

FY 2017 FLEET MANAGEMENT PLAN AND BUDGET NARRATIVE

A Fleet Management Plan (FMP) defines and describes how the motor vehicle fleet serves an agency's mission. The FMP is multi-year map of a systematic approach to vehicle acquisition, use, maintenance, refueling, and replacement. The plan should anticipate and account for changes in mission, organization, and resulting vehicle demand. The plan must establish an agency's strategy for achieving full compliance with current management and sustainability mandates. The plan must also define how vehicle selection will achieve maximum fuel efficiency, and limit motor vehicle body size, engine size and optional equipment to what is essential to meet the agency's mission. The plan should guide the programming of funds necessary to continue fleet operations.

This document provides the template for Executive Branch fleet managers to prepare and update their agencies' Fleet Management Plans to obtain an optimal fleet inventory and document the steps being taken to operate those fleets most effectively and efficiently. Updated FMPs also satisfy the narrative report requirements in OMB Circular A-11, as well as addressing GAO recommendations, explanations of FAST reporting, and Executive Order requirements to prepare a Fleet Management Plan and incorporate it into the agency Annual Strategic Sustainability Performance Plan.

Instructions: Address each of the 11 sections listed below clearly and completely. Take as much space as needed. Please view this as your opportunity to tell your agency's fleet story, to profile your fleet operations, to explain its unique challenges, and to share successes. Read the introductory paragraph(s) for each section carefully and fully address all of the questions. If something does not apply to your agency, say so; if the question misses something important that sheds light on your agency's fleet, add it. Be aware that not everyone reading your document may be a fleet expert so communicate in a clear, simple manner as if writing for the layman. Please leave the questions in place along with your response.

**FY 2017 FLEET MANAGEMENT PLAN AND BUDGET NARRATIVE
FOR
Social Security Administration**

(A) Describe the agency mission, organization, and overview of the role of the fleet in serving agency missions.

- (1) Briefly describe your agency's primary/core mission and how your fleet is configured to support it.
- (2) Please describe the organizational structure and geographic dispersion of your fleet.
- (3) Describe how vehicles are primarily used, and how do mission requirements translate into the need for particular vehicle quantities and types.

Our mission is to deliver Social Security services that meet the changing needs of the public. Few government agencies touch the lives of as many people as we do. The programs we administer provide a financial safety net for millions of Americans, and many people consider them the most successful large-scale Federal programs in our Nation's history. Social Security initially covered retired workers. Later program expansions added dependent and Survivor benefits, as well as Disability Insurance (DI). We also administer the Supplemental Security Income (SSI) program, a Federal needs-based program financed through the general revenue funds. In fiscal year (FY) 2017, we provided, on average each month, benefits to approximately 51 million OASI beneficiaries, 11 million DI beneficiaries, and 8 million recipients of Federal SSI benefits, of whom approximately 2.6 million were also beneficiaries of OASI or DI benefits. Total benefit payments during FY 2017 were approximately \$791 billion for OASI, \$143 billion for DI, and \$55 billion for Federal SSI benefits.

We have approximately 61,000 employees and deliver services through a nationwide network of about 1500 offices. We also have a presence in several United States embassies around the globe. Our field offices and card centers are the primary points of contact for in-person interaction with the public. Our tele service centers primarily handle telephone calls to our national 800 number. Employees in our processing centers primarily handle Social Security retirement, survivors, and disability payments, but also perform a wide range of other functions, which include

answering calls to our National 800 Number. We depend on State employees in 53 State and Territorial Disability Determination Service centers to make disability determinations. The administrative law judges in our hearing offices and administrative appeals judges in our Appeals Council make decisions on appeals of denied Social Security and SSI claims. Geographically, we are divided into 10 regional offices and a Headquarters.

Our fleet is comprised of 28 heavy-duty vehicles and buses, 19 medium-duty vehicles, 165 light-duty vehicles (minivans, pickup, etc.), and 236 sedans for 448 vehicles. We use these vehicles throughout the 10 regions and at Headquarters. Employees use passenger vehicles for official business when conducting investigations or retirement, survivors, and disability interviews with the American public. The large passenger vehicles operate as shuttles to carry employees to central locations for meetings and training. The agency utilizes trucks and trailers to transport mail, supplies, equipment, and furniture throughout the regions, Headquarters, and between offices in the Baltimore and Washington D.C. metropolitan areas.

(B) Describe the agency's vehicle acquisition/replacement strategies.

- (1) Describe your agency's vehicle sourcing strategy and decision(s) for purchasing/owning vehicles compared with leasing vehicles through GSA Fleet or commercially. When comparing the cost of owned vehicles to leased vehicles, you should compare all direct and indirect costs projected for the lifecycle of owned vehicles to the total lease costs over an identical lifecycle. Include a rationale for acquiring vehicles from other than the most cost effective source. Note: Information on calculating indirect cost is contained in FMR Bulletin B-38, Indirect Costs of Motor Vehicle Fleet Operations.
- (2) Describe your agency's plans and schedules for locating AFVs in proximity to AFV fueling stations.
- (3) Describe your agency's approach to areas where alternative fuels are not available and whether qualifying low greenhouse gas (LGHG) vehicles or ZEVs are being placed in such areas.
- (4) Describe your agency's plans to reduce greenhouse gas (GHG) emissions as compared to a 2014 baseline.
- (5) Is the acquisition of zero emission vehicles (ZEVs) part of your fleet's strategy to achieve current sustainability requirements? If funding is required to comply with this mandate, has it been requested?

The agency's primary sourcing strategy for acquiring vehicles is through GSA Fleet. When comparing the cost of owned vehicles to the cost of leased vehicles, we have found that it is beneficial and more cost effective to lease vehicles through GSA Fleet versus owning vehicles. Leasing vehicles through GSA Fleet,

allows us to maintain a newer fleet without the maintenance costs. However, we do acquire commercial leases when necessary for executive personnel when no suitable executive vehicle is offered through GSA Fleet.

Our 2014 GHG baseline was 373.40. Our intermediary 2017 GHG score was 349.32. We have already started showing a reduction in GHG emissions. Our plan will be in phases: In FY16, we started to meet the requirements of EO 13693 by acquiring all low GHG vehicles to the maximum extent possible. We have strategically placed all newly acquired vehicles in areas with supporting fuel type infrastructures. All vehicles located within 5 miles or 15 minutes of an E85 fueling station will receive an E85 capable flex fuel vehicle. Vehicles outside of an E85 radius will receive a low GHG dedicated gasoline vehicle. The HQ Fleet Manager monitors all vehicle acquisitions and will not approve any non-compliant, non-Low GHG vehicle without strong justification supporting a functional need exception. We practiced this strategy in FY17 and will continue this process until all vehicles are in locations with supporting fuel infrastructures as identified by the Department of Energy Alternative fuel locator.

Our plan to meet the requirements of 20 percent ZEVs started in FY14 when we participated in the GSA Electric Vehicle Pilot Program and received two Electric Vehicles (EV's). In February of FY16, we procured an additional two Plug-in Hybrid Vehicles (PHEV's). In FY17, we procured six PHEV's and will procure another six PHEV's in FY18. As a part of our VAM survey, we intentionally added new questions pertaining to how the vehicles are being used. This data will help us identify vehicles not used to perform investigative work, while simultaneously identifying potential locations for PHEV's or EV's. All subcomponents within the agency have been informed to identify potential places for ZEVs and to budget for appropriate funding. SSA's fleet budget is not centralized. Each component has and controls their own budget. Office of Media and Logistics Management (OMLM) has informed the other components of the new requirements and advised them to budget accordingly.

OMLM can produce documentation for the vehicles that OMLM utilizes and maintains at HQ.

(C) Describe your agency's Telematics related acquisition strategies.

- (1) Where appropriate, are telematics now being added to all new passenger, light duty vehicle and medium duty vehicle acquisitions? (Yes or No)?
- (2) If not, please explain if there are security or service availability concerns, lack of return on investment, or other issues that make the installation inappropriate for certain vehicles.
- (3) If telematics is not yet installed but will be installed in the future, please describe your plans.
- (4) Approximately how many vehicles currently have telematics installed?
- (5) Has the agency acquired telematics through GSA, directly from a vendor, or both? For telematics not acquired through GSA contracts, please list the name of the product and company.
- (6) Are the data produced through telematics captured by your agency's fleet management information system (FMIS)?
- (7) Please share the types of telematics technology and features installed, successes, benefits and lessons learned that you have realized through the use of telematics.

Telematics are currently installed in 73 light duty vehicles. We do not feel it is appropriate or cost effective to install telematics in our medium duty vehicles at this time. The installation process is ongoing and will continue into FY19 as new acquisitions arrive. Starting in May of FY16, Headquarters tested 10 Category II devices procured through GSA contract GS-#F-CA051 provided by AT&T. Testing was successful. The devices are reliable and can provide us the data that we require. We have directed all sub components of SSA, starting in FY17, to procure the appropriate number of devices for their new light duty passenger acquisitions. The installation process will continue until all covered vehicles have them. We decided that this was the best course of action in order to keep the data consistent while allowing subcomponents to budget accordingly. The agency currently uses GSA's Fleet Drive Thru and Federal Fleet Management System (FEDFMS) as our Fleet Management Information System (FMIS), and the telematics data will be sent to GSA per the Telematics Blanket Purchase Agreement (BPA).

According to the GSA and AT&T, the Category II devices provided under this contract are secure encrypted devices and will meet the requirements of EO 13693 as well as address any security concerns the agency has. The category II telematics devices acquired through this contract use cellular technology with the following features:

GPS Tracking

Engine Diagnostics
Idling
Utilization
Emissions
Vehicle monitoring and driver ID
Fuel usage

We will continue to analyze the telematics data in FY18 and FY19 to assist us in improving vehicle efficiencies.

D) Describe your agency's efforts to control fleet size and cost.

- (1) Explain any measurable change, since last year, in your agency's fleet size, composition, and/or cost or if you are not meeting optimal fleet goals (based on agency VAM study results).
- (2) Describe the factors that hinder attainment of your optimal fleet (e.g., budgetary, other resource issues, mission changes, etc.).
- (3) Discuss any trends, such as movement from larger to smaller vehicles, and the rationale or causes behind such trends.
- (4) Discuss the basis used for your future cost projections (published inflation estimates, historical trends, flat across-the-board percentage increases, mission changes, etc.)
- (5) Does your agency document/monitor the additional cost of home-to-work (HTW) use of Federal vehicles? If so, please briefly describe how these additional costs are determined.

Our fleet has under taken a small change in Fleet Size, with a considerable change in fleet composition. Our overall vehicle size is decreasing across the agency. Our vehicle of choice for FY17 was compact sedans or compact SUV's. This is a substantial difference from previous years when midsize sedans were the vehicle of choice. By reducing the vehicle size, we also gained a financial benefit of lower lease costs. Our VAM goal was 479 vehicles, and we are currently below our VAM goal. We have no intention and have seen no trends that indicate we will need to move toward larger, less fuel-efficient vehicles of any kind in the future. Note: Sixty percent of our fleet is used by the Office of Inspector General (OIG) or Cooperative Disability Investigative (CDI) components of SSA.

In past years, we have added a flat 3 percent growth into our cost projections and did the same for FY18 through FY20 projections. We have found this increase to be suitable while giving us the flexibility to cover unexpected requirements.

We are aware of the alternatives to adding to our fleet. We use

GSA's Short Term Rental program to fill short-term vehicle requirements when necessary.

Two components within the agency use Home to Work use of vehicles. At the present time, we do not monitor or document Home to Work use or the associated cost of those vehicles.

(E) Describe how your agency assigns and shares vehicles.

- (1) Describe how vehicles are assigned at your agency (i.e., individuals, offices, job series, motor pools).
- (2) Describe your agency's efforts to reduce vehicles assigned to a single person wherever possible.
- (3) Describe agency efforts to encourage pooling, car sharing, shuttle bus, and other consolidation initiatives designed to reduce the size of your motor vehicle requirements.
- (4) Describe how HTW vehicles are justified, assigned, and reported, as well as what steps are taken by your agency to limit HTW use.

We assign vehicles to regional offices and the Headquarters motor pool based on the frequency of official travel performed by full time personnel, required travel for the position, and the location of employees' duty stations. The employees use the vehicles for official business, such as, attending meetings or conducting investigative, retirement, survivors, disability, and supplemental income interviews with the public. We assign vehicles both to individuals and offices based on the type of work they are performing. We assign individual vehicles to investigative employees in our OIG component due to their unique official duties.

We determine the number of medium and heavy-duty vehicles based on the requirements for delivering equipment, supplies, and furniture to facilities in the Baltimore/Washington D.C. metropolitan areas and offices located throughout the 10 regions.

To minimize the number of vehicles assigned to a single person we:

- Encourage employees to seek mass or public transportation for official travel when it is more advantageous for the Government.

- Provide shuttle services for employees on official business requiring movement in and around the Baltimore and Washington D.C. metropolitan areas.
- Consolidate transportation requests and encourage car sharing when traveling to the same destination at the same time.
- Provide a Headquarters motor pool for U-drive it vehicles or motor vehicle operator-driven vehicles for larger groups of employees.

In accordance with the GSA Bulletin FMR B-35, we limit home-to-work authorizations to the Commissioner and the Deputy Commissioner as well as approved OIG special agents stationed in the regions. We require a Home to Work authorization letter that is maintained within each component's Headquarters for all HTW use of vehicles. We do not monitor the HTW usage and cost for the OIG agents at this time but will consider doing so in the future.

(F) Describe the agency's Vehicle Allocation Methodology (VAM) planning and efforts.

Provide information on the methods used to determine your agency's VAM targets/optimal inventory.

(1) What is the date of your agency's most recent VAM study and have all bureaus and vehicles been studied? Please briefly describe the results (Add/Reduce/Change vehicle types, sizes, etc.).

(2) From your most recent VAM study, please describe/provide the specific utilization criteria (miles, hours, trips, or other measures) used to justify retention of a vehicle? If different criteria are used within the fleet, provide the criteria for each.

(3) From your most recent VAM study, please attach the questions used to conduct the VAM survey (see FMR Bulletin B-43(7)(B). If you have multiple surveys, attach the one most often used in your fleet.

We set our initial VAM target based on specific individual vehicle usage data we received by utilizing the sample VAM survey questions provided in the initial VAM guidance release. Subsequently, in March 2013, we conducted a review and validation of all agency vehicles that averaged less than 200 miles a month for six consecutive months. After completing this review, we turned in 11 underutilized vehicles. In April 2016, we again reutilized the VAM survey questions to validate the continued need for all assigned vehicles.

In FY17, we decreased our fleet from 451 to 448 vehicles

which is below our VAM target of 479 vehicles for FY15. Upon evaluating the survey responses and taking the information below into consideration, we are maintaining our VAM target at 479 for FY18.

We meet with our internal fleet liaisons to inquire about future fleet requirements, such as, increasing our partnership with Local and State Law Enforcement agencies and standing up seven additional CDI units. Each unit typically has at least two vehicles used in combatting disability fraud at the lowest level. We are committed to our anti-fraud efforts, and we partnership with the OIG to root out and prevent disability fraud wherever it may occur.

In our most recent VAM survey, we used all the questions from our old VAM survey and added a couple new questions. These additional questions will be helpful in assisting us in meeting the requirements of EO 13693. The new questions were tailored to the way the vehicles are being used to help identify potential locations where Zero Emission Vehicles can be placed. The new questions were:

1. Do you use your vehicle for administrative purposes?
2. Do you use your vehicle for investigative purposes?

Based on this information, vehicles used to perform administrative work could be considered potential candidates for locations where we can place EV's or PHEV's.

(G) Describe your fleet's agency-wide Fleet Management Information System

Federal agencies were asked to begin collecting asset level data (ALD) beginning October 1, 2016 in order to be able to report ALD in the October-December 2017 FAST data call. To comply, your agency needs a fleet management information system (FMIS) that collects and reports inventory, cost, usage, and other information on a "per vehicle" basis.

- (1) Does your agency have a fleet management information system (FMIS) at the Department or Agency level that identifies and collects accurate inventory, cost, and use data that cover the complete lifecycle of each motor vehicle (acquisition, operation, maintenance, and disposal), as well as provides the information necessary to satisfy both internal and external reporting requirements? (See FMR 102-34.340)
- (2) Is your agency using a commercially off the shelf (COTS) fleet management information system or personal property system, an in-house developed system, or GSA's Federal Fleet

Management System (FedFMS)? Describe to what extent the system has been implemented agency-wide.

The agency does not have an agency owned Fleet Management Information System. We utilize GSA's "Fleet Drive-Thru" Fleet Management Information System (FMIS) as our primary fleet management tool and FEDFMS for our agency owned vehicles. We utilize the system's "FAST Data Center" tool to produce a Microsoft Excel spreadsheet listing our GSA-leased vehicles. We also enter the data for our four agency-owned vehicles to produce a comprehensive listing of all assigned vehicles.

We are using GSA's FMIS to report all of our vehicles nationwide. Beginning in October 2017, GSA Fleet Drive Thru FMIS has been able to provide data at the asset level for all data elements as required by EO 13693.

(H) Describe how your agency justifies acquiring restricted vehicles.

- (1) If your agency uses vehicles larger than class III (midsize), is the justification for each one documented?
- (2) Does your agency use the law enforcement (LE) vehicle classification system described in GSA Bulletin FMR B-33? If not, why not?
- (3) If your agency reports limousines in its inventory, do they comply with the definition in GSA Bulletin FMR B-29?
- (4) For armored vehicles, do you use the ballistic resistance classification system of National Institute of Justice (NIJ) Standard 0108.01, and restrict armor to the defined types?
- (5) Are armored vehicles authorized by appropriation?

In accordance with the implementation guidance for the Energy Independence and Security Act of 2007, Section 141, we have an approved agency exception letter on file and maintain exception data for all vehicles within our fleet that are larger than a class III (midsize) vehicle. We have 1 Law Enforcement (LE) vehicle used for investigative purposes, which is classified as LE 1. However, we have elected not to exempt any vehicles from the Energy Policy Act of 2005 or VAM reporting.

We post the executive fleet vehicles on the agency's website as required by the Presidential Memorandum of May 2011. SSA has no limousines or armored vehicles.

(I) Describe the impediments to your fleet achieving optimal fleet management.

- (1) Please describe the obstacles your agency faces in optimizing its fleet.
- (2) Please describe the ways in which your agency finds it hard to make the fleet what it should be, operating at maximum efficiency.
- (3) If additional resources are needed, (such as to fund management information system implementation or upgrades, or to acquire ZEVs, or LGHG vehicles, or install alternative fuel infrastructure) have they been documented and requested?
- (4) Describe what specific laws, Executive Orders, GSA's government-wide regulations or internal agency regulations, budget issues, or organizational obstacles you feel constrain your ability to manage your fleet. Be specific and include examples. If you have a solution, describe it and indicate whether we can share the solution with other agencies as a potential best practice.

We do not foresee any obstacles in maintaining our optimal fleet size. Note, based on projected mission essential vehicle requirements in FY18, our VAM target will remain at 479 vehicles.

(J) Describe FAST reporting status, and any anomalies and/or possible errors in reported data.

- (1) Was your agency able to report asset level data (ALD) for FY2017? If not, describe your agency's plan to report ALD for FY 2018 data.
- (2) Explain any problems with agency data reported in FAST.
- (3) Discuss any data fields highlighted by FAST as possible errors that you chose to override rather than correct. Examples would be extremely high annual operating costs or an abnormal change in inventory that FAST considers outside the normal range, or erroneous data in prior years causing an apparent discrepancy in the current year.

Social Security Administration was successful in reporting Asset Level Data (ALD) for FY17. Two Highlighted areas we decided to override:

1. The monthly operating cost for FY17 through FY20 does not fall within the pre-defined operating cost threshold. This is the result of a GSA leased vehicle, and the operating cost is provided by GSA. In this case, the vehicle has accumulated more miles than what is considered average. This concern is resolved.
2. The annual acquisition cost for FY18 through FY20 planned acquisitions reflects "zero" dollars. Those cost have not been provided by GSA. This concern is resolved.

(K) Summary and contact information.

(1) Who should be contacted with questions about this agency fleet plan? (Provide the name and contact information for the agency headquarters fleet manager and the person preparing this report if different)

(2) Indicate whether the budget officer participated in the VAM and A-11 processes. (Provide the name and contact information for the budget office reviewing official).

(3) Indicate whether the Chief Sustainability Officer participated in the VAM, vehicle planning, and vehicle approval processes. (Provide the name and contact information for the CSO reviewing official).

The Chief Sustainability Officer and the Budget Officer did participate in the process.

Direct fleet questions to:

Steven Redfearn, Transportation Officer
410-965-4086

Direct budget questions to:

Stephanie Hedgespeth
Budget Analyst
410-965-8280

Chief Sustainability Officer:

Marc Mason, Associate Commissioner,
Office of Facilities and Logistics Management (OFLM)
410-966-2772

Budget Office POC reviewed the inputs prior to our submission.