

## Service Plan of the Division of Fleet Operations

The Department of Administrative Services delivers support services of the highest quality and best value to government agencies and the public. The Division of Fleet

Services	Methods of Service Provision	Performance Standard	Performance Measure	Customer Service Summary (CSS)	Balanced Scorecard (BSC)	Strategic Plan	Performance Plan		
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 from two 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 (includes an administrative fee, an MIS fee, and an Alternative Fuel 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 Vehicle Leasing Option for State Agencies	1.1.1 Benchmark Monthly Lease Rates to Private Sector Providers (Like ACME, ARI, Hinckley Fleet Leasing). The Comparison would be made over the average lifecycle of a state vehicle	1		1, 5	Eric Gardner	
	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 through a partnership with Enterprise Rent-a-Car, Inc. Enterprise offers a competitive rate, and locations throughout the state, thus minimizing cost and improving vehicle availability. If an agency has a frequent need of short term vehicles, an agency may establish a pool using its monthly-lease vehicles. A reservation system is provided by DFO for this purpose.	Lowest Cost Vehicle Rental Option for State Agencies	1.2.1 Compare contractor pricing to other vendors in the short-term vehicle rental industry.		1			
2. Maintenance & Repair	2.1 Preventive Maintenance 63A-9-401(1)(d)(iv)	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.	Vehicles are maintained in accordance with pre-determined PM schedule	2.1.1 Percentage of vehicles within PM compliance			1, 5	Eric Gardner	
	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.	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		7, 11	1		
3. Fuel Cost & 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 Fuelman network to provide gascards that are accepted at over 650 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.	2	9	3, 10	1, 5	Jeff Done
	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. State managed CNG fueling locations have also been made accessible to the public in order to improve the CNG infrastructure throughout the state and promote this clean burning alternative fuel.  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.	Fuel is always accessible and available at a reasonable cost.	3.2.1 Fuel site up-time and 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 always 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 & 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 driver's license validation check and periodic driver education courses. DFO works directly with Risk Management to document training that occurs for state drivers.	Coordinate documentation of license validation and driver training.	4.1.1 Weekly license checks with the Driver's License Division are completed. 4.1.2 100% of fleet operators are current on driver training.		7	1	Eric Gardner	
	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			1, 3	Eric Gardner	
	5.2 Reporting 63A-9-402	A large amount of data is captured through the Fleet'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 in the efficient management of state fleets.	5.2.1 Customer satisfaction with the reports provided by DFO as measured by the customer satisfaction survey.		2	1, 3		
6. State Travel Cost & Availability	6.1 State Travel Reservation Service	Contracted travel agents 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.		4	1	Tami Nelson	
	6.2 Vendor contract provides a reasonable discount on airfare	Contracted airline fares through the vendor, currently Christopherson Business Travel (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%	3	8	1		