

AUTOMOTIVE LIAISON MEETING

April 24th, 2013

Customer Service Department

- Bill Confair
 - ✉ biconfair@pa.gov
 - ☎ 717-783-2325
- Randy Howard
 - ✉ ranhoward@pa.gov
 - ☎ 717-346-5967

Driver Accountability Review

- When a state-owned vehicle is involved in an accident, both the operator of the vehicle AND the Automotive Liaison will be required to sign the STD-541 Accident Report.
- The STD-541 must be turned in within one business day after the accident.

Driver Accountability Review

- Please have both signatures on the STD-541 when you turn in the form.
- If the STD-541 is sent in without both signatures, it will be returned to the Automotive Liaison. Please sign and return it to the CSD immediately.

Accidents – Estimates for repair

- If the vehicle is drivable, we should receive 3 estimates from approved vendors within 10 business days of the accident.
- If the vehicle is not drivable, only 1 estimate is necessary.

Offender's Report

- If a driver does not follow proper procedures, the incident is reported to the Director of BVM in a monthly "Offender's report".
- Examples:
 - #1. Driver of unit #xxx-xx-xxxx called into the CSD to report an accident on 3-7-13. Driver stated that he forwarded STD-541 to Automotive Liaison. We asked driver to forward STD-541 directly to us and contacted Liaison. As of 4-1-13 we do not have the STD-541.

Offender's Report continued

- #2. Unit #xxx-xx-xxxx was brought to vendor. Vendor stated that he was pressured by driver to repair vehicle without following proper procedures. Driver stated he did not have time to wait for approval from CSD.

The unit required \$1647.10 to repair. This should have been a RAR requiring approval from the Operations Dept. before any work was done.

Offender's Report Continued

- #3. Driver called in on 3-14-13 to report "minor damage" to vehicle, stated "repair probably not necessary." CSR asked driver to get 3 estimates and send them in along with the STD-541.

We received a STD-541 with the date of accident as 1-29-13 and a final invoice for repairs of \$877.52. Repairs were completed without authorization.

No estimates were ever received.

Offender's Report Continued

- #4. On 2-5-13 we received a call from a towing vendor asking us what we planned to do with vehicle #xxx-xx-xxxx. It had been towed in after an accident on 11-8-12, 90 days prior. We were never notified and had not received a STD-541. Most vendors charge \$30 a day storage. This one did not, thankfully.

Customer Service Department

- #5. Unit #xxx-xx-xxxx was involved in an accident. STD-541 was late. Driver got 3 estimates for repair. Operations chose the least expensive estimate. We received the final invoice from the most expensive vendor, who is not an approved vendor, costing an additional \$281.76.

Proper Procedures Review

- Proper CSD Procedures

- Step one: The driver should first open a work order by calling the CSD at (877) 347-9966.
- When you open a work order, this is not an authorization to begin the repair. We must receive and approve the estimate before the repair shop can begin work.

Proper Procedures Review

- Proper CSD Procedures Continued
 - The driver fills out the fax cover sheet with the unit number, work order #, the CSR's name, the vendor's name & location.
 - Please don't call to open a work order while you are driving.
 - Have the vendor use the fax cover sheet when they send us the estimate.

Proper Procedures Review

- Proper CSD Procedures Continued
- Once we have approved the estimate, the vendor can begin the repairs.
 - The driver should never authorize work to be completed on any vehicle. Only a CSR or Operations can authorize the repairs to begin.
 - Do not open a work order unless you intend to have the repairs completed in a timely manner (never more than 60 days).

AUTOMOTIVE LIAISONS MEETING

M5 System Administration

April 24, 2013

M5 System Administration

- William Ward
 - ✉ wilward@pa.gov
 - ✉ 717-346-3344
- April Mileage Information:
 - ✉ Deadline – 10 am on Wednesday, May 15

M5 System Administration

- M5 Fleet Audit

- Thank You!!

- As of April 23, 2013

- 3873 Passenger Units reviewed and returned to BVM

- 6171 Passenger Units not returned to BVM

- 562 Non-Passenger Units reviewed and returned to BVM

- 3947 Non-Passenger Units not returned

M5 System Administration

- M5 Fleet Audit

- BVM is working on updating the data in M5 to match the data on spreadsheets
 - If you made an update on the audit spreadsheet, do not send in an updated CSVM-88 Form
 - If you have an update to make and it was NOT a correction already made on the audit, submit a CSVM-88
 - If you have an update to make, and it WAS already corrected on the M5 audit spreadsheet, review M5 to see if audit was applied. If so, submit CSVM-88. If not, please wait until correction to M5 is made before submitting the CSVM-88

M5 System Administration

- M5 Fleet Audit

- Next Steps

- M5 Administration Team will continue to make updates
 - When complete, M5 will re-run reports and send them to the Auto Liaisons

M5 System Administration

- M5 FleetFocus Upgrade
 - Over the April 19th Weekend, M5 FleetFocus was upgraded to version 2.8.0E
 - Agency Reporting is now available
 - Report training to be scheduled for May

M5 System Administration

- Monthly Mileage Entry
 - Remind those who enter the monthly mileage:
 - Only enter Business Days Used, Final Meter Reading from the STD-554, and Total Commute/Personal Miles
 - M5 will compute the Total Business Miles
 - If there is an error, immediately send a screen shot error and a scanned copy of the STD-554 to M5 Administrators

M5 System Administration

- Vehicle Rentals

- Please advise your operators and Administrative Assistants that they should contact

Enterprise Rent-A-Car
717-238-7541

M5 System Administration

- Future Projects
 - Training for M5 Reporting
 - M5 Users Group
 - 6 Month Utilization Reporting

AUTOMOTIVE LIAISONS MEETING

April 24, 2013

Operations and Maintenance

- Randy Tomlinson

✉ rtomlinson@pa.gov

✉ 717-783-3088

Operations and Maintenance

New Vehicle Maintenance and information

Refer to:

- Owner's manual
- DGS Customer Service(1-877-347-9966)
- DGS Operations (717-783-3088)

Operations and Maintenance

Quick Reference Guide for LOF's

2012 Chevy Malibu –First oil change at 5,000. Every change after that is based off of the car message center. (not to exceed a 12 month period)

2012 Chevy Sonic – First oil change at 5,000. Every change after that is based off of the car message center. (not to exceed a 12 month period)

2012/13 Chevy Impala - Every oil change is based off of the car message center (not to exceed a 12 month period)

Operations and Maintenance

2013 Ford Fusion – First oil change at 5,000. Every change after that is based off of the car message center. (not to exceed a 12 month period or 10,000 miles)

2013 Ford Focus – First oil change at 5,000. Every change after that is based off of the car message center. (not to exceed a 12 month period or 10,000 miles)

2012/13 Dodge Caravan – Every oil change is based off of the vans message center. (Not to exceed a 12 month period or 10,000 miles)

- ❖ All the above mentioned schedules are based off of normal use. Police/security units may vary, and so may extreme conditions usage. Any variations from these schedules must be submitted to DGS Customer Service (Bill Confair) by the Automotive Liaison for approval.
- ❖ The 5,000 mile first oil change is vendor specific, not mandated by the Manufacturer.

Operations and Maintenance

Quick Topics

- Registration cards are required to be handed to the Service Writer upon arrival to DGS Garage when a vehicle is being dropped off for service.
- DGS rollback update
- ERAC Billing update

Records and Reports Fiscal / Auction

WEX Reports

Records and Reports

- GSVM-87 Verify coding prior to submission.
Driver: Information should be included on original submission if known. Verify when you pick up the unit.

Fiscal

Billing will be up to date by next week. You will receive your back up information for the March billing before the end of the month.

Time Line: Every month the billing for the prior month is released to Treasury on the 19th.

Example: Billing period ending April 30th.

Released on May 19th.

Auction Units

556 Coding: We will be sending out coding we received on the 556 for verification after every sale.

We are still running into errors and your funds are not being credited to the correct revenue accounts. We need your help.

EZ-PASS

1. Submit a form in order to delete a unit from an existing account.
2. Also submit a form to add a unit to a new account.
 - A. If you are moving a unit from one account to another you need to submit one form to delete and a second to add.
 - B. Make sure you use the correct class codes.

Truck and Trailer Combo. EZ-PASS

If the truck is used to tow a trailer you will need two passes.

- A. One Pass to be used with the truck alone.
- B. One to be used if the truck is in combination with a trailer.
- C. Make sure you request the correct class code for both.

WEX Reports and Billing

Questions should be directed to Jamie Salamone at 207-523-6013. Jamie will be happy to walk you thru any questions you may have.

Billing: All adjustments to your WEX bill should be completed on the March billing.