

Service Plan  
Fiscal Year 2023

The Department of Government Operations creates innovative solutions to transform government services. The mission of the Division of Fleet Operations (DFO) is to facilitate excellence in governance through the implementation of statewide fleet and fuel programs that move the missions of our customer agencies. The Division is created by Section 63A-9-201. Its duties are specified in Title 63A, Chapter 9, Part 4.

This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to Cory Weeks, Division Director, at [coryweeks@utah.gov](mailto:coryweeks@utah.gov).

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
I. Vehicle Procurement	1.1 Vehicle Leasing 63A-9- 401(1)(b)	The majority of state vehicles are owned by DFO and leased to state agencies. Vehicle leases are based on anticipated lifetime usage. Right-sizing is used to place the most effective and efficient vehicle in service. Agencies are billed each month a per-vehicle lease rate, the administrative fee, MIS fee, and a mileage fee for maintenance and repair costs. Should an agency seek to terminate a lease prior to the completion of the lease term, DFO will allow a capital credit for up to 5 years.	Lowest cost and best application for vehicle leasing options for State Agencies within State and Federal emissions and efficiency mandates.	Vehicle purchases and leases are procured through the State Cooperative Contracts. Comparisons of average lifecycle of state vehicles are made based on industry best practices.
	1.2 Short Term Vehicle Rental 63A-9-401(1)(d) (v)	When a vehicle is needed so infrequently that a long-term lease is imprudent, a short-term vehicle rental is provided. The Motor Pool program maintains short-term motor pools at the MASOB, TSOB and Capitol building. More short-term pools will open this year.  If an agency has a frequent need of short-term vehicles, fleet will work with the agency to establish a pool using its monthly-lease vehicles. A reservation system is provided by DFO for this purpose.	Lowest cost and availability of vehicle rental options for State Agencies.	Compare pricing to 3rd party vendors in the short-term vehicle rental industry.
		Mobility Options: DFO is continually monitoring industry trends and best practices for employee mobility. DFO has established a state-wide cooperative contract with Lyft and has a ride hailing option to state agencies and their clients.  The Utah DFO mobile website is currently available to assist employees to determine their best transportation options. The website also directs employees to state and commercial fuel sites and vehicle service providers.	Providing various mobility options.	DFO will review usage rates versus costs

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2. Maintenance and Repair	2.1 Preventive Maintenance 63A-9-401(1)(d)(iv)	<p>Each vehicle leased through DFO includes a customized preventive maintenance (PM) schedule in the vehicle packet located in the glove box. This schedule ensures that fleet managers and drivers are aware of the scheduled maintenance required to keep the vehicles in peak operational condition. In order to or adhere to the schedule, drivers must enter the correct odometer readings at every fueling. A fee may assessed per incorrect odometer incident.</p> <p>When a vehicle is due for maintenance, the vehicle operator simply drives to an authorized maintenance facility, locates the maintenance schedule, and gives the schedule to the service advisor. In addition to the maintenance schedule, DFO also provides email notification of vehicles that are coming due or are overdue for a PM service. The Utah DFO mobile website directs employees to state and commercial fuel sites and vehicle service providers.</p>	Vehicles are maintained in accordance with pre-determined PM schedule	Percentage of vehicles within PM compliance
	2.2 Vehicle Repairs 63A-9- 401(1)(d)(i)	Should a state vehicle break down, require repairs or preventive maintenance, DFO has a Vehicle Services Center (VSC) to help state agency drivers with their maintenance and repair needs, emergency towing and roadside assistance. A dedicated toll-free number is available 24 hours a day to assist vehicle operators (855-358-8824).	Drivers are required to utilize the VSC. Repairs are completed at a low cost and with a high level of customer service.	Repair Cost-Per-Mile and VSC vendor/customer satisfaction
3. Fuel Cost and Availability	3.1 Fuel Network 63A-9- 401(1)(f)	DFO fuel network utilizes retail fuel providers under contract. DFO has partnered with the WEX network to provide fuel cards that are accepted at over 1500 retail fueling locations across the state.	Provide the most efficient fuel network solution	A fuel network solution that reduces cost and maximizes efficiency through accessibility to fuel sites.
	3.2 State Managed Fuel Sites 63A-9-401(2)	<p>DFO manages fuel sites throughout the state. These sites often offer fuel that is at a significantly lower cost than is available elsewhere. These fuel sites are continually monitored and maintained to ensure fuel availability and to reduce the risk of any fuel release to the environment.</p> <p>The size of the state fuel network allows for increased value due to economies of scale. In addition to providing fuel to state agencies, DFO also provides fuel site management and network access to the state's political subdivisions such as cities, counties and school districts. This service stretches taxpayer dollars by reducing redundancy and costs.</p>	Fuel is accessible and available at a reasonable cost.	<p>Fuel Site up-time</p> <p>Fuel Cost-per-gallon compared to retail providers</p>

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	3.3 Emergency Fuel Service 63A-9-401(2)(h)	In the case of an emergency, fuel availability is crucial for emergency vehicles and generators. DFO works closely with Emergency Management to ensure emergency planning and protocol is in place to promote a quick and efficient response to an emergency.	Fuel is available for emergency response vehicles	Tier one sites maintain a minimum fuel level of 50% tank capacity at all times.
4. Safety and Loss Prevention	4.1 Driver Eligibility and Training Documentation 63A-9-401(1)(d)(iii)	Vehicle safety begins with the driver. Authorization to drive state vehicles is subject to a weekly State of Utah driver license validation check and periodic driver education courses. DFO only checks State of Utah driver licenses for validity. Agencies are required yearly to check non-Utah driver licenses for validity. DFO works directly with Risk Management to document driver training that occurs for state drivers. Agencies are required to hold a Drivers Safety Committee monthly to review accidents and complaints.	Coordinate validity of Utah Driver License and current driver training	Weekly Utah license checks with the Driver License Division are completed. 100% of fleet operators are current on driver training.
	4.2 Commute and Take-Home Authorization 63A-9-401(1)(d)(viii)	Some vehicles are specified as “on-call” or as a virtual office and may be authorized for take home use. Take home use must be in accordance with rule R27-3.	Maintain an accurate and up-to-date database of commute and take home	Annual review and confirmation of commute and take-home authorizations.
	4.3 Vehicle Recall Program 63A-9-401(1)(d)(v)(E)	DFO is dedicated to providing safe and efficient vehicles to state agencies. Manufacturer vehicle recalls are tracked by DFO and notifications are sent to the leasing agency. This ensures the safety of our drivers and the operational efficiency of our fleet. There is a fee for non-compliance.	All recalls are to be closed out within 90 days of issuance.	Percentage of recalls that are closed out within 90 days of issuance.
5. Fleet Information	5.1 Data Capture 63A-9-401(1)( c)	Efficient fleet management is highly reliant on complete and accurate fleet usage data. DFO collects large amounts of data such as mileage, fuel usage, and costs in accordance with Utah statute. This data is provided to the agency fleet managers. Various compliance and audit reports have been created in order to maintain the accuracy of the data that is captured.	Complete and accurate fleet data capture	Data consistency reports and audits
	5.2 Reporting 63A-9-402	A large amount of data is captured through DFO’s management information system. To make this data useful to fleet managers, DFO creates a number of reports that can be used as tools to increase efficiencies and make the best fleet decisions for their agency.	Provide reports that are useful to facilitate efficient management of state fleets.	Customer satisfaction with the reports provided by DFO as indicated by customer feedback.

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6. Transactions	6.1 Accounting Transaction Processing Service	Transactions Team completes an SLA with the customer mapping the full kit and work flow. The SLA also outlines the agreed upon processing time and costs per transaction services.	Timely and cost-effective transaction processing	Days per transaction and cost per transaction
	6.2 Provide Financial Controls and Check Processing Services	Provide services that meet all requirements of the Financial Auditors, State Treasurer's Office and best practices.	Post Audit findings	Post Audit findings per 1000 transactions processed.

Note: Rates and fees associated with these services may be found in H.B. 8 (2022), Lines 2092 to 2145.