FY 2015 FLEET MANAGEMENT PLAN AND BUDGET NARRATIVE

January 21, 2016

Developing a Fleet Management Plan is critical to an agency in defining and describing how the motor vehicle fleet serves its mission needs. A Fleet Management Plan 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 a strategy for achieving full compliance with mandates to lower greenhouse gas (GHG) emissions, acquire alternative fueled vehicles, utilize alternative fuels including bio-based fuels, acquire low greenhouse gas emitting vehicles, incorporate telematics, acquire zero emission vehicles, convert to asset level data reporting, and reduce petroleum. The plan must also define how vehicle selection will advance sustainable acquisition, 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 agencies to prepare and update Fleet Management Plans to obtain an optimal fleet inventory and document the steps being taken to operate those fleets most effectively and efficiently. Agency adherence to this guidance will ensure compliance with the Executive Order 13693 requirement to prepare a Fleet Management Plan and incorporate it into the agency Annual Strategic Sustainability Performance Plan. It will also satisfy the instructions in OMB Circular A-11 entitled "Fleet Data Reporting in FAST" for a narrative section to explain and support inventory and cost data.

Instructions: Address each of the 11 areas listed below clearly and completely. Take as much space as needed. Please view this as your opportunity to tell your agency's story, to profile your agency's fleet operations, to explain its unique challenges, and to present its successes and failures. Read the introductory material carefully and 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 clearly as if writing for the layman. Please leave the questions in place along with your response.

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FOR

(Social Security Administration)

(A) Introduction that describes 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 your agency's ancillary missions, such as administrative functions, and how your fleet supports them.

(4) 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) 2015, we provided, on average each month, benefits to approximately 47 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 2015 were
approximately $734 billion for OASI, $143 billion for DI, and
$55 billion for Federal SSI benefits.

We have over 65,000 employees and deliver services through a
nationwide network of about 1,500 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 54 State and Territorial Disability Determination
Services 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 27 heavy-duty vehicles and buses, 18
medium-duty vehicles, 142 light-duty vehicles (minivans, pickup,
etc.), and 273 sedans for 460 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) Description of 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) EO13693 requires agencies to reduce greenhouse gas (GHG) emissions as compared to a 2014 baseline. Describe your agency's plans to meet this goal. If funding is required to comply with this mandate, do you have documentation that it has been requested?

(5) EO13693 requires agencies to acquire zero emission vehicles (ZEVs) as an increasing percentage of passenger vehicle acquisitions. Describe your agency's plans to meet this goal. If funding is required to comply with this mandate, do you have documentation that it has been requested?

(Note: Do not attach or provide funding documentation unless 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 373.7. Our intermediary 2015 GHG score was 369.04. We have already started showing a reduction in GHG emissions. Our plan will be in phases, starting in FY16, we plan 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. This process will continue until all vehicles are in locations with supporting fuel infrastructures as identified by the DOE Alternative fuel locator.

Our plan to meet the requirements of 20% ZEVs started in FY15. In December of FY16, we have procured two plug-in Hybrid vehicles. 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 a 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 Supply Warehouse Management(OSWM) has informed the other components of the new requirements and advised them to budget accordingly. OSWM can produce documentation for the vehicles that OSWM utilizes and maintains at HQ.

(C) Description of Telematics related acquisition strategies.

(1) EO13693 requires agencies to incorporate telematics into the fleet. Describe your agency's plans to meet this goal.

(2) If funding is required to comply with this mandate, do you have documentation that it has been requested? (Do not attach or provide funding documentation unless requested).

(3) Has the agency acquired the telematics system through GSA or directly from a vendor/company? If so, provide the name of the vendor/company. Did the costs of telematics systems acquired directly from the vendor/company exceed those provided through GSA? If so, please provide rationale for the decision.

(4) Describe the type of telematics technology installed (satellite, cellular or radio frequency identification (RFID)).

(5) What type of telematics features are installed in your vehicles. Check all that apply from the list below: (Note – When the form is finalized, there will be check boxes or drop down box included on the template)

GPS tracking - Fleet managers can monitor the location of their vehicles in real-time by logging on to a user accessible website.

Engine diagnostics - Fleet managers can have engine diagnostics reports delivered to their email showing the current condition of the vehicle, odometer readings, idle time, emissions information and speed data.

Vehicle monitoring and driver identification - Fleet managers can track a driver of every vehicle via the usage of key fobs for the drivers or in-vehicle devices and can track who is, or was, driving any given vehicle at any particular time, as well as limit who can operate which vehicles.

In-vehicle recording – This solution uses inward and outward facing cameras to record the driver's behavior as well as the vehicle's surroundings. The device saves the footage from several seconds before and after a sudden movement occurs, such as sudden stop or hard turn.

Instant driver feedback – This system provides an immediate, private, in cabin indication via light activation within the driver's line of sight. The feedback device is designed to track and report harsh breaking, sudden acceleration, cornering/high speed turns, unsafe lane changes and speeding (with a pre-determined speeding threshold).

Other – Describe other service

Fuel Usage - Information on gallons of fuel and subsequent MPG calculations.

(6) Describe the obstacles encountered, lessons learned, and any experiences or other information that may benefit other agencies. Consideration should be given to the impact that aftermarket telematics may have on vehicle warranties.

We plan to meet the telematics requirements of EO 13693 in three phases, starting in May of FY16, HQ will test 10 Category II devices procured through GSA contract GS-#F-CA051 provided by AT&T. If testing is successful, and the devices are reliable and provide us the data that we require, we will direct all sub components of SSA to procure the appropriate number of devices for their sub fleet. 50% of the devices will be procured in FY16 and the remaining 50% of the devices will be procured in early FY17. We have decided that this was the best course of action in order to keep the data consistent. All sub components have been

advised to budget for this additional requirement and to provide us confirmation from the component's Fleet Liaison. According to the General Services Administration, the Category II devices provided under this contract meet the requirements of EO 13693 and can provide us vehicle data that will assist us in obtaining an optimum fleet. 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

One obstacle we encountered in FY16, which contributed to us making this decision, was that telematics was not offered in all vehicles and each manufacturer offered a different website to access data, which would complicate the telematics management process.

(D) Description of efforts to control fleet size and cost.

(1) Provide an explanation for any measurable change 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 toward larger, less fuel-efficient vehicles and the justifications for such moves.

(4) Are you aware of and do you consider alternatives (short term rental, pooling, public transportation, etc.) to adding a vehicle to the agency's fleet?

(5) Discuss the basis used for your future cost projections
(published inflation estimates, historical trends, flat across-
the-board percentage increases, mission changes, etc.)

 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
FY16 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. One of the factors that must be considered, that
will not hinder attainment of our optimum fleet but will delay
it, is that we have a large amount of vehicles being used for
investigative work. 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 FY15 through FY18
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.

(E) Description of Vehicle Assignments and Vehicle Sharing.

(1) Describe how vehicles are assigned at your agency (i.e.,
individuals, offices, job classifications, motor pools).

(2) Describe your agency's efforts to reduce vehicles assigned
to a single person wherever possible.

(3) Describe pooling, car sharing, and shuttle bus consolidation
initiatives as well as efforts to share vehicles internally or
with other Federal activities.

(4) Describe how home-to-work (HTW) vehicles are justified,
assigned, and reported, as well as what steps are taken by your
agency to limit HTW use.

(5) Does your agency document/monitor the additional cost of HTW use of Federal vehicles? If so, please describe how.

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; and
- Consolidate transportation request 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) Evidence of Vehicle Allocation Methodology (VAM) Planning.

Provide information on the methods used to determine your agency's VAM targets/optimal inventory. (Recommendation #2 from GAO report: GAO-13-659. See FMR Bulletin B-30 for guidance on conducting a VAM study and developing VAM targets).

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

(2) From your most recent VAM study, please describe/provide the specific utilization criteria (miles, hours, vehicle age, or other measures) used to determine whether to retain or dispose of a vehicle? If different criteria were used in different bureaus or program areas, provide the criteria for each.

(3) From your most recent VAM study, what were the questions used to conduct the VAM survey (see FMR Bulletin B-30(6)(C)) (if lengthy, provide as an attachment)? If different questions were used by different bureaus or program areas, provide the questions for each. If a VAM survey was not conducted, please describe the methods used to apply utilization criteria to each vehicle in your agency's fleet and collect subjective information about each vehicle that potentially could provide valuable insights/explanations into the objective criteria.

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 2015, we again reutilized the VAM survey questions to validate the continued need for all assigned vehicles.

In FY 2015, we increased our fleet from 458 to 460 vehicles, and today we are at 460 vehicles, which is below our VAM target of 479 vehicles for FY 2015. Upon evaluating the survey responses

and taking the information below into consideration, we are maintaining our VAM target at 479 for FY 2015.

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 a couple new questions that were added this year. These additional questions will be helpful in assisting us in meeting the requirements of EO 13693. The New questions are geared 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 locations for EV's or PHEV's.

(G) Description of the agency-wide Vehicle Management Information System (See FMR 102-34.340)

Federal agencies are 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 will need a management information system (MIS) capable of reporting inventory, cost, usage, and other information on a "per vehicle" basis.

(1) Does your agency have a vehicle management information system (MIS) 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?

(2) Your agency was provided a draft list of 70 VLD data elements. How many of the 70 data elements is your current system able to report on a "per vehicle" basis right now?

(3) Describe your agency's plan for reporting all required ALD elements. What is the timeline?

(4) If your agency does not currently have a system capable of reporting ALD, describe the steps (documented) that are being taken or have been taken to comply with Executive Orders, regulations, and laws that require such a system.

(5) If your agency currently uses telematics systems, does your MIS capture and report all of the data from those devices?

We utilize GSA's "Fleet Drive-Thru" Fleet Management Information System (FMIS)as our primary fleet management tool. We utilize the system's "reports carryout" tool to produce a Microsoft Excel spreadsheet listing our GSA-leased vehicles. We also enter the data for our four agency-owned and one commercially-leased vehicle to produce a comprehensive listing of all assigned vehicles. The current system does not report vehicles at the "vehicle level", It reports vehicles by the vehicle class. We currently report the vehicle type, fuel type, and location.

We have consulted with the General Services Administration about Asset Level Data, and they have informed us that starting in 2017, GSA Fleet Drive Thru FMIS will be able to provide data at the asset level for all data elements as required by EO 13693.

(H) Justification for 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 two Law Enforcement (LE) vehicles 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 vehicle on the agency's website as required by the Presidential Memorandum of May 2011. SSA has no limousines or armored vehicles.

(I) Impediments to 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? Do you have a copy of this documentation? (Do not attach or furnish unless 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 FY 2015 and FY 2016, our VAM target will remain at 479 vehicles.

(J) Anomalies and possible errors.

(1) Explain any real or apparent problems with agency data reported in FAST.

(2) 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.

(3) Explain any unresolved flagged, highlighted, or unusual-appearing data within FAST.

We have two data fields highlighted by FAST. One field highlighted indicates the age of two agency owned Heavy Duty vehicles within our inventory that has exceeded the life expectancy. Due to the limited and specific use of these vehicles, it would not be cost effective for us to replace those vehicles. This concern is resolved.

We have two GSA leased Law Enforcement vehicles that are highlighted in FAST. These two LE vehicles are showing an unusually high annual operating cost for years 2015 through 2018. This unusually high cost is attributed to the previous year's number of LE Light Duty vehicles that were incorrectly identified, adding $11,553 to the 2015 LE operating cost and a similar amount for years 2016 through 2018. We retrieved this data from GSA's FAST Data Center and have consulted GSA for guidance on how to correct it. We have informed Michelle Kirby (FAST Administrator) about this cost.

(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).

Direct fleet questions to:

Jerome Walker, Transportation Officer

410-965-4082

Direct budget questions to:

Stephanie Hedgespeth

Budget Analyst

410-965-8280

Chief Sustainability Officer:

Chris Molander, Associate Commissioner,

Office of Facilities and Supply Management (OFSM)

410-965-7401

The Budget Office POC reviewed the inputs prior to our submission.