

AUTOMOTIVE LIAISONS MEETING

September 22, 2015

Short Term Lease

- Short Term Lease will be available for 1 to 6 month terms
- Short Term Lease will not affect agencies MVAL
- Short Term Lease is not a rental program
- Short Term Lease will be billed for 1 month minimum

Short Term Lease

- Possible Short Term Needs:
 - Seasonal Employees
 - Short term contracts awarded agencies and performed by Commonwealth employees
 - Temporary replacement for vehicles involved in an accident where vehicle is not drivable for one month or longer

Collision Deductible

- Applies only to vehicles leased through BVM
- \$500 deductible will apply to at-fault accidents
- If vehicle is not drivable a short term lease vehicle will be supplied by BVM
 - Lease payment will be suspended on the vehicle being repaired

Collision Deductible

- Annually, BVM will evaluate each agencies deductible based on driving experience.
- Using a BRIM formula to determine agency experience, the deductible will be adjusted from \$0 to \$1000

AUTOMOTIVE LIAISON MEETING

Claims Division

September 22nd, 2015

FY 2014 vs 2015 Totals

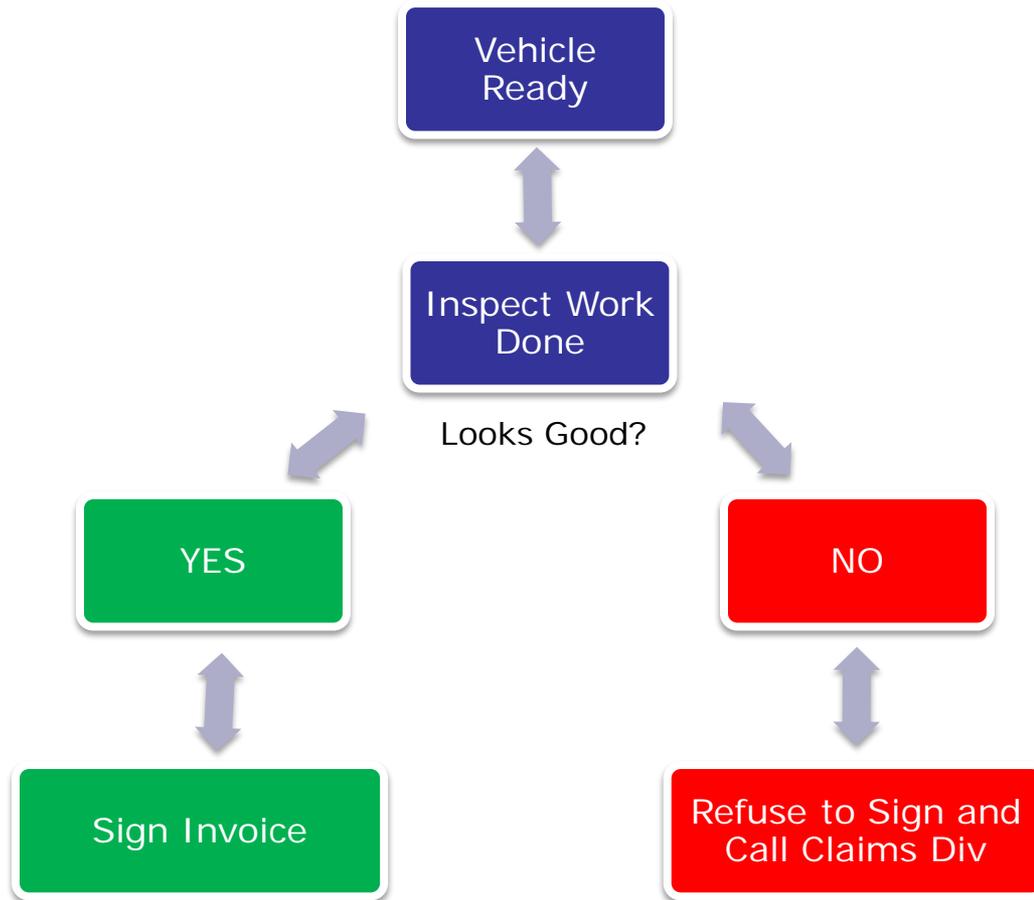
2014	TOTALS
#	1200
PF	693
SF	507
\$	\$1,180,146
PF	\$697,524
SF	\$482,621
63D	37
PF	21
SF	16
AVG/ACC	\$983
PF	\$1,007
SF	\$952

2015	JULY	AUG	TOTALS
#	93	120	213
PF	50	70	120
SF	43	50	93
\$	\$67,152	\$115,571	\$182,723
PF	\$47,609	\$68,043	\$115,652
SF	\$19,543	\$47,529	\$67,072
63D	3	4	7
PF	0	1	1
SF	3	3	6
AVG/ACC	\$722	\$963	\$843
PF	\$952	\$972	\$962
SF	\$454	\$951	\$703

Reminders

- Repairs on hold until budget passes – keeping accident #s open.
- Repairs must be completed within 30 days of approval.
- Invoice must be signed by the driver and faxed/emailed to BVM for payment.

After Repairs are Completed



Example – Paint Job



Example



Short Term Leases - Accidents

- When to use?
 - Not drivable
 - And/or repairs downtime approaches one month
 - Applies to all SF and PF vehicles

Safe Driver Training

- Now available on www.dli.pa.gov
 - PATHS (PA Training for Health and Safety)
 - Training Calendar
 - National Safety Council Defensive Driving DDC-4
 - November 4th from 8:30 AM to 1:00 PM at PennDOT
 - Distracted Driving Safety (online event)
 - October 22nd from 1:30 PM to 2:30 PM
 - Safe Vehicle Operation in Inclement Weather (online event)
 - November 18th from 9:30 AM to 10:30 AM
 - Safe Vehicle Operation (online event)
 - December 2nd from 9:30 AM to 10:30 AM

AUTOMOTIVE LIAISON MEETING

September 22nd, 2015

Customer Service Department

Bill Confair

✉ biconfair@pa.gov

☎ 717-783-2325

Recalls

When you are contacted to have a recall item repaired, please have the driver call the CSD to open a work order. **PH# 877-347-9966.**

- A “work request” will be created in M5. When a work order is opened for a unit with a “Work Request” the CSR will ask the driver to set up the appointment for the recall.
- It is the driver’s responsibility to send us the final invoice for the recall work so we can close the work order and record that the recall work was completed.

Work Order Express (Version 2.8.0-E)

Unit/Dept Information

Unit/Dept: [REDACTED] Work Order: 191607 Reason: 1 [Labor Wedge](#)

Location: CSR01 Status: OPEN

Contact Info

Driver: [REDACTED]
 Phone: [REDACTED]
 Ext: [REDACTED]
 Agency # [REDACTED]
 /Unit Fund [REDACTED]

Work Order Information

Description: 2009 CHEVROLET COBALT
 VIN: 1G1AT58H897193921
 Tech Spec: 09COBAL1000G 2009 CHEVROLET COBALT SEDAN
[View Standard Job History](#) No Warranty Coverage

Enter Job (New)		Job	Description	Due Date									
<input type="button" value="Add"/>		PF-IGN	PERFORM IGNITION SYSTEM-UPDATED	05/30/2014									
Job	Status	Job Rsn	Vendor	Est. Cost	Add Labor Chg	Add Part Chg	Add Comm Chg	Assignment	Attach	Note	Warr Notes	Violate Type	
												<input type="checkbox"/>	

Work Order Summary Totals

Cost Est: \$0 Labor: \$0 Part: \$0 Comm: \$0 WO Total: \$0

Repeat Repairs

We are now tracking “repeat repairs” in M5.

- When a job that was recently completed on a vehicle is entered again within a certain time frame, the CSR is notified that this is a “repeat repair.”
- The CSR then researches the repair history on the unit to see if anything might be covered under warranty.
- For example; a battery is replaced within a certain timeframe may have a warranty to cover all or part of the purchase price.

Work Order Express (Version 2.8.0-E)

Unit/Dept Information

Unit/Dept: ██████████ Work Order: 191606 Reason: 1 [Labor Wedge](#)
Location: CSR01 Status: OPEN

Contact Info

Driver: _____
Phone: _____
Ext: _____
Agency # _____
/Unit Fund _____

No Work Requests

Enter Job (Record 1 of 1)

Job	Status	Job Rsn	Vend
PF-SAC-007	VEN		

Work Order Summary Totals

Cost Est: \$0 Labor: \$0 Part: \$0 Comm: \$0 WO Total: \$0

Confirm Action Dialog -- Webpage Dialog

Repeat Repair

Since 06/30/2015 (Work Order 190130), the max number of Repeat Repairs has been exceeded. Elapsed days = 82; Elapsed usage = 555.



Snow Tires

- Start thinking about which vehicles in your fleet will be authorized to purchase snow tires. Please start making arrangements to get them soon.
- Send me an email with a list of the units that are authorized to receive snow tires. We will set up work requests in M5 for those units.
- All requests for snow tires require automotive liaison approval.

Questions?

- Any Questions?

AUTOMOTIVE LIAISONS MEETING

M5 Administrators
September 22, 2015

M5 Upgrade

- Planned to be in production before the end of the year
- Training Planned
 - Logging In
 - We will request new log-in information
 - Navigation
 - Reports
- Training to be Web Based
 - If a large enough audience, can be done at your location

M5 Upgrade – Current Home Screen

FleetFocus™

User ID: FSTEIN
Location:
SUPGCA - CSD SUPERVISOR GROUP C

Menu:

No matching items found

09/18/2015
12:03:14

Home Page (Version 2.8.0)

Detailed Unit Information | Mileage Entry | Mileage Query | Work Orders Issued

M5 Upgrade – New Home Screen

AssetWORKS Menu Search Location: CONN - CONNELLSVILLE WEST SIDE Help

Home Message Menu Change Menu Favorites History Dashboard Reports Messages Notifications

Save Undo Refresh Delete Find

Welcome, Elizabeth Eckman

My Favorites

- Driver Main
- Driver Safety Check
- Screen Designer
- Tech Spec Main
- Unit ID
- Unit Main

OPEN WO



OPEN JOBS



My Reports

- [NY LICENSED UNITS](#)
- [PA LICENSED UNITS](#)



Fleet Management Center

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent ligula lorem, feugiat quis ante vehicula, viverra dictum augue. Cras vitae vestibulum tellus. Integer vitae gravida purus. Nullam hendrerit neque lectus, et convallis tellus tristique at. Integer lobortis sem a interdum lobortis.

Visit [The AssetWorks Community](#) for a library of training videos, product documentation, and a searchable knowledgebase.

Highlighted Training Documents:

- [Using Standard Jobs Beyond PMs \(PDF\)](#)
- [Purchasing - Auto Reordering \(PDF\)](#)
- [Warranty Tracking \(PDF\)](#)
- [Effective FleetFocus Reporting \(On-Demand Webinar\)](#)

Launch community.assetworks.com

Company Newsletters

[Winter-Fall 2014](#)

[Spring-Summer 2014](#)

[Click here to access full archive.](#)

Notifications

Mark Read	Date	Message
<input type="checkbox"/>	04/09/2015 16:20:46	On 4/9/2015, The parking locat
<input type="checkbox"/>	04/09/2015 16:20:45	Unit L909 arrived on 4/1/2015.
<input type="checkbox"/>	04/09/2015 16:20:45	On 4/1/2015, Vehicle Number L9

Job counts by status

Job Status	Count	Est Hrs
WIP	66	997.55
DON	44	646.00
VEN	13	50.00
Q30	1	0.00
CAN	5	10.00
WFP	3	0.00
WFD	7	0.00

M5 Upgrade – Current Unit Main

File Edit View Favorites Tools Help

Fleetfocus™

User ID: WILWARD
Location: VMMAIN - DGS VEHICLE MAINTENANCE

unit main
[Billing Unit/Dept Code Maintenance](#)
[Unit Main](#)
[Unit Maintenance Cost History](#)

09/18/2015
11:48:45

Unit Main (Version 2.8.0)

Unit Information

Unit: 004013796 2012 CHEVROLET SONIC
Description: Status: Spare or backup units
Alternate Unit No.:

[More Unit Information](#)

All **Asset/Codes** Dept/Locations Class Meter/Accounting License/Notes GPS Location

Year / Manufacturer / Make / Model

2012 GENERAL MOTORS CHEVROLET SONIC

Unit Codes

Serial Number: 1G1JC5SH7C4205705

MCC: MC3 7.5K SRVC/TIRE ROTATION
Activity: PASS PASSENGER UNIT
Tech Spec Number: 12SONIC1000G 2012 CHEVROLET SONIC SEDAN
Asset Category: 1000 SEDAN COMPACT
Asset Class: 1 AUTOMOBILE

Billing: PFNA PURCHASING NO CHARGE LEASED 08/31/2015

Attachment

Serial Number:
Tech Spec Number:

M5 Upgrade – New Unit Main

AssetWORKS

Menu Search

Location: CONN - CONNELLSVILLE WEST SIDE

Home

Message Menu

+

Change Menu

5

Favorites

-

History

Dashboard



Reports

0

Messages

?

Notifications

0

Save

Undo

Refresh

Delete

Find

Attach

Related

Unit Main

Unit Information

Unit: 0053

Add New

2000 ALTEC AM855 BUCKET

Description: ACTIVATE UNIT

Status: Active Unit

Alternate Unit No.:

Asset/Codes

Dept/Locations

Class

Meter/Accounting

License/Notes

GPS Location

Year / Manufacturer / Make / Model

2000

GMC 8500 4X4

ALTEC

AM855 BUCKET

Unit Codes

Serial Number: SSS

MCC: BB

4X4 SNOW PLOW

Activity: 111

LINES SERVICES

Tech Spec Number: B0006

2000 GMC 8500 4x4 AM855 Bucket

Asset Category: 40

HEAVY BUCKETS>46 DSL

Asset Class: E

BUCKET TRUCKS

Asset Type: UNIT

Equipment Type:

SKU:

Billing: AP85

TRAILER 163

NON-LEASED

11/18/2003

28

High Priority:

Commute Usage Tips

- Tips to make entering Commute Usage:
 - On the STD-554 - Validate the Current Beginning Meter is the same as the Previous Month's Ending Meter
 - Ensure the STD-554 is complete (Daily Totals, Ending Totals, Signatures)
 - Select 'Save' after each Commute Usage Entry

Commute Usage Tips

- Tips to make entering Commute Usage:
 - Remind Operators when filling vehicle with gas, enter the actual current meter
 - If after everything is OK, submit screen shot of error AND STD-554 to M5 Administrators e-Mail Box:
 - RA-m5administrators@pa.gov
 - Contact Danielle Gibson (717-346-3821) with questions

STD-554 Quiz



STD-554 Quiz

DATE	ODOMETER READING		BUSINESS MILES	COMMUTE MILES	PERSONAL MILES	TOTAL DAILY MILES	DESTINATIONS <small>(LIST ALL DAILY DESTINATIONS)</small>	DRIVER NAME <small>(Pool Vehicle Only)</small>	FUEL GALLONS	FUEL COST
	STARTING MILEAGE	ENDING MILEAGE								
1	—	—								
2	16598	997				10				
3	997	909				2				
4	999	16610				11				
5	010	018				8				
6	—	—								
7	—	—								
8	—	—								
9	018	027				9		16		
10	027	033				6				
11	033	040				7				
12	040	046				6				
13	046	055				9				
14	—	—								
15	—	—								
16	055	062				7				
17	062	065				3				
18	065	081				16				
19	081	087				6				
20	087	095				8				
21	—	—								
22	—	—								
23	095	099				4				
24	099	109				10				
25	109	115				6				
26	115	123				8				
27	123	132				9				
28	—	—								
29	—	—								
30	132	142				10				
31	142	152				10				
TOTAL DAYS DRIVEN:	21	TOTAL MILES:	0	0	0	166	COMMENTS:	TOTAL FUEL GAL/COST:	0.00	\$0.00

Ending Mileage - 165, 152

Questions??

William Ward

717-346-3344

wilward@pa.gov

AUTOMOTIVE LIAISONS MEETING

September 22nd, 2015

Operations and Maintenance

- Randy Tomlinson

✉ rtomlinson@pa.gov

✉ 717-787-6282

BVM Shop updates

- 1) Earl Gallagher has been promoted to shop supervisor, was previously acting supervisor after the retirement of Rickie Yeager
 - 1) Vacancies...Earl and Brian
- 2) We have one new mechanic onboard already, another set to start next month
 - 1) This will allow us to provide faster and better service as you have come to expect in the past.
- 3) The DGS Garage has been approved by GM and now set up to be a recall and warranty shop for all GM vehicles.
- 4) Our goal is to provide a one stop shop, for all of your passenger vehicle and light duty truck needs.

Operations and Maintenance

Underutilization Review

January – June 2015 review is complete. 22 underutilized units were returned to DGS – thank you!

- \$396,000 saved by not having to replace those 22 units with new ones
- \$110,000 will be generated in revenue by selling those 22 units at auction
- \$15,000 in routine maintenance will be saved each year
- Zero liability/exposure on those 22 units that are now gone

Operations and Maintenance

Underutilization Review Cont.

Examples of saving money:

Requirements to retain a vehicle: 100days/6,000miles in a 6 month period

-If you only used vehicle 25 days in those 6 months

- Cost to lease (midsize)- \$2316
- Cost to rent (midsize) - \$800

*Instant \$1500 savings on one car

This does not even figure in maintenance, accidents, etc.

Operations and Maintenance

Questions?

Enterprise Holdings

Doug Paskowski
Director of Business Rental Sales
Tuesday September 22, 2015



Discussion Topics

- Introductions
- Website Solutions
- New Rate Structure (Effective October 1, 2015)
- Loyalty Programs
- Q&A

Website Solutions



We'll pick you up.

Enterprise Website Error Workaround Instructions

This document was created to aid any agencies that are experiencing intermittent error messages when trying to book rentals through the web link attached in the Ground Travel Worksheet.

Please make sure if you are booking Commonwealth business that you are clicking on the Enterprise Link in the Ground Travel Worksheet.

If you are receiving error messages when you try to use your respective link please click on the link below and then click on the link that represents the Internet Browser that you are currently using.

Please note: Based on your version of Internet Explorer and the Operating System your computer uses, there are different directions on the link below.

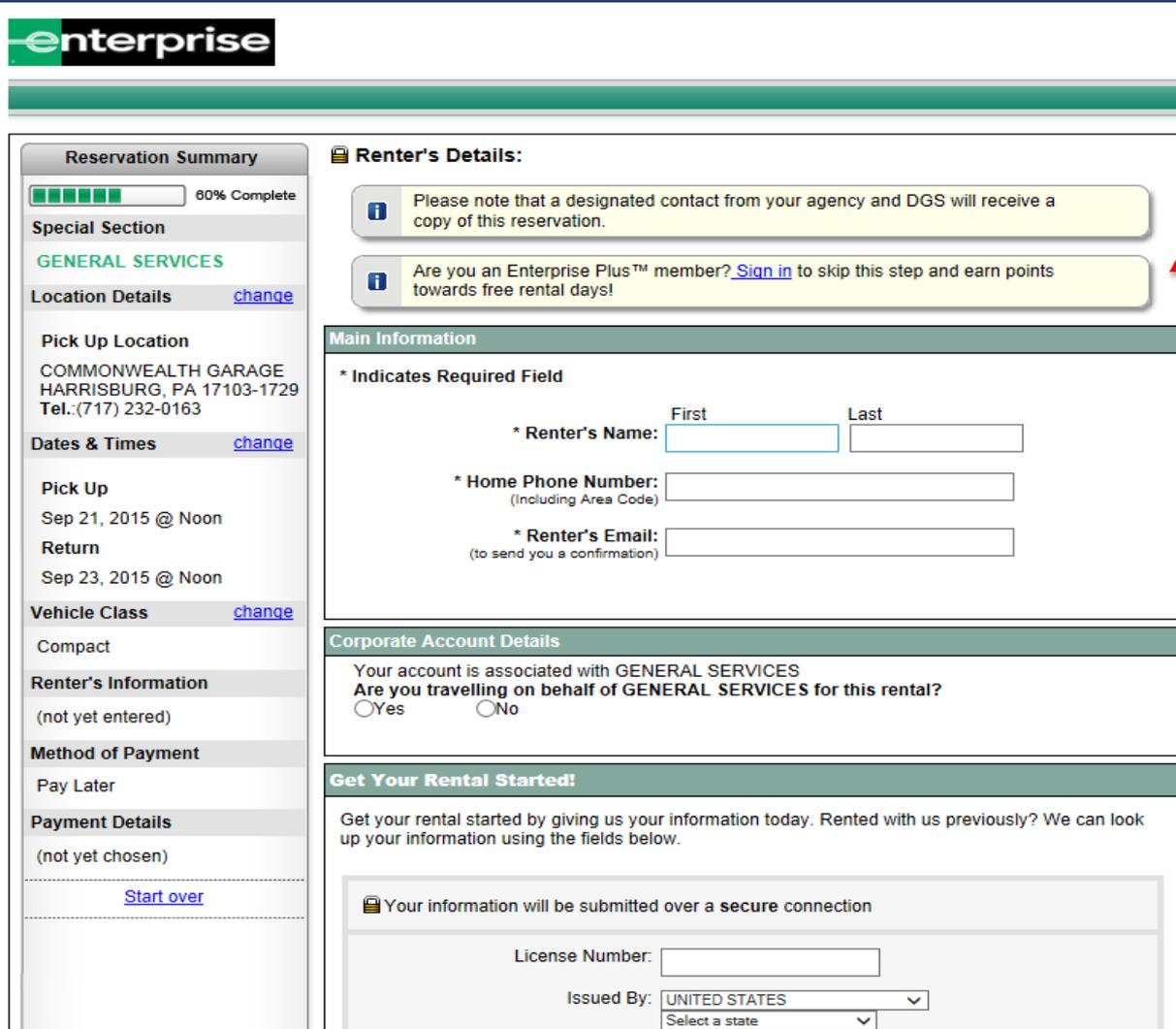
www.refreshyourcache.com

Please note: After trying the above instructions if you are still having errors please contact Mary Roth at 717-909-5030 or email mary.roth@ehi.com.

New Rate Structure (Eff. October 1, 2015)

Car Class	Daily	Weekly	Monthly	1/2 day rate (4 hrs)	Hourly
Compact 4-Door Sedan	\$32.00	\$176.00	\$640.00	\$25.00	\$ 6.25
Mid-Size 4-Door Sedan-(Intermediate/Standard)	\$34.00	\$187.00	\$680.00	\$28.00	\$ 7.00
Mid-Size 4-Door SUV-(Standard SUV)	\$54.00	\$297.00	\$1,080.00	\$45.00	\$ 11.25
7 Passenger Minivan	\$54.00	\$297.00	\$1,080.00	\$45.00	\$ 11.25
Full Size Sedan	\$38.00	\$209.00	\$760.00	\$30.00	\$ 7.50
Intermediate SUV	\$52.00	\$286.00	\$1,040.00	\$44.00	\$ 11.00
Large SUV	\$82.00	\$451.00	\$1,640.00	\$62.00	\$ 15.50
Small Pick-up	\$50.00	\$275.00	\$1,000.00	\$42.00	\$ 10.50
Large Pick-up-1/2 ton	\$55.00	\$302.50	\$1,100.00	\$46.00	\$ 11.50
Large Pick-up-3/4 ton	\$65.00	\$357.50	\$1,300.00	\$50.00	\$ 12.50
Cargo Van-1/2 ton	\$55.00	\$302.50	\$1,100.00	\$46.00	\$ 11.50
Cargo Van-3/4 ton or extended	\$60.00	\$330.00	\$1,200.00	\$48.00	\$ 12.00
12 passenger van	\$99.00	\$544.50	\$1,980.00	\$85.00	\$ 21.25
15 passenger van	\$99.00	\$544.50	\$1,980.00	\$85.00	\$ 21.25
Car Class	Daily	Weekly	Monthly	1/2 day rate (4 hrs)	Hourly
Compact 4-Door Sedan	\$29.12	\$160.16	\$582.40	\$22.75	\$ 5.69
Mid-Size 4-Door Sedan-(Intermediate/Standard)	\$30.94	\$170.17	\$618.80	\$25.48	\$ 6.37
Mid-Size 4-Door SUV-(Standard SUV)	\$49.14	\$270.27	\$982.80	\$40.95	\$ 10.24
7 Passenger Minivan	\$49.14	\$270.27	\$982.80	\$40.95	\$ 10.24
Full Size Sedan	\$34.58	\$190.19	\$691.60	\$27.30	\$ 6.83
Intermediate SUV	\$47.32	\$260.26	\$946.40	\$40.04	\$ 10.01
Large SUV	\$74.62	\$410.41	\$1,492.40	\$56.42	\$ 14.11
Small Pick-up	\$45.50	\$250.25	\$910.00	\$38.22	\$ 9.56
Large Pick-up-1/2 ton	\$50.05	\$275.28	\$1,001.00	\$41.86	\$ 10.47
Large Pick-up-3/4 ton	\$59.15	\$325.33	\$1,183.00	\$45.50	\$ 11.38
Cargo Van-1/2 ton	\$50.05	\$275.28	\$1,001.00	\$41.86	\$ 10.47
Cargo Van-3/4 ton or extended	\$54.60	\$300.30	\$1,092.00	\$43.68	\$ 10.92
12 passenger van	\$90.09	\$495.50	\$1,801.80	\$77.35	\$ 19.34
15 passenger van	\$90.09	\$495.50	\$1,801.80	\$77.35	\$ 19.34

Loyalty Program



enterprise

Reservation Summary

60% Complete

Special Section

GENERAL SERVICES

Location Details [change](#)

Pick Up Location
COMMONWEALTH GARAGE
HARRISBURG, PA 17103-1729
Tel.: (717) 232-0163

Dates & Times [change](#)

Pick Up
Sep 21, 2015 @ Noon

Return
Sep 23, 2015 @ Noon

Vehicle Class [change](#)

Compact

Renter's Information
(not yet entered)

Method of Payment
Pay Later

Payment Details
(not yet chosen)

[Start over](#)

Renter's Details:

Please note that a designated contact from your agency and DGS will receive a copy of this reservation.

Are you an Enterprise Plus™ member? [Sign in](#) to skip this step and earn points towards free rental days!

Main Information

* Indicates Required Field

* Renter's Name: First Last

* Home Phone Number:
(Including Area Code)

* Renter's Email:
(to send you a confirmation)

Corporate Account Details

Your account is associated with GENERAL SERVICES
Are you travelling on behalf of GENERAL SERVICES for this rental?
 Yes No

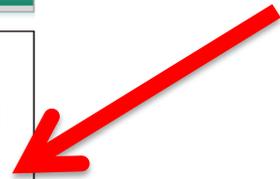
Get Your Rental Started!

Get your rental started by giving us your information today. Rented with us previously? We can look up your information using the fields below.

Your information will be submitted over a secure connection

License Number:

Issued By: UNITED STATES
Select a state



Q & A

Douglas Paskowski
Director of Business Rental Sales
Enterprise Holdings
2625 Market Place
Harrisburg, PA 17110

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Office-717-909-5006

Cell-717-773-1818

Presented by WEX Inc.
9.22.15

Sunoco Incentive Review



Additional Volume Incentives Payable to the Commonwealth Only Provided by Sunoco:

i. In the event that the total aggregate Retail Transactions for each contract year that occurs at Sunoco branded locations only is between 20% - 29.99% of the total aggregate Monthly Retail Transactions at all locations, then Contractor shall pay to the Commonwealth an additional incentive of **Thirty Thousand Dollars (\$30,000.00)**.

ii. In the event that the total aggregate Retail Transactions for each contract year that occurs at Sunoco branded locations only is between 30% - 39.99% of the total aggregate Monthly Retail Transactions at all locations, then Contractor shall pay to the Commonwealth an additional incentive of **Sixty Five Thousand Dollars (\$65,000.00)**.

iii. In the event that the total aggregate Retail Transactions for each contract year that occurs

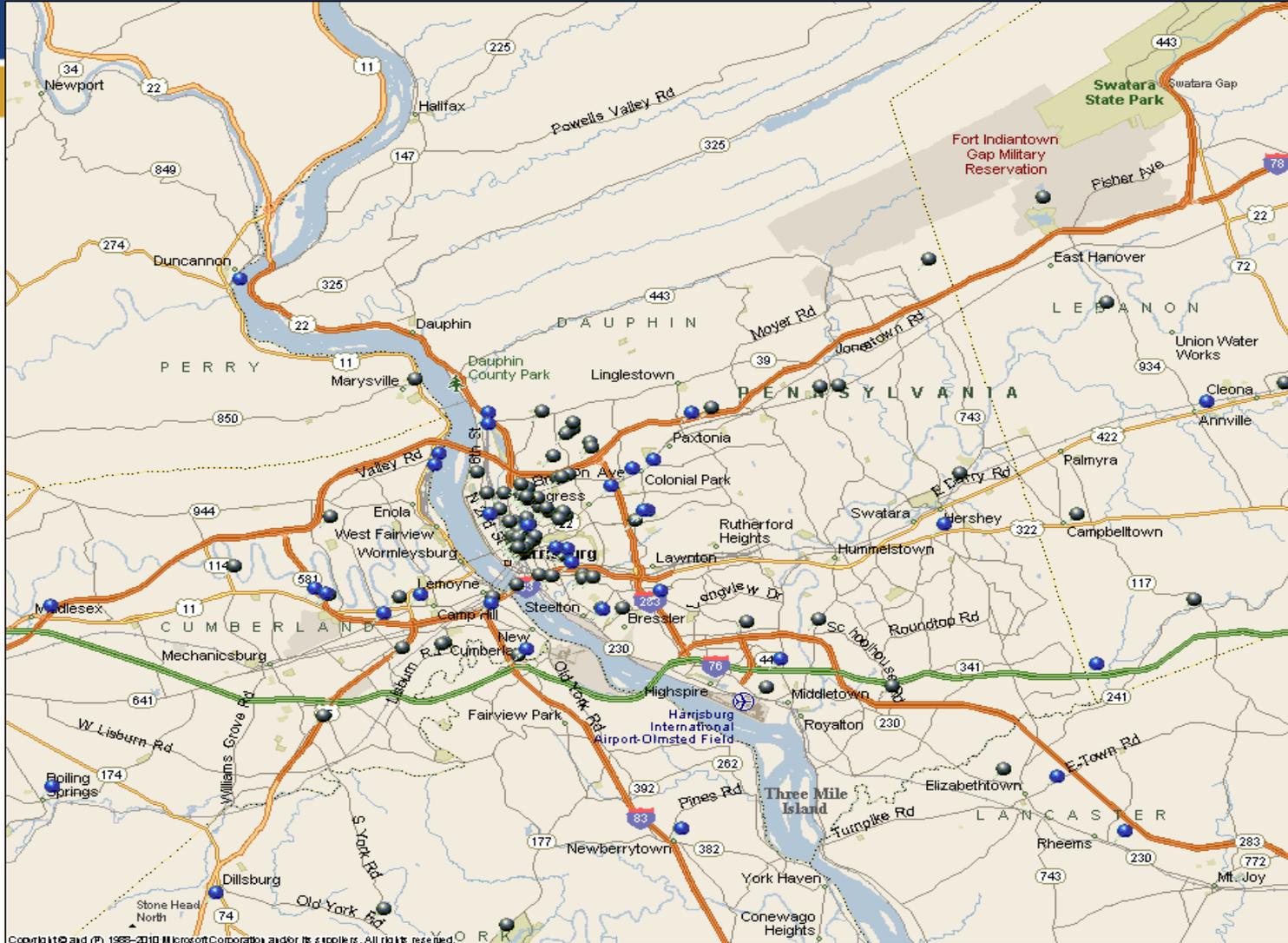
Percentage of Sales at Sunoco



Year	COPA Agency Sunoco Gallons	COPA Agency %	% With CoStars Volume
2012-2013	2,208,611	15.5%	17.4%
2013-2014	2,767,558	15.9%	18.8%

- Along with Sunoco; Sheetz, Wawa, Mobil, and Unbranded locations make up close to 70% of COPA agency fueling month over month
- Sheetz is typically the most frequented brand in terms of gallons
- It would have taken approximately 3.5 million gallons at Sunoco to get to the 20% threshold in 2013-2014
- That gap may sound large....however....
 - It equates to about 732,000 gallons
 - If the average transaction is 15 gallons, that's 49,000 transactions per year
 - There are about 13,700 active cards per month, so if **3.6** transactions per card each month were diverted to Sunoco....you'd be there
 - Including CoStars volume, it's even less!

Harrisburg M5 Parking Locations



-  Sunoco Sites
-  M5 Parking Delivery Locations

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Issues

Exceeding Authorization Controls	<ul style="list-style-type: none">• Move card to "PA Emergency" profile (Only allows 5 auths/day)• Allow the transaction to process• Move the card back to original profile
Lost/Stolen Card	<ul style="list-style-type: none">• Advise use of alternate form of payment• Refer driver to Automotive Officer
Terminated Card	<ul style="list-style-type: none">• Advise use of alternate form of payment• Refer driver to Automotive Officer
Card Suspended for Fraud	<ul style="list-style-type: none">• Advise use of alternate form of payment• Refer driver to Automotive Officer
Card Suspended	<ul style="list-style-type: none">• Advise use of alternate form of payment• Refer driver to Automotive Officer

No Driver Stranded Policy – Driver Issues

<p>Driver is unsure of DID but is active</p>	<ul style="list-style-type: none"> • If call is during normal business hours (Monday through Friday 7am – 5pm, non holiday) remind them to use the employee ID number or contact the Automotive Officer to reset or enter their PIN, if employee ID is unknown • If call is after hours, weekend or holiday provide the driver with a temporary DID, using mmddyy
<p>Driver is unsure of DID and is not active or DID is active on other account not located in the hierarchy of the card. (Different Level 3)</p>	<ul style="list-style-type: none"> • Advise use of alternate form of payment • Refer driver to Automotive Officer
<p>Driver ID is terminated</p>	<ul style="list-style-type: none"> • Advise use of alternate form of payment • Refer driver to Automotive Officer
<p>Pennsylvania State Police</p>	<ul style="list-style-type: none"> • Advise driver that the prompt is 7 + the last five digits of the VIN • If DID is not in system advise driver to use generic DID 909999
<p>Driver ID is not active in the system but the card is a Rental Vehicle Card</p>	<ul style="list-style-type: none"> • If call is during normal business hours (Monday through Friday 8am – 4pm, non holiday) refer driver to Automotive Officer or remind them to use their employee ID number • After hours Add a temporary Driver ID into the primary Agency account (Level 3 or Level 4), then terminate the DID once the sale is complete

WEXOnline Overview

- Exception Reporting
- Fuel Price Mapping
- Accepting Locations
- WEXConnect App – Free Download
- Custom Reports