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From the Desk of
Carlos A. Usera
 Director, Fleet Management Division
 GSA Heartland Region



Using Tools For Your Business

Every profession or trade utilizes rules, objects, and processes to provide high quality services to its customers. The use of tools is critical in meeting organizational goals or achieving customer satisfaction. GSA Fleet has tools available to its customers to assist them in their mission while enhancing Fleet's ability to serve the Federal community.

This version of Fleet Facts provides many tools and techniques that are beneficial to drivers and fleet managers. Drivers are reminded of their responsibilities to properly utilize vehicles to include understanding the use of the Maintenance Control Center, Accident Management Center, and fleet credit card. Managers of GSA vehicles are introduced to several products and services that enable the acquisition of alternative fuel vehicles, allow for electronic mileage reporting, provide reports on vehicle inventory and past accidents, expedite the payment of bills, and train drivers on defensive driving techniques.

Drivers and managers can benefit from the use of the various tools that GSA Fleet offers in areas relating to safety, financial management, maintenance, and reporting. As always GSA Fleet is interested in any products or services that may improve your ability to do your job using fleet based tools. If you have any suggestions or ideas of tools that will help you complete your mission more effectively please contact us.

"Providing the Tools You Need"



Fleet Facts is published for GSA Fleet Customers in the Heartland Region. Comments may be sent to HeartlandGSAFleet@gsa.gov

Proudly providing full-service, professional fleet management services to Federal customer agencies

Do's and Don'ts of your GSA Vehicle

In addition to safe driving, you, as the operator of a GSA Fleet vehicle, are also responsible for its proper use, maintenance and protection. Abiding by the following Do's and Don'ts will help us keep costs down and provide the service you need and deserve.

Do's

- Do safeguard the vehicle, charge card and keys against damage, theft, or misuse. Caution: Your agency is financially responsible for any losses including, but not limited to vehicle theft, acts of nature, pilferage, charge card misuse, vandalism, parking lot damages, and damages beyond normal wear and tear.
- Do park the vehicle in a secure facility when possible. Any parking and storage expenses are the responsibility of your agency.
- Do lock all doors, set the parking brake and carry the keys and charge card with you when leaving the vehicle unattended.
- Do turn in keys and the charge card when returning the vehicle to your agency point of contact or GSA.
- Do report lost, damaged, or stolen charge cards and/or license plates to your FSR immediately!
- Do immediately report vehicle theft to: the local law enforcement agency, your FSR, and your supervisor.
- Do carry a valid operator's permit for the type of vehicle operated, including a commercial driver's license if required.

Don'ts

- Do not use the vehicle for private business, personal errands or recreation. Avoid creating any perception of misuse. Reported incidents of misuse often result in disciplinary actions against you, the driver.
- Do not transport members of your family, personal friends or non-government employees in the vehicle without specific permission from the head of your agency or his or her designee.
- Do not use the vehicle for transportation to or from work or park it at your residence without valid written authorization, as require by FMR 102-34.225.

Article can be found on page 13 of the GSA Fleet Vehicle Driver's Guide.

Alternative Fuel Vehicles

Federal fleets are required to obtain 75 percent of their light-duty annual acquisitions as AFVs in Metropolitan Statistical Areas (MSAs). Vehicles acquired outside of the MSAs also count towards an agency's percentage, but are not required.

How does one determine whether they fall within a Metropolitan Statistical Area? The following url will help you determine whether a vehicle is located within an MSA or not: <http://www.census.gov/population/estimates/metro-city/03mfips.txt>



Section 301 of EPACT defines alternative fuels as: "methanol, denatured alcohol, mixtures containing up to 85 percent methanol or denatured ethanol, natural gas, propane (liquefied petroleum gas), biodiesel, hydrogen, and electricity." GSA Fleet has been providing quality AFVs to the federal community since 1991. GSA has purchased over 143,000 AFVs for its customers, making GSA Fleet one of the largest AFV fleets.

GSA Fleet Drive Thru

GSA Fleet has an innovative web application called GSA Fleet Drive-thru.

Mileage Express is a web based mileage reporting system for GSA Fleet customers. Customers can log on the Internet and input vehicle miles directly into the Fleet Management System database. No other data transfers or paperwork are required. There is no need to fill out and mail a GSA Form 494 postcard.

Reports Carryout allows customers to generate a GSA Fleet vehicle inventory report on the Internet whenever the need arises. Reports can be generated (within agency only) by customer number, in a format that can be opened in either Microsoft Word or Excel.

Speed Pay, a component of GSA Fleet Drive-thru, will only be accessible to DFAS (Defense Finance and Accounting Service) customers; but GSA expects to make it available to all customers soon. With Speed Pay, enter information and accounting classifications relating to vehicles that will simplify bill reconciliation and paying.

CRASH, the latest addition to GSA Fleet Drive-thru, is available to assist with tracking vehicle accident activity, past and present.

The **Defensive Driving Course** offers a free way for our customers to increase safety while driving government and personal vehicles. Just type your customer number into the appropriate field and click the red button on the left of the page that says Defensive Driving Course. After completion you will receive a certificate that you can use to earn some potential savings from your auto insurance company!

Centers for Maintenance & Accidents

GSA Fleet Solutions

Accident Management Center (AMC)

The mission of AMC is to provide experienced technicians to GSA Fleet customers with a one-stop service for crash reporting, collision repairs and third party claims. The AMC is there to provide repair service through approved commercial vendors. It is responsible for all body and glass damage repair for GSA Fleet vehicles.

The goal of the AMC is to facilitate the repair of damaged vehicles quickly and at the lowest cost to the government. The AMC has three centers located in Atlanta, GA; Kansas City, MO; and Germany. The hours of operation in the U.S. are 6:00 a.m. to 7:00 p.m. CST. Customers should call (866) 400-0411 to report vehicle damage. For support after hours, call Voyager at (800) 621-3588. Roadside Assistance, may also be available.

Drivers are responsible for reporting mishaps to the AMC. However, if unable to make the report, a supervisor is then responsible for making the report. When calling the AMC to report a crash or incident, please have the following information ready:

- Tag number
- Date, time, and location of crash
- Any injuries or fatalities
- Brief description of crash, road and weather conditions
- Were seatbelts used and, if equipped, did the airbags deploy
- Towing requirement and is the vehicle in storage
- Did the police respond

Submit the SF91, Motor Vehicle Accident Report, within five business days after the time of the crash (or next business day). FAX: AMC-KC (816) 823-3634. Crashes involving a fatality should be reported to the AMC within 24 hours of the crash.

Note: The POLICE REPORT is key in proving fault. It is the agency's responsibility to provide the POLICE REPORT to the AMC. As a suggestion, agency's may want to issue disposable cameras to their drivers to document the crash scene.

Maintenance Control Center (MCC)

The Maintenance Control Center (MCC) maintains complete computerized vehicle history records on GSA Fleet vehicles. For authorization of unscheduled repairs or service over \$100 or for any tire and battery replacement regardless of cost, the vendor should call the MCC at (866) 400-0411. For after-hour emergencies, call (800) 621-3588.

Notification of emergency repairs should be made to the MCC the next workday. The MCC must be contacted for any purchases over \$100. The mission is "to provide all GSA Fleet callers with timely, courteous contact, furnishing prompt information and guidance concerning maintenance and repair services."

GSA Fleet is dedicated to bringing customers innovative products and services to support their vehicle needs and fleet management requirements. These Fleet Solutions include; advanced technologies for GSA Fleet leased vehicles; alternative sources of vehicles; and tools to better manage these vehicles. Customers benefit from the convenience of a one stop shop for all fleet management related products and services. All Fleet Solutions are offered at cost without markup. Learn more about GSA Fleets products and services by following the links below.



Vehicle Monitoring

The latest technology in vehicle monitoring equipment can help maximize the utilization of vehicles and improve safety by identifying poor and/or hazardous driving practices. GPS and cellular communication provide real time data on vehicles using a password protected website.

Short Term Rentals (STR)

This new rental program provides customers the option of renting vehicles to

meet short term requirements (less than 60 days) or to replace vehicles that are out of service for accident or mechanical repairs. What if I need an additional vehicle? Try STR!

Driver Training

A free on-line defensive driving course is available to all GSA Fleet customers. This four hour course was designed by the National Safety Council and is accessible through GSA Fleet Drive-thru. The course offers an engaging, interactive learning environment where drivers can analyze real driving situations, spot driving hazards, and identify the proper corrective actions. The goal is safer drivers, fewer accidents and injuries, and lower costs.

Get Odometer Readings at the Pump (GORP)

GORP is GSA Fleet's newest tool for reporting vehicle mileage. It electronically retrieves the mileage that is entered at the pump when using the Fleet Services Card to purchase fuel. This eliminates the need to manually report miles through Mileage Express or Dial-a-Mile. Contact your FSR to begin using GORP!

Proper GSA Fleet Credit Card Use

Give your FSR a Call!

Minor Repair and Emergency Services:

Purchases for maintenance and repair services are limited to \$100 without prior approval. If repairs on a vehicle exceed \$100, the vendor must contact the GSA Maintenance control Center at 1 (866) 400-0411 for authorization.

If a vehicle requires after-hours emergency repairs when the MCC is closed, Citibank/Voyager can authorize the use of a card for purchases up to \$500. Emergency repairs are vehicle breakdowns, accidents, tire blow out, towing, etc.



Authorized non-fuel purchases

The vehicle operator can purchase oil, fluids, and necessary maintenance and repairs up to \$100 with the Fleet Services Card EXCEPT for tire replacement, batteries, or glass replacement (windshield repairs are permitted). Do not purchase food or beverages with the Voyager card. The agency will be charged for unauthorized purchases.

Your Fleet Service Representative (FSR) is your primary point of contact with GSA Fleet and can assist you with any issues regarding your GSA Fleet vehicle. From the time your vehicle is ordered until it is taken out of service, it is assigned to an FSR, who is responsible for the vehicle and for providing you excellent customer service. Refer to the numbers below to contact an FSR in your location.

- Kansas City, MO..... (816) 823-3620
- St. Louis, MO..... (314) 263-3023
- St. Robert, MO..... (573) 336-8719
- Wichita, KS..... (316) 612-9307
- Ft. Riley, KS..... (785) 239-8911
- Council Bluffs, IA (Omaha area).. (712) 322-6152
- Des Moines, IA..... (515) 986-0136

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GSA Fleet — Let Us Take You There!

GSA FLEET MANAGEMENT DIVISION
HEARTLAND REGION
1500 E. Bannister Road (6QMD)
Kansas City, MO 64131-3009

