea? ⏳ → Let GSA Fleet know 💌 → Ideas can turn into features 📱 → Improved customer experience 😊
Questions?
Want a Deeper Dive into GSAFleet.gov?

1. Visit the Computer Lab in Room 150
   - Focus Group opportunities to see & test new functionality
   - Have your questions answered!

2. Attend the “GSAFleet.gov: How to Organize Your Hierarchy” session to learn more about streamlining your agency’s organization in GSAFleet.gov

3. Email us at Fleetsystemsmodernization@gsa.gov
Contact Us
jenevieve.doerr@gsa.gov
OR
Fleetsystemsmodernization@gsa.gov