

Service Plan

Fiscal Year 2021

The Department of Administrative Services creates innovative solutions to transform government services. The mission of the Division of Fleet Operations is to facilitate excellence in governance through the implementation of a statewide fleet, fuel, and travel cost efficiency plan to ensure continuing progress toward statewide overall cost reduction. 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](#). This Service Plan is prepared in compliance with UC 63A-1-111. Questions regarding the plan should be directed to Stewart Cowley, Division Director, at scowley@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?
1. 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 range up to fifteen years 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 and MIS fee, plus 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.	1.1.1 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.

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	<p>1.2 Short Term Vehicle Rental 63A-9-401(1)(d)(v)</p>	<p>When a vehicle is needed so infrequently that a long-term lease is imprudent, a short-term vehicle rental is provided through a partnership with Enterprise Rent-a-Car, Inc., or another provider on state contract.</p> <p>Enterprise offers a competitive rate at multiple locations in the state, which may minimize cost and improve vehicle availability. 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</p> <p>Mobility Options: DFO is continually monitoring industry trends and best practices for employee mobility, which may include: ride hailing, e-Bikes, etc. DFO has established a state-wide cooperative contract with Lyft and is preparing to roll out a ride hailing option to state agencies. E-Bikes have been provided for several agencies as an alternative mobility option. The Utah DFO mobile app is currently available to assist employees to determine their best transportation options. The app also directs employees to state and commercial fuel sites and vehicle service providers.</p>	<p>Lowest cost and availability of vehicle rental options for State Agencies.</p> <p>Providing various mobility options. Ensure the mobile app is available to guide operators where to get the best mobility options, the lowest fuel cost and vehicle services. The app also allows the customer to provide feedback on vendors.</p>	<p>1.2.1 Compare contractor pricing to other vendors in the short-term vehicle rental industry.</p> <p>1.3.1 DFO will review and update customer feedback on our contracted vendors that will be indicated on the mobile app.</p>
<p>2. Maintenance and Repair</p>	<p>2.1 Preventive Maintenance 63A-9-401(1)(d)(iv)</p>	<p>Each vehicle leased through DFO includes a customized preventive maintenance (PM) schedule in the vehicle packet located in the glove box. This schedule insures that fleet managers and drivers are aware of the scheduled maintenance required to keep the vehicles in peak operational condition. 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.</p>	<p>Vehicles are maintained in accordance with pre-determined PM schedule</p>	<p>2.1.1 Percentage of vehicles within PM compliance</p>

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	2.2 Vehicle Repairs 63A-9- 401(1)(d)(i)	Should a state vehicle break down or require repairs beyond those covered by preventive maintenance, DFO has built 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).	Repairs are completed at a low cost and with a high level of customer service.	2.2.1 Repair Cost-Per-Mile and VSC customer satisfaction
3. Fuel Cost and Availability	3.1 Fuel Network 63A-9- 401(1)(f)	Where practical, the 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 900 retail fueling locations across the state.	Provide the most efficient fuel network solution	3.1.1 RFP for a fuel network solution that reduces cost and maximizes efficiency.
	3.2 State Managed Fuel Sites 63A-9-401(2)	Not all geographic regions are sufficiently covered by retail fuel providers. To fill the needs of DFO customers, DFO manages fuel sites throughout the state. These sites often offer fuel that is unavailable nearby, and often offers fuel at a significantly lower cost than is available elsewhere. These fuel sites are continually monitored and maintained to insure fuel availability and to reduce the risk of any fuel release to the environment.	Fuel is accessible and available at a reasonable cost.	3.2.1 Fuel Site up-time
		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.		3.2.2 Fuel Cost-per-gallon compared to retail providers
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 insure emergency planning and protocol is in place to promote a quick and efficient response to an emergency.	Fuel is available for emergency response vehicles	3.3.1 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 can only check State of Utah	Coordinate validity of Utah Driver License and current driver training.	4.1.1 Weekly Utah license checks with the Driver License Division are completed.

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		driver licenses for validity. DFO works directly with Risk Management to document driver training that occurs for state drivers.		4.1.2 100% 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 and each authorization is reviewed annually by DFO, the agency director and the employee’s direct supervisor.	Maintain an accurate and up-to-date database of commute and take home	4.2.1 Annual audit and notification of commute and take-home authorizations to agency head.
	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 insures the safety of our drivers and the operational efficiency of our fleet.	All recalls are to be closed out within 90 days of issuance.	4.3.1 50% 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	5.1.1 Data consistency reports and audits
	5.2 Reporting 63A-9-402	A large amount of data is captured through DFO’s management information system (MIS). 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.	5.2.1 Customer satisfaction with the reports provided by DFO as indicated by customer feedback.
6. State Travel Cost and Availability	6.1 State Travel Reservation Service	Contracted travel agents, currently with Christopherson Business Travel (CBT), are available to book hotel, airline, bus, and vehicle reservations for state travelers including higher education and employees that work for political subdivisions of the State of Utah.	Agents are available M-F 8:00 AM to 5:00 PM	6.1.1 Percent of time customers call the CBT agents and are helped within 2 hours.
	6.2 Vendor contract provides a reasonable discount on airfare	Contracted airline fares through the vendor, CBT, provides savings to the State by offering fares that are lower than the national average.	Airline rates through CBT are always lower than the National Average Domestic Ticket price	6.2.1 Percent Discount for Travelers Using the State Travel Office (CBT Domestic Ticket Price to the National Average); Goal = 10%

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7. Transactions	7.1 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	7.1.1 Days per transaction 7.1.2 Cost per transaction
	7.2 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	7.2.1 Post Audit findings per 1000 transactions processed.

Note: Rates and fees associated with these services may be found in [H.B. 8 \(2020\)](#), Lines 1976 to 2036.