

## **BOA / Fleet and Travel Management**

Updated July 1, 2010

### **Mission**

To provide safe, dependable, cost efficient transportation for state employee use and to provide assistance to personnel and agencies with transportation requirements when requested.

### **Overview**

Fleet and Travel Management manages approximately 3450 light duty and passenger vehicles across the State of South Dakota. The fleet of vehicles traveled over 37,000,000 miles during FY10. This translates to 146,000 miles a working day (260 days). FTM has 456 pool units and approximately 3007 assigned vehicles, (individuals and agencies). FTM processes over 20,000 work orders a year for repairs and preventive maintenance. The average age of the fleet today is 6.63 years old. Used vehicles are purchased throughout the year from the SD Federal Property Agency (150). New vehicles are purchased when budget and economic conditions allow. With the miles traveled by the fleet we use up approximately 1 vehicle per day via accidents, engines/transmissions, age, wear, etc. All expenses for FTM are recovered through mileage rates (fuel, depreciation, overhead and maintenance). We sell used vehicles to the public during the year through six State surplus auctions: ( 2 held in the Spring and 4 held in the Fall).

The FTM office has 12 ½ FTE to manage the program. Personnel are located in Pierre, Brookings and Vermillion, (1 Director, 1 Deputy Director, 1 Aircraft Scheduling Manager, 2 Program Assistants I, 3 Travel Coordinators, 2 Senior Claims Clerks, 1 Equipment Service Worker, and 1 Staff Assistant). FTM maintains 2 offices at the women's prison in Pierre. One office does data entry for FTM of vouchers, fueling data and title information. The second office is manned 24 hours a day, 365 days a year for assistance to our travelling employees. The inmates at this office are able to provide roadside assistance to those in need, (repairs, towing, ambulance, police, fire/rescue and vehicle scheduling). These offices are supervised by one of our Senior Claims Clerks.

In January 2004, the Fleet & Travel Management office assumed the duties and responsibilities of scheduling the State of South Dakota aircraft for flights in and out-of-state. Our objective is to increase the number of flights and the seating capacity utilized by state personnel. One (1) FTE is dedicated full time to this job in the FTM Pierre office.

A Customer Service Program was established in the year 2000 to work closely with individuals, agencies and over 1,100 vendors to determine the correct vehicles the agencies require and to discuss areas of concern such as maintenance. This was the first time some agencies and vendors had ever seen someone from FTM face to face. The response to this has been positive from both sides. FTM personnel travel the state to meet with agency personnel and vendors to work on communication problems and to get feedback on the services we provide. FTM relies on this feedback to improve services and reduce expenses. We also want to expand our services to meet agency needs if we are able to. Our main goal is to provide personnel and agencies with the proper equipment to do their job. In order to accomplish this we need to meet with them to know their job duties.

## Details

FTM has the following systems in place to assist our personnel in providing the services and support to employees and agencies:

- Journey System  
A computerized system by which an employee can reserve a vehicle for short time use, up to 2 weeks, from FTM's 29 pool sites in 15 cities across the state.
- Equipment Management System (EMS)  
Computerized management system used by FTM to track expenses: fuel, lubricants, accidents, repairs and/or maintenance, overhead and depreciation.
- Pool Sites (29)  
FTM has 456 vehicles located at 29 sites across the state to assist personnel in their travel needs. The sites are located at universities, airports, GFP locations and various state agencies in 15 cities. The three largest sites are Brookings SDSU Motor Pool (110), Pierre FTM (94) and Vermillion FTM (60).
- Driver's Handbook  
FTM provides a driver's handbook for every vehicle in the fleet. These books contain information for the driver on policies and procedures, state fueling locations, phone numbers, etc. This handbook is updated yearly, if required, by FTM. All drivers of state vehicles are required to read this handbook and sign a statement, (listed in the front of the book), that they agree to abide by the policies and procedures outlined.
- Automated State Fueling System  
FTM maintains an automated fueling system across the state for our employees use. The state has 96 sites where bulk fuel is stored and dispensed to vehicles. These sites are located at universities, DOT sites, GFP areas and various state agencies. Since being installed the state has pumped over 20,000,000 gallons of fuel through the system. This translates to approximately \$4,000,000 in fuel cost savings at \$0.20 per gallon (bulk fuel cost difference). The system has also processed over 1,500,000 fuel transactions. This represents a "soft" savings in employee time of approximately \$0.80 per transaction over commercial purchases where a voucher must be processed. \$1,200,000 in employee time is estimated to have been saved. It is highly recommended to employees that this automated fueling system be used whenever possible to save on fueling expense.
- Fleet Fueling Card  
FTM provides a Voyager Fleet Fueling Card for all vehicles to be used in traveling when the State of South Dakota sites are not available. This card is recognized throughout the United States at service stations and is widely used by our employees in South Dakota and the surrounding states while traveling. The card may also be used for minor repairs, tires and PM's by the employee.