



Fleet Forum

- Introductions
- Updates
- MASOB Pilot
- Risk Management and Fleet Operations
- Operator ID's



Division of
**Fleet
Operations**
SERVICES ELEVATED

Introductions

Jeff Mottishaw

Introductions - Fleet

- New
 - Jeff Mottishaw, Director
 - Tamara Anton, Senior Business Analyst
- Changes
 - Scott Bingham, Research Consultant
 - Eric Gardner, Fleet Manager
- Leaving
 - Scott Bingham, Research Consultant
(Salt Lake County)

Introductions – Fleet Contacts

Please stand and introduce yourself

Wait for the microphone so those attending by the web can hear you.



Division of
**Fleet
Operations**
SERVICES ELEVATED

Updates – Fleet managers, Accident Towing

Eric Gardner

Fleet Manager Guides

- See the hand outs provided
 - Questions?
- Remember to give Fleet Operations updated contact information

Vehicle Manufacturer Recalls

- Recalls, Recalls and more Recalls!!
 - Send recall repair invoices to Gala Dumas
 - Phone (801) 538-9693
 - gumas@utah.gov
 - Fax (801) 359-0759



Division of
**Fleet
Operations**
SERVICES ELEVATED

Updates – Rates and Replacement

Jeff Mottishaw

Updates

- Rates –
 - Remaining constant for FY2017
 - Changes will be recommended for FY2018
- Rate Matrix –
 - Will not be adjusting up and down based on use.
- Fuel –
 - Starting July 1, 2015 fuel went to a pass through.
 - What you use you pay for.
- Vehicle Replacement Mileage –
 - Moving back to 105,000 miles. Some delay because of spending authority.



Division of
**Fleet
Operations**
SERVICES ELEVATED

Reporting Updates

Tamara Anton

Reporting Updates

Web Reports vs Cognos Reports

- Web Reports are not always current / accurate
- Web Reports only compatible with certain browsers
- Web Reports are large and difficult to view data at a glance
- Cognos is dynamic
- Cognos can be displayed in a high level format with the ability to drill down into very specific details
- Cognos has the ability to add graphs, charts and maps
- Cognos has the ability to view reports in HTML, PDF, download into Excel and/or print

Reporting Updates

Prompt or Landing Page



Fuel History Report Prompt Page

Enter Equipment Number:

Select Date Range:

From:

 Oct 19, 2015 

Earliest date

To:

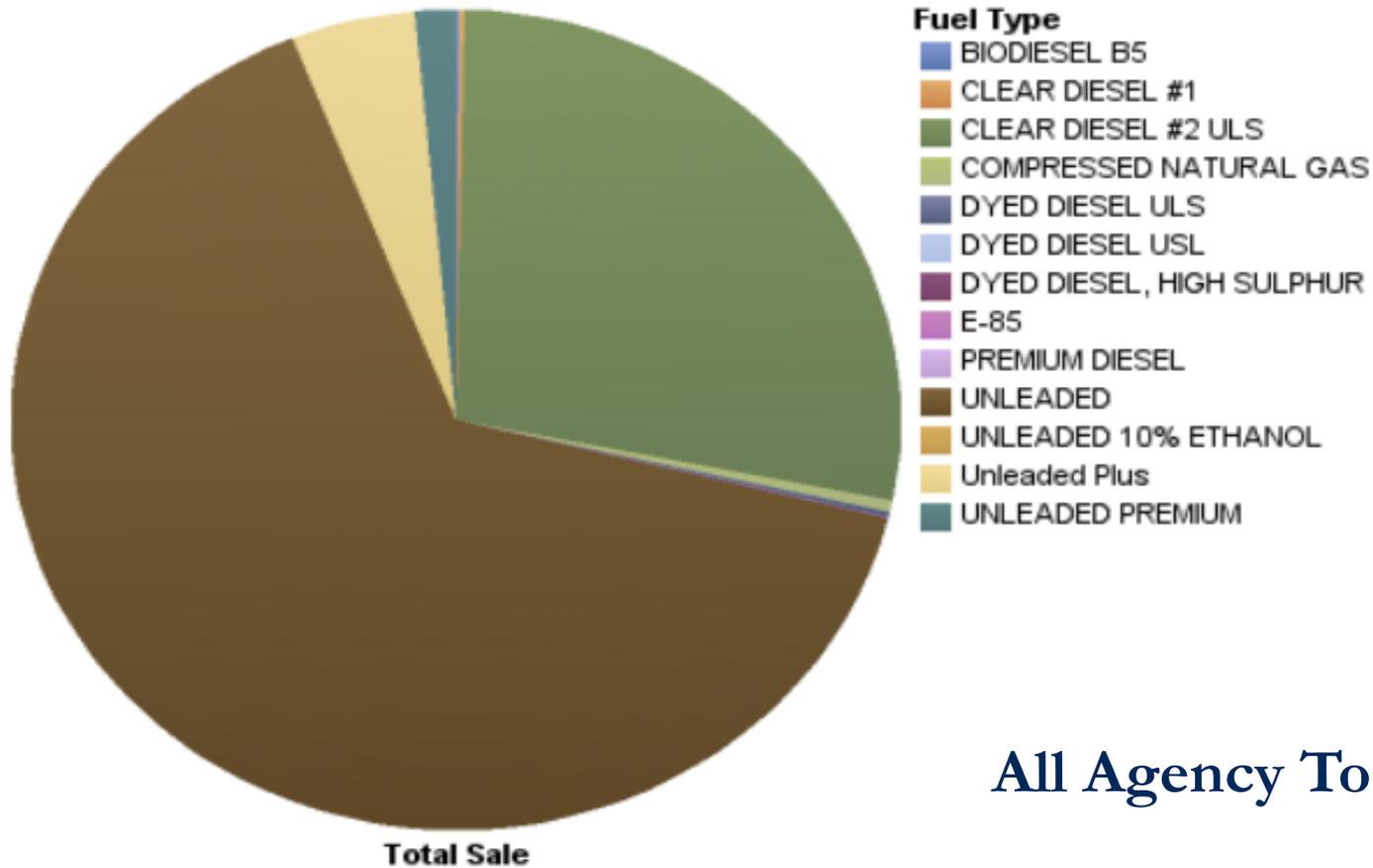
 Oct 19, 2015 

Latest date

Reporting Updates

Sample Report Body Page

Fuel Usage Report Between Sep 1, 2015 and Sep 30, 2015



All Agency Totals



Division of
**Fleet
Operations**
SERVICES ELEVATED

MASOB Pilot Program

Jeff Mottishaw

Pilot Program

- Feedback from the Agencies using the program
 - All end users really like the program.
 - Agencies recommend keeping the program.
 - In most cases it is slightly higher on a cost/mile basis.
 - In some cases it is less costly on a monthly basis.
- Plan is to keep the program through the end of the pilot
- Expand the program to more complicated locations for additional testing.
 - Heber Wells?
 - Capitol?
 - Ogden?
- Access to the Air Force Base has some issues



Division of
**Fleet
Operations**
SERVICES ELEVATED

Risk Management and Fleet Operations

Eric Gardner

Fleet Operations

- **Criteria**
 - Maintenance, Repair, Lock Out, Roadside Assistance, Towing, Tires, Windshields, General Questions or 24/7 Help.
- Phone: 1-855-FLT-UTAH (358-8824)
- Fax: 1-801-359-0759
- Website: fleet.utah.gov

Risk Management

- **Criteria**
 - Accidents, Vandalism, Stolen Vehicle, Hit and Run, Animal Impact, Accident Towing, Contracted Auto Body Shop Information
- Phone: 801-965-4194 / 801-538-9560
- Fax: (801) 538-9597
- Website: risk.utah.gov
- Vehicle Policy Number: SG-48

Risk Management

- Driver Eligibility Board
- Defensive Driving Test



Division of
**Fleet
Operations**
SERVICES ELEVATED

Operator ID's

Corry Hill

Concerns with online Operator ID request form

- Rule 27
 - Requires a valid DL
 - Operator ID that is checked
- Concerns
 - Privacy – personal information through email (DL #)
 - Fleet Manager not aware of who has requested an Operator ID and PIN
 - Operator not aware of rules
- Solutions
 - Online request – may be changed
 - Go to Fleet contacts or
 - Under Secured Web Reports
 - Training – contact Gala Dumas gdumas@utah.gov or Corry Hill coraleehill@utah.gov



Division of
**Fleet
Operations**
SERVICES ELEVATED

Questions

Thanks for coming



Fleet Forum

Introductions

Updates

MASOB Pilot

Risk Management and Fleet Operations

Operator ID's

Basics for Fleet Contacts and Managers

Fleet

- *Preventative Maintenance and Repair*
Fleet Operators operates a Vehicle Services Center (VSC) to provide vehicle maintenance and repair authorization for full service leased vehicles, including a 24 hour help line. Take the vehicle to a participating vendor and they will call 855-358-8824 to obtain authorization. A list of participating vendors can be found on our website - <https://webapps.utah.gov/VendorSites/VendorList.jsp>
A list of vehicles that need Preventative Maintenance can be found on Web Reports. See our website for more information on repairs. <http://fleet.utah.gov/menu-fleet-program/menu-vehicle-maintenance-and-repair.html>
- *Web Reports*
Web reports are available on our web site. Information is current.
- *Monthly Billing*
Fixed rate (depreciation + overhead) + Variable Rate (maintenance, repair) + Fuel Costs = Monthly Bill
Other Charges could be daily rental and one time charges ...
- *Replacement*
Target replacement mileage is 105,000 - 150,000 -180,000
Most vehicles are replaced during the months of April, May, June, and July.
Default vehicle is determined for each class
- *Licensing and Registration*
Marked Vehicles - Always renewed in the spring (expires June 30th each year)
Unmarked Vehicles - Renewed depending on the time it went into service
- *Operator ID's*
Every driver of a state vehicle must have an "Operator ID", Rule 27-3-3. Agencies can create the Operator ID's for their employees. See Amanda Ronan, Gala Dumas or Corry Hill for training.
- *Invalid and Incorrect Operator ID's*
Each week a list is sent to agencies of Operator ID's that have an invalid Drivers License or an incorrect Drivers License. An incorrect DL occurs when there isn't a match in the Department of Public Safety's list of Drivers Licenses, usually a typo. An invalid DL could be a result of many different things, including expired. Contact the supervisor and individual and let them know they cannot drive until the DL is valid. You can see a list of invalid Operator ID's on web reports.

Risk Management – These items are under the direction of Risk Management. Listed for your information

- *Defensive Driving Test*
Risk Management maintains and requires the test once every two years. It can be found on their website, risk.utah.gov. You can enter the results in FleetFocus for tracking.
- *Driver Eligibility Board*
There are several reasons that may require a driver to appear before the Driver Eligibility Board, see Rule 27-7 for more information on the Driver Eligibility Board.
- *Accidents*
Submit an accident report via our website. For more information on accidents see our website - <http://fleet.utah.gov/menu-fleet-program/menu-vehicle-maintenance-and-repair/menu-accidents.html>
Each agency has an Accident Review Committee that meets regularly to determine if the accident is preventable or not. See Rule 27-7 for more information on the Accident Review Committee. Call the Vehicle Loss Specialist at 801-965-4194

Travel

- Business Travel Flights and Hotels – Call 801-538-3350 or see the website, <http://fleet.utah.gov/fleet/state-travel.html>
- Vehicle Reservations – for Enterprise Reservations, see the website, <https://webapps.utah.gov/general/>
There is also a link at the bottom of the page on our website – fleet.utah.gov

Fuel

- Gascards are for vehicles, PINs are for individuals.
- To get a PIN or Gascard, click on the link at the bottom of our website, fleet.utah.gov
- Only use stations that accept Gascard
- There is an allotment for incidentals or car washes.
- If you have problems while fueling, call the DTS Helpdesk 1-800-678-3440. They will create a ticket for the fuel department. If you paid for the fuel yourself fill out the Reimbursement form located on the Forms page.

Who to Contact (see our website for a full list of phone numbers)

Fleet Operations - Phone 801-538-3014 - Fax 801-359-0759			
Fuel Network	Description	Phone	E-Mail
Jeff Done	Fuel Manager	538-3695	jeffdone@utah.gov
Karen Kraus	PIN's and Gascards	538-3041	karenkraus@utah.gov
Kathryn Shelton	PIN's and Gascards	537-9292	kathryanderso@utah.gov
Michelle Austin	Fuel Network Specialist	538-3164	michelleaustin@utah.gov
Fleet Team	Description	Phone	E-Mail
Eric Gardner	Fleet Manager	538-3827	egardner@utah.gov
Call Center	Vehicle Services Center	855-358-8824	
Amanda Ronan	Fleet Focus, any question about Fleet Operations	538-3586	aronan@utah.gov
Anne Stehno	Purchasing, Replacement, Licensing	619-7242	annestehno@utah.gov
Corry Hill	Defensive Driving, Operators, FleetFocus, Utilization	538-3192	coraleehill@utah.gov
Dan Black	Public Safety Vehicles	965-4278	danielblack@utah.gov
Gala Dumas	Car Washes, Invalid Operators, Recalls, Meters	538-9693	gdumas@utah.gov
Tamara Anton	Reports	538-3597	tanton@utah.gov
Travel Team	Description	Phone	E-Mail
Tami Nelson	State Travel Manager	538-3109	taminelson@utah.gov
Main Line		866-489-9834	
Kevin Lucas	State Travel Coordinator	538-3357	klucas@utah.gov

If not listed prefix is 801

as of 9/10/14

Risk Management Phone 801-538-9560			
Accidents	Description	Phone	E-Mail
Cerena Withers	Vehicle Loss Specialist	9654194	cerenawithers@utah.gov

Excerpts from Rule 27-3 regarding driving state vehicles

Requirements for driving a state vehicle:

Active Operator ID
Valid Drivers License
Complete Defensive Driving Course

Rules and Restrictions

Only use for state business – no personal use
No out of state unless approved
No Transporting:
 Family, Friends, Pets
 Hitchhikers
 Acids, explosives, hazardous materials, flammable materials,
 and weapons and ammunition
No alcohol or drugs
Always use seatbelts
No Smoking
Obey all Traffic Rules

See complete rule for exceptions

Violations may result in:

Retake Defensive Driving Tests
Revoke Driving Privilege
Appear before Driver Eligibility Board

Division of Risk Management

Care Package/Accident Procedures

The information listed below serves as a guide regarding the appropriate steps to take when a vehicle has been involved in an accident/incident.

Call the police whenever another vehicle is involved, even if no damage. An accident (including incident which is now called accident) report form (only one form) **must** be filled out in all of the following instances:

1. A Vehicle vs. Vehicle – **police must be contacted**
2. A Vehicle vs. an Animal or **Person (police must be contacted)**
3. A Vehicle vs. an Object
4. Vandalism- **police must be contacted**
5. Any incidents when occurrence of damage is UNKNOWN
6. Hit and Run – **police must be contacted**

The Division of Fleet Operations has a web site to help you report when your motor vehicle is in any kind of accident / incident, even no damage. An accident must be submitted on-line at the following address:

Accident Report Form <http://fleet.utah.gov>

Please make sure to submit the accident report **within 24 hours** from the time the damage occurred. Any report not submitted in a timely manner will not be covered by Risk Management (Insurance) and the total repair amount will be charged to your department.

Please print your copy of the accident form after you submit it on line. After clicking on submit you should see at the top of the page a statement saying your report has been submitted.

Once the accident/incident has been submitted, the **Auto Loss Specialist (801-965-4194) will contact you as to when and where to take the vehicle for repairs.** You do **not** need to go for an estimate. The State uses contracted vendors. They are aware of procedures. While the vehicle is in the vendor for repairs, if you have questions concerning the repairs, contact the Auto Loss Specialist for questions. After the vehicle has been taken to the authorized repair vendor, the Auto Loss Specialist will process the repair and file the claim with Risk Management.

Always list who was driving the vehicle or responsible for the vehicle at the time of accident even if the vehicle was parked and unoccupied. If **two** State vehicles are involved submit a report for **each** vehicle.

Always list a department contact name and phone number on the accident report. This is the person Fleet will contact to schedule the repair of the State vehicle.

UHP must fill out their internal paperwork and submit to department contact at UHP. Fleet will issue the care package number for the UHP internal paperwork, i.e., DI-9, supervisor's report, etc.

If your vehicle requires towing contact:

D & J Towing – SL and (special tow Fleet request)

801-560-3007 cell Joe

Lost Recovery – SL, Davis, Weber, Summit, (buses/semi-sublet)

801-622-7376 Casey

801-622-7377

JP's Collision and towing – SL

801-266-7791

AM/PM Towing - Utah

801-266-8697 Brian/Rhett

Skyhook Towing –Morgan, Davis

801-544-8666 Kody

Jorgensen's–Seiver, Piute, Wayne, Sanpete, Millard, Beaver

435-479-8437 Jack Hansen

Miller Auto – Cache, Box Elder, Rich

435-752-525 Jeff

Emergency Assistance or after hours:

Contact the Vehicle Service Center (VSC) 1-855-FLT-UTAH (358-8824). The VSC will assist with the proper guidance or tow or you may contact: 801-965-4194 or 801-558-5771.

The contracted tow vendor will hold the vehicle at their location or take the vehicle to the nearest contracted auto body vendor. Contracted auto body vendors will pay tow bill.

Operators

Data →Equipment Units →Set-Up →Operators →Primary Info

Before creating new operator, filter to see if one already exists (drivers license is best way). If operator already exists – update information and contact Amanda to renumber operator.

Use lots of %'s (wildcards) when filtering – spelling errors, nicknames, etc. 

Creating new operator - Click on the Prepare for Insert button. 

Tabs with required info

Personal Info – Operator ID and Name – Operator ID is Department then initials, for example: HSJC. If it is a duplicate use middle initial or add number to the end to create a unique Operator ID. Use name on drivers license. Enter the EIN (Employee Identifier Number) for state employees. Enter the physical address (work address)

Employment Info – Job title, Department ID, Account ID, Work phone, Email address and check the active box.

Department ID – Appendix E – predefined

Account ID – ELCID (was DASID)accounting code block,

Can filter for operator that works for same department and use their account ID, if the billing is the same.

License Info

License Number, State, Expiration, and Last License Check

Enter License #, State and Expiration Date from the Driver's license.

Enter current date in last license check (will automatically update)

Enter date of Defensive Driving Test and renewal date 2 years later

Authority

Check “can use pool” or “assigned vehicle” as appropriate

Tabs with optional info

Motor pool – can enter pool preferences

Comments – enter any needed comments

Click process button . Check for “successful insert” in the lower left corner

Updating Operators

Filter for the operator 

Click prepare to update  button

Make changes

Click process button . Check for “successful update” in the lower left corner