

# Vehicle Maintenance Program

As the centralized manager of the fourth largest state fleet of more than 20,000 vehicles, the Georgia Department of Administrative Services (DOAS) – Office of Fleet Management is poised to ensure efficient and cost-effective management of life-cycle expenses generated by state vehicles. We like to say, “Fleets are driven by data,” meaning metrics are essential to successful management of any fleet. Our maintenance program, offered jointly by Automotive Resources International (ARI), provides the analytic detail necessary to track operational expenses while delivering administrative savings and lower maintenance costs to our state and local partners.

## WHAT IS IT?

Keeping track of vehicle maintenance is a full-time job made easier with the Motor Vehicle Contract Maintenance Program. It is a total fleet management solution that lowers administrative costs and helps state and local governments operate their fleets more efficiently.

## WHAT ARE THE PROGRAM BENEFITS?

### “Real-Time” Access To Repair Data And Analysis

The program offers cost-effective handling and tracking of motor vehicle operational expenses, which are provided through VITAL Insights, the State of Georgia’s electronic fleet management system. The system’s online, “real time” reporting functionality gives users immediate access to inventory, fuel and repair/accident data with analysis, reporting, and industry benchmarking capabilities.

Additionally, VITAL Insights provides total cost of ownership data, including comprehensive comparisons of vehicle costs, age and utilization. Having this critical information at your fingertips facilitates key decisions on optimal fleet acquisitions, maintenance and disposal.

### Reduced Maintenance And Administrative Costs

Vehicle maintenance costs are reduced through ARI’s expert field adjustments, warranty and post warranty recovery efforts, use of ASE-certified technicians and its

preapproval of repair maintenance services. Meanwhile, the program eliminates the need for administrative activities including invoice processing, repair scheduling, or competitive bid quote research—which is a time-savings as well!

### Quality, Convenient Services At Discounted Prices

When repairs are needed, drivers can call a toll-free number, 800-227-2273, for referral to the nearest of more than 3,000 Georgia repair vendors. Service offerings include a 24-hour/7-days-per-week/365-days-per-year call center, emergency roadside assistance and vehicle maintenance services.

## HOW DO I JOIN AND SAVE?

### 3 Easy Steps:

#### State And Local Government Entities

1. Contact and Meet with the Office of Fleet Management at 404-656-6295 or [fms@doas.ga.gov](mailto:fms@doas.ga.gov)
2. Provide your agency vehicle list
3. ARI provides subscriber access to web port ARI Insights, coupons, phone numbers and procedures

## WHO CURRENTLY USES THE PROGRAM?

More than 25 state agencies and CSBs use the maintenance program. For a complete user list, go to [ofm.doas.georgia.gov](http://ofm.doas.georgia.gov) and then click the Vehicle Maintenance Program link in the left navigational area.

The Georgia Department of Administrative Services (DOAS) is the business solutions arm of state government that provides consultative and reliable, value-added products and services to state of Georgia agencies, colleges and universities. A "customer focused, performance driven" organization, DOAS seeks to help state entities avoid redundant costs by supplying the administrative assistance needed to focus on their other mission-related business. Services include centralized state purchasing and associated training, management of the state's fleet, risk management and the redistribution and disposal of state personal property. Learn more at [www.doas.ga.gov](http://www.doas.ga.gov).

Automotive Resources International (ARI) is the largest privately-held fleet leasing and management company in the world, with offices throughout the U.S., Canada, Mexico, Puerto Rico and Europe. ARI celebrates



60 years of successful and continuous operation management of more than 2,000 customer fleets (more than 650,000 vehicles) in North America and ARI combines its

maintenance expertise with its partners to manage more than two million vehicles globally. Learn more at [www.arifleet.com](http://www.arifleet.com).

#### WHAT ARE USERS SAYING ABOUT THE PROGRAM?

"The DOAS Fleet Program and ARI have essentially changed our lives and made our operation run more smoothly than ever before."

*Kellie Bollman, Transportation Director  
Cobb and Douglas County Community Service Board*

"Since we introduced the fleet program, we're now keeping our vehicles longer, and they are in proper working order. Where before, a vehicle may have been supplused after ten years, we are now keeping the vehicle for 12 or 13 years."

*Frank Rodriguez, Manager of Property and Assets  
Department of Juvenile Justice*

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# Contract Maintenance Management Program

Serving Georgia's  
Fleet Vehicle Needs



Contact us today!  
404-656-6295  
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Georgia

Department of  
Administrative Services  
Sid Johnson, Commissioner