



Logistics Management Newsletter

FROM THE LOGISTICS MANAGEMENT DIVISION

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Welcome. This newsletter is brought to you by the Logistics Management Division (LMD). Its purpose is to keep you abreast of the latest business practices and to share information about ongoing logistics management initiatives and events. It also introduces interim policy letters, which shall be incorporated in forthcoming updates of NASA Procedural Directives and Procedural Requirements.

EQUIPMENT MANAGEMENT PROGRAM

Miguel A. Rodriguez, Program Manager

Unmanned Aircraft Systems at NASA

Property accountability remains at the forefront of importance within the Office of Strategic Infrastructure (OSI) and the Logistics Management Division. The property portfolio requires extensive management oversight due to the high visibility, reporting requirements, loss mitigation, compliance with Federal laws and regulations, and magnitude and value of NASA personal property. The various functional areas within LMD's Personal Property Program continue to receive intense scrutiny due to the magnitude of sensitivity, export control regulations, information technology (IT) security requirements, and inventory management requirements of Government property.

LMD acknowledges its responsibility to establish and maintain appropriate policies and procedures that enable manageable control and accountability of NASA property. LMD continues to revise its policies, processes, and support of automated systems in pursuit of enhancements that improve the



Figure 1. Unmanned Aerial Vehicle (UAV).

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Figure 2. NASA UAV.

accountability of Agency personal property and resolve the challenges that Centers face in their efforts to exercise proper inventory management of Government property.

Unmanned Aircraft Systems (UASs), a subset of NASA's equipment inventory, from the very small to the very large (see figures 1 through 4), have been an increasingly useful tool in research and operations in all fields of industry and Federal activities. NASA is no exception to the rapidly expanding utilization of UASs and has increased their use for research and operations at all Centers.

In the past several years, program managers from the Logistics Management Division have been responding to an increasing number of questions and concerns specific to the accountability, parts management, and disposition of UAVs/UASs. LMD program managers are aware of Center activities related to the acquisition of UASs (i.e., transfer from other Government agencies, purchase from commercial entities, or construction by NASA) that were not in full compliance with current control and accountability processes following their receipt at the

Centers. For this reason, LMD conducted an assessment of the aforementioned in 2017. As a result of the assessment, potential systematic issues, or gaps, were identified in existing policies and procedures for the control and accountability of UAVs/UASs and related spare parts throughout their useful life until properly disposed of.

In parallel to the LMD assessment, the Office of Inspector General (OIG) released a report on the same topic: OIG Report A-16-018-00, "NASA's Research Efforts and Management of Unmanned Aircraft Systems." The OIG report questioned NASA's oversight and internal controls for accountability of UASs. The OIG findings outlined numerous issues regarding the lack of due diligence for UAS inventory, safeguarding, and the reutilization of UASs. The OIG audit concluded:

NASA's oversight of its own UAS assets needs improvement. Many aerial drone users are unaware of Agency policy requiring prior approval when acquiring UAS, which increases the Agency's risk and at times has resulted in unnecessary expenditure of funds.



Figure 3. NASA UAV.

In addition, information on UAS assets is not being entered in NASA's property system—including acquisition cost—and therefore is not tracked as inventory. Furthermore, failure to include all aerial drones in the Agency's property system renders them invisible and unavailable for use by other projects or Centers. Consequently, policy and procedural improvements are needed to control and mitigate associated safety and inventory control risks.



Figure 4. NASA UAV.

Much progress has been achieved in the last four years. Comprehensive corrective actions were implemented in the areas of Control and Accountability of UASs/UAVs, supply and materials/spare parts management, and disposition procedures. For instance, there was an opportunity for OSI to review and heighten the current UAS/UAV definition for their proper control and accountability.

Since some UASs/UAVs are consumed in use, it was determined prudent to reconsider the blanket requirement that all UASs/UAVs be classified as sensitive by LMD policy

and therefore subject to control in the Property, Plant, and Equipment (PP&E) System. In addition, the paperwork requirements to document the cannibalization or frequent reconfiguration of UASs/UAVs was reviewed in an effort to reduce the burden on the stakeholder to document the cannibalization or change in configuration of a UAS/UAV in the research and development environment.

Many UASs/UAVs determined excess were properly disposed of in accordance with NP 4300.1. A clear item definition and description in the property records facilitated the Agency's operation and management of UASs/UAVs without risk to faulty property control and accountability, taking into consideration the acquisition cost, size, whether used indoors or outdoors, fabrication, IT security, and export control

regulations, among other considerations. These actions have enabled not only heightened proper control and accountability of UASs/UAVs, but also—in coordination with the Aircraft Management Division and Center Aircraft Chief Maintenance Officers—the ability to expeditiously respond to Executive Order (EO) 13981 prompting NASA to identify specific types of UAVs/UASs.

EXECUTIVE ORDER 13981, “PROTECTING THE UNITED STATES FROM CERTAIN UNMANNED AIRCRAFT SYSTEMS”

President Donald J. Trump, prior to leaving office, found that additional actions are necessary to ensure the security of Unmanned Aircraft Systems (UASs) owned, operated, and controlled by the Federal Government; to secure the integrity of American infrastructure, including America's National Airspace System (NAS); to protect our law enforcement and warfighters; and to maintain and expand our domestic industrial base capabilities.

The complete narrative to EO 13981 can be accessed at <https://www.govinfo.gov/content/pkg/FR-2021-01-22/pdf/2021-01646.pdf>. The following is an excerpt from subject EO:

Executive Order 13981 of January 18, 2021 Protecting the United States from Certain Unmanned Aircraft Systems

By the authority vested in me as President by the Constitution and the laws of the United States of America,

I, DONALD J. TRUMP, President of the United States of America, find that additional actions are necessary to ensure the security of Unmanned Aircraft Systems (UAS) owned, operated, and controlled by the Federal Government; to secure the integrity of American infrastructure, including America's National Airspace System (NAS); to protect our law enforcement and warfighters; and to maintain and expand our domestic industrial base capabilities.

Accordingly, I hereby order:

Section 1. Policy. UAS have tremendous potential to support public safety and national security missions and are

increasingly being used by Federal, State, and local governments. UAS are used, for example, to assist law enforcement and support natural disaster relief efforts. Reliance on UAS and components manufactured by our adversaries, however, threatens our national and economic security.

United States Government operations involving UAS require accessing, collecting, and maintaining data, which could reveal sensitive information. The use of UAS and critical components manufactured and developed by foreign adversaries, or by persons under their control, may allow this sensitive information to be accessed by or transferred to foreign adversaries. Furthermore, the manufacturing of UAS involves combining several critical components, including advanced manufacturing techniques, artificial intelligence, microelectronic components, and multi-spectral sensors.

The Nation's capability to produce UAS and certain critical UAS components domestically is critical for national defense and the security and strength of our defense industrial base.

It is the policy of the United States, therefore, to prevent the use of taxpayer dollars to procure UAS that present unacceptable risks and are manufactured by, or contain software or critical electronic components from, foreign adversaries, and to encourage the use of domestically produced UAS.

Sec. 2. Reviewing Federal Government Authority to Limit Government Procurement of Covered UAS.

(a) The heads of all executive departments and agencies (agencies) shall review their respective authorities to determine whether, and to what extent consistent with applicable law, they could cease:

(i) directly procuring or indirectly procuring through a third party, such as a contractor, a covered UAS;

(ii) providing Federal financial assistance (e.g., through award of a grant) that may be used to procure a covered UAS;

(iii) entering into, or renewing, a contract, order, or other commitment for the procurement of a covered UAS; or

(iv) otherwise providing Federal funding for the procurement of a covered UAS.

Sec. 6. Definitions. For purposes of this order, the following definitions shall apply:

(a) The term "adversary country" means the Democratic People's Republic of Korea, the Islamic Republic of Iran, the People's Republic of China, the Russian Federation, or, as determined by the Secretary of Commerce, any other foreign nation, foreign area, or foreign non-government entity engaging in long-term patterns or serious instances of conduct significantly adverse to the national or economic security of the United States.

(b) The term "covered UAS" means any UAS that:

(i) is manufactured, in whole or in part, by an entity domiciled in an adversary country;

(ii) uses critical electronic components installed in flight controllers, ground control system processors, radios, digital transmission devices, cameras, or gimbals manufactured, in whole or in part, in an adversary country;

(iii) uses operating software (including cell phone or tablet applications, but not cell phone or tablet operating systems) developed, in whole or in part, by an entity domiciled in an adversary country;

(iv) uses network connectivity or data storage located outside the United States, or administered by any entity domiciled in an adversary country; or

(v) contains hardware and software components used for transmitting photographs, videos, location information, flight paths, or any other data collected by the UAS manufactured by an entity domiciled in an adversary country.

(c) The term "critical electronic component" means any electronic device that stores, manipulates, or transfers digital data. The term critical electronic component does not include, for example, passive electronics such as resistors, and non-data transmitting motors, batteries, and wiring.

(f) The term "National Airspace System" (NAS) means the common network of United States airspace; air navigation facilities, equipment, and services; airports or landing areas; aeronautical charts, information, and services; related rules, regulations, and procedures; technical information; and manpower and material. The term also includes system components shared jointly by the Departments of Defense, Transportation, and Homeland Security.

(g) The term "Unmanned Aircraft Systems" (UAS) means any unmanned aircraft, and the associated elements that are required for the pilot or system operator to operate safely and efficiently in the NAS, including communication links, the components that control the unmanned aircraft, and all critical electronic components. The term UAS does not include any separate communication device, such as a cellular phone or tablet, designed to perform independently of a UAS system, which may be incorporated into the operation of a UAS.

MAIL MANAGEMENT PROGRAM

Miguel A. Rodriguez, Program Manager

FedEx Mail and Freight Volume and Expenditures During the Pandemic

Mail and Freight Processed by NASA Institutional Logistics

A recent business review with FedEx officials revealed the exceptional support that NASA mail and transportation managers, as well as NASA contractors, provide to Agency organizations despite the restrictions due to the pandemic. Strictly following safety protocols, these managers have provided and continue to deliver uninterrupted onsite services in order to meet mission requirements from organizations across the Agency. The pandemic caused NASA employees to telework, and FedEx is at most Centers the primary carrier selection to ship NASA property and supplies to households in support of telework agreements. Figures 5 through 8 depict the volume of FedEx mail and freight pieces, and associated expenditures, processed by NASA during the pandemic from April 2020 through March 2021 and provide a comparison to the previous 12 months, pre-pandemic, from April 2019 through March 2020.



In figure 5, we notice that the volume of pieces processed through FedEx by institutional logistics suffered an overall annual 43.5 percent decline during the pandemic (April 2020 through March 2021) compared to the prior 12 months in 2019–20, before the pandemic. This decline in pieces processed by NASA for FedEx Express, Ground, and Freight services, or 42.5 percent, 55.1 percent, and 25 percent respectively, was expected as a result of the impending circumstances.

Equally important, less volume processed represents less expense associated with the services requested from FedEx. Figure 6 depicts a decline in expenditures if we compare the defined time ranges. From April 2019 through March 2020, institutional logistics spent

VOLUME (YEAR-OVER-YEAR)

Monthly Trend

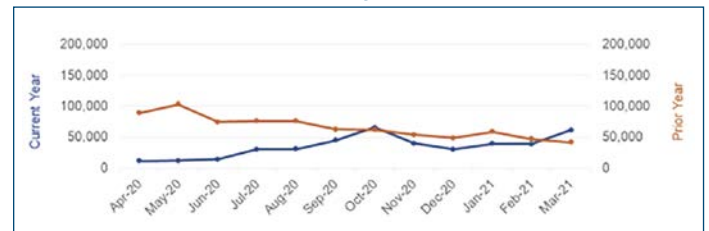


| | APR '19–MAR '20 | APR '20–MAR '21 | PERCENT CHANGE |
|----------------|-----------------|-----------------|----------------|
| Express | 21,043 | 12,100 | –42.5% |
| Ground | 1,801 | 808 | –55.1% |
| Freight | 20 | 15 | –25.0% |
| TOTAL | 22,864 | 12,923 | –43.5% |

Figure 5. Mail and freight volume processed by NASA Institutional Logistics.

EXPENDITURES (YEAR-OVER-YEAR)

Monthly Trend



| | APR '19–MAR '20 | APR '20–MAR '21 | PERCENT CHANGE |
|----------------|-------------------|-------------------|----------------|
| Express | \$ 776,710 | \$ 406,476 | –47.7% |
| Ground | 15,150 | 9,229 | –39.1% |
| Freight | 4,746 | 4,917 | 3.6% |
| TOTAL | \$ 796,606 | \$ 420,623 | –47.2% |

Figure 6. Mail and freight expenditures by NASA Institutional Logistics.

VOLUME (YEAR-OVER-YEAR)

Monthly Trend



| | APR '19–MAR '20 | APR '20–MAR '21 | PERCENT CHANGE |
|----------------|-----------------|-----------------|----------------|
| Express | 21,721 | 16,313 | -24.9% |
| Ground | 12,343 | 14,391 | 16.6% |
| Freight | 295 | 316 | 7.1% |
| TOTAL | 34,359 | 31,020 | -9.7% |

Figure 7. Mail and freight volume processed by NASA contractors.

\$796,606 for all types of FedEx delivery services. In contrast, the expenditures declined to \$420,623—a 47.2 percent decrease—for the same time range (April 2020 through March 2021) during the pandemic.

Mail and Freight Processed by NASA Contractors

NASA contractors continued mail and freight services with no major interruptions to their operations. The volume and expenditures during the pandemic were generally stable, as they were before the pandemic. The trends are depicted in figures 7 and 8.

The overall monthly average for pieces processed increased by 14.2 percent when comparing volume (number of pieces) processed in periods 2019–20 and 2020–21. We also noticed that FedEx Express, Ground, and Freight delivery services increased in volume by 8.1 percent, 22.1 percent, and 66.7 percent, respectively. The average annual percentage—all types of delivery services included—compared to the previous 12 months for the same time range depicts a decrease of 9.7 percent during the pandemic.

EXPENDITURES (YEAR-OVER-YEAR)

Monthly Trend



| | APR '19–MAR '20 | APR '20–MAR '21 | PERCENT CHANGE |
|----------------|---------------------|---------------------|----------------|
| Express | \$ 974,817 | \$ 747,199 | -23.3% |
| Ground | 111,627 | 129,227 | 15.8% |
| Freight | 109,120 | 132,985 | 21.9% |
| TOTAL | \$ 1,195,564 | \$ 1,009,411 | -15.6% |

Figure 8. Mail and freight expenditure by NASA contractors.

We also notice in figure 7 that the demand and processing of Express delivery services decreased by 24.9 percent, while the demand and processing of Ground services increased by 16.6 percent, which is a good indicator that NASA organizations may be changing their behavior in selecting a lower-cost delivery service that leads to cost reductions for the Agency.

In figure 8, for NASA contractors, the average monthly expenditure in 2019–20 was \$79,782 (pre-pandemic), whereas for the same time range in 2020–21, the monthly expenditure was \$90,183 (during the pandemic), or an increase of 13.0 percent in monthly expenditures that include all types of FedEx services. We also notice in figure 8 a substantial 23.3 percent reduction in Express and 15.8 percent increase in Ground services that could be an indicator of better practices across the Agency in selecting lower-cost delivery services. The overall annual expenditure, including all FedEx services, decreased from \$1,195,564 to \$1,009,411, a 15.6 percent decrease, by NASA contractors during the pandemic.

Prevent your Shipments from Being Caged or Held in Customs

The below information is provided courtesy of FedEx in order to illustrate common reasons for caged shipments and the actions mail and transportation managers can take in order to prevent related delays.

| PROBLEM | SOLUTION |
|--|--|
| Missing commercial invoice | <p>You must include a complete commercial invoice for pre-clearance and clearance.</p> <p>For assistance with proper preparation of the documents required for FedEx Express international shipments, consider the FedEx International Document Preparation value-added service. This is free of charge and is available to U.S.-based FedEx Express shippers.</p> |
| Inaccuracy of commercial invoice or certificate of origin declaration | <p>Commercial invoices and certificates of origin must contain (but are not limited to):</p> <ul style="list-style-type: none">• Sufficient descriptions.• Product composition required.• Manufacturer's information or Manufacturer's Identification (MID) code.• Non-toxicity statement.• Country of manufacture. <p>For more information on clearance paperwork, including commercial invoices, please go to https://www.fedex.com/en-us/shipping/international/create-documents.html#invoice.</p> |
| Additional/proper document required | <p>Additional documentation is required for subjects such as (but not limited to):</p> <ul style="list-style-type: none">• Anti-dumping duties.• Duty-free declarations.• Health permits.• Preferential trade agreements.• Special forms from the shipper. <p>For more information on required clearance documents, please click https://www.fedex.com/GTM?cntry_code=us.</p> |



NASA's Pegasus barge arrives at Kennedy Space Center in Florida.

TRANSPORTATION MANAGEMENT PROGRAM

Tim Currie, Program Manager

The General Services Administration (GSA) Will Retrofit NASA-Leased Vehicles with Telematics

The General Services Administration (GSA) recently informed the Transportation Program Manager that GSA had identified 53 electric vehicles (EVs) in NASA's GSA Leased Fleet that are eligible to be retrofitted with telematics this fiscal year. GSA will order telematics devices for these vehicles, and the retrofit will be at no cost to NASA. GSA understands the benefits telematics provides for all vehicles, but especially for electrical vehicles. Telematics not only allows the capture of more accurate mileage data but also energy consumption data, which are difficult to obtain on EVs. Getting these devices installed before the end of FY21 also ensures that other required reporting data will be captured for FY22.

GSA will cover the cost of the telematics installation on these vehicles, and they will do that so they can begin to realize the benefits of collecting better data as soon as possible. Automated mileage reporting is included in your GSA Fleet monthly rate at no additional cost, and GSA Fleet will also be providing NASA with year-end reports each October to include the Agency's energy consumption for each EV. Affected agencies may access additional data and geolocation (GPS) services by purchasing an optional service subscription. If enrolled, the cost of this add-on subscription is \$13 per vehicle, per month, and it will be a new line item on the NASA GSA Fleet leasing invoice. GSA will not have access to any GPS tracking services/data with the standard, basic service or the add-on service subscription.

LMD will validate and provide EV information to GSA, including accurate mailing addresses and Points of Contact (POC) for each vehicle. GSA will order the telematics devices, and Geotab will be scheduling onsite installations with the Center POCs.

If you want to learn more about GSA Fleet's Telematics Program, please visit the GSA Fleet's Telematics website at <https://www.gsa.gov/buying-selling/products-services/transportation-logistics-services/fleet-management/vehicle-leasing/telematics>. The website outlines more information on the services, frequently asked questions, and other supporting materials.

What is telematics?

Telematics is a field of information technology that combines telecommunications and informatics to send, receive, and store data connected with fleet vehicles. The data generated from telematics can assist fleet managers to best manage their fleets. This in turn can provide cost savings in areas such as maintenance, driver behavior, reporting, fuel use, and idling, as well as inventory optimization.

Telematics empowers the Federal Government to maximize efficiency within fleet management. Executive Order 13834 Implementation Instructions (available at https://www.sustainability.gov/pdfs/eo13834_instructions.pdf) highlight using telematics in the Federal Government. Whether you purchase your vehicles or lease through GSA Fleet, there is a telematics solution for you.

How does telematics work?

At its core, a telematics system includes a vehicle-tracking device installed in a vehicle that allows the sending, receiving, and storing of telemetry data. It connects via the vehicle's own onboard diagnostics (OBDII) or CAN-BUS port with a SIM card, and an onboard modem enables communication through a wireless network.

The device collects GPS data as well as an array of other vehicle-specific data and transmits them via GPRS (General Packet Radio Service), 4G mobile data, and cellular network or satellite communication to a centralized server. The server interprets the data and enables them to be displayed for end users via

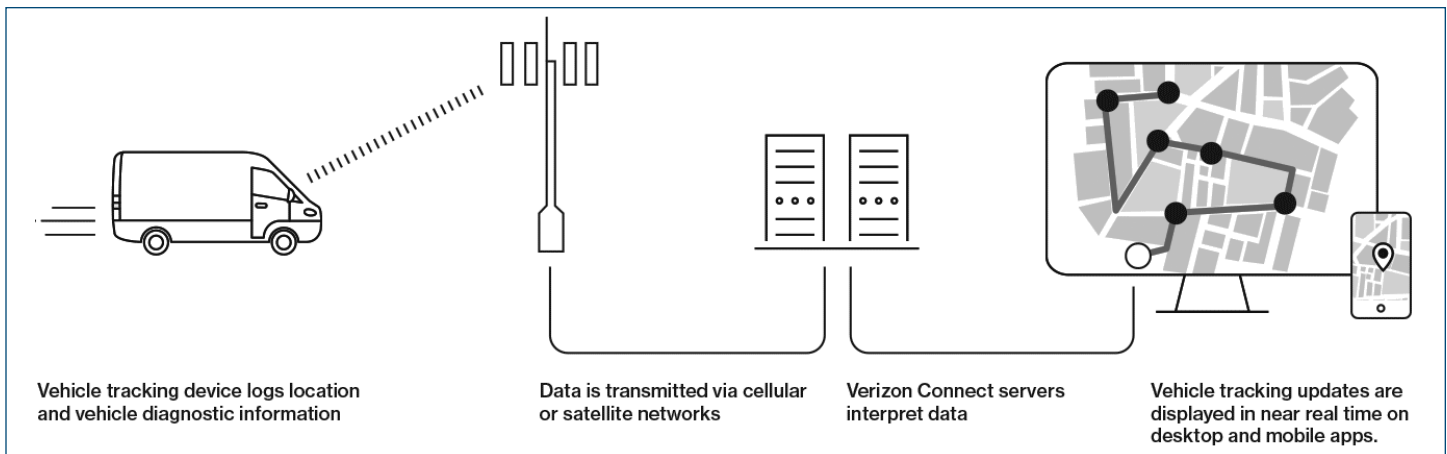


Figure 9. Telematics. (Source: <https://www.verizonconnect.com/resources/article/what-is-telematics/>)

secure websites and apps optimized for smartphones and tablets.

The telematics data captured can include location, speed, idling time, harsh acceleration or braking, fuel consumption, vehicle faults, and more. When analyzed for particular events and patterns, this information can provide in-depth insights across an entire fleet.

What are the benefits of telematics in fleet management?

Telematics technology can help fleets achieve operational improvements in key areas:

Decreased fuel costs: Telematics can help identify areas of waste, such as vehicle idling or fuel slip-page, and allow fleet managers to address them promptly, which positively impacts fuel efficiency and the bottom line. It also can help management plan the most efficient route for each driver to reduce unnecessary mileage.

Improved safety: Continuous feedback regarding driving style and driving behavior lets fleet managers coach drivers and reduce unwanted driving habits such as speeding or harsh braking. Improvements can be made based on actionable, data-based reports that highlight driver performance and support new safety targets.

Elevated productivity: With near-real-time GPS system data, drivers can help avoid traffic delays and

The telematics data captured can include location, speed, idling time, harsh acceleration or braking, fuel consumption, vehicle faults, and more. When analyzed for particular events and patterns, this information can provide in-depth insights across an entire fleet.

plan for inclement weather. Back office managers can quickly and easily assign any new or additional site visits to the nearest vehicle and instruct them on the most efficient route to get there.

Better payroll management: By tracking the precise time a vehicle starts at the beginning of the day to the moment it shuts down, fleet managers have an accurate, automated record of how long an employee worked. This helps business owners verify that employees are paid accurately for the hours they work while eliminating unnecessary time spent manually matching up timesheets to job tickets.

Other Frequently Asked Questions

Why is it important for all electric vehicles to be retrofitted with telematics?

Agencies are required to report motor vehicle fleet data annually through the Federal Automotive Statistical Tool (FAST). Reporting mileage data for electric vehicles (EVs) has been difficult since there is no way to capture data “at the pump” as we do with gasoline-powered vehicles. Once electric vehicles are retrofitted with telematics devices, agencies will be able to utilize the Geotab reporting tools to track mileage and electricity-consumption data. GSA would send a report annually to agencies to allow them to better meet FAST reporting requirements on their EVs.

Additionally, retrofitting electric vehicles with telematics will benefit both GSA Fleet and its customers. As we get more mileage and maintenance data on electric vehicles, monthly and mileage rates will be informed by these data as well.

What are the roles and responsibilities of each stakeholder?

Customers: Respond with confirmation of the selected vehicles and locations. Provide accurate information for mailing addresses and site-specific POCs. Receive/store shipments of telematics devices. Identify vehicles and corresponding devices available for installations during installation dates/times scheduled. Provide details on any process required to access a facility/site/campus/base, and ensure that installers can get onsite. Contact the Innovation Branch (fleetsolutions@gsa.gov) if expanded service subscription is desired.

GSA Fleet Service Representatives (FSRs): Educate customers on the importance of the FY21 Telematics Retrofit Initiatives and forthcoming automated mileage reporting (estimated implementation: early June) where devices are installed. Inform the Innovation Branch team of any onsite difficulties or considerations that are discovered. Direct customers seeking more advanced information on the subscription service to the Innovation Branch team.

GSA Fleet Innovation Branch: Verify final order count for each site. Ensure that the order form is as accurate as possible to prevent delayed shipments. Place orders for devices and installations. Provide database information and grouping structure to Geotab for any activated customer subscriptions.

GSA Fleet’s Telematics Provider (Geotab): Provide harness-type identification for final order count. Ensure that agencies that opt into the expanded service option are onboarded and trained within an acceptable length of time. Coordinate professional installations with the customer-provided POCs at each location (to include the completion of any special/onsite requirements before installation dates), and ensure that installers show up on time to appointments. Complete installations in accordance with the Original Equipment Manufacturer’s (OEM’s) guidance and provide installation documentation to log completed installations.

Are there any telematics requirements from the new administration that I should be aware of?

The new administration’s executive order (EO) “Protecting Public Health and the Environment and Restoring Science To Tackle the Climate Crisis” emphasizes the electrification of the Federal fleet. Of commercial technologies currently available, telematics represents the best tool to capture EV/Plug-in Hybrid Electric Vehicle (PHEV) kilowatt-hour energy consumption (a FAST reporting requirement) and associated charging patterns. Telematics is a vital resource to make more informed decisions with regard to Electric Vehicle Supply Equipment (EVSE) deployments—both current and planned.



Will installations take place one location at a time? Or can installations be run at multiple locations concurrently?

Installations will take place at multiple locations simultaneously across the country. Designated Geotab Project Managers (PMs) will work with the Agency POCs identified to schedule installation dates that work for both parties as well as special onsite access requirements. The number of installers sent to any one location will depend on the number of vehicles targeted for installation—more individuals will be sent to locations with higher concentrations of targeted vehicles to complete installations as quickly as possible.

Why do devices need to be shipped to the identified locations ahead of time?

Due to accountability and contractual concerns, it is a requirement to have devices delivered to locations ahead of their scheduled installation and made easily accessible to the professional installers once they are onsite.

Once shipments are received, what happens next?

Please maintain possession of these devices in a secure location. You will be contacted by one of Geotab's Project Managers to schedule times and dates that work best for your location.

What is expected of my organization during the confirmed dates/times of the installations?

The telematics hardware shipped to each location should be stored in a secure location prior to the installation date(s) to ensure integrity of the devices as well as avoid any delays during installation. While we understand that vehicles are mission-critical, the agreed-upon vehicles must be available on the installation day(s), with the corresponding telematics hardware also present, and easily accessible by the installers. Local Center POCs must give at least a 24-hour notice to their Geotab Project Manager if changes are required to avoid no-shows as much as possible.

Do the professional installers follow COVID protocols and related state/local requirements?

Yes. All installers are instructed to follow Federal, state, and local guidelines when performing installations. Installations are typically performed outside as well.

How many installations can be completed in one day? One week?

While it is difficult to give a precise number of installations within a day or a week, various factors such as ensuring that vehicles are pre-staged, keys are easily accessible, and the correct harness type is available at the time of installation will ensure that installations will be completed within the expected timeframes (approximately 15–25 minutes per vehicle to complete). It is not

uncommon for more than 20 installations per installer per day to be completed, provided that the proper arrangements are made with all hardware present and vehicles made available with minimized downtime.

What is included in the \$13/vehicle/month expanded service subscription?

Some of the main elements available on a subscription include the following:

- A customizable (organization-specific) telematics management portal/database.
- Dedicated training, onboarding, and technical support.
- GPS tracking capabilities, which can be managed and turned on and off on a vehicle-by-vehicle basis. (GSA Fleet *does not* have access to any GPS tracking services/data with the standard, basic service [provided at no additional cost] or the additional service subscription, if agencies elect to purchase that service.)
- Accident reconstruction.
- Advanced reporting.
- Driver coaching/management.
- Application Programming Interface (API) integration.
- Custom mapping and geofencing.
- Ancillary service expandability.
- Engine data reporting.

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Your involvement, understanding, and feedback are essential to making the Logistics Management Program a success. Please send us your questions or stories to share by calling or e-mailing:

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