



Washington State Department of
Enterprise Services

Fleet Operations Operator's Manual

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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 regulation 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 Operations 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.

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 and may only be used for official state business. 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 are located at 1312 Fones Rd SE, Building 4 in Olympia. We also have a map on our [website](#). 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 a collision

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

Reporting a Collision

1. Contact law enforcement if necessary.
2. Take whatever steps are necessary to protect yourself from further injury.
3. Assist any injured party, giving only the first aid you are qualified to provide.
4. Call 911 for medical assistance if needed.
5. Cooperate with local law enforcement. Provide factual and accurate information, limiting responses to questions asked. Do not offer your opinion. This includes taking ownership of the collision. Law enforcement is responsible for determining the cause of the collision and who is at fault.
6. Do not discuss your actions with parties other than law enforcement. Do not admit fault or make any statements about the State's response to the collision, financial or otherwise.
7. Provide factual information about yourself and the vehicle you were driving to the other driver(s).
8. Exchange information with the other driver(s), e.g., name, agency, phone number, vehicle identification number (VIN), etc.
9. Identify witnesses and obtain addresses and phone numbers.
10. If any third party requests information on filing a claim for damages sustained to their vehicle, refer them to the State of Washington "Proof of Liability Insurance Washington State Agency Vehicle" card (in the vehicle glovebox if driving a state vehicle). This card provides a brief review of liability coverage provisions for state vehicles and is available [online at http://bit.ly/liabilityIns](http://bit.ly/liabilityIns).
11. Report the incident to CEI at 1-877-443-5777, option 4. The vendor will coordinate for towing services if the vehicle is not drivable.
12. Report the incident to your manager/supervisor and follow your agency's internal policy.

Note: Your agency is responsible for repair costs due to vandalism, damage caused by state drivers, or driver negligence. These damages will be charged back to the customer agency.

Insurance

The state of Washington is self-insured. Policy and tort claim information is located in the vehicle glove box. 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 collisions, 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 or political subdivision facilities for maintenance and repairs whenever possible. See the Fleet Operations Approved Partner Agencies section for participating facilities. Contact the maintenance office at (800) 542-6840 for direction if a state or political subdivision shop is not in your area.

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 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	Bryan Bazard (360) 664-9200
<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>City of Bellevue</u>	2901 115 th Ave NE Bellevue, WA 98004	(425) 452-2037
<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

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 being serviced.

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.
- Students with a minimum of two years of driving experience attending a state educational institution and participating in official school activities or authorized programs. 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.
- Department of Corrections inmates under the control of the Department of Corrections.
- Contractors whose use is authorized in writing by the contracting agency.

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

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.

DO:

- Operate the vehicle in a safe manner.
- Have a valid driver's license with you.
- Immediately 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 ear phones.

DO NOT:

- Hold a cellular device while operating a motor vehicle, even while stopped. [Washington's distracted driving law](#) allows drivers to activate the device using a single touch only. *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.*
- Drive under the influence of intoxicating beverages, drugs or other impairing substances.
- Transport alcohol/intoxicating substances in state vehicles unless needed to conduct official state business.

- Transport firearms, weapons or explosives (concealed or otherwise) unless needed to conduct official state business.
- Allow the use of tobacco products in state vehicles.
- Speed or drive dangerously.
- Use radar detectors.
- Pick up hitchhikers.
- Use state vehicles for personal business.
- Transport passengers who are not on official state business.

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 or snow tire at the expense of your agency. Fleet Operations only covers the mounting and removal charges of the ice or snow tires. The agency will incur the cost of the actual tires.

- Ice or snow tires must be removed in the spring.
- Tire chains are available upon request two weeks in advance of your expected trip and can be ordered via the [Fleet Operations website](#). 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 received 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. Fleet Operations will be responsible for one basic car wash per month, if needed. Additional car washes and all charges over a basic car wash are the responsibility of the leasing agency.

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

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

Fleet Operations has sedans and a limited number of sport utility vehicles, pickup trucks, passenger vans, wheelchair lift vans, and cargo vans available for short trips or up to one month rental. Please make reservations for the wheelchair lift van at least two weeks in advance.

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 all 8-12 passenger vans, Capitol Campus, and certain agency locations.

You must possess 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 contact your Agency Transportation Officer prior to reserving 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

You may cancel or change your reservations online or by calling us 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 \$25.00 will be charged to your agency for vehicles not picked up if a cancellation was not received by Fleet Operations prior to the reservation time.

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

- Return the vehicle with at least $\frac{3}{4}$ of a tank of fuel, if applicable.
- During business hours, please park and lock the vehicle in the secure parking area. Return the keys to the dispatch office.
- After business hours, please park and lock the vehicle and place the keys in the building's front door key drop.
- Provide the number of the parking space where you parked the vehicle.

Returning a short-term rental vehicle to an INVERS location

- Please ensure you return the vehicle with at least $\frac{3}{4}$ of a tank of fuel. If you drive an electric vehicle, plug in and activate the charging station prior to returning the keys.
- 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. Your reservation will not end until the keys are returned to an open slot.

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 if the vehicle was rented from Fones Road or an INVERS location.

Permanently (Long-Term) Assigned and Project Vehicles

Fleet Operations has sedans, sport utility vehicles, pickup trucks, passenger vans, and cargo vans available 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 [on 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 [on 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 informed of the current confidential license plate number.

Reporting mileage

Fleet Operations recommends you 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) 664-9210 for instructions on where to return your vehicle.
- Provide us with information regarding any vehicle mechanical problems.
- 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 1-(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 Fleet Operations.

Batteries

All battery purchases must be pre-approved. Contact Fleet Operations at (360) 664-9215 (Option 2) or 1-(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

Refer to the [Fleet Operations website](#) for information on electric vehicle charging cards.

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

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

Emission testing

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

- The vehicle is model year 2008 or older and is stationed in Clark, King, Pierce, Snohomish, or Spokane County.

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.

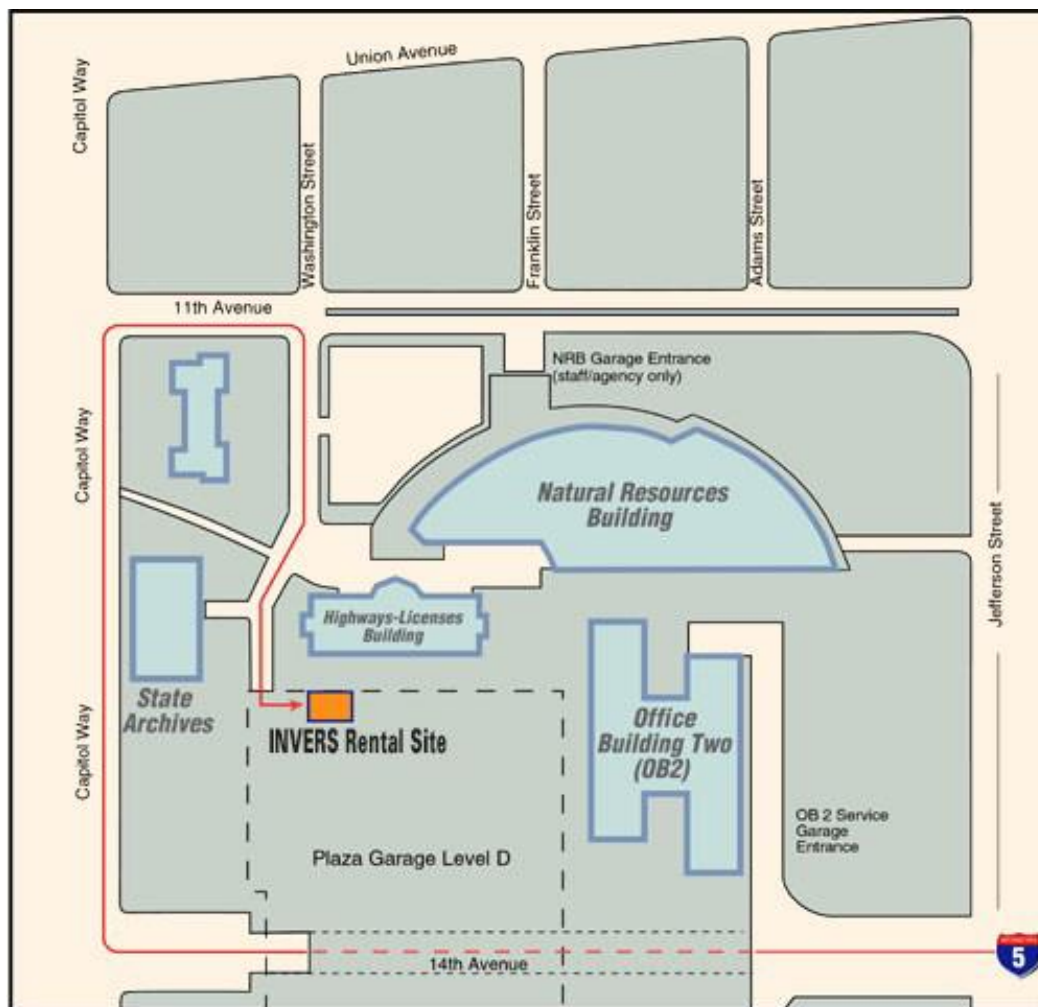
Location: Inside the Plaza Parking Garage, on Washington Street and 11th Avenue. The entrance to the Plaza Parking Garage is located between the Highways-Licenses Building and the Archives Building. The key boxes are located just inside the parking garage.

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 it 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.



Map and Directions: Tumwater Van INVERS site

Our location in Tumwater has 8-12 passenger vans and cargo vans available for short-term rental.

Location: The vans and keyboxes are located in the parking lot of the Printing and Imaging building at 7580 New Market St SW, Tumwater. The key boxes and vans are located in the northeast corner of the lot.

You can park your personal vehicle in the stall where you retrieved the van. 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 stall, just in the same area.

From I-5 North or South:

- Take Exit 101 for Tumwater Blvd. If exiting from I-5 N, turn right. If exiting from I-5 S, turn left.
- Go straight through the roundabout and turn right onto Terminal St SW.
- Turn right into the parking lot and drive towards the northeast corner.
- The INVERS key boxes and vans are on your right.

