

# The Fleet *Express*

Safe, Efficient and Reliable  
Transportation For State Employees

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Summer 2015

## New Planning and Deployment Manager

The Office of Fleet Management Services (OFMS) is proud to announce that Beth Cooley has joined the OFMS team as the Planning and Deployment Manager.

Beth comes to us from the Virginia Department of Motor Vehicles where she was the Fleet and Risk Management Manager. Through her 27-year career with DMV, Beth developed an extensive knowledge of state operations and fleet industry experience. Beth earned her Certified Automotive Fleet Manager designation from the Fleet Management Association (NAFA). She also serves as the NAFA Old Dominion Chapter vice-chair.

Be sure to send all OFMS-1 forms and vehicle assignment correspondence to Beth.

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## FY15 Annual Report Data

ATOs, it is time to submit your annual report data for FY15. The reporting tool is located on the Agency Transportation Officer page of the OFMS website, [www.dgs.virginia.gov/fleet](http://www.dgs.virginia.gov/fleet). Detailed instructions are located on the page as well. Submissions are due September 25, 2015. Please contact Beth Cooley with any questions.

The screenshot shows the OFMS website interface. At the top, it says 'Virginia.gov' and 'Department of General Services'. The main navigation bar includes 'Agency Transportation Officer | Location | Contact | FAQ'. The central content area features the 'OFMS' logo and 'Office of Fleet Management Services'. A red arrow points to the 'Fiscal Year 2015 Fleet Vehicle Report' link in the 'Forms and Resources' section. Other links include 'Rate Structure', 'Agency Owned Vehicle Data', 'Commuting Data For All Vehicles', 'Fleet Vehicle Purchases', and 'Instructions For Fleet Annual Report'. A sidebar on the left lists various services, and a sidebar on the right lists additional resources like 'VMCC', 'Accidents, Vehicle Breakdowns and Maintenance', and 'Fleet Vehicle Sales'.

OFMS

Office of Fleet Management Services



## Maintenance Corner

### Vehicle Recalls

A new normal is slowly developing in the automotive industry regarding vehicle recalls. Although the number of recalls is not significantly different than previous years, the number of affected vehicles certainly is. As manufacturers continue to share parts amongst different vehicles, when a single part fails it impacts larger numbers. A prime example is the GM ignition switch recall, and we can expect to see it again in the future.

When we receive word of a vehicle recall, OFMS monitors manufacturer and NHTSA guidance regarding the vehicle's safety and plans for repair. As we saw with the GM ignition switch recall when a large number of vehicles were affected, replacement parts were not readily available. This caused a delay in having vehicles immediately repaired.

OFMS has developed a new procedure to assist you in managing vehicle recalls. Effective immediately, when OFMS is notified of a vehicle recall and (more importantly) parts are ready for repair, an email will be sent to the driver via the preventative maintenance (PM) notification system. Recall notifications will be under the designation PM-R.

Please ensure that vehicle recalls are completed. Recalls are safety-related repairs. Your safety is one of our highest priorities.

## Summer Driving Safety

Although it may seem like fall is right around the corner, summer is far from over. Here are a few driving tips:

- Beware the Traveler: Summer travelers are often distracted, tired, unfamiliar with the area and therefore unpredictable on the roads. Be extra diligent on the highways.
- Hot temperatures and heavy loads can lead to tire separation (blowouts).

Be sure to check your tire pressure and be sure not to overload your vehicle when traveling.

- Watch for the squeeze: With more traffic on the highway, be sure not to get caught slowing or stopping on an entrance ramp.
- Check your coolant: With high temperatures and stop and go traffic, overheating is a real concern.

## Vehicle Telematics Survey

Be on the lookout for a short survey concerning vehicle telematics and their availability/usability in state-owned cars.

More information to come.

## Vehicle Turn-Ins

Be advised that OFMS is cracking down on vehicle condition when turning in a vehicle. There have been numerous vehicles returned with trash, dents and a condition that will detract from the value of the vehicle.

OFMS will now be conducting a walk around of all vehicle returns. Drivers will be expected to clean the vehicle before a new vehicle is assigned if the condition is unacceptable. All decals and equipment must be removed before the vehicle will be accepted.

The cost to repair any unreported vehicle damage will be the responsibility of the agency.



## From the Director: Automotive Hacking

As if we needed something else to worry about, we have recently received news of a 1.4 million vehicle recall from Chrysler due to the potential of vehicle hacking. This is America's first recall related to cyber security. There also are reports of a similar vulnerability with the GM OnStar remote access system. So far, no OFMS vehicles are affected.

Computers have been in vehicles for a long time. Once relegated to more basic functions, the computers in cars today are significantly more advanced and, more specifically, integrated. Where vehicles of yore had multiple computers, all of which had limited functions to control, today's cars run almost every function through one computer.

Security within automotive computers was not a high priority until now due to one big reason: access. Previously, in order to gain access to a car's computer you had to be inside the vehicle. Once inside there are far easier ways to tamper with a vehicle, if so desired. Wireless connections presented themselves with Tire Pressure Monitoring systems, but even these had a very limited range. Now we are seeing the infiltration of cellular connectivity into cars. This gives the opportunity for connected features such as live traffic, vehicle telematics, phone applications and local search. This also provides a pathway into the vehicle's computer.

Don't panic yet, though. The hackers that took control of the Jeep that started this dialogue had access to the vehicle beforehand and were able to identify the Jeep's unique IP address. This is not something that you would normally be able to decipher. Security through obscurity is far from sufficient and to this end, auto manufacturers are acting quickly to solve it.

The bigger story here is that, like we saw with personal computers, being diligent about cyber security within your vehicle is going to become a growing concern. Software patches may soon be part of regular preventative maintenance. To that end, know that OFMS is monitoring these changes and will pass along pertinent information when it is available.

Michael Bisogno

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