

## About OA Carpool

The OA Carpool operates a centralized motor pool that serves state employees from most agencies and elected officials in the Jefferson City area.

State employees and elected officials have access to a variety of fleet vehicles from six different locations throughout the city for official business purposes.

State employees utilize the pool based on their specific trip requirements and when most cost effective to do so based on the web based Trip Optimizer tool.

<https://tripoptimizer.mo.gov/>

## Survey coming soon!

Your satisfaction with OA Carpool is very important to us. Watch for a link to our Customer Satisfaction Survey coming soon - please take a moment and let us know how we are doing. Your honest feedback enables us to meet your needs more completely.



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## OA Pool Utilization Percentage Increases to High of 83% after Right-Sizing Initiative

The OA Carpool recently went through a right-sizing initiative. Carpool team members participated in the COO's Task Force on Fleet Management and as a part of that process evaluated our utilization metrics. As a result, we are leaner and making better use of the vehicles that remain in the pool.

Pool optimization is an industry best practice and helps us insure that the pool remains the most cost effective and convenient travel option for state agencies in the Jefferson City area. Six months prior to the right sizing initiative, the average daily utilization percentage of the pool was 62%. After the right-sizing was completed, the average daily utilization has averaged 75% with a high in March of 83%.

### How does this impact you?

This shift in management approach to the pool means that we will likely not have a vehicle for everyone, every day. If we did, our pool would be too large and we would have numerous vehicles that were underutilized, driving up our overall cost.

### How can you help optimize the pool?

- If possible, schedule travel for non-peak travel days. Peak days are Tuesday through Thursday with Wednesday being the busiest.
- Reserve your vehicle for the date/time of your actual travel time – reserving/picking up the keys

the day prior to your departure prevents it from being used by another user and may increase the cost of your trip.

- For after hours departures – use the MSP location which is available 24/7/365.

### Tips for Travelers & Travel Coordinators

- Submit your reservation request as soon as you can. Last minute (day before or day of travel) requests may not be accommodated.
- Be flexible. Be willing to go to an alternate pool location where vehicles may be available.
- Have a backup plan. If your request cannot be accommodated, can you alter your travel dates? If not, be prepared to use the next lowest cost option which could be a rental through Enterprise Rent-A-Car or personal mileage reimbursement. For assistance with the lowest cost travel decisions please use the Trip Optimizer at <https://tripoptimizer.mo.gov/>
- The State of Missouri has a contract for business travel through Enterprise-Rent-A-Car and vehicles are available at their Jefferson City branch on Missouri Boulevard. If you are not already familiar with making reservations through this contract, ask your supervisor, agency fleet manager or travel coordinator for help making reservations.

## Did you know?

- Pool vehicles may not be taken to an employee's residence without prior authorization by OA Carpool Administrator.
- Employees may request authorization of early pickup of the vehicle keys and packet prior to actual departure and request an adjustment to their start time if circumstances warrant special consideration.
- Out of state use of pool vehicles must be pre-approved by the OA Carpool. Travel into the states of Illinois and Kansas is allowed up to 60 miles. Other out of state carpool requests will be declined.
- Employees with early or weekend departures outside of regular business hours should reserve vehicles from the MSP pool location that is open 24/7.
- Carpool vehicles shall be used for official business only

View [OA Carpool Policies and Procedures](#)



## New Fleet Safety Policy implemented June 1st

On June 1, State Vehicle Policy [SP-4](#) changed to prohibit the use of hand held electronic devices while operating a state vehicle. The change also implemented a requirement that all occupants use seat belts.

All state employees travelling in state vehicles must buckle up and put their phones down.

To promote this change – and more importantly to improve driving safety – Missouri state employees are taking the Buckle Up/Phone Down (BUPD) challenge. The Missouri Department of Transportation's BUPD campaign is tackling the two most impactful actions a driver can take to prevent or survive crashes.

First, drivers should put their phones down when they slide behind the wheel. Distracted driving is a major cause of crashes, not only in Missouri, but in the entire United States.

The Missouri State Highway Patrol reports that cellphones were involved in 2,470 crashes in 2016 alone.

Next, people should buckle up each and every time they get in a vehicle.

Of the 688 people killed on Missouri roadways in 2016, a tragic 62 percent were unrestrained.

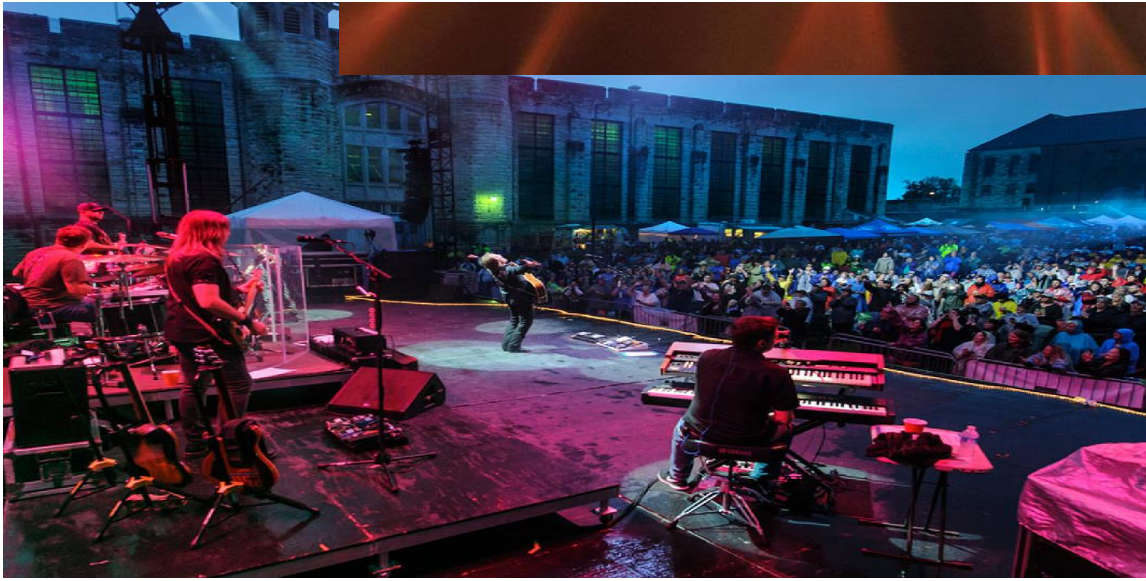
#BUPD Challenge is trying to change these numbers. Together, we can make a difference and save lives. OA Carpool has taken the pledge to #BUPD – You can too!



OA Carpool: Sylvia Bonner, Deanna Sherwood

Take the Challenge:

<https://savemolives.com/Buckle-Up-Phone-Down>



## MSP Carpool lot - UNAVAILABLE June 29 - July 2, 2018

Due to the "Salute to America" concert on June 30th at the Missouri State Penitentiary (MSP), availability of OA Carpool vehicles from the MSP location will be very limited from June 29 through July 2. If you need to make a travel reservation during that time that would involve the MSP lot, please contact the OA Carpool at 573-751-4534 and we will make special arrangements for you.

If you currently have a scheduled reservation from the MSP lot during the June 29-July 2 timeframe, we will work with you to change the location or/and time(s) but still meet your business travel needs.

If your personal vehicle is parked at the MSP lot at 102 N. Chestnut, it needs to be moved no later than June 29, 2018 by 10 a.m.

Crews will begin setting up for the Salute to America concert on Friday morning (June 29th) and the area needs to be completely cleared for this activity.

Thank you for your time and attention to this matter. Please do not hesitate to contact us if there are questions or require special arrangements during the above mentioned time period.

## Q&A Tips

**Q: I submitted multiple reservations at a time in CARS and received confirmation emails but only the latest submitted reservation is scheduled. Why is that?**

A: When you submit a request, it will trigger a confirmation email that you have a reservation. To start a new reservation, please click the 'Refresh' button on the trip request page after you have received the confirmation popup and selected 'OK.'

If you don't 'Refresh' the page and change some of the information for the trip that is still showing on the screen, you are revising a trip that you have already scheduled and confirmed.

We realize this is a frequent issue that can cause travel delays and system dissatisfaction for our customers and we are making system changes to fix this issue.



## MOBILE APPS PICKS



WEX Connect

[WEX, Inc.](#)

WEX Connect is a free, easy to use fuel and service locator app, available to all consumers. It provides you with lowest cost fuel pricing based on fuel station data.

It offers you the ability to search by service stations. You can easily search for service locations based on the type of service, brand and distance.

In addition you receive these important features:

- Maps and directions to find fuel and service stations anywhere in the country
- Listings of stations that also offer Diesel & E85
- Ability to save your favorite sites and quickly view the lowest fuel price listed
- Easily share the app through Facebook, texting and email messaging
- Quickly locate fuel in an emergency, such as a power outage or severe weather conditions

## Help us keep OA pool vehicles clean!

Help us keep OA pool vehicles clean! The OA Carpool does not inspect vehicles after each trip so please discard all trash prior to return. Trash cans are available for your use at each location. Our pool vehicles are detailed once a month by OA Vehicle Maintenance. Please be courteous to the next user and leave the vehicle as you would like to find it.

Thank you!

## System and Trip Ticket changes

The overwhelming grievance and worst score on the last survey related to the cleanliness of vehicles. We heard you and made changes. We are cleaning vehicles once a month and are now offering sanitizing wipes at each location.

We made changes to the Trip Ticket so our customers can now document the condition of the vehicle at pickup and make specific notations if the vehicle needs an interior or exterior clean when returned. This new feedback on the Trip Ticket is entered by the dispatcher and immediately sent to OA Carpool staff for resolution.

## Upcoming Events/Closings

- Survey coming soon!
- MSP Carpool lot - UNAVAILABLE June 29 - July 2, 2018

## OA Pool Locations & Hours

- **MSP - 102 N. Chestnut Street**  
24/hrs., 7 days/week
- **Corrections – Central Office - 2729 Plaza Drive**  
M-F, 8:00 a.m. – 5:00 p.m.
- **Health & Senior Services - 920 Wildwood Drive**  
M-F, 8:00 a.m. – 5:00 p.m.
- **Knipp Drive - 3418 Knipp Drive**  
M-F, 7:30 a.m. – 4:30 p.m.
- **Mental Health – Central Office - 1706 E. Elm Street**  
M-F, 7:30 a.m. – 5:00 p.m.
- **OA Vehicle Maintenance – 705 Missouri Blvd**  
M-F, 8:00 a.m. – 5:00 p.m.

## Contact Us

P.O. Box 809  
301 W High Street  
Jefferson City, MO 65102

573.751.4534 ph  
573.751.5433 fax  
[oa.carpool@oa.mo.gov](mailto:oa.carpool@oa.mo.gov)

### After Hours:

573.526.0604 ph

OA Carpool website:

<https://oa.mo.gov/general-services/state-fleet-management/carpool-information>