

AUTOMOTIVE LIAISONS MEETING

March 23, 2021

Vehicle Assignments

- BVM will be introducing EV, EV-Hybrid and Gas Hybrid vehicles into the fleet over the next fiscal year.
- Lease rates will be competitive with the Gas only models taking into consideration the cost of the vehicle and the fuel combined.

• Current Vehicle Assignments

1. Return completed 87 within 3 days
2. Once you are notified by Operations arrange to pick-up your vehicles in 5 days with Bill or Mike.
3. Vehicles that you have not picked up after second notice from Bill or Mike will be reallocated to another agency and **YOU WILL BE ASKED TO TURN-IN THE CURRENT VEHICLE.**
4. When you find you need the vehicle you will receive a new assignment.

Utilization

1. Utilization reports are run out of the Cal/Amp /M5 systems.
2. Bill Confair will work with you on Underutilized vehicles. Bill is your POC for all utilization reports and vehicle returns.
3. Underutilized vehicles need to be turned in. You will receive a vehicle assignment if you reestablish the need for the vehicle.

557 Vehicle Request

- All 557's should be scanned to jafiore@pa.gov .
Originals need to be sent to the office
- All Agency owned orders can be processed faster.
- Requests for leased vehicles will be processed based on availability.
- We are in the process of replacing high mileage and aged vehicles.
- A 557 will be required for vehicle upgrades.

M5 Division



M5 Requests



Please email the GS, M5 Administrators at RA-m5administrators@pa.gov for any of the following reasons:

- M5 Lockouts
- New M5 Users
- M5 Specialized Reports
- Liaison Changes (*Automotive, Fiscal or Executive*)

M5 Reminders

- If you receive an error message when entering commute usage mileage in M5, please screenshot the error message and email the screenshot and STD-554 to the GS, M5 Administrators at RA-m5administrators@pa.gov.
- Commute Usage Entries are due the 15th of each month (subject to change depending if the 15th falls on a holiday or weekend).

BVM Website Renovation



We have revamped BVM website to improve user experience.

- New Subfolders to better serve the Public and Commonwealth Agencies.

[Department of General Services](#) > Vehicle Management

Vehicle Management

Our Mission:
To provide professional, reliable, cost-effective transportation solutions to all Commonwealth agencies.

James Fiore
Director

Randall Tomlinson
Assistant Director

Information for the Public

Information for Commonwealth Agencies

Bureau of Vehicle Management
2221 Forster Street,
Harrisburg, PA 17103
(717) 787-3162
(717) 787-0276 Fax

Two red arrows pointing left towards the two blue buttons on the right side of the page. The top arrow points to the 'Information for the Public' button, and the bottom arrow points to the 'Information for Commonwealth Agencies' button.

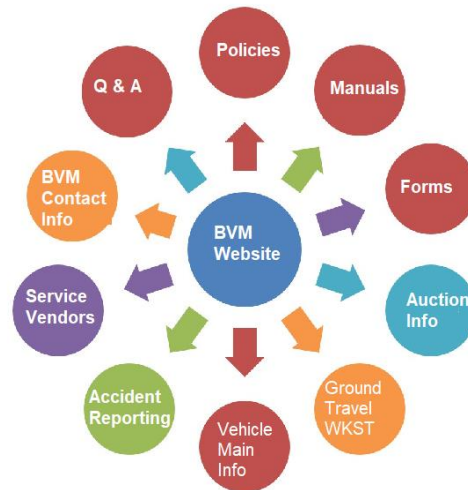
BVM Website Renovation

- New Accordion Style layout. View one header at a time or expand all.



BVM Website Renovation

BVM posts a lot of valuable information. If you have any suggestions, please let us know. Our goal is to make it easier for you to obtain BVM information!



- BVM Link: <https://www.dgs.pa.gov/Vehicle-Management/Pages/default.aspx>

Questions?

If you have any questions, please don't hesitate in reaching out to the M5 Division!

- Nyla Collins - Chief, Systems Administration
717-705-8583
ncollins@pa.gov
- GS, M5 Administrators
RA-m5administrators@pa.gov

Customer Service Division

Customer Service Division

Randy Howard

Division Chief

ranhoward@pa.gov

717-346-5967

Brooke Patrick

CSD Supervisor

brpatrick@pa.gov

717-346-5952

DRIVER EDUCATION

- All drivers must contact the Customer Service Division @ (877)347-9966 Option 0 to have a work order created for ALL services and repairs.
- Please ensure the unit # and/or vehicle VIN # is available at the time of call.
- A customer service rep will then create a work order for the driver for the services needed or any concern/issue they are experiencing at that time. The rep will document the issues and the vendor in the new open work order.

DRIVER EDUCATION

- Below is the link for drivers to search approved service vendors, including mechanical, tire, glass and body repair.
- <http://www.dgs.internet.state.pa.us/AutoServiceApplication/Driver/DriverSearch>

DRIVER EDUCATION

- The attached fax cover sheet *MUST* be filled out for *EACH* open work order and handed to the vendor at the time of service.
- It is then the vendors responsibility to fax or email an estimate to CSD using this cover sheet to obtain approval for the service.

DRIVER EDUCATION



NOTE TO DRIVERS:

Please complete the information below and provide to the vendor to be included when they fax estimate for service/repair.

******PRIOR TO ANY WORK BEING DONE******

**Please Fax or Email coversheet & estimate
to our Customer Service Division @
717-265-7781 or
RA-DGS_BVM_Estimates@pa.gov**

Unit #: _____

DGS Customer Service Rep: _____

Work Order #: _____

Vendor Name: _____

Vendor Location: _____

Bureau of Vehicle Management
2221 Forster Street | Harrisburg, PA 17103 | 877.347.9966 | FAX 717.265.7781 |
RA-DGS_BVM_Estimates@pa.gov



MANUFACTURER RSA PROGRAMS

- **All new car manufacturers have a Road Side Assistance program which provides a free service, including: breakdown (jump start/tow), flat tire, out of gas & lock outs for an extended period of time from the “*in service*” date.**
- **This can be used 24 hours a day / 365 days a year for these issues.**
- **It is the drivers responsibility to report any follow up services needed to CSD to have a work order opened (example: mechanical repair, tire repair/replace, new battery, etc.).**
- **Below is a list of all manufacturers RSA coverage timeframes (years and mileage).**

MANUFACTURER RSA PROGRAMS

MANUFACTURER ROADSIDE ASSISTANCE

CHRYSLER – 1-800-521-2779

2013 – 2016 5 YRS/ 100,000 MILES

2017 – PRESENT 5YRS / 60,000 MILES

GENERAL MOTORS – 800-243-8872

6YRS. / 70,000 MILES

FORD – 800-241-3673

5YRS. / 60,000

MANUFACTURER RSA PROGRAMS

TOYOTA – 800-444-4195

2YRS. / 25,000 MILES

NISSAN – 877-647-6281

5YRS / 60,000 MILES

HONDA – 866-864-5211

3YRS / 36,000 MILES

MANUFACTURER RECALLS

- Recall notices are sent out on units that are assigned to your agency.
- It is then the agencies responsibility to contact the assigned personnel to have the recall completed.
- Once the recall has been completed, it is the agencies responsibility to forward the invoice/documentation to BVM.
- Once the invoice is received a work order will be created and the recall will be documented in our database.

MANUFACTURER RECALLS

- To verify open recalls on units the driver can call and/or stop in at any dealership (*does not have to be an approved vendor of the Commonwealth*) and have a report run using the VIN #.
- This report will show any and all recalls that have been completed and any and all recalls that are still open.

Questions?

- Any Questions?

Records & Reports

Records & Reports

1. Remember to use M5 to look up information regarding your vehicle.
2. When you are changing vehicle(s) and the vehicle(s) have EZPass, remember to complete the form to transfer the transponder to the new vehicle/license plate and to remove the old vehicle/license plate from the account. You can do all of this on the same form.

GSVM 87 & 88

1. When requesting confidential plate (either on form GSVM-87 or GSVM-88) please submit form GSVM-95 Requesting Confidential plate with justification.
2. On GSVM-88 form (Vehicle Inventory Change Report) enter all information and check the boxes that pertain to the change of the vehicle (example: coding, credit card, WEX account number, etc)
 1. Please type your signature and date at the bottom of the form.
3. On GSVM-87 (Vehicle Inventory Report) complete all the yellow highlighted areas.

Questions?

Connie Mullen

717-787-3419

cmullen@pa.gov

TELEMATICS

RA-GSBVMTELEMATICS@pa.gov

- We migrated to a new telematics platform called iOn in December 2020.
- CalAmp is still the provider.
- FleetOutlook is completely down.
 - If you need reports from FO, please let me know as we are the only ones currently able to still generate the data.

iOn - Continued

- Depending on your level of access, please log in and play with the tracking and reports – you can't break anything.
- Also please review your vehicles and operators for accuracy.
- Any issues navigating iOn, please let us know.

iOn - Continued

- We have held training sessions so far on:
 - Tracking
 - Reports
 - Operators and Fobs

If you need help in any area of iOn,
contact the telematics resource account:
ra-gsbvmtelematics@pa.gov

Unplugged Devices

- Please remind your drivers after they take their vehicles for service, to remind the vendors to reconnect the telematics.
- Most telematics “issues” are just a result of an unplugged device.

Questions?

Christine Eby
717-787-7857
ceby@pa.gov

Commonwealth Garage

In-House Work Orders

- Please remember, all in-house repairs need to be recorded and submitted to DGS for our fleet records. When completed send to;
 - RA-DGS_BVM_estimates@pa.gov
 - Or via inner-office mail to 2221 Forster Street, Attention to BVM / Customer Service Division.
- To find a copy of our In-House Work Order;
 - Go to the DGS Home page: www.dgs.pa.gov
 - Then go to Vehicle Management
 - Finally click on “Policies, Manuals and Forms” (it’s at the bottom of the page)

In-House Work Orders

Facility Location			Contact Name:	
Invoice #			Date:	
Equipment #			License #	
Year:	Make:	Model:		
Ownership	Purchasing Fund (DGS)	Special Fund (Agency) X		
Odometer:	SAP CODING:			
PARTS SUPPLIED				
Part Description	Part #	QTY	UNIT PRICE	AMOUNT
			Total Parts	
LABOR SUPPLIED				
Labor Description	#Hours	Rate	Total	
		Total Labor		
Labor Rate \$28.00 per hour		Total Labor		
		Total Parts		
		TOTAL		

Telematics Repairs

- Please note when calling the DGS Garage for possible Telematics repairs;
 - Our time and your time is important to us, make sure to have all needed information available
 - Please provide as much details about vehicle usage history when possible – The more we know the easier it will be to diagnose

Telematics Repairs

- If vehicle has been unutilized for greater than 1 week and battery is dead, vehicle battery must be brought to full charge
- Next, the telematics internal battery must be brought to full charge (approx. 12 hours to complete)
- Once all batteries have been fully charged, telematics should generate minimal parasitic draw on vehicle battery
- If a vendor is testing for a battery drain before the telematics battery is fully charged, they WILL find it to be causing an excessive draw
- Additionally, to maintain all battery levels, vehicle should be driven once a week up to one hour of drive time if possible
- An idling vehicle will not sufficiently charge a vehicle battery

QUESTIONS ?

Justin Miskolcze

Automotive Mechanic Supervisor

jmiskolcze@pa.gov

Operations Division

Operations Department

Bill Confair

✉ biconfair@pa.gov

✉ 717-783-2325

Telematics - Repairs

- Many devices aren't reporting because the vehicles are not being driven or the devices are unplugged. (around 80% of the non-reporting units are unplugged, 10% not being driven)
 - That leaves approximately 10% that need to be repaired. We are working to identify those 10%.
 - Make sure your devices are plugged in.
 - Make sure your vehicles are being driven once a week.
 - If within 100 miles, please schedule your telematic repairs with the Commonwealth garage at (717) 787-3922.
 - We hope to have non-local repairs set up this spring.
- **The Commonwealth has a net savings of approximately \$700,000 with the use of telematics. Telematics is a proven cost saver.

Vehicle Pick ups and drop offs

- Once you are notified that your vehicle is ready for pickup, you have 5 business days to schedule and pick up your vehicle. (We had been more flexible during the pandemic, but we are going back to our original 5 business days).
- When returning a vehicle, please have the STD-556 filled out and hand it to Mike, along with the license plate, fuel card and vehicle registration. Leave a 2nd copy of the 556 in the vehicle.
- Please schedule all vehicle pick up with Bill Confair and Mike Cave.

✉ biconfair@pa.gov

✉ mcave@pa.gov

Utilization

- I am your main point of contact for all questions regarding vehicle utilization. BiConfair@pa.gov.
- We (BVM) recommend if you are unable to meet the usage standards because of covid (or any other reason), that you return the vehicle to BVM. Please contact me directly if you are returning a vehicle due to it being underutilized.
- As Jim has stated, if your situation changes and you later find you need an additional vehicle, we will work with you to replace it, upon your request.
 - Having under utilized vehicles in your fleet is an expense that can be avoided with a little effort and planning. We can help you save money by evaluating your utilization and making recommendations, so you have the right number of vehicles in your fleet.

Questions?

- Any Questions?