



Washington State Department of
Enterprise Services

Fleet Operations Operator's Manual 2017

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Please visit our website at <http://des.wa.gov/services/travel-cars-parking>

About this Manual

The purpose of this operator's manual is:

1. To provide control and accountability over use of state Fleet Operations vehicles.
2. To assist drivers in the safe and efficient operation of state Fleet Operations vehicles.

The guidelines, policies and procedures in this manual are the minimum requirements that state agencies must abide by when operating Fleet vehicles. An agency may adopt additional policies and procedures in greater detail, or use additional or alternative supporting documentation, as long as the agency meets the required minimum standards.



This key symbol marks crucial concepts or requirements that should be fully understood by the driver of state Fleet Operations vehicles.

About Fleet Operations

Enterprise Services Fleet Operations provides safe, reliable, and economical transportation to its customers. From the purchase of environmentally-friendly vehicles to long-term maintenance, Fleet Operations is committed to convenient and courteous service that makes the best use of the public resources entrusted to state government.

The vehicles are available to state agency customers for daily rental, long-term rental or permanent assignment. Fleet Operations is recognized as one of the best public fleets in the nation, according to Government Fleet magazine, and our emphasis on fuel efficiency keeps Fleet Operations continually ranked among the top public-sector fleets for sustainability.

We are continually looking for ways to improve our services. Please let us know if you have a comment or question. You can e-mail us at mpmail@des.wa.gov, or call (360) 664-9215.

Contact Information

We have two locations to serve you:

- [Olympia Fleet Operations](#) (Fones Road)
- [Capitol Campus INVERS location](#) (Parking Plaza Level D)

Note: Offices and facilities are open Monday - Friday, except holidays.

Fleet Operations contact information

Topic	Hours	Contact
Customer service/General information	6:30 a.m. to 5:30 p.m.	(360) 664-9215 Option 0
		mpmail@des.wa.gov
Reservations/Dispatch	6:30 a.m. to 5:30 p.m.	(360) 664-9215 Option 1
Vehicle maintenance facility - Fones Rd, Olympia	7:30 a.m. to 4:30 .pm.	(360) 664-9215 Option 2
Fleet Accounting	6:30 a.m. to 4:00 p.m.	(360) 664-9215 Option 3
Fax - accounting	24/7	(360) 438-8239
Fax - maintenance authorization	24/7	(360) 407-0007
Statewide maintenance assistance and vendor authorizations	6:30 a.m. to 5:30 p.m.	(800) 542-6840

For roadside assistance or to report an accident

Topic	Provider	Phone Number
Accidents - Reporting	CEI - Option 4	(877) 443-5777
Accidents - Claimants	Department of Enterprise Services Risk Management Division	(360) 407-9199
Roadside assistance (" M " plate vehicles within 3 year/36,000 mile	Chevrolet	(800) 243-8872
	Chevrolet Bolt (8 years, 100,000 miles)	(888) 811-1926

warranty only, unless otherwise noted)	Ford (5 years/60,000 miles)	(800) 241-3673
	Toyota (breakdowns only)	(877) 304-6495
	Chrysler/Dodge/Jeep (breakdowns only)	(800) 521-2779
Roadside assistance (all other "M" plate vehicles)	Fleet Rescue Roadside Service (NAC)	(800) 356-9316
Fuel	Voyager	(800) 987-6591
Note: In addition to contacting the service provider, please call Fleet Operations at (800) 542-6840 to notify staff of a breakdown, accident, or damage to a vehicle. Leave a message if beyond normal business hours.		

Reporting an Accident

- Call 911 (if necessary).
- Move the vehicle out of the roadway. If you are unable to move it, call Fleet Rescue Road Service at (800) 356-9316. (This number is also in the vehicle glove box.)
- Obtain information from the other driver(s) (driver's license and insurance information).
- Gather the names of all persons involved in the accident as well as any witnesses.
- If it is safe to do so, take pictures of the scene and/or other vehicles.
- **DO NOT** discuss "fault" or make statements about the accident to anyone but the police.
- Complete the accident report found in the CEI brochure in the glove box (SF137).
- Call CEI at (877) 443-5777.
- Notify Fleet Operations at (800) 542-6840 as soon as possible.
- Follow your agency's internal accident policy.
- Your agency is responsible for costs due to vandalism, accidents caused by drivers, or driver negligence. These damages will be charged back to the customer agency.

Insurance

The state of Washington is self-insured. Please direct any questions about coverage to:

Washington State Department of Enterprise Services
Office of Risk Management
1500 Jefferson
PO Box 41466
Olympia, WA 98504-1466
360-407-9199

Third parties or their insurance representative should be referred to the Department of Enterprise Services (DES), Office of Risk Management at (360) 407-9199.

Emergency 24-HR Roadside Assistance

Your Voyager commercial bank fuel credit card is equipped with Fleet Rescue Roadside Service. If your vehicle becomes disabled, service is dispatched to assist you 24/7 with one simple phone call to (800) 356-9316. Any services rendered will be billed directly to the vehicle fuel card.

Your agency is responsible for any costs caused by negligence. Your agency will be charged back for service calls not due to mechanical problems, such as: delivery of fuel, retrieval of keys from locked vehicles, jump-starting vehicles when lights have been left on, etc.

Fleet Rescue Roadside Services include:

- Towing
- Winching
- Jump Starts
- Fuel Delivery
- Lock Out Service
- Spare Tire Change
- Mechanical First Aid

When you call Fleet Rescue Roadside Service at (800) 356-9316, please be prepared with the following information:

- Driver PIN number (same as fuel PIN)
- Fuel card number and expiration date – if your card is locked in the vehicle, it may be necessary to remind the operator that our contract instructs them to provide service and retrieve the card number after it is unlocked.

- Vehicle description – year, make, model, color, and license plate (check vehicle registration in the glove box if you are unsure).
- Exact location of the vehicle – street address, cross street, or mile marker and direction of travel.
- Phone number from which you are calling.
- If asked for the “RC” code, it can be found on the front of the Voyager card in the bottom right hand corner.

If Fleet Rescue Roadside Service is unable to get the vehicle running, please have them tow the vehicle:

- To the Olympia Fleet Operations Fones Road facility if you are in Thurston County.
- To the nearest repair facility or dealership if you are outside of Thurston County (see vendor list on the back of Voyager roadside assistance flyer in glove box packet, or refer to the service provider map on the Fleet Operations website if using a smart phone).

If towing occurs during business hours, please call Fleet Operations for guidance at (800) 542-6840, or (360) 664-9215 Option 2, as soon as possible to report all accidents, damage, theft, vandalism, emergency repairs and towing. If after hours, please leave a message or call the following business day.

Maintenance and Repair Services

We recommend agencies use state facilities for maintenance and repairs whenever possible. However, you may use a local “quick lube” vendor for basic services such as: oil changes, windshield wiper replacements, and fluid top-offs, etc.

Any maintenance over \$100 performed by a vendor must be pre-authorized by Fleet Operations. You can receive authorization by calling us at (800) 542-6840. In addition, all invoices must be signed by the driver to indicate the service was received and must include the M-plate number.

Make sure you follow the [schedule for preventative maintenance](#) in accordance with the recommended intervals for your vehicle. A copy of the maintenance schedule is in each vehicle packet (located in the glove box). To assist with your vehicle’s maintenance needs, Fleet Operations has an automated preventative maintenance program which will send you an email reminder and instructions when your vehicle needs servicing. Contact us if you are uncertain about the preventative schedule.

Remember:

- Any maintenance performed by a vendor over \$100 needs to be pre-authorized by Fleet Operations. All invoices need to be signed by the driver indicating the service was received.
- Repairs over \$100 that are not pre-authorized will not be paid by Fleet Operations and will be charged back to your agency.
- Do not use the Voyager fuel card to pay for maintenance or repairs.

Mail pre-authorized invoices to:

DES Fleet Operations
 PO Box 41032
 Olympia, WA 98504-1032

Fleet Operations Approved Partner Agencies

Fleet Operations and partner agencies perform scheduled maintenance and unscheduled repairs. Please request service online if you are within any of the following counties. Your information will be sent directly to the partner city/county agency shop.

Vehicle Maintenance/Repair Services for Fleet Operations Vehicles

County/Request Form	Address	Contact Name/Phone
<u>Thurston County</u>	1312 Fones Road, Bldg. 4 Olympia, WA 98504-1032	Coy Chappell (360) 664-9200
<u>Clark County</u>	4700 NE 78th Street Vancouver, WA 98665	George Lackey (360) 397-2301
<u>Cowlitz County</u>	2215 Tolley Way Kelso, WA 98626	Duane Ahrens (360) 577-3029
<u>King County</u>	707 S. Orcas Street Seattle, WA 98108	Clive Stewart (206) 263-9800
<u>Snohomish County - Everett Area</u>	3402 McDougall Avenue Everett, WA 98201	Brad Graff (425) 388-6070
<u>Snohomish County - Arlington Area</u>	19700 67th Avenue Arlington, WA 98223	Kent Grimes (425) 388-7131
<u>Spokane County</u>	915 N Nelson Spokane, WA 99201	Ed Friedrich (509) 625-7777
City of Bellevue	2901 115 th Ave NE Bellevue, WA 98004	(425) 452-2037

For all other locations, or if you have any questions, please [contact Fleet Operations](#) at (800) 542-6840. Loaner vehicles may be available from Fleet Operations and partner agencies while your assigned vehicle is in the shop.

Driving Requirements

Who can use a state Fleet Operations vehicle?

You can use a state Fleet Operations vehicle for official state business if you are one of the following:

- State employees who are at least 18 years old, have two years of driving experience, and have a valid driver's license. See [EWTP 12.30.20.c](#).
- Students with a minimum of two years of driving experience attending a state educational institution and participating in official school activities or authorized programs. See [EWTP 12.30.20.c](#). Student use must be authorized in writing by their [Agency Transportation Officer](#).
- Volunteers who are performing assigned or authorized duties for the state. Volunteer use must be authorized in writing by their Agency Transportation Officer. [EWTP 12.30.20.c](#).
- Department of Corrections inmates under the control of the Department of Corrections. See [EWTP 12.10.05 \(4\)](#) for additional requirements.
- Contractors whose use is authorized in writing by their Agency Transportation Officer. [Additional information](#) or see [EWTP 12.40.20.b](#) for additional requirements.

Although some state employees may be authorized to use a state vehicle for commuting to and from work, such use may be considered a fringe benefit and may be subject to federal income tax. Employees may need to declare the use of these vehicles as additional non-cash personal income as required by the Internal Revenue Code. Please contact your agency financial office for additional information.



Drivers are not covered by the state's self-insured liability policy when engaging in unauthorized use of state vehicles.

Driver responsibilities

- Operate the vehicle in a safe manner.
- Have a valid driver's license with you.
- Notify your manager/supervisor if your driver's license has been suspended, revoked or determined to be invalid.
- Use seat belts and remind your passengers to use seat belts.
- Drive defensively, be courteous and obey all traffic laws. When confronted by aggressive drivers, avoid eye contact.
- Drive with the vehicle's headlights on during inclement weather.
- Always avoid distractions while driving.
- Always avoid the use of electronic devices such as portable video/music players.
- Always avoid the use of ear phones.
- Do not drive under the influence of intoxicating beverages, drugs or other impairing substances.
- Do not transport alcohol/intoxicating substances in state vehicles unless needed to conduct official state business.
- Do not transport firearms, weapons or explosives (concealed or otherwise) unless needed to conduct official state business.
- Do not allow the use of tobacco products in state vehicles.
- Do not speed and allow time for your trip.
- Do not use radar detectors.
- Do not pick up hitchhikers.
- Do not use state vehicles for personal business.

- Do not transport passengers who are not on official state business without agency approval.
- [Washington's distracted driving law](#) is in effect, which means that any person holding a cell phone or using a cell phone while operating a motor vehicle, even when stopped in traffic, can be fined \$136 for the first offense, and increases up to \$234 for additional violations. This is a primary offense, which means that police can pull you over if they witness illegal wireless device use.



As a customer of the State Fleet Operations, you are strongly encouraged to refrain from using cell phones while driving, even if they are hands-free. Any distraction while you are driving can lead to an accident.

Winter driving

In addition to routine safety checks, you should check your tire pressure and all fluid levels when traveling 100 miles or more during the winter. Fleet Operations vehicles are equipped with all-season radials, snow, or mud and snow (M/S) tires that meet the definition of traction tires for traveling the winter passes. We will not authorize the use of studded tires, but will authorize an ice type tire at the expense of your agency. (Only the mounting and removal charges of the ice type tire are covered by DES Fleet Operations. The agency will incur the cost of the actual tires.)

- Snow tires must be removed in the spring.
- Tire chains are available from us upon request two weeks in advance of your expected trip. Some vehicle manufacturers have limits on the use of tire chains (call Fleet Operations for guidance at (800) 542-6840).

Pass conditions during the winter

Dial the numbers below for winter pass road conditions or visit www.wsdot.wa.gov.

State Highways and Commuter Information.....511 or (800) 695-7623
 TDD only.....(800) 833-6388 or (206) 440-4040

Lock the vehicle

Vehicles must be locked when left unattended. Fleet Operations does not assume responsibility for personal property left in vehicles. Immediately report lost or stolen fuel credit cards to your Agency Transportation Officer (ATO). [Your ATO](#) will arrange for a replacement card with Fleet Operations.

Tickets and citations

Drivers are personally liable and responsible for the payment of all fines, citations and impounding fees you receive when driving a state vehicle. You will not be reimbursed by the state. Violations sent to Fleet Operations will be sent to your ATO who will contact you and your supervisor.

Toll fees

For daily rental vehicles, Fleet Operations covers any tolls incurred by the driver. Fleet maintains a Good to Go account so drivers do not need to stop to pay a toll. For agency-assigned vehicles, customers are responsible for paying toll fees on bridges, highways and ferries at time of use when driving a state vehicle. Toll fees may be reimbursable from your agency, but will not be covered by Fleet Operations. For permanently assigned vehicles, your agency should set up a [government agency account](#) through the Washington State Department of Transportation in order to minimize the cost of tolls.

Keep it clean

While it is important to keep Fleet Operations vehicles clean, drivers should not purchase excessive or expensive car washes. The need for car washes will vary based on weather conditions and where the vehicle is driven; but, we ask you to use good judgment. If you drive a permanently assigned or short term (Trip) vehicle, you may have your vehicle washed and vacuumed at a car wash that is located at a fuel station that accepts the fuel credit card, or at a facility that will directly invoice Fleet Operations.

Waxing or detailing is not authorized and will be charged back to your agency.



When driving a state-owned vehicle, please drive safely and treat the vehicle with respect. The vehicle is public property. The general public is especially attuned to public employees' driving behavior and will report misuse.

Safety checks

- The vehicle's fluids and tire pressure should be checked monthly.
- Report all vehicle mechanical defects to Fleet Operations.
- A visual inspection of the vehicle should occur weekly.

Short-Term (Trip) Vehicles

We have sedans, a limited number of sport utility vehicles, pickup trucks, passenger vans, and cargo vans available for short trips, or for up to one month rental. We also have access to a wheel chair lift van. Please make your reservations at least two weeks in advance for the wheel chair lift van.

Trip vehicle rates are available [on our website](#).

Reserving a short-term (trip) vehicle

- You may reserve vehicles online using [InfoCenter](#), the state's online reservation and mileage reporting system, or by calling our office at (360) 664-9215 (Option 1)
- You may also utilize the [INVERS reservation system](#) for Capitol Campus and certain agency locations.

Picking up your vehicle

You must present a valid driver's license and be an active driver in the Fleet Operations system. If you are unsure if you are in our system, please call (360) 664-9215 (Option 1) prior to picking up your vehicle.

Where can I park my personal vehicle?

When traveling on official state business, you can park your personal vehicle at Fleet Operations locations. Parking is limited and carpooling is encouraged. Parking is available on a first-come, first-served basis. **If unclear on where to park your personal vehicle, please ask.** Personal vehicles may be impounded if they are parked in a stall reserved for another business. Parking for personal vehicles is not secured and we do not assume responsibility for damage or loss of your personal property when parked at Fleet Operations locations.

Cancelling or changing your reservation

Please contact us as soon as possible if:

- Your plans change and you no longer need the vehicle.
- You will be late.
- You need to extend your trip past your original return date.

Note: A no-show fee of \$15.00 will be charged to your agency for vehicles not picked up if a cancellation was not received by Fleet Operations.

Returning a short-term rental vehicle to our Fones Road location

- During business hours, please park and lock the vehicle in the secure parking area.
- Return the keys to the dispatch office.
- Tell us the number of the parking space where you parked the vehicle.

After business hours, please park and lock the vehicle and place the keys in the building's front door key drop.

Returning a short-term rental vehicle to an INVERS location

- Please return the vehicle to the same general area where it was picked up. It does not need to be returned to the same stall.
- Return the keys to the KeyManager box.

Note: Your agency will be charged a \$10 refuel fee for vehicles returned with less than $\frac{3}{4}$ of a tank of fuel, regardless of if the vehicle was rented from Fones Road or an INVERS location.

Permanently (Long-Term) Assigned and Project Vehicles

We have sedans, sport utility vehicles, pickup trucks, passenger vans, and cargo vans available for when you need a vehicle for longer than one month. All nonstandard equipment must be paid for by your agency.

Assigned vehicle rates are available on our [website](#).

Requesting a permanently (long-term) assigned vehicle

All permanently assigned vehicle requests must be approved by your [ATO](#). We will fill requests as vehicles become available. You can learn more about permanently assigned vehicles and download a request form [at our website](#).

Requesting a project vehicle

All project assignments must be approved by your [ATO](#). Project vehicles are available on a limited basis for up to a one year assignment. The assignment may be extended upon request. We will fill requests as vehicles become available. You can learn more about project vehicles and download a request form [at our website](#).

Confidential license plates

Confidential plates can be obtained through your [ATO](#) with your agency director's approval. When confidential license plates are installed on a state Fleet Operations vehicle, the "M" plates must be returned to Fleet Operations. You must keep Fleet Operations updated in the event the confidential plate number changes.

Reporting mileage

You must report mileage by the 20th of each month for permanently assigned and project vehicles. Billing and service reminders are dependent on regular mileage reporting. Report mileage online using [InfoCenter](#), the state's online reservation and mileage reporting system, or the [Online Vehicle Mileage Log](#). Check with your [ATO](#) to see which system your agency utilizes.

If you need help or have questions on how to enter the mileage, please call our helpline at (360) 664-9215 (Option 0).

Returning permanent or project vehicles

- Contact a Fleet Operations customer account representative at (360) 664-9215 (Option 0) for instructions on where to return your vehicle.
- Provide us with information regarding any vehicle mechanical problems that you know about.
- Clean the vehicle inside and out. If the vehicle is not clean, it will be sent out for professional cleaning and the fees will be charged to your agency.
- Remove all agency-installed equipment. Do not remove spotlights or other items that would leave holes in the outside of the vehicle.
- Leave all spare tires, chains, jacks, and lug wrenches in the vehicle.

Tire requests

All requests for tires must be pre-approved. Contact us at (360) 664-9215 Option 2 (or (800) 542-6840) for the contract vendor and a purchase order number.

- Emergency tire repair can be done at any commercial repair facility.
- Check tires frequently for correct pressure, wear, and defects. Report any indications of improper wear to us.

Batteries

All battery purchases must be pre-approved. Contact Fleet Operations at (360) 664-9215 Option 2 (or (800) 542-6840) for the appropriate contract battery vendor and a purchase order number.

Gas and oil

A Governor's Executive Order directs you to use self-service gasoline pumps, except when prevented by a physical handicap. **Regular 87 octane unleaded fuel is the only authorized grade.**

It is important to make every effort to control operational costs. The use of mid-grade or premium unleaded is not authorized, and will be charged back to your agency if used.

You are responsible for keeping the motor oil, washer fluid, and radiator coolant at the correct levels. Please call us at (800) 542-6840 if you have questions about how to check these fluids.

Fuel credit cards

There are two fuel credit cards issued with vehicle keys:

- 1) A commercial bank fuel credit card for use at commercial gas station pumps. The commercial bank fuel credit card is to be used for fuel, car washes (when available by paying at the pump), and Fleet Rescue roadside services only.
- 2) A red DOT card for use at Washington State Department of Transportation [fueling stations](#).

Electric Vehicle charging cards

There are three electric vehicle charging cards issued with electric vehicles:

- 1) A Greenlots RFID keychain that may be used at all Greenlots charging stations.
- 2) A ChargePoint RFID tag that may be used at ChargePoint charging stations.
- 3) An eVgo RFID card that may be used at eVgo charging stations

You can find more information on electric vehicles and charging cards [on our website](#).

Immediately report lost or stolen cards to your [ATO](#). Your ATO will arrange a replacement card with Fleet Operations.



To prevent theft and damage to the vehicle, do not store either of the fuel credit cards inside the vehicle.

Please contact your ATO, or Fleet Operations at (360) 664-9215, if you need instruction on using the fuel credit cards.

Emission testing

You are responsible for annual emission testing for Fleet Operations permanent and project vehicles when:

- The vehicle is five years old or older and is garaged in Clark, King, Pierce, Snohomish, Spokane, or Thurston County.
- You have a fleet of 20 or more state-owned vehicles regardless of location.

You can learn more about emissions inspections and find state [authorized inspection locations](#) by visiting the Department of Ecology's website.

Map and Directions: Olympia Fones Road site

The Olympia Fones Road site has electric, hybrid and full-size sedans, sport-utility vehicles, cargo vans, and minivans available for short-term rental.

From I-5 Northbound:

- Take Exit 107 (Pacific Avenue).
- Turn right on Pacific Ave to stoplight.
- Turn right onto Fones Road.

From I-5 Southbound:

- Take Exit 107 (Pacific Avenue).
- Turn left on Pacific Ave. to second stoplight.
- Turn right onto Fones Road.

Either direction (continued): Continue south on Fones Road about 3/8 of a mile. Fleet Operations is on the left, across from Home Depot.

- Turn left into building complex. We are at the last building on the right side (Building 4).

Location: 1312 Fones Road, Bldg. 4, Olympia, Washington 98504-1032

Hours: 6:30 a.m. to 5:30 p.m., Monday-Friday

Phone: (360) 664-9215

Fax: (360) 438-8239

Email: mpmail@des.wa.gov



You can park your personal vehicle at Fleet Operations. Ask the Customer Service Representative to direct you to the parking spots.

Map and Directions: Capitol Campus INVERS site

Capitol Campus has electric, hybrid, and full-size sedans, sport-utility vehicles, and a minivan available for short-term rental.

Location: Inside the Plaza Parking Garage, on Washington Street and 11th Avenue. The entrance to the Plaza Parking Garage is located between the Highways-Licenses Building and the Archives Building. The key boxes are located just inside the parking garage.

You can park your personal vehicle in a Fleet Operations stall in the Plaza Garage. You will pick up the keys from the INVERS box.

When returning the vehicle, park the vehicle in the same area where it was picked up and return the keys to the INVERS box. You do not need to park the vehicle in the same spot, just in the same area. If driving an electric vehicle, please plug in the vehicle and activate the charging station so the next driver has a full charge.

From I-5 North or South:

- Take Exit 105a (Capitol Campus/City Center).
- Take the first exit at the roundabout onto Jefferson St SE.
- Turn left on 11th Avenue
- Turn left onto Washington Street.
- Follow the street into the Plaza Parking Garage.
- The INVERS key boxes are on the left as you enter the garage.

