

Fleet Operations

Operators Manual

Department of Enterprise Services

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About this manual

The purpose of this policy manual is:

1. To provide control and accountability over use of State Fleet Operations vehicles and
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 meet. 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.

Please contact us if you have questions about this manual. You can e-mail us at: mpmail@ga.wa.gov, or call: (360) 438-8570



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

Welcome

Enterprise Service's Fleet Operations provides safe, reliable and economical transportation to its customers. From the purchase of environment-friendly vehicles to long-term maintenance, the 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 the emphasis on fuel efficiency keeps the 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.

Contact Information

We have two locations to serve you:

- Olympia Fleet Operations (Fones Road) - Driving directions <http://www.ga.wa.gov/mp/mp-map.htm>
- Capitol Campus satellite (Parking Plaza Level D) - Driving directions <http://www.ga.wa.gov/mp/satellite.htm>

Note: Offices and facilities are open Monday - Friday, except holidays. Due to state budget reductions, offices may be closed other days. See Campus Updates <http://www.ga.wa.gov/News/CampusUpdates.htm> for specific closure information.










Topic	Hours	Contact
Customer service / general information	7:00 a.m. to 5:30 p.m.	(360) 438-8570
	24/7	mpmail@ga.wa.gov or feedback Form
Billing	7:00 a.m. to 5:30 p.m.	(360) 438-8246
Fax - billing	24/7	(360) 438-8239
Fax - maintenance authorization	24/7	(360) 407-0007
Reservations/Dispatch - Capitol Campus	7:00 a.m. to 4:00 p.m.	(360) 725-0035
Reservations/Dispatch - Olympia Fleet Operations	6:30 a.m. to 5:30 p.m.	(360) 438-8235
Statewide maintenance assistance Vendor authorizations	6:30 a.m. to 5:30 p.m.	1-800-542-6840
Vehicle maintenance facility	7:30 a.m. to 4:30 pm	(360) 407-0977

For Roadside assistance or to report an accident

Topic	Provider	Phone Number
Accidents - reporting	CEI http://www.ga.wa.gov/mp/WA/StateMotorPool_PDFkit_2-11.pdf	1-877-443-5777
Accidents - claimants	Office of Financial Management Risk Management Division	360-407-8178
Roadside assistance ("M" plate vehicles only) vehicles within 3 year/36,000 mile warranty	Chevrolet	1-800-243-8872
	Ford	1-800-241-3673
	Toyota (breakdowns only)	1-877-304-6495
	Chrysler/Dodge/Jeep (breakdowns only)	1-800-521-2779
Roadside assistance - all other "M" plate vehicles	Fleet Rescue Road Service	1-800-226-3860

Note: In addition to contacting the service provider, please call Fleet Operations at 1-800-542-6840 to notify staff of a breakdown, accident, or any damage to a vehicle. Leave a message if beyond normal business hours.

Vehicle Maintenance/Repair Services for Fleet Operations Vehicles

County/Request Form	Address	Contact Name/Phone
Thurston County 	1312 Fones Road, Bldg 4 Olympia, WA 98504-1032	Coy Chappell (360) 407-0977
Clark County 	4700 NE 78th Street Vancouver, WA 98665	Bill Girard (360) 397-2301
Cowlitz County 	2215 Talley Way Kelso, WA 98626	John Williams (360) 577-3029
King County 	707 S. Orcas Street Seattle, WA 98108	Clive Stewart (206) 296-5050
Pierce County 	3639 S. Pine Street Tacoma, WA 98409	Steve Peterson (253) 591-5581
Snohomish County - Everett Area 	3402 McDougall Avenue Everett, WA 98201	Brad Graff (425) 388-6070
Snohomish County–Arlington Area 	19700 67th Avenue Arlington, WA 98223	Stephen Terra (425) 388-7131
Spokane County 	1410 N. Normandie Street Spokane, WA 99201	Ed Friedrich (509) 625-7777
Whatcom County 	2221 Pacific St. Bellingham, WA 98229	Rich Coffman (360) 778-7765

Report an accident

1. Render first aid if necessary. Call for medical assistance if needed, and take whatever steps are necessary to protect yourself from further injury.
2. Report the accident to local police (911).
3. If vehicle needs to be removed from roadway, call Fleet Rescue Road Service at 1-800-226-3860. (This information can be found in the glove box).
4. Obtain needed information from other driver(s).
5. Fill out the accident report in the CEI Brochure located in the glove box, or at http://www.ga.wa.gov/mp/WAStateMotorPool_PDFkit_2-11.pdf.
6. Call CEI at 1-877-443-5777.
7. Notify Fleet Operations as soon as possible at 1-800-542-6840.
8. Follow your internal agency accident policy - there may be additional requirements for your agency.



All drivers of State Fleet Operations vehicles must comply with the requirements in this manual.

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 employee who is at least 18 years old, has two years of driving experience, and has a valid driver's license. See SAAM 12.30.20.c <http://www.ofm.wa.gov/policy/12.30.htm>.
- Student with a minimum of two years of driving experience attending a state educational institution and participating in official school activities or authorized programs. See SAAM 12.30.20.c <http://www.ofm.wa.gov/policy/12.30.htm>. Student use must be authorized in writing by their Agency Transportation Officer. See <http://www.ofm.wa.gov/policy/12.30.htm>.
- Volunteer who is performing assigned or authorized duties for the state. Volunteer use must be authorized in writing by their Agency Transportation Officer. See SAAM 12.30.20.c <http://www.ofm.wa.gov/policy/12.30.htm>.
- Department of Correction inmate under the control of the Department of Corrections. See SAAM 12.10.05 (4) <http://www.ofm.wa.gov/policy/12.10.htm> for additional requirements.
- Contractor whose use is authorized in writing by their Agency Transportation Officer <https://fortress.wa.gov/ga/apps/mpato/default.aspx>. See SAAM 12.40.20.b <http://www.ofm.wa.gov/policy/12.40.htm> 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.

Your responsibilities

- Operate the vehicle in a safe manner.
- Have a valid driver's license in your possession.
- 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 substance 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 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 new cell phone law (2010 SSB 6345) is in effect, which means that any person holding a cell phone to their ear or using a cell phone for reading, typing or sending texts can be fined \$124 for a traffic infraction. This will be a primary offense, which means that police can pull you over if they witness illegal cell phone use, and many departments have reported that there will be no “grace” period (no warnings will be given).



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 travelling 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. Ice tires must be removed in the spring at the customer's expense. 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 1-800-542-6840).

Pass conditions during the winter

Dial the numbers below for winter pass road conditions or go online: www.wsdot.wa.gov

Recorded messages:

State Highways and Commuter Information511 or 1-800-695-7623

TDD only.....1-800-833-6388 or (206) 440-4040

Lock the vehicle

Vehicles must be locked when left unattended. We do not assume responsibility for personal property left in vehicles. Immediately report lost or stolen fuel credit cards to your ATO <https://fortress.wa.gov/ga/apps/mpato/default.aspx>. 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 Agency Transportation Officer (ATO) who will contact you and your supervisor.

Toll fees

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 <http://www.wsdot.wa.gov/goodtogo/> 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 the weather and where the vehicle is driven, but we ask you to use good judgment. If you drive a permanently assigned 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 **1-800-542-6840**.

Maintenance and Repair services:

State agencies are required to use state facilities for maintenance and repair whenever possible. If the repairs are beyond Fleet Operations capability, we will authorize repairs done at a local contract repair facility. See SAAM 12.20.40 <http://www.ofm.wa.gov/policy/12.20.htm> for more information.

Make sure you follow the schedule for preventative maintenance services <http://www.ga.wa.gov/mp/PrevMaint.htm> in accordance with the recommended intervals for your vehicle. A copy of the maintenance schedule is in each vehicle packet (in 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.

- Any maintenance performed by a vendor over \$100.00 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 fuel credit card to pay for maintenance or repairs.

Mail pre-authorized invoices to:

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

Fleet Operations and partner agencies perform scheduled maintenance or 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:

- [Thurston County](#)
- [Clark County](#)
- [Cowlitz County](#)
- [King County](#)

- [Pierce County](#)
- [Snohomish County](#)
- [Spokane County](#)
- [Whatcom County](#)

For all other locations or if you have any questions, please [contact Fleet Operations](#).

Loaner vehicles may be available from Fleet Operations while your assigned vehicle is in the shop.

Basic Oil Changes

You may use a local “quick lube” vendor for basic oil changes, windshield wiper replacements, fluid top-offs etc. Any maintenance performed by a vendor over \$100.00 needs to be pre-authorized by Fleet Operations (1-800-542-6840). All invoices need to be signed by the driver indicating the service was received.

Service calls not due to mechanical problems

Your agency will be charged back for delivery of fuel, retrieval of keys from locked vehicles, jump-starting vehicles when lights have been left on, etc.

Short-Term (Trip) vehicles

We have sedans, hybrid 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 at:

<https://fortress.wa.gov/ga/apps/MPRates/ShortTermRentalRates.aspx>

Reserving a short-term (trip) vehicle

You may reserve vehicles online using InfoCenter, the state’s online reservation and mileage reporting system at <https://fortress.wa.gov/ga/apps/motorpool/fareservationsportal/ReservationLogin.aspx> or by calling one of our locations.

- Olympia (Fones Road) Fleet Operations.....(360) 438-8235
- Capitol Campus.....(360) 725-0035

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 ahead of time 360-438-8240.

Where can I park my personal vehicle?

When traveling on official state business, you can park your personal vehicle at the Fleet Operations locations. Parking is limited and carpooling is encouraged. Parking is available on a first come first serve basis. **If unclear on where to park your personal vehicle, please ask.** Personal vehicles may be impounded if 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 our 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 that day 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 and tell us the number of the parking space you parked the vehicle in.

After business hours, please park and lock the vehicle and return the keys to the front door key drop.

Returning a trip vehicle to our Capitol Campus location

During and after business hours, please park and lock the vehicle in the designated area in front of the dispatch office. Return the keys to the dispatch office. (If staff is away place keys in the key drop)

Note: Your agency will be charged a \$10.00 “refuel” fee for trip vehicles returned with less than ¼ tank of fuel.

Permanently (Long-Term) assigned and project vehicles

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

Assigned vehicle rates are available on our website at:

<https://fortress.wa.gov/ga/apps/MPRates/LongTermRentalRates.aspx>

Requesting a permanently (long-term) assigned vehicle

All permanently assigned vehicle requests must be approved by your ATO

<https://fortress.wa.gov/ga/apps/mpato/default.aspx>. We will fill requests as vehicles become available.

You can learn more about permanently assigned vehicles and download a request form from our website at <https://fortress.wa.gov/ga/apps/MPRates/LongTermRentalRates.aspx>

Requesting a project vehicle

All project assignments must be approved by your ATO

<https://fortress.wa.gov/ga/apps/mpato/default.aspx>. 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 from our website at <https://fortress.wa.gov/ga/apps/MPRates/LongTermRentalRates.aspx>

Confidential license plates

Confidential plates can be obtained through your ATO <https://fortress.wa.gov/ga/apps/mpato/default.aspx> 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 regularly on confidential plate information.

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 at <http://www.ga.wa.gov/Travel/MPMonthlyMileage.htm>.

If you need help or have questions on how to enter the mileage please call our helpline at (360) 438-8240.

Returning permanent or project vehicles

- Notify a Fleet Operations customer account representative at (360) 438-8240.
- 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 your agency will be charged back.
- 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.
- Return vehicle, keys and fuel cards to the Fleet Operations (Fones Road) office.

Tire requests

All requests for tires must be pre-approved. Contact us at (360) 407-0316 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 us.

Batteries

All battery purchases must be pre-approved. Contact Fleet Operations at (360) 407-0316 or toll free 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 costs of operation. The use of mid-grade or premium unleaded is not authorized and if used will be charged back to your agency. You are responsible for keeping the motor oil, washer fluid, and radiator coolant at the correct levels. If you have questions about how to check these fluids, please call us at 1-800-542-6840.

Fuel credit cards

There are two fuel credit cards issued with the vehicle keys:

1. A commercial bank fuel credit card for use at commercial gas stations
2. A red DOT card for use at Washington State Department of Transportation fueling stations
<http://www.wsdot.wa.gov/publications/manuals/fulltext/M53-55/FuelStations.pdf>.

Immediately report lost or stolen fuel credit cards to your ATO

<https://fortress.wa.gov/ga/apps/mpato/default.aspx>. Your ATO will arrange with Fleet Operations for a replacement card.



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

The commercial bank fuel credit card is to be used only for fuel, car washes (when available by paying at the pump), and Fleet Rescue roadside services.

Please contact your ATO or Fleet Operations at (360) 438-8235 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 have your vehicle inspected free of charge at our Fones Road location or at a commercial emission testing location. You can learn more about emissions inspections and find state authorized inspection locations by visiting the Department of Ecology's website at http://www.ecy.wa.gov/programs/air/CARS/Automotive_Pages.htm.

You must send us your copy of the emission test when testing is done anywhere other than the Fleet Operations facility.

Emergency 24-hr roadside assistance

Your 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 1-800-226-3860. Any services rendered will be billed directly to the vehicle fuel card. Your agency is responsible for any costs caused by your negligence and will be charged back.

Fleet Rescue roadside services available include:

- Towing
- Winching
- Jump Starts
- Fuel Delivery
- Lock Out Service

- Spare Tire Change
- Mechanical First Aid

Call Fleet Rescue Roadside service at 1-800-226-3860. Please be prepared with the following information:

- Fuel card number and expiration date.
- Vehicle description – year, make, model, color, and license plate (check registration in glove box if 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 Fleet Rescue Roadside service is unable to get the vehicle running 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 in glove box), and also call Fleet Operations the next business day for further instructions.
- If during business hours, please call Fleet Operations for guidance at 1-800-542-6840.

Reporting incidents

Call Fleet Operations at 1-800-542-6840 or (360) 407-0316 as soon as possible to report all accidents, damage, theft, vandalism, emergency repairs, and towing.

If you are reporting an accident, please refer to **Report an accident** for step by step instructions.

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.

Insurance

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

Washington State Department of Transportation
Claims Administration Division
PO Box 47418
Olympia, WA 98504-7418
1-800-737-0615

Third parties to an accident can report damage to their vehicle caused by a state driver by calling the Washington State Department of Transportation at 1-800-737-0615.

Map and Directions: Olympia Fones Road site

The Olympia Fleet Operations Fones Road site has hybrid and full-size sedans, sport-utility vehicles, and a minivan available for short-term rental.

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

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

Phone: (360) 438-8235

Fax: (360) 438-8239

Email: mpmail@ga.wa.gov

You can park your personal vehicle at Fleet Operations. Ask the dispatcher to direct you to the locations available.

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 down Fones Road about 3/8-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).



Map and directions: Capitol Campus Satellite Fleet Operations site

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

Location: Inside the Plaza Garage Parking Office, on Washington Street and 11th Avenue. The entrance to the Plaza Garage is located between the Highways/Licenses and Archives buildings. The Parking Office is located on Level D.

Hours: 7 a.m. to 4 p.m., Monday-Friday

Phone: (360) 725-0035

Email: mpmail@ga.wa.gov

You can park your personal vehicle in a Fleet Operations stall in the Plaza Garage. Ask the dispatcher to direct you to the exact location.

From I-5 North or South:

- Take Exit 105a (Capitol Campus/City Center).
- Continue through light and into tunnel.
- Stay in the right lane.
- Turn right on Capitol Way.
- Turn right on 11th Avenue
- Turn right onto Washington Street.
- Follow street into Plaza Parking Garage.
- Follow signs to Satellite Fleet Operations location.

