

The Fleet Express

A quarterly publication for Agency Transportation Officers



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New Online Maintenance Request

By now you should already know how to contact the VMCC; 866-857-6866. You should also know you can contact them anytime, on any day for your vehicle repair needs. However, you can now contact also them through the VMCC website (<http://vmcc.all-star.com>). Through this website you can request repair services, report an accident or provide a vendor package to a business you would like us to use for vehicle repairs. Below is a brief explanation to the links:

VMCC Vehicle Repair Request - Use this link to report non-safety related maintenance problems or when preventative maintenance is due on your state owned vehicle. An agent will call you back at the time you request to schedule services. **NOTE: DO NOT USE THIS LINK TO REPORT SAFETY ISSUES OR BREAKDOWNS.**

VMCC Accident Report - This link was established to allow you to report unexplained damage to your state owned vehicle. Example: You go to use your car one morning and during your visual inspection notice a dent in the bumper. You can either call the VMCC or report the damage through the website. If you call; an agent will walk you through the process required to have your vehicle repaired. If you use the website link; an e-mail will be sent to the VMCC and they will contact you at the time you specify to schedule repairs. **NOTE: DO NOT USE THIS LINK TO REPORT A REAL TIME ACCIDENT.**

VMCC Vendor Enrollment Package

- Do you have a preferred repair shop for your personal car? Do you wish you could take the Commonwealth of Virginia car you drive, there for service? This link contains all the information necessary for a shop to become an authorized VMCC Vendor. Please share this link with repair shops you like to do business with and together we can save the state money.

This website adds another avenue for your drivers to contact the VMCC and is not intended to take the place of personal contact. It is available directly at the link provided above or you can access it from the [OFMS](#) homepage.

COMMONWEALTH OF VIRGINIA
 VEHICLE MANAGEMENT CONTROL CENTER
 (VMCC)

Operated by All Star Fleet Services in Partnership with the Commonwealth of Virginia, Office of Fleet Management

Need Vehicle Assistance?
 Call 866-857-6866 - Toll Free
 Available 24 Hours, Everyday!

Driver Benefits:

- Great Customer Service
- Around the Clock Assistance
- Knowledgeable Agents
- Toll Free Contact
- One Call Assistance
- Peace of Mind

• Emissions Inspections
 • Other Vehicle Maintenance
 • Fleet Information
 • Repair Authorizations
 • Repair Bill Payment
 • Lower Repair Costs

VMCC Accident Report
VMCC Vehicle Repair Request
VMCC Vendor Enrollment Package

Our Mission: To provide quality customer service and prompt maintenance assistance at a fair price to all drivers of Commonwealth of Virginia owned vehicles.

If you have a comment concerning your experience with the VMCC, please contact our Project Manager, Connie Beck, at 804-545-5002 or e-Mail: connie.beck@dgs.virginia.gov

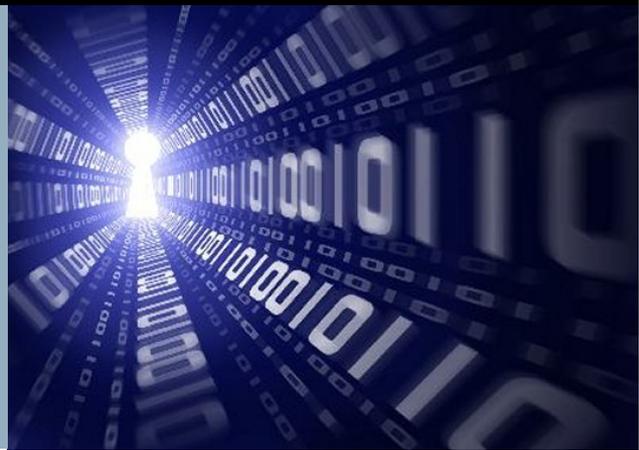
SAVE THE DATE:

ATO WEBINAR COMING MAY 14

OFMS is holding a business meeting for all ATO's on Friday, May 14th. In an effort to increase efficiency and reduce travel expenses for you, we are bringing it to the web.

We will be discussing the upcoming fiscal year, updates to the policies and procedures manual, and fielding your questions.

Watch your inbox. More details coming soon.



Driving Safety Tips

Do you know how to safely back your vehicle without damaging the vehicle, personal property or worse yet injury to another person? According to the National Safety Council, one out of every four vehicle accidents can be blamed on poor backing techniques. These numbers are consistent with the figures for Commonwealth of Virginia owned vehicle accidents within the past three months. In the past three months 63 accidents were investigated by the OFMS Accident Prevention Committee and 15 of those were attributed to poor backing techniques. Below are some tips for improving your backing skills:

Adjust mirrors – Before moving your vehicle, ensure your mirrors are adjusted for maximum visibility.

Get to know your vehicle's blind spots – Some modern vehicles have some significant blind spots either due to design or safety features.

Perform a walk around It is always a good idea to walk around your vehicle prior to driving. Look for vehicle damage as well as obstacles in your travel path.

Park defensively – Whenever possible try to pick an easy-exit parking spot which will eliminate a situation requiring backing. Additionally, try and avoid small

parking spots or parking too close to other cars or obstacles.

Perform backing slowly – When you must perform a backup maneuver, ensure your speed is no faster than a slow walk.

Use a spotter - If you drive a large vehicle or one with large blind spots and you have another person available, have them stand behind and to the side of your vehicle while you backup. They should always remain visual in your mirrors and use easily understood hand signals while assisting your actions.

These tips, as well as understanding every backing situation is new and different should provide you with the skills to back your vehicle safely. Remember also; 500 deaths and 15,000 injuries a year can be prevented by following these tips.

Drive Safely!

Vehicles for Emergency Conditions

This past winter the Commonwealth experienced snowfalls of a depth and frequency we are unlikely to see for a number of years. This in turn has cre-

ated some pressure to acquire large four wheel drive vehicles to make sure agencies can accomplish their missions in these types of conditions.

Given the typical winter weather patterns for Virginia, these types of vehicles are not really justifiable. Acquiring a vehicle, such as these, results in a much higher acquisition cost as well as operating cost. In an era of tight budgets can you really afford this type of vehicle when its full capabilities will only be used once every 5 – 10 years?

Best fleet practices suggest you buy/lease to meet your day to day needs and rent for those occasional extreme situations. Enterprise Rental Car has a program whereby you can sit down with them and discuss what your emergency vehicle needs are and what conditions would trigger the need to rent vehicles to meet those needs. With this program, Enterprise is able to anticipate your needs and insure you are able to rent the appropriate vehicles. They are already doing this for a number of hospitals and firms which must still operate during emergency situations. If you are interested in this type of arrangement, you may contact Christina M. Covaney, Business Rental Sales Executive for Enterprise at 804-358-2388. She or one of her staff would be happy to sit down with you.

Distracted Driver Awareness



Eating, talking on the phone, programming GPS devices, putting on make-up, reading, trying to keep children occupied... these are all things that many of us do on a daily basis without giving them a second thought. The scary part, however, is that more and more people are doing these things as they are driving their cars! Operating a two-ton vehicle requires full attention and DRIVE SMART Virginia feels passionately about educating drivers on the dangers of distracted driving. Virginia passed a no texting while driving law in July, but there are no laws regarding the other dangerous things people do behind the wheel. Thankfully, the message is starting to get out and driver distraction has received a great deal of national publicity lately. Transportation Secretary Ray LaHood held a two-day summit on the issue in September 2009 and Oprah even featured the topic on her show this past January, asking viewers to pledge to make their car a "No Phone Zone" (33,000 people signed the pledge the day of the show!). A Virginia Tech Transportation Institute study found that driver distraction causes 80% of all crashes and 65% of all near-crashes. Texting, talking on a cell phone and reaching for a moving object top the list of the most dangerous distracting behaviors.

DRIVE SMART Virginia has designated April 28, 2010 as Distracted Driving Awareness Day in Virginia. We are asking companies and organizations to partner with us to help spread the word about the dangers of distracted driving. We have posters, brochures and an entire tool kit with a Power Point presentation, email blasts, newsletter articles, press release and a leadership letter available free of charge. If your organization is interested in getting involved with this initiative, please email Wynne Reece at wynne.reece@drivesmartva.org. We will add you to our partner list on our website, www.drivesmartva.org, and make sure you have all the materials you need.

FROM THE DIRECTOR: REPORTING VEHICLE MILEAGE

As most of you are aware, OFMS collects the mileage data on pool vehicles based on the mileages your drivers enter at the fuel pump. These mileages drive important decisions such as when a vehicle is replaced, preventative maintenance notifications and usage levels.

During a recent review of vehicle mileages, we noted a number of vehicles had no recent mileage data listed. It appears that this situation occurs when a vehicle is fueled almost exclusively at an agency's private owned fueled tanks. We request agencies who do most of their refueling from their own tanks report mileages monthly to OFMS. This can be done by simply sending an email to gary.johnson@dgs.virginia.gov listing the pool number and current mileage on a monthly basis. There is also a monthly mileage report (Form CP-6) on the OFMS website. If part of your pool vehicles routinely fills at OFMS, VDOT, or by using the Voyager card at commercial sites, you only need to report the vehicles which are fueling at the private pump.



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