

AUTOMOTIVE LIAISON MEETING

October 23rd, 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 STD-541

- 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 forwarded to the Automotive Liaison. Please sign and return it to the CSD immediately.

Driver Accountability Review - The Future

- Eventually, a driver's supervisor will be required to sign the STD-541.
- The HR office will be notified when any physical damage occurs that is considered "at fault."
- If multiple "at fault" accidents occur, a driver may be required to take a defensive driving course before he is allowed to operate a state vehicle.

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.
- Repairs should be completed within 20 business days of the date of the accident.

New Driver training

- When a new driver is assigned a vehicle, the liaison should instruct the driver on the proper procedures to follow when their car needs maintenance or repair as well as what to do in the case of a breakdown on the side of the road or an accident.
- We will be creating an online training course to assist new drivers in the future. Until then, please provide proper instructions to all new drivers.

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.
 - Repairs should be done within 5 days of opening the work order. Do not open a work order unless you intend to have the repairs completed in a timely manner (never ever more than 60 days).

State Garage

- Whenever possible, local repairs should be scheduled with the state garage.
- If you can not use the state garage, Please contact Randy Tomlinson's office for an exemption.

Turning in vehicles (63)

- Vehicles being turned in to be sold at auction must be driven in unless they are not safe to drive or can not be driven.
- Please be aware of storage charges when a vehicle is at a vendor. Especially wrecked vehicles that need to be towed to the auction.

Emergency – Rental Cars

- Do your drivers know the proper billing codes to use for Enterprise rent a car?
- If a driver needs to rent a car in an emergency, they need to have the proper billing code. Get this information to all of your drivers.

Emergency – Flat tires

- Your drivers should check to make sure they have a spare tire that is fully inflated and a properly working jack.
- In an emergency the driver may change the tire themselves, if they choose to, or we can have a repair facility send out a truck to change the tire.

After hours emergencies

- If you have a breakdown after hours and you need a tow truck, it is no longer necessary to call the after hours emergency phone.
- All emergency towing vendors are listed on the DGS website under
- Vehicle Management
 - Maintenance / Accidents
 - Towing

Snow Tires

- Snow tires will not be approved unless the automotive liaison specifically approves the driver to put snow tires on the vehicle. The liaison should contact the CSR with an approval.
- Snow tires should only be considered in situations where it is absolutely necessary.

Questions?

- Any Questions?

AUTOMOTIVE LIAISONS MEETING

M5 System Administration
October 23, 2013

M5 System Administration

- Management Directive 315.20 (Amended) May 2013: Taxability of the Use of State-Provided Vehicles
 - **Commuter Mileage.** Commuting from home to headquarters and from headquarters to home. Employees headquartered at their homes are in commuter mileage status from their homes to first work location and from last work location to home.

M5 System Administration

- Lifetime To Date Mileage (LTD)
 - When a unit is put into service, the In-Service Meter is input using the Odometer At Time of Delivery as recorded on the GSVM-87 form
 - This is when the “Lifetime to Date” begins to accrue.

M5 System Administration

- Lifetime To Date Mileage (LTD)

Unit Main

In-Service Meter Information

Primary Meter: In-Service Date:

Secondary Meter:

Unit Journal Display

| Unit Number | Location | Src | Primary Meter | Primary LTD Usage | Primary Use | Primary Meter Date |
|-------------|----------|-----|---------------|-------------------|-------------|---------------------|
| | VMMAIN | F | 22710 | 22705 | | 10/02/2013 06:58:00 |
| | VMMAIN | F | 22964 | 22959 | 254 | 10/08/2013 07:46:00 |

M5 System Administration

- Changes in Acquisition Meter

- The Acquisition Meter is the meter reading or odometer when the unit is delivered.
 - In automotive terms, the purchaser of the vehicle owns the vehicle the moment the vehicle leaves the dealers property. This acquisition date and odometer reading is recorded on the *CERTIFICATE OF ORIGIN FOR A VEHICLE* issued with each vehicle transaction.
- When the agency picks up a new unit from BVM, the agency representative signs the GSVM-87 Vehicle Inventory Report, validating the odometer reading listed on the GSVM-87.

M5 System Administration

- Changes in Acquisition Meter (cont)
 - Occasionally, the Odometer Reading on the *CO* is larger than what is actually on the vehicle
 - This may cause the initial Commute Usage Entry reporting not match the total miles as being reported on the STD-554

M5 System Administration

- Changes in Acquisition Meter (cont)
 - Acquisition Meter = 10
 - In-Service Meter as reported on the GSVM-87 = 5
 - In-Service Meter enter into M5 = 10
 - Total Business Miles reported on the first month's STD-554 = 350
 - M5 will calculate the actual business miles = 345

M5 System Administration

- BVM Maintenance Meter Updates
 - Commonwealth Garage
 - Physical inspection of the odometer before the Work Order is created
 - Customer Service/Vendor Maintenance
 - If the vendor submits the estimate the same day CSD opens the work order, the meter will be updated

M5 System Administration

- Monthly Mileage Entry
 - When reporting M5 Errors to the M5 Administrator eMail account, please attach a correctly completed STD-554 (09/2011), Monthly Automotive Activity Report and a screen shot of the M5 error with the email
 - M5 Administrators will not make any changes or updates on your behalf if the STD-554 is not properly completed

M5 System Administration

- Monthly Mileage Entry
 - If the M5 staff returns a STD-554 to agency input personnel to correct an error, attempt to re-enter the Commute Usage before returning the STD-554 before returning it to M5

M5 System Administration

- Unit Journal Display

| Unit Number | Location | Src | Primary Meter | Primary LTD Usage | Primary Use | Primary Meter Date |
|-------------|----------|-----|---------------|-------------------|-------------|---------------------|
| | AULIAS | E | 76915 | 76915 | | 08/31/2013 23:59:59 |
| | VMMAIN | F | 77000 | 77000 | 85 | 10/03/2013 16:46:00 |

- STD-554

| | | | | | | | | | |
|----|--------|--------|-------|----------|----------------|----|--|--|--|
| 23 | 77,416 | 77,442 | 26 | EMPLOYEE | EMPLOYEES ONLY | 26 | | | |
| 24 | 77,442 | 77,468 | 26 | EMPLOYEE | EMPLOYEES ONLY | 26 | | | |
| 25 | 77,468 | 77,494 | 26 | EMPLOYEE | EMPLOYEES ONLY | 26 | | | |
| 30 | 77,494 | 77,580 | 86 | EMPLOYEE | EMPLOYEES ONLY | 86 | | | |
| | | | ##### | EMPLOYEE | EMPLOYEES ONLY | | | | |

M5 System Administration

- M5 Reports

- Reports Currently Available:

- Unit Brief Inventory
 - Unit Meter Journal
 - Unit Assignment
 - Unit Job Cost History
 - Work Order Detail

M5 System Administration

- M5 Reports

- 3 Sessions with 75 total participants

- Agencies Represented:

- Aging
 - Agriculture
 - Arts
 - Attorney General
 - Auditor General
 - Corrections
 - DCNR
 - DEP
 - DGS
 - DPW
 - Education
 - Exec Office
 - Game Commission
 - Gaming Control Board
 - Health
 - Historical Museum Commission
 - Inspector General
 - Insurance
 - Labor & Industry

- Liquor Control Board
 - Milk Marketing Board
 - Municipal Retirement System
 - PEMA
 - Probation & Parole
 - PA State Police
 - PUC
 - PENNVEST
 - Revenue
 - Senate
 - SSHE
 - State Civil Service
 - State Ethics
 - Supreme Court
 - Veterans Affairs

M5 System Administration

- M5 Reports

- Additional Report training will be scheduled for November
- Agencies who were not on the list are encouraged to attend
- Use reports to your advantage, especially the Unit Assignment and Unit Meter Journal

M5 System Administration

- William Ward
 - ✉ wilward@pa.gov
 - ✉ 717-346-3344
- October Mileage Information:
 - ✉ Deadline – 10 am on Friday, November 15

E-ZPass

- Today's Guest
- **Lori Golden**
- CVO/Special Accounts Supervisor
- PTC E-ZPass

Why E-ZPass

- Using an EZ-Pass to pay for Turnpike tolls incurs an approximate 25% discount over cash prices.
- Examples:
- 1. Harrisburg East to Norristown (Philadelphia)
 - Cash price = \$8.65
 - EZ-Pass price = \$6.76
 - Savings = \$1.89/trip (25 trips = \$47.25 in savings)
- 2. Harrisburg East to New Stanton (Pittsburgh)
 - Cash price = \$17.25
 - EZ-Pass price = \$13.54
 - Savings = \$3.71/trip (25 trips = \$92.75 in savings)

Process

- **Step 1:**
- Establish your agency E-ZPass account by contacting Connie Mullen at the Department of General Services (DGS) Bureau of Vehicle Management (BVM). Once your application is processed you will be able to log in and create a user name and password.
- Web address: www.paturnpike.com.

Step 2:

Since BVM serves as the contact with the Turnpike Commission, you must also order all E-ZPasses by contacting Connie Mullen at the Bureau of Vehicle Management (BVM). Once you have filled out the forms and returned them to BVM your E-ZPasses will be sent to your agency directly from the Turnpike Commission.



Pennsylvania Turnpike Commission
COMMONWEALTH
ACCOUNT APPLICATION

Mail Application to:
 Pennsylvania Turnpike Commission
 700 South Eisenhower Blvd.
 Attn: Credit & Collections
 Middletown, PA 17057
 Phone # 1-877-736-6727

DO NOT STAPLE PLEASE PRINT OR TYPE

| | | | | |
|---|---|--|------------------------------|------------------------------------|
| COMMONWEALTH | 1. Agency Information | | Tax Exempt # (If Applicable) | |
| | Please select a 4 Digit Account Pin Number and list it in the boxes supplied to the right. (For access to your account information over the phone and web) | | | |
| | Agency Name | | | |
| | Billing Contact Person & Title (Required) | | | |
| | Address | | | |
| | City | State | Zip Code | |
| | Contact # () | Fax # () | | |
| | E-Mail | | | |
| | Contact Person & Title (Optional) | | | |
| | Address | | | |
| City | State | Zip Code | | |
| Contact # () | Fax # () | | | |
| E-Mail | | | | |
| | | COMPLETE THE ATTACHED TRANSPONDER IDENTIFICATION/ORDER FORM | | |
| 2. Account Option | <input checked="" type="checkbox"/> | Commonwealth Interagency Agreement | | |
| 3. # Of Transponders | <input type="text"/> | In the area to the left, fill in the number of transponders ordered, from the Transponder Order Form. In BOX C , fill in the Total Cost of Transponder(s) from the Transponder Order Form. | | |
| 4. Monthly Statement Fee | A FREE detailed monthly statement is available online at www.paturnpike.com . Detailed account information is also available 24 hours a day by calling our Toll Free number: 1-877-736-6727 | | | |
| | The FEE for a PRINTED statement will be deducted from or charged to your E ZPass account monthly. Refer to the Government Agency agreements to determine the cost to you of a monthly printed statement. | | | |
| | <input type="checkbox"/> | CHECK HERE IF YOU WISH TO RECEIVE A PRINTED MONTHLY STATEMENT. | | |
| 5. Credit & Collections Checklist <i>Office Use Only</i> | Attachment Check List | | | |
| | <input type="checkbox"/> | Commonwealth Account Application | <input type="checkbox"/> | PTC E-ZPass Transponder Order Form |
| 6. PTC Approval | PTC Approval Signature: | | | |

COMMONWEALTH OF PENNSYLVANIA AGENCY E-ZPASS
TRANSPONDER REQUEST FORM

Agency Name

Account #

Vehicle Information: List all additional vehicles to be added to the account that require transponders

Please photocopy and complete additional sheets as necessary.

PLEASE PRINT CLEARLY

| | Transponder Number | License Plate Number | Plate Type e.g., taxi, commercial, livery etc. | State | Make of Vehicle e.g., Peterbilt | Model e.g., Classic | Vehicle Year | Vehicle Reference Code¹ |
|----|---------------------------|-----------------------------|---|--------------|---|-------------------------------|---------------------|---|
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| 13 | | | | | | | | |
| 14 | | | | | | | | |
| 15 | | | | | | | | |

| | | |
|--|---|--|
| | Total # Roof Mount transponder(s) needed = | |
| | Total # Interior transponder(s) needed = | |
| | Total # Bumper transponder(s) needed = | |
| | Total # Exterior transponder(s) needed = | |

Footnote:

¹ See Vehicle Reference Code Guide. Vehicle Reference Code indicates the type of vehicle, e.g., a code 531 vehicle, is a truck with 4 axles, dual tires, and weighing over 7,000 pounds.

| | | | |
|----------------------------|-------------|---------------------------|-------------|
| Requestor Signature | Date | Approval Signature | Date |
| Printed Name | | Printed Name | |

EZ-PASS INFORMATION FOR ADDING AND DELETING VEHICLES FOR RENTAL VEHICLES

Adding and deleting vehicles from account for RENTAL VEHICLES **ONLY**

ADDING RENTAL VEHICLES:

1. Go to: www.paturndpike.com
2. Click on: COMMERCIAL E-ZPASS LOGIN
3. Enter Username and Password and click on LOGIN
4. Click on "UPDATE VEHICLES" on left hand side of page
5. Go to bottom of page and click on "ADD ADDITIONAL VEHICLE"
6. Enter License Plate Number, Year, Make, Model and Color
7. Click "SAVE"
8. Remember to LOGOUT (click on the LOGOUT button)

DELETING RENTAL VEHICLES:

1. Go to: www.paturndpike.com
2. Click on: COMMERCIAL E-ZPASS LOGIN
3. Enter Username and Password and click on LOGIN
4. Click on "UPDATE VEHICLES" on left hand side of page
5. Search for license plate number
6. Click on "REMOVE" button on the right of license plate and vehicle information (it will take you to another page)
7. Click on the "DELETE" button
8. Remember to LOGOUT (click on the LOGOUT button)

Recommendations

- 1. Establish a separate account for **rental** vehicles. This will help you track your rental transponders.
- 2. Make sure you add the rental car plate as soon as you pick up the car and delete the plate when the car is returned.
- 3. Make sure you use the correct Vehicle transponder and Reference Code. Violations will be issued if you do not use the correct transponder.

Response to Questions

- 1. Does a transponder have to have a plate/vehicle assigned to it?
- A transponder can be held open on your account without being assigned.
- 2. Violations: All violations will be sent to plate assigned to the transponder. If you have not deleted the plate you will receive the charge for the violation. You must make sure you remove the plate from the transponder.

E-mail address & Contact

- RA-ezpass@pa.gov
- Contact: Connie Mullen / 787-3419
-

Comments & Questions

- Lori Golden

AUTOMOTIVE LIAISONS MEETING

October 23, 2013

Operations and Maintenance

- Randy Tomlinson

✉ rtomlinson@pa.gov

✉ 717-783-3088

Operations and Maintenance

Vehicle Replacements

Finishing 2006 & older switch outs, starting 2007 soon

- Most repairs will be denied on 2006 and older units, along with 2007's, and depending on the repair 2008's also.
- Be ready to accept new units (if needed) to replace the units that repairs have been denied on.
- FYI, by the end of next year we will be working towards replacing the 2008 model year units

Operations and Maintenance

Enforcing Turn-in Policies

- Cars need to be CLEANED inside and out when turned in to BVM. Return it in the same condition you received it.
- Decal removal, if you are not sure how to remove them, Don't! Manheim will remove them for you at a minimal cost.
- Cars must have a $\frac{1}{4}$ tank of fuel when returned...this has been much better in the last few months – keep up the good work!

* Note, if any or all of these steps are not followed DGS will refuse accepting your turn-in.

Operations and Maintenance

5 Day Pick Up Window for New Vehicles

- Here are some steps to help ensure new vehicle pick-ups happen within the 5 day window:
 - Once Steve approved the 557, Admin will send you the 87 form. As soon as that is sent back to their resource account it takes approximately 10 business days until the unit is ready for pick up.
 - Reach out to your drivers at this time to start coordinating and planning the switch using the above mentioned time frame
 - Start coordinating with any outside vendors at this time if equipment installs or removals are needed.
 - Feel free to contact Operations for assistance (we can offer dealer tags and assist in transportation if needed)
 - Be proactive, not reactive!

Operations and Maintenance

Accidents & Physical Damage

- Pictures may be required to verify extent of damage prior to approval/denial of repairs
- **Physical damage**
 - It will be monitored much closer than ever before
 - “At Fault” accidents will be reviewed and shared with the agencies for appropriate action(s)
- **Accident Reports**
 - Need to be accurate
 - Should be reviewed by supervisor prior to submission (Supervisors will be required to sign them in the future)

Operations and Maintenance

Accidents & Physical Damage

- **Accident Reports Cont.**
 - Supervisors (along with the driver if more space is needed than what is supplied on the STD 541) can submit a written statement to support (or disagree) with what the driver stated on the STD 541.

Operations and Maintenance

Quick Topics

- **Dispatch Office**

- Dave Welker's promotion within DGS/new person starting on the 28th
- Resource account will be set up for any inquires to this area for Ground travel questions, rental questions, etc. When finalized the resource account will be distributed.

- **Garage entrance**

- Please note that we have removed the gate arms and have replaced them with speed bumps – drive slow!