



UNIVERSITY OF MASSACHUSETTS  
AMHERST

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TO: Deans, Directors, Department Heads and Business Managers  
FROM: Joyce Hatch, Vice Chancellor of Administration and Finance  
RE: New Vehicle Maintenance Program

A handwritten signature in dark ink, appearing to read "Joyce Hatch".

On October 27, 2008, the Chancellor approved a new policy that established several initiatives related to our state vehicles and their upkeep. As a result, the University has recently entered into a contract with Fleet Response for the maintenance and repair of all campus vehicles. The primary purposes of the contract are to:

- provide road side assistance when needed
- provide options for on and off campus vehicle repairs, and
- establish a centralized vehicle maintenance database for all campus vehicles.

The Transportation Services Department will be responsible for overseeing the contract and will be the campus contact for all questions related to vehicle maintenance. Questions can be directed to 545-4682 or [transport@admin.umass.edu](mailto:transport@admin.umass.edu). All maintenance invoicing will be handled through the Transportation Services Department and billed to the department. If you currently have your vehicle maintained at the Physical Plant Fleet garage you may continue to do so. You may also choose to utilize the off campus preferred service providers.

All vehicles will have a packet explaining the program, identifying a contact number for road side assistance and listing approved off-campus maintenance service providers. An updated list will also be on-line at <http://www.umass.edu/vehicle>. The packet also provides information on preventative maintenance schedules and repair authorization levels.

To support this program all departments who own and operate a state vehicle will be assessed a \$50 per vehicle annual fee to cover the administration of the program and database costs. This fee will be recharged starting January 2010, and will continue on an annual basis. All maintenance costs will be additional as they are incurred.

This program along with Enterprise Rent-A-Car now located on campus expands the University's effort to reduce the number of vehicles on campus and improves the efficiency and productivity of the campus fleet. It also maintains the sustainability goals of the campus and enhances the attractiveness and reliability of transportation alternatives for campus drivers.

CC: Al Byam  
Juanita Holler  
Andy Mangels  
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