

GSA FLEET UPDATE



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Toth Talk – Welcome

Thank you for making GSA Fleet your preferred vehicle fleet management provider. With the arrival of spring, I would like to share some new and exciting offerings and program announcements happening at GSA Fleet.

I am happy to announce that in January, GSA hosted a Federal Fleet Management Training event in conjunction with the Washington, D.C. Auto Show. GSA offered training workshops over the three-day event to local federal fleet managers. The Washington, D.C. Auto Show also provided a private showing of the Auto Show floor to view the latest vendor offerings. The event proved to be an excellent opportunity to learn about the latest in fleet management, network with industry colleagues and see new makes and models of vehicles. GSA has made the training session presentations available online for those that did not have the opportunity to attend in person. Please visit www.gsa.gov/ffmt to view the presentations. Stay tuned for news about future events.

GSA Fleet is now offering our Short Term Rental Program and Dispatch Reservation Module for use government-wide. I hope you will take advantage of both these services to assist in efficiently managing your fleet as they offer opportunities for increased fleet utilization. More information on both these offerings and more can be

found in this GSA Fleet Update.

In honor of the upcoming Earth Day, I am pleased that GSA Fleet is able to continue offering our hybrid consolidation program. GSA Fleet will replace aging agency-owned vehicles with new hybrid electric sedans at no additional cost. This year, GSA Fleet also extended this offer to current GSA Fleet leasing customers to take advantage of this GSA green fleet offering during the FY2014 acquisitions covering the incremental cost for almost 4,000 hybrid sedans.

Additionally, April is also Distracted Driving Awareness Month. I urge you to take some time to read our special safety corner in this edition that offers tips in minimizing distractions while driving to make the road a safer place.

Thank you for your continued partnership with GSA Fleet. I am looking forward to continuing our work together in the second half of FY2014.

William A. Toth, Jr. Director of Motor Vehicle Management

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New Offerings: System Applications

FedFMS:

FedFMS is a fleet management system provided for the management of federal, agency-owned vehicles. This fleet management tool allows agencies to better control cost, establish utilization criteria, and manage fleet resources for maximum effectiveness and efficiency of your agency owned vehicles. FedFMS is offered to federal agencies **at no additional cost.**

For more information, please visit: <https://ffms.fas.gsa.gov>.



Dispatch Reservation Module:

The Dispatch Reservation Module (DRM) allows both leasing customers and/or participating FedFMS customers to schedule vehicle appointments, dispatch vehicles to drivers, and produce reports based on the data captured within the module. Look for DRM ac-

cess in GSA Fleet Drive-thru or FedFMS (participating agencies) starting in April 2014.

Fleet Drive-thru Training:

Coming soon, new training offerings in GSA Fleet Drive-thru. We will soon be launching a training page within GSA's Fleet Drive-thru application. The new training page will feature how-to video simulations, links to live training offerings, previously recorded trainings, as well as valuable resources to help you and your agency safely meet mission requirements.

GSA Fleet Drive-thru can be accessed by visiting: <http://drivethru.fas.gsa.gov>.



New Offerings: Short Term Rental Program Open Government-wide

All federal customers can now use the GSA Short Term Rental (STR) Program. Renting vehicles and construction equipment to meet short term requirements has never been easier for the federal community. Renting vehicles and equipment through STR saves you time and money. GSA takes care of the entire procurement so that you get the right vehicles and equipment at the lowest cost and there is only one point of contact throughout the entire process.

STR offers over 250 pieces of commonly used equipment including earthmovers, generators, lifts, air

compressors, material handlers and utility vehicles. More than 70 types of vehicles are available through STR, including sedans, SUVs, minivans, buses, box trucks and flat bed trucks.

Let the STR program provide the right vehicles and equipment for seasonal work, special events, surge requirements, or replacements for out of service vehicles or equipment. To use the STR program, please register and create an account by visiting str.fas.gsa.gov. More information about the STR program can be found at www.gsa.gov/STR.



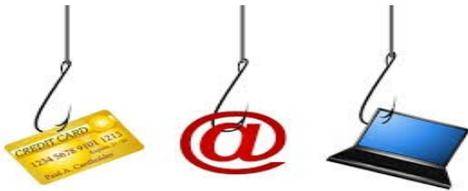
Charge Card Phishing Scams

Phishing is when thieves pretend to represent legitimate companies, contact consumers and extract their credit and charge card information. This is most often thought of when utilizing consumer charge cards but the government can easily become a victim of phishing scams as well with their Smartpay charge cards, including your GSA Fleet charge card.



How phishing works:

Phishing starts when a card holder receives an official-looking text or e-mail from a business. The communication looks in every respect like one from a trusted source, such as a bank or even in one recent instance "CITI/Smartpay." The fraudulent communication will come with all of the right wording and company logos and will typically profess to be doing a security check, requiring the customer to provide their charge card number.



Protecting yourself and the government from phishing:

Neither GSA nor any of its banks will ever contact you asking for your charge card number or any personal information (e.g. social security numbers, etc.).

Never respond to questionable texts or emails and please feel free to email lpt@gsa.gov anytime you have questions or concerns about a contact you have received referencing your GSA Fleet charge card.

GSA Fleet Card and Electronic Toll Collection

Electronic toll collections (e.g. EZ Passes) are not a covered expense under GSA Fleet leases. The mileage rate GSA Fleet charges is designed to cover direct vehicle operation expenses such as fuel and maintenance. Toll charges, parking fees, vehicle storage, ferry transports for vehicles, undercover license plates, and supplemental insurance coverage in Canada are all examples of things not covered by that lease rate. This is primarily because the use/need for these items varies markedly from one agency to another and GSA Fleet

would not want to include coverage for ancillary items another agency might not utilize. GSA Fleet does not currently have a mechanism for billing repeated ancillary charges to your fleet account. An additional hurdle is that neither of the current fleet card providers under Smartpay 2 are accepted at electronic toll collection locations so many agencies utilize their purchase cards to setup and maintain their toll accounts.

Please direct any questions or concerns to lpt@gsa.gov.



Enter your mileage at the pump
Every time you fill up. It's fast and easy.

GSA AutoChoice Transitions to VCSS

In January 2014, customers of GSA AutoChoice, along with Global Supply, made the transition to the Vendor and Customer Self Service (VCSS) website as the sole source of bills, statements and billing data. VCSS has fully replaced paper bills and WebBill for these customers going forward—similar to GSA Fleet bills.

GSA AutoChoice customers are

now able to access current bills in VCSS. Bills will be posted in VCSS approximately the 1st and 15th work day of every month, and customers must log in at vcss.gsa.gov to retrieve their statements.

Guidance on retrieving bills in VCSS can be found in the Account Navigation section of

the VCSS Training presentation available from the [VCSS Help Page](https://vcss.ocfo.gsa.gov/Help.aspx) (<https://vcss.ocfo.gsa.gov/Help.aspx>).



Current Offering—Hybrid Consolidation

As of April 2013, GSA Fleet began offering a nationwide initiative to give federal agencies the opportunity to replace their aging fleet with GSA- leased hybrid sedans through consolidating their assets with GSA. GSA funds the total incremental cost to replace eligible consolidated vehicles as well as all of the upfront costs of replacing commercially-leased assets so that we can assist agencies in getting out of high cost leases.

The deal includes all of the benefits and ancillary services GSA Fleet provides—end to end fleet management services, including acquisition and disposal, maintenance control and accident management, fuel, loss prevention services and data management tools necessary to efficiently and effectively manage a fleet.

Please submit all requests to gsafleet-consolidation@gsa.gov.

Please join GSA Fleet at the GSA's 2014 Earth Day event! GSA will be showcasing hybrid and electric vehicles that support green cities and promote sustainability.



When: Wednesday, April 23, 2014 (Rain Date: April 24, 2014)

Where: Rawlins Park, 19th and E Streets, NW, Washington, DC

Time: 11 a.m. to 2 p.m.

Fender Benders: Attention to Detail Can Save Big \$

SCENARIO: Bill Smith is driving his GSA leased vehicle down the road. As Bill goes through a green light, he is struck broadside by John Doe running a red light. Bill provides his information to the other driver but neglects to gather the other driver's information.

Under normal circumstances, GSA's Accident Management Center would file a claim against John and/or his insurance company. However, in this case, Bill forgot to fill out Section II of the Standard Form (SF) 91 – Report of Motor Vehicle Accident which was located in his glove compartment. As a result, GSA has no way to identify the third party involved in the crash. By regulation, if the driver of a GSA vehicle fails to collect identifying information for the driver of the third party vehicle (POD), GSA has

no choice but to hold the agency financially responsible. In turn, the agency may hold the driver financially responsible.

In order for an agency to avoid an expenditure that should be the responsibility of the third party, it is essential that the driver of the GSA leased vehicle fill out Section II of the SF 91. The entire section, about the driver and, if different, the owner of the other vehicle, should be completed. GSA has to submit the demand for payment of damages to the vehicle owner, regardless of who was driving the vehicle. The Accident Management Center can only send the demand letter if the owner's name and complete address are provided. Obtaining the insurance company name, phone number and policy

number are also a great help in expeditiously recovering funds when the POV is at fault.

If the driver of the government vehicle was at fault, obtaining this complete information will ensure that if the driver and/or owner of the POV submits a tort claim to the leasing agency, the agency's internal general counsel will have proper information to determine the agency's responsibility for paying that claim.

While seemingly a small thing, documenting all of the necessary information at the time of a crash can save the agency, and potentially the driver of its GSA leased vehicle, a lot of money.

Open Recalls

GSA Fleet currently has open recalls on assigned vehicles across the leased fleet. Please assist by quickly working to have them resolved. If there is an open recall on your leased vehicle, you will be notified by e-mail, as well as by your Fleet Service Representative (FSR). Included in the notification is a description of the recall and specific action required by you. Many of these recalls are related to safety, therefore timely action is imperative once you are notified. To that end, if the notice requires a visit to your local dealership, please make an appointment as soon as possible.

GSA Fleet partnered with the major

vehicle providers to receive automated recall information directly from the manufacturers. This information is processed within our systems with corresponding vehicles. Once you have completed the recall, the vehicle manufacturer will report that transaction to us. However, the passage of that information back to us (from dealer to manufacturer) may take some time, so please bear with us if you receive more than one notification. In addition, we ask that when possible you please obtain a copy of the recall service invoice and provide that to your FSR so that the recall work can be tracked.

GSA Fleet is dedicated to offering the most up-to-date recall and safety information available to ensure that our vehicles are maintained and operated as safe as possible. As such, we are working on a process to make open recall information available through GSA Fleet Drive-thru. In the meantime, if you would like to check your vehicle for an open recall, please use the resource listed below.

NHTSA Recall Resource:

<http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues>



Mechanic's Corner: Streamlining Vehicle Maintenance

In 2013, GSA Fleet updated its preventative maintenance (PM) practices. Gone are the blue postcard distributions and the manual input and monitoring of records. In their place is a 21st century process of electronic distribution, input, and monitoring. Gone is the reliance on strict month and mileage criteria for oil changes. Instead there is a practice of using the vehicle's on-board computer to let the driver know when the vehicle is ready for an oil change. Taking advantage of improvements in engine technology, lubricating oils, and oil life monitoring to extend PMs will result in significant cost and time savings through fewer PM visits. This process improvement involved a three step process for streamlining vehicle maintenance.

First, the costly blue postcards sent out by individual vehicle were stopped. Instead, GSA Fleet sends a monthly email with updates on any vehicles in need of service.

Second, the technology in the vehicle now notifies each driver of the need for service via an on board oil life monitoring system (OLS). OLS are installed in most model year 2010 and newer light duty fleet vehicles. The OLS calculates the remaining usable life of the oil based on the engine run time, number of starts, running temperature, and other factors.

Finally, once the service has been completed, GSA Fleet can capture most PMs identified as such in the Level 3 data from the vehicle's

WEX card and populate that information electronically to the PM Express module in Fleet Drive-thru. Agencies can also track and report maintenance through the PM Express module.

Advancements in oil life monitoring systems have opened the door to multiple new areas of preventative maintenance management. By utilizing each manufacturer's OLS technology, GSA Fleet is able to reduce oil consumption, reduce costs, and reduce how often your vehicle needs to go in for maintenance while also providing better service by reacting to the individual vehicle's environment rather than relying on a one size fits all static PM schedule.

General Motors Vehicle Maintenance

Customers who lease a new 2014 Chevrolet or GMC car or light truck from GSA are covered by a new free maintenance program for two years or 24,000 miles. For these 2014 vehicles, your local Chevrolet and GMC dealers will complete oil and filter change, four-wheel tire rotation, and conduct a 27-point vehicle inspection at no charge. Therefore, when your vehicle's oil-life monitoring system (OLS) light turns on, please make sure to schedule an oil change with your local dealer as soon as possible to take advantage of this opportunity.

The free maintenance covers only scheduled oil changes with filter and tire rotations, according to your new vehicle's recommended maintenance schedule or vehicle OLS light for up to four visits over the first 2 years or 24,000 miles. Please note that air filters are not included and should not be purchased/automatically accepted unless authorized by the Maintenance Control Center as an addition to regularly scheduled maintenance work.

For further information about GSA Fleet's Preventative Maintenance program or your GM vehicle maintenance, please contact your Fleet Service Representative (FSR).

Need to find a servicing FSR?

Contact GSA Fleet Technical Support today at gsadrivethruhelp@gsa.gov or at 1(866) 472-6711, Option 1. Please have your assigned GSA vehicle tag number or GSA Fleet customer number available to assist technicians in identifying the correct FSR.



Driver Awareness: Be On the Look-out!

Sometimes our daily lives are consumed with tasks and appointments so tightly scheduled that it seems our lives run us, rather than the other way around. Even on the weekends, when we are supposed to be relaxing and enjoying relief from the work week, the to-do lists don't go away. In this rush, we forget how vital it is to pay attention to others who may also be equally overwhelmed, which leads us to distracted driving.

As we approach Distracted Driver Awareness Month in April, please take steps to avoid being a distracted driver and to increase your awareness of other distracted drivers on the road. The decisions made by other drivers impact you as a driver. Driving defensively is the most important thing you can do to mitigate the possibility of a negative outcome. A crash caused by another person who is a distracted driver absorbed in his or her day-to-

day life is no less of a crash, with no less impactful results.

Here are a few useful tips to stay aware - and therefore safer- on the roads:

1. Make sure all your side and rear view mirrors are correctly adjusted before departing to your destination.
2. Scan the road 10–15 seconds ahead of your vehicle so you can see hazards early enough to take action. Scan further ahead if you are driving at higher speeds or in inclement weather.
3. Check your rear view mirror every 5 to 8 seconds.
4. Keep your eyes moving to prevent “tunnel vision” and to help with defensive driving techniques. Staring constantly straight ahead for more than a minute will cause your peripheral vision to narrow. The result

is that you lose your ability to detect movement to the sides.

5. Set distractions like your phone aside.

While behind the wheel, your priority has to be driving. Your life, that of your passengers and of other drivers, cyclists, and pedestrians around you are in your control. You need to be cognizant of your actions, but also aware of those around you. Remember that there is no such thing as an accident. A crash is a crash no matter who was at fault. Be prepared and be aware!



WE'RE ON THE WEB -
VISIT US AT:

[HTTP://WWW.GSA.GOV/GSAFLEET](http://www.gsa.gov/gsafleet)

THE RIGHT VEHICLE AT THE RIGHT PRICE WITH GREAT SERVICE
AND THE REQUIRED DATA NEEDED TO EFFECTIVELY AND EFFICIENTLY MANAGE A FLEET!



IF YOU MUST PRINT THIS UPDATE,
PLEASE RECYCLE AFTER READING.

