

# VEMA guide

Light Duty Division



Vehicle and Equipment Management Agency





## Light Duty Division



An Agency of the Manitoba Government

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F: 204-957-1109 [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca)

Effective: September 2013

This Guide is a reference tool that provides information on the services VEMA offers in its Light Duty Division and Radio Services unit.

This is a valuable resource for drivers, vehicle coordinators and finance managers. It will also provide information to those interested in wireless communications systems.

### Need help?

VEMA provides 24-hour emergency assistance. Contact the Customer Service Office toll free at **1-800-363-6693**.

Thank you for using VEMA.

Keys™ is a registered trademark of the Vehicle and Equipment Management Agency (VEMA).

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Light Duty Fleet Manager ..... 204-945-3303

Light Duty Operations Manager ..... 204-781-7092  
*- trip inspection information*

Support Services Manager ..... 204-945-3309  
*- monthly distance report options/questions*

Schedule a service appointment ..... 204-945-5784

Manitoba Public Insurance (MPI)..... 1-800-665-2410  
*- reporting out of province accidents*

Business Hours: 7:30 am - 4:30 pm, Monday through Friday.

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A close-up photograph of the front of a white pickup truck. The truck is the central focus, with its large, multi-lens headlight and black grille visible. In the background, an ambulance with "PARAMEDICS" written on its side is parked. A green rectangular banner is overlaid on the right side of the truck's hood, containing the text "About VEMA" in white. The scene is set in what appears to be an indoor exhibition or showroom.

# About VEMA

# Welcome to VEMA

The Vehicle and Equipment Management Agency (VEMA) is one of the largest public sector fleet management organizations in Manitoba. It offers an integrated leasing and fleet management solution to a wide range of government and government-funded organizations. VEMA's customer base includes provincial and federal departments, government-funded not-for-profit agencies, regional health authorities, municipalities and Crown corporations.

The original agency was founded in 1934 as a way to reduce vehicle costs for provincial departments. From 1992 to 2009, it operated under the name of Fleet Vehicles Agency (*FLEET*), a Special Operating Agency (SOA) of the Government of Manitoba.

*Special Operating Agency:* an organization within a government department that has been granted increased management flexibility to operate as a business.

In April 2009, *FLEET* and the Mechanical Equipment Services Branch (MES) of Manitoba Infrastructure and Transportation (MIT) amalgamated to form a new SOA – the Vehicle and Equipment Management Agency (VEMA).

## VEMA Divisions

VEMA is divided into two divisions (Light Duty and Heavy Duty). Each division provides an all-inclusive vehicle and equipment services package, as well as superior customer service.

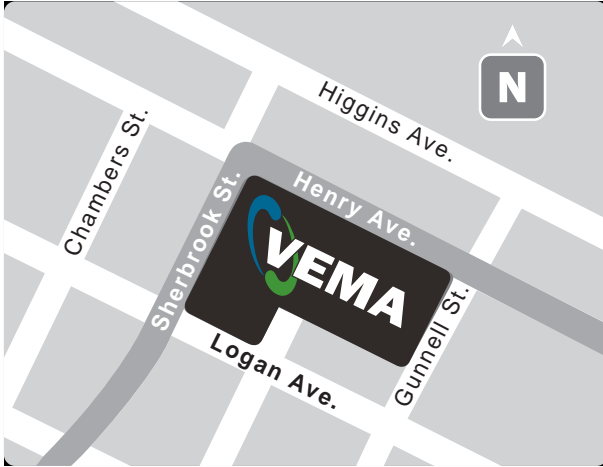
The **Light Duty Division** provides a wide range of vehicle transportation options – from subcompact sedans, light duty trucks and vans to SUV/Crossovers and specialty vehicles, such as prisoner transports, ambulances and first responder units. Along with its full service maintenance, repair and body shop facility, the division also houses its own parts store.

- **Radio Services** is part of the Light Duty Division and is the province's wireless communications expert, with facilities in Winnipeg and Dauphin. It can assist with every aspect of your communications requirements, including the design, procurement, installation and maintenance of your wireless communications systems, such as Fleetnet, VHF/UHF and pagers.

The **Heavy Duty Division** is responsible for the leasing, rental and maintenance of heavy-duty on/off road vehicles and equipment, such as graders, loaders and plow trucks. It is supported by its provincial network of repair shops with highly professional technicians.

## Where We Are

VEMA's Head Office and Light Duty Division are conveniently located in Winnipeg at 626 Henry Avenue. Radio Services is also located here, with a satellite office in Dauphin.



### Our Commitment to Customer Service Excellence



- \* We are committed to providing superior customer service and meeting the ever-increasing expectations of each customer.
- \* We strive to keep customers informed and updated on new developments, not only taking place at VEMA, but also within the industry. Visit our website at: [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca)
- \* We encourage customers to ask questions and meet with us to discuss the wide range of VEMA services.
- \* We provide expert assistance and suggestions to improve fleet/vehicle effectiveness and solutions.
- \* We provide cost-effective and superior expertise to meet the wireless communications needs for each organization.

*Exceeding your expectations is a VEMA priority!*



PART 1

# Light Duty Division

## About the Vehicle Life Cycle

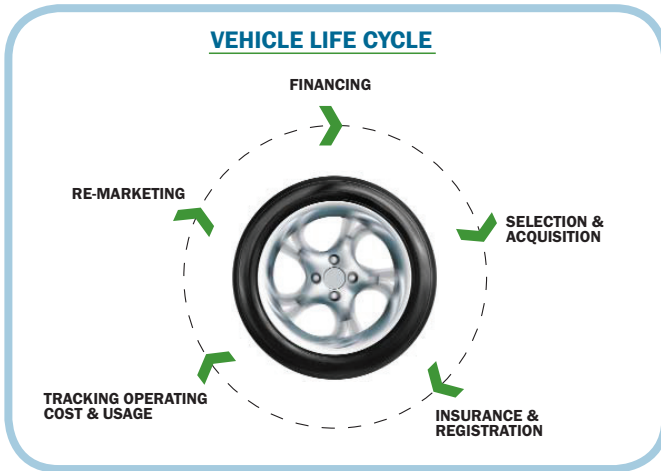
Monitoring the vehicle life cycle is the first step in effectively managing your fleet. It involves tracking and managing all decisions, usage information and expenses involved with a vehicle, from the time you identify the need for a vehicle to its disposal.

*“Usage”* – the job a vehicle is expected to perform, as well as the conditions and environment in which it is expected to operate.

VEMA manages every aspect of your vehicle’s life cycle for you – from financing to re-marketing. This ensures you pay the minimum amount in acquisition and maintenance costs, while getting the maximum return at disposal. Managing information is at the heart of everything VEMA does for you, so you do not have to.

## The Five Phases of the Vehicle Life Cycle

A vehicle’s life cycle consists of five main phases. Each phase consists of events and costs that must be tracked and monitored to allow accurate and informed decisions about your transportation dollars to be made.





## Phase 1: Financing

VEMA recommends lease terms based on the expected usage and operating information you provide.

The usage information will help VEMA set an appropriate residual value and recommend a lease term that reflects the expected life of the vehicle. You also benefit from VEMA's volume discount purchases of approximately 500 light duty vehicles every year, ensuring you get the lowest rate.

## Phase 2: Selection and Acquisition

VEMA provides proactive support with vehicle selection and replacement planning. It manages the entire acquisition process — from identifying vehicles that should be replaced and managing the purchase of new vehicles to ensuring that the vehicle is completely outfitted when it is picked up.

VEMA:

- assists with your vehicle replacement program
- recommends vehicle specifications to suit your needs
- sources and/or customizes special public sector vehicles, such as prisoner escort vehicles, emergency response units and electric vehicles
- coordinates delivery of your vehicle from the manufacturer
- coordinates and/or outfits your vehicle with manufacturer or VEMA-installed options, as necessary

## Phase 3: Insurance and Registration

VEMA is an accredited Manitoba Public Insurance (MPI) agent that ensures your vehicle(s) and driver(s) are properly insured. Through VEMA's asset management KEYS™, VEMA monitors licence numbers, tracks upcoming renewals and expiration dates, as well as verifies required renewals.

VEMA:

- registers and plates new vehicles
- coordinates replacement registrations and plates
- renews policies
- replaces stickers, plates and registrations when required
- makes territory changes
- ensures registration accuracy
- cancels plates and policies as necessary

## Phase 4: Vehicle Operation

The operating phase of the vehicle life cycle is one of the most important activities. At this stage, VEMA looks at cost minimization, and tracks every event and cost affecting your vehicle.

VEMA:

- monitors your repairs and maintenance through VEMA's Repair Pre-Authorization, as well as its Invoice Audit and Consolidation Services
- captures all your vehicle repairs and maintenance information in KEYS™
- negotiates discounts on parts, fuel, tires and services with private repair facilities
- manages accident claims with MPI
- provides reports on vehicle usage and suggests cost saving opportunities

## Phase 5: Disposal

Determining the right time to dispose of a vehicle is an important fleet management decision. Higher operating costs are incurred when vehicles are kept beyond their economic life.

VEMA's extensive re-marketing process ensures you get the highest resale value for your vehicle. The process is simple! Drop off your vehicle at VEMA when the vehicle's lease has ended. VEMA will do the rest.

VEMA:

- tenders for auction services
- inspects all vehicles before auction
- coordinates vehicle delivery to the auction site
- attends and monitors the auction
- forwards any sale proceeds, above the expected residual value, to you (less safety and other preparatory costs)



## Overview of Services

# VEMA – An Overview of Services

VEMA understands how challenging managing all areas of a fleet of vehicles can be. That is why VEMA specializes in providing a single-source fleet management approach to all your light duty vehicle-related requirements. You have the option to select the service or combination of services that meets your organization's needs.

## Lease and Rental Services

VEMA's experienced and knowledgeable team will help you determine the most cost-effective lease or rental arrangement for your short or long term transportation needs.

- **Vehicle Leases**

Vehicles are expensive and require significant capital to purchase. Leasing your vehicle is a cost-effective solution if you have a long term need for transportation. Leasing also allows you to purchase only a portion of the vehicle life cycle. This lets you spread your payments over a period of time, while preserving your organization's capital for business-related expenses. VEMA will also manage all aspects of your vehicle's life cycle, an option most VEMA customers select.

- **Short-Term Rental Vehicles**

VEMA offers a variety of short-term rental vehicles from our Winnipeg location at 626 Henry Avenue. A selection of sedans, vans and trucks are available at daily and weekly rental rates. (For more information, see Short-Term Rental Vehicles, page 40)

- **Long-Term Rental Vehicles**

Long-term rental vehicles are "off-lease" vehicles available on a month-to-month basis. This is an inexpensive solution for seasonal needs or where an older vehicle will serve your needs. (For more information, see Long-Term Rental Vehicles, page 41)

## Fleet Management Services

Service	What We Do	What it Means to You
Vehicle Life Cycle Management	<ul style="list-style-type: none"> <li>assist with each part of the vehicle life cycle, including vehicle selection and delivery, insurance, tracking costs and usage, as well as disposal</li> <li>coordinate services with all vendors, including MPI, auto manufacturers, fuel companies and repair facilities</li> </ul>	<ul style="list-style-type: none"> <li>access to discounts on fuel, insurance, parts, tires, etc.</li> <li>eliminates need to identify vehicles that should be replaced</li> <li>eliminates stress of coordinating vehicle disposal</li> </ul>
Keys™ – Information Management and Reporting System	<ul style="list-style-type: none"> <li>track and monitor customers' vehicle history, such as mileage and repairs</li> <li>upon request provide vehicle reports, including usage, mileage and repair maintenance data</li> <li>generate monthly preventive maintenance reports</li> </ul>	<ul style="list-style-type: none"> <li>helps you make accurate and informed budgeting decisions about your fleet and associated costs</li> </ul>
Insurance	<ul style="list-style-type: none"> <li>VEMA is an authorized MPI agent</li> <li>coordinate insurance, registration, plates and stickers with MPI</li> <li>purchase basic insurance and Special Risk Extension insurance</li> <li>coordinate annual vehicle insurance payments</li> <li>deliver registration cards and stickers to you</li> </ul>	<ul style="list-style-type: none"> <li>eliminates insurance administration</li> <li>eliminates remembering to insure vehicle or renew insurance</li> </ul>
VEMA FuelCard	<ul style="list-style-type: none"> <li>provide one VEMA FuelCard per vehicle</li> <li>verify and pay fuel and minor operating supply purchases</li> <li>replace lost or stolen cards</li> <li>fuel costs are billed in the form of summarized monthly invoices</li> </ul>	<ul style="list-style-type: none"> <li>eliminates customer administration of individual fuel and minor operating supply expenses</li> <li>you receive summarized monthly VEMA invoice of all FuelCard expenses</li> </ul>
Preventive Maintenance Program	<ul style="list-style-type: none"> <li>maintain a Preventive Maintenance program for every vehicle in your fleet</li> <li>notify you when a vehicle is overdue for maintenance</li> <li>all regular repairs and maintenance are included in your Variable rates</li> </ul>	<ul style="list-style-type: none"> <li>reminds you when regular maintenance, such as oil changes, are overdue</li> <li>keeps your operating costs down</li> </ul>

## Overview of Services

(continued)

Service	What We Do	What it Means to You
Repair Pre-Authorization Service and Warranty Recovery	<ul style="list-style-type: none"> <li>review and approve all requests for repairs and maintenance by external repair facilities</li> <li>verify any discrepancies with a qualified technician</li> <li>monitor warranties against repair requests</li> </ul>	<ul style="list-style-type: none"> <li>ensures the right repair is made at the right cost</li> <li>eliminates individual tracking of repair or maintenance costs</li> <li>ensures you are not paying for repairs or parts covered by the manufacturer's warranty</li> </ul>
Invoice Audit and Consolidation	<ul style="list-style-type: none"> <li>receive all bills for fuel, insurance, repairs and maintenance</li> <li>audit all repair and maintenance invoices for accuracy</li> <li>audit all fuel bills for accuracy</li> <li>provide one monthly Variable Invoice for all repairs and maintenance</li> <li>provide one monthly Fuel Invoice for all fuel consumed during the previous month</li> <li>provide one insurance invoice annually</li> </ul>	<ul style="list-style-type: none"> <li>significantly reduces administration</li> <li>allows customers to focus on their core business and not vehicle administration</li> <li>eliminates dealing and consolidating individual bills for each vehicle</li> </ul>
Accident/Incident Management	<ul style="list-style-type: none"> <li>track and monitor all MPI claims</li> <li>help determine extent of damage</li> <li>VEMA's Body Shop is an Autopac-accredited facility</li> <li>arrange or perform required repairs</li> <li>provide short-term courtesy vehicle</li> </ul>	<ul style="list-style-type: none"> <li>VEMA experts will guide you through an MPI claim process reducing the stress and time involved</li> </ul>
Taxable Benefit Service (for personal use of VEMA vehicles)	<ul style="list-style-type: none"> <li>collect usage information for every driver with personal distance</li> <li>for Government of Manitoba customers: calculate and distribute T4 slips for each driver affected</li> <li>for non-provincial customers: send you either the calculations or T4 slips</li> </ul>	<ul style="list-style-type: none"> <li>not responsible for collecting usage data or generating T4 slips</li> <li>eliminates a significant amount of administration</li> <li>questions answered</li> </ul>
Vehicle Consultation	<ul style="list-style-type: none"> <li>discuss vehicle usage and requirements with customers to ensure the right vehicle for their needs is ordered</li> <li>discuss and recommend opportunities to reduce costs</li> </ul>	<ul style="list-style-type: none"> <li>provides peace of mind knowing VEMA will help you make the best vehicle decisions</li> <li>reduces stress of analyzing fleet statistics in an effort to improve efficiencies and reduce costs</li> </ul>

Fleet Management Services consists of a complex network of services and systems that deliver an integrated fleet management model. The benefit: you pay the least amount to acquire and operate your vehicle, while getting the best value possible at disposal.

All administrative decisions and details made about your vehicle are captured and available in Keys™. This program provides VEMA with the information needed to make effective and accurate decisions about your fleet of vehicles.

Fleet Management Services consists of:

- **Keys™ Asset Management Program**

The core of Fleet Management Services is Keys™ – VEMA’s customized asset management program, designed with VEMA’s customers in mind.

Staff record and report on every aspect of your vehicle’s life cycle. Whether your vehicle is in the process of being ordered from the manufacturer, receiving its 29<sup>th</sup> oil change or heading to auction, Keys™ tracks it. VEMA provides this data to help you identify under- and over-utilized vehicles, as well as gain valuable information to help with future projections.

- **Insurance**

VEMA is an authorized Manitoba Public Insurance (MPI) agent that efficiently handles all aspects of your vehicle’s registration, plates, stickers, renewals and much more.

- **VEMA Fuel Card**

Drivers receive a VEMA FuelCard to use for fill-ups and minor operating supplies. This card is accepted at major fuel companies across Canada.

By using the VEMA FuelCard, bills are forwarded directly to VEMA for processing. There is nothing for you to track or submit to VEMA. It reduces the number of bills you receive and gives you access to bulk fuel discounts. In turn, VEMA can accurately monitor fuel consumption for each vehicle and operating class. (See page 30 for more information.)

- **Preventive Maintenance Program**

To keep your operating costs down, and ensure you are driving a safe and reliable vehicle, VEMA developed the Preventive Maintenance (PM) Program. By tracking each vehicle’s driving distance, fuel consumption and repair activity, VEMA identifies when maintenance is required. A reminder notice is sent if a service is overdue. (See page 20 for more information.)

Please refer to *Appendix A – The VEMA PM Program Schedules*. The schedules are also available on the VEMA website at: [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca).

- **Repair Pre-Authorization/Warranty Recovery**

VEMA encourages you to bring your vehicle to VEMA's repair facility to take advantage of the low labour rates. But, you may also take your VEMA vehicle to a repair facility of your choice. Whether you take your vehicle in for a major repair or an oil change, **the repair facility must contact VEMA to obtain pre-authorization for the work.**

Through the Repair Pre-Authorization Service and Keys™, VEMA ensures you are not charged for repairs covered under your vehicle's warranty and that the price charged is appropriate.

- **Invoice Audits and Consolidation**

There is a lot of paperwork associated with operating a vehicle, including car washes, fuel, oil changes and repairs. In fact, one vehicle can generate a dozen invoices each month, with each needing to be paid and included in the tracking of operating costs of that vehicle.

With VEMA's invoice consolidation, you do not have to deal with receiving individual vehicle repair and maintenance bills. What a time-saver!

All operating invoices associated with each vehicle are sent to VEMA and verified before being paid. Qualified technicians are dedicated to paying vehicle-related invoices. Each transaction is reviewed for billing errors, cost consistency and duplication of services. Staff are also on alert for opportunities to negotiate discounts.

- **Incident/Accident Management**

In the event of an accident, VEMA is there to help with its Incident/Accident Management Service. The service includes driver support and follow-up, repair coordination, cost control processes and accident reporting, upon request.

If the vehicle is brought to VEMA's authorized Autopac facility at 626 Henry Avenue for repair, qualified Accident Coordinators manage the claim and get the vehicle back on the road quickly and cost-effectively. If necessary, the driver remains productive with a courtesy vehicle. (See page 32 for more information.)

- **Taxable Benefit Service**

If you have drivers using their VEMA vehicles for personal use, VEMA's Taxable Benefit Service is a great time-saver for your administrative staff. Preparation of the automobile T4 for income tax purposes can be overwhelming. VEMA calculates the Canada Revenue Agency's automobile taxable benefit, prints and distributes the T4 slips directly to these VEMA vehicle drivers. (See page 46 for more information.)



For customers outside the provincial government, VEMA can provide either the calculation or the printed T4 slips. (For more information, see The Canada Revenue Agency's Automobile Taxable Benefit, page 45.)

- **Vehicle Consultation**

VEMA offers consultation services to help you make the best vehicle decisions. Fleet management experts will assist you with analyzing your fleet statistics and identifying areas to improve efficiencies or vehicle utilization.

- **Communications**

VEMA communicates regularly with vehicle coordinators about what's new at VEMA. Information is sent via email, Keys™ Online and posted on the VEMA website at: [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca).

### Maintenance and Repair Services

VEMA operates a full service repair facility, an Autopac-accredited body shop, as well as a parts store. Located in Winnipeg at 626 Henry Avenue, experienced and certified service technicians will provide the highest level of service available.

The facility is open to all public sector organizations and includes a wide range of automotive services, including repairs, maintenance and bodywork. (For further information, please see the *Maintenance, Repair and Customizing* section.)



### • **Contracts and Discounts**

VEMA has established an excellent network of private sector dealers and maintenance shops throughout the province. Agreements with major after-market parts suppliers and tire distributors ensure VEMA discounts are passed through the local repair facility to you. Because of this relationship, and the volume of business, VEMA can offer you quality automotive service at very competitive prices – no matter where you operate from in the province.

VEMA:

- provides one-stop fleet management services – one call for answers to all your fleet questions
- guides you through each phase of your vehicle's life cycle – from selection to disposal
- provides access to complete usage histories – analyze your transportation dollars more accurately and efficiently
- provides access to complete repair histories
- takes care of all repair and fuel invoices – reducing your vehicle administration tasks

### **VEMA-installed Options Services**

Many VEMA customers perform unique jobs that require vehicles and/or equipment that are not readily available through a manufacturer. We can design, build and install these specialty options, specifically for your unique needs.

VEMA-installed options (also called 'outfitting') consists of special equipment or accessories that are not installed on a vehicle by the manufacturer. These options include computer-mounted equipment, traffic advisors, light bars, window tinting, trailer hitches, as well as headache racks, non-standard tires, screen partitions and much more.

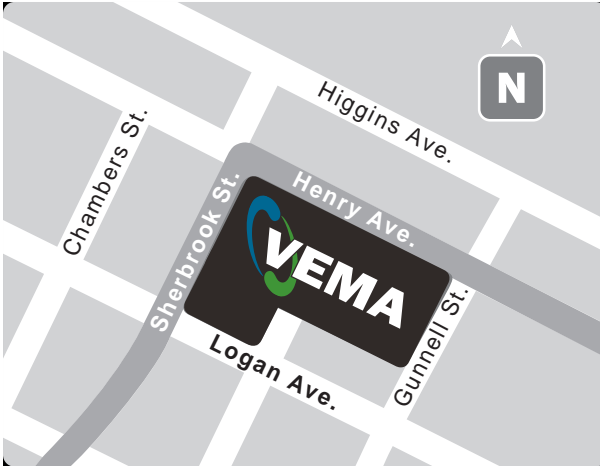




Maintenance, Repair  
and Customizing

### The VEMA Repair Facility

An integral component to VEMA is its 33,000 square foot full-service centre, with over 30 service bays. Located at 626 Henry Avenue, approximately five minutes from downtown Winnipeg, the automotive services facility is open to all public sector organizations from 7:30 am – 4:30 pm, Monday to Friday. When returning vehicles, please do so by 4:00 pm to allow time for processing.



The VEMA Repair Facility houses the:

- **Maintenance/Repair Shop** – for all your maintenance and repair needs
- fully-accredited **Autopac Body Shop** – if you are in an accident, our Autopac-accredited shop will have your vehicle riding and looking like new.
- **VEMA-installed Options Shop** – for unique fabrications and installations that are not easily available or provided by the vehicle manufacturer
- accredited **Private and Commercial Vehicle Inspection shop** – to ensure vehicles are safe and road-worthy
- **Parts Store** – for all your VEMA vehicle accessory needs

### VEMA Maintenance and Repair Services

- **Maintenance and Repairs.** Inter-provincially certified technicians supply a full range of repair and maintenance services, including tune-ups, quick lubes and tire installations, as well as computerized engine and exhaust emissions diagnostics.
- **Alignments.** Certified technicians who specialize in front-end and four-wheel alignments use the latest in computerized four-wheel alignment equipment.
- **Car Wash.** The facility offers an automatic and a manual wand car wash. Drive through Service Door 4 and let us clean your vehicle while you wait.
- **Autopac Repairs/Body Work.** We offer wheel alignments, welding services, glass repair and replacement, and full service paint facilities to get your vehicle back on the road as soon as possible.
- **Body Shop.** The Body Shop is a fully-accredited Autopac facility and employs inter-provincially certified autobody and paint technicians. There are two full-size paint booths, frame alignment equipment and four service bays.
- **Custom Paint and Decal Service.** We can coordinate customized decals or a paint job for your vehicle. Whether it's a logo or a unique paint design, VEMA can incorporate your organization's image into your fleet of vehicles.
- **Accredited Vehicle Inspections.** As an accredited Private and Commercial Vehicle Inspection shop, VEMA can inspect a full range of vehicles, including cars, light and medium duty trucks, ambulances, etc.
- **VEMA-installed Options.** Many of our customers perform unique jobs that require vehicles or options that are not readily available through a manufacturer. VEMA will design, modify and/or build whatever you need, based on your unique requirements. We also custom design and install shelving and cages, headache racks, running boards, truck caps, winches, custom windows and tool boxes. VEMA also installs a variety of other options, such as traffic advisors, light bars, window tinting and trailer hitches.

### The VEMA Parts Store

Purchase a wide range of accessories for your VEMA vehicle directly from our Parts Store. If we do not stock a particular item, we will order it directly from our suppliers.

Some of the items available include:

Booster Cables	Steering Wheel Clubs
Extension Cords and Holders	First Aid Kit
Fire Extinguisher	Shovel
Mud Guards	Survival Kits
Winter Kits	Snow brush/ Ice Scraper

### The Preventive Maintenance (PM) Program

No one likes unexpected problems when on the road. The best way to prevent unexpected problems is to conduct regular preventive maintenance to keep your VEMA vehicle performing optimally through its life cycle.

As a driver of a VEMA vehicle, you are responsible for ensuring your VEMA vehicle receives regular maintenance, and continues to be road safe and fully operable.

Regular maintenance lengthens your vehicle's life by improving vehicle safety and fuel consumption, reducing emissions and driver downtime, as well as promoting higher resale values.

#### PM Program Schedules

VEMA's Preventive Maintenance (PM) Program Schedule package is based on VEMA's years of experience as fleet managers. The maintenance required under each service type in the matrix (see Appendix A) was developed in tandem with recommendations from the vehicle manufacturers, as well as those from VEMA's knowledgeable and qualified service technicians. This matrix or template is tougher than that recommended by the manufacturers.

- **Submitting Monthly Distance Reports**

Distance and time are the two main triggers that govern your vehicle's PM Service Schedule. Your vehicle's monthly distance is a key indicator for preventive maintenance.

VEMA has established a distance reporting process that allows it to collect the odometer reading for each of your vehicles at the beginning of every month for the previous month's distance.

The vehicle's monthly odometer reading must be submitted to your Vehicle Coordinator or to VEMA, if you do not have a vehicle coordinator. The information is also collected whenever your vehicle is in for service.

The accuracy and timeliness of your distance reports are extremely important in running an effective PM program for your vehicle. If the report is not submitted on time, or if it is inaccurate, your vehicle's PM program will be directly affected.

Monthly distance reporting allows VEMA to:

- update your vehicle history
- collect data for your employee's taxable benefits (if applicable)
- generate your Variable invoice

VEMA has a variety of systems in place for customers to report monthly distance information. Please contact the Support Services Manager at 204-945-3309 to discuss the system best suited to your organization.

### • **Overdue PM Service Notices**

When your vehicle reaches one of the service triggers, VEMA's system will send a monthly notice to your organization's vehicle coordinator. The notice lists all vehicles assigned to your organization, including which service is overdue for each vehicle.

Your vehicle coordinator will forward the information to you and ensure the service is completed.



- **Commercial Inspections**

Some vehicles require MPI's Commercial Vehicle Inspections conducted every six or 12 months. These inspections form part of the Preventive Maintenance package. If your vehicle is subject to a commercial inspection, VEMA will let you know when an inspection is overdue through the monthly Overdue PM Service Notice process.

- **PM Service Schedule Status**

Although VEMA will remind your vehicle coordinator when your vehicle requires servicing, there may be occasions when you want to know when your vehicle is due for its next preventive maintenance service.

Call VEMA at 1-800-363-6693 and a Service Advisor will let you know when your next service is due.

- **PM Service Schedule for Ambulances**

VEMA has a unique PM Service Schedule specifically for ambulances. Coupled with our own specialized experience, and by consulting with ambulance manufacturers and other repair facilities, VEMA developed the Ambulance Preventive Maintenance Service Schedule (See *Appendix A-3: VEMA PM Program Schedules – Ambulances.*)





### Using the VEMA Repair Facility

#### Scheduling an Appointment

If your vehicle needs general maintenance, an appointment is not necessary. Simply drive through our service entrance at Door 4 and we will have you back on the road in approximately 40 minutes.

To schedule a service appointment, call 204-945-5784. You will be asked a few questions to help diagnose the problem so that we can book your vehicle with the most appropriate technician.

#### Courtesy Vehicles

VEMA has courtesy vehicles available for drivers who bring their vehicle in for service. Depending on our supply of courtesy vehicles, we will try our best to provide you with a similar class of vehicle to your own. Simply mention that you will need a courtesy vehicle when making your appointment.

A customer service representative will call you when your vehicle is repaired and ready. Please pick your vehicle up and return the courtesy vehicle as soon as possible or a rental fee for the courtesy vehicle will apply.

#### Shuttle Service

Need a ride back to the office? Our service shop provides a shuttle service if you do not want to wait while your vehicle is being serviced. Let us know if you need a ride. We will be happy to take you anywhere within downtown Winnipeg. The Shuttle Service runs between 7:30 am and 3:00 pm.

#### Emergency Repairs

VEMA has an experienced manager on-call seven days a week. If you require an emergency repair that cannot wait until regular business hours, call 1-800-363-6693. A recording will provide instructions on how to contact our on-call manager.

#### After-hours Service

Our after-hours service is **for emergency work only** — all normal repair work should wait for regular operating hours.

### Using Another Repair Facility

*(Repair Pre-Authorization Required)*

VEMA encourages all drivers in the Winnipeg area to use the VEMA Repair Facility and take advantage of our parts and services contracts, and the low labour rates.

If you choose to use a facility other than VEMA, we will ensure the facility receives payment from VEMA and that your vehicle's repair and maintenance history is updated in our system.

**Please ask the repair facility to contact VEMA at 1-800-363-6693 before performing any work or service.**

VEMA will ask the repair facility for the vehicle's unit number, current odometer reading, the work or service required and an estimate for the work to be performed.

VEMA will check your vehicle's repair history and any warranties before authorizing the work or service. We will also determine if any other service could be performed at the same time. This helps to avoid repeat costly visits to the repair shop.

Remember to remove your valuables from your vehicle before taking it to any repair facility. Repair facilities cannot always guarantee that your vehicle will be secure at all times.

The invoices are sent directly to VEMA for payment. A qualified VEMA Automotive Technician will verify that the right work was done and that VEMA is charged an appropriate price.

### Roadside Assistance

If your vehicle is under warranty, you will have access to the manufacturer's Roadside Assistance Program. Please refer to the manufacturer's operator's manual for details.

If you call a towing company before calling the manufacturer's Roadside Assistance number, the manufacturer will not cover the towing charge.

- Call VEMA at 1-800-363-6693 if you are not sure whether your vehicle is still under warranty.
- If your vehicle is no longer under warranty, call VEMA. We manage contracts with towing companies that offer us discounted rates. Arrangements will be made for a tow truck to pick your vehicle up as soon as possible.
- Take your vehicle to a manufacturer-approved dealer for servicing.



# Operating a VEMA Vehicle

### Who Can Drive a VEMA Vehicle

One of the most commonly asked questions is “who can drive my VEMA vehicle, besides me?”

VEMA’s conditions, as *the registered owner of the vehicle*, allows anyone to drive your VEMA vehicle, as long as:

- the driver has a valid driver’s licence for that type of vehicle and complies with all conditions specified by the licence
- the driver complies with Manitoba Public Insurance and their policies, eg. is not under the influence of drugs or alcohol
- the driver complies with *The Highway Traffic Act*
- your organization approves it

Your organization may have its own policy that governs the use of your VEMA vehicle. Please check with your vehicle coordinator if you are unsure of your organization’s policy.

For employees of the Province of Manitoba, you will find the regulations governing vehicle use, operation and assignment in the Government of Manitoba’s General Manual of Administration (GMA).

#### Checklist

The following items should be in your vehicle at all times:

- Your vehicle’s VEMA FuelCard.  
*(Please ensure you have the right card for your vehicle.)*
- Your vehicle’s registration card
- The manufacturer’s operator’s manual
- Survival kit (available from the VEMA Parts Store)
- Commercial Inspection Certificate (if applicable)
- This Guide

### Restrictions

VEMA vehicles should not be used for:

- transporting passengers for a fee, unless authorized by your organization
- out-of-province travel, unless authorized by your organization
- carrying firearms, except when locked in the vehicle, preferably out of sight (such as in the trunk or a covered gun rack), and in accordance with all federal and provincial statutes
- rental to other parties

Check with your vehicle coordinator for any additional restrictions your organization may have.

### Your Responsibilities as a Driver

To operate your VEMA vehicle responsibly and safely, there are some things you need to know. For example, VEMA vehicles are considered part of the workplace.

#### Smoking in VEMA Vehicles

Smoking in VEMA vehicles is not permitted. As an Agency of the Manitoba Government, it is VEMA's obligation to promote a safe and healthful working environment that is free, to the extent possible, of tobacco smoke.

#### Use of Cellular Telephones in VEMA Vehicles

The use of cellular telephones (handheld and hands-free), while operating a VEMA vehicle not equipped with Bluetooth or Bluetooth-like technology, is prohibited. This is consistent with the laws of the Province of Manitoba. Cellular telephones may be used in the event of an emergency, such as to call fire, ambulance or police.

For government employees, please see the GMA Policy, *Hand-held Communication Devices and Driving* (Section 3.8).

**Note:** Customers may choose to seek recovery of any motor vehicle accident costs resulting from cellular telephone use and failure to observe any applicable federal and provincial laws, including regulations, on the part of the driver.

### Additional Responsibilities

As the driver of a VEMA vehicle, you are also responsible for:

- possessing a valid driver's licence
- reporting any changes in the status of your driver's licence to your organization
- ensuring valid licence plates (front and back), current registration certificate, VEMA FuelCard and the VEMA Guide are either in the vehicle or affixed to it
- maintaining your vehicle as set out in this Guide, including the maintenance and repair work identified by VEMA's Preventive Maintenance Program, according to VEMA's Preventive Maintenance Program Schedules (see Appendix A)
- submitting a monthly odometer reading within the first week following the end of each month. Please check with your organization's vehicle coordinator or VEMA if you are unsure of how to submit your readings
- providing off-street parking, with electrical outlet availability, during off-duty hours
- ensuring the vehicle is plugged in when the temperature reaches below  $-18^{\circ}\text{C}$
- reporting all accidents/incidents to the appropriate authorities immediately
- completing and submitting an Accident Report to VEMA immediately
- paying all fines and other costs incurred as a result of traffic violations
- ensuring your VEMA vehicle is safe to operate before driving it
- maintaining and respecting the interior/exterior condition of your VEMA vehicle, including rental vehicles
- ensuring your VEMA vehicle is not used for illegal purposes, and is not operated in any illegal manner that could be construed as a public hazard
- complying with any other regulations set forth by your organization and VEMA

**Your organization sets most of the rules for using your VEMA vehicle.  
See your vehicle coordinator for more information.**

## Tickets and Impounded Vehicles

- **Infraction Tickets**

As a driver, you are responsible for managing and paying for any infraction tickets you receive, including, but not limited to, photo radar, speeding and parking tickets. In the event VEMA receives a driver's ticket, it will be sent to your organization's vehicle coordinator. A handling fee may apply.

- **Impounded Vehicles**

***If your vehicle has been impounded, please call VEMA immediately.***

The impounding organization will not release the vehicle without authorization from VEMA.

As the registered owner of the vehicle, VEMA is also required to attend court. As a result, any impound and court fees will be forwarded to your organization's vehicle coordinator for reimbursement. A handling fee may also apply.



## The VEMA FuelCard

### Buying Fuel and Operating Supplies

All vehicles under a Fleet Management Service Agreement include the use of a VEMA FuelCard to make purchasing fuel and other small operating expenses easy for drivers. If you are using a VEMA FuelCard, all bills will be sent directly to VEMA for payment.

### Allowable Charges

You can use your VEMA FuelCard to purchase all fuel and minor operating supplies. There is no dollar limit on fuel purchases, but non-fuel purchases **cannot exceed \$25 without pre-authorization from VEMA**. Please call VEMA to arrange pre-authorization.

You can charge the following to your VEMA FuelCard:

- fuel
- top-up fluids, eg. windshield washer fluid and oil (call VEMA first to authorize oil changes)
- bulbs



### Discounted Fuel Facilities

VEMA has over 5,000 vehicles and equipment operating throughout Manitoba. Together, our vehicles and equipment consume millions of litres of fuel every year. For this reason, VEMA tenders for fuel discounts which are applied to our invoices. Drivers will not see the discounts applied directly at the pumps.

To keep your organization's operating costs down, VEMA encourages drivers to use the fuel stations that offer us the best discounts.

To get the most up-to-date discount list:

- visit our website at: [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca)
- call your organization's vehicle coordinator
- call VEMA



### Personal Rewards Cards and Accounts

The use of personal rewards cards and accounts to collect patronage points, while using your VEMA FuelCard for the purchase of fuel and/or supplies, is inappropriate. Fuel reward program incentives should be declined when paying for any item with your VEMA FuelCard.

### Replacing Lost or Stolen Cards

Report lost or stolen VEMA FuelCards to VEMA immediately. In Winnipeg, call 204-945-0275. Outside Winnipeg, call 1-800-363-6693. You can also contact VEMA to replace damaged cards.

### Buying Fuel in the United States

The VEMA FuelCard is accepted at major oil companies throughout Canada. Cards are not valid in the U.S. If you are planning a trip to the United States, please keep detailed records and receipts of any purchases made and submit to VEMA for reimbursement.

### VEMA FuelCard Replacement Cycle

Your VEMA FuelCard will expire every two years. VEMA will automatically mail your replacement card to your organization's vehicle coordinator.



# Reporting an Accident or Vehicle Incident

VEMA offers an Incident Management Service as part of its Fleet Management Services package.

## What to Do

If your vehicle has been vandalized, involved in a hit-and-run or has been stolen, please call Police, MPI and VEMA to report the incident.

If you are in an accident, please follow the procedure outlined below:

### 1. Call Police/911

Call the police if there is any personal injury, extensive vehicle damage, the other driver is impaired, has a suspended licence or is uninsured.

### 2. Collect information

Collect the information required to complete the VEMA Accident Report immediately. (See Appendix B – Sample of Accident Report.) The form is available on the VEMA website at: [www.vema.gov.mb.ca/accidentforms.cfm](http://www.vema.gov.mb.ca/accidentforms.cfm).

This information is crucial for insurance purposes and reporting key facts:

- information about the other vehicle and driver
- witnesses (to protect yourself)
- damage details
- accident specifics (who, what, when and where)
- photos (if possible, take pictures)

### 3. Call MPI

Call MPI to report the accident and initialize the claim. Customers inside Winnipeg, please call 204-985-7000. Customers outside Winnipeg, please call 1-800-665-2410. Be sure to record your claim number.

If your vehicle cannot be driven, ask MPI to arrange for a tow. Depending upon the circumstances of the accident, the cost for towing is either paid by insurance or your organization. It cannot be charged to your VEMA FuelCard.

(If vehicle is an ambulance, please call Manitoba Health, EMS immediately.)



#### **4. Contact VEMA**

Call VEMA at 204-945-4606 or 204-945-4615 in Winnipeg, or 1-800-363-6693 outside Winnipeg. Provide your:

- unit number
- organization name and customer number (if you have it)
- your name and phone number
- date of the accident

We will assist you through the repair process and help to determine the extent of the damages.

#### **5. Call your vehicle coordinator**

Call your organization's vehicle coordinator to report the accident.

### 6. Complete the VEMA Accident Report Form

Complete a VEMA Accident Report. Forward copies, and any pictures, to your vehicle coordinator and to VEMA at:

626 Henry Ave., Winnipeg, MB R3A 1P7

Fax: 204-957-1109

Email: [vemainfo@gov.mb.ca](mailto:vemainfo@gov.mb.ca)

The form is located on our website at: [www.vema.gov.mb.ca/accidentforms.cfm](http://www.vema.gov.mb.ca/accidentforms.cfm).

### 7. Arrange for Vehicle Repair

It is beneficial to make arrangements for Autopac repairs as soon as possible or MPI may not honour the claim. You do have the option to take your vehicle to any accredited Autopac repair facility. However, we recommend VEMA for a number of reasons.

As an accredited Autopac repair facility, VEMA:

- offers a courtesy vehicle when you bring your vehicle to the VEMA Repair Facility for service. (We will continue to bill you rent for your assigned vehicle, but only charge you a variable rate for your courtesy vehicle.)
- provides a VEMA FuelCard for fuel purchases
- performs the required repairs
- enters the information into Keys™ for accident management purposes

### ***Important!***

**\* Report all accidents.**

Those that look minor may have hidden damage and could be costly to repair. Paying the deductible may be warranted.

**\* Do not admit liability.**

Under no circumstances, admit the accident was your fault.

**\* Do not attempt to fix the damage yourself.**

We find that this often makes the damage worse and will end up costing more in repairs.

**\* Do not use your VEMA FuelCard.**

A new VEMA FuelCard will be provided for a VEMA courtesy vehicle. If you choose to use another repair facility, do not use your VEMA FuelCard.



### Out of Province Accidents

Contact MPI for instructions and then VEMA to report the accident.

MPI	1-800-665-2410
VEMA	1-800-363-6693

### Responsibility and Driver Liability

All drivers must possess a valid driver's licence and not be impaired by alcohol or drugs, otherwise the insurance is void. In the event of an accident, MPI may also deny your claim under either of these conditions. Your organization will be responsible for any damage or legal claims that may result.

If MPI finds that a driver is at fault in an accident, MPI will assess the deductible to cover repairs to the vehicle. Drivers may also receive demerits on their licence when MPI assesses a driver at fault. Contact MPI's Driver and Vehicle Licensing Branch for information about the affect of an accident on your driver's licence.

VEMA does not have policies relating to a driver's liability. It is up to each individual organization to determine whether or not costs resulting from an accident are recovered from the driver.

## Operating a VEMA Vehicle

VEMA will pay the deductible and forward the bill to your vehicle coordinator. If the repairs cost less than the deductible, the lesser amount will be billed. It is up to the vehicle coordinator to collect this from the driver, if this is your organization's policy.

- **Manitoba Government employees** involved in an accident during personal driving, for which they are deemed responsible by MPI, may be assessed a fee to offset the cost of the deductible expense. The driver can also be held responsible for damages resulting from misuse or abuse of VEMA vehicles.
- **Non-provincial customers** may set penalties that vary. Contact your supervisor or designated vehicle coordinator for the details of your organization's policy.

### Windshield Replacements

All windshield replacements must be pre-approved by VEMA. If the cost of replacing a windshield exceeds your deductible, we will ask you to file a claim with MPI.

If it is practical, please use the VEMA facility to have your windshield repaired and take advantage of our contracted prices on windshield replacements.





## Vehicle Inspections

### Driver Inspections

We recommend that drivers check the status of their vehicle on a weekly basis, or every time they fuel up, to prevent expensive repairs. It is your responsibility as the driver to ensure your vehicle is safe to operate.

When you notice a problem, bring your vehicle in for servicing. Do not hesitate to call VEMA if you have a concern about the safety of your vehicle.

Regularly observe the condition of the following:

tire pressure	exterior lights
tire condition	interior lights
windows (wipers, chips or cracks)	dashboard indicator lights
fluid levels	seat belts
fluid seepage	pedal operation
radiator for debris	brakes
unusual noises	body damage

## Commercial Inspections

Certain vehicles require MPI's Commercial Vehicle Inspection every 6–12 months. If applicable, commercial inspections form part of your vehicle's Preventive Maintenance (PM) Program. (See Appendix A — VEMA PM Program Schedules)

If your vehicle is subject to a commercial inspection, VEMA will notify you when an inspection is overdue through our monthly PM Notices. Commercial inspections will appear as an 'S' service on your PM Notices. (Information about the Preventive Maintenance Notices is available on page 21.)

- **Trucks**

Vehicles of 4500 kg GVW and over require an annual inspection. A truck generally requires a commercial inspection if it has at least a 1-ton chassis and dual rear wheels. This includes ambulances.

- **Buses**

A bus is any passenger vehicle capable of carrying over 11 people (including the driver). A 12 or 15 passenger van is classified as a bus. Buses require an inspection every six months.

Buses must pass a commercial inspection to be legal on the road. You can be assessed heavy fines and the vehicle confiscated if your bus does not have an up-to-date inspection certificate.

The driver of the vehicle is ultimately responsible for ensuring the vehicle is legal for operation on the road.

## Trip Inspections

In 1996, a regulation was passed requiring drivers of commercial vehicles and any attached trailers to complete Trip Inspections. In general, the regulation states that the driver is responsible for:

- performing the inspection
- recording any defects
- notifying their organization and VEMA of the defect
- taking the vehicle to be repaired
- submitting an inspection report

It is your organization's responsibility to ensure these rules are followed.

For more information on Trip Inspections, please call the Light Duty Operations Manager at 204-945-8897.





# Vehicle Rental Program

VEMA's Vehicle Rental Program is an all-inclusive service. It offers competitive and innovative financing arrangements, a high level of personalized service and technologically-advanced support systems.

### Short-Term Rental Vehicles

VEMA operates a pool of short-term rental vehicles through the Winnipeg office, located at 626 Henry Avenue. A selection of sedans, vans and trucks are available at daily and weekly rental rates.

#### How to Reserve a Rental Vehicle

To reserve a short-term rental vehicle, contact your vehicle coordinator to make the necessary arrangements. If you do not have a vehicle coordinator, contact VEMA directly at 204-945-4606 or 204-945-4615 in Winnipeg, or 1-800-363-6693 outside of Winnipeg. When making the reservation, please have the organization's name and customer number available.

#### Cost to Rent a Vehicle

There are three types of fees when renting a VEMA vehicle that apply – Rental, Variable and Fuel.

- **Rental Rate** includes the use of the vehicle for the time you require it, plus insurance, and is available as a daily or weekly charge.
- **Variable Rate** includes the Variable invoice based on a "per km rate" for the class of vehicle.
- **Fuel.** All costs incurred on the assigned vehicle's VEMA FuelCard are billed monthly.

For our latest rental rates, please call your vehicle coordinator or VEMA at 204-945-4606 or 204-945-4615 in Winnipeg or 1-800-363-6693.

#### Vehicle Pick-Up and Return

You can pick up and return your short-term rental vehicle in Winnipeg at 626 Henry Avenue. We are open from 7:30 am – 4:30 pm, Monday through Friday. Ensure your driver has a valid driver's licence when picking up the vehicle. VEMA will require proof of a valid licence.

Note: To allow time for processing, please be at VEMA by 4:00 pm.

When you are ready to return your vehicle, please:

- drive the vehicle to the back of the building and through Door 4 (doors will open automatically)
- take note of the vehicle's odometer reading and unit number
- leave the keys in the vehicle
- go to Service Reception and provide the unit number and odometer reading

If the vehicle is damaged in any way, please advise Customer Service. The cost for any subsequent repairs and/or extensive cleaning may be billed to your organization.

### Returning the Rental Vehicle After-hours

If you are returning your rental vehicle after 4:30 pm, please:

- park the vehicle in VEMA's front parking lot at 626 Henry Avenue
- lock the doors
- place the keys in the night deposit box located to the left of the front doors

### Cancellations

If you need to cancel your rental reservation, please notify VEMA at least 24-hours in advance of your reservation. No-shows will be subject to a one-day rental charge.

## Long-Term Rental Vehicles

Long-Term Rental vehicles are typically vehicles that have come "off-lease" and still have a useful life. VEMA maintains a supply of these vehicles on hand for our customers' summer or seasonal programs. In these instances, a multi-year leased vehicle is not suitable.

VEMA also uses long-term rental units as interim replacements when a permanently assigned unit is beyond repair.

### How to Reserve a Rental Vehicle

To book your long-term rental vehicle, contact your vehicle coordinator. If you do not have a vehicle coordinator, contact the Light Duty Fleet Manager at 204-945-3303.

## Cost to Rent a Vehicle

There are three types of fees associated with a long-term rental – Rent (including Insurance), Variable and Fuel.

- **Rent.** A monthly rental rate (set annually in April) is charged. Insurance is also charged on the Rent invoice.
- **Variable.** The Variable invoice is based on a “per km rate” for the class of vehicle and is dependent on the number of kilometres your organization reports to VEMA on a monthly basis.
- **Fuel.** All costs incurred on the assigned vehicle’s VEMA FuelCard are billed monthly.

## Vehicle Pick-Up

Vehicles can be picked up from the Winnipeg office at 626 Henry Avenue. Our Light Duty Fleet Manager will arrange a convenient pick-up date and time with your vehicle coordinator or yourself, if the organization does not have a coordinator. The appropriate paperwork should be sent to VEMA prior to pick up or brought in at the time of pick up.

Ensure your driver has a valid driver’s licence when picking up the vehicle. VEMA will require proof of a valid licence.

## Returning the Vehicle

Call VEMA’s Light Duty Fleet Manager at 204-945-3303 to schedule an appointment for the return of the vehicle. Vehicles must be returned by 3:00 pm for processing.

**Note:** Vehicles cannot be returned after hours.

# Administration



### Insurance and Registration

As your MPI agent, VEMA will have your vehicle plated and insured for the scheduled pick-up date. Your vehicle will be insured automatically to \$200,000 (Third Party Liability (TPL)) through MPI. In addition, VEMA purchases Special Risk Extension insurance for the entire fleet to supply you with \$2 million in TPL for each of your vehicles.

### MPI Registration Cards, Stickers and Plates

VEMA is an MPI broker authorized to register and insure vehicles like a regular insurance agency. We are linked to MPI's online insurance system, allowing us



to perform all vehicle licensing and insurance functions, including new registrations, annual renewals, surrendering of plates, plate replacements and release of authorization stickers. As a fleet with a good driving record, VEMA also receives lower rates for insurance. These savings are passed on to you.

VEMA produces the registration certificate and places it in your new vehicle. Validation stickers are attached to the new licence plates which are mounted on the vehicle.

If you require a new sticker, registration card or plate at anytime, call VEMA at 1-800-363-6693. You will not be able to make any insurance changes to your VEMA vehicle through another MPI broker.

Using VEMA for all of your insurance needs also means we can update and track your insurance changes as your vehicle moves through its life cycle.

### Insurance Renewals

Insurance renewals will take place every five years in September for all your VEMA vehicles. Your vehicle coordinator will receive the current year's insurance stickers and registration cards for each vehicle in your fleet.

Every September, VEMA coordinates the annual payment for your vehicle's insurance and, if required, makes any changes to your vehicle insurance policy. Unless changes to your vehicle's policy are required, you will not receive new stickers and registration cards at this time.

## Deductibles

VEMA automatically insures all vehicles with a \$500 deductible, unless otherwise indicated. Your organization is responsible for paying the deductible whether you are leasing or renting the vehicle from VEMA.

If you typically have multiple MPI claims each year, such as windshield replacements or wildlife damage, consider buying down the deductible on your vehicle. A lower deductible will increase your annual premium, but may be worth the expense depending on your claims history. Talk to your VEMA insurance advisor for more information.

## The Canada Revenue Agency's Automobile Taxable Benefit

### Personal Use

Your organization may allow drivers to use their VEMA vehicle for personal use. According to the Canada Revenue Agency, personal use of an employer-leased or owned vehicle constitutes a taxable benefit to the employee. It's the employer's responsibility to supply the driver with an automobile T4 slip for this benefit.

"Personal use" is defined as the use of any employer-owned or leased vehicle (including a VEMA vehicle) for purposes other than conducting the business of your employer. The Canada Revenue Agency considers taking a VEMA vehicle home as personal use.

For the driver, personal use is considered to be a taxable benefit. It is your organization's decision to authorize employees to use vehicles for personal matters.

*Taxable benefit:* a benefit that you receive or enjoy as a consequence of your employment. According to Canada Revenue Agency, it must be included as income.

The Canada Revenue Agency requires the following information:

- the number of days the vehicle was available to the driver for personal use
- the number of kilometres driven personally
- the number of kilometres driven

### Cost of Personal Use to Drivers

The *Income Tax Act* outlines the Automobile Taxable Benefit guidelines and calculation for an employee driving an employer-owned or leased vehicle. Every organization may have its own interpretation of these guidelines. Talk to your vehicle coordinator about your organization's interpretation and policies.

Some employers may deduct an amount for personal use of an employer-owned or leased vehicle. This charge is determined by the driver's organization, not VEMA.

Payment may be arranged as a payroll deduction or a monthly payment. The amount deducted may offset the dollar amount of the taxable benefit, but often it does not.

If your organization has a deduction program in place, please note that any cheques must be made out to your organization, not VEMA.

If you are an employee of the Province of Manitoba, the provincial government's current ruling (1997) states that an employee who drives in excess of 500 personal kms per month, or 22 personal kms per day, must pay a surcharge to their department, not VEMA. VEMA deducts the surcharge from your gross taxable benefit before your T4 slip is printed.

### The VEMA Taxable Benefit Service

As part of Fleet Management Services, VEMA provides a Taxable Benefit Service. VEMA will collect the above information from its monthly distance reporting system for you and your organization.

For **Government of Manitoba employees**, VEMA performs the taxable benefit calculation, then prints and distributes the T4 slips for drivers with personal use VEMA vehicles in February.

For **customers outside the provincial government**, VEMA can provide you with the calculation or the printed T4 slips.

Our Taxable Benefit Service relies heavily on the monthly distance reports. For this reason, it is very important to ensure the information on the monthly reports is complete and accurate when submitted to VEMA to ensure the integrity of the final T4 slip.





# Rates and Invoices

### VEMA Rates

VEMA has three rates for its lease and long-term rental arrangements — Rent, Variable and Fuel. Short-term rentals have three rates — Rent, Variable and Fuel.

In addition to our Rent, Variable and Fuel fees, you will also be charged for insurance and unplanned expenses.

#### Rent

With our Rent, you get the use of the vehicle for a specified term, as well as our Fleet Management Services. PST is included in your Rent, if applicable.

For leased vehicles, the Rent is outlined in the lease you sign and will not change for the course of the term. VEMA will set the Rent, typically annually, for short and long-term rental vehicles.

- **Insurance**

VEMA coordinates the entire insurance process on your behalf to make sure your vehicles have appropriate insurance coverage. MPI determines the premium for each vehicle class and sends VEMA the bill. New vehicles are insured as they arrive. Insurance charges are included on your Rent Invoice.

- **Rent Invoice**

At the start of each month, VEMA will send you the Rent Invoice. The Rent Invoice will include Rent charges for all of your leased and long-term rental vehicles. Rent Invoices are payable upon receipt.

#### Variable

The Variable rate is a per kilometre fee that includes all regular repairs and maintenance, reflecting the costs each of your classes of vehicles have experienced. The Variable rate is monitored closely by VEMA and is typically updated annually.

VEMA created the Variable rate as a way to reduce the number of bills you receive. Consolidating repair and maintenance invoices this way significantly reduces the amount of paper you receive.

The Variable rate is also an effective way of spreading costs evenly throughout your fleet because a Variable rate is set for every class of vehicle in your organization's fleet. For example, all subcompact sedans in your fleet will have the same Variable rate, regardless of their age or actual expenses. The Variable rate averages out your repair and maintenance costs, making it easier to budget for future vehicles.

- **Variable Invoice**

VEMA receives the repair and maintenance bills for all of your assigned and short-term rental vehicles. VEMA verifies all bills and applies any applicable discounts before consolidating your vehicle expenses. Updates for each vehicle's individual repairs and maintenance history are entered into Keys™.

You will not receive any of the paperwork or administration fees associated with each individual purchase made by your drivers. Instead, VEMA will send you one Variable Invoice at the end of each month to cover all of your regular operating expenses for the month. To do this, we need the vehicle's monthly odometer reading. (See Submitting Monthly Distance Reports, page 20)

Within the first week of each month, we ask you to send us the current odometer reading for every vehicle in your fleet. VEMA has a variety of tools to reduce the amount of time it takes to perform this task. Call us for more information about these tools.

When we receive your distance information, we update each individual vehicle's history and generate your monthly Variable Invoice.

## Fuel

Fuel is a "pass through" cost. Fuel expenses are charged to each vehicle's VEMA FuelCard and billed to you each month.

- **Fuel Invoice**

VEMA receives and verifies all fuel bills, ensures negotiated discounts are received and updates each vehicle's fuel consumption information in Keys™.

Once all monthly fuel bills have been received and updated, we consolidate all VEMA FuelCard charges by customer and individual unit. We produce a Fuel Invoice summarizing each unit's total fuel expense for the period, followed by detailed information on each purchase.

## Intermittent Expenses

Intermittent expenses are incident-specific costs that you pay only if and when an incident occurs. This could include repairs due to an accident or driver abuse, MPI deductibles or installing accessories, such as cell phones.

Intermittent expenses, as with all repair and maintenance costs, should be pre-authorized by VEMA. The vendor will send us the bill and we will pass it on to you in the form of a Direct Invoice.

- **Direct Invoices**

Direct Invoices for all of your intermittent expenses are sent to you on a weekly basis. Direct Invoices will include intermittent expenses not included in your Rent, Variable Rates or Fuel billings.

Direct Invoices simplify the billing process because all the vehicle-related bills come from the same source. VEMA tracks, monitors and consolidates all your bills into a simplified invoicing system before they reach your office.

Direct Invoices also bring intermittent expenses, such as repairs due to driver abuse, to your attention.

## Rates by Service Summary

The table below provides a summary of how VEMA applies rates based on leases and rentals for assigned vehicles.

<b>Fleet Management Services</b>	<b>Full Service Lease</b>	<b>Short-Term Rental</b>	<b>Long-Term Rental</b>
VEMA FuelCard	Rent	Rent	Rent
Repair Pre-authorization	Rent	Rent	Rent
Preventive Maintenance Program	Rent	Rent	Rent
Reports	Rent	Rent	Rent
Warranty Recovery	Rent	Rent	Rent
Accident Management	Rent	Rent	Rent
Invoice Audits and Consolidation	Rent	Rent	Rent
Taxable Benefit Service	Rent	Rent	Rent
Communications	Rent	Rent	Rent
Consulting	Rent	Rent	Rent
Insurance Coordination	Rent	Rent	Rent
<b>Operating Costs</b>			
Fuel	Fuel	Fuel	Fuel
Regular repairs and maintenance	Variable	Variable	Variable
Insurance	Rent	Rent	Rent
Accident repairs, repairs due to driver abuse and Autopac deductibles	Direct	Direct	Direct

A close-up photograph of a car's interior dashboard and center console. The image shows a portion of the steering wheel on the left, a speedometer with markings from 120 to 200, and a central air vent. To the right of the vent is a radio unit with buttons for 'H/SEEK', 'SEEK/M', 'SCAN', 'BND', and 'INFO'. Below these are buttons for 'PUSH ON', 'VOLUME', 'AM/FM', 'SAT', 'DISC AUX', and 'SIRIUS'. A gear shift lever with a black knob is in the foreground, and a handbrake is visible below it. A set of keys hangs from the ignition. The text 'Planning for a New Vehicle' is overlaid in a green box in the center of the image.

# Planning for a New Vehicle

### Planning and Budgeting for Next Year

The annual light duty ordering period is a good time to begin your fleet and budget reviews, including your transportation needs and expenses. Be sure to keep the following costs in mind:

- rent for leased and long-term rental vehicles
- variable rates for leased and long-term rental vehicles, multiplied by projected distance
- projected short-term rental use and costs
- fuel
- insurance
- incidental costs for intermittent items such as accidents

### The VEMA Ordering Process – An Overview

The following outlines the VEMA light duty vehicle ordering process. It will help you understand the steps involved when you receive your vehicle ordering package.

1. **Review your Replacement Report.** If you currently lease or rent vehicles through VEMA, you may receive a list of the vehicles in your fleet that should be replaced (based on lease expiration, age, high kilometres or excessive repairs).
2. **Additional vehicle(s) required.** Identify any additional vehicles you may need for the upcoming year. (See the Planning Stage, page 54.)
3. **Complete the applicable request form(s).** Complete the appropriate request form for each type of vehicle in which you are interested.
4. **Submit the Request Form(s).** Send your request form(s) to VEMA.
5. **Request Forms are processed.** The forms are reviewed and processed. Details are forwarded to manufacturers for their bids.
6. **Review Agreement Authorization(s).** Once VEMA receives prices from the manufacturers, you will receive an estimate of lease rates based on VEMA's bulk tender. Your rate estimate will appear on the Agreement Authorization. Final lease rates are based on the manufacturer's price and interest rates at the time the vehicle is delivered to VEMA.

- 7. Sign the Agreement Authorization(s).** Sign and return the Agreement Authorization for each vehicle you are ordering. The signed authorization provides approval for VEMA to proceed with your vehicle order(s).
- 8. Vehicles are delivered to VEMA.** The delivery of the new vehicles depends on when the manufacturers schedule their assembly in the production cycle, as well as where VEMA's order is placed in their order banks. Expect the new vehicle(s) to begin arriving in early December.
- 9. VEMA arranges for pick up of the vehicle.** VEMA will contact you and arrange a convenient pick up date and time. All vehicle pick-ups will take place at VEMA's Winnipeg office at 626 Henry Avenue. Please remind drivers to have their driver's licence with them as VEMA will ask for proof of a valid driver's licence.
- 10. VEMA will register and insure vehicle.** VEMA will register and insure the vehicle(s) once the pick up date is arranged. The insurance will be in effect from the date the vehicle is scheduled to be picked up.
- 11. Sign lease.** VEMA will prepare the lease agreement to be signed for each vehicle shortly after you receive the new vehicle(s).



## Planning Stage

The following questions will help you determine your needs:

1. **Examine your current fleet and transportation arrangements.**

What vehicles do you currently have? What condition are they in? What are the current costs for Rent (long-term and daily) and operation (Variable rates, Fuel, deductibles, insurance, Direct Invoices)?

VEMA can assist with your annual analysis.

What are the projected costs (operating and rent)? Which vehicles should be replaced, based on either costs or condition? What is each vehicle's current arrangement (owned, leased, rented, personal kilometres)? What are the opportunities to alter these arrangements if needed? Can rotation of existing vehicles maximize use?

2. **Determine your current transportation needs.**

What programs do you have that require transportation? How many vehicles does each program need? What vehicles are wanted and which are needed? What type of vehicle(s) does each group need? What is its projected use? How often does each program require the use of a vehicle?

3. **Identify gaps.**

Do you need additional/different types of vehicles in your fleet? What will it cost to replace older vehicles with newer vehicles? What will it cost to keep older vehicles with higher projected operating costs?

4. **Consider the environment.**

For Government of Manitoba organizations: the government has introduced a fuel efficiency standard for government vehicles with gross vehicle weights (GVW) of less than 8501 lbs. as part of *The Climate Change and Emissions Reduction Act*. The standard is designed to encourage the reduction of fuel consumption and greenhouse gas emissions of our light duty fleet. More information is available on our website at: [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca).

Do you have the right vehicle for the job? If you are only transporting passengers, will a mid-size sedan meet your requirements instead of an SUV? Balance your intended usage with the most environmentally-responsible vehicle that can do the job.

5. **Make your decision.**

After considering the above and keeping the environment in mind, decide on how many new vehicles are required and what types of vehicles will best suit your needs.





# Vehicle Disposal

### Returning a Vehicle (other than Short-Term Rentals)

Contact the Light Duty Fleet Manager at 204-945-3303 to schedule a convenient appointment for the return of a vehicle. Drivers must deliver vehicles directly to VEMA's Winnipeg head office at 626 Henry Avenue. A visual inspection of the vehicle will be conducted with the driver. Upon the completion of the inspection, the driver will be asked to sign off.

### Lease Settlements

When your lease expires and the vehicle is returned to VEMA, we will arrange for its disposal and settle the lease with your organization. In most cases, VEMA will dispose of the vehicle at public auction.

If the vehicle is retained by VEMA as a long term rental, then the lease residual will be settled based on an appraised or book value.

### Early Lease Termination

It is possible to terminate a lease agreement early if you decide not to continue with a lease to the end of its term. A penalty will apply to all early lease terminations. The amount of the penalty varies depending on each lease, term and vehicle. Call VEMA for more information.

VEMA does offer a service to discover if another organization, within our customer base, would be interested in assuming your lease. An announcement, indicating the details of your vehicle, is sent to all VEMA customers.

In addition, our Light Duty Fleet Manager will research possible alternative placements. There is a fee for this service whether or not the vehicle is placed. Call VEMA for details.

### Post-Auction Settlement

VEMA will settle the vehicle lease after receiving the sale proceeds from the auction.

If the actual resale amount obtained from the auction (actual residual or appraised value) is greater than the amount indicated on your lease agreement (projected residual value), VEMA will owe you the difference.

However, if the actual residual or appraised value is lower than the projected value, you will owe VEMA the difference. Maintaining and keeping your vehicles in good condition will help bring higher resale values and a positive impact on your lease settlement.

VEMA will deduct auction preparation charges from any proceeds or issue a Direct Invoice where the actual residual value was lower than the expected residual value.



### Disposal at Public Auction

VEMA begins the auction process as soon as you return your vehicle, as applicable. In order to improve its chances of a higher resale value, VEMA may recommend that you safety and detail the vehicle, depending on its condition, market demand and age. Any costs associated with re-marketing are deducted from the sale proceeds.

VEMA auctions are typically held once per month. We post information about all vehicles slated for auction on our website. Everyone is welcome to attend the auction and bid on the vehicles.





PART 2

# Radio Services

Cost-effective solutions to meet  
your wireless communication needs

### About Radio Services

Radio Services, a unit of the Light Duty Division – VEMA, is Manitoba’s public sector wireless communications experts.

As a public sector provider, Radio Services assists government departments, rural municipalities, regional health authorities, fire departments and school divisions with cost-effective solutions, while facilitating an efficient and effective communications network.

Our goal is to help you boost productivity, while reducing your operational costs.

### What We Do

Radio Services is responsible for all provincial government wireless communications networks, including installing and removing mobile cellular telephones in different types of vehicles as required. It is also accountable for evaluating and supplying the **Fixed** (base units) and **Mobile** (portable units) radio requirements for its clients.

Highly skilled and certified electronic technicians will work with you to identify every aspect of your communications needs. Whether your request is for the design, procurement, installation and/or the maintenance of wireless communication systems, such as Fleetnet, VHF and UHF, the Radio Services team will provide you with the right solutions for your needs.

*Radio Services is your one-stop, only stop location.*



## Locations

Contact Radio Services for further information or a quote on any of our services.

In Winnipeg, our Head Office is located at:

626 Henry Avenue  
 Winnipeg MB R3A 1P7  
 T: 204-945-1987  
 F: 204-957-1109



In Dauphin, our satellite office is located at:

105 Laura Street  
 Dauphin MB R7N 2V3  
 T: 204-648-3671  
 F: 204-622-2379



Email Winnipeg or Dauphin at: [radioservices@gov.mb.ca](mailto:radioservices@gov.mb.ca)

### What We Offer

Radio Services can assist with every aspect of your communications requirements, including the design, procurement, installation and maintenance of your wireless communications systems, such as Fleetnet, VHF/UHF and pagers.

- **System and Tower Design and Installation**, such as service, maintenance and inspections
- **Hardware Sales, Leases and Rentals**, including volume discounts with competitive rates and variable terms
- **Maintenance Coverage on Existing Electronics**, including non-directional beacons, runway light actuators and remote weather reporting stations
- **Radio Services Repair Facility**, including certified technicians for all your service and maintenance requirements
- **Preventive Maintenance** includes the inspection and basic maintenance of all your equipment
- **Mobile Service Vehicles** with two vehicles in Winnipeg and one in Dauphin for on-site repairs
- **Replacement Batteries** for radios, pagers, as well as cellular and satellite phones
- **On-site or In-house Troubleshooting Diagnostics**, including evaluating, testing, and providing remedial recommendations and action
- **Consulting Services**, providing one-stop professional expertise when considering any new or replacement network



# Services



### System and Tower Design and Installation

Radio towers are located throughout the province. They provide continuous, essential and reliable services to a number of organizations, such as Manitoba Conservation and Water Stewardship, the Manitoba Protective Services Branch and municipalities. Each organization maintains ownership and operates its own equipment.

Radio Services provides a complete project management integration package which includes, but is not limited to:

- needs assessment/solutions review
- site surveys and layout maps
- systems integration – from concept to delivery and optimization of your equipment, including training on usage and equipment maintenance
- sourcing of products, materials, equipment and contractors
- contracting services
- soil testing and evaluations
- installation of foundation (as necessary)
- specifications development in conjunction with professional engineers
- building and installing to CSA standards
- repeater unit installation
- equipment programming
- Industry Canada licensing
- inspection and certification by qualified structural engineers
- customized training on usage and equipment maintenance
- troubleshooting diagnostics
- service and maintenance (on-site or in-house)
- certified electronic technicians

### Service and Maintenance

Every five years, or as required, your communications tower will be inspected and certified by a structural engineer to ensure your equipment is safe and working to its optimal performance. When maintenance is required, Radio Services has a fully equipped and highly skilled certified team to provide your comprehensive servicing needs.

*Radio Services also provides maintenance coverage throughout the province for other existing electronics, including non-directional beacon equipment, runway light actuators and remote weather reporting stations.*

## Hardware Sales, Leases and Rentals

Radio Services carries a full line of reliable and dependable hardware for sale, lease or rent to help keep your users fully connected and communicating – *faster, easier and clearer*. We also offer competitive rates and variable terms:

- **Rentals** – daily, weekly or monthly
- **Lease to Own** – on a monthly basis

### Hardware

Hardware products include, but are not limited to:

- **Portable and Mobile Satellite Phones**  
Provides optional dispatch channels, a full line of optional accessories, including waterproof cases and custom installations to meet your needs.
- **Video Surveillance and Public Address Systems**  
Includes acquisition, installation and maintenance of video surveillance and public address systems equipment.
- **Repeaters**  
Includes communications equipment that can transmit in FM, VHF and UHF.
- **Pagers**  
Includes single and dual channel, as well as paging encoders.
- **Radios**  
Includes portable, mobile and bases in AM/FM, VHF, UHF and 800 MHz trunked radios, analog and digital.

Our major communications provider is Motorola. But, Radio Services will also source new and used radio equipment from other manufacturers, such as Icom and Kenwood.

### Licensing

No need to worry about your radio licences being up-to-date or renewed. Radio Services will take care of that for you. All licensing for UHF and VHF equipment, including renewals, is completed by Radio Services on an annual basis.

## Consulting Services

Radio Services will be pleased to provide your organization with consultation services when it is time to plan for a new network or enhance/replace your existing system.

## How to Order Radio Equipment

- If your organization is a Manitoba Government department or agency, you can order radio equipment using SAP.
- If your organization is outside the Manitoba Government network, equipment can be ordered using your organization's normal purchasing procedures.

## Moving and Transferring Radio Equipment

Contact Radio Services before you move radio equipment from one VEMA customer (region or branch) to another. Our records and billing information will be updated accordingly, ensuring your organization is not invoiced for equipment you no longer have.

### ***Important!***

Transferring radio equipment without informing the Radio Services team affects your billing!

## Volume Discounts

Gain access to VEMA's volume discounts and save! As a cost-recovery business, Radio Services offers competitive pricing while providing high-quality, affordable communications systems services.

VEMA tenders for bulk purchase on all parts and accessories to ensure the lowest possible price. This includes products such as:

- batteries
- antennas
- radios
- accessories
- cables and connectors

# The Radio Services Repair Facility



## Service and Maintenance

Radio Services plays a significant role in maintaining communications equipment throughout the province. Over 4000 radio networks, including towers and 2-way radios, have been installed and are maintained (as necessary) by the team.

Radio Services:

- installs, maintains and repairs two-way radios
- services existing radio-base stations and remote monitoring devices
- installs and/or removes cellular phones and mobile radio equipment in vehicles, as well as heavy equipment, marine operations, buildings and towers
- provides quotations for repairs, purchases or replacements
- troubleshoots and conducts system repairs, including coverage
- provides preventive maintenance on all radios
- provides on-site or in-shop service by certified electronic technicians
- provides radio licensing

Your equipment could be your lifeline — keeping it working at peak performance is integral!

As an accredited repair facility, Radio Services carries all makes and models of radios and radio equipment, including Motorola, Icom and Kenwood. Our inventory also includes a full line of accessories and parts for many other types of radio equipment.

## Preventive Maintenance

Take advantage of your down-time. Radio Services will inspect and provide basic maintenance (as necessary) to ensure your equipment is always ready to go at a moment's notice. For example, when fighting forest fires in remote areas, Manitoba Conservation and Water Stewardship can be assured that their communications equipment are fully operational when their teams are. Contact Radio Services to find out more.

## Troubleshooting

Should your communications system fail, Radio Services is only a call away. We will conduct on-site or in-house troubleshooting diagnostics to identify your problem, provide you with a report of the results and repair your system, per your instructions and approval.

## Mobile Service Vehicles

Two service vehicles in Winnipeg and one in Dauphin are equipped to provide fast on-site repair and maintenance services.

## Replacement Batteries

Radio Services offers a wide range of batteries for radios and pagers, as well as cellular and satellite phones.







A close-up photograph of a person wearing a light blue and white vertically striped long-sleeved shirt. The person's hands are visible; the right hand is resting on a white document with some faint text and lines, while the left hand holds a silver and black pen. The background is a plain, light-colored wall. A green rounded rectangular box is overlaid on the right side of the image, containing the word 'Appendix' in white text.

# Appendix

## VEMA PM Program Schedules (Gas Engines)

Light Division Preventive Maintenance Program — Gas Engines  
(Excluding Ambulances)

VEHICLE MAINTENANCE CHECKLIST <i>During any PM Service, all body damage should be reported to VEMA immediately</i>	Services performed every 6,000 kms or 8 months (whichever comes first)		Services performed at:							
	PM1	PM2	PM3	PM2	PM4	PM2	PM3	PM2	PM2	
Change engine oil and filter, check for fluid leaks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clean interior and exterior if requested (wash and vacuum)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check exhaust — visual	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check air filter — replace if required	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Visually inspect and adjust tire pressure and re-torque wheel nuts to specifications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check steering and suspension — visual	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check horn, windshield wipers and lights for proper operation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inspect belt, hoses, battery terminals, all fluid levels, heater controls, and advise if service is required	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lube all lock, latch and hinge (door, hood, trunk and spare tire mount if applicable)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check driveline — visual if applicable	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inspect all brakes (remove wheels)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check front-end and trailer tires (if required)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check all warranty related components (if applicable)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace cabin air filter (if required)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check suspension and steering components	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Four wheel alignment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Road Test	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace spark plugs (if required as per Manufacturer's recommendation)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic Transmission Service (if required as per Manufacturer's recommendation)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change differential fluid and transfer case fluid (if required) as per Manufacturer's recommendation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

CONTACT VEMA FOR SERVICES TO BE PERFORMED

**Mandatory Safety Inspections(s)**

- Perform applicable Safety Inspection as required by Manitoba Public Insurance (MPI) Vehicle Standards
- Check cooling system, coolant strength and block heater operation

**Winterizing Procedures (to be done every fall):**

- Check block heater if possible (some block heaters will not turn on unless a certain temperature is reached)
- Complete AVR check (includes load testing battery)
- Check anti-freeze (should be good to -40 C)

The above Preventive Maintenance Program was developed by the Vehicle and Equipment Management Agency (VEMA) to optimize the life and operational performance of your vehicle. For more information on the Program, call our toll-free number at 1-800-368-6699 or visit our website at [www.vema.mb.ca](http://www.vema.mb.ca). We can reach us at 204-945-2525 or 204-945-5127 within Winnipeg, or 1-800-368-6699 outside of Winnipeg.



## VEMA PM Program Schedules (Diesel Engines)

Light Division Preventive Maintenance Program – Diesel Engines  
(Excluding Ambulances)

## VEHICLE MAINTENANCE CHECKLIST

During any PM Service, all body damage should be reported to VEMA immediately

	Services performed at:			
	Services performed every 6,000 kms or 8 month interval (whichever comes first)	25,000 kms 75,000 kms 125,000 kms 175,000 kms 225,000 kms PM2	50,000 kms 150,000 kms PM3	95,000 kms 200,000 kms PM4
Change engine oil and filter, check for fluid leaks	✓	✓	✓	✓
Clean interior and exterior (if requested (wash and vacuum)	✓	✓	✓	✓
Check exhaust — Visual	✓	✓	✓	✓
Check air filter — replace if required	✓	✓	✓	✓
Visually inspect and adjust tire pressure and re-torque wheel nuts to specifications	✓	✓	✓	✓
Check steering and suspension — visual	✓	✓	✓	✓
Check horn, windshield wipers and lights for proper operation	✓	✓	✓	✓
Inspect belts, hoses, battery terminals, all fluid levels, heater controls, and advise if service is required	✓	✓	✓	✓
Lube all locks, latches and hinges (hood, trunk and spare tire mount if applicable)	✓	✓	✓	✓
Check driveline — visual if applicable	✓	✓	✓	✓
Inspect all brakes (remove wheels)	✓	✓	✓	✓
Check front-end and rotate tires (if required)	✓	✓	✓	✓
Check all warranty related components (if applicable)	✓	✓	✓	✓
Replace cabin air filter (if required)	✓	✓	✓	✓
Check suspension and steering components	✓	✓	✓	✓
Four wheel alignment	✓	✓	✓	✓
Road Test	✓	✓	✓	✓
Replace fuel filter	✓	✓	✓	✓
Automatic Transmission Service (if required) as per Manufacturer's recommendation	✓	✓	✓	✓
Change differential fluid and transfer case fluid (if required) as per Manufacturer's recommendation	✓	✓	✓	✓

CONTACT VEMA FOR SERVICES TO BE PERFORMED

## Mandatory Safety Inspections(s)

- Perform applicable Safety Inspection as required by Manitoba Public Insurance (MPI) Vehicle Standards
- Check cooling system, coolant strength and block heater operation

## Winterizing Procedures (to be done every fall):

- Check block heater if possible (some block heaters will not turn on unless a certain temperature is reached)
- Complete AVR check (includes load testing battery)
- Check anti-freeze (should be good to -40 C)

The above Preventive Maintenance Program was developed by the Vehicle and Equipment Management Agency (VEMA) to optimize the life and dependability of your vehicle. Following this program and performing the recommended services will remain your responsibility. VEMA must authorize all repairs and services. You can reach us at 204-945-5388 or 204-945-5171 when Winnipeg, or 1-800-363-6699 outside of Winnipeg.



## VEMA PM Program Schedules (Ambulances)

Light Division Preventive Maintenance Program – Ambulances  
(Gas and Diesel Engines)

VEHICLE MAINTENANCE CHECKLIST <i>During only PM Service, air body damage should be reported to VEMA immediately</i>	Services performed every 6,000 kms or 6 month interval (whichever comes first)	Services performed at:			
		PM1	PM2	PM3	PM4
Change engine oil and oil filter; check for fluid leaks	✓	✓	✓	✓	✓
Check (lean) air filter; replace if required	✓	✓	✓	✓	✓
Visually inspect tires (including spare tire)	✓	✓	✓	✓	✓
Adjust tire pressure and re-torque wheel nuts to specification	✓	✓	✓	✓	✓
Check jack, jack handle and wheel wrench (proper location and operation)	✓	✓	✓	✓	✓
Visually check and lubricate all steering, suspension and driveline components	✓	✓	✓	✓	✓
Lubricate components equipped with grease fitting	✓	✓	✓	✓	✓
Check operation of all vehicle safety equipment, including:					
• mirrors	✓	✓	✓	✓	✓
• emergency lighting	✓	✓	✓	✓	✓
• speedometer	✓	✓	✓	✓	✓
• windshield wipers and washers	✓	✓	✓	✓	✓
• seatbelts	✓	✓	✓	✓	✓
Check exhaust — Visual	✓	✓	✓	✓	✓
Check:					
• all belts	✓	✓	✓	✓	✓
• coolant hoses	✓	✓	✓	✓	✓
• all fluid levels; check for leaks	✓	✓	✓	✓	✓
• battery terminals; check battery fluid levels	✓	✓	✓	✓	✓
• heater and AC controls	✓	✓	✓	✓	✓
Check all doors and hood lock, latches and hinges	✓	✓	✓	✓	✓
Check and service charging and starting system; check battery fluid levels	✓	✓	✓	✓	✓
Perform complete charging system and AMB check (record reading)	✓	✓	✓	✓	✓
Clean battery cases and terminals	✓	✓	✓	✓	✓
Replace fuel filter (diesel engine only) per Manufacturer's recommendation	✓	✓	✓	✓	✓
Inspect brakes (remove wheels)	✓	✓	✓	✓	✓
Read tire tread	✓	✓	✓	✓	✓
Inspect and adjust wheel bearings (if required)	✓	✓	✓	✓	✓
Check all warranty related components (if applicable)	✓	✓	✓	✓	✓

## Yearly Maintenance and Safety Inspection

- Complete Manitoba Public Insurance (MPI) Commercial Truck Inspection (Note: Replace brake lining if worn 50% or greater)
- Automatic Transmission service (if required) per Manufacturer's recommendation
- Check and adjust front-end alignment (if required) per Manufacturer's recommendation
- Replace rear differential fluid (if required)
- Check cooling system, coolant strength and block heater operation
- Check for tune-up and replace fuel filter — gas engines only (if required)

The above Preventive Maintenance Program was developed by the Vehicle and Equipment Management Agency (VEMA) to optimize the life and dependability of your vehicle. Following this program will ensure your vehicle will remain safe and dependable. VEMA field technicians at repairs and services. You can reach us at 204-945-5288 or 204-945-5157 within Winnipeg, or 1-800-385-8891 outside of Winnipeg.



## Sample of VEMA Accident Report (Page 1 of 2)

## VEMA Accident Report

MPV Claim Number	MPV Adjuster Name and Phone (if known)
Unit Number	Date of Accident
Location	

If you're in an accident . . .

1. Call Police if
  - A person is injured or there is a fatality.
  - Your vehicle has been vandalized or subject to a hit and run or theft.
  - The other driver is uninsured or driving with a suspended license.
  - The other driver is impaired.
2. Call MPV at 204-985-7000 or Toll-Free 1-800-665-2410 (outside of Winnipeg) to open a claim. Record your claim number above.
3. Call VEMA at 1-800-363-6693 to report your accident.
4. Send a copy of this form and any supporting pictures to VEMA  
Mail: 625 Henry Ave., Winnipeg, Manitoba R3A 1P7  
Fax: 204-957-1109  
Email: [vemainfo@gov.mb.ca](mailto:vemainfo@gov.mb.ca) (forms are available at [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca))
5. If applicable, forward copies of your completed form to your insurance officer, supervisor or appropriate organization contact.

## A. Organization

Organization/Branch	VEMA Customer Number	
Address		
Phone	Fax	E-mail

## B. VEMA Vehicle

VEMA Unit Number	License Plate Number	Make/Model
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## C. Driver

Name	Driver's License Number	Driver's License Expiry Date	
Day Phone	Evening Phone	Fax	E-mail
Name of Immediate Supervisor	Phone Number of Immediate Supervisor		

D. Occupants – Total Number of Occupants: \_\_\_\_ (not including driver)  
(Please attach a separate sheet if more than one occupant was involved)

Name	Address		
Day Phone	Evening Phone	Fax	E-mail

E. Other Vehicles and Drivers – Total Number of Vehicles Involved: \_\_\_\_ (including your VEMA vehicle)  
(Please attach a separate sheet if more than two vehicles were involved)

License Plate Number	Province/State of Plate	License Expiry Date	
If Not Manitoba Plates—Name of Insurance Company	If Not Manitoba Plates—Policy Number	If Not Manitoba Plates—Name of Agent and Address	
Year and Make	Model (Body Type: Sedan, Mini Van, etc.)		
Driver's Name	Driver's License Number	Driver's License Expiry Date	
Address			
Day Phone	Evening Phone	Fax	E-mail
Vehicle Owner's Name (if not Driver)	Address		
Day Phone	Evening Phone	Fax	E-mail



## Sample of VEMA Accident Report (Page 2 of 2)

## F. The Accident

Date	Time (AM/PM)	Location		At the time of the accident was the vehicle being used for: <input type="checkbox"/> Business <input type="checkbox"/> Personal use
Light Conditions (Down, Day, Dusk, Dark)	Weather at Time of Accident	Type of Road Surface		Road Condition
Name of Witnesses (other than occupants)		Witness Phone	Witness Address	
Did You Consume Any Drugs or Alcohol? <input type="checkbox"/> Yes <input type="checkbox"/> No		If so, How Much	When	
Did the Other Driver Appear to Have Been Impaired? <input type="checkbox"/> Yes <input type="checkbox"/> No		Give any Details		
Direction of Vehicle	On What Road?	What Side of Road?	Speed	
Direction of Other Vehicle	On What Road?	What Side of Road?	Speed	
What Traffic Signals Were Present?				
Did you Give A Warning Signal? <input type="checkbox"/> Yes <input type="checkbox"/> No	What Kind?		Which Lights Did You Have On (if any)?	
Did the Other Driver Give A Warning Signal? <input type="checkbox"/> Yes <input type="checkbox"/> No	What Kind?		Did the Other Driver Have their Headlights On? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Has the Accident been Reported to Police? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did Police Attend the Scene of the Accident? <input type="checkbox"/> Yes <input type="checkbox"/> No		Name of Police Force	
Police Officer's Name	Police Phone	Police File Number		
Have the Police Charged Anyone? <input type="checkbox"/> Yes <input type="checkbox"/> No	Name of Person Charged	Nature of Charge		

## G. Injuries and Damage (please attach a separate sheet if you require more room.)

Nature of Damage to Other Vehicles
Nature of Injuries to Drivers or Occupants
Nature of Damage to Unit

## H. Driver's Detailed Description of How Accident, Loss or Mechanical Damage Occurred

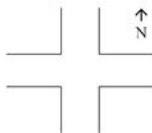
State Cause of Accident	
Driver Signature	Date

## I. VEMA USE ONLY

Preventative and Corrective Action	
VEMA Vehicle Deductible	Maximum Insured Value

If helpful, illustrate the accident at right. Be sure to note:

- The name of all streets.
- Course of all cars involved, and
- Position of vehicles at instant of accident.



620 Henry Avenue, Winnipeg, Manitoba R3A 1P7  
Phone: 1-800-363-6953 Fax: 204-957-1109  
Copies of this form are available at [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca)

Last Revision Date: June 20, 2013



## Fleet Management Best Practices

VEMA recommends that you follow industry best practices when managing your fleet.

- **Keep your vehicles in good condition**

Vehicles that have been maintained throughout their lives bring higher resale values, saving you money on your lease settlements.

- **Rotate vehicles regularly**

Rotating high and low use vehicles allows you to balance uneven use and ensure you are on target with each vehicle's lease term.

- **Adhere to your replacement cycle and maintain a younger fleet**

Younger vehicles are often under warranty, cost less to operate and significantly reduce unscheduled driver down-time. The vehicles are also more environmentally friendly since their emission levels are lower.

- **Consider the environment**

Remember to consider the principles of *The Government's Climate Change and Emissions Reduction Act*. When choosing a vehicle, keep in mind its impact on the environment. Emissions from vehicles contribute to air quality problems and greenhouse gases that add to climate change.

- **Reduce the cost of short-term travel**

Lease a vehicle for sharing, or a group of vehicles for drivers who regularly rent vehicles or use their personal vehicles for business travel. You will reduce the amount you spend on rental vehicles and driver reimbursements.

### Driver FAQs

Below are some questions drivers most frequently ask. Please call us at 1-800-363-6693 if you do not see your question answered here.

**1. I had my vehicle in for a preventive maintenance service last week. Why did I get a PM Notice saying my vehicle was overdue for this service?**

Two things trigger our PM reminders: time and your vehicle odometer reading. In most cases, the odometer reading triggers first. We rely on regular odometer readings through our monthly distance reporting systems and through our Pre-Authorization Service when you take your vehicle to a shop for service. The PM Service is an exception-based trigger. VEMA will not send your vehicle coordinator a PM notice until your vehicle is over the specified km trigger.

If you have received a PM notice after you have had the service performed, one of several things may have happened:

- **You had the vehicle serviced before you received our PM notice.** The service facility did not contact VEMA for pre-authorization of the work, resulting in your vehicle's maintenance history not being updated in our system. VEMA will continue to issue the PM notice until we are advised otherwise. If this happens, call us to have your vehicle's maintenance history updated.
- **You had the vehicle serviced for an unrelated repair and we asked the facility to perform the PM service.** We do this to save you a second trip to the service facility. You can disregard the notice in this case.
- **We recorded an inaccurate monthly odometer reading.** If the reported monthly odometer reading is incorrect or not received, your PM notice will be affected. The PM Service is one of the reasons why accurate monthly distance reports are so important.

**2. I fuelled up my VEMA vehicle and then discovered my VEMA FuelCard is missing. What do I do?**

You will need to pay for the fuel yourself, but VEMA will reimburse you. Send a copy of your receipt, with your vehicle's unit number on it, to VEMA.

Please call VEMA as soon as possible to report your lost or stolen VEMA FuelCard. We will cancel the card and send you a replacement.



### 3. How do I get a new vehicle?

You will need to contact your vehicle coordinator about new vehicle information. If your organization does not have a central coordinator, call VEMA. We will be happy to discuss your new vehicle options.

### 4. I lost one of my licence plates. Can I just go to my local Autopac agent?

No. VEMA is your MPI agent. We look after all aspects of your vehicle insurance, including replacing lost or stolen plates, stickers, registration cards, and annual insurance renewal.

If you lose a plate, sticker or registration card, please call VEMA at 204-945-0275 in Winnipeg, or 1-800-663-6693 outside of Winnipeg. Other agents will not be able to access your vehicle in MPI's system. VEMA can issue new plates directly from our Winnipeg head office and have it to you as quickly as possible.

### 5. What is my vehicle unit number?

There are several ways you can find your vehicle unit number:

- **VEMA FuelCard** – the unit number is embossed on the card near the lower left corner
- **Inside door jamb** – your unit number is on the sticker located on the inside of the driver-side door
- **Vehicle registration** – the unit number is located on the label affixed to the MPI vehicle registration document
- **Call VEMA** – We will be happy to look up your unit number for you

### 6. My organization has two VEMA vehicles that are shared among several drivers. Can I use the same VEMA FuelCard to buy fuel for both vehicles?

No. Each vehicle has its own VEMA FuelCard. It is very important that you use the right VEMA FuelCard for the right vehicle. This is how we track fuel consumption for individual vehicles. If you fuel up using another vehicle's card, our fuel data, and any reports your organization requests from us, will be inaccurate.

You can easily check that you are using the correct card by referencing the unit number embossed near the lower left corner of your VEMA FuelCard.

### **7. Why do I need to make an appointment to return my vehicle to VEMA?**

Appointments are required to ensure that there is someone available to do an inspection of the vehicle with you at the time it is returned to VEMA. This inspection is done to check for visible damage, ensuring that both your organization and VEMA agree on the vehicle's condition at the time it is returned. In addition, we also ensure items such as the VEMA FuelCard and insurance card are in the vehicle.

## **In Case of an Emergency:**

Reporting an Accident or Vehicle Incident

- 1. Collect information**
  - about the other vehicle and driver
  - witnesses (to protect yourself)
  - damage details
  - accident specifics (who, what, when and where)
  - photos (if possible, take pictures of the scene)
- 2. Call the police/911** for any emergency, personal injury, extensive vehicle damage, theft or vandalism.
- 3. Call MPI** to report the accident and initialize the claim.
  - In Winnipeg: 204-985-7000
  - Outside Winnipeg: 1-800-665-2410
- 4. Call VEMA**
  - In Winnipeg: 204-945-4606 or 204-945-4615
  - Outside Winnipeg: 1-800-363-6693
- 5. Call your vehicle coordinator**
- 6. Complete the VEMA Accident Report**
- 7. Arrange for vehicle repair**

### **Out of Province Accidents**

- Call MPI: 1-800-665-2410
- Call VEMA: 1-800-363-6693

### **Remember!!**

- **Report all accidents**
- **Do not admit liability under any circumstances**
- **Do not attempt to fix the damage yourself**



An Agency of the Manitoba Government

626 Henry Avenue  
Winnipeg MB R3A 1P7

P: 204-945-0275 Toll Free: 1-800-363-6693

F: 204-957-1109 [www.vema.gov.mb.ca](http://www.vema.gov.mb.ca)