

When using a state vehicle...



PLEASE REMEMBER

- State-managed fleet vehicles are public property
- Treat the vehicle with respect
- When driving a marked state vehicle, you publicly represent Washington state government
- The public is watchful of state vehicle use and public employees’ driving behavior
- Misuse of state property gets reported, recorded, and shared with your agency

PLEASE DO

- Drive safely and defensively
- Carry a valid driver’s license with you
- Always use seat belts (*driver and passengers*)
- Be courteous and obey all traffic laws
- Avoid eye contact with aggressive drivers
- Always use vehicle’s headlights
- Obey speed limits
- Avoid distractions while driving
- Report all vehicle damage immediately
- Report any vehicle mechanical issues/malfunctions

PLEASE DO NOT

- Drive under the influence of intoxicating or impairing substances
- Transport alcohol or intoxicating substances unless needed to conduct official state business
- Transport firearms, weapons or explosives (*concealed or otherwise*) unless needed to conduct official state business
- Use or allow the use of any tobacco products in the vehicle
- Drive dangerously, aggressively, or speed
- Use radar detectors
- Use head or earphones when driving
- Use state vehicles for personal business
- Pick up hitchhikers or transport passengers who are not on official state business

Fleet Operations



Fleet Operations main line	360-664-9215
Customer Service/General Information	<i>Option 0</i>
Daily Rental Reservations/Dispatch	<i>Option 1</i>
Vehicle Maintenance Shop	<i>Option 2</i>
Statewide Maintenance Assistance and Vendor Authorizations	800-542-6840



MONDAY - FRIDAY
7:30 AM – 4:30 PM
1312 Fones Rd SE, Bldg 4
[View Fleet HQ Daily Rentals](#)



Automated key rental available 24 hrs
[Capital Campus Plaza Garage](#)
1129 Washington St SE, Olympia
[Van Rental](#)
7510 New Market St SW, Tumwater



24-hr Emergency Roadside Assistance

866-329-3471
[Learn more](#)
Winching | Jump starts | Lock outs | Tire Change Fuel Delivery | Mechanical First Aid

TOWING
• In Thurston County, towing vehicles to *Fleet Operations HQ*
• Call 800-542-6840 for locations outside of Thurston County
See the red Emergency 24-Hr Roadside Assistance card in glove box packet for additional information and details.

FLEET OPERATIONS
Quick User Reference Guide

Headquarters
1312 Fones Rd SE, Bldg 4
Olympia, WA 98501
360-664-9215
mpmail@des.wa.gov



OPERATOR'S MANUAL

The *DES Operator's Manual* provides guidelines, policies, and procedures to assist drivers in the safe and efficient operation of DES Fleet vehicles.

[View Operator's Manual](#)



MAINTENANCE

800-542-6840

- Call the toll-free number for maintenance questions and purchase approval including:
 - Battery purchases
 - Nonstandard tire requests
 - Pre-approvals for all purchases over \$100
- Check vehicle fluids and tire pressure monthly. Take the vehicle to a contracted vendor or *Fleet HQ* if engine oil, coolant, or wiper fluid levels are low.
- Conduct visual inspection of the vehicle weekly and prior to use every time you use it.
- Report all vehicle damage and issues to *Fleet Operations* as soon as possible - mpmail@des.wa.gov, or 360-664-9215.



FUEL

360-664-9210 (*for card, lockout, and error issues*)

- Use only regular 87 octane-unleaded or diesel fuel.
- Fuel or charge cards should be kept with keys. The fuel card PIN has 6 digits, and WSDOT PIN has 4 digits. The PIN is needed when fueling.
 - Use the WEX card for fuel, diesel exhaust fluid (DEF), car washes, and roadside assistance. The DOT card can only be used at DOT stations.
 - Not to be used at membership club stations like Costco, Fred Meyer, and Safeway.
 - *Fleet Operations* suggests agencies retain fuel receipts for potential monthly fuel audits.
 - Report lost or stolen cards to your agency's transportation officer (ATO)



REPAIRS

Tires - Firestone/Goodyear

800-542-6840 (*for directions to the closest location*)

Les Schwab is not an authorized vendor.



AUTO GLASS

800-542-6840

Call *Fleet Maintenance* if you need guidance or help in finding a repair vendor.



PROOF OF INSURANCE

360-407-9199 | riskmanagement@des.wa.gov

Washington State Department of Enterprise Services

Office of Risk Management

The state of Washington is self-insured. Policy and tort claim information is in the vehicle glove box along with the vehicle registration. Please direct any questions about coverage to *DES' Office of Risk Management*.



EMERGENCY 24-HR ROADSIDE ASSISTANCE

866-329-3471

For roadside mechanical issues, repair, and towing information see the red *Emergency 24-Hr Roadside Assistance card* in glove box packet. Your fuel card and PIN are needed for service.



ACCIDENTS & COLLISIONS

877-443-5777

For collisions and accidents, call 911 if needed. Then contact CEI/Element - Washington's contracted accident management company, and follow up with *Fleet Operations*. For more information on what to do if you are in an accident, see the CEI/Element pamphlet in the glove box packet. If the vehicle requires a tow due to collision damage, please have CEI tow the vehicle.



TICKETS, INFRACTIONS & CITATIONS

- Violations will be sent to your ATO.
- Drivers are personally liable and responsible for the payment of all fines, citations, and impounding fees. You will not be reimbursed by the state.

For specific agency and program use, contact your agency's transportation officer (ATO).

For other questions and information, refer to the Operator's Manual.

General Information

Below are a few things you should know when using *Fleet Operations* vehicles.



LOCK THE VEHICLE

- Lock vehicles when left unattended. *Fleet Operations* does not assume responsibility for personal property left in vehicles.
- Do not leave fuel cards, charge cards, or spare keys in vehicle.



TOLL FEES

- All bridge and tunnel tolls incurred by drivers are billed to the leasing agency monthly.
- Tolls associated with the use of high occupancy toll (HOT) lanes and toll roads are not permitted.
- Agencies need to set up their own *HOV Flex* passes accounts.
- Agencies opting out of Fleet billing will need to maintain and manage their own *Good to Go* accounts.



STATE FERRIES

- Drivers are responsible for paying ferry fees at time of use.
- Ferry toll fees are not covered by *Fleet Operations* but may be reimbursable from your agency.



ELECTRIC VEHICLES

- Two charge cards are issued with your vehicle:
 - *WEX MasterCard* - Electrify America | Roadside Service | Car Washes
 - *WEX RFID* - ChargePoint | EVGo | EVConnect | EVGateway | Blink | AmpUp | Flo | Noodoe charging networks
- Route Planning - plugshare.com & [SAFE Driver Map](#)
- For EV assistance, refer to [DES How-To videos](#)