

When using a state vehicle...

Remember-

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

DO:

- Drive safely and defensively
- Carry a valid and current driver's license with you
- Use seat belts (driver and passengers).
- Be courteous and obey all traffic laws
- Avoid eye contact with aggressive drivers
- Use vehicle's headlights at all times
- Avoid distractions while driving
- Report all vehicle damage immediately

DO NOT:

- Drive under the influence of intoxicating beverages, drugs or other impairing substances
- Transport alcohol / 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 tobacco products, smoking or vaping in vehicle
- Drive dangerously, aggressively or speed
- Use radar detectors
- Use head or ear phones when driving
- Use state vehicles for personal business
- Pick up hitchhikers or transport passengers who are not on official state business

Fleet Operations Contact Numbers

| Location | Phone # |
|--|-----------------------|
| Fleet Operations Main Line | (360) 664-9215 |
| Customer service / General information | Option 0 |
| Daily Rental Reservations / Dispatch | Option 1 |
| Vehicle Maintenance Shop | Option 2 |
| Statewide maintenance assistance and vendor authorizations | (800) 542-6840 |

Fleet Operations office business hours –
Monday – Friday 7:30 AM – 4:30 PM

Automated key rental available 24 hrs. a day
Two locations – Capital Campus – Olympia
Van rental - Tumwater

See website for directions and additional information –
<https://des.wa.gov/FleetOps>

24-Hour Emergency Roadside Assistance (866) 329-3471

**Winching | Jump starts | Lock outs | Tire change
Fuel delivery | Mechanical First Aid**

Towing –

- In Thurston Co, tow vehicles to Fleet Operations HQ
- Call 800-542-6840 for locations outside of Thurston Co.

See card for additional information and details



Fleet Operations Users Quick Reference Guide



Location:

DES Fleet Operations HQ
1312 Fones Rd SE Bldg. #4
Olympia, WA 98501
(360) 664-9215
mpmail@des.wa.gov

Operator's Manual:

<https://des.wa.gov/FO-OpManual>



Maintenance



- Call 800-542-6840 for all maintenance questions and equipment approval including:
 - Battery purchases
 - Nonstandard tire requests
 - **Pre-approvals** for all purchases over **\$100**
- Keep all fluids at correct levels – such as oil, windshield wiper fluid, and radiator coolant
- Check vehicle fluids and tire pressure **monthly**
- 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. Send email to mpmail@des.wa.gov or call 360.664.9215

Fuel



- Use only regular 87 octane-unleaded or diesel fuel
- Fuel or charge cards should be kept with keys. Fuel card pin # has 6 digits, WSDOT pin # 4 digits. Pin needed when fueling.
 - Use them for fuel, diesel exhaust fluid (DEF), car washes and roadside assistance
 - Use at gas stations (cannot be used at Arco or grocery stores like Safeway or Costco)
 - Use fuel cards outside only at the pump
 - Report lost or stolen cards to your agency's transportation officer (ATO)
 - For card use help, lock outs and errors call 360-664-9210

Repairs

Tires - Firestone / Goodyear



- Call 800-542-6840 for directions to closest location
- Les Schwab is **not** an authorized vendor

Auto glass

- Call Fleet Maintenance 800-542-6840 if you need guidance or help in finding a repair vendor

Proof of Insurance



The state of Washington is self-insured. Policy and tort claim information is located in the vehicle glove box along with the vehicle registration.

Please direct any questions about coverage to:

Washington State Department of Enterprise Services
Office of Risk Management
360-407-9199 | riskmanagement@des.wa.gov

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 to get service.

Accidents & Collisions



(877) 443-5777

For collisions and accidents, call 911 if needed, contact CEI – Washington's contracted accident management company and then follow up with Fleet Operations.

For more information on what to do if you are in an accident, see Collisions pamphlet in glove box packet.

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.

General information



Here 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 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



- Electric charging stations can be found on plugshare.com
- Charge cards are issued with car and should be kept with keys

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

For other questions and information, please see the full Operator's Manual at <https://des.wa.gov/FO-OpManual>