



January 6, 2016

Office of Vehicle Management (OVM)  
Operational Services Division (OSD)  
Commonwealth of Massachusetts

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## Important Dates

**12/01/2015**

VEH98 Contract (Purchase of  
Light Duty Vehicles) Began

**12/31/2015**

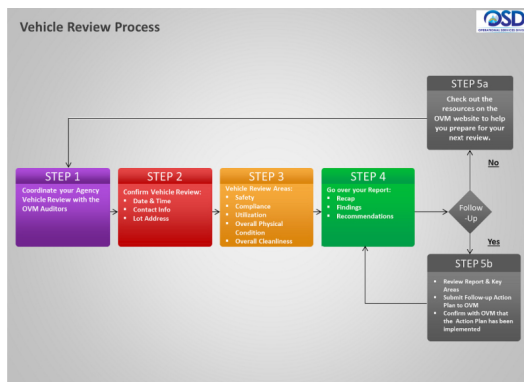
OVM10 Contract Expired

We'd love your feedback! After reviewing the contents of this newsletter, [please click here to answer two brief survey questions.](#)

## Vehicle Review Process

### What Agencies Need to Know

The Office of Vehicle Management (OVM) is responsible for the implementation and administration of the Policies and Procedures governing the use of State vehicles. OVM's Vehicle Auditors periodically perform vehicle reviews on State fleet units to determine whether the vehicles leased or owned by those agencies are in compliance with the policies and procedures, which are available on the [OVM Homepage](#). (Click on the diagram below for an outline of the process.)



[Click here to view the OVM Vehicle Review Guide](#) to ensure you're ready for the Auditors' visit.

## Policy Highlight

Tickets & Transponders

### By the 15th of each month

Provide Monthly Odometer Reports to OVM

### 04/22/2016

OVM04 Contract (OVM fleet data system) Expires

### 04/23/2016

VEH99 Contract (OVM fleet data system) Target Start Date

### Monthly

Check State Inspection Stickers and Passenger Plates for Renewal



## Announcements

### Electronic Vehicle Registration Process

OVM currently is working with MassDOT/MA Registry to determine if we can implement an in-house Electronic Vehicle Registration Process. This new program may drastically reduce wait times in getting Agency plates and registrations for new vehicles and it also may speed up other registry transactions, such as plate renewals, transfers, and cancellations. Stay tuned for project status updates in the coming months!

### Lease Funding

Does your Agency need to replace an aging or poorly maintained vehicle, but doesn't have the funding to purchase a replacement? Consider leasing a vehicle through OVM and spreading the cost over the next five years. OVM has secured FY16 funding to purchase new vehicles (under 10,000 lbs) through Statewide Contract (currently VEH98). The purchased vehicles then are leased to Agencies. Thus far, we have ordered more than 150 vehicles using this program and funding is still available! Deadlines to order are fast approaching for several vehicle models, and may be adjusted due to upfit requirements, so contact OVM immediately if you are in need of a new leased vehicle, as **delivery** to the

Citations incurred while operating State vehicles, or non-State (private or personal) vehicles while on official State business, are the personal responsibility of the driver. OVM does not pay for citations nor does it reimburse drivers for payment of citations.

If a ticket is received, the driver should resolve the matter promptly and provide proof of resolution to their Agency Fleet Manager and OVM. If OVM receives a ticket, it will be forwarded to the responsible Agency with the expectation that the issue will be resolved. The most common citations are parking tickets, toll violations, and moving violations (including camera violations). Repetitive failure to resolve tickets creates potential for drivers or Agencies to lose driving or vehicle ordering privileges, or redeployment capabilities through OVM.

To help ensure that vehicles do not incur toll violations, please remember the following with regard to EZPASS transponders:

- Ensure transponders and plate numbers are registered correctly with EZPass MA and Pay-by-Plate MA (important for new vehicles and when changing plates).
- Ensure transponder is in the correct position on the windshield (may vary by vehicle type - please visit [www.ezpassma.com](http://www.ezpassma.com) for further details).
- Check to see if the transponder's battery needs to be changed.
- Clean the windshield, especially during winter months, so the view of the transponder is not blocked.
- OVM recommends all State vehicles have transponders.

Agencies seeking to become members of the EZPass MA program should access the [EZPass application](#) and [FAQs](#), provided by MassDOT.

In regard to toll violation appeals, Agencies requesting an appeal from Pay-by-Plate MA should contact the Pay-By-Plate unit at [www.paybyplatema.com](http://www.paybyplatema.com) or via phone at 1-877-627-7745 for instructions. Please remember to have the toll invoice on hand when calling, as they may ask for specific details listed on the invoice.

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## Safety 101

"1-800-How-Am-I-Driving?" Program

Agency must occur prior to June 30, 2016, and vehicles often take 3-4 months for delivery.



## Contact OVM

### Director of Fleet Policy & Administration

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### Fleet Response Packets / Registration Questions

Turhan Shepherd

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Ted Bunnell (also Surplus Property Questions)

617-720-3170

[theodore.bunnell@state.ma.us](mailto:theodore.bunnell@state.ma.us)

### 1-800-How-Am-I-Driving & POW/MIA Stickers or Maintenance & Incident Repair Questions

James Guerrier

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### Surplus / Turn-in Vehicle Questions

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Paul Guerino (Auction Coordination)

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### OVM Administration Support

Raphaella Miller

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### Vehicle Management Auditors

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The Commonwealth is subject to scrutiny through the "1-800-How-Am-I-Driving?" Program, which 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. All OVM-managed Commonwealth vehicles - except those required for law enforcement, undercover, and designated emergency response vehicles - must display the "1-800-How-Am-I-Driving?" bumper sticker on the left rear bumper to encourage feedback from those sharing the roads with State drivers.

OVM monitors and logs all complaints and issues letters to Agency Fleet Managers requesting formal, written responses to complaints received about their vehicles. Agencies have 10 business days to respond to OVM's letters and all replies must: 1) be on official Agency letterhead, 2) identify the driver, and 3) outline proposed corrective action, based on the alleged complaint. For additional information, please refer to the OVM policies and procedures on the [OVM homepage](#).

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## Maintenance Tip

### Your Vehicle & Tire Pressure

#### Vehicle Maintenance

Proper vehicle maintenance prevents system failures and also ensures the vehicle is operating safely. Changes in weather conditions impact how vehicles operate, so it's important to remember to monitor certain items, especially in winter:

- Check all fluid levels, including oil, antifreeze, transmission, brake, power steering, and winter-grade windshield washer.
- Clean and check the battery, watching for signs of corrosion, cracks or breaks, and confirming its remaining life (voltmeter).
- Check tires for inflation, wear, and tread life (and seasonality, if applicable). Proper tire inflation (#psi) guidelines usually are listed on the plaque located on the interior of the driver's door of most vehicles. Sidewalls should be free of cracks, cuts, or bulges/blisters. Treads should be at least 4/32 inch deep. Most vehicles will have all-season tires. Don't forget to check the spare tire (or the inflator kit).

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**Fuel Card (WEX) or Owned Vehicle Questions**  
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**Lease Process or Vehicle Requests Questions**  
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[karen.rasnick@state.ma.us](mailto:karen.rasnick@state.ma.us)

Additionally, it is recommended that your vehicle contain the following items during winter months:

- Snow brush/ice scraper
- De-icers for locks and windshields.
- An emergency kit that includes flares; blankets; a fully-charged emergency cell phone, along with an extra battery or charger; a flashlight (with extra batteries); a writing instrument and paper (in case you need to leave a note/sign); a first-aid kit; and emergency food and drink (ensure these are in containers that won't freeze).

Agency Fleet Managers should advise drivers of specific policies or procedures related to winter use of their Agency's state vehicles. If you need to obtain parts and accessories for your vehicles' winter needs, please note that [Statewide Contract VE96](#) includes many of these items.

### ***Tire Pressure***

There is a basic relationship between the outside air temperature and tire pressure. The season's first cold wave will cause the air inside a tire to contract, which reduces tire pressure and triggers the Tire Pressure Monitoring System (TPMS) alarm. Do not ignore the TPMS light since maintaining proper tire pressure may help to ensure your safety by improving the vehicle's handling, decreasing tire wear, reducing braking distance, and bettering fuel economy. Additionally, driving with under-inflated tires may cause:

### ***Catastrophic Tire Failures***

- Under inflation causes the sidewalls of a tire to bend and flex, resulting in faster wear of the tire.
- The more wear on a tire, the greater likelihood of a tire blowout.
- 85% - 90% of tire failures are directly attributable to under inflation.

### ***Lower Fuel Economy***

- In 2008, the Department of Transportation estimated low tire pressure wasted about five million gallons of gas per day or two billion gallons per year.
- Tires that are under inflated by 20% can reduce fuel economy by up to 3%.

### ***Minimized Vehicle Safety***

- Increased stopping distance.
- Reduced handling capabilities.

(TPMS information from [www.doranmar.com](http://www.doranmar.com))

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## Strategic Sourcing

### Current & Upcoming Statewide Contract Information

#### **VEH98 - Light Duty Vehicles Statewide Contract**

The **NEW** Statewide Contract [VEH98 Purchase of Light Duty Vehicles - Passenger Cars, SUVs, Vans, Trucks, PPVs and Special Services Vehicles \(SSVs\)](#) features an expanded selection of vehicles and related services:

- More than 500 base vehicle models, including passenger cars, SUVs, vans, trucks, and Police Pursuit Vehicles (PPVs);
- New products, such as small trucks, cargo vans, and SSVs;
- A larger selection of fuel-efficient and alternative vehicles; and
- Original Equipment Manufacturer (OEM) products from Chevrolet, Dodge, Jeep, Ram, Ford, Honda, and Nissan.

#### **VEH97 - Tires, Tubes & Services Statewide Contract**

Find Vendor information including pricing and service locations:

- Bridgestone: Master Blanket [PO-15-1080-OSD01-OSD10-00000004459](#)
- Goodyear: Master Blanket [PO-15-1080-OSD01-OSD10-00000004461](#)

Authorized Dealers will provide service only if a Purchase Order accompanies the request. All Buyers are required to set up an account with the vendor (with billing and shipping addresses) to facilitate the billing process. Michelin Tires are expected to be available on VEH97 this winter/spring.

#### **OVM08 - Windshield & Glass Replacement for Vehicles Statewide Contract**

OVM08 is ending June 2016. OSD Sourcing is looking for team members for this procurement. Please contact [Lana Gunaratne](#) with your interest or recommendations.

#### **Save the Date!**

#### **VEH98 Buyer and Vendor Kickoff**

**February 19, 2016 - 9 a.m. to 1 p.m.**

This is an opportunity for Buyers to meet and network with the Vendors on new Statewide Contract VEH98. We will offer demonstrations and brief seminars relevant to light duty fleets. Stay tuned for details!

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# Meet OVM

## An Introduction to the Team



[Click here to read more about the OVM team.](#)

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