FY 2020 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 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 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!

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March 2020

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) 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) 2019, we provided, on average each month, benefits to approximately 53 million 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 2019 were approximately $888 billion for OASI, $145 billion for DI, and $56 billion for Federal SSI benefits.

We have approximately 60,800 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 22 heavy-duty vehicles, 17 medium-duty vehicles, 169 light-duty vehicles (minivans, pickup, SUV's etc.), 220 sedans, and 5 buses totaling 433 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 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 2019 GHG score was 343. We achieved our FY19 GHG reduction target in FY18. 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 continue this practice under EO 13834. We have strategically started placing newly acquired vehicles in areas with supporting fuel type infrastructures. 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 FY20 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.

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 or FY20. We will continue to pursue potential locations where we can place PHEV's 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. All subcomponents within the agency have been
informed to try 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.
The 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) Are the data produced through telematics useful in the completion of FAST reporting
requirements?
(8) 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 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 are reliable and can 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 continue to encourage all sub components of SSA, to procure the appropriate number of devices for their new light duty passenger acquisitions where appropriate. We will continue to evaluate and monitor the installation of telematics in vehicles deemed appropriate. 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, 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 FY20 and FY21 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 FY19 and FY20 was 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 acquired three new vehicles in FY20 but this will not result in an adjustment to our VAM goal. One challenge we faced in FY19 and FY20 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. 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 FY20 through FY22 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 the associated cost of Home to Work use of vehicles. However, we are currently in discussions on developing a process to monitor the cost.

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(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 and DCO components 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.

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- 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.

(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) If you have completed a VAM study since the implementation of asset level data (ALD) within the Federal Automotive Statistical Tool (FAST), were you able to use ALD to analyze your VAM study results and to help spot resulting VAM recommendations for right sizing your fleet?
(4) 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 2016, we again reutilized the VAM survey questions to validate the continued need for all assigned vehicles.

In FY19, we decreased our fleet from 436 to 433 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
FY20.

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 2020.

(G) Describe your agency-wide Fleet Management Information System.
Federal agencies were required to begin reporting ALD for 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.

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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.
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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.
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(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?

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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.
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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.

One challenge we faced in FY19 and FY20 that slowed our progress toward obtaining an optimum fleet was the lack of E85 capable vehicles offered during these years. As a result, there were a few occasions where we placed Low GHG emitting vehicles in areas where an E85 capable vehicle should have been placed. Note, based on projected mission essential vehicle requirements in FY20, our VAM target will remain at 479 vehicles. One regulation that has been a concern for our agency is Energy Policy Act (EPAct) of 1992. We try to place Flex Fuel Vehicles (FFVs) near alternative fuel infrastructure to the maximum extent possible; however, our law enforcement components make up 60 percent of our fleet. Due to the nature of their mission, they operate away from that alternative fuel infrastructure 80 percent of the time. There have been times we have placed low GHG gasoline dedicated vehicles in those areas to ensure we maximize Green House Gas reduction.

(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 FY2019? If not, describe your agency's plan to report ALD for FY 2019 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 FY19. Three Highlighted areas we
decided to override, based on the following explanations:

1. The monthly operating cost for FY19 through FY22 does not
fall within the pre-defined operating cost threshold. This is
the result of two Agency Owned vehicles (Wheelchair Vans) that
have low utilization, and one Law Enforcement vehicle which has
operational costs that exceed the pre-defined threshold. This
concern is resolved.

2. The annual acquisition cost for FY19 through FY21 planned
acquisitions reflects "zero" dollars. GSA has not provided those
costs. This concern is resolved.

3. The average age of four agency owned vehicles does not fall
within the pre-defined threshold. Those four vehicles have
exceeded their life expectancy. 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.

Thank you for your effort in providing this information. If you have any questions, please email vehicle.policy@gsa.gov.