

## FY 2021 FLEET MANAGEMENT PLAN AND BUDGET NARRATIVE

This document provides the latest template for Executive Branch fleet managers to prepare their agencies' Fleet Management Plans (FMPs). FMPs document the steps being taken by agencies to operate fleets most effectively and efficiently. FMPs also satisfy the narrative requirement for OMB Circular A-11 budget submission requirements.

The FMP is a multi-year map of your agency's 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. In addition, the plan must establish an agency's strategy for achieving full compliance with current management and sustainability mandates. Furthermore, the plan must 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. Finally, the plan should guide the programming of funds necessary to continue fleet operations.

**Instructions:** Address each of the 9 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 responses.

**NOTE: FMPs are to be submitted to the Federal Automotive Statistical Tool (FAST) in August as part of FAST's A-11 budget information submission process!**

**FY 2021 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) How has your agency's primary/core mission changed since the submission of your last Fleet Management Plan? If so, please describe how it has changed.
- (3) Please describe the organizational structure and geographic dispersion of your fleet.
- (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) 2020, we provided, on average each month, benefits to approximately 54 million Old Age and Survivors Insurance (OASI) beneficiaries, 10 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 2020 were approximately \$940 billion for OASI, \$144 billion for DI, and \$56 billion for Federal SSI benefits.

We have over 59,000 employees and deliver services through a nationwide network of over 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 52 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 mission has not changed.

Our fleet is comprised of 20 heavy-duty vehicles, 14 medium-duty vehicles, 177 light-duty vehicles (minivans, pickup, SUV's etc.), 204 sedans, and 5 buses totaling 420 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) How is the acquisition of zero emission vehicles (ZEVs) part of your fleet strategy to achieve current sustainability requirements? How is fueling/charging of zero emission and alternative fuel vehicles being factored into your strategy? 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 when no suitable executive vehicle is offered through GSA Fleet.

The acquisition of Zero Emission Vehicles (ZEVs) and Alternative Fuel Vehicles (AFVs) has been a part of our acquisition strategy since 2014 and remains a part of our strategy today.

We started acquiring Zero Emission Vehicles (ZEVs) 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 we procured another six PHEV's in FY18. We did not procure any EV's or PHEVs in FY19 through FY21. We will continue to pursue potential locations where we can place ZEVs in the future. As a part of our Vehicle Allocation Methodology (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. In addition, our agency will revitalize the telematics program. The data provided by telematics will play an integral role in identifying potential future locations for ZEVs and Electric Vehicle Support Equipment.

Alternative fuel vehicles remains a significant part of our vehicle inventory in meeting our sustainability goals. We started to meet the requirements of EO 13693 by acquiring all low GHG vehicles to the maximum extent possible. We continued this practice under EO 13834. We have strategically started placing newly acquired vehicles in areas with supporting fuel type infrastructures. Vehicles located within 3 miles or 15 minutes of an E85 fueling station should receive an E85 capable flex fuel vehicle. Vehicles outside of an E85 radius should receive a low GHG dedicated gasoline vehicle.

SSA's fleet budget is not centralized. Each component has and controls their own budget. The Office of Media and Logistics Management (OMLM) has informed the other components of the new ZEV 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) Indicate the telematics acquisition strategy of your agency. What types of vehicles and for what mission uses are telematics being applied? How many vehicles currently deploy telematics? Who are the telematics suppliers? 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.

(2) Are the data produced through telematics captured by your agency's fleet management information system (FMIS)? If not, please describe what challenges are being encountered that prevent such capture?

(3) 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 92 light duty vehicles. We have 16 AT&T devices and 76 Geotab, category II devices installed regardless of the mission. 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 where appropriate 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 were reliable and could provide us the data that we require. The Social Security Administration is currently planning to transition our existing telematics devices to a new platform offered by GEOTAB. Starting in FY20, all new vehicle acquisitions will have GOETAB devices installed by GSA, so we will start transitioning out AT&T telematics devices to ensure data consistency.

We decided that this was the best course of action in order to keep the telematics data consistent. We will continue to work with all components of SSA, and promote telematics until installation is complete in all vehicles deemed appropriate. 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, both GEOTAB and AT&T, Category II devices provided under the contract are secure encrypted devices and will meet all appropriate security requirements 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 future years 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 Vehicle Allocation Methodology 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) How Does your agency limit/document/monitor the additional cost of home-to-work (HTW) use of Federal vehicles? Please briefly describe how additional costs are determined.

Our fleet has under taken a considerable change in fleet size, and fleet composition in the past year. Our overall vehicle size

is decreasing across the agency while acquiring additional Compact Hybrid Electric Vehicles (HEV) in FY21. Our vehicle of choice for FY20 and FY21 were compact sedans or compact SUV's. This is a substantial difference from years prior to 2016 when midsize sedans were the vehicle of choice. By reducing the vehicle size, we also gained a financial benefit of lower lease costs. We returned 10 under-utilized vehicles in FY21. As a result, we will adjust our VAM goal to 450 vehicles. One challenge we faced in FY20 and FY21 was the lack of E85 capable vehicles offered during these years. As a result, there were a few occasions where we placed a Low GHG emitting vehicle in an area where an E85 capable vehicle should have been placed. 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 FY21 through FY23 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 vehicles 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 the associated cost of Home to Work use of vehicles. However, we are currently in discussions on developing a process to monitor the cost.

**(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 agency efforts to encourage pooling, car sharing, shuttle bus, and other consolidation initiatives designed to reduce the size of your motor vehicle requirements.
- (3) Does your agency make use of the GSA Vehicle Dispatch & Reservation Module to help manage your GSA Fleet and agency-owned (FedFMS) vehicles within one stand-alone application? This application allows users to schedule vehicle appointments,

dispatch vehicles to drivers, and produce reports based on the data captured within the module.

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 our Office of the Inspector General (OIG) and Cooperative Disability Investigations (CDI) components due to their unique official Law Enforcement 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. On an annual basis, in each component, HQ certifies each employees Home to Work authorization letter to ensure proper Home to Work Use guidelines are adhered too. We do not participate in using GSA's dispatch reservation Module at this time.

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

NOTE: For this section, your "most recent VAM study" refers to your last comprehensive, fleet-wide study (that should be conducted at least every 5 years).

(1) What is the date (mm/dd/year) of your agency's most recent VAM study and have all bureaus and vehicles been studied? What vehicles were not included in the recent study? 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 studies, 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 2017, we again reutilized the VAM survey questions to validate the continued need for all assigned vehicles. All vehicles in the FY17 inventory were studied.

In FY19 through FY21, we decreased our fleet from 436 to 422 vehicles which is below our VAM target of 479 vehicles for FY16. Upon evaluating the survey responses and taking the information

below into consideration, we are reducing our VAM target from 479 vehicles in FY15 to 450 vehicles for FY21.

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 additional law enforcement 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 VAM requirements. 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.

We have not conducted a VAM since the implementation of Vehicle Level Data but intend to conduct one in late 2022.

**(G) Describe your agency-wide fleet management information system.**

(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 (FMIS). We utilize GSA's "Fleet Drive-Thru" as our primary Fleet Management Information System (FMIS) and FEDFMS for our agency owned vehicles. We utilize GSA's "FAST Data Center" tool to produce a Microsoft Excel spreadsheet listing our GSA-leased vehicles. We also enter the data for our three 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 the data necessary to meet the requirements for reporting Vehicle Level Data.

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

(1) If your agency uses sedans 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 currently use the guidance in FMR B33 as our Law Enforcement vehicle classification system.

Currently we have no Law Enforcement (LE) vehicles, or armored vehicles within our inventory. 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) 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 (CSO) 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 / Headquarters Fleet Manager

410-965-4086

Direct budget questions to:

Romaine D. Williams

Budget Analyst

410-966-6068

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.

Thank you for your effort in providing this information. If you have any questions, please email [vehicle.policy@gsa.gov](mailto:vehicle.policy@gsa.gov).