GSA Fleet 2017 Customer Focus Group

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GSA Fleet

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GSA Fleet Value Proposition

- Right Vehicle
- Right Price
- Great Service
- Required Data
New Organizational Structure: Customer Impact

- 11 Regions to 4 Zones in June 2015
- Goal to improve consistency and customer service
- Continue to receive support from:
  - Fleet Services Representatives
  - Fleet Management Centers
GSA Fleet Leasing Services

➢ An all-inclusive monthly and mileage rate that covers:
  • Vehicles and Replacements
  • GSA Fleet Drive-thru
  • Maintenance & Accident Management
  • Fuel and Fleet Services Card
  • Disposal of Replaced Vehicles
  • National Safety Program and Recall Management

Visit GSA’s website for more program information and current lease rates: www.gsa.gov/gsafleet
Fleet Service Representative

-Allow you to focus valuable time & resources on the performance of your core agency mission by relieving many administrative, management, and functional responsibilities of total fleet asset management.
GSA Fleet Drive-thru
Bookmark the new link: http://drivethru.gsa.gov

➢ New this year:
  • Unique User ID
  • User Friendly Layout
  • Multiple accounts per User ID
  • Multiple ID’s per account
  • HQ permission level settings
Drive-thru Training Portal

Welcome to GSA Fleet Drive-thru

Vehicle Fleet Data
- Customer Acquisition Module
- Customer-Driven Data (CDD)
- Fleet Card Replacement Ordering
- FTP Monthly Mileage Upload Tool
- Mileage Express
- PM Express
- SpeedPay

Reports Carryout
- Ad-hoc Reports
- Agency Incurred Expense (AIE)
- CRASH
- Customize Inventory Report
- Fuel Use Report (FUR)
- GSA Fleet FAST Data Center
- Preformatted Inventory Report
Customer Responsibilities

- Agency Policy
- Operator Care / Maintenance
- Proper Operation
- Official Use
- Vehicle/Equipment Security
- GSA Fleet Bill Payments
How You Can Help Minimize Costs

- Practice safe driving
- Complete recalls
  - Fleet Drive-Thru (ask your FSR if you need help) or NHTSA
- Call MCC/AMC before service or repairs
- Practice preventive maintenance
- Comply with all state/local driving laws
- Day-to-day care
- Safeguard all Gov’t property
- Report Accidents to GSA within 48 hours
- No Smoking (including e-cigarettes)
WEX Fleet Card

- Issued with each GSA vehicle and is to only be used for fuel and maintenance
- Accurate pump mileage entries (GORP)
- WEX Acceptance refer to WEX connect APP
WEX Card Assistance

- WEX Customer Service
- 1-866-939-4472
- Maintenance under $100 AND after-hours
- Maintenance & Body Work OVER $100 requires GSA’s PRIOR approval. Call the MCC/AMC
- 1-866-400-0411
WEX Replacement Card

- Customers can order replacement WEX cards through GSA Fleet Drive-Thru

- Next Day Service if ordered prior to 3:00 PM (EST)
GSA Fleet Assistance Centers
1-866-400-0411

- Trained technicians available 24/7 with maintenance and repair history
  - Authorize maintenance and repair over $100
  - Assist customer in filling out accident reports – must notify the accident center within 5 business days of accident
  - We ensure vehicles get to the correct repair shop at the best price
Time for an Oil Change?

- Preventive Maintenance, (PM) Schedules
- Oil Life Monitoring Systems (OLS)
- PM Express Update
Reporting Accidents

- Accident Reporting Kits (in vehicle packet)
  - SF91 Accident Report
  - SF94 Statement of Witness
  - Proof of Insurance
Roadside Assistance / Warranties

Manufacturers’ Roadside Assistance:

- Ford: 1-800-241-3673 (5 Years or 60,000 miles) 2007 newer
- GM: 1-800-243-8872 (5 years or 100,000 miles) 2007 newer
- Hyundai: 1- 800-243-7766 (5 years & unlimited miles)
- Dodge/Chrysler/Jeep/RAM: 1 - 800-521-2779 (5 years or 100,000 miles) 2013 newer
- Toyota : 1-800-331-4331
- Honda: 1-866-864-5211
- Mitsubishi: 1-888-648-7820 (5 years & unlimited miles)

Manufacturer Basic Warranty Provisions:

- Call MCC or your FSR for additional powertrain or component warranties provided by the manufacturer
Vehicle Replacement

- Replacement Criteria
- Customer Acquisition Module (CAM)
- Approval Process: Local/Midlevel/Headquarter
Vehicle Fleet Exchange (VFE)

- Automatic vehicle pickup notifications
- Electronic vehicle exchange scheduling
Reminders!

➢ Accessory Equipment
  • Requires prior approval from GSA
  • Anything over $1,000 will be purchased by GSA and capitalized as part of the vehicle

➢ Missing License Plates
  • National Security
  • New Plates/Credit Card will be issued
NEW! GSAFleet2Go Mobile App

- Add up to 5 vehicles
- Push notifications on PM’s and Recalls
- Search nearby vendors and fuel
- Available on Android and iOS stores

[Image of app interface]

[Buttons for Google Play and App Store]
GSA Fleet Ancillary Services & Solutions

- AFV Guide & Tool
- Dispatch Reservation Module
- FedFMS
- Short Term Rental (STR) Program
- Law Enforcement Upfit Packages
- Telematics
- Vehicle Consolidations
Thank you for your time today!
AFV Guide & Tool

**AFV Guide**
- Searchable listing of all AFV and low GHG configurations
- Includes summary of all current AFV laws/mandates

**AFV Acquisition Tool**
- Simplified and Interactive AFV acquisition decision tool
- Allows agencies to see financial and sustainability impacts of pursuing multiple AFV acquisition strategies

**Found at gsa.gov/afv under “AFV Guides and**
# Dispatch Reservation Module (DRM)

- Leased and Agency Owned (FedFMS) Pool
- Better Fleet Management
- Increased Fleet Utilization

## New Reservation

<table>
<thead>
<tr>
<th>Own/Lease</th>
<th>Tag No.</th>
<th>Make</th>
<th>Model</th>
<th>Vehicle Type</th>
<th>Location</th>
<th>Comments</th>
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| Lease     | G10-3745H | CHEVROLET | MALIBU | Sedan/St Wgn Compact      | testtttttttttttttt | testttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttttt
FedFMS

Vehicle Data

Maintenance and Repair

Reports

Security

Back
Short Term Rental Program
https://str.fas.gsa.gov/

- Sign Up/Login
- Vehicle Types
  - Sedans
  - Mini-Vans
  - Pick up Trucks
  - Buses
  - Box Trucks
- Equipment
  - Forklifts
  - Scissor lifts
  - Backhoes
  - Bulldozers
Law Enforcement Upfit Packages

- 33 Lease options for FY17
  - SINs 17, 100L, 105A, 10B, 55C, 59A
Telematics

Global Positioning System (GPS)
Tracking & Vehicle Diagnostics

➢ 2017 EO 13693

Telematics

Telematics refers to technology-based hardware tools to collect, record, and transmit vehicle operational data. The devices plug into the vehicle’s onboard dashboard computer and record, store, and report data directly from the vehicle to various web-based reporting platforms. The data provided can be used to help you manage your fleet at maximum efficiency.

NEW TELEMATICS CONTRACT

GSA Fleet has leveraged our purchasing power and updated our offerings by awarding a new government-wide Blanket Purchase Agreement (BPA) that provides federal agencies with the latest in Telematics technology at competitive prices. This new offering will assist Federal agencies with meeting the sustainability mandates outlined in Executive Order (EO)13693 - Planning for Federal Sustainability in the Next Decade. The BPA was awarded to AT&T Mobility, Inc. on September 30, 2015 and is open to all federal agencies for both GSA Fleet purchasing and leasing customers.
Consolidating Vehicles

- Transfer Agency Owned Vehicles to GSA Fleet
  - No Capital Requirement & smoother budgeting
- Vehicles will be replaced with new vehicles over 3-5 year period
  - Safer, more reliable fleet
- Reduce agency fleet administrative costs/burden
  - All the benefits of GSA full service lease
Vendor and Customer Self Service (VCSS)

- Access GSA Fleet Bills
- Monthly e-mail bill notifications
- Registration or password issues, contact the VCSS help desk.
- https://vcss.ocfo.gsa.gov/