# Fleet Management Division

# Current Solutions for Efficient Daily Travel

# Key Topics

I. Mileage Reimbursement vs. Rental – what's better?
II. How to Reserve Fleet's Vehicles Online?
III. How to Handle Agency's Admin Vehicles Easier?
IV. What are Myths and Truths of Driving CNG Vehicles?

- *The objective of this presentation is to present state agencies with tools and information that enhances maximum use of the state vehicles*

# I - Agency's Options to Provide Transportation

- Mileage Reimbursement
  - IRS $0.565 per mile
  - Trip Optimizer (lowest value with > 100 miles / day)

**vs.**

- Daily Rental
  - Fleet Management
  - OU & OSU
  - SW771
- Lease from Fleet Mgmt
- Agency's MotorPool

- *State provides three options as alternative to using personal vehicles for state business*

# I - Mileage Reimbursement Risks

| Features | FMD Owned Vehicles* | Personally Used Vehicles |
|---|---|---|
| Liability Coverage | Yes | Yes** |
| Vehicle Physical Damage Coverage | Yes | No*** |
| Maintenance | Yes | No |
| Road Assistance | Yes | No**** |
| Vehicle Locator | Yes | No |

* Providing a driver complies with the conditions of the Driver Certification (DCAM-FORM-FM-015C).

** Liability insurance applies only to the extent the employee is in the scope of employment at the time of the accident; report accidents to the Risk Management Division.

*** Vehicle Physical Damage (Comprehensive & Collision) coverage for accidents, theft, or natural disaster is not provided by the State for personal vehicles when the personal vehicle is used for state business. If a driver desires to have a personal vehicle covered for physical damage (Comprehensive & Collision), the driver will need to purchase this coverage from a private insurance provider.

**** Fleet Management Division does not provide wrecker services for personal vehicles, even if used in the scope of employment.

- *Using personal vehicles for state business has its drawbacks compared to renting from Fleet Management or through SW771 rental contract*

# I - Risks Associated with using Personal Vehicle

- *When personal vehicle is involved in an accident, state does not cover personal damages*
- *It may take weeks or months before insurance processes repair or replacement of personal vehicle involved in an accident*
- *When utilizing state vehicles and rental contracts, the downtime is significantly reduced*

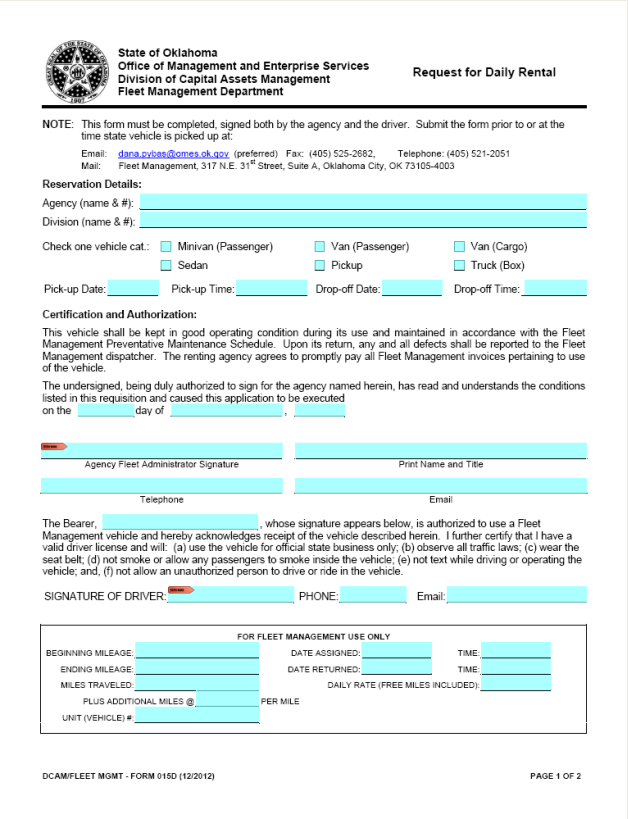
# II - Benefits of the Online Rental Vehicle Reservation

ONLINE: **vs.** PAPER:

- "FIRST COME FIRST SERVED"
- Faster
- Paperless

At the end: Hassle Free!!!

- *Renting vehicles from Fleet Management became easier; reserving vehicles can be done online*



State of Oklahoma
Office of Management and Enterprise Services
Division of Capital Assets Management
Fleet Management Department

**Request for Daily Rental**

**NOTE:** This form must be completed, signed both by the agency and the driver. Submit the form prior to or at the time state vehicle is picked up at:

Email: dana.pybas@omes.ok.gov (preferred) Fax: (405) 525-2682, Telephone: (405) 521-2051
Mail: Fleet Management, 317 N.E. 31st Street, Suite A, Oklahoma City, OK 73105-4003

**Reservation Details:**

Agency (name & #): _____

Division (name & #): _____

Check one vehicle cat.: ☐ Minivan (Passenger) ☐ Van (Passenger) ☐ Van (Cargo) ☐ Sedan ☐ Pickup ☐ Truck (Box)

Pick-up Date: _____ Pick-up Time: _____ Drop-off Date: _____ Drop-off Time: _____

**Certification and Authorization:**

This vehicle shall be kept in good operating condition during its use and maintained in accordance with the Fleet Management Preventative Maintenance Schedule. Upon its return, any and all defects shall be reported to the Fleet Management dispatcher. The renting agency agrees to promptly pay all Fleet Management invoices pertaining to use of the vehicle.

The undersigned, being duly authorized to sign for the agency named herein, has read and understands the conditions listed in this requisition and caused this application to be executed on the _____ day of _____, _____

Agency Fleet Administrator Signature | Print Name and Title

Telephone | Email

The Bearer, _____, whose signature appears below, is authorized to use a Fleet Management vehicle and hereby acknowledges receipt of the vehicle described herein. I further certify that I have a valid driver license and will: (a) use the vehicle for official state business only; (b) observe all traffic laws; (c) wear the seat belt; (d) not smoke or allow any passengers to smoke inside the vehicle; (e) not text while driving or operating the vehicle; and, (f) not allow an unauthorized person to drive or ride in the vehicle.

SIGNATURE OF DRIVER: _____ PHONE: _____ Email: _____

FOR FLEET MANAGEMENT USE ONLY

BEGINNING MILEAGE: _____ DATE ASSIGNED: _____ TIME: _____
ENDING MILEAGE: _____ DATE RETURNED: _____ TIME: _____
MILES TRAVELED: _____ DAILY RATE (FREE MILES INCLUDED): _____
PLUS ADDITIONAL MILES @ _____ PER MILE
UNIT (VEHICLE) #: _____

DCAM/FLEET MGMT - FORM 015D (12/2012) PAGE 1 OF 2

# II – Trip Optimizer - functions

- Assists with mileage reimbursement
- Provides travel estimates
- Enables to reserve FMD vehicle – NEW!!!

DCAM Fleet Management Calculator

- *Online reservations are conducted through a familiar tool - Trip Optimizer*

Trip Optimizer can be accessed through https://www.ok.gov/dcs/calculator/index.php

# II – Online Reservations - outline

- Creating user account (one time)
- Making Reservation
- Canceling Reservation

Resource: DCAM-PROCESS-FM-D001

- *In order to reserve vehicles online a user account has to be created*
- *This presentation also covers how to reserve a vehicle and how to cancel an existing reservation*
- *More details are included in the process linked on this slide*

# II - Creating User Account – first time user

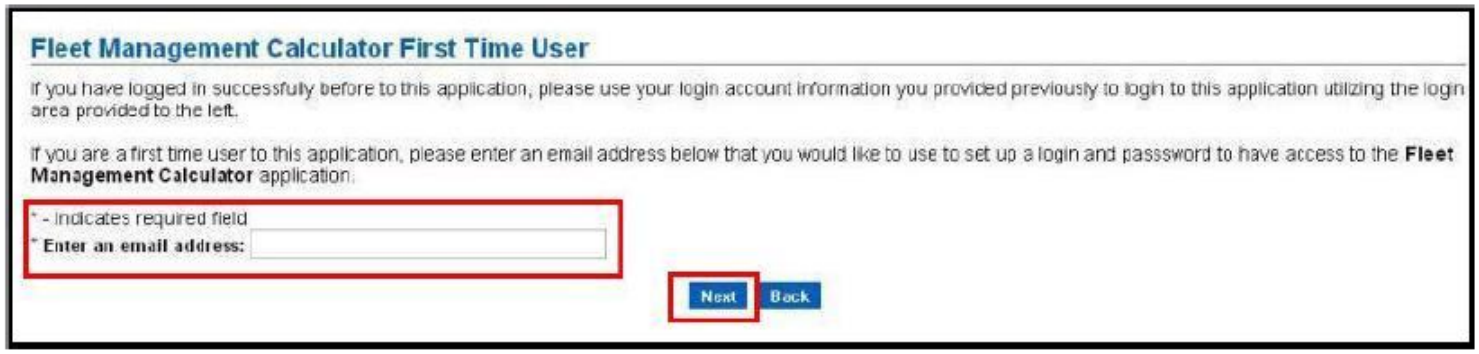
**3.1. How to Register as an Authorized User**

3.1.1. Go to https://www.ok.gov/dcs/calculator/index.php

3.1.2. Click on "First Time User"

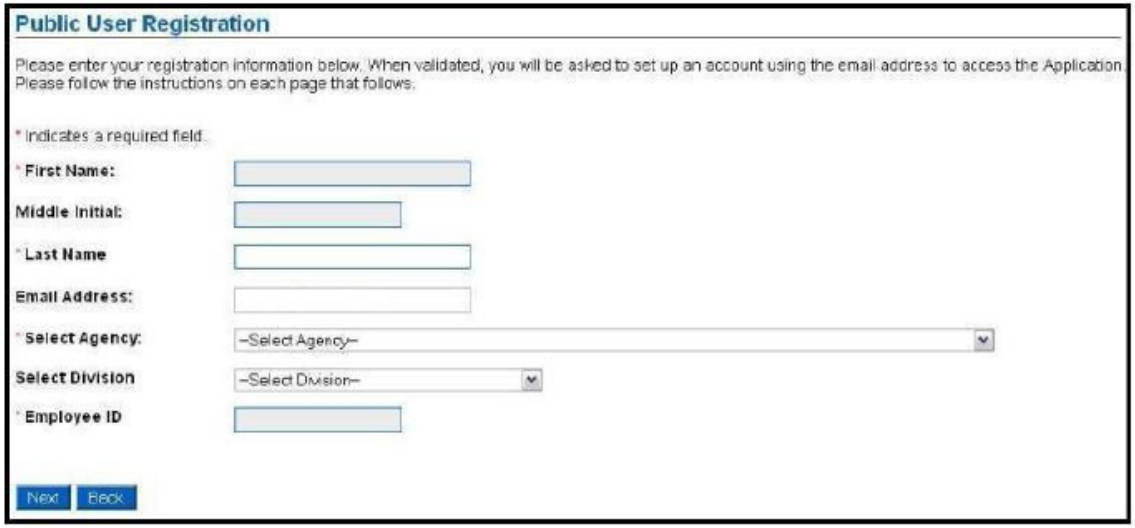
# II - Creating User Account – provide email

3.1.3. Enter the business email address to which you will receive emails from the FMD Calculator and click "Next".



# II - Creating User Account – provide personal info

3.1.4. Enter your registration information including: first name, last name, agency and division names, and employee ID, then click “Next”.



# II - Creating User Account – set up login and password

3.1.5. Enter user information, create a Login ID and password, select security questions and answers, and click "Submit".

**Fleet Management Calculator Account Setup**

You will need to set-up an account to access the Fleet Management Calculator. Please enter the information required below to continue.

* Indicates Required Field

**User Information:**

* First Name:
Middle Initial:
* Last Name:
* Email:
* Re-Enter Email:
* 10-Digit Phone: (digits only)

**Create Login Information:**

You will be required to reset your password every **90 days**.

Your Login ID:

- Is NOT case sensitive.
- Must be between **8 and 15 characters** long.

Your Password must:

- Be between **8 and 15 characters** long.
- Not based on anything somebody could easily guess (birth date, telephone number, etc.).
- Be free of consecutive identical characters or digits.
- Not be all-numeric or all-alphabetical characters.
- An example of a valid password is A9f3Z4b0.
- Password IS case sensitive.

Entry of security questions

* Create Login ID:
* Create Password:
* Re-Enter Password:

**Security Questions:**

* Question 1: –Select a Security Question
* Answer 1:
* Question 2: –Select a Security Question
* Answer 2:

Submit Back

# II - Creating User Account – validation email

3.1.6. Account Activation – Phase I

After the account registration is submitted, activation email is automatically sent to the user. Click on the "Activate Account Link".

From:
To:
Cc:
Subject: Department of Central Services - Fleet Management Calculator Account Activation Process
Sent: Tue 8/30/2011 1:46 PM

**From:** Department of Central Services - Fleet Management Calculator Account Webmaster <donotreply@www.ok.gov>
**Date:** August 30, 2011 1:41:31 PM CDT
**To:**
**Subject: Department of Central Services - Fleet Management Calculator Account Activation Process**

Thank you for registering for an account
for the Department of Central Services - Fleet Management Calculator. YOU MUST ACTIVATE YOUR ACCOUNT WITHIN 24 HOURS AFTER REGISTRATION OR YOUR ACCOUNT WILL BE DELETED.

To activate your account, please either click the link below or
copy and paste to your browser and follow the onscreen instructions.
You will also need to use the Login Activation Number provided to
activate this account.

Your login id is: loginid!

Login Activation Number: 123456789

Activate Account Link:
https://test.www.ok.gov/universal_login/activation.php?7ce15fbfbde07c792fe6e3d245d99354

If you received this email in error or are having difficulties with this activation
process or have any questions, please contact OK.gov Customer Service at:

Phone: 405.524.3468 ext. 0 or Toll free: 800.955.3468
Fax: 405.524.3469

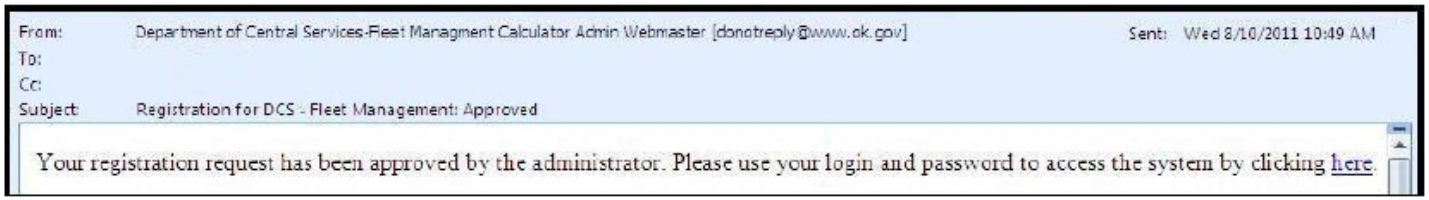
# II - Creating User Account – code entry validation

3.1.7. Account Activation – Phase II

Enter Login Activation Number listed in the email and click "Submit".

3.1.8. Account Activation – Phase III

The Fleet Management Calculator System Administrator will confirm validity of the user's account upon submission of the Login Account Activation and an an account activation confirmation email will be sent to the user.



# II – Making Reservation - steps

- Log in
- Search
- Reserve

- *After a user account is created making a reservations involves three steps*

# II – Making Reservation – log in

## 3.2. Accessing the FMD Vehicle Reservation System

3.2.1. Enter Login ID and Password and click "Sign On".

# II – Making Reservation – validation and search

3.2.2. Confirm current employment with the agency and the division.

**Note:** Completion of this step prior to each vehicle reservation is critical for security purposes to ensure confirmation of an individual's employment with the State, the employing agency and division.

Are you still working with the **Dcs Fleet Management** division of **Capital Assets Management, Division- DCAM** agency?

Yes No

3.2.2.1. "Yes" – leads to the Trip Calculator Reservation home screen.

Note: Intentional and false attestation may be considered as fraud.

# II – Making Reservation – entering trip info

https://www.ok.gov/dcs/calculator/index.php

## Enter Trip Information

* indicates required field

* **Agency Number**
0580:Capital Assets Managment, Division- DCAM

**Current Location** (Enter your current location to find the nearest provider location. Must be a physical address, do not enter a PO Box)

***Address**
2401 N Lincoln blvd

***City** Oklahoma City
***State** OK
***Zip** 73105

* **Total ONE WAY Miles** (Check In-State Mileage) (Check Out-of-State Mileage)
50

* **Pickup Date** 04/19/2013
* **Pickup Time** 7 AM 30

* **Return Date** 04/19/2013
* **Return Time** 4 PM 00

**Select The Class Of The Vehicle :**
Passenger, Midsize

Drop down box

Calculate | Clear | Cancel

# II – Making Reservation – selecting FMD vehicle

## Results :

**Number of Reservation Days*: 1**

**Average Miles Per Reservation Day: 100.000**

* Reservation Day based on 24 hour clock

Trip Optimizer will calculate the most cost efficient option.

Fleet Motor Pool : http://www.ok.gov/DCS/Fleet_Management/FM_Daily_Rental/index.html

**Nearest Location: 317 N.E. 31 Street Suite A, Oklahoma City OK 73105 / Pick up location travel: .57 Miles Away (Map) / $0.64 ***

| | Class Definition | Class Description | Total Cost ** | |
|---|---|---|---|---|
| ◎ | PASSENGER, MIDSIZE | Fusion, Malibu, Taurus | $36.94 | LOWEST TOTAL COST (15.5% lower than next lowest price) |

Reserve Selected Vehicle

Enterprise : http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=OKA5199

**Nearest Location: OKC DOWNTOWN 1615 N. Broadway Ave., Oklahoma City OK 73103 / Pick up location travel: .79 Miles Away (Map) / $0.89 ***

| Class Definition | Class Description | Total Cost ** |
|---|---|---|
| PASSENGER, MIDSIZE | Ford Fusion, Mazda 3, Chevy Malibu, Dodge Advenger, Chevy Cruz, Nissan Sentra | $43.71 |

OSU Motor Pool : http://osuts.okstate.edu/

**Nearest Location: 2024 West Farm Road, Stillwater OK 74078 / Pick up location travel: 49.6 Miles Away (Map) / $56.05 ***

| Class Definition | Class Description | Total Cost ** |
|---|---|---|
| No Result Found | | |

OU Motor Pool : https://www.ou.edu/content/fleetservices.html

**Nearest Location: 510 E. Chesapeake, Norman OK 73019 / Pick up location travel: 20.47 Miles Away (Map) / $23.13 ***

| Class Definition | Class Description | Total Cost ** |
|---|---|---|
| No Result Found | | |

**Mileage Reimbursement**

(if applicable)

| Total Mileage | Total Cost |
|---|---|
| 100 | $56.50 |

**Mileage Rate**

$0.565

** Includes Fuel Cost

*** Applied based on an agency travel policy; covers two-way travel from the location stated to the nearest vendor location

Cancel

# II – Making Reservation – selecting pick up location

3.3.4. Select location, review submission, and click "Continue".

## Vehicle Reservation

You have chosen to Reserve the following vehicle. Please review and verify the information below. If all of the information is correct, please select the 'Complete Reservation' button. If any of the information is incorrect, select the 'Cancel' Button.

| | |
|---|---|
| **First Name:** | ABC |
| **Last Name:** | XYZ |
| **Agency:** | 0580:Central Services, Department |
| **Select Division** | 052:Dcs Fleet Management |
| **Location:** | Oklahoma City |
| **Miles:** | 50 |
| **Date of Pickup:** 08/31/2011 | **Time of Pickup:** 7:30 |
| **Date of Return:** 08/31/2011 | **Time of Return:** 16:00 |
| **Class of Vehicle:** | Passenger, Midsize |
| **Description of Vehicle:** | Passenger, Midsize |

Cancel Continue

submiting reservation

# II - Making Reservation – reservation review

3.3.5. Review your submission a final time and click "Complete Reservation".

**Vehicle Reservation**

You have chosen to Reserve the following vehicle. Please review and verify the information below. If all of the information is correct, please select the 'Complete Reservation' button. If any of the information is incorrect, select the 'Cancel' Button.

| | |
|---|---|
| **First Name:** | ABC |
| **Last Name:** | XYZ |
| **Agency:** | 0580:Central Services, Department |
| **Select Division** | 052:Dcs Fleet Management |
| **Location:** | Oklahoma City |
| **Miles:** | 50 |
| **Date of Pickup:** 08/31/2011 | **Time of Pickup:** 7:30 |
| **Date of Return:** 08/31/2011 | **Time of Return:** 16:00 |
| **Class of Vehicle:** | Passenger, Midsize |
| **Description of Vehicle:** | Passenger, Midsize |

Back | Cancel | Complete Reservation

final submitting reservation

**Note: Withdrawal of the submitted reservation within just 24h to the pickup date and time will result in a fee equal to one day rental.**

Note: Already submitted reservation cancellation shall be submitted within 24 hours prior to the reservation date and time. An agency will be charged the daily rate for the applicable vehicle class for failure to cancel a reservation prior to the scheduled pick up time.

# II – Making Reservation – preapproval email

3.3.6. User receives an email stating the summary of the pending reservation.

From: DCS Webmaster [info@www.ok.gov] Sent: Tue 8/30/2011 3:25 PM
To:
Cc:
Subject: Vehicle Reservation Status: PENDING

The following are the details of your reservation

Reservation Number: 1234

Agency User Name: ABC XYZ

Agency Name: 0580:Central Services, Department

Total One Way Miles: 50

Pickup Date/Time: 08/31/2011 7:30

Return Date/Time: 08/31/2011 16:00

Car: Passenger, Midsize

Car Class: Passenger, Midsize

The above vehicle reservation is pending for approval by the DCS Administrator. If you wish to cancel your reservation, please click on the following link https://test.www.ok.gov/dcs/calculator/menu_public_user.php

Please note that you can cancel your reservation within 24 hours or the agency will be charged a fee equal to one day rental.

# II - Making Reservation – approval email

3.3.7. The Fleet Management Calculator System Administrator approves or denies reservations. Upon approval or denial of the reservation, user receives an email stating the new status of the reservation.

From: DCS Webmaster [info@www.ok.gov] Sent: Tue 8/30/2011 3:29 PM
To:
Cc:
Subject: Vehicle Reservation Status: APPROVED

The following vehicle reservation has been approved by the DCS Administrator.

Reservation Number: 1234

Agency User Name: ABC XYZ

Agency Name: Central Services, Department

Total One Way Miles: 50

Pickup Date/Time: 31-AUG-11 7:30

Return Date/Time: 31-AUG-11 16:00

Car: Passenger, Midsize

Car Class: Passenger, Midsize

# II – Canceling Reservation – main menu

- 24h minimum notice prior reservation

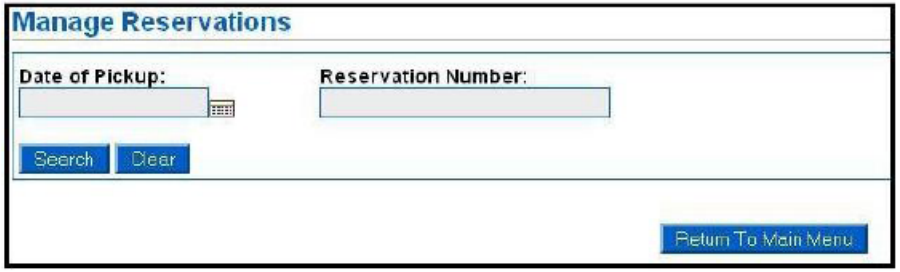
# II – Canceling Reservation – finding reservation

### 3.4. Reservation Cancellation

Already submitted reservation cancellation shall be submitted within 24 hours prior to the reservation date and time. An agency will be charged the daily rate for the applicable vehicle class for failure to cancel a reservation prior to the scheduled pick up time (see 3.3.5.).

3.4.1. From the Trip Calculator Reservation home screen click "My Reservations" (see 3.2.2.1).

3.4.2. Click "Search" or enter reservation number and click "Search"




3.4.3. Click the circle next to your reservation and click "Cancel Selected Reservation".

# II – Canceling Reservation – final review

3.4.4. Review the reservation and click "Cancel This Reservation"

3.4.5. Confirm cancellation by clicking "OK".

# II - Making Reservation – LIVE!

- https://www.ok.gov/dcs/calculator/welcome.php

- *Set up your account and book your rental from Fleet Management online!*
- *Bring your confirmation email when you pickup the vehicle.*

*Note: For special arrangements, please contact Daily Rental directly*

# III - Handling Agency's Admin Vehicles Easier

Benefits of M5-Motor Pool for Owned or Leased:

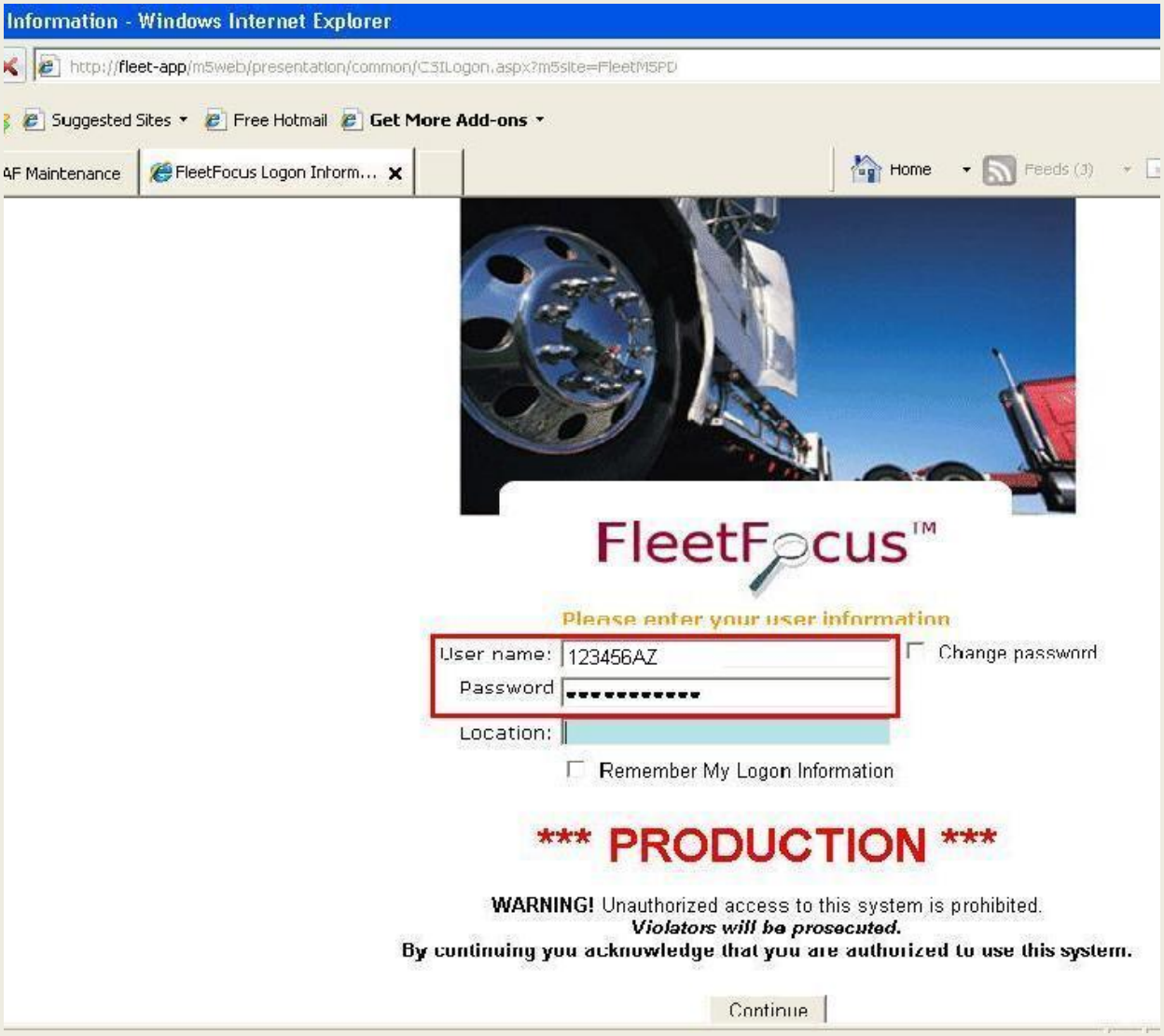
- Know who has the keys your vehicles are at all times.
- Know an approximate return time and date of your vehicles.
- Get full utilization of your vehicles; do same with less for less

Resource: DCAM-PROCESS-FM-L003

- *If several employees that need a car just occasionally instead of daily, sharing a vehicle is a solution*
- *Fleet Management provides a web-based tool (Motor Pool Manager), that enhances an agency's internal scheduling of owned or leased vehicles*
- *This presentation covers key points of the Motor Pool Manager, details are included in the process linked on this slide*

*Note: No cost for vehicles leased from Fleet Management;*
*Implementation subject to applicability and scheduling*

*Employees using the M5 system will be given a unique User Name and Password.*




- *Fleet's application is web-based; no special software needs to be installed*

*Your reservation can now be saved and will return a Motor Pool Ticket Number with a status of "Reserved".*

**Motor Pool Manager** (Version 2.5.0-D)

Motor Pool Information

MP Ticket No.: 12635 | New Ticket | Status: Reserved

All | **Reservation** | Pickup/Return | Adjustment History

Pickup Information
Location: 340000 HEALTH DEPARTMENT
Date/Time: 01/25/2012 22:57:58

Return Information
Location: 340000 HEALTH DEPARTMENT
Date/Time: 01/27/2012 23:11:47

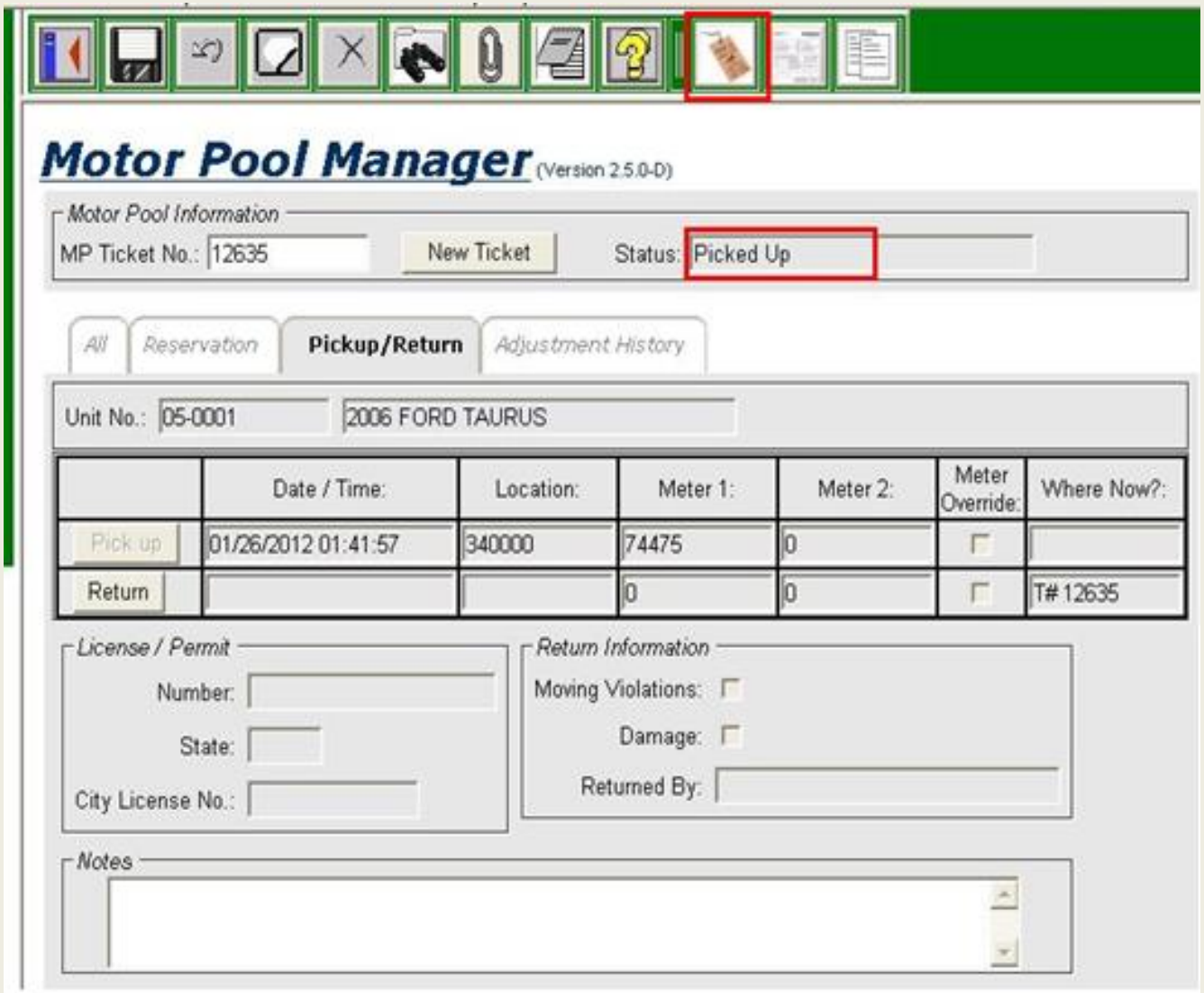
Equipment Detail
Rental Class: MID MIDSIZE
Unit: 05-0001 2006 FORD TAURUS
Serial No.: 1FAHP53206A263137
Tag: ST 10617
Color: SILVER
Where: T# NEW

Requester Detail
Reserved For: 987654 JANE DOE
Department: 340-000 HEALTH DEPARTMENT
Phone No.: 405-521-0000 Ref No.:
Destination: Tulsa
Requested By: J. Smith on:
Reason: Conference
Account No.:

Notes
Overnight stay at Marriott Hotel, downtown

- *Instead of sticky notes and spreadsheets, Motor Pool Manager captures all information in one place*

*When the driver pickups the vehicle, the status of the reservation turns to "Picked Up".*



*When the driver Returns the vehicle, the current odometer reading must be entered. After the Motor Pool Ticket is saved, the system calculates the number of hours/days the vehicle was out as well as the number of miles put on the vehicle.*

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Unit No: 05-0001 2006 FORD TAURUS

| | Date / Time | Location | Meter 1 | Meter 2 | Meter Override | Where Now? |
|---|---|---|---|---|---|---|
| Pick up | 01/26/2012 01:41:57 | 340000 | 74475 | 0 | ☐ | |
| Return | 01/26/2012 09:01:53 | 340000 | 74515 | 0 | ☐ | |

License / Permit
Number:
State:
City License No.:

Return Information
Moving Violations: ☐
Damage: ☐
Returned By:

Notes

Billing Code: MOU340 MOU AGENCY 340
Billing Method: DAILY
Elapsed Time: 7.332 Hour(s)

Motor Pool Charges

| | Quantity | Adjust Qty. | Total: | Free Usage | Rate | Billed Amount |
|---|---|---|---|---|---|---|
| Hours: | 7.33 | 0 | | 0 | $0.00 | |
| Days: | 1 | 0 | 1 | 0 | $0.00 | $0.00 |
| Weeks: | 1 | 0 | | 0 | $0.00 | |
| Months: | 1 | 0 | | 0 | $0.00 | |
| Billed Usage: | 40 | | | 0 | $0.00 | $0.00 |
| Fuel: | 0.0 | | | | $0.00 | $0.00 |
| Miscellaneous: | | | | | | $0.00 |
| Total: | | | | | | $0.00 |

# IV – CNG Vehicles – Daily Rental Inventory

- *Fleet Management offers full size and compact sedans, and also 12-passenger vans in its daily rental pool that are fueled with CNG*
- *The purpose of this presentation is to address concerns of our customers in renting these vehicles*

# IV – CNG Vehicles – big picture

- CNG Initiative:
  - 23 involved states
  - Renegotiated vehicle prices

- FMD has purchased 135 CNG vehicles
  - 71 Honda Civics
  - 48 RAMs 2500
  - 13 Ford Transits
  - 1 Ford F350
  - 1 Ford E250

- State of Oklahoma has purchased over 400 CNG vehicles

- *CNG is here, more and more state vehicles are and will be fueled with natural gas*
- *The Governor leads the initiative, through which state agencies acquired hundreds of these vehicles this year alone*

# IV – CNG Vehicles – renters' concerns

- Safety
- Fueling Sites
- Fueling Process

- *The key concerns Fleet Management's customers are addressed in this presentation*

# IV – Safety - Tank and Fuel Comparison

| Characteristics | Gasoline | CNG |
|---|---|---|
| Tank Material | Plastic | Composites (designed by NASA) |
| Tank Strength | Breakable | Bulletproof |
| Fuel Flammability | High | Low |
| Fuel Dispersion | Low, on ground | High, up in the air |

# IV – Safety - Tanks' Impact Resistance

Here you see two cars after a crash (left: gasoline vehicle; right: CNG car)

IMPACT RUPTURED GASOLINE TANK, CAUSING FIRE

NO LEAK OR RUPTURE OF THE NATURAL GAS FUEL TANK OR SYSTEM

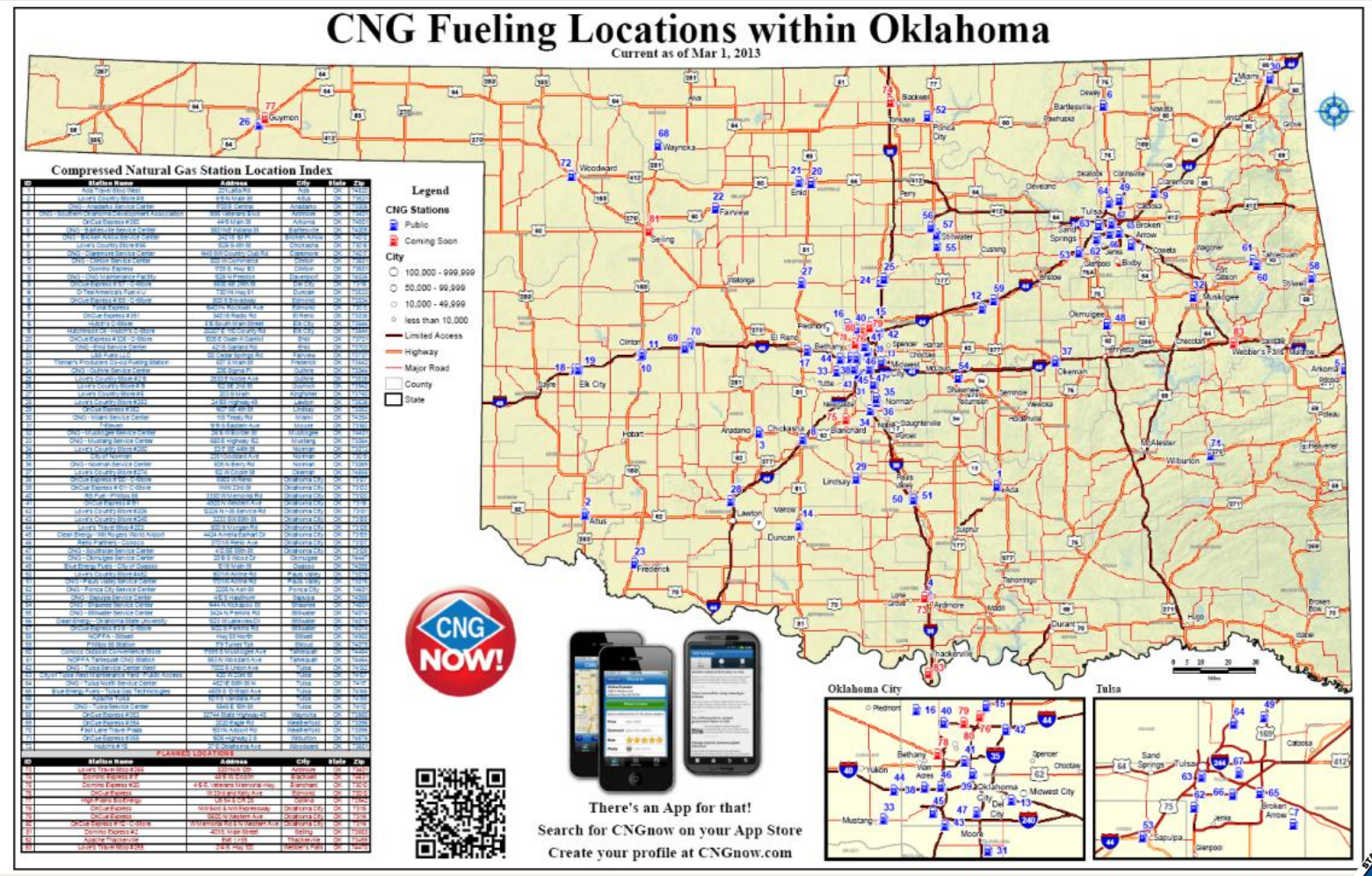
- *CNG tanks are designed to withstand high pressures, therefore they are more impact resistant than gasoline tanks*

# IV – Fueling Sites

- Currently in Oklahoma 73 stations (#2 nationwide)
- Fueling Stations
  - http://www.afdc.energy.gov/locator/stations/
  - http://www.cngnow.com/ (smart phone apps)
- A map of CNG fueling stations, along with names, addresses, and contact numbers is available in every FMD owned CNG fueled vehicle

- *Access to fueling sites is increasing; every quarter new CNG fill sites are being opened in Oklahoma*
- *A smart phone application can assist with planning a trip*

# IV – Fueling Sites



# IV - Fueling Process

- ODOT & OMES Fleet Management video http://www.youtube.com/watch?v=a4QQRUW_1Jg
- Resource: DCAM-PROCESS-FM-F002
- Fleet Management Division will be happy to assist you with initial fueling of CNG vehicle

- *Fueling a CNG vehicle differs from gasoline, but it is not difficult*
- *Fleet Management provides several teaching sources for new CNG drivers to get familiar with a new process*

# Summary

- Mileage Reimbursement Risks
  - *Use state vehicles as much as possible*
- Online Paperless Reservations through Trip Optimizer (FMD Calculator)
  - *Reserve vehicles online instead of through form 015D*
- Motor Pool Functionality for Agency Shared Vehicles
  - *Fulfill an agency's mission with fewer vehicles; use fleet system to manage them*
- Myths and Truths of Driving CNG Vehicles
  - *Feel comfortable renting CNG vehicles from Fleet Management*

# Questions & Follow-ups

- fmd_trip@omes.ok.gov
- 405-521-2206