



OPERATIONAL SERVICES DIVISION

Fleet Manager and Driver Training

Serving Public Buyers and Vendors of the Commonwealth of Massachusetts



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Training Agenda

- In this training class Agency and Department Fleet Managers and drivers will learn the policies and processes needed to safely and effectively manage or operate a State vehicle.
- This training overview will provide an introduction to:

- The Office of Vehicle Management
- Vehicle Acquisition
- Registration
- WEX Fuel Card
- EZ-Pass and Toll Management
- Mileage Reporting

- Maintenance
- Accident Procedures
- Compliance and Audit
- 1-800 How am I Driving Program
- Fuel Efficiency Standard (FES)
- FleetWave – Fleet System



OPERATIONAL SERVICES DIVISION

Office of Vehicle Management



Vehicle Management Overview

- The Operational Services Division's Office of Vehicle Management (OVM), under the direction of the Secretary of the Executive Office for Administration and Finance (A&F) and the Assistant Secretary for Operational Services, provides oversight and operational support to Commonwealth Agencies whose vehicles fall under the purview of the OVM Policies and Procedures.
- OVM's oversight includes promotion of best practices, safety protocols, and cost effective, fuel efficient vehicle utilization and management.
- OVM Statutory authority over Executive Branch Agencies is outlined under the following Massachusetts General Laws: M.G.L. c. 30 s. 36 and M.G.L. c. 7 s. 4A (St. 1989 Ch. 731) s. 9A.and 22.
 - Currently, OVM oversees more than 2,500 vehicles across 42 State Agencies.

Office of Vehicle Management Team

<p>Alex Giannantonio Director of Fleet Policy and Administration 617-720-3171 alex.giannantonio@mass.gov</p>	<p>Raphaela Miller Toll Violations, Recalls, Mileage Submissions, Fleet Response Packets 617-720-3136 raphaela.miller@mass.gov</p>	<p>Vincent Micozzi Maintenance and Accident Repairs, 1-800 How am I Driving, Tires 617-720-3185 vincent.micozzi@mass.gov</p>	<p>Ted Bunnell Surplus Property/Auction Coordinator 617-720-3170 theodore.bunnell@mass.gov</p>
<p>John Martin Telematics Data Analyst 617-720-3178 john.f.martin@mass.gov</p>			<p>Ryan Labbe Registration/Surplus Property 617-720-3156 ryan.labbe@mass.gov</p>
<p>Cheryl Cushman Fuel Card (WEX) / Owned Vehicle Requests 617-720-3109 cheryl.cushman@mass.gov</p>	<p>Tim Morrissey OVM Lot Coordinator (Westboro Vehicle Lot) 617-835-3216 timothy.morrissey@mass.gov</p>	<p>Karen Rasnick Lease Vehicle Requests, FleetWave Access, Annual OVM Fee 617-720-3196 karen.rasnick@mass.gov</p>	<p>Stephen Powers Vehicle Auditor 617-720-3178 stephen.p.powers@mass.gov</p>

OVM Services Overview

- Vehicle purchasing is done through statewide contracts
- Registrations, titles, and plates are provided by OVM
- The receipt and inspection of all new vehicles delivered to the Westborough lot
- Fuel card management (statewide contract for Fuel Card and Fuel Management Services)
- Toll Management
- Coordination of maintenance, repair, tire replacement, accident subrogation services, and provision of vehicle packets (statewide contracts for Maintenance Management, Tires and Accident Subrogation Services)
- Driver accident reporting, monitoring, and follow-up
- Vehicle redeployment / disposal management
- Assisting department fleet managers
- Compliance and auditing
- Management of the **1-800-How Am I Driving** program and other citizen complaints
- Domicile approval process and IRS reporting services
- Management of federal reporting and alternative fuel mandates



OPERATIONAL SERVICES DIVISION

Vehicle Acquisition





Vehicle Acquisition Request

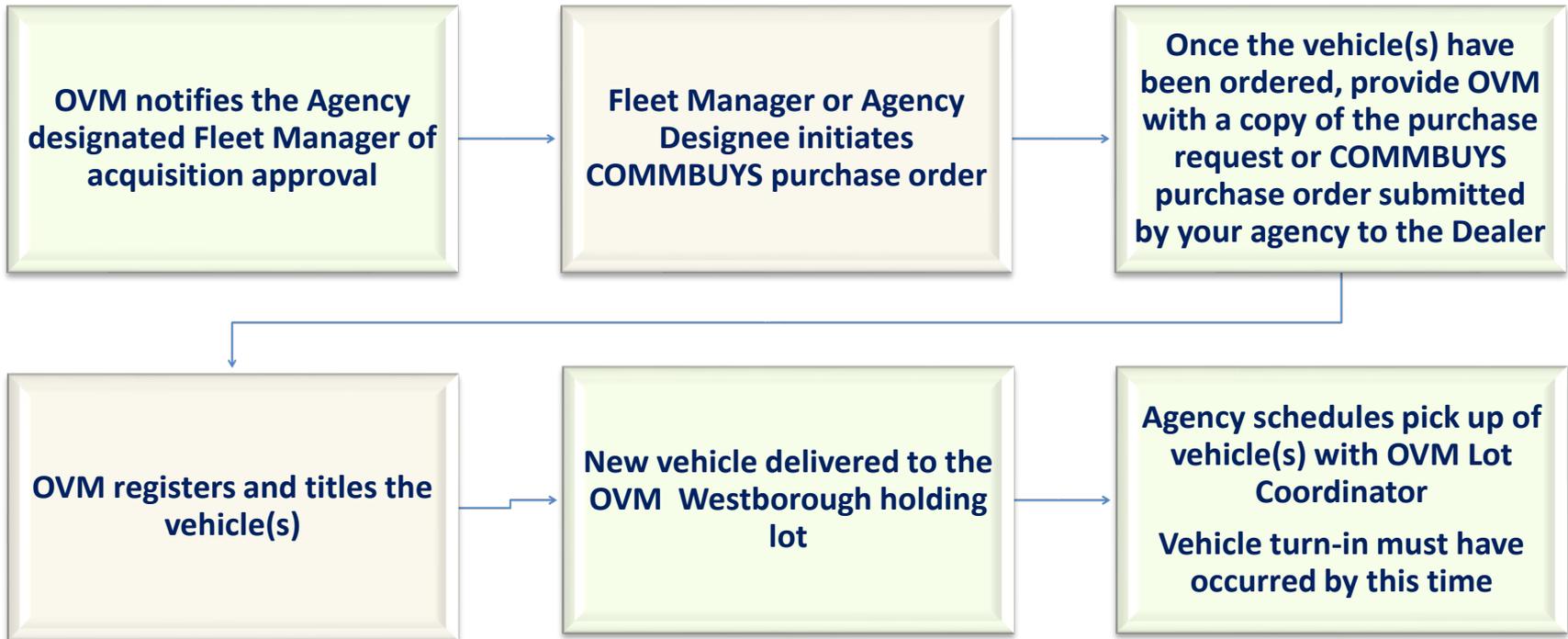
Executive Agencies must follow the proper approval paths required by the Office of Vehicle Management (OVM) before placing Vehicle Orders using statewide contract VEH98.

The information below must be provided (this information is in the workbook):

- Vehicle ID Number and Vendor Name from the VEH98 Contract*
- Total Purchase Price for each Vehicle including all Added Factory Options and Packages and Added Accessories/Upfits
- Vehicle Year, Make, Model, Body Code, and Trim Level from the VEH98 Contract*
- The source of funding for the new vehicle(s) and the justification/need for the vehicle
- Vehicle Base Purchase Price from the VEH98 Contract*
- Affirmation that the vehicle will meet the 15,000 mile per year usage requirement.
- Factory Code Number, Description, and Contract Unit Price from VEH98 for each Option
- The Plate #, Year, Make, Model, and VIN of the vehicle(s) to be turned-in to OVM's Westborough Vehicle lot
- Supplier Name, Option #, Description, and Contract Unit Price for each Added Accessory/Upfit
- Vehicle quote from the Vendor that utilizes the VEH98 Quotation Form with all information completed.

Vehicle Acquisition Approval and Ordering

Once your vehicle purchase has been approved by OVM, the next steps are as follows:



Questions about this process should be directed to the Office of Vehicle Management:

Cheryl.Cushman@mass.gov

Deputy Fleet Administrator – Agency Owned Vehicles

Karen.Rasnick@mass.gov

OVM Lease Administrator – Agency Leased Vehicles

Alex.Giannantonio@mass.gov

Director of Fleet Policy and Administration

OVM's Lease Program



Available for Vehicles on Statewide Contract

- **Governed by a Master Vehicle Lease and Assignment Agreement**
 - Spreads acquisition, maintenance, and OVM service costs equally over 60 months
 - Funding source for lease payments must be identified
 - CFO approval and signatures must be executed prior to placing vehicle order
- **Vehicle Requests must be approved by OVM**
 - Will be reviewed to ensure compliance with fuel efficiency standards
 - All orders must be delivered prior to the end of that fiscal year
 - An existing vehicle must be turned in for each newly leased vehicle
 - Promotes proper lifecycle replacement
- **Acquisition cost, Annual OVM Fee, and Maintenance/Repair costs are included in monthly lease payment**
 - Maintenance/Repair costs based on historical data reviewed by a third-party consultant and disbursed according to vehicle type
 - Monthly lease billing begins the month after the vehicle has been placed into service with the Agency

Leased Vehicle Maintenance Coverage

Inclusions and Exclusions Under OVM's Lease Program

- Included:
 - Preventive Maintenance
 - Oil changes
 - Tire rotations
 - Brake inspections
 - Tune-ups
 - Transmission flushes
 - State inspection stickers
 - General repairs or replacement due to normal wear and tear*
 - Brakes
 - Suspension
 - Electrical, sensors
 - A/C, coolant
 - Exhaust
 - Towing, diagnostics, and labor
 - Tire Repair/Replacement
 - Miscellaneous parts (e.g. wiper blades)
- *Wear and tear coverage does **not** include the following:
 - Cosmetic or rust repairs, including mirrors and glass
 - Damage due to accidents or vandalism
 - Regardless of fault
 - Interior damage
 - Such as upholstery, floor mat, door panel, dash, glove box, or console damage
 - Radio, communications, or navigation equipment
 - Keys, interior caging, or security devices
 - Vehicle cleaning
 - Repair or replacement of additional equipment
 - Such as plows, sanders, and lights
 - Loss or damage to personal items

Important Note:

Costs for repairs that result from negligence, or due to Agency or Driver action / inaction, are the responsibility of the Agency



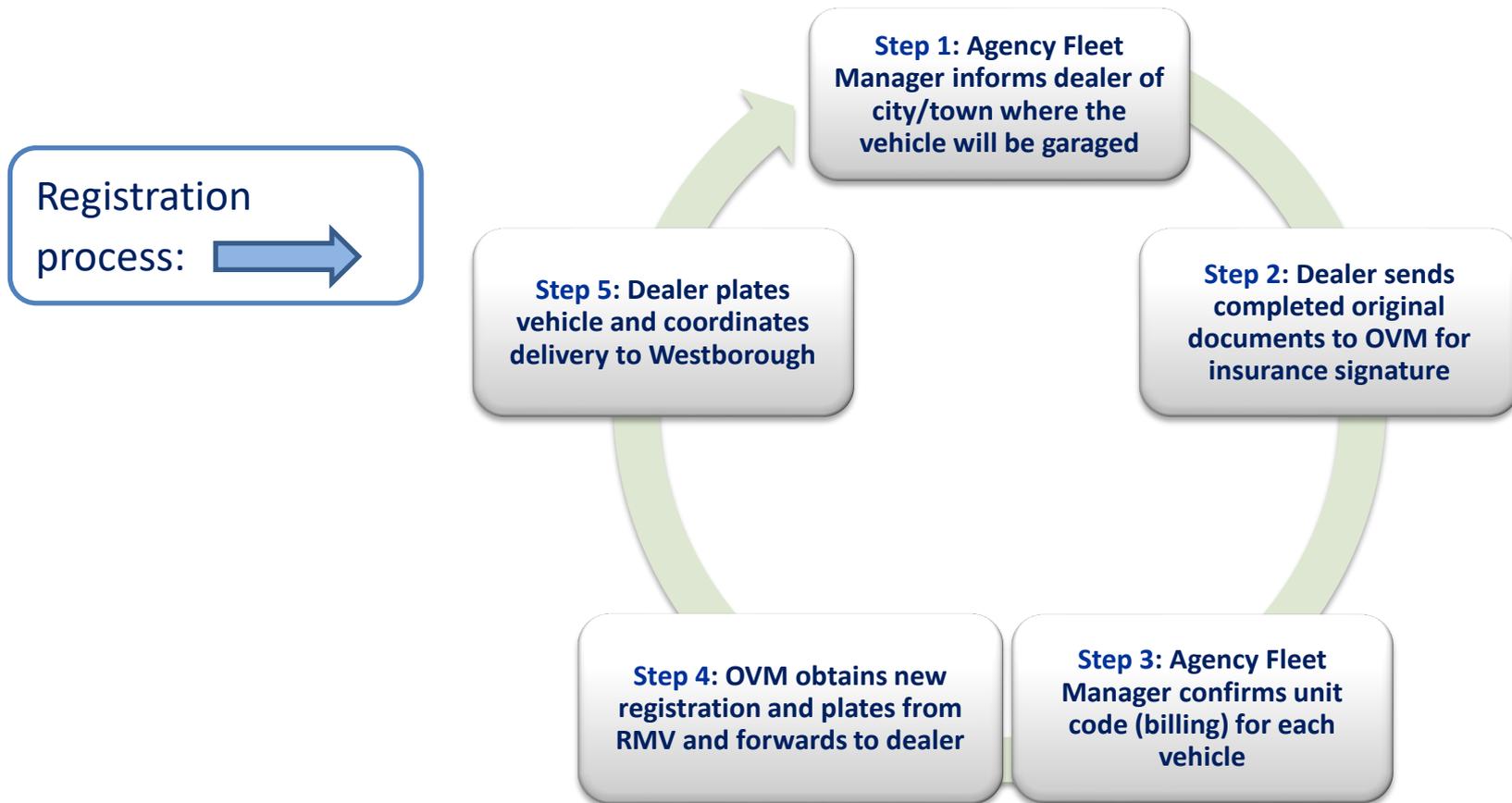
OPERATIONAL SERVICES DIVISION

Vehicle Registration



Vehicle Registration

OVM is responsible for registering and titling all Commonwealth vehicles



Vehicle Registration Categories

New Vehicle (RMV-1)

- Agency Fleet Manager informs dealer of city/town where the vehicle will be garaged
- Dealer sends completed original documents to OVM for insurance signature
- Agency Fleet Manager provides Unit Code (billing) for each vehicle
- OVM obtains new registration and plates from RMV and forwards to dealer
- Dealer plates vehicle and coordinates delivery to Westborough

Replacement/Duplicate

- If a plate is lost, damaged, or stolen and needs to be replaced, submit a replacement request to OVM via email
- OVM will email a copy of the Number Plate Permit to the Agency Fleet Manager that should be kept in the glove box until the replacement plate(s) is received
- If a registration is lost, damaged, stolen, or needs to be replaced, submit a replacement request to OVM via email
- OVM will email a duplicate registration to the Agency Fleet Manager
- Agency Fleet Managers can receive the registration by mail upon request
- It is recommended that the Agency Fleet Manager make copies of all registrations and keep them in a safe place

Expiration and Renewal (RMV-3)

- Renewal of Registration & Plates
- Official State license plates do NOT expire
- Conventional (passenger) or confidential license plates on State vehicles DO expire
- It is the Agency's responsibility to be aware of the license plate expiration date and ensure the vehicle is not driven with an expired registration
- If a registration is about to expire, provide OVM with the renewal dates, VINs, and Plate #s
- OVM will use the information to obtain a new registration and plate decal

Vehicle Registration and Inspection Stickers

Related OVM Policies and Procedures Highlights

Vehicle Registration

The vehicle registration must be kept in each OVM assigned vehicle.

OVM Auditors will ask to see the registration, along with the other documents that are required to be in each vehicle.

If a duplicate vehicle registration is needed, please contact OVM staff member Ryan Labbe at 617-720-3156 or by <mailto:ryan.labbe@mass.gov>

Inspection Sticker

Each OVM assigned vehicle must have a valid MA State inspection sticker.

Please be sure to check the expiration date on your State inspection sticker.





OPERATIONAL SERVICES DIVISION

Fuel Card and Mileage Reporting



FUEL CARD ENROLLMENT AND BILLING

- Executive Branch light duty vehicles managed by OVM are automatically enrolled in the Wright Express (WEX) Fuel Card Program
- WEX accounts are assigned to an Agency. Agencies may have separate WEX accounts for each unit code as needed.
- New and replacement cards are requested through OVM and sent to the Card Shipping Address and Contact on file for each Agency WEX account (the contact does not have to be the Fleet Manager)
- Fuel cards are assigned to a specific vehicle or equipment
- Each driver will be assigned a PIN that will be sent to the Agency contact
- All charges against the WEX fuel card will be billed directly to the Agency for payment. WEX will invoice the Agency monthly for purchases made using fuel cards
- Invoices should be paid promptly
- Purchases under the fuel card program will be monitored by management reports provided by WEX and OVM to minimize the risk of fraud. Any unauthorized use will be handled by the responsible Agency

Using a Fuel Card

FUEL PURCHASES

- Use the WEX Connect Mobile App (available on Android and Apple app stores) to find fuel locations and compare prices
- At the pump, turn off the vehicle, and remove the keys
- Insert the card into the pump reader or have the attendant swipe the card inside the station
- Enter the vehicle odometer reading
- Enter the six-digit PIN





Fuel Card Best Practices

DOs

- Use the fuel card for **all fuel purchases** for the card's assigned vehicle
- Enter **correct vehicle odometer reading** and **PIN** at point of sale (Do not include tenths of mile)
- Fleet Managers should contact OVM to **cancel fuel cards** for vehicles that no longer are in service to prevent unauthorized use
- **Memorize the PIN** and store it in a secure location
 - Keep PIN **separate** from **fuel card** in case the card is lost or stolen
- Go to **www.wexinc.com/accepting-locations** or use the **WEX Connect Mobile App** to find fuel locations, compare prices, and obtain directions
- Purchase either **regular unleaded** or **diesel** fuel
- Call the **customer service number** on the back of the **WEX card** for any problems while using the card
- Keep the fuel card **in the vehicle**
- Use fuel card to purchase from a State-owned and operated fuel site if appropriate access cards have been granted

DON'Ts

- Fuel cards are set up for **Fuel Only** purchases and **may not** be used to purchase other items. However, a fuel card may be used for car washes purchased at the pump.
- **Do not** use a fuel card on a **different vehicle**. Use the fuel card for the assigned vehicle **only**
- **Do not purchase special additives** to fuel. They are unnecessary and prohibited
- **Do not** share or disclose your **PIN**
- **Do not** use a fuel card assigned to a specific vehicle for **rental vehicle** fuel purchases
- **Do not purchase super and/or premium fuel**. Violations will be noted. The employee may be required to pay the difference between regular unleaded and the higher grade fuel or temporarily lose their right to operate a State vehicle

VEHICLE CHANGES, REASSIGNMENTS, LOST OR STOLEN FUEL CARDS

If a WEX Card is lost, stolen, or damaged, the Agency Fleet Manager should immediately contact OVM so the card may be canceled and replaced

If a vehicle is taken out of service, the fuel card will be canceled by OVM

If a vehicle is moved to a different Unit Code (Billing Code) within the Agency, the Agency Fleet Manager must complete and send the Vehicle Reassignment form to OVM. A new card (and PIN, if needed) will be issued with the correct unit code for billing and reporting purposes. The vehicle will be updated in the Fleet Information Management System

Agencies that have gas-powered equipment or off-road vehicles that are not required by law to be registered, should contact OVM for an equipment gas card

Monthly Mileage Reporting

Each Department that owns or leases a vehicle must record the vehicle use in the Driver Log for that vehicle. The Driver Log shall be kept in the vehicle at all times. Each trip documented in the Driver Log must include for each trip:

Start Date and Time	Odometer Reading End
End Date and Time	Beginning Location
Odometer Reading Start	Destination(s)
	Driver

- At the end of each month, the Department Fleet Manager must collect the Driver Logs from the vehicles in its possession and maintain official, permanent files of these logs for a minimum of three (3) years.
 - *Thereafter, the file will be disposed of pursuant to the requirements of the Commonwealth's Records Conservation Board.*
- All Departments to which vehicles are assigned are required to report the ending odometer reading of each vehicle at the end of each month to OVM by the tenth (**10th**) business day for the previous month.
- Reporting accurate odometer readings are a vital process in capturing data to assist in determining vehicle related costs and vehicle lifecycle.

Monthly Mileage Submission

Report ending
odometer readings by
the 10th business day
of the following month.

Mileage reporting must be
sent to Raphaela Miller at:
raphaela.miller@mass.gov

An example of the monthly mileage report is shown below in Excel format

<u>AGENCY</u>	<u>STATE PLATE #</u>	<u>ODOMETER READING</u>	<u>MONTH ENDING DATE</u> <u>MM/DD/YYYY</u>
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OPERATIONAL SERVICES DIVISION

E-ZPass and Toll Management



Toll Management: E-ZPass Accounts

Once an E-Zpass account is created, an Internal Encumbrance (IE) and Internal Transaction Indicator (ITI) should be established between the Agency holding the account and the MassDOT.

The IE is the encumbrance document that has set aside the money to be used in paying bills. The IE identifies the encumbrance document that has set aside the money to be used in paying bills and assures Seller that the money has been set aside for the services.

Agency Fleet Managers should work with their finance team to ensure this is completed.

DOT asks that Agencies encumber enough funds to cover all expected tolls for that fiscal year. As tolls are incurred, they are automatically deducted through the IE/ITI process.

All plate numbers, including plates for trailers, that may travel toll roads (Massachusetts Turnpike I-90, the Sumner and Ted Williams Tunnels, and the Tobin Memorial Bridge), as well as any out of state E-ZPass-equipped toll roads, should be added to the Agency's E-ZPass account so that the Automatic Electronic Toll (AET) system may properly assess tolls that their vehicles incur. For reference, trailers *increase* the toll, as their axles are considered additional axles.

Agencies are allowed to incur tolls even if their account balance becomes low, however, accounts are periodically reviewed and DOT will request additional funds as needed.

Periodic review of accounts is recommended by agencies to ensure all new vehicle plate numbers are included and all retired vehicle plate numbers are removed.



E-ZPass Customer Service Center Locations

<https://www.ezdrivema.com/ezpassservicecenters>

Toll Management Invoicing and Transponders

Invoicing

- If a plate has not been included on an account or the vehicle does not have a transponder, an invoice will be issued to the registered owner, which is Administration and Finance for Executive Branch vehicles
- OVM is part of A&F and receives toll notices.
- OVM identifies the vehicles and forwards notices to the appropriate Agencies based on data within our system
- Agencies are responsible for ensuring tolls are paid promptly
- The Registry of Motor Vehicles tracks information on unpaid violations and may refuse a renewal for a registration or cancel an existing registration if violations aren't paid.
- It is important to make sure violations are paid in a timely manner

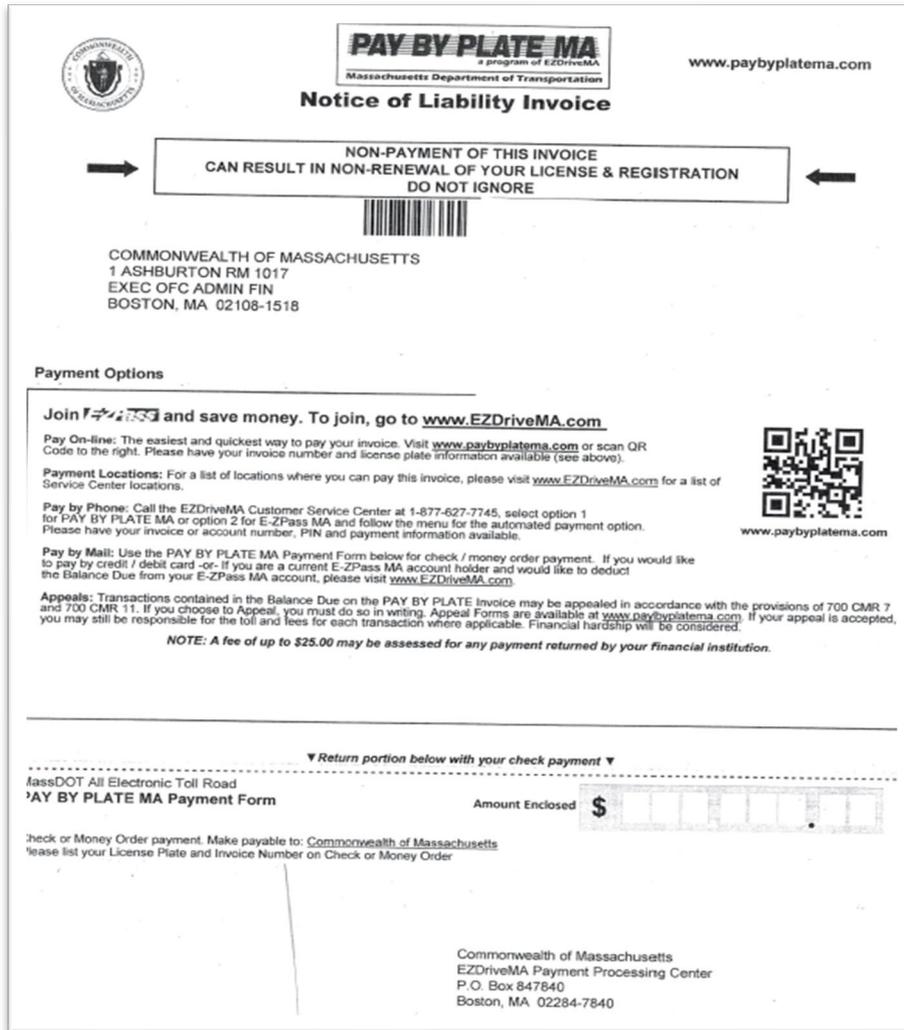
Transponders

- If a transponder is not recognized by a toll gantry, DOT will search their existing accounts for the correlating plate to apply the toll
- Official State plate numbers always begin with "ST" to ensure recognition within the E-ZPass database
- Contact OVM staff member Raphaela Miller by <mailto:raphaela.miller@mass.gov> to obtain tips regarding transponder options and placement or to help reduce transponder recognition errors by requesting a list of your Agency's active vehicles as recorded in the OVM database

The E-ZPass website via massDOT :

<http://www.massdot.state.ma.us/highway/TrafficTravelResources/EZPassMAProgram.aspx>

Toll Invoice and Transponder Placement



PAY BY PLATE MA
a program of EZDriveMA
Massachusetts Department of Transportation

www.paybyplatemma.com

Notice of Liability Invoice

NON-PAYMENT OF THIS INVOICE
CAN RESULT IN NON-RENEWAL OF YOUR LICENSE & REGISTRATION
DO NOT IGNORE

COMMONWEALTH OF MASSACHUSETTS
1 ASHBURTON RM 1017
EXEC OFC ADMIN FIN
BOSTON, MA 02108-1518

Payment Options

Join **E-ZPass** and save money. To join, go to www.EZDriveMA.com

Pay On-line: The easiest and quickest way to pay your invoice. Visit www.paybyplatemma.com or scan QR Code to the right. Please have your invoice number and license plate information available (see above).

Payment Locations: For a list of locations where you can pay this invoice, please visit www.EZDriveMA.com for a list of Service Center locations.

Pay by Phone: Call the EZDriveMA Customer Service Center at 1-877-627-7745, select option 1 for PAY BY PLATE MA or option 2 for E-ZPass MA and follow the menu for the automated payment option. Please have your invoice or account number, PIN and payment information available.

Pay by Mail: Use the PAY BY PLATE MA Payment Form below for check / money order payment. If you would like to pay by credit / debit card -or- if you are a current E-ZPass MA account holder and would like to deduct the Balance Due from your E-ZPass MA account, please visit www.EZDriveMA.com.

Appeals: Transactions contained in the Balance Due on the PAY BY PLATE Invoice may be appealed in accordance with the provisions of 700 CMR 7 and 700 CMR 11. If you choose to Appeal, you must do so in writing. Appeal Forms are available at www.paybyplatemma.com. If your appeal is accepted, you may still be responsible for the toll and fees for each transaction where applicable. Financial hardship will be considered.

NOTE: A fee of up to \$25.00 may be assessed for any payment returned by your financial institution.

▼ Return portion below with your check payment ▼

MassDOT All Electronic Toll Road
PAY BY PLATE MA Payment Form

Amount Enclosed \$

Check or Money Order payment. Make payable to: Commonwealth of Massachusetts
Please list your License Plate and Invoice Number on Check or Money Order

Commonwealth of Massachusetts
EZDriveMA Payment Processing Center
P.O. Box 847840
Boston, MA 02284-7840



Placement of transponder

The following is a link of Customer Service Center locations:

<https://www.ezdrivema.com/ezpassservicecenters>

Toll invoice



OPERATIONAL SERVICES DIVISION

Vehicle Maintenance



Maintenance and Repair Program

Preventive maintenance helps avert major mechanical problems. Oil and filter changes, tire rotations, transmission flushes, cooling system exchanges, multi-point inspections, and manufacturer recommended services are some aspects of preventive maintenance.

For Executive Branch vehicles, a preventive maintenance schedule is provided for each vehicle within the program and is included in the Fleet Response packet.

Executive agencies should take the vehicle to an In-Network maintenance supplier and present the Vehicle Maintenance Schedule for routine services, such as lube, oil and filters, tire rotation, brake inspection, etc.

Maintenance Management Program



Light Duty Vehicles

- Executive Branch vehicles managed by OVM are automatically enrolled in the Fleet Response Maintenance Management Program - Contract VEH84A.

Every Agency must properly maintain, repair, and service each State vehicle to preserve the performance, safety, and useful life of the vehicle.

- General and preventive maintenance should be completed according to the Vehicle Maintenance Schedule tri-fold pamphlet that is part of the Fleet Response Maintenance Management Program.

Maintenance Management Program Provides:

- Direct access to Fleet Response Maintenance Specialists:
Monday – Friday, 8 am – 8 pm
Saturday, 9 am – 4 pm
Telephone number: 800-338-0619
After hours service is available if needed
- Access to the Fleet Response Network of authorized shops that includes National and Regional Account vendors, dealers, and independent repair shops across the Commonwealth
- 24-Hour Roadside Assistance (Towing, Jumpstart, Lock out, Fuel delivery and Tire change)
- Warranty Recovery Assistance
- Direct billing of all expenses to the Agency

Fleet Response Vehicle Packet

State vehicles enrolled in the Fleet Response Maintenance Management Program and Accident Reporting and Repair Program receive a packet of information that should be kept in the vehicle's glove box for easy access when needed.

Printed **on** the packet you will find:

- Fleet Response toll free number:
800-338-0619
- Instructions on ***What To Do In Case of an Accident***
- Specific vehicle, Agency, and unit code (billing) information



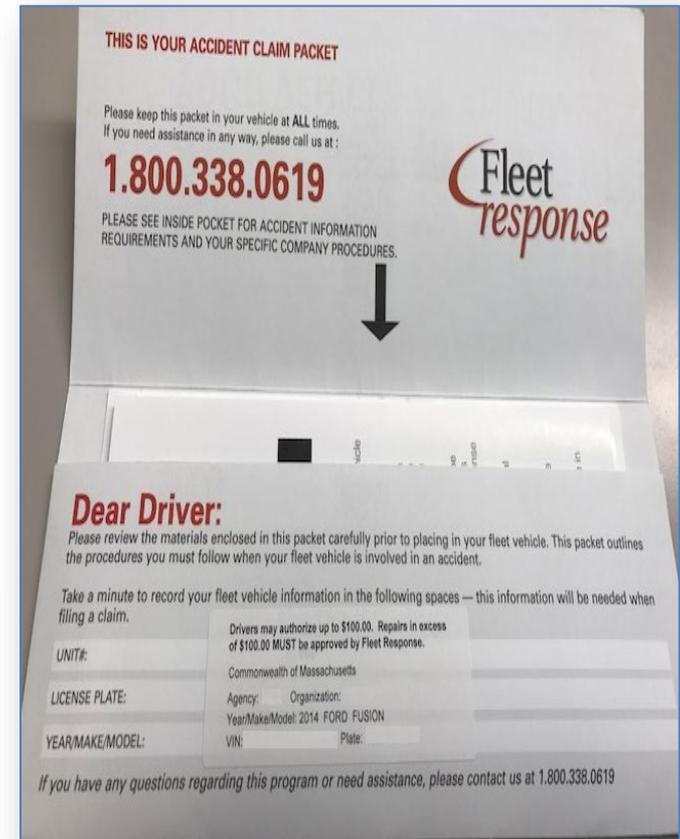
Fleet Response Vehicle Packet

Inside the packet you will find:

- **Welcome letter**
- **What to do in Case of an Accident.**
 - An accident information form to be completed if involved in an accident
- **The Vehicle Maintenance Schedule** (tri-fold pamphlet) with Driver Instructions, Service Provider information, and specific vehicle, Agency, and unit code (billing) information
- There is a \$2.00 per vehicle cost for new **and** replacement Fleet Response packets which is billed directly to the Agency.

When requesting a packet, coordinate with your Agency Fleet Manager.

Be sure to provide Vehicle Plate # and VIN
Agency Fleet Manager will contact
raphaela.miller@mass.gov



Preventive Maintenance (PM)

OSD encourages Preventive Maintenance (PM) to help avert major mechanical problems. Oil and filter changes, tire rotations, transmission and cooling system inspections, and regular service are a few aspects of routine maintenance.

OVM utilizes a 5,000 mile increment schedule for PM services.

EVERY SEASON		
<ul style="list-style-type: none"> • Check all fluid levels and transition to weather-specific fluids, where applicable: <ul style="list-style-type: none"> ○ Oil ○ Antifreeze/coolant (including color) ○ Transmission ○ Brake fluid ○ Power steering fluid ○ Windshield washer fluid 	<ul style="list-style-type: none"> • Batteries: <ul style="list-style-type: none"> ○ Test and replace old or weak batteries, especially those more than four years old (confirm remaining life with a voltmeter) ○ Inspect for corrosion, cracks, or breaks on the terminals and cables; clean or replace, if necessary 	<ul style="list-style-type: none"> • Check tires for inflation, wear, and tread life (and seasonality, if applicable): <ul style="list-style-type: none"> ○ Proper tire inflation (#psi) usually is found on the interior of the driver door ○ Proper air pressure on all tires is important, especially to maximize fuel economy ○ Tire pressure can drop one psi for every ten degree drop in temperature ○ Sidewalls should be free of cracks, cuts, or bulges/blisters ○ Treads should be at least 4/32 inch deep ○ If you can see the top of Abe Lincoln’s upside down head when a penny is placed in the groove, the tire may need to be replaced (use VEH97 contract for tires) ○ Most vehicles will have all-season tires ○ Don't forget to check the spare (or the inflator kit) • If the spare is held in place by a cable or other system, test it to ensure the system works smoothly

Please refer to the Vehicle Maintenance Schedule tri-fold pamphlet for all recommended service intervals. Fleet Response may suggest alternative maintenance specific to a vehicle

Approvals for Maintenance and Mechanical Repairs

Service	Approval Path
Preventive Maintenance + \$100 repairs	Authorization provided by driver
\$100-\$700	Fleet Response to review proposed repairs and issue authorization
> \$700*	Fleet Response, in conjunction with OVM, will vet recommended repairs and transmit to Agency Fleet Manager for review & approval

*Once a vehicle's lifetime maintenance spend reaches \$10,000, this threshold is reduced to \$500

Leased

OVM is responsible for the review and approval of leased vehicle maintenance requests.

OVM absorbs all costs associated with the maintenance and mechanical repair of leased vehicles with the **exception** of:

- Accident repairs
- Damage due to driver negligence or external influence
- Auto glass repair or replacement

Department-Owned

The Agency, in conjunction with OVM, is responsible for the review and approval of department-owned vehicle maintenance requests

The Agency absorbs all costs associated with the maintenance and repair of department-owned vehicles.

How to Initiate Maintenance and Repairs

Agency drivers must present the Vehicle Maintenance Schedule tri-fold pamphlet upon arrival at the repair shop - this identifies the vehicle as being enrolled in the Fleet Response Vehicle Maintenance Program.

All drivers may authorize scheduled preventive maintenance plus repairs up to \$100 at Fleet Response In-Network Suppliers; however, drivers should consult with their Agency Fleet Manager or other appropriate Agency personnel before authorizing these types of repairs.

All repairs exceeding \$100 will require the repair shop to receive Fleet Response authorization for review of the repair request before any work begins. Fleet Response may be reached at 1-800-338-0619.

Where to Have the Vehicle Serviced

- All drivers **must** use Fleet Response In-Network Suppliers when vehicles are serviced. Fleet Response will directly bill the Agency. Drivers **should not** pay out-of-pocket for any repair costs.
- In-Network Suppliers include:
 - National and Regional Account vendors, and
 - Dealers and independent repair shops across the Commonwealth.
- To locate convenient In-Network Suppliers, please contact Fleet Response at 1-800-338-0619 Monday-Friday, 8 am – 8 pm, and Saturday, 9 am – 4 pm.
- If a driver is unsure if a certain shop is a Fleet Response In-Network Supplier, the driver should contact Fleet Response before bringing in the vehicle.
- There is an additional charge to Agencies for using an **Out-of-Network Supplier**. An Out-of-Network Supplier is one that is not approved by Fleet Response.

Mechanical Problem Procedures

- Drivers who experience mechanical problems or require services that will exceed \$100, must contact Fleet Response at 1-800-338-0619 **before** bringing a vehicle to an In-Network shop. A Fleet Response Service Specialist will recommend a convenient In-Network repair facility based on the work needed for the vehicle.
- A Fleet Response Service Specialist is available Monday through Friday, 8 am – 8 pm, and Saturday, 9 am – 4 pm, to assist drivers.
- Before contacting Fleet Response, drivers must:
 - have the Fleet Response Vehicle Maintenance Schedule tri-fold pamphlet available,
 - provide the plate number which is printed on the label inside the pamphlet,
 - the current odometer reading, and
 - a description of the problem or service request

All maintenance and repairs greater than \$100 must be reviewed and approved by a Fleet Response Service Specialist.

While at the Shop

Agencies must take their vehicles to an In-Network Service Facility

- Agency drivers must identify themselves as a Commonwealth of Massachusetts driver and the agency vehicle must be enrolled in the Fleet Response program
- Agency drivers must present the Fleet Response Vehicle Maintenance Schedule tri-fold pamphlet when requesting service
- Drivers should remind the repair shops to call Fleet Response to receive authorization for repairs exceeding \$100
- If possible, agency drivers should remain in the shop until the shop has contacted a Fleet Response Service Specialist
- When the driver picks up the vehicle, they must verify all work. If the driver is not satisfied with the repair service, they should not sign the repair receipt and should call Fleet Response immediately at **1-800-338-0619**
- Drivers must sign the repair receipt, if work is unacceptable please contact your Agency Fleet Manager immediately.
- There is an **additional cost** for Agencies taking their vehicles to a shop that is **not a Fleet Response In-Network shop**



Drivers should be mindful of being over-sold on products and services that may not be necessary

Important Information to Remember

By using Fleet Response you can avoid unnecessary or inadequate work and over-priced replacement parts and services

A Fleet Response Maintenance Specialist will assist the driver with the type of repair facility that meets the vehicle's needs.

Appointments should be made with repair facilities for minor maintenance and repairs whenever possible and arrangements for temporary transportation, if necessary, are to be made through your Agency.



If, in the near future, a vehicle will be turned in and a replacement vehicle is on order, Fleet Managers should be cognizant of repairs and service.



The Vehicle Maintenance Schedule tri-fold pamphlet for service or repairs should be used for that specific vehicle only.



While drivers have the authority to approve up to \$100, there is no need to spend the entire \$100 if it is not necessary.



Tires and Glass Replacement



OPERATIONAL SERVICES DIVISION

VEH109 Tires and Tubes

The scope of this contract includes tires and tubes in the following sub-categories:

- pursuit and performance tires
- automobile/passenger vehicles
- light duty trucks (radial and bias)
- medium commercial/heavy duty trucks/buses
- off the road (OTR) (radial and bias)
- agriculture / farm, industrial, and specialty tires

VEH103 Windshield and Glass Replacement for Vehicles

This contract provides windshield and glass services for vehicles, including replacement and repairs, mobile services, and glass disposal services

In addition to windshields, this contract offers repair and replacement services for the following:

- tempered glass
- mirror glass
- glass repairs





OPERATIONAL SERVICES DIVISION

Vehicle Accidents



Accident Procedure

In the event of an accident:

- Stay safe and assess the situation for your immediate safety
- Determine if there are injuries
- Stay in the vehicle if there is a risk of injury or if moving might put you or your passenger(s) at risk of further injury
- If possible, move vehicle to a safe location if your car is creating a safety hazard
- **Do not leave the scene of the accident!**
- Call **911** immediately to report the accident and, if needed, get help to the scene
- Follow any instructions the police give you
- When it is safe to do so, contact Fleet Response at the number listed on the packet to report the incident or request roadside service.

As soon as possible, contact your Agency's Fleet Manager and adhere to your Agency's internal protocol for accidents

Accident Notification and Repair

Drivers are to immediately notify their Agency Fleet Manager and Fleet Response within 24 hours of any accident occurring in a State vehicle.

- Fleet Response will assign a shop based on damage and location
 - Roadside service can be dispatched to incapacitated vehicles
- Estimate will be provided to fleet response for review and transmitted to the Agency Fleet Contact for approval
- Drivers must inspect all work performed
 - If work initially appears satisfactory driver must sign invoice
 - If repairs are unsatisfactory driver should not sign invoice and immediately notify Agency Fleet Manager and Fleet Response
- If correcting or replacing vehicle markings is required, Agencies are responsible for providing department vehicle logos to the repair vendor

Fleet Response Packet



OPERATIONAL SERVICES DIVISION

Fleet Response Packet

The Fleet Response packet located in the glove box contains an Accident Information Form which should be completed in the event of a collision.

1.800.338.0619

WHAT TO DO IN CASE OF AN ACCIDENT

- ▲ Notify police and obtain accident report
- ▲ Seek medical help for injured parties
- ▲ Do not admit fault
- ▲ Obtain driver and insurance information from other parties involved
- ▲ Check for/obtain information from any witnesses and/or injured parties
- ▲ Call Fleet Response at 1.800.338.0619 to file claim
- ▲ Fleet Response will arrange a tow for your vehicle (if needed), repair any damage, provide a rental replacement (if necessary), and schedule glass service

PLEASE REVIEW ENCLOSED INFORMATION

Accident Information Form

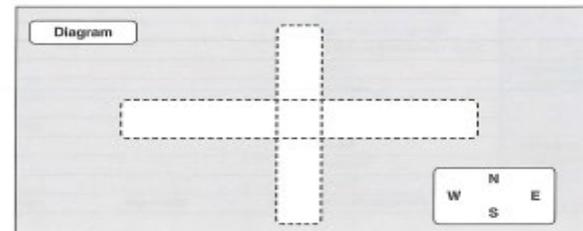
Please complete this form when involved in an accident with another party. After completing this form, call Fleet Response immediately. Please be prepared to provide the following driver and accident information. You will also be asked to provide your vehicle unit number, vehicle ID number (VIN), year/make/model and plate number.

Other Driver 1 Information	Driver Name			
	Owner Name			
	Owner/Driver Address			
	City/State/Zip Code			
	Home Phone			
	Cell Phone			
	Work Phone			
	Insurance Carrier Name			
	Insurance Carrier Phone			
	Insurance Policy Number			
	Year/Make/Model/Plate			
	Drivers License Number/State			
Other Driver 2 Information	Driver Name			
	Owner Name			
	Owner/Driver Address			
	City/State/Zip Code			
	Home Phone			
	Cell Phone			
	Work Phone			
	Insurance Carrier Name			
	Insurance Carrier Phone			
	Insurance Policy Number			
	Year/Make/Model/Plate			
	Drivers License Number/State			
Witness/Passenger/ Injured Information	Name			
	Address			
	Phone			
	Please Circle One	Witness	Passenger	Injured
Witness/Passenger/ Injured Information	Name			
	Address			
	Phone			
	Please Circle One	Witness	Passenger	Injured

Please use the back of this form to provide a complete description of the accident. Note the direction and speed of other vehicles involved, as well as any traffic signals or road conditions that may have contributed to the accident.

Description of Accident	
Comments	

Please Use Letter 'A' for Your Vehicle, Please Use Letter 'B' for Other Vehicle, etc.



Accident Reporting and Monitoring

OVM's accident reporting, monitoring, and follow-up

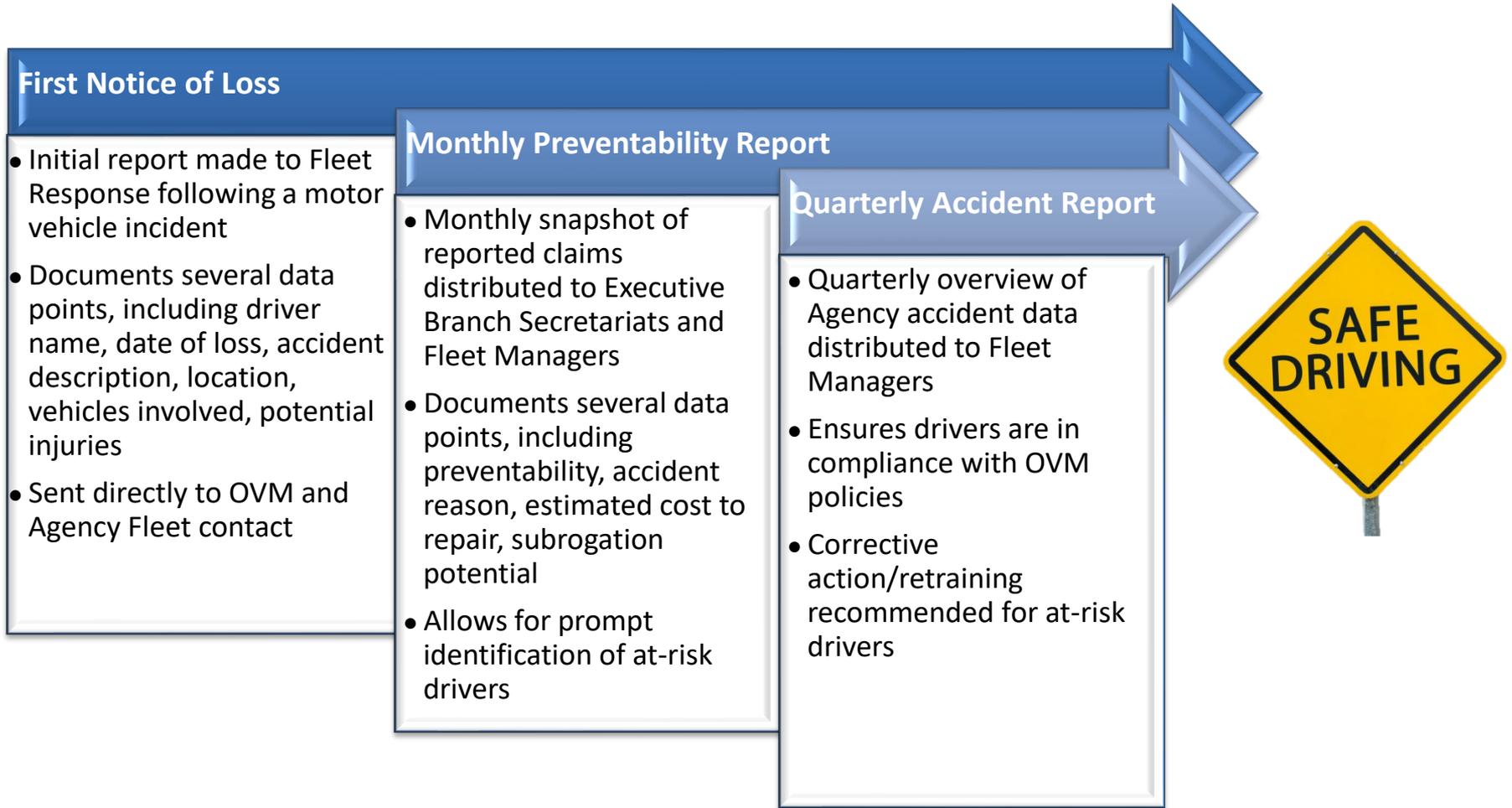
Review accident reports and classifications to determine if follow-up with agency is required for at-fault drivers

Isolate and distribute monthly and quarterly at-fault driver reporting to track accidents and provide information to agencies so the appropriate corrective actions may be implemented to mitigate risk/liability

Oversee the accident management process with departments, including facilitating communications and documentation

Maintain all accident information within the fleet database

Accident Reporting Overview



Accident Subrogation Process

Subrogation is the process of collecting money from an at-fault party for any losses paid out related to an accident.

Fleet Response investigates claims, gathers support to build a demand, and negotiates payments with the at-fault party.

It is the goal of the subrogation department to recoup all losses associated with an accident, however not all losses may be fully recoverable



Presentment Claims Process

Claims against the Commonwealth caused by the "negligent or wrongful act or omission of any public employee while acting within the scope of his office or employment" must be presented in accordance with the provisions of Massachusetts General Laws Chapter 258, the Massachusetts Tort Claims Act.

One efficient way to comply with these provisions is to complete the [Presentment Claim Form](#) found on Mass.gov and submit it with any supporting documents you may have to:

*Office of Attorney General
Trial Division
One Ashburton Place, 18th Floor
Boston, MA 02108*

Supporting documents may include:



A copy of a police accident report

The registration number of the Commonwealth vehicle involved

Any bills or estimates for property damage or personal injury claimed



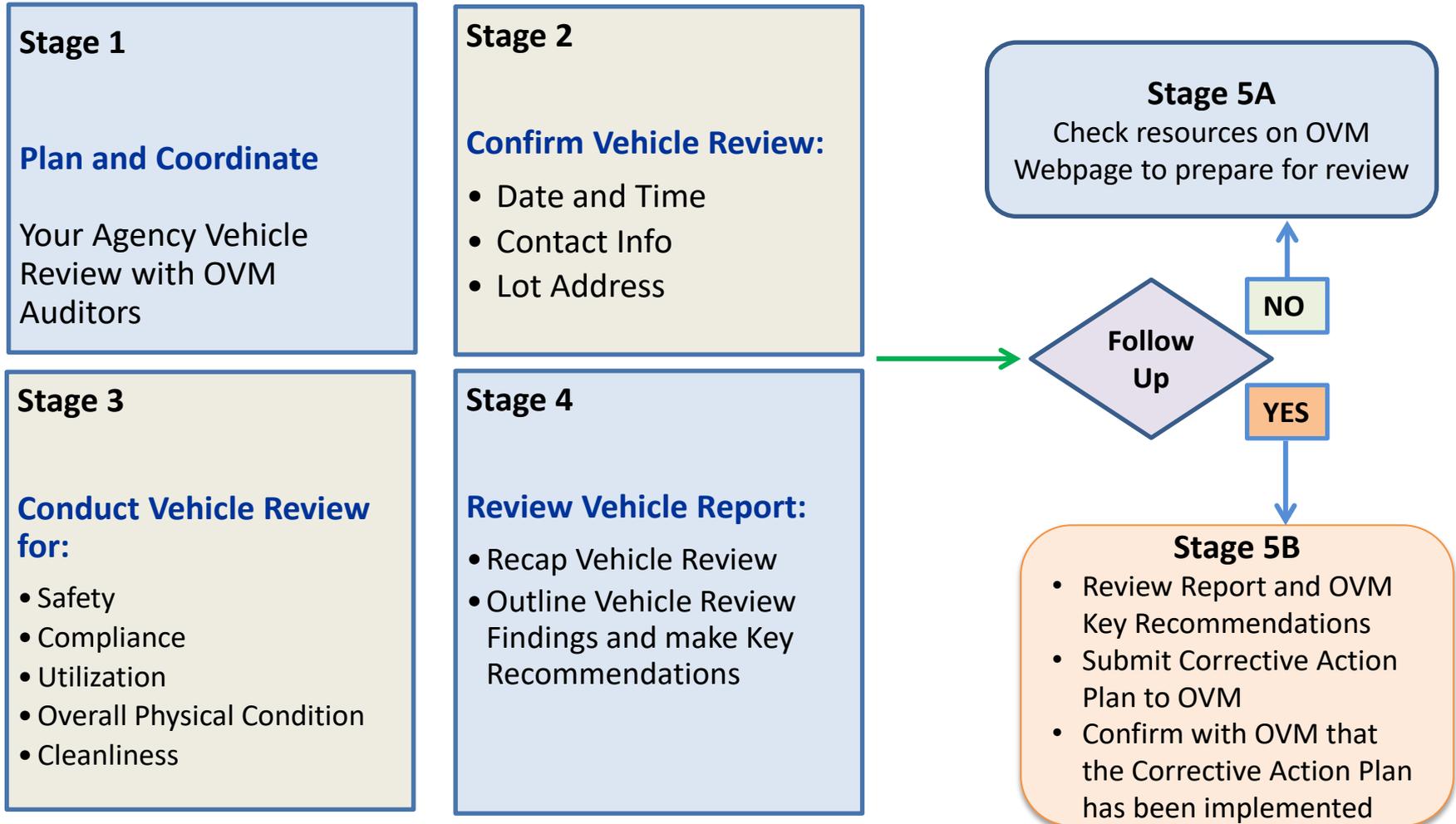
OPERATIONAL SERVICES DIVISION

Compliance and Audit



Compliance and Auditing

Vehicle Review Process



Compliance and Auditing

Vehicle Review Tip:

Please make sure that vehicles scheduled to be audited have the following information and items:

- Registration
- License Plates
- Valid Inspection Sticker
- Driver's Log
- Driver Affirmation Form(s)
- Fuel Card
- Fleet Response Packet
- 1-800 How am I Driving and POW/MIA Decals
- OVM Overnight Travel Form (if applicable)



Compliance and Auditing



OPERATIONAL SERVICES DIVISION

Driver Logs

Per OVM Policies and Procedures, Agencies must require State Drivers to record vehicle use in the OVM-issued Driver Log for that vehicle.

The Driver Log shall be kept in the vehicle at all times. Please make sure that each vehicle in your fleet has and maintains a Driver Log.

		Plate Number					The Commonwealth of Massachusetts		
OPERATIONAL SERVICES DIVISION		Make/Model					Operational Services Division		
		Month / Year					Office of Vehicle Management		
								Vehicle / Driver Activity Log	
Agency Name:		Unit Code:			Usage Type: (circle one)	Pool	Assigned	Seasonal	Emergency
Driver Name:		Purpose of Trip:			Was fuel purchased? (circle one)	Yes	No	Vehicle Condition (check vehicle both before & after use, then circle all that apply ->	No Damage
Start Date:	Start Time:	Start Location:	Start Odometer:	End Date:	End Time:	End Location:	End Odometer:	All Locations Visited:	Existing Damage New Damage (attach details separately)
Driver Name:		Purpose of Trip:			Was fuel purchased? (circle one)	Yes	No	Vehicle Condition (check vehicle both before & after use, then circle all that apply ->	No Damage
Start Date:	Start Time:	Start Location:	Start Odometer:	End Date:	End Time:	End Location:	End Odometer:	All Locations Visited:	Existing Damage New Damage (attach details separately)

The Driver Log must be updated for each trip:

- Start Date and Time
- End Date and Time
- Odometer Reading Start
- Odometer Reading End
- Beginning Location
- Locations Visited
- Business Purpose for Trip
- Vehicle Ending Location
- Driver Name
- Any Vehicle Damage

WEX Fuel Card Reminder

It is important to correctly enter the current vehicle odometer reading during each fuel transaction. Failure to do so will affect various vehicle reporting and tracking stats and possibly jeopardize your agency's future eligibility for a replacement vehicle.

Do not include tenths of miles in the odometer reading. Accurate odometer readings are an essential and critical data point for managing a vehicle.

Vehicle Recall Information

Open Recalls and Audits

Since OVM, through the Executive Office of Administration and Finance, is the registered owner of State vehicles, our office receives recall notices from manufacturers. We identify the Agency where the vehicle has been assigned and forward the notices accordingly.

Recalls should be addressed in a timely manner. OVM auditors will address any outstanding open recalls with Fleet managers.

Recall notices often are issued for safety reasons and it is imperative that repairs be completed as soon as possible.

Agency must provide OVM with a follow-up within 10 business days from date of receipt and confirm that the issues have been rectified.





OPERATIONAL SERVICES DIVISION

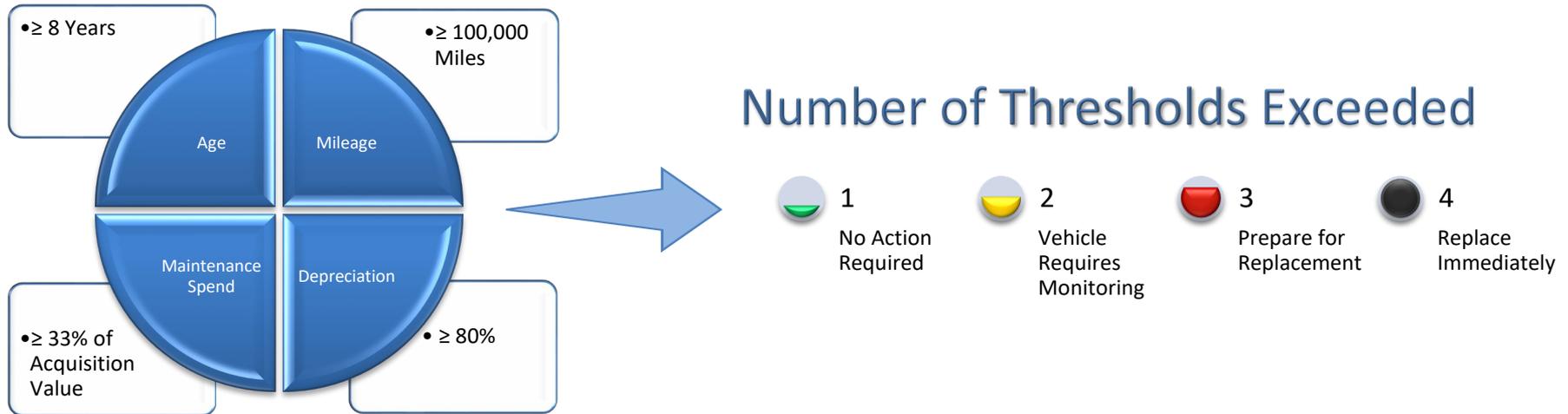
Planning for Vehicle Replacement



Replacement Recommendation

Monitoring vehicle condition is a vital step in controlling repair spend, reducing downtime, and planning for asset replacement.

- OVM analyzes 4 key criteria to measure vehicle lifecycle
 - Age
 - Mileage
 - Life-to-date maintenance spend
 - Depreciation
- As criteria thresholds are met the lifecycle progresses
 - Assets identified as category 3 or higher have been marked for replacement and an acquisition plan should be formulated.



Additional Information



Agency Fleet Requirements



OPERATIONAL SERVICES DIVISION

Following the best practices established by OVM for oversight of **Drivers, Vehicle Maintenance, and Logging/Tracking/Reporting** will help ensure that your fleet is well maintained, and that your agency is in compliance with OVM's policies and procedures.

Additional information may be found in the **Policies and Procedures** manual. Fleet Managers also may contact **Alex Giannantonio** with questions.

Check the driving records of all authorized agency drivers	This information is available from the Registry of Motor Vehicles
Review the OVM policy with all drivers	All new drivers should be supplied with a copy of the Policies and Procedures manual
Complete Driver Affirmation Form	All drivers must sign the form to affirm they will comply with all OVM policies and procedures, as described in the manual
Use the Overnight Travel Form	Complete overnight travel forms when a vehicle will be housed away from a state office/facility overnight.
Track usage for Fringe reporting	Submit Certification Form to Payroll Department by the November deadline (employees with 15 or fewer commutes are exempt)
Maintain Vehicle/Driver Log	The log should be kept in the vehicle. Drivers are required to log each trip.

Additional Agency Requirements

Logging, Tracking, and Reporting

Agency Requirements	Requirement Guidelines
Apply for a Fleetwave user ID	Use the Fleetwave system to monitor drivers, accidents, violations, fuel usage, vehicle maintenance
Submit monthly odometer reports to OSD/OVM	Monthly odometer readings should be sent to OSD by the 10 th business day of the month
Set up and monitor an EZ- Pass Account	The agency Fleet Manager should work with the agency CFO to set up an account
Pay invoices promptly	Agencies will receive invoices from Fleet Response, WEX, Goodyear, Bridgestone, J.N. Phillips Glass, and Enterprise, which should be paid promptly
Pay tickets promptly	Tickets for parking and other violations should be paid promptly
Notify OVM of Unit changes for drivers, vehicles, or agency fleet contact	Complete and submit the Vehicle Reassignment form and notify OVM
If applicable, use Fleetwave to enter Maintenance/Repair orders	For repairs at an Agency on-site repair facility

Vehicle Reassignment Process

If an agency vehicle changes Unit Codes (billing), Fleet Managers must complete and send the **Vehicle Reassignment** form (see the [OVM Forms](#) webpage) to OVM, requesting a new Fleet Response Vehicle Packet and Fuel Card with the correct Unit Code for billing and reporting purposes.

- Once the completed **Vehicle Reassignment** form is received, OVM will update the vehicle status in the Fleet Information Management System to reflect the new Unit Code.
- If removing or adding/replacing vehicle markings is required, the receiving Agency/Unit Code is responsible for coordinating said removal and/or providing applicable department vehicle logos to an appropriate vendor

Driver Affirmation Forms



OPERATIONAL SERVICES DIVISION

- Agencies are responsible for the execution of the Driver Affirmation of Review & Compliance form for each proposed driver.
- Agency Fleet Managers are responsible **for obtaining a signed Compliance Form from each driver and keeping a copy on file**. These records must be made available to OVM upon request and during Vehicle Reviews. Agencies should obtain a Compliance Form from any potential driver, as well as from those employees or contractors whose positions require driving as part of their job functions, including those who may be required to move a vehicle from one location to another.
- Agencies must provide employee **driver's license and driving record** information.
- If an Agency seeks to have individuals other than full-time permanent employees (e.g., consultants, contract employees, or summer interns) operate a State vehicle, the Agency's Fleet Manager must receive prior written approval from OVM.
- Agencies are responsible for ensuring that all proposed drivers of assigned vehicles are provided a copy of the current Policies and Procedures.



OPERATIONAL SERVICES DIVISION

The Commonwealth of Massachusetts
Operational Services Division
Office of Vehicle Management

Driver Affirmation of Review & Compliance

I have read and agree to comply with the current Executive Office for Administration and Finance Operational Services Division's Office of Vehicle Management Policies and Procedures Manual ("Policy"), including all aspects of the Safe Driving Program.

I understand that if the Policy is updated, it is my responsibility to read and agree to comply with the most current version, as ignorance of the Policy does not constitute justification for non-compliance.

I understand that if I do not read and/or agree to comply with the Policy, my privilege to operate a State Vehicle will be revoked.

Driver:

Department/Agency Name & Org Code	Department/Agency Location
Name & Title	Name As Shown on Driver's License (if different)
Signature	Driver's License State & Expiration Date
Date Signed	

Witness:

Name & Title	Signature
--------------	-----------

Agency Fleet Manager:

Name & Title	Signature
Date Received	

This form is to be completed for each authorized Driver of a State Vehicle. Check the appropriate box below to indicate the type of authorized Driver:

Commonwealth employee Contract employee Other _____
If Contract or Other, indicate the date OVM granted approval: _____



OPERATIONAL SERVICES DIVISION

1-800 How Am I Driving Program



Vehicle Decals



OPERATIONAL SERVICES DIVISION

Vehicle Decals

All State vehicles, except law enforcement and undercover vehicles, must display a “HOW AM I DRIVING,” 1-800 decal on the left rear bumper.

All State vehicles also must display a POW/MIA decal in the lower right corner of the rear window. If there is no rear glass, the decal must be displayed in the lower left of the rearmost passenger side window.

Contact OVM if decals are needed:

Vincent Micozzi 617-720-3185

Vincent.Micozzi@mass.gov



The POW/MIA sticker must be affixed on the inside of the rear window in the lower right hand corner; if there is no rear glass, the rearmost passenger side window in the lower left hand corner should be used.



The 1-800 How Am I Driving sticker must be displayed on the left side of the rear bumper.

To comply with policy, stickers must be affixed in the appropriate locations and be whole and visible, as shown above.



1-800 How Am I Driving Program

1-800-671-8900

The "1- 800-How-Am-I-Driving?" Program provides a reporting structure for the general public to comment on inappropriate driving behavior by individuals operating State vehicles. This program helps to instill the public's trust in our ability to adhere to safe driving practices and obey traffic laws, including speed limits.

Per the OVM Policies and Procedures manual, <https://www.mass.gov/files/documents/2016/07/qf/ovm-policies-and-procedures-manual-032311r.docx>, all OVM-managed Commonwealth vehicles with the exception of those required for law enforcement, undercover, and designated emergency response vehicles, must display the "1-800-How-Am-I-Driving?" orange bumper sticker on the left rear bumper to encourage feedback from those sharing the roads with State drivers.

OVM is responsible for overseeing the Commonwealth's fleet of light duty vehicles and will monitor state drivers on the road through this program.

**How Am I Driving?
1-800-671-8900**

Monitoring the 1-800 “How Am I Driving Program”

OVM monitors this program in the following manner:

- An OVM staff member monitors all calls to the 1-800 number,
- OVM will keep a log sheet of all calls which identifies:
 - Date of call
 - Time of call
 - State vehicle plate number being reported
 - Location of incident
 - Time of incident
 - Nature of call
 - Name and telephone # of caller (NOT REQUIRED)
 - Indicate if caller requests a follow up
- OVM will contact each caller who leaves a message to confirm details of the calls.
- OVM will issue a letter to the Department Fleet Manager requesting a formal written response within 10 business days of receipt

Benefits of 1-800-How Am I Driving?

Studies have found that vehicles displaying this decal are involved in **22% fewer accidents and result in a 52% reduction in accident-related costs.**

References

- *Hickman, Jeffrey Scott (2007). [Impact of behavior-based safety techniques on commercial motor vehicle drivers](#). Transportation Research Board. p. 13. ISBN 9780309098762.*
- *Riechmann, Deb (March 24, 1999). [Do "How's my driving" reports do any good?](#). The Free Lance-Star (Washington: Associated Press). p. 4. Retrieved 11 May 2011*

Driver Complaint Process

If a complaint is generated, the following must occur:

- The Agency Fleet Manager will have 10 business days to investigate, identify the driver, and respond to OVM.
- OVM will determine if other complaints were logged against the driver in a period not less than 12 months from the initial complaint. If a driver has received 2 complaints in a 12-month period, OVM will notify the agency of the driver's past complaints and advise that future infractions may result in corrective action.
- If a driver has received 3 complaints in a 12-month period, OVM may recommend a formal written warning be issued to the driver documenting the nature of the complaints and corrective action to be taken in the event of an additional complaint.
- If a driver has received 4 or more complaints in a 12-month period, OVM may recommend a suspension of driving privileges pending the completion of a State-approved driver retraining class. Reinstatement of said privileges will be granted by the Director of Fleet Policy and Administration.

Reminder: No Smoking in State Vehicles

- Smoking of any substance or use of any tobacco product, including the use of smoking-simulating devices such as e-cigarettes or vaping pens, is prohibited inside all State vehicles.
 - Please review the Policy for additional details on prohibited actions.

Domicile Vehicles



Domicile Vehicle Assignments



OPERATIONAL SERVICES DIVISION

In limited situations, an employee may be authorized to use a vehicle for Domicile Travel when the nature of the employees' duties requires emergency response related to Public Safety in conjunction with increased efficiency. Domicile Travel must be approved annually by the **Secretary for Administration and Finance or his/her designee** and reviewed on a bi-annual basis.

To request Domicile approval, Departments must complete a Domicile Vehicle Request Form in accordance with A&F Bulletin #10. The letter must include:

Specific justifications for domicile travel, including any need for a special-purpose vehicle and the number of miles expected to be driven annually, as well as:

- The driver's position, title, collective bargaining unit, name, garage address, office address
- The State plate number(s) of each vehicle to be used for domicile
- The year, make, and model of each vehicle to be used for domicile
- The number of "after hours" emergencies responded to in the previous calendar year
- The nature of each emergency responded to, the location, and its resolution
- Applicable Secretariat and Department signatures

All domicile travel approvals will expire at the end of each calendar year, regardless of when the request and/or approval was granted. Departments must submit a new request for Domicile Travel for all vehicles at the beginning of each calendar year.

IRS Reporting

Federal law requires employers, including the Commonwealth, to include "fringe benefit income" on annual W-2 forms submitted to the IRS for each employee.

The IRS provides exemptions for use of employer-provided vehicles it defines as "qualified non-personal use vehicles." Two specific exemptions include:

- Law enforcement and fire vehicles
- Vehicles unsuited for personal use (pick-up trucks and vans are NOT exempt).

NOTE: All employees who have used an employer-provided vehicle to commute a minimum of 15 one-way trips, either as a driver or a passenger, at any time during the calendar year must be listed on the OVM-IRS Form.

During the first two weeks of October, OVM will send a copy of the OVM-IRS form to each Department Fleet Manager, who, in turn, will distribute the form to the appropriate employees/drivers.

Employees must submit certification of the number of one-way commutes to their Agency's Human Resource Director.



OPERATIONAL SERVICES DIVISION

Fuel Efficiency Standard



Fuel Efficiency Standard for the State Fleet



FES Requirements, Impact, and OVM Request Workbook

FES was released in September 2016 to fulfill several legislative, regulatory, and environmental commitments

- Green Communities Act of 2008 / Zero Emission Vehicle (ZEV) MOU / Global Warming Solutions Act (GWSA)

Sets two annual requirements for new vehicle acquisitions by Executive Branch Agencies:

FES Requirement 1: Minimum Combined MPG	FES Requirement 2: Minimum AFV Acquisitions
Sedans 32 combined MPG	<p>5% of total acquisitions each fiscal year</p> <p>1st AFV must be acquired upon reaching ten vehicle acquisitions</p> <p>AFVs include hybrids, plug-in hybrids, battery-electric hybrids & hybrid upfits</p>
SUVs, Trucks & Vans up to 8,500 lbs. GVWR 22 combined MPG	
SUVs, Trucks & Vans from 8,501 to 10,000 lbs. GVWR 16 combined MPG	

Environmental and Economic Benefits:

- Greenhouse gas (GHG) emission and air quality improvements
- Reduce dependence on gasoline
- Long-term cost savings

Vehicle Request Workbook includes sections on FES compliance for each new vehicle order

Fuel Efficiency Standard (FES)

For circumstances where the FES requirements cannot be met through **currently available, cost-effective technology**, an **Exemption from Standard Compliance** may be granted if:

- Agency agrees to implement all reasonable and cost-effective changes to vehicle requests to move closer to compliance with FES
- Agency demonstrates willingness and ability to implement an **Alternative Compliance Plan** to measurably reduce petroleum consumption through:



Increased use of alternative fuels



Increased use of biodiesel, including higher biodiesel blends



Adoption of strategies to reduce Vehicle Miles Traveled (VMT)



Implement policies to reduce idling



Other technologies or strategies



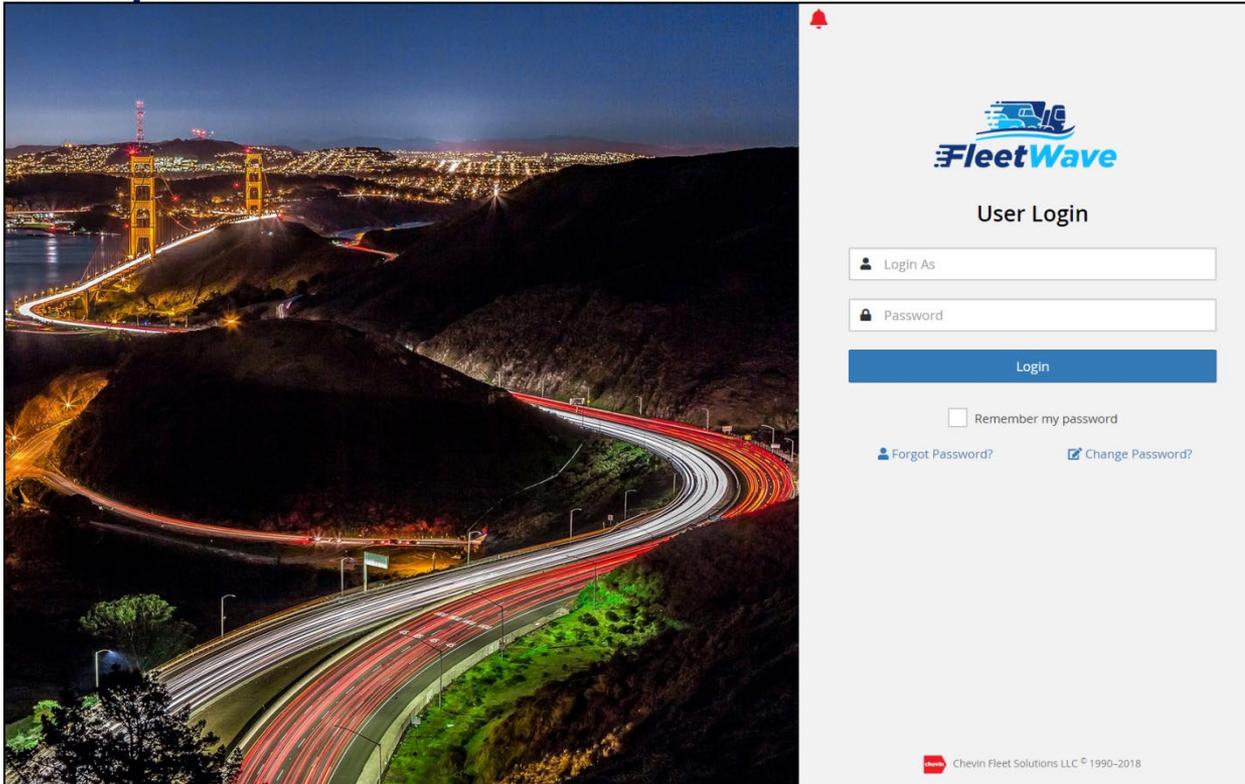


OPERATIONAL SERVICES DIVISION

FleetWave User Licenses and Asset Record Disposition



FleetWave User Licenses and Asset Record Disposition



Users should contact Karen Rasnick or Alex Giannantonio in OVM to request a FleetWave user license and to schedule training

- All Agency Fleet Managers should request a user ID for the FleetWave system
- FleetWave is the asset tracking system that provides Agency Fleet Managers with detailed information about their vehicles and drivers



Fleetwave User Licenses and Asset Record Disposition

Home page

WELCOME TO MAOVM FLEETWAVE SITE.
FROM THIS HOME PAGE YOU CAN EASILY AND QUICKLY REACH ALL PARTS OF THE SYSTEM.
• THIS IS THE PRODUCTION DB FROM JANUARY 14, 2017

06/14/2017

Any messages from OVM will be displayed here

Asset ID #	Agency	Odometer date	Reported Odo	Last 365 days
0000149	DCR	//	0	0
0000150	DCR	//	0	0
0002597	DCR	//	0	0
0003497	DCR	//	0	0
0003507	DCR	//	0	0
0003511	DCR	//	0	0
0003525	DCR	//	0	0
0003746	DCR	//	0	0
0003862	DCR	//	0	0

Agency	Driver name	ACCIDENTS
ENV DCR	UNKNOWN	5
ENV DCR	KEVIN HOLLENBECK	3
ENV DCR	ROBERT TERK	2
ENV DCR	ANDREW BUCKLEY	2
ENV DCR	CARL GIAMBUSO	2
ENV DCR	KEVIN BOUCHER	2

Agency	Unit Code	Created date	New Last 30 Days	Total gross
ENV	7200	06/14/2017	1	3,085.00
ENV	3400	06/12/2017	1	1,226.62
ENV	3670	06/12/2017	1	816.84
ENV	3300	06/09/2017	1	860.58

Created date	New Last 30 Days
06/13/2017	1
06/07/2017	1
05/24/2017	2
05/23/2017	1
05/16/2017	1

Asset ID #	Plate #	Vehicle status	JOBS_TOTAL_GROSS_FW
0001549	S100E	A	12,500.24
0001682	S117P	A	18,434.23
0001719	S122B	A	10,588.72
0001844	S137W	A	11,207.00
0001870	S139V	A	20,266.60
0001887	S1413	A	12,315.16
0001900	S141R	A	10,129.48
0001921	S143Y	A	11,969.49
0001979	S149E	A	11,013.57

Class Code	Age (years)
CC-BOX	5
CC-CC	9
CC-CC-4X4	3
CC-DUMP	10
CC-DUMP-4X4	11
CC-FIRE	0
CC-FIRE-4X4	0
EQ-GEN	0
EQ-MOT	10

COLUMN1	COLUMN2	COLUMN3
ENV DCR	EQUIPMENT	428
ENV DCR	HEAVY DUTY	236
ENV DCR	LIGHT DUTY	796

User ID
OVM800-371
OVM800-374
OVM800-373
OVM800-376
OVM800-377
OVM800-382
OVM800-383
OVM800-385
OVM800-389

AGENCY	Owned or Leased?	COUNT
ENV DCR	OWNED	1450

- All Fleet Administrators are expected to request a user ID for the FleetWave system.
- FleetWave is the asset tracking system that provides Fleet Administrators with detailed information about their vehicles and drivers.
- The Fleetwave Dashboard is a snapshot of all of the information available to the user. The categories include:
 - Vehicles
 - Drivers
 - Auditor Reports
 - Accidents
 - Maintenance/Repair
 - Fuel Purchases
 - Violations
 - Reports



FleetWave Historical Records

All OVM-Managed assets are tracked by Unit Code. Vehicles have an Asset ID as well as a plate number, and are included in the Fleetwave database. The information for each vehicle is extensive.

FleetWave Agency users may click on a record to view:

- A **History** screen that displays a summary of fuel purchases, accidents, and violations
- **Acquisition** information
- **Disposal**
- **Lease Terms** (if applicable)
- **OVM Audit history**
- **Registration and Inspection** information
- **Service history**

Asset ID #	Plate #	Vehicle status	Secretariat	Agency	Unit Code	Sys Code	Model year	Make	Model	Trim Level	VIN	OVM Managed	Owned or Leased?	Vehicle
0000039	*52641	PENDING AUCTION	ENV	DCR	3200	DCR-ENV-3200-DCR NORTH REGION	1985	INTERNATIONAL	TRUCK	STAKE	1HTLAHEK3FHA02581	Yes	OWNED	HEAVY I
0000043	*5597F	PENDING AUCTION	ENV	DCR	3660	DCR-ENV-3660-DCR FOREST FIRE CONTROL	1975	A M GENERAL	TRUCK	TANKER	062510422	Yes	OWNED	HEAVY I
0000045	*58899	PENDING AUCTION	ENV	DCR	3660	DCR-ENV-3660-DCR FOREST FIRE CONTROL	1985	CHEVROLET	TRUCK	BRUSH	1GCHD34J4FF433824	Yes	OWNED	HEAVY I
0000144	409-DCR	ORDERED	ENV	DCR	0000	DCR-ENV-0000-	2017	TOYOTA	COROLLA	LE	PENDING-UNKNOWN	Yes	OWNED	LIGHT D
0000145	5T7F84	ACTIVE	ENV	DCR	7300	DCR-ENV-7300-DCR WATERSHED WACHUSETTS	2017	FORD	ESCAPE	SE	1FMCU9G90HXC98109	Yes	OWNED	LIGHT D
0000146	5T7F85	ACTIVE	ENV	DCR	7300	DCR-ENV-7300-DCR WATERSHED WACHUSETTS	2016	NISSAN	QUEST	S	JNBAE2K9Q09157324	Yes	OWNED	LIGHT D
0000147	5T7F852	ACTIVE	ENV	DCR	7300	DCR-ENV-7300-DCR WATERSHED WACHUSETTS	2017	NISSAN	NV 200	SV	3N6CM0K0X09594448	Yes	OWNED	LIGHT D
0000148	413-DCR	ORDERED	ENV	DCR	0000	DCR-ENV-0000-	2017	FORD	F250	XL	PENDING-UNKNOWN	Yes	OWNED	LIGHT D
0000149	5TG245	ACTIVE	ENV	DCR	7300	DCR-ENV-7300-DCR WATERSHED WACHUSETTS	2017	FORD	F250	XLT	1F77X2B64HED45117	Yes	OWNED	LIGHT D
0000150	5TG243	ACTIVE	ENV	DCR	7200	DCR-ENV-7200-DCR WATERSHED QUABBIN	2017	FORD	F150	XLT	1F77X1EF2HFB54856	Yes	OWNED	LIGHT D
0000151	5TG246	ACTIVE	ENV	DCR	7200	DCR-ENV-7200-DCR WATERSHED QUABBIN	2017	FORD	F250	XLT	1F77X2B68HED45119	Yes	OWNED	LIGHT D
0000168	5TG305	ACTIVE	ENV	DCR	7100	DCR-ENV-7100-DCR WATERSHED MGT	2017	CHEVROLET	COLORADO	WT	1GCHT8EA6H1207053	Yes	OWNED	LIGHT D

NOTE: Heavy-duty vehicles and equipment not managed by OVM may not be included.



OPERATIONAL SERVICES DIVISION

Fleet Manager Summary



Fleet Management Best Practices:

Monitor Vehicle Utilization Actions	Report utilization less than 12,000 annual miles to OVM, or complete the Minimum Mileage Waiver Request Form
Review fuel purchases on a regular basis	Purchases should be for regular fuel only. Also, fuel cards should be used only for their assigned state vehicle and remain in the vehicle.
Use Statewide Contracts to rent or purchase vehicles and to purchase tires, repairs, fuel and windshields	<p>Available contracts include:</p> <ul style="list-style-type: none"> • VEH98 (purchase vehicles) • VEH109 (tires) • VEH100 (fuel) • VEH84A (vehicle maintenance, accident repairs and subrogation) • VEH103 (windshields and auto glass) • VEH112 (short-term rentals)
Be prepared for your vehicle audit	Review the Vehicle Audit Reference Guide for additional information
Acquire fuel-efficient vehicles	Vehicles should have an average EPA-estimated combined fuel efficiency of 32 mpg for passenger cars, 22 mpg for light duty trucks, passenger and cargo vans, and sport utility vehicles up to 8,500 lbs., and 16 mpg for those vehicles between 8,500 and 10,000 lbs.
Use the Vehicle Request and Fuel Efficiency Calculator workbook to request new vehicles	Acquire a minimum number of vehicles defined as hybrid or alternative fuel each year, per the workbook



OVM Resources and Forms on mass.gov

Office of Vehicle Management

The Office of Vehicle Management (OVM), a unit of the Operational Services Division, oversees the Commonwealth's Executive Branch fleet vehicles used by authorized Executive Department personnel while conducting state business.

OVM is responsible for the acquisition, leasing, registration, maintenance, and repair of the Executive Branch fleet vehicles, which are obtained using OSD's Statewide Contracts (SWCs). The current Vehicle Contract SWC (VEH98) must be used when purchasing or leasing Executive Department vehicles. To support the operational needs of Executive Departments, OVM also administers SWCs for other vehicle needs, such as glass, tires, fuel cards, maintenance, repair and accident and subrogation services.

What would you like to do?

Top tasks

- [Acquire or Replace a State Vehicle](#)
- [Reserve a Rental Vehicle](#)

What you need to know

- [Fleet Policies, including Fuel Efficiency Standard](#)
- [OVM Forms](#)
- [Guidance Documents for Agency Fleet Managers and Drivers](#)

Fleet Policies, including Fuel Efficiency Standard

OVM's Policies and Procedures apply to Executive Branch Level III and "opted-in" entities ensuring state vehicles are efficiently and economically allocated, operated, marked, repaired, maintained, and are in compliance with applicable legal requirements.

OVM policies provide the rules and regulations associated with the use of Commonwealth vehicles by Executive Branch departments and personnel. The policies apply to state vehicles that are owned, leased, rented, or received as gifts by the Commonwealth of Massachusetts. Vehicle fleets maintained by the Commonwealth's Constitutional, Legislative, and Judicial Offices, the public institutions of higher learning, the Department of Transportation, independent authorities, the state police and the environmental police are not governed by the policies and procedures of the Office of Vehicle Management.

In addition to the Policies and Procedures Manual, Executive Branch departments must comply with Executive Office for Administration and Finance Administration Bulletin #10, Use of State Vehicles by Executive Agencies.

Also, the Operational Services Division, in collaboration with the Department of Energy Resources and the Department of Environmental Protection, has adopted a fuel efficiency standard.

Policy Documents

[OVM Policy and Procedure Manual](#)

[A&F Bulletin #10](#)

[Fuel Efficiency Standard for State Fleet](#)

Additional Resources

[Search Recalls by VIN](#)

OVM Forms

OVM - Confidential Registration Request: Must be renewed every two years. Request form for confidential vehicle registration to be used by law enforcement only or others having received a waiver.

OVM - Request for Mileage Waiver: This form is to be used when requesting a waiver of the OVM Monthly Mileage requirement.

OVM - Vehicle Driver Log: All Executive Branch fleet vehicles must have a driver log.

OVM - Authorized Driver Affirmation of Review and Compliance: All drivers of Commonwealth vehicles must sign this form and provide a copy to their Agency's Fleet Manager.

OVM - Overnight Travel: This form must be used when an employee seeks permission to drive a state vehicle home on a given day if the employee is conducting official state business before and/or after normal business hours.

OVM - Asset-Driver Reassignment: This form must be completed when a vehicle is reassigned to another Commonwealth employee, either within the same agency or in a different agency.

FY18 OVM - Master Vehicle Lease Agreement: This agreement must be executed prior to assignment of a new vehicle to a department by OVM.

Fringe Benefit for Tax Reporting for Tax Year 2017: Federal and State law requires employers, including the Commonwealth, to include "Fringe Benefit Income" on annual W-2 forms submitted to the Internal Revenue Service (IRS) and the Department of Revenue (DOR) for each employee.