Motor Fleet Management

Winter 2023 - Agency Fleet Coordinator Training

Agenda:

Maintenance & Repair - Teresa Powell

1. **Maintenance & Repair Basics**
   1. **When to get Service?**
      1. Holman Notifications: an email will be sent to the driver or vehicle custodian. Ensuring your vehicles are assigned correctly ensures the service notifications are sent to the right person.
      2. Emission and Safety Inspection emails: Fleet Service Manager will send monthly emails on due and late safety inspections.
      3. Vehicle Preventive Maintenance Schedule: this is available on our website, please search by make, model and year of vehicle. [Motor Fleet Website](https://ncadmin.nc.gov/government/motor-fleet-management)
   2. **Where to get Service?**
      1. Near Raleigh
         1. MFM Service Department: If your vehicle is located within 20 miles from Motor Fleet, please call our garage to set up an appointment for service 919-733-7772. Address, 1915 Blue Ridge Road, Raleigh, NC 27607.
      2. Outside Raleigh – Holman
         1. Holman: please call 24/7 at 800-277-8181, for accidents, maintenance, and repairs
   3. **Where to get tires?**
      1. Holman has national account vendors who honor the STC pricing for Tires. To find a vendor, there is a link to STC 863A on the MFM website.
   4. **How to save time with Holman?**
      1. Use the Holman App: What is Holman Driver Insights? Holman's Driver insights mobile app allows you to automate tracking and reporting business mileage as well as commuter trips.
         1. The mobile APP is available at App Store and Google Play Store. Downloading the app is instant, but access is not instant, you have to wait while Holman ensures the driver and vehicle match. Use Client Code - 5EH0
      2. Don’t Call - Once you find a good Holman vendor. Go to that vendor whenever you receive a Holman email. Don’t call Holman.
      3. Email Teresa – if you can’t find a Holman vendor
   5. **What if I need something extra for my car?** 
      1. MFM Parts Department: To order key fob batteries, vehicle matts, “State Owned” Green plates, and more. Please call 919-733-7772 please ask for Parts Department to be transferred.
      2. Acquiring mats, seat covers, batteries, or other car accessories from MFM is not free. Your agency will be charged for the cost.
2. **Driver's and Agency Custodian Responsibilities**
   1. Vehicle Preventive Maintenance: this is based on make, model and year of vehicle. If your vehicle is located within 20 miles from Motor Fleet, please call our garage to set up an appointment for service 919-733-7772.
   2. State Inspections: are due annually on the month noted on your vehicle registration. DMV emission fees will be billed to your department if vehicle safety inspection is not performed on time on the vehicle.
   3. Holman Maintenance and Recall Emails: drivers will get emails when the oil change is due and when a vehicle has a manufacture recall. Holman does not send Safety and Emission Inspection emails.
   4. Accident Reporting – for accidents, vandalism, fire, theft, or other damage
      1. Call the police (911).  If someone is injured, request medical assistance. If fire is involved, request fire department aid.
         1. Answer police questions.  Give identifying information to the other party involved.
         2. You should receive a case/report number from the police.  The police case number should be given to the Holman Claims Technician or submitted on the Accident/Incident form to Holman.
      2. Get as much information as possible
         1. Date & time of accident/incident
         2. Plate number, year, make, model, color of all involved vehicles
         3. Owner(s) of all involved vehicles, their name(s), address(es) and telephone number(s)
         4. Insurance company and policy number from all other involved vehicles
         5. Names, addresses and telephone numbers of all involved persons
         6. All injuries should be noted and reported
      3. Report the Accident (with-in 24 hours)
         1. Report to your supervisor
         2. Report to your Agency Fleet Coordinator
         3. Report to Holman by phone 1-800-277-8181 or save time by submitting an Accident/Incident Report Form (located on our website) to [Fleetclaims@holman.com](mailto:Fleetclaims@holman.com)
3. **Towing Service’s** 
   1. **Holman Towing Service:** Call Holman at (800) 277-8181 to obtain towing services, Holman does not provide transportation to the driver to any location, drivers will have to coordinate transportation back to their business office or home.
   2. **Local Towing** (within 30 miles from Motor Fleet): Call our service department at (919) 733-7772 to obtain towing services, Motor Fleet will transport driver to our shop and provide with a loaner if necessary.
   3. **Towing Service provided by MFM are for emergencies**. We do not provide concierge towing services. We will not come pick up a vehicle due for service, nor come start vehicle because the driver teleworks. Drivers are responsible for their vehicle.
4. **MFM Service News**
   1. Parking at Motor Fleet - Lot reduction, please pick up your vehicles from shop as soon as you get at call from us
   2. Gas Pump schedule, Monday – Friday, from 7am to 5pm, due to lot reduction
5. **Fleet Service Directory**
   1. Motor Fleet Service Department: 919-733-7772
   2. Holman: 800-277-8181
   3. Service Email address: [Service.mfm@doa.nc.gov](mailto:Service.mfm@doa.nc.gov)
   4. Staff Listing:
      1. Fleet Service Manager, Teresa Powell, [Teresa.powell@doa.nc.gov](mailto:Teresa.powell@doa.nc.gov) 919-857-4045
      2. Garage Manager, David Denton, [David.denton@doa.nc.gov](mailto:David.denton@doa.nc.gov) 919-857-4055
      3. Service Tech, Greg Dunn, [Greg.dunn@doa.nc.gov](mailto:Greg.dunn@doa.nc.gov) 919-857-4046
      4. Service Tech, George Partin, [George.partin@doa.nc.gov](mailto:George.partin@doa.nc.gov) 919-857-4047
      5. Parts Department, Randy Lindsay, [Randy.lindsay@doa.nc.gov](mailto:Randy.lindsay@doa.nc.gov) 919-857-4057
      6. Motor Fleet Website Link: <https://ncadmin.nc.gov/government/motor-fleet-management>

Compliance & Utilization – Mary Morton

1. **Quarterly Underutilization Reports**
   1. Quarterly Underutilization Report Update
      1. 4th Quarter 2022 Reports (Oct – Dec) will be sent out no later than January 27 and will be due back March 3.
2. **Compliance Questionnaire Update**
   1. Was sent to agencies in August 2022 for several reasons. They were:
      1. To collect agency fleet policy and ensure it is compliant with MFM Regulations per statute.
      2. To be a training tool to help agencies measure their current level of fleet compliance.
      3. To help MFM understand the current level of fleet compliance
   2. Not all agencies have responded
   3. MFM will continue to follow-up
3. **Compliance Reviews**
   1. Ongoing – and will continue
4. **Required Compliance Reporting**
   1. Monthly
      1. Mileage Logs
      2. Mileage Reporting – For Billing and Utilization
         1. Telematics devices automatically report the month end mileage for each vehicle.
         2. Vehicles whose telematics device do not report mileage, Agency will have to manually enter the mileage into the system. A list of non-reporting vehicles will be sent at the first of the month. Mileage entries will be due by the 12th of each month.
   2. Quarterly
      1. Quarterly Underutilization Reports and Justifications
   3. Annually
      1. Annual Verification (January – March)
         1. Agencies will be sent a report asking them to verify and update:
            1. Agency contact information (profile)
            2. Vehicle Assignment Information
            3. Commuting Information
      2. Replacement Lists Verification (April – May)
         1. Agencies will be sent a report of the vehicles due for replacement in the next fiscal year. The response is critical for MFM to order the correct number and type of vehicles to replace the aging and high mileage vehicles. The due date will be determined by the vehicle manufacturer order windows usually starting in June.
   4. As Needed
      1. The following reports/forms should be updated anytime there is a change or action necessitating a response.
         1. Misuse Response
         2. Agency Contact list (Profile)
         3. Commuting onboarding & offboarding
         4. Agency Policy and Procedures