

Office of Fleet Management Services Policies and Procedures Manual



**Department of General Services
Serving Government. Serving Virginians.**

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Office of Fleet Management Services

An organizational unit within the Director's Office of the Department of General Services the Office of Fleet Management Services (OFMS) establishes fleet management policies and procedures for all vehicles owned by the Commonwealth, to ensure safe, reliable, and cost efficient vehicular resources are available to state employees and other OFMS customers who conduct the Commonwealth's business.

Definitions

Agency Transportation Officer (ATO) – Designated individual(s) in each state agency, college, or institution (hereinafter referred to collectively as “agency”) that oversee vehicle management and reporting, access to trip pool vehicles, and serve as the link for that agency with OFMS.

Centralized Fleet - Vehicles purchased by the Department of General Services' Office of Fleet Management Services available for use by state agencies on a lease or long-term basis.

DGS Director - The director of the Department of General Services.

Commuting - Use of a state-owned or leased vehicle by an employee for travel between home and office, while not in "travel status."

Employee - Any individual authorized to operate a state-owned vehicle on behalf of the Commonwealth of Virginia, e.g., part-time, hourly, full-time employees, and any individual under contract to perform services.

Fleet Administrator - The director of the Office of Fleet Management Services.

Law Enforcement Officer - Defined in Section 9-169 of the Code of Virginia and/or in accordance with opinions issued by the Attorney General.

Lease - A contract for the use of a motor vehicle from OFMS for a term of more than 30 days.

Office - The facility where the employee routinely reports for duty.

Office-In-Home - The employee's home is the official location from which he/she begins and ends work duties and the employee does not report on any routine frequency to an official state facility prior to beginning work or at the conclusion of work. The location of the employee's home must be within the geographic confines of the employee's assigned work area.

Vehicle – Any State owned passenger-type vehicle registered with the Department of Motor Vehicles that includes but is not limited to sedans, station wagons, minivans, pickup trucks, sport utility vehicles, or vans used primarily for the transportation of the operator and no more than 15 passengers.

Vehicle Management Control Center (VMCC) – Located at the Office of Fleet Management Services. The call center (1-866-857-6866) manages the maintenance activities of all OFMS vehicles and certain agency owned vehicles.

Introduction

A. Authority:

The director of the DGS has been given authority and responsibilities by Chapter 11, Title 2.2 1180 of the Code of Virginia:

The Director may promulgate regulations for the purchase, use, storage, maintenance, repair and disposal of all passenger-type vehicles owned by the Commonwealth and assigned to the centralized fleet. By executive order of the Governor, such regulations may extend to all motor vehicles of any type owned by the Commonwealth, or such of them as the Governor may designate.

By Executive Order 89, this authority and responsibility has been extended to all passenger-type vehicles owned by the Commonwealth. The director of DGS has delegated the responsibilities for implementing approved policies and procedures to the Fleet Administrator.

B. Applicability of Policies and Procedures:

These policies and procedures apply to all passenger-type vehicles, owned by the Commonwealth of Virginia. The Governor may, by Executive Order, extend these policies and procedures to all motor vehicles of any type owned or leased by the Commonwealth, or as the Governor designates.

C. Responsibilities:

- 1) Department of General Services (DGS) is responsible for developing policies and procedures for purchase, use, storage, maintenance and repair, and disposal of state-owned vehicles.
- 2) Office of Fleet Management Services (OFMS) is responsible for the management of the centralized fleet and for developing, administering, monitoring, and enforcing all policies and procedures concerning vehicle assignment, utilization, maintenance, repair, and replacement. Also, OFMS oversees accident reporting and citizen inquiries.
- 3) Agency heads are responsible for monitoring and enforcing, within their agency, all OFMS policies and procedures governing the assignment, use, maintenance and repair of OFMS vehicles. They ensure the timely submission of various OFMS reports and the prompt payment of OFMS bills. Each agency head shall also designate an agency transportation officer to serve as a liaison between their agency and OFMS.
- 4) Agency Transportation Officers (ATO) are responsible for carrying out the duties and responsibilities as assigned by their Agency Head to comply with the OFMS policies and procedures regarding the management and operation of state-owned vehicles. Such duties may include, but are not limited to, the following:
 - a) Establishing internal agency procedures to assure vehicles are maintained and operated in accordance with OFMS policies and procedures; Agencies may develop internal policies and procedures to supplement and strengthen OFMS policies and procedures. However, agencies internal policies and procedures may not supersede or change the policies and procedures set forth in this

- document.
- b) Orientating employees to assure vehicle operators are aware of OFMS policies and procedures, and of their individual responsibilities concerning the use of a vehicle;
 - c) Establishing internal agency procedures to assure vehicle operators possess a valid operator's license and acceptable driving record;
 - d) Keeping OFMS advised of any changes pertaining to vehicle assignment and/or location (applies to OFMS vehicles only);
 - e) Monitoring vehicle utilization to assure optimum use and efficiency;
 - f) Reporting any commuter use of vehicles to OFMS;
 - g) Submitting any requests for exemption to the minimum mileage criteria as set forth in Chapter 11, Section 2.2-1178 of the Code of Virginia and Section III herein, and
 - h) Submitting vehicle reports to OFMS, as requested or required.
- 5) Vehicle operators are responsible for reviewing and conforming to all policies and procedures pertaining to the use, maintenance and operation of a vehicle.

Section 1: Vehicle Deployment and Disposal

I. Assignment

A. Types of Assignment:

- 1) Individual permanent assignment: A vehicle assigned to an agency and used routinely by one individual.
- 2) Agency pool-use assignment: A vehicle assigned to an agency and used routinely by more than one individual.

B. Assignment Criteria:

Individual permanent and agency pool-use assignments: Assignments will be approved only on the basis of one of the following:

- 1) The vehicle is to be driven not less than the annual business mileage (total miles minus commute miles), which is determined in accordance with Chapter 11, Section 2.2-1178 B.1 of the Code of Virginia;
- 2) A law enforcement officer as defined in Section 9-169 of the Code of Virginia;
- 3) An employee whose job duties require the constant use or continuous availability of specialized equipment which cannot feasibly or economically be either transferred between fleet vehicles or carried in personal vehicles. Such equipment may include medical supplies, a monitoring or testing apparatus or other supplies, equipment or material necessary to perform the agency's mission or function;
- 4) An employee, on 24-hour call, who must respond to emergencies on a regular or continuing basis where the emergency response is normally to a location other than the employee's official work station;
- 5) The vehicle is used for essential travel related to the transportation of clients or wards of the Commonwealth on a routine basis, or for essential administrative functions of the agency for which the use of a temporary assignment or personal mileage reimbursement is neither feasible nor economical.

C. Request for Assignment:

Requests by agencies for individual-permanent assignments or pool-use assignments are to be submitted to OFMS on the Form OFMS -1, "Application for Assignment/Purchase/Lease of State Vehicle." Complete the form and have it signed by the Agency Transportation Officer (ATO), the principal operator (if an individual assignment), and the agency head. The form should be submitted at least 90 days prior to the need for the vehicle, when feasible.

D. Request for Confidential Plates

- **1st time request for confidential plates**

1. State agencies with law enforcement authority, ones having units with law enforcement authority, and those who otherwise meet the requirements of §46.2-750 and §46.2-750.1, will send a request for confidential plates to the Director of the Office of Fleet Management Services (OFMS), Fleet Administrator for DGS, requesting confidential tags for these vehicles.
2. A Letter of Authorization from the requesting agency will be addressed to Deputy Director, Law Enforcement Services (LES), Department of Motor Vehicles, on agency letterhead, signed by the current Agency Head, Administrator, Director, etc. This Letter of Authorization establishes the Director OFMS as the person authorized to request confidential tags on behalf of the agency for state agency pool vehicles when these vehicles are to be used for purposes authorized by statute or state policy.
3. The Agency Head, Administrator, or Director will need to provide LES, through the OFMS Director, with information on agency letterhead identifying the designees that are authorized to handle communications and written correspondence on behalf of the agency. This will also serve to identify contact persons for LES to contact when situations involving their vehicles make it necessary for the agency to be notified. DGS will not be contacted, as these matters will be non-administrative.
4. A completed Request for Special Handling form authorized by the Director OFMS and the above mentioned items are to be attached to an Application for Registration and forward to the Law Enforcement Information Services (LEIS) in LES. Both forms should be filled out completely, dated and contain a notation as to the agency for which the request is being made.
5. Upon approval, the request will be processed and forwarded back to the Director OFMS for distribution to the requesting agency's designated internal contact person. A copy of all paperwork submitted with the request will be returned to OFMS for record keeping purposes, as deemed appropriate. The name of the requesting agency will appear below DGS on the registration card to indicate what agency received the confidential plates.
6. LEIS will provide agencies with templates of the letters and forms mentioned above. The original Letter of Authorization and copies of other documentation associated with a request and transaction

will be kept in the agency file established in LEIS.

- **Renewal of current confidential plates**

1. All agencies will have previously provided the requested information through the above process.
2. Renewal notices are mailed to the Director OFMS for current confidentially registered Vehicles (pool vehicles) 30 days prior to the registration expiring.
3. A new completed request form authorized by the Director OFMS is attached to license plate Application and is forward to the Law Enforcement Information Services in Law Enforcement Services. Decals are returned to the Director OFMS for distribution.
4. Any changes in vehicle status or changed information will require a documented request prior to any changes being made.
5. No fee is attached for this process.

E. Agency Assignment - Informational Updates:

Agencies are to keep OFMS advised of any changes regarding vehicle assignment, including changes in vehicle principal assignee, location of vehicle, vehicle exemption, commuting, or any factors which may effect vehicle utilization. The Form OFMS -1, "Application for Assignment/Purchase/Lease of State Vehicle." is to be used to advise OFMS of any changes.

F. Term of Assignment:

Chapter 11, Section 2.2-1178 limits the assignment of a vehicle to a maximum of two years, except upon review by the director of OFMS as to the continued need for the assignment. The approval of a new assignment and the monitoring of existing assignments will be evaluated every three months. Any vehicle failing to achieve the minimum mileage criteria will be reviewed for possible recall. Any changes regarding vehicle use are to be submitted to the fleet administrator in accordance with Section II, D, herein. Vehicle assignments will terminate upon notification by the fleet administrator, unless the agency head determines that the vehicle is no longer needed prior to such notification.

II. Fleet Vehicle Utilization

Chapter 11, Section 2.2-1178 specifies the method used in determining the minimum mileage criteria and other conditions necessary for the assignment of a fleet vehicle. If mileage or conditions are not demonstrated when requesting a vehicle, the assignment will be denied. If mileage or conditions are not met following an assignment, the vehicle will be recalled.

A. Request for Exemption to Minimum Mileage Criteria:

Exemptions to the minimum mileage specified for assignment or retention of a fleet vehicle may be justified if the principal operator of the vehicle has duty assignments routinely related to public safety and/or response to life threatening situations, or if the vehicle's functional use can be classified as a "special need". Requests for exemptions should be submitted to the Fleet Administrator on the Form OFMS -1, "Application for Assignment/Purchase/Lease of State Vehicle." The Fleet Administrator will advise the Agency Transportation Officer (ATO) in writing as to the approval/disapproval of the request with a copy to the appropriate agency head. The agency head, if dissatisfied with the decision, may submit a formal appeal to the director of DGS.

B. Basis for Exemption to the Minimum Mileage Criteria for Fleet Vehicle Assignment:

1. Exemption based on public safety and response to life-threatening situations:

- a. Vehicles assigned to law enforcement officers as defined in Section 9.169 of the Code of Virginia; state employees who have investigative, enforcement and arrest powers pertaining to criminal laws.
- b. Vehicles assigned to state employees whose job duties require the constant use or continuous availability of specialized equipment directly related to their routine functions. (Refer to Section II, B-3 for explanation of "Specialized Equipment")
- c. An employee who is on 24-hour call for response to emergencies on a regular or continuing basis, where the emergency response is normally to a location other than the employee's official work station.

2. Exemptions based on "special need" classification:

- a. Vehicles used for essential travel related to the transportation of clients or wards of the Commonwealth on a routine basis.
- b. Vehicles used for essential administrative functions of an agency for which it is demonstrated the use of a rental vehicle or personal mileage reimbursement is neither feasible nor economical.

C. Recall of Fleet Vehicles Due to Underutilization:

On a quarterly basis the Fleet Administrator will inform the Agency Transportation Officer about the vehicles that failed to meet the minimum mileage criteria. Any vehicles reflecting significant underutilization for the first, second, or third quarter will be recalled immediately. Any vehicles failing to meet the annual minimum mileage criteria, as defined in Chapter 11 Title 2.2 1178, will be recalled at the end of the fiscal year.

The agency will have 30 days to submit a response justifying retention for any vehicle recalled as a result of underutilization. The Fleet Administrator reviews the agency response to the recall notice and advises the agency in writing of a decision.

The agency, in writing to the director of the DGS, may appeal the Fleet Administrator's decision. Failure by the agency to either return the recalled vehicle or submit justification, within 30 days, as to why the vehicle should not be recalled will result in the initiation of administrative sanctions by OFMS.

D. Annual Reporting Requirements

Each Agency will be responsible for submitting an annual report on each non-pool vehicle to the Director of OFMS before September 1.

III. Disposal

A. Removal or Recall of Fleet Vehicles from Agency:

Vehicles, either agency pool or individual assignment, may be recalled if any of the following occur:

1. The vehicle is not driven and is not exempt from the minimum mileage requirement;
2. Vehicle abuse occurs, which includes but is not limited to, the improper care and maintenance of the vehicle such as excess or the extended filth of vehicle, operating the vehicle without servicing at the specified frequency, and damage to the vehicle caused by willful disregard or improper use.
3. If agency billings are not regularly paid within 45 days of receipt.
4. If the operator of a fleet vehicle is delinquent in the payment of parking tickets, fine or citations on more than two occasions in a six-month period.

B. Disposal Criteria

State vehicles will not be **considered** for disposal until they qualify for at least one of the following criteria:

1. Vehicle has over 85,000 miles.
2. Vehicle is more than 7 years old.
3. Vehicle has damage or needs repair that is greater than 60% of the NADA value.
4. Director has determined that the overall condition of the vehicle has deteriorated to an “un-repairable” state.
5. Agency has determined that vehicle is no longer needed and is in excess of their needs.

C. Disposal Process

Once a vehicle has met the minimum disposal requirements and the OFMS has notified the agency, the following steps should be followed.

1. All seals, decals, and equipment should be removed from the vehicle.
2. The vehicle should be returned to the Office of Fleet Management Services 2400 West Leigh Street, Richmond VA 23220.
3. If the vehicle is not drivable, the operator should contact the VMCC. The VMCC will make arrangements for the vehicle to be transported.

Section 2: Safety Program

I. Driver Eligibility

A. Driver's License:

Anyone driving a **state-owned vehicle** must have a valid operator's license. Vehicle operators must show the license prior to obtaining any vehicle from OFMS. Agencies must have policies and procedures in place to verify individuals authorized to drive any state-owned vehicle possess a valid operator's license for the vehicle they will be operating.

B. Monitoring Driver Status

A vehicle operator must have a valid driver's license to drive any state-owned vehicle. For temporary assignments or rental vehicle use, an employee must show the transportation officer or supervisor a driver's license before using the vehicle.

All state agencies with long-term vehicle assignments should use the automated voluntary driving record program offered free to public organizations through DMV. This service monitors employee driving records and notifies the employer if the employee receives a DUI or reckless driving conviction or if driving privileges are suspended, revoked or disqualified. This will ensure agencies are aware of serious driving violations for employees that use state-owned vehicles and can help reduce the risk of accidents and liability for the Commonwealth.

C. Moving Violation Reporting

Each employee is required to report any moving violation that occurs in a state vehicle to their supervisor within 3 business days. Failure to do so may result in disciplinary action by their agency and may lose their privilege to operate a fleet vehicle.

II. Vehicle Use

A. General Operation:

Operators should practice defensive driving by anticipating and observing the actions of other drivers and controlling the vehicle in a manner so as to avoid accidents. When operating the vehicle be aware that averting your eyes from the road may cause an accident. Use 'best judgment' when changing climate control settings, using the radio, or accessing other settings on the vehicle's dashboard. All state operators should perform a walk around visual inspection of a state vehicle prior to moving. Smoking and the use of other tobacco products are prohibited in CoVA vehicles.

B. Official Use Only:

Operators shall use fleet vehicles for official state business only. Operators guilty of misuse are subject to disciplinary action by their agency and may lose their privilege to operate a fleet vehicle. Vehicles are to be operated in a manner which avoids even the appearance of impropriety.

C. Relatives:

Family members of state employees are permitted to ride in fleet vehicles only when travel is directly related to official state business. Even then state employees are encouraged to use personal vehicles. Agency

Transportation Officers should be consulted regarding agency-specific policies regarding this matter.

D. Hourly and Part-Time State Employees and Non-State Employees:

An agency may permit students, part-time or hourly employees, and volunteers to state service, to operate or ride in fleet vehicles if on official business for the agency.

Individuals not employed by the state may accompany state employees operating fleet vehicles when they have an interest in the purpose of the trip and their presence is directly related to official state business.

Non-state employees may be authorized to operate a fleet vehicle if they are performing a contracted function for the state and if such contract specifies that the state will provide such vehicle. Non-state employees, when authorized by the agency to operate a fleet vehicle, are subject to the same rules and regulations as state employees concerning the use and maintenance of the vehicle.

E. Hitchhikers and Pets:

Hitchhikers and pets are not allowed to ride in any CoVA vehicle.

F. Cellular Phones or Handheld Devices

Cell phones, blackberries, smart-phones, or other electrical devices must be operated via a hands-free device. Any other use such as text messaging or emailing is prohibited while the vehicle is in drive and/or in motion.

G. Eating

Eating food is prohibited while driving.

H. Compliance with Motor Vehicle Laws:

It is the responsibility of each individual operator to observe all motor vehicle laws of Virginia. Operators must not knowingly operate vehicles that do not comply with legal requirements.

It is the responsibility of each agency and institution to guarantee employees possess a valid driver's license prior to authorizing use of a fleet vehicle.

All violations and fines, including parking citations, are the responsibility of the assigned driver at the time of such violation. Abuse of motor vehicle laws by an operator may result in the loss of the privilege of a fleet vehicle.

I. Alcoholic Beverages and Drugs:

Under no circumstances may a state employee operate a vehicle while under the influence of intoxicating beverages, drugs or other substances. Conviction of such offenses will result in the loss of the privilege of a CoVA vehicle. No state vehicle may be used to transport alcoholic beverages unless it is operated by an employee of the Alcoholic Beverage Control Board or other law enforcement personnel in the performance of their official duties.

J. Use of Personal Vehicles:

When authorized by the agency, employees may use personal automobiles in the discharge of official duties

within the continental limits of the United States with reimbursement at the rate prescribed by the Travel Regulation.

Agencies should monitor, on an annual basis, the personal mileage reimbursement paid to each employee. Such information may reflect the need for additional fleet vehicle assignments. Agency Transportation Officers should be consulted for agency-specific policies concerning the use of personal vehicles.

K. Parking and Storage of Fleet Vehicles:

Individuals and agencies are responsible for secure and safe storage and parking of vehicles. Fleet vehicles shall not be left on residential streets or highways overnight unless it is necessary due to mechanical failure or emergency or if you have received approval from the Fleet Administrator. When a fleet vehicle is parked on a municipal street it shall be the responsibility of the driver's agency to ensure payment of all parking fees and any parking fines assessed against the vehicle. The vehicle may be parked in a commercial or municipal parking facility provided the driver or the driver's agency pays parking fees. The assigned driver shall be responsible for towing fees resulting from improper parking.

L. Toll Charges:

Toll charges incurred during travel in a fleet vehicle are the responsibility of the operator and/or agency.

M. Out-of-State Travel:

Any use of a fleet vehicle outside of Virginia or the directly connected states should be discussed in advance with the Fleet Administrator for verification of appropriate insurance coverage. The commercial credit card provided with each fleet vehicle is normally accepted nationwide for the procurement of fuel. Verify credit card acceptance with the commercial establishment prior to authorizing purchasing fuel. Any vehicle which is routinely domiciled outside of the Commonwealth must be approved by the Director, OFMS.

N. Driving Under Adverse Weather Conditions:

Operators who drive a fleet vehicle during adverse weather conditions are cautioned to take extreme care to ensure the safety of driver and passengers. Repairs for any damage to the vehicles resulting from their operation during adverse weather conditions will be charged to the using agency if it is found damage was caused by the driver's negligence.

O. Responsibility for Loss or Damage of Personal or Agency-Owned Property:

OFMS is not responsible or liable for loss or damage to any personal or agency-owned property or belongings transported or left in a vehicle issued by OFMS. Waiver of liability includes, but is not limited to water damage of contents caused by misalignment of trunks, doors or faulty weather-stripping resulting in interior exposure to the elements. It is the responsibility of each operator to report defects to the VMCC for correction.

P. Loss of Fleet Vehicle Keys:

OFMS is not responsible for any costs associated with keys being lost, stolen or locked-in the vehicle. Any costs for duplicate keys, locksmith services, or damage to vehicle resulting from forced entry by a state employee shall be the responsibility of the agency assigned the vehicle. If locked out of the vehicle contact the VMCC.

Q. Seatbelts:

Seatbelts must be used in accordance with state law.

III. OFMS Pool Vehicle Accidents

A. Notification of State Police:

The driver involved in the accident MUST contact the VMCC. The VMCC will then make arrangements to contact a local state trooper. All accidents involving a fleet vehicle, regardless of the amount of damage, must be investigated by a State Police officer. Arrangements for the handling of investigations have been made with the Department of State Police and all troopers are familiar with the information desired.

B. Towing:

When a fleet vehicle is inoperable, the operator shall call the VMCC to arrange for towing or on-site repairs, or for the transportation of the driver and any passengers to a safe location.

C. Completion of Accident Reports:

The operator is required to complete an "Automobile Loss Notice" form on any crash regardless of the amount of property damage or personal injury within 10 business days of the accident. The forms may be obtained from your Agency Transportation Officer. The original of the "Automobile Loss Notice" form should be forwarded directly to the Commonwealth's insurance carrier and a legible copy of the "Automobile Loss Notice" form should be forwarded to the TECOM VMCC, 2400 W. Leigh Street, Richmond, Virginia 23220.

Vehicles operated through the Richmond OFMS location each contain an envelope in the glove compartment with a crash checklist and instructions. These information packets are also provided directly to the agencies with vehicles on regular assignment. If the Insurance Information Card is not available or if assistance is needed contact the VMCC.

Operators are cautioned against accepting responsibility for an accident or discussing the crash with anyone other than their supervisors, law enforcement officers, or a representative of an insurance company representing the Commonwealth of Virginia. The name and address of the Commonwealth's insurance carrier are noted in the "Accident" packet, which should be located in the glove box of each vehicle.

D. Uniform Accident Prevention Committee:

The Uniform Accident Prevention Committee, chaired by a representative of the Virginia State Police, is comprised of representatives from 12 state agencies. This committee reviews, evaluates, and classifies all accidents involving centralized fleet vehicles.

The OFMS Director will advise the state operator's Agency Transportation Officer of the committee's decision regarding responsibility for the accident. The crash will be classified as either preventable or non-

preventable by the state operator, or as an incident.

The state operator, if dissatisfied with the committee's decision, may initiate an appeal. An appeal may take the form of a request to appear before the committee or to be submitted in writing to the Fleet Administrator for submission to the committee for reconsideration. The committee will consider the additional facts or documentation and will advise the state operator's Agency Transportation Officer of their final decision.

If the operator is still dissatisfied with the appeal ruling the next and final step is for the agency head of the agency employing the operator to write to the superintendent of state police requesting an appeal before a state police panel.

E. Accident Repairs and Cost Responsibility:

The vehicle should be taken to a shop specified by the VMCC for the securing of estimates and/or repair. Shop personnel will secure the necessary estimates and provide copies to the VMCC.

In those cases where police have identified a third party to the accident and determined the third party to be at fault for the accident, OFMS will assume the costs for the vehicle repairs or loss. **In all other cases, including incidents, the leasing agency will be responsible for the costs of repairs/loss.** The decision of the Uniform Accident Prevention Committee is to assist the agency in determining whether they need to take any action against their driver.

Prior to moving a vehicle all state drivers must perform a walk around visual inspection of the state vehicle, if damage is noticed call the VMCC immediately.

F. Appeal of Fleet Administrator's Decision:

The agency head, if dissatisfied with the decision of the Fleet Administrator, may submit a written appeal to the director of DGS. The director will review the appeal and advise the agency head and the Fleet Administrator of the decision.

IV. Agency Owned Vehicle Accidents

A. Notification of State Police

The driver involved in the accident must contact the VSP. All accidents involving a fleet vehicle, regardless of the amount of damage, must be investigated by a State Police officer. Arrangements for the handling of investigations have been made with the Department of State Police and all troopers are familiar with the information desired.

B. Accident Notification, Towing, Repair and Cost Responsibility

In those cases where an accident involves an Agency owned vehicle, refer to agency procedures.

Section 3: Travel and Commuting

I. Commuting

A. Request for Use of Fleet Vehicle for Commuting:

As specified in Chapter 11, Section 2.2-1179, fleet vehicles may not be used for commuting unless such use is required with respect to the duties of the employee and approved by the appropriate Cabinet Secretary, agency head and the Fleet Administrator. Requests for the use of a fleet vehicle for commuting are to be submitted to the Fleet Administrator by the agency on Form OFMS -1

B. Reimbursement from Commuters:

All employees authorized to use a fleet vehicle for commuting shall reimburse the state for mileage unless they are law enforcement officers or employees who do not report to an official work station and whose office is in their home. Reimbursement shall be by payroll deduction only. The fee for commuting is to be based on the lease rate per mile for fleet vehicles times the round trip mileage between the employee's home and official work station times 220 days of commute per year or on the actual or anticipated commute days per year based on the previous years travel log. Anticipated commute days may be used in the absence of a vehicle log until such time as a log is initiated and 12 months historical usage is developed.

The payroll deduction amount will remain constant throughout the year unless:

- 1) The centralized fleet rental rate changes.
- 2) The employee changes the location of his/her residence or office.
- 3) Unusual circumstances prevail (extended illnesses, etc.)

Procedures for deducting these moneys from employee pay are established by the state comptroller and contained in the Commonwealth Accounting Policies and Procedures Manual.

C. Types of Home-to-Office Travel Excluded From These Regulations:

The following are the types of home-to-office travel which do not require a request for approval to commute:

- A) Employees who only travel between home and office when in "travel status" as defined in the "state travel regulations";

- B) Employees who only travel between home and office the evening preceding a trip or the morning following a trip.

D. Approval/Disapproval of Fleet Vehicle Use and Exemption of Fee Payment:

The Fleet Administrator reviews the agency's submission, computes the commuter fee as referred to in paragraph B, and advises the agency of approval/disapproval of the request for vehicle use and the appropriate fee.

E. Data Collection, Monitoring and Enforcement:

The Fleet Administrator shall collect and maintain information on the use of fleet vehicles for commuting. Each agency is to submit annually to the Fleet Administrator a listing of all fleet vehicles used for commuting, including the name of the principal operator and the operator's driver's license number, the annual commuter miles, and the commuter fee. This information is then submitted by the Fleet Administrator to the director of DGS.

The Fleet Administrator verifies on an annual basis, through information provided by Department of Accounts, that employees are reimbursing the state for the appropriate commuter charges. Any discrepancies between the initial fee determination and the actual reimbursement will be brought to the attention of the appropriate agency head for reconciliation.

F. Vehicle Travel Logs:

A vehicle travel log will be required if the agency elects to use "actual days commute" in lieu of the standard 220 days per year as addressed in Section VIII, B, herein. The log will show the dates and mileage of all home-to-office and office-to-home travel while in commute status and list the vehicle pool number, the operator's name and driver's license number.

The log shall be summarized on a quarterly basis by the operator and submitted to the Agency Transportation Officer for review. For each vehicle used to commute, the agency shall, on an annual basis, submit to the fleet administrator the one-way commute mileage, the total commute mileage, the number of one-way commute trips and the total payroll deduction.

II. Travel Planning

A. Policies for Virginia's Short-Term Trip Vehicles

The Department of General Services, Office of Fleet Management Services (OFMS) has contracted with Enterprise Rent-A-Car to provide passenger vehicles for state employees to use when conducting state business. The Enterprise vehicles are replacing the state owned vehicles that were commonly referred to as 'state trip pool vehicles'.

The vehicles owned by Enterprise Rent-A-Car, but available to Virginia state employees are now referred to as Short-Term Trip Vehicles.

1. These automobiles are owned by Enterprise Rent-A-Car, but when state employees operate one of these vehicles under this contract to conduct state business the driver and the vehicle are subject to Virginia's Fleet Policies and Procedures.
2. Reservations should be made for the use of Short-Term Trip Vehicles.
3. Arrangements should be made for the pick-up and drop-off of Short-Term Trip Vehicles. If a reservation

must be canceled, call the branch the reservation was made for or log on to <http://www.enterprise.com> to notify Enterprise Rent-A-Car.

4. DO NOT PURCHASE extra insurance on the Enterprise vehicle. These cars are covered by the Division of Risk Management (DRM). If you have questions regarding your agency's coverage, please contact DRM.
5. To reserve a Short-Term Trip Vehicle state employees must use an Enterprise web-reservation system to reserve a vehicle for pick-up from one of over 200 locations across the Commonwealth.

Richmond Area Agencies Only: Short-Term Trip Vehicles may be picked up at the Office of Fleet Management Services (OFMS), located at 2400 West Leigh Street because Enterprise Rent-A-Car has a kiosk set-up at the facility.

Agencies Picking Up Short-Term Trip Vehicles at an Enterprise Rent-A-Car Location: Agencies that pick-up their vehicles at an official Enterprise location, not the OFMS Enterprise Kiosk located at 2400 West Leigh Street, Enterprise will directly bill the agency.

6. Upon return from your trip, travelers MUST return Short-Term Trip Vehicles with a full tank of fuel to an Enterprise Rent-A-Car location or to the OFMS 2400 West Leigh Street.
7. Questions about Short-Term Trip Vehicles contact 804-367-6549.

B. Reserving a Short-Term Trip Vehicle – Step-By-Step Instructions:

These automobiles are owned by Enterprise Rent-A-Car. When state employees operate one of these vehicles under this contract to conduct state business, the driver and the vehicle are subject to Virginia's Fleet Policies and Procedures

1. Open your web browser, such as Internet Explorer and type in the following address:
<http://fleet.dgs.virginia.gov/>
2. Scroll down the page and on the left side of this window click on 'Travel Planning'
3. 'Travel Planning' is a web page with instructions on how to use the 'Trip Calculator' and links located at the bottom of the web page for 'Trip Calculator', 'Frequently Asked Questions', and 'Trip Documents'.

PLEASE NOTE: If you are picking up your Short-Term Trip Vehicle at an Enterprise Rent-A-Car location and not at the Office of Fleet Management Services (OFMS) located in Richmond at 2400 West Leigh Street, it is important that you click on the link entitled 'Trip Documents' and print a copy of these forms. These forms will be necessary in the event you are in an accident.

4. Once you have read the 'Frequently Asked Questions' and have your 'Trip documents' printed. Click on the link 'Trip Calculator.'
5. Follow the instructions on how to use the 'Trip Calculator.'

A. When the calculator opens, if the computer displays a box to enable macros, click "Enable

Macros".

B. In the calculator enter the:

- traveler's name
- agency
- destination
- estimated number of miles for the trip
- number of days of the trip

C. The calculator will automatically compare the cost of obtaining a Short-Term Trip Vehicle versus the personal reimbursement of using your personal vehicle. The calculator also factors in the cost of fuel.

D. If personal reimbursement is the least expensive method, click on the "Print Form" button and print a copy of the calculation. You will need this calculation in order to be reimbursed at the current full rate (.585 per mile).

E. If the trip calculator determines a Short-Term Trip Vehicle is the least expensive method then click on the "Go to Enterprise" link at the bottom of the calculator and you will be taken to the Enterprise Rent-A-Car web site. Enterprise Rent-A-Car operates the Commonwealth's Short-Term Trip Vehicles through a contract with the Department of General Services.

C. Enterprise Rent-A-Car Web Page Instructions:

Section 1:

When the Enterprise web page opens, there is a listing of agencies that have established accounts with Enterprise Rent-A-Car.

If your agency has finalized an account to use the Short-Term Trip Vehicles then the agency's name will appear in the agency list. The agencies are listed alphabetically and there is a link for each letter of the alphabet.

If your agency DOES NOT HAVE AN ACCOUNT, go to Section 2 below.

1. Select your agency's name from the list
2. Select a pick-up location
3. Select start and end dates/times of rental and click on search
4. Select the branch from where you want to get the car.
5. Select the type of car you want to rent.
6. Type in the renters identification information
7. Verify that your reservation is correct and submit the reservation

Section 2:

If your agency or office is located in the Richmond area and the agency DOES NOT have an account established with Enterprise Rent-A-Car call 804-367-6549 to get information on how to set up an account for your agency.

D. Short-Term Trip Vehicles Fuel Cards: (Vehicles owned by Enterprise Rent-A-Car)

1. To get a fuel card for use with Short-Term Trip Vehicles your agency must set-up an account directly with Mansfield Oil.
2. To set up your Mansfield/Voyager fuel card account call 800-255-6699, Ext 2071. Sandra Johnston will help you set up your account. You may also email Sandra at SJohnston@mansfieldoil.com

In the e-mail include:

- Statement of Purpose
- Contact and Agency information

Example: I need to set-up an account for a fuel card for the Commonwealth's Short-Term Trip Vehicles that are owned by Enterprise Rent-A-Car. My name is Sally Jones, Administrative Assistant at the Department of General Services. My contact information is.....

If you have questions which need to be addressed by OFMS about the fuel card program, call 804-367-6935.

3. If your account is already set up, you only need to order cards to support your anticipated rental needs. You should be able to do this through your web access to Mansfield Oil or you may call 800-255-6699, Ext 2071.

Section 4: Maintenance and Care of Vehicles

A. General:

Vehicle maintenance is the responsibility of the agency that owns or is assigned a vehicle from OFMS. Each agency should assign a specific individual(s), an Agency Transportation Officer, to be responsible for monitoring and controlling the routine maintenance and repair of vehicles.

For OFMS assigned vehicles, agencies should advise their operators to contact the OFMS Vehicle Management Control Center (VMCC) for all servicing, repairs, breakdowns, and accidents. When a fleet vehicle is inoperable, the operator shall call the VMCC to arrange for towing or on-site repairs, or for the transportation of the driver and any passengers to a safe location.

Agency owned vehicles should be maintained in accordance with agency policies and procedures and vehicle specific preventive maintenance schedules. Agency may contact OFMS for assistance in developing agency specific policies and procedures.

B. Routine Maintenance:

Operators of state-vehicles or an individual designated by the agency shall routinely check their vehicles to insure proper oil level, water and antifreeze for radiators, wear on belts and proper inflation of tires. This service should be performed at least weekly and/or at time of fueling.

The exterior of the vehicles shall be washed, the interior vacuumed and the windows cleaned as often as needed. The OFMS facility and many VDOT shops have the capability to wash vehicles and commercial car washes perform this service. Consult your Agency Transportation Officer, or OFMS for a list of VDOT

facilities with automatic washers and approved commercial establishments.

C. Fleet Vehicle Servicing:

It is the responsibility of the agency to ensure vehicles are serviced at least once each 6,000 miles or six months, whichever comes first. This service frequency should be more often if the vehicle is routinely operated in dusty or dirty environments. The operator or the designee shall communicate with and follow the instructions from the VMCC for vehicle services. Such servicing is to include an oil and oil filter change, an inspection of the air filter, chassis lubrication and a visual inspection of the belts, hoses and tires.

D. Fleet Vehicle Repairs:

Mechanical trouble or deficiencies concerning a vehicle shall be brought to the attention of the VMCC, the Agency Transportation Officer, and the person responsible for vehicles at the agency, institution or work location.

All needed repairs or vehicle component replacements are to be managed by the VMCC. Operators will notify the VMCC when emergency repairs are needed, and follow instructions provided by the VMCC. The VMCC should be contacted for authorization prior to having any repairs performed by commercial establishments.

E. Responsibility for Cost of Repairs, Maintenance and Fuel: (OFMS owned vehicles)

OFMS will assume the cost of keeping fleet vehicles in good running order, making repairs and replacing all vehicle components necessary due to normal wear and operation.

Repairs necessary due to improper maintenance, negligence, carelessness or abuse may be charged to the agency to which the vehicle is assigned or issued.

All decisions by the Fleet Administrator regarding cost responsibility for repairs, excluding vehicle accidents or incidents, are subject to an appeal by the agency in writing to the director of DGS.

Section 5: Fuel Program

Fuel for vehicles is to be obtained from the OFMS facility, a VDOT facility, or a Voyager accepted commercial station. A directory of VDOT motor vehicle service facilities is located in the glove compartment of each vehicle. The normal hours of operation of these facilities, unless otherwise noted in the directory, is 8:00 a.m. to 4:30 p.m., Monday-Friday. A directory of Voyager locations can be found at <http://www.usbank.com/voyagerfleet/search.jsp>.

Use only unleaded regular fuel in gasoline powered CoVA vehicles. Mid-grade or premium blends are only to be used when regular is not available. E85 fuel is to be used in Flex-Fuel vehicles where available. A list of E85 locations and approved vehicles can be found at <http://www.e85refueling.com/>. Operators are expected to use self-service pumps at commercial stations, since this service is normally more economical. A fuel card is provided for such purchases.

Operators MUST enter correct odometer readings, no tenths, into the card readers at all VDOT, DGS, and commercial self-service fueling sites. The VMCC will run daily fueling reports and will contact all Agency Transportation Officers and drivers that consistently fail to enter correct odometer readings. Correct odometer readings are critical to the fleet management system, and this requirement will be strictly enforced.

A. Agency Fuel Card Management Policies & Procedures

Listed below are the responsibilities of the DGS Contract Administrator and the Agencies that use the DGS Statewide Fuel Card Program:

This card program shall be managed in a manner consistent with all applicable State accounting policies and procedures related to the use of charge card programs. Agencies assume ultimate responsibility for employees' use of the card, as well as the accountability for the physical security of the fuel cards. Agencies shall designate Fuel Card Custodians to maintain the rental vehicle fuel cards, to monitor fuel cards assigned to specific vehicles and manage their daily use. Agencies shall also designate Fuel Card Account Custodians to perform the fiscal and administrative functions required to appropriately manage the fuel card program for the agency. Rental fuel cards used in conjunction with the Enterprise rental car contract shall only be used at commercial retail fuel stations.

B. Fuel Card Custodian

The Fuel Card Custodian assumes responsibility for the physical security of a Commonwealth of Virginia Fuel Card (Mansfield/Voyager Card) and its PIN (Personal Identification Number). The Fuel Card Custodian may delegate use of the card, but assumes responsibility for card transactions.

The Fuel Card Custodian shall perform duties that include but are not limited to:

- Ensure physical security of Fuel Cards (for example, in a locked desk drawer). The card may **not** be left in the custody of a vendor.
- Maintain a written record of all persons who have physical access to the Fuel Card (for example, a sign-out sheet for the card, or a list of persons who have keys to the locked desk drawer).
- Ensure that the card is used only for appropriate purchases (described below), and in conjunction with State business.
- Remind all rental card users to use commercial retail sites only.
- Ensure users of rental vehicles, and rental vehicle fuel cards turn in receipts of purchases from commercial retail fuel sites.
- Ensure all documentation of card use is forwarded to the Fuel Card Account Custodian.
- Inform DGS Office of Fleet Management Services of any change in the Fuel Card Custodian's contact information.

C. Fuel Card Account Custodian

The Account Custodian assumes responsibility for reviewing card activity to ensure appropriate use. In addition, the Account Custodian should not be a card user.

The Account Custodian shall perform duties that include but are not limited to:

- Review the monthly Statement of Charges (downloaded from Mansfield website) for appropriateness of card usage.
- Reconcile all charges and process payment to card vendor.
- Report infractions to the agency management.
- Maintain records of all card usage, sign out sheets, receipts, or other applicable documents
- Ensure that the card is used only for appropriate purchases (described below), and in conjunction with State business.
- Inform DGS Office of Fleet Management Services of any change in the Account Custodian's contact information.

A Mansfield/Voyager Fuel Card assigned to and **OFMS pool vehicle** can be used to purchase:

- Fuel, either **regular** unleaded gasoline or E85 if the vehicle is capable of using E85.
- Car washes
- **In out-of-area emergencies only:** parts and labor for towing, road service, and mechanical repairs, if approved at the time of the occurrence. If the vehicle is an Enterprise Rental, you must follow the procedures outlined in the Enterprise rental packet. Enterprise is responsible for any costs associated with those vehicles during roadside emergencies not the Commonwealth. If the vehicle is a permanently assigned vehicle from OFMS, then you must call the VMCC at 1-866-857-6866 for **any** roadside emergency. Failure to do so will result in your agency being responsible for any charges on the fuel card. For agency owned vehicles, please follow the guidelines prescribed by your Agency Transportation Officer.

A Mansfield/Voyager Fuel Card assigned to a **OFMS pool vehicle** should **not** be used to purchase:

- Food or beverages.
- Parts and labor for towing, road service, and mechanical repairs.
- Other goods or services.

A Mansfield/Voyager Fuel Card assigned to an **agency owned** vehicle may be used to purchase the following provided the agency establishes authorization with Mansfield.

- Fuel, either **regular** unleaded gasoline, E85 if the vehicle is capable of using E85 or diesel fuel.
- Car washes
- Parts and labor for towing, road service, and mechanical repairs.

Responsibilities of DGS Fuel Card Contract Administrator:

- Monitor agency card usage activity for:
- Delinquent payments

- Inactive cards
- Inappropriate purchases
- Ensure agency Fuel Card and Account Custodians receive appropriate training and support from the fuel card vendor.

The DGS Contract Administrator will electronically monitor all fuel card accounts in the program via the Mansfield Oil website. If an agency has questions regarding the Commonwealth of Virginia Fuel Card Program, please contact:

The Office of Fleet Management Services (804) 367-6525

Section 6: Mileage

Mileage will be collected and reported to OFMS through the fuel card readers at VDOT and commercial fueling sites. Operators **MUST** enter correct odometer readings, no tenths, into the card readers at all VDOT and commercial self-service fueling sites. OFMS will run daily fueling reports and will contact all Agency Transportation Officers and drivers that consistently fail to enter correct odometer readings. Correct odometer readings are critical to the fleet management system, and this requirement will be strictly enforced.

Section 7: Payment of Bills

OFMS will bill the user agencies monthly. Agencies are expected to process their bills for payment within 30 days of receipt of bill from OFMS. Bills delinquent by more than 45 days will be turned over to the comptroller for appropriate action. Continuous late submission of mileage reports or late payment of bills by an agency may result in the recall of vehicles, or a prohibition on new assignment requests, replacements, and use of trip pool vehicles.