



Presented by: Bill Toth, Miguel Welanetz, John Marlow, Brian Moseley, Kyle Bromir, George Schaubhut, Jon DiPasquale, Joe Niewiadomski, Stephanie Gresalfi, and Stacy LoSchiavo February, 2021

GSA Fleet Overview

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.

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



Leasing Acquisition



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 <u>Vehicle Availability Listing</u> 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: <u>gsafleet.lawenforcement@gsa.gov</u>







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



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)

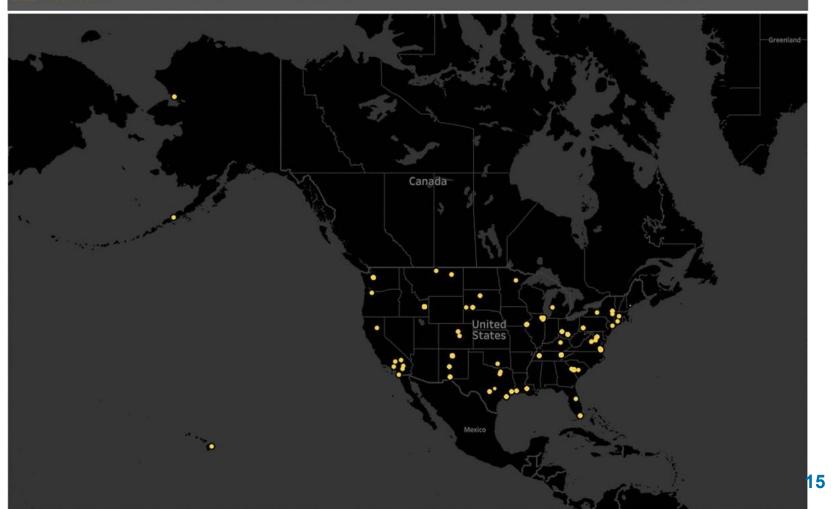
- Expertise on accident repairs to reduce govt costs
- Assist in determining authorized repair facilities
- Handle all Third Party Claims
- Operators should notify GSA within one business day of an incident or accident
- Two Locations open 7:00 a.m. 7:00 p.m. (ET):
 - Atlanta Contact Center
 - Serves 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



12:00 AM



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

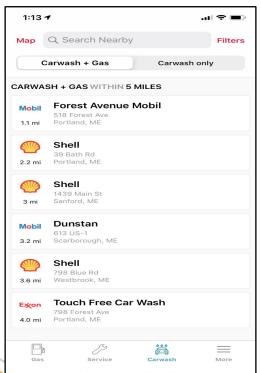
One card per vehicle/ One driver ID per card

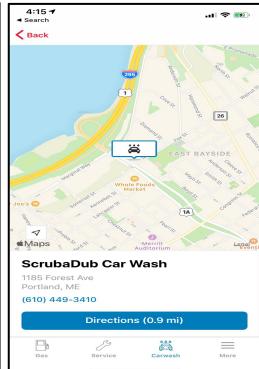
Service for fueling issues and repairs under \$100

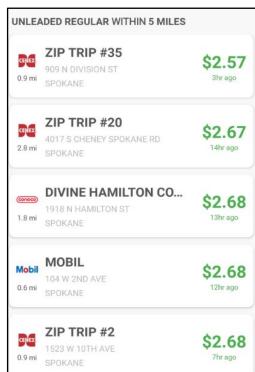
GSA MCC/AMC for repairs or accident approvals over \$100

WEXConnect App®

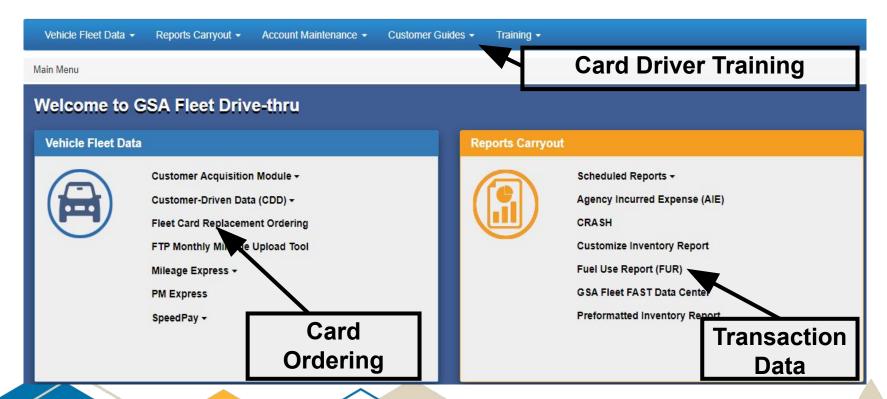
(available on both Google Play® and iOS Apps®)







Everything Else You Need to Know



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 (MCC)

Accident, body or glass damage (AMC)

Vendors closing prior authorization

Customers with WEX card issue or under \$100 maintenance

PRESS 5 Vendors with a payment problem

PRESS 6 New GSA Fleet vendors











Big O Tires

DaimlerChrysler*

Diamond/Triumph

























Dodge BusinessLink* Express Oil Change Ford Dealership* GM Goodwrench Harmon Auto Glass

Pennzoil Precision TuneUp Quaker State STS Tire & Auto Center Wash Depot

*Limited dealer participation

Card Not Working?

If you are at a fuel or service location that does not accept the WEX. Inc. card, ask the merchant to phone the below number for an alternative form of payment, 24/7:

1-866-939-4472

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.





Fleet Services Card User Guide

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 f 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 to be unnecessary contact
- your local Fleet Service Representative. . Seek state tax exemption on all non-fuel purchases
- · Immediately report a lost, stolen or broken
- . Do not give the Driver ID to anyone except a station attendant or a Customer Service Representative.
- Report any suspicious activity to GSA Fleet

Loss Prevention Team Email the Loss Prevention Team to report suspicious activity. LPT@gsa.gov

Lost or Stolen Cards

For replacement cards order online at:

drivethru.fas.gsa.gov

If you do not have your customer number and access code contact:

1-866-472-6711

For more information visit the GSA Fleet Services Card Web site at:

www.gsa.gov/fleetcard

GSA Fleet Service Representative:



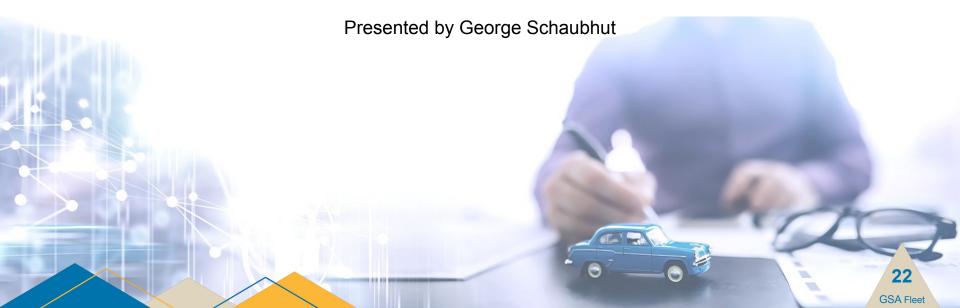
Contact Us

LPT@gsa.gov

replacementcards@gsa.gov

www.gsa.gov/fleetcard

Recalls



Recalls in the Headlines

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

There's no excuse for the government to put dangerous cars GM to recall 7M vehicles to replace

Takata air bags

Volvo Recalls 54,000 Sedans After Airbag Fatality Hyundai recall 2021: 471,000 Tucson SUVs recalled; automaker says owners should park outside

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

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

- U.S. agency

Parking Brake Issue Leads to Navistar Truck Recall

Investigation: 25,000 government cars have open safety recalls that could endanger drivers

Ford recalls 3M vehicles for airbag problems Takata recall: Exploding air bag inflator in Honda Civic kills Arizona driver, bring the worldwide death

FCA Recalls 2014-2019 Jeep Grand Cherokee with Ecopiese Engine

Takata Airbag Recall Isn't Over Yet

Deaths

- 18 in the US
 - Sept 2020 / BMW / AZ
 - Aug 2020 / Honda / AZ
- 26 Worldwide

Injuries

More than 400 injuries in the U.S.

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

Campaigns

- 67 million airbags
- 17 MILLION
 REMAIN
 UNREPAIRED
- INCLUDING
 135 GSA Fleet
 leases

(Most are recent consolidations)



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?

Resources

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

https://www.gsa.gov/buying-selling/products-services/transportation-logistics-services/fleet-management/vehicle-leasing/gov-recalls

- 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 <u>Authorization</u> (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



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



Charging Station Basics



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*

EVs by Recharge Time

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

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

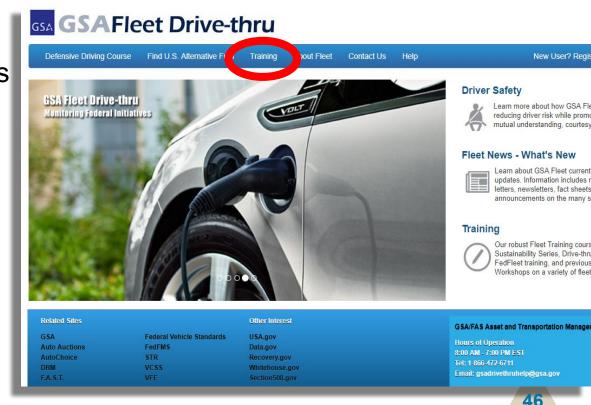
Training Offerings



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



GSA Fleet



Desktop Workshops

- Sign up in GovDelivery <u>http://bit.ly/FleetNotifications</u>
- Recordings on GSA's YouTube Channel <u>http://bit.ly/DtWRecordings</u>
- 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

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



Why Consolidate to GSA?



Cost Savings



Lifecycle Management



All Inclusive



Younger Fleet



Expertise



LE Vehicles



Solutions



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: <u>fleetsolutions@gsa.gov</u>

Consolidations: <u>gsafleet-consolidation@gsa.gov</u>

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

