



Red Tape Reduction Award  
Quality Oklahoma Team Day 2014  
Presented by the Office of Management & Enterprise Services



TEAM DAY



# *Governor's Commendation*



*is hereby presented to*

*Oklahoma Office of Management and Enterprise Services*

*DCAM-Fleet Management*

*Online Vehicle Rental*

*Public Service requires continuing commitment and dedication to the needs of the people of Oklahoma. The very effectiveness and efficiency of state government depends in large measure on the hard work and perseverance demonstrated by state employees.*

*Congratulations on a job well done!*

*April 30, 2014*

*Mary Fallin*  
*Governor of Oklahoma*

# **CERTIFICATE OF RECOGNITION**

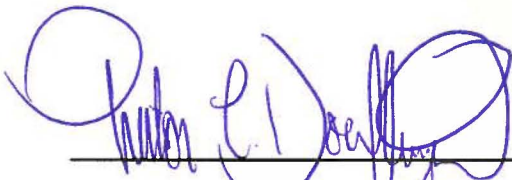
for participation in

## ***Quality Oklahoma Team Day 2014***

In recognition of innovative government solutions, the  
Office of Management and Enterprise Services

*Office of Management and Enterprise Services  
DCAM-Fleet Management  
for  
Online Vehicle Rental*

*Presented May 8, 2014*



Preston Doerflinger  
Cabinet Secretary of Finance  
Administrator, Office of Management &  
Enterprise Services



Liz Brandon  
Coordinator, Quality Oklahoma  
Human Capital Management/OMES



# OMES - Online Vehicle Rental

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## 1. Abstract

State of Oklahoma Fleet Management Division (FMD) enhanced the Fleet Management Calculator (the calculator) to allow state agencies to rent vehicles online instead of printing and hand delivering or faxing forms.

## 2. Overview – Goal and Purpose

For years the calculator's role was only informative. An initial intent and core purpose of the calculator was to assist state employees validate travel choices. Then, travel mileage reimbursement mandate directed agencies to utilize the calculator for travel estimates.

FMD provides vehicle monthly leases, maintenance services and daily rentals to state agencies. FMD recognized new opportunities to improve the customer experience leading to the development of the calculator enhancements and interfaces that:

- enhance the experience of FMD daily rental customers with an alternative online process to facilitate the speedy processing of vehicle selection, rentals, cancellations, and driver identification
- enable mileage reimbursement travelers to choose to rent from FMD instead of using a personal vehicle, for which the state does not provide physical damage coverage

## 3. Action Plan

### 3.1. Assessing the Present

The standard process of vehicle rental required an agency customer to fill out a paper form 015D. The form required completion of repetitive information such as the agency name and number and the contact information. Every driver was required to sign off on the driver certification form 015C with every rental made even though that person might have completed a rental on the previous day.

Completed daily rental request forms were either emailed, faxed, or hand delivered. The Daily Rental Customer Representative would retype the information from the form to the fleet system and validate vehicle availability. A call to the customer was necessary to confirm that a reservation was placed (or that it was not due to lack of vehicle availability). After the reservation was complete, the form with the agency signature was stored as a record of authorization. Forms began to fill up storage cabinets.

As a result, customers spent time suspending their further travel plans awaiting FMD's notice. When in a hurry, agencies called to find out what options were available. The process was cumbersome and time consuming for FMD staff and for customers. Telephone lines were tied up limiting access to other Daily Rental customers and other facets of FMD business. Communication methods were not consistent; each customer followed their preferred method.

Additionally, the process imposed a challenge from the billing perspective to validate customers who were picking up or dropping vehicles off after hours, weekends or even holidays. Unless a vehicle was returned during business hours, after hours drop off was based on either customer's initial rental statements or an educated guess.

### 3.2. Implementation Phase I

The first implementation phase required to address two components: user access and reservation itself.

- Developing user access (Figure 1)

In order for the reservation to be properly accounted, it has to be made with accurate agency and user names. The original version of the calculator was based on one-way communication. User account management was a new module.

An agency user is required to create an account providing name and email address, then the state employee ID along with an agency and division names. Finally they establish log in and password. The calculator emails validation code to the stated email account. The code needs to be entered within 24h. At this point, user's account is in pending status awaiting FMD's approval. These security measure was created had to make sure that users making reservation were who they were declaring to be. Also, even though a person might be working for declared agency, yet, they may not be authorized to rent from FMD due to agency intentional policies (FMD recognizes agencies' that have a centralized rental system, meaning all request coming from one office).

This important aspect was implemented to assure that correct agencies are billed for legitimate made reservations. Eventually that assures that state assets (FMD vehicles) are released to the authorized drivers. Eventually, that the agency will recognize and renter a payment for authorized service.

- Developing reservation functionality (Figure 2)

FMD staff identified critical fields required to make a reservation and assessed if same information is already captured by the calculator. Having identified the key data, FMD engaged with OK.gov and the FMD system vendor to develop an interface between the two applications (FMD system is a backbone of division operations through which leasing, rental and service activities are recorded and managed).

Created interfaces were not only transmitting information to FMD system but also enabled users to identify, which vehicle classes were available that moment for specific date and time desired by the agency. The purpose of this functionality was to reduce the time of agencies and FMD Daily Rental Representative on trying to call each other to synchronize the need with availability. This functionality allowed agency personnel to immediately assess if and what vehicle classes were available. When desired class of vehicle is not available, an agency may try to choose from the next higher class, i.e. compact > mid-size sedan > full-size sedan > minivan.

An additional functionality has been developed enabling each agencies user/s to securely make reservations. Every time a user logs in, a prompt requires them to validate they still work for specific agency and division. This measure has been implemented to make sure that when a state employee changes an agency (which does happen quite frequently) the bill goes to that agency, instead of the previous employer.

After numerous tests the system has been announced to users. In the spring of 2013 FMD conducted a presentation for its customers in the Concourse Theater of Will Rogers Building. Daily Rental and Monthly Lease Representatives communicated to the agencies how they could achieve savings of assets, time and money by utilizing online rental process by demonstrating all steps of the calculator.

### **3.3. Implementation Phase II**

The original implementation revealed the need to enhance system and internal FMD processes

- The calculator refinement

Customer's feedback and practical functionality indicated that more information needs to be capture to mitigate the need of phone calls. Agencies indicated they needed to put notes. FMD also recognized that it needed to separate the maker of the reservation and the actual driver to easily validate the person reporting for pickup.

OK.gov and FMD system vendor were brought to the table again to address needed improvements. OK.gov conducted development changes to the calculator. FMD system vendor enabled additional fields to send and receive needed information.

In addition to these upgrade, the calculator went through an extensive internal and external upgrade. Users could save from the calculator page their address and preferred vehicle class to reduce repetitive data entry. The administrator's functionality to manage vehicle classes and users' data has been refined too.

Most of the improvements took effect at the end of January of 2014 allowing the full transition of daily rental reservations to the online system. Additionally, every time an agency plans change and a reservation need to be canceled, the user can log in and cancel the reservation, making an immediate reservation status adjustment in the FMD fleet system. Effectively, taking a vehicle class from hold status and making it available for another customer in real time.

- FMD internal operations processes reengineering

FMD internal office operations have been improved as well. The focus was to minimize the need for paper and expedite the vehicle's readiness process.

Closing a rental ticket allows to assign a vehicle for the next rental. The goal is to close a ticket accurately and as soon as possible. Two practices have been put in place.

Two carwash staffers have been scheduled to start the work day at 7am so that they can retrieve actual mileage from the vehicles returned. Their report is given to the Daily Rental Customer Representative at 7:30 AM.

The second piece of information needed to close the ticket correctly is date and time. Since each FMD vehicle is equipped with GPS, GPS system has been scheduled to generate a report prior to 7:30 AM of each day stating the time and parking location of the FMD rental vehicle. This report allows Daily Rental Customer Representative to close "overnight" tickets recording return date and time accurately. This not only resolved the concern of after hour drop offs but also provided assurance to the customer when their responsibility for the vehicle expired.

Since paper forms were no longer floating in the office, the daily rental scheduling information had to be made accessible. FMD fleet system has scheduled at 5AM a daily report of vehicle listing due for pick up that day. This enhanced Daily Rental Customer Representative daily readiness.

Both reports are sent to a recently created generic email address [fmd\\_trip@omes.ok.gov](mailto:fmd_trip@omes.ok.gov). Utilizing an email account not assigned to one employee enabled the implementation of contingency plan. In case the Daily Rental Customer Representative is out of the office, three other employees can see and respond to rentals notifications and inquires.

### **3.4. Final Result**

Once each agency personnel is recognized as authorized, the need for paper forms and ink signatures is diminished. Agencies achieved an enormous flexibility in reserving and canceling vehicles w/o playing phone tag with FMD. This just-in-time functionality of live and immediate system response regarding which vehicles were available and the ability to agencies to make reservations at their convenience has proven to be a success.

## **4. Team Members and Partners**

The project involved FMD personnel, OK.gov Team, FMD's fleet system vendor, and above all, the highly appreciated feedback from FMD customers. Fleet Management Division:

- Dana Pybas, Daily Rental Customer Representative
- Klaudyna Routt, Monthly Lease Customer Representative
- Donna White, Accounts Receivable
- Tom Bogdanowicz, Deputy Fleet Manager
- Terry Zuniga, Fleet Manager

Figure 1: DCAM Fleet Calculator - Creating User Account

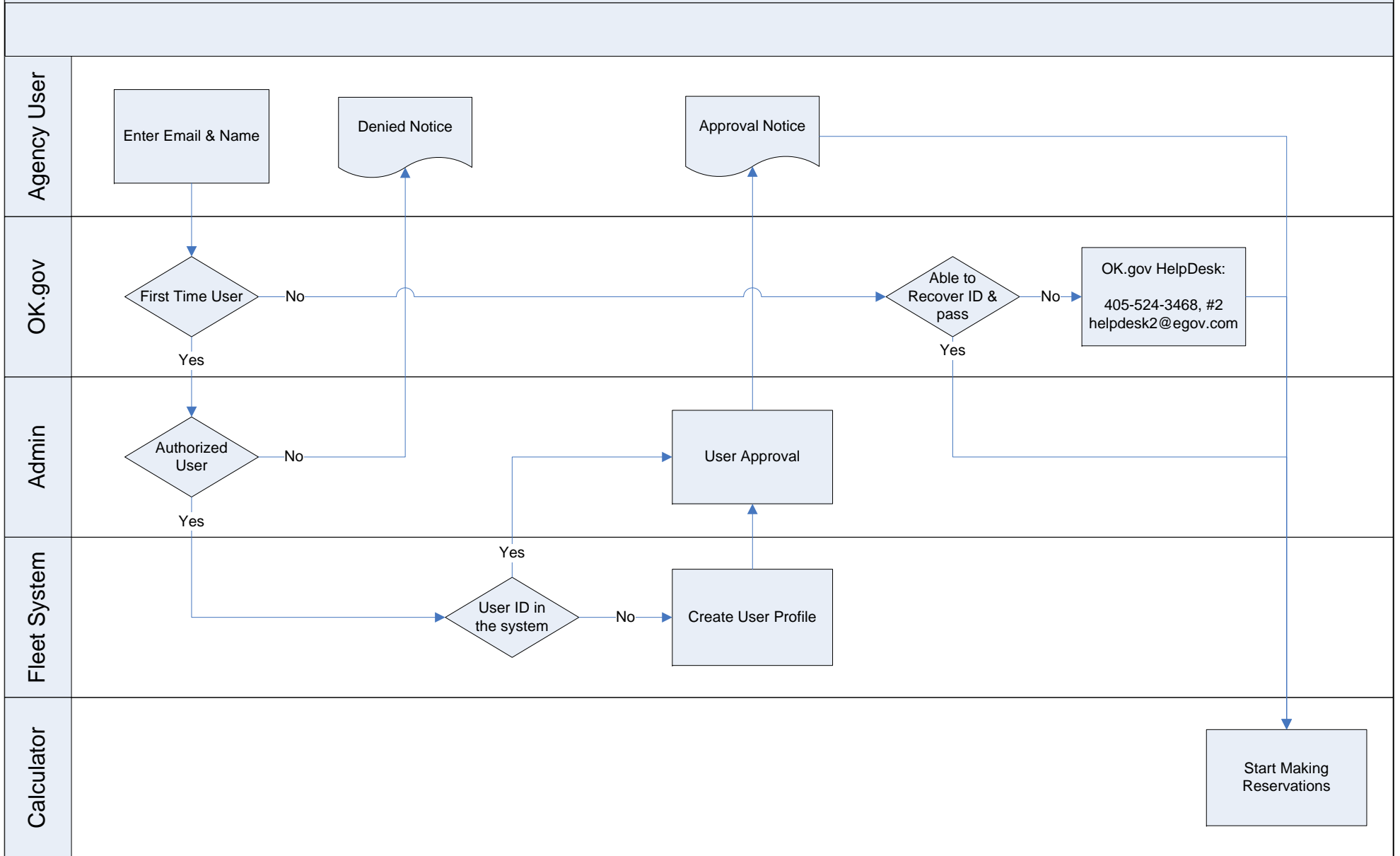


Figure 2: DCAM Fleet Calculator - Making Reservation

