

Division of Fleet Management Services

Fleet & State Driver Guidance Document



Department *of* General Services

Helping Government Get Down to Business

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Division of Fleet Management Services

The Division of Fleet Management Services (DFMS) is a division unit within the Department of General Services. It establishes fleet management policies and procedures for all vehicles owned by the Commonwealth, to ensure safe, reliable, and cost-efficient use. The vehicles are available to state employees and other DFMS customers who conduct the Commonwealth's business.

Definitions

Agency Transportation Officer (ATO) – Designated individual in each state agency, college, or institution (hereinafter referred to collectively as “agency”) that oversee vehicle management and reporting and serve as the link for that agency with DFMS.

Agency Owned Vehicle - Any state-owned vehicle with a title held by the operating agency, that includes but is not limited to sedans, crossovers, minivans, pickup trucks, sport utility vehicles, or vans used primarily for the transportation of the driver and no more than 15 passengers.

Centralized Fleet - Vehicles purchased by the Department of General Services' Division of Fleet Management Services available for use by state agencies on a lease.

Commuting - Use of a state-owned vehicle by an employee for travel between home and official workstation, while not in "travel status."

DGS Director - The director of the Department of General Services.

Employee - Any individual authorized to operate a state-owned vehicle on behalf of the Commonwealth of Virginia, e.g., part-time, hourly, full-time employees, and any individual under contract to perform services.

Law Enforcement Officer - Defined in Section 9.1-101 of the Code of Virginia and/or in accordance with opinions issued by the Attorney General.

Lease – An agreement with a state agency or higher education institution to use of a motor vehicle from DFMS for an open-term. The vehicle's capital cost will be spread over a period of 84 months. There is no penalty if the agency or higher education institution selects to return the vehicle before the capital is paid in full. In the case of state driver at-fault crash which result in the vehicle being deemed totaled, the agency will be responsible for the balance once the surplus gains have been applied.

Office - The facility/official workstation where the employee routinely reports for duty.

Office-In-Home - The employee's home is the official location from which they begin and end their work duties. The employee does not report routinely to an official state facility to perform their duties. The location of the employee's home must be within the geographic confines of the employee's assigned work area. An office-in-home is not the same as teleworking.

DFMS Leased Fleet Vehicle - Any state-owned vehicle leased by the Department of General Services to a CoVA agency that includes but is not limited to sedans, crossovers, minivans, pickup trucks, sport utility vehicles, or vans used primarily for the transportation of the driver and no more than 15 passengers.

State Fleet Administrator - The Director of the Division of Fleet Management Services.

Telematics – Technology that provides global positioning data, vehicle diagnostic data, vehicle usage data to be used to improve fleet management costs, sustainability, efficiency and safety.

Vehicle – Any state-owned passenger-type vehicle registered with the Department of Motor Vehicles that includes but is not limited to sedans, crossovers, minivans, pickup trucks, sport utility vehicles, or vans used primarily for the transportation of the driver and no more than 15 passengers.

Vehicle Management Control Center (VMCC) – The 24/7 call center (1-866-857-6866) manages the maintenance activities of all DFMS vehicles and enrolled agency-owned vehicles.

Introduction

A. Authority:

The director of DGS has been given authority and responsibilities by Chapter 11, Title 2.2 1180 of the Code of Virginia:

The Director may promulgate regulations for the purchase, use, storage, maintenance, repair, and disposal of all passenger-type vehicles owned by the Commonwealth and assigned to the centralized fleet. By executive order of the Governor, such regulations may extend to all motor vehicles of any type owned by the Commonwealth, or such of them as the Governor may designate.

By Executive Order 89 (2005), this authority and responsibility has been extended to all passenger-type vehicles owned by the Commonwealth. The director of DGS has delegated the responsibilities for implementing approved policies and procedures to the State Fleet Administrator.

B. Applicability of Policies and Procedures:

These policies and procedures apply to all passenger-type vehicles, owned by the Commonwealth of Virginia. By Executive Order 89 (2005), the Governor extended these policies and procedures to all motor vehicles of any type owned or leased by the Commonwealth.

C. Responsibilities:

1. The Department of General Services (DGS) is responsible for developing policies and procedures for purchase, use, storage, maintenance and repair, and disposal of state-owned vehicles.

2. Division of Fleet Management Services (DFMS) is responsible for the management of the centralized fleet and for developing, administering, monitoring, and enforcing all policies and procedures concerning vehicle assignment, utilization, maintenance, repair, and replacement. Also, DFMS oversees crash/vehicle incident reporting and citizen inquiries.

3. Agency heads are responsible for monitoring and enforcing, within their agency, all DFMS policies and procedures governing the assignment, use, maintenance and repair of DFMS vehicles. They ensure the timely submission of various DFMS reports and the prompt payment of DFMS bills. Each agency head shall also designate an agency transportation officer to serve as a liaison between their agency and DFMS.
4. Agency Transportation Officers (ATO) are responsible for carrying out the duties and responsibilities as assigned by their Agency Head to comply with the DFMS policies and procedures regarding the management and operation of state-owned vehicles. Such duties may include, but are not limited to, the following:
 - a. Establishing internal agency procedures to assure vehicles are maintained and operated in accordance with DFMS policies and procedures. Agencies may develop internal policies and procedures to supplement and strengthen DFMS policies and procedures. However, agencies' internal policies and procedures may not supersede or change the policies and procedures set forth in this document.
 - b. Orienting employees to ensure vehicle drivers are aware of DFMS policies and procedures, and of their individual responsibilities concerning the use of a vehicle.
 - c. Establishing internal agency procedures to assure vehicle drivers possess a valid driver's license and acceptable driving record.
 - d. Keeping DFMS advised of any changes pertaining to vehicle assignment and/or location (applies to DFMS vehicles only).
 - e. Monitoring vehicle utilization to assure optimum use and efficiency.
 - f. Reporting any commuter use of vehicles to DFMS.
 - g. Submitting any requests for exemption to the minimum mileage criteria as set forth in Chapter 11, Section 2.2-1178 of the Code of Virginia, and Section II herein.
 - h. Submitting vehicle reports to DFMS, as requested, or required.
- 5) Vehicle drivers are responsible for reviewing and conforming to all policies and procedures pertaining to the use, maintenance, and operation of a vehicle.

Section 1: Vehicle Deployment and Disposal

I. Assignment

A. Assignment:

To ensure full and proper utilization of vehicles, DFMS leased fleet vehicles are assigned to an agency and managed by the Agency Transportation Officer in coordination with the agency head. While the needs of a specific employee may be used as justification for an additional assignment of a vehicle, the assigned vehicle is to be under the control of the ATO for use throughout the agency.

B. Assignment Criteria:

Assignments will be approved only on the basis of one of the following:

1. The vehicle should be driven not less than the annual business mileage (total miles minus commute miles), which is determined in accordance with Chapter 11, Section 2.2-1178 B.1 of the Code of Virginia.
2. A law enforcement officer as defined in Section 9-1-101 of the Code of Virginia.

3. An employee whose job duties require the constant use or continuous availability of specialized equipment which cannot feasibly or economically be either transferred between DFMS leased fleet vehicles or carried in personal vehicles. Such equipment may include medical supplies, a monitoring or testing apparatus or other supplies, equipment or material necessary to perform the agency's mission or function.
4. An employee, on 24-hour call, must respond to emergencies on a regular or continuing basis where the emergency response is normally to a location other than the employee's official workstation.
5. The vehicle is used for essential travel related to the transportation of clients or wards of the Commonwealth on a routine basis, or for essential administrative functions of the agency for which the use of a temporary assignment or personal mileage reimbursement is neither feasible nor economical.

C. Request for Assignment:

Requests by agencies for assignments are to be submitted to DFMS on the Form DFMS-1, "Application for Assignment/Purchase/Lease of State Vehicle" along with the Total Cost of Ownership (TCO) documentation. Complete the form and have it signed by the Agency Transportation Officer (ATO), and the agency head. The form should be submitted at least 90 days prior to the need for the vehicle, when feasible.

D. Confidential License Plates

State agencies with law enforcement authority, ones having units with law enforcement authority, and those who otherwise meet the requirements of §46.2-750 and §46.2-750.1 of the Code of Virginia will send a request for confidential plates to the State Fleet Administrator, requesting confidential tags for these vehicles.

E. Agency Assignment - Informational Updates:

Agencies are to keep DFMS advised of any changes regarding vehicle assignment, including changes in vehicle use, principal assignee, location of vehicle, vehicle exemption, commuting, or any factors which may affect vehicle utilization. The Form DFMS-1, "Application for Assignment/Purchase/Lease of State Vehicle" is to be used to advise DFMS of any changes.

F. Term & Rate of Assignment:

Chapter 11, Section 2.2-1178 of the Code of Virginia limits the assignment of a vehicle to a maximum of two years, except upon review by the State Fleet Administrator as to the continued need for the assignment. Any vehicle failing to achieve the minimum mileage criteria will be reviewed for possible recall. Vehicle assignments will terminate upon notification by the State Fleet Administrator, unless the agency head determines that the vehicle is no longer needed prior to such notification.

The lease rate of the DFMS centralized vehicles consists of capital/purchase cost, operational/maintenance and fuel costs. The capital charge is a pass-through of the vehicle acquisition and any applicable finance charge spread over 84 months. Once the vehicle is fully depreciated, this charge will no longer be passed onto the agency.

The operational charge is a standard monthly fee covering all maintenance and administrative costs. All vehicle leases are open-ended and the balance of residual value of the vehicle is returned to the agency when the vehicle is sold, if possible.

II. DFMS Leased Fleet Vehicle Utilization

Chapter 11, Section 2.2-1178 of the Code of Virginia specifies the criteria used in determining the minimum mileage and other conditions necessary for the assignment of a DFMS leased fleet vehicle. The following represent the current annual minimum mileage standards for DFMS leased vehicles:

Class	Mileage
Compact Sedan	8,000
Mid-Size Sedan	8,500
Full Size Sedan	9,000
Mini-Van	11,000
Crossover/SUV – Small	10,000
Crossover/SUV – Mid-Size	11,500
SUV – Large	13,000
Pickup – Compact 4x2	8,000
Pickup – Compact 4x4	9,000
Pickup – Full-Size 4x2	10,000
Pickup – Full-Size 4x4	11,000

If mileage or conditions are not demonstrated when requesting a vehicle, the assignment will be denied. If mileage or conditions are not met following an assignment, the vehicle may be recalled at the discretion of the State Fleet Administrator. DFMS leased vehicles traveling more than 25,000 miles annually shall be replaced with agency-owned vehicles at time of vehicle replacement.

A. Request for Exemption to Minimum Mileage Criteria:

Exemptions to the minimum mileage specified for assignment or retention of a DFMS leased fleet vehicle may be justified if the principal driver of the vehicle has duty assignments routinely related to public safety and/or response to life threatening situations, or if the vehicle's functional use can be classified as a "special need". Requests for exemptions should be submitted to the State Fleet Administrator on the Form DFMS-1, "Application for Assignment/Purchase/Lease of State Vehicle." The State Fleet Administrator will advise the Agency Transportation Officer (ATO) in writing as to the approval/disapproval of the request with a copy to the appropriate agency head. The agency head, if dissatisfied with the decision, may submit a formal appeal to the Director of DGS.

B. Basis for Exemption to the Minimum Mileage Criteria for DFMS Leased Fleet Vehicle Assignment:

1. Exemption based on public safety and response to life-threatening situations:
 - a. Vehicles assigned to law enforcement officers as defined in Section 9.1-101 of the Code of Virginia; state employees who have investigative, enforcement and arrest powers pertaining to criminal laws.
 - b. Vehicles assigned to state employees whose job duties require the constant use or continuous availability of specialized equipment directly related to their routine functions.
 - c. An employee who is on 24-hour call for response to emergencies on a regular or continuing basis, where the emergency response is normally to a location other than the employee's official workstation.

2. Exemptions based on "special need" classification:
 - a. Vehicles used for essential travel related to the transportation of clients or wards of the commonwealth on a routine basis.
 - b. Vehicles used for the essential administrative functions of an agency for which it is demonstrated the use of a rental vehicle or personal mileage reimbursement is neither feasible nor economical.

C. Recall of DFMS Leased Fleet Vehicles Due to Underutilization:

The State Fleet Administrator will inform the Agency Transportation Officer about the vehicles that failed to meet the minimum mileage criteria. Any vehicles failing to meet the annual minimum mileage criteria may be recalled at the end of the fiscal year.

The agency will have 30 days to submit a response justifying retention for any vehicle recalled as a result of underutilization. The State Fleet Administrator reviews the agency's response to the recall notice and advises the agency in writing of a decision.

The agency, in writing to the Director of DGS, may appeal the State Fleet Administrator's decision. Failure by the agency to either return the recalled vehicle or submit justification, within 30 days, as to why the vehicle should not be recalled will result in the initiation of administrative sanctions by DFMS.

D. Annual Reporting Requirements:

Each Agency, with the exception of institutions of higher education, will be responsible for submitting an annual report on each agency-owned vehicle to the State Fleet Administrator before September 1.

Pursuant to the Virginia Acts of Assembly, institutions of higher education "shall be required to report the vehicles purchased and leased for the preceding fiscal year including the cost of such to the Director of the Department of General Services by September 1 of each year."

DFMS will annually provide reporting instructions requirements to state agencies and institutions of higher education. State agencies and institutions of higher education are to report to DFMS the requested information.

III. Disposal

A. Removal or Recall of DFMS Leased Fleet Vehicles from Agency:

DFMS leased fleet vehicles may be recalled if any of the following occur:

1. The vehicle is not driven and is not exempt from the minimum mileage requirement.
2. Vehicle abuse occurs, which includes but is not limited to, the improper care and maintenance of the vehicle such as excess or the extended filth of vehicle, operating the vehicle without servicing at the specified frequency, and damage to the vehicle caused by willful disregard or improper use.
3. If agency billings are not regularly paid within 45 days of receipt.
4. If the driver of a DFMS leased DFMS leased fleet vehicle is delinquent in the payment of parking tickets, fine or citations on more than two occasions in a six-month period.

B. Disposal Criteria for DFMS Leased Fleet Vehicles

DFMS leased fleet vehicles will not be **considered** for disposal until they qualify for at least one of the following criteria:

1. Vehicle has over 85,000 miles.
2. Vehicle is more than 10 years old.
3. Vehicle has damage or needs repair that is greater than 60% of the NADA value.
4. Director has determined that the overall condition of the vehicle has deteriorated to an “un-repairable” state.
5. Agency has determined that vehicle is no longer needed and is in excess of their needs.

These represent minimum criteria only. Actual replacement mileages may vary at the discretion of DFMS.

C. Disposal Process for DFMS Leased Fleet Vehicles

Once a vehicle has met the minimum disposal requirements and the DFMS has notified the agency, the following steps should be followed.

1. All seals, decals, and equipment should be removed from the vehicle.
2. The vehicle should be returned to the Division of Fleet Management Services 2400 West Leigh Street, Richmond VA 23220.
3. If the vehicle is not drivable, the driver should contact the VMCC. The VMCC will plan for the vehicle to be transported.

Section 2: Safety Program

I. Driver Eligibility

A. Driver's License:

Anyone driving a **state-owned vehicle** must have a valid driver's license. Vehicle drivers must show the license prior to obtaining any vehicle from DFMS. Agencies must have policies and procedures in place to verify individuals authorized to drive any state-owned vehicle possess a valid driver's license for the vehicle they will be operating.

B. Monitoring Driver Status:

A vehicle driver must have a valid driver's license to drive any state-owned vehicle. For temporary assignments or rental vehicle use, an employee must show the transportation officer or supervisor a driver's license before using the vehicle.

All state agencies with long-term vehicle assignments should use the automated **voluntary driving record program** offered free to public organizations through DMV. This service monitors employee driving records and notifies the employer if the employee receives a DUI/DWI or reckless driving conviction or if driving privileges are suspended, revoked, or disqualified. This will ensure agencies are aware of serious driving violations for employees that use state-owned vehicles and can help reduce the risk of crashes and liability for the commonwealth.

C. Moving Violation Reporting:

Each employee is required to report any moving violation that occurs in a state-owned vehicle to their supervisor within 3 business days. Failure to do so may result in disciplinary action by their agency and may lose their privilege to operate a state-owned vehicle.

II. Vehicle Use

A. General Operation:

Drivers should practice defensive driving by anticipating and observing the actions of other drivers and controlling the vehicle in a manner so as to avoid crashes and to be the active driver of the vehicle even in cases of autonomous driving. When operating the vehicle be aware that averting your eyes from the road may cause a crash. Use 'best judgment' when changing climate control settings, using the radio, or accessing other settings on the vehicle's dashboard. All state drivers should perform a walk around visual inspection of a state vehicle prior to moving. Smoking, including vaporizers and electronic cigarettes, and the use of other tobacco products are prohibited in any state-owned vehicle.

B. Official Use Only:

Drivers shall use state-owned vehicles for official state business only. Drivers guilty of misuse are subject to disciplinary action by their agency and may lose their privilege to operate state-owned vehicles. Vehicles are to be operated in a manner which avoids even the appearance of impropriety.

C. Relatives:

Family members of state employees are prohibited to ride in state-owned vehicles unless the family member's travel is directly related to official state business.

D. Hourly and Part-Time State Employees and Non-State Employees:

An agency may permit students, part-time or hourly employees, and volunteers to state service, to operate or ride in state-owned vehicles if on official business for the agency.

Individuals not employed by the state may accompany state employees operating state-owned vehicles when they have an interest in the purpose of the trip and their presence is directly related to official state business.

Non-state employees may be authorized to operate a state-owned vehicle if they are performing a contracted function for the state and if such contract specifies that the commonwealth will provide such vehicle. Non-state employees, when authorized by the agency to operate a state-owned vehicle, are subject to the same rules and regulations as state employees concerning the use and maintenance of the vehicle.

E. Hitchhikers and Pets:

Hitchhikers and pets are not allowed to ride in any state-owned vehicle. Service dogs are allowed.

F. Cellular Phones or Handheld Devices

Cell phones, GPS, or other electrical devices must be operated via a hands-free device or while the vehicle is in park (this includes reading texts/emails or messages via smartwatches). Any other use such as text messaging or emailing is prohibited while the vehicle is in drive and/or in motion. Use of two-way radios and related mission

essential equipment for emergency response vehicles will be governed by agency policy. DFMS recommends state drivers not to talk on cell phones while driving the vehicle regardless of hands-free device.

G. Eating

Eating food is prohibited while driving a state-owned vehicle.

H. Compliance with Motor Vehicle Laws:

It is the responsibility of each individual driver to observe all motor vehicle laws of Virginia. Drivers must not knowingly operate vehicles that do not comply with legal requirements.

It is the responsibility of each agency and institution to guarantee employees possess a valid driver's license prior to authorizing use of a state-owned vehicle.

All violations and fines, including parking citations, are the responsibility of the assigned driver at the time of such violation. Abuse of motor vehicle laws by a driver may result in the loss of the privilege of a state-owned vehicle.

I. Alcoholic Beverages and Drugs:

Under no circumstances may a state employee operate a vehicle while under the influence of intoxicating beverages, drugs, or other substances. Conviction of such offenses will result in the loss of the privilege of driving a state-owned vehicle. No state vehicle may be used to transport alcoholic beverages unless it is operated by an employee of the Alcoholic Beverage Control Board or other law enforcement personnel in the performance of their official duties.

J. Use of Personal Vehicles:

When authorized by the agency, employees may use personal automobiles in the discharge of official duties within the continental limits of the United States with reimbursement at the rate prescribed by the DOA Travel Regulations.

The Agency's ATO shall monitor, on an annual basis, the personal mileage reimbursement paid to each employee. Such information may reflect the need for additional DFMS leased fleet vehicle assignments. ATO's should be consulted about agency-specific policies concerning the use of personal vehicles.

K. Parking and Storage of DFMS Leased Fleet Vehicles:

Individuals and agencies are responsible for secure and safe storage and parking of vehicles. DFMS leased fleet vehicles shall not be left on residential streets or highways overnight unless it is necessary due to mechanical failure or emergency or if you have received approval from the State Fleet Administrator. When a DFMS leased fleet vehicle is parked on a municipal street it shall be the responsibility of the driver's agency to ensure payment of all parking fees and any parking fines assessed against the vehicle. The vehicle may be parked in a commercial or municipal parking facility provided the driver or the driver's agency pays parking fees. The assigned driver shall be responsible for towing fees resulting from improper parking.

L. Toll Charges:

Toll charges incurred during travel in an DFMS leased fleet vehicle are the responsibility of the driver and/or agency. If traveling the toll road is routine, the Agency shall equip the state vehicle with an EZ pass transponder. If DFMS receives a toll invoice, it will be added to the appropriate agency's billing.

M. Out-of-State Travel:

Use of state-owned vehicles outside of the Commonwealth of Virginia must be coordinated in advance of the travel with the Agency Transportation Officer. DFMS recommends using the rental contract for out-of-state travel. However, ATO's should take into consideration the mileage and age of the vehicle prior to approving out of state travel. In the event that DFMS has to recover a state-owned vehicle from outside the Commonwealth, the agency assigned the vehicle will be charged for the recovery costs irrespective of fault.

The commercial fuel card provided with each DFMS leased fleet vehicle is normally accepted nationwide for the procurement of fuel. Verify fuel card acceptance with the commercial establishment prior to authorizing purchasing fuel.

Any vehicle which is routinely domiciled outside of the Commonwealth must be approved by the State Fleet Administrator.

N. Firearms

In accordance with Department of Human Resource Management Policy 1.80, no person should possess, brandish, or use a weapon that is not required by the individual's position in a state vehicle.

O. Driving Under Adverse Weather Conditions:

Drivers who drive a state-owned vehicle during adverse weather conditions are cautioned to take extreme care to ensure the safety of driver and passengers. Adhere to the State's Police advisory to avoid unnecessary travel and stay off the roads during snow and icy conditions. Repairs for any damage to the vehicles resulting from their operation during adverse weather conditions will be charged to the using agency if it is found damage was caused by the driver's negligence.

P. Responsibility for Loss or Damage of Personal or Agency-Owned Property:

DFMS is not responsible or liable for loss or damage to any personal or agency-owned property or belongings transported or left in a DFMS leased fleet vehicle. Waiver of liability includes but is not limited to water damage of contents caused by misalignment of trunks, doors or faulty weather-stripping resulting in interior exposure to the elements. It is the responsibility of each driver to report defects to the VMCC for correction.

Q. Idling

No person shall allow the gas engine of the vehicle to idle for longer than five (5) minutes / diesel engine of a motor vehicle to idle for longer than ten (10) minutes while parking, standing, or stopping. Turn the vehicle off when you are loading and unloading goods or personnel or stopped for road construction. Exceptions include:

- when in traffic

- for the safety of vehicle occupants in cases of extreme heat or cold
- to use lift or accessory equipment such as power take-off (PTO) equipment needed for hydraulic systems, etc.

R. Loss of DFMS Leased Fleet Vehicle Keys:

DFMS is not responsible for any costs associated with keys being lost, stolen or locked in a DFMS leased fleet vehicle. Any costs for duplicate keys, locksmith services, or damage to vehicle resulting from forced entry by a state employee shall be the responsibility of the agency assigned the vehicle. If locked out of the vehicle, contact the VMCC.

S. Seatbelts:

Seatbelts must be used by all occupants in accordance with state law.

T. EV Charging Etiquette:

- Be considerate.
- Do not unplug another EV.
- Vacate the space after four hours of charging, unless designated vehicle started charging after 3 p.m.
- For those vehicles charged overnight, please relocate by 9 a.m. the next morning to allow others to charge.
- Neatly replace the charging cords when finished.

U. Telematics

The telematics equipment is used to monitor the centralized fleet's location and performance, which is intended to improve safety, operational efficiency and energy efficiency and reduce costs. Use of telematics data is intended to increase productivity and efficiency by tracking, routing, vehicle utilization, fuel economy, and preventive maintenance. Telematics data shall not be used for any other purpose, including personal purposes.

1. **Information Collection:** Data obtained from telematics is a valuable tool for operations and customer service that helps improve safety and extend the useful life and quality of the centralized fleet. Telematics collects information about the vehicles such as location, speed, route, stopping, maneuvering severity, idle and parking time and impact/crash notification. DFMS uses this information to benefit the Commonwealth and the customers it serves.
 - a. Telematics data shall be accessed by only authorized DFMS employees and the agency's ATO provided with an authorized user credential.
 - b. Telematics data shall be generated for the centralized fleet vehicles until they are no longer owned by DGS/DFMS.
2. **No Expectation of Privacy:** State employees have no expectation of privacy while using a state vehicle. The Commonwealth reserves the right to use telematics to monitor the vehicle.

3. **DFMS Responsibilities:** DFMS will oversee the acquisition, installation and the ongoing maintenance of all telematics devices on the Centralized Fleet vehicles. DFMS will serve as the administrator for telematics data access and provide training/support to the ATOs.
4. **Agencies Responsibilities:**
 - a. Agencies are responsible for informing employees that all vehicle operation is monitored by telematics.
 - b. Agencies are responsible for enforcing compliance with this policy.
 - c. Each agency will review the telematics data to ensure drivers eliminate unsafe and unauthorized driving behaviors. Regular monitoring of telematics data for individual agency fleet programs is the responsibility of the ATO.
 - i. Excessive speeding – vehicle exceeds the posted speed limit by 10 mph for a duration of 5 minutes or longer.
 - ii. Aggressive driving – vehicle experiences rapid acceleration, harsh braking or sudden/erratic turns.
 - iii. Seat belt use – Vehicle is being operated and the driver’s side seat belt is not engaged.
 - iv. Crashes – An exception report will be generated when a vehicle experiences conditions associated with a motor vehicle crash, such as abrupt stops, erratic turning or sudden loss of power.
 - v. Unnecessary idling – Vehicles idling for longer than 12 continuous minutes in a one-hour period. (Power Take-Off equipment is exempt.)
 - d. Agencies are responsible for addressing motor vehicle violations.
5. **Prohibited Activities:**
 - a. Tampering with or altering the physical telematics equipment in the vehicle.
 - b. Intentionally blocking or interfering with the electrical systems, wireless signal or satellite receiver/antenna.
 - c. Attempting to repair or adjust the telematics system in the state vehicle. Employees who believe the telematics system is not working properly should report the malfunction to the VMCC.
6. **Third-Party Data Sharing:** Third-party data-sharing shall be limited to the following:
 - a. Law Enforcement representatives, if DFMS believes the data may show suspicious or illegal activity.
 - b. Law Enforcement agencies as part of their investigations related to specific vehicles, provided that the law enforcement representative submits a written request to DFMS and provides a search warrant, subpoena or court order.
 - c. Data may also be shared with parties in civil litigation involving a Centralized Fleet vehicle in response to a subpoena or civil discovery or otherwise required by law.
7. **Public Records Requests:**
 - a. The public shall not have direct access to the data. Data shall be made public or deemed exempt pursuant to the Commonwealth’s FOIA regulations.
 - b. FOIA requests requesting telematics data should be directed to the DGS Communication Office.

V. Vehicle Subscription Services

No vehicle shall be enrolled in any subscription services including, but not limited to, map updates, data plans, enhanced driver assistance (BlueCruise, Super Cruise, FSD etc.), satellite radio or on-board payments without the written permission of DFMS.

III. DFMS Fleet Vehicle Crashes/Incidents

A. Notification of State Police:

The driver **MUST** contact the VMCC immediately if involved in a crash/incident. The VMCC will contact the State Police.

1. Whenever a traffic crash occurs involving a state-owned vehicle, and while the vehicle is at the scene, the VMCC, vehicle operator or a representative of the agency owning or using the vehicle shall immediately report the crash to the Department of State Police, or to the police department of any state college, university, or community college. If the crash occurs on state parking facilities, or adjacent highways under the jurisdiction of the Virginia Capitol Police, the crash shall be reported to that agency. All traffic crashes involving licensed state-owned vehicles and crashes involving non-licensed state-owned vehicles where a licensed vehicle is also involved shall be investigated by the Department of State Police, the police department of any state college, university, or community college, or by the Virginia Capitol Police, except:

- a. Crashes in which the vehicle has been removed from the scene unless the crash is the result of a hit and run or personal injury was involved. This does not include moving the vehicle from the highway as a safety precaution.
- b. Damage to a vehicle is discovered after the fact, other than damage resulting from a hit and run crash.

B. Towing:

The VMCC will plan for towing and for the transportation of the driver and any passengers to a safe location.

C. Completion of Crash/Incident Reports:

The driver is required to complete an "Automobile Incident Report" form on any crash/incident regardless of the amount of property damage or personal injury within 10 business days of the crash/incident. The forms may be obtained from your Agency Transportation Officer. The original of the "Automobile Incident Report" form should be forwarded directly to the VMCC, vmcc@dgs.virginia.gov, VMCC, 2400 W. Leigh Street, Richmond, Virginia 23220, or fax to 804-545-5020. The VMCC will notify DRM. It is also recommended that the driver send a copy electronically to DRMClaims@trs.virginia.gov.

Drivers are cautioned against accepting responsibility for a crash/incident or discussing it with anyone other than their supervisors, law enforcement officers, or a representative from the Department of Treasury/Division of Risk Management.

D. Uniform Accident Prevention Committee:

The Uniform Accident Prevention Committee, chaired by a representative of the Virginia State Police, is comprised of representatives from several state agencies. This committee reviews, evaluates, and classifies all crashes/incidents involving DFMS leased fleet vehicles.

The State Fleet Administrator will advise the driver's Agency Transportation Officer of the committee's decision regarding responsibility for the crash. The crash will be classified as either preventable or non-preventable by the driver, or as an incident. The decision of the Uniform Accident Prevention Committee is to assist the agency in determining whether they need to take any action against their driver.

The driver, if dissatisfied with the committee's decision, may initiate an appeal. An appeal may take the form of a request to appear before the committee or to be submitted in writing to the State Fleet Administrator for submission to the committee for reconsideration. The committee will consider the additional facts or documentation and will advise the driver's Agency Transportation Officer of their final decision.

If the driver is still dissatisfied with the appeal ruling the next and final step is for the agency head of the agency employing the driver to write to the Superintendent of State Police requesting an appeal before a State Police panel.

E. Crash/Incidents Repairs and Cost Responsibility:

The vehicle should be taken to a shop specified by the VMCC for the securing of estimates and/or repair. Shop personnel will secure the necessary estimates and provide copies to the VMCC.

In those cases where police have identified a third party to the crash and determined the third party to be at fault for the crash, DFMS will assume the costs for the vehicle repairs or loss collection.

In all other cases, including hit and run crashes and incidents, the leasing agency will be responsible for the costs of repairs/loss. Vehicles which are declared a total loss will be assessed charges in the following manner. The leasing agency will assess the remaining Capital Charges for the 84-month amortization period plus the towing and crash cleanup expenses. When the wrecked vehicle is sold, DFMS will refund to the leasing agency the residual value of the wreck vehicle. For example, if a vehicle is wrecked after 48 payments have been made, the agency will assess an amount equal to 36-months capital charge not the operational charge. Once the wrecked vehicle is sold the net proceeds to DFMS will be refunded to the agency.

The agency head, if dissatisfied with the decision of the State Fleet Administrator, may submit a written appeal to the director of DGS. The director will review the appeal and advise the agency head and the State Fleet Administrator of the decision.

Prior to moving a vehicle all state drivers must perform a walk around visual inspection of the state vehicle, if damage is noticed call the VMCC immediately.

IV. Agency Owned Vehicle Crashes/Incidents

A. Notification of State Police

Whenever a traffic crash occurs involving a state-owned vehicle, and while the vehicle is at the scene, the operator or a representative of the agency owning or using the vehicle shall immediately report the crash to the Department of State Police, or to the police department of any state college, university, or community college. If the crash occurs on state parking facilities, or adjacent highways under the jurisdiction of the Virginia Capitol Police, the crash shall be reported to that agency. If the crash occurs on Port of Virginia terminal property, the crash may be reported to that agency. All traffic crashes involving licensed state-owned vehicles and crashes involving non-licensed state-owned vehicles where a licensed vehicle is also involved shall be investigated by the Department of State Police, the police department of any state college, university or community college, the Virginia Port Authority or by the Capitol Police, except:

- Crashes in which the vehicle has been removed from the scene unless the crash is the result of a hit and run or personal injury was involved. This does not include moving the vehicle from the highway as a safety precaution.
- Damage to a vehicle is discovered after the fact, other than damage resulting from a hit and run crash.

B. Crash/Incident Notification, Towing, Repair and Cost Responsibility

In those cases where a crash/incident involves an Agency owned vehicle, refer to agency procedures. In the meantime, the driver is required to complete an "Automobile Loss Notice" form on any crash/incident regardless of the amount of property damage or personal injury within 10 business days of the crash/incident. Submit the notice electronically to DRMClaims@trs.virginia.gov.

Section 3: Travel and Commuting

I. Commuting

A. Request for Use of State-Owned Vehicles for Commuting:

As specified in the Code of Virginia, Chapter 11, Section 2.2-1179, state-owned vehicles may not be used for commuting unless such use is required with respect to the duties of the employee and approved by the appropriate agency head and, in the case of DFMS leased fleet vehicles, the State Fleet Administrator. Requests for the use of a DFMS leased fleet vehicle for commuting are to be submitted to the Fleet Administrator by the agency on Form DFMS -1.

B. Reporting of Vehicles for Commuting:

Each agency, with the exception of institutions of higher education, must report all state-owned vehicles used for commuting to DFMS annually or as requested by the State Fleet Administrator.

C. Reimbursement from Commuters:

All employees authorized to use a state-owned vehicle for commuting shall reimburse the state for mileage unless they are law enforcement officers or employees who do not report to an official workstation and whose office is in their home. Reimbursement shall be by payroll deduction only. The fee for commuting is to be the rate per mile used by the Department of Accounts (DOA) for personal reimbursement when a government vehicle is not available or another rate as approved by DOA.

In accordance with Code of Virginia, Chapter 11, Section 2.2-1179 and Executive Order 89, Special Directive 3 the Secretary of Public Safety may establish a consistent reimbursement rate for those authorized under stated authority.

The payroll deduction amount will remain constant throughout the year unless:

1. The personal reimbursement rate changes.
2. The employee changes the location of his/her residence or office.
3. Unusual circumstances prevail (extended illnesses, etc.)

Procedures for deducting these moneys from employee pay are established by the state comptroller and contained in the Commonwealth Accounting Policies and Procedures Manual.

D. Types of Home-to-Official Workstation Travel Excluded from These Regulations:

The following are the types of home-to-official workstation travel which do not require a request for approval to commute:

1. Employees who only travel between home and official workstation when in "travel status" as defined in the "state travel regulations";
2. Employees who only travel between home and official workstation in the evening preceding a trip or the morning following a trip.

E. Vehicle Travel Logs:

A vehicle travel log will be required if the agency elects to use "actual days commute" in lieu of the standard 220 days per year. The log will show the dates and mileage of all home-to-office and office-to-home travel while in commute status and list the vehicle pool number, the driver's name, and driver's license number.

The log shall be summarized on a quarterly basis by the driver and submitted to the Agency Transportation Officer for review. For each vehicle used to commute, the agency shall, on an annual basis, submit to the State Fleet Administrator the one-way commute mileage, the total commute mileage, the number of one-way commute trips and the total payroll deduction.

II. Travel Planning

A. Policies for Virginia's Short-Term Trip Vehicles

The Commonwealth has contracted with Enterprise Mobility to provide vehicles for state employees to use when conducting state business.

The vehicles owned by Enterprise Mobility, but available to Virginia state employees, are now referred to as Short-Term Trip Vehicles.

1. These automobiles are owned by Enterprise Mobility, but when state employees operate one of these vehicles under this contract to conduct state business the driver and the vehicle are subject to DFMS Policies and Procedures.
 2. Advance reservations should be made with Enterprise Mobility for the use of Short-Term Trip Vehicles.
 3. Arrangements should be made for the pick-up and drop-off of Short-Term Trip Vehicles. If a reservation must be canceled, call the branch where the reservation was made for or log on to <http://www.enterprise.com> to notify Enterprise Mobility.
 4. Liability insurance and Loss Damage Waiver Fee is included in all Virginia agency rental rates. If you have questions regarding your agency's coverage, please contact Division of Risk Management (DRM).
- DRM basic coverage is liability insurance only for additional coverage contract DRM for the details regarding their "LeaseCare" program.
5. To reserve a Short-Term Trip Vehicle state employees must use an Enterprise web-reservation system to reserve a vehicle for pick-up from one of over 200 locations across the Commonwealth.
 6. Upon return from your trip, travelers MUST return Short-Term Trip Vehicles with the same amount of fuel as when it was rented to an Enterprise Mobility location.
 7. Damage or breakdowns should be reported to the rental agency immediately. Do not call the VMCC for service to a short-term rental vehicle.
 8. Any rental for more than 30 days will require approval by the Fleet Administrator. With DFMS' approval, vehicles may be rented for up to 364 days.

B. Short-Term Trip Vehicles Fuel Cards: (Vehicles owned by Enterprise Mobility)

To get a fuel card for use with Short-Term Trip Vehicles your agency must set up an account directly with Mansfield Oil.

Section 4: Maintenance and Care of Vehicles

A. General:

Vehicle maintenance is the responsibility of the agency that owns or is assigned a vehicle from DFMS. Each agency should assign a specific individual or the Agency Transportation Officer to be responsible for monitoring and controlling the routine maintenance and repair of vehicles.

For DFMS leased fleet vehicles, agencies must advise their drivers to contact the DFMS Vehicle Management Control Center (VMCC) for all services, repairs, breakdowns, and crashes. When a DFMS leased fleet vehicle is inoperable, the driver shall call the VMCC to arrange for towing or on-site repairs, or for the transportation of the driver and any passengers to a safe location.

Agency owned vehicles should be maintained in accordance with agency policies and procedures and vehicle specific preventive maintenance schedules. Agencies may contact DFMS for assistance in developing agency specific policies and procedures.

B. Routine Maintenance:

Drivers of state-owned vehicles or an individual designated by the agency shall routinely check their vehicles to ensure proper oil level, water and anti-freeze for radiators, wear on belts and proper inflation of tires. This service should be performed at least weekly and/or at time of fueling.

The exterior of the vehicles shall be washed, the interior vacuumed and the windows cleaned as often as needed, consistent with prudent financial management policy developed by the Agency ATO. The lowest cost option will be used unless authorized by the Agency ATO. The DFMS facility and many VDOT shops have the capability to wash vehicles. Commercial car washes at gas stations will accept the Voyager fuel card. Using a commercial car wash facility only accepts the small purchase charge card (SPCC).

C. DFMS Leased Fleet Vehicle Servicing:

It is the responsibility of the agency to ensure DFMS leased fleet vehicles are serviced at least once every 6,000 miles or six months, whichever comes first. This service frequency should be more often if the vehicle is routinely operated in dusty or dirty environments. The driver or the designee shall communicate with and follow the instructions from the VMCC for vehicle services. Such service includes an oil and oil filter change, an inspection of the air filter, chassis lubrication and a visual inspection of the belts, hoses, and tires.

D. DFMS Leased Fleet Vehicle Repairs:

Mechanical trouble or deficiencies concerning a DFMS leased fleet vehicle shall be brought to the attention of the VMCC, the Agency Transportation Officer, and the person responsible for vehicles at the agency, institution, or work location.

All needed repairs or vehicle component replacements are to be managed by the VMCC. Drivers will notify the VMCC when emergency repairs are needed, and follow instructions provided by the VMCC. The VMCC should be contacted for authorization prior to having any repairs performed by commercial establishments.

E. DFMS Leased Fleet Vehicle Up-fit, Modification and Signage:

Agencies may modify and upfit a DFMS leased fleet vehicle in accordance with their agency's mission. All costs are to be borne by the agency and should be performed by a qualified technician. Signage should be related to official state business only. Vehicles should be returned back to their original condition, at the agencies' expense, prior to being returned to DFMS.

F. Responsibility for Cost of Repairs, Maintenance and Fuel: (DFMS leased fleet vehicles)

DFMS will assume the cost of keeping DFMS leased fleet vehicles in good running order, making repairs and replacing all vehicle components necessary due to normal wear and operation. Drivers should be advised not to

enter into negotiations with the vender performing repairs as this will be performed by either the VMCC or DFMS. Services coordinated through the VMCC, the driver will not be responsible to pay the vender upon completion of repairs. Services not coordinated through the VMCC will be the agency's fiscal responsibility.

Repairs necessary due to improper maintenance, negligence, carelessness, or abuse may be charged to the agency to which the vehicle is assigned or issued.

All decisions by the State Fleet Administrator regarding cost responsibility for repairs, excluding vehicle crashes/incidents, are subject to an appeal by the agency in writing to the Director of DGS.

Section 5: Fuel Program

Fuel for DFMS leased fleet vehicles is to be obtained from the DFMS facility, a VDOT facility, or a Voyager card accepting commercial station. A directory of Voyager locations can be found at <http://www.fleetcommanderonline.com/app/public/merchantLocator.do>

Use only unleaded regular fuel in gasoline powered state-owned vehicles. Mid-grade or premium blends are only to be used when regular is not available or the manufacturer requires the use of high-octane fuel in the vehicle. E85 fuel is to be used in Flex-Fuel vehicles where available. A list of E85 locations and approved vehicles can be found at http://www.afdc.energy.gov/afdc/progs/ind_state.php/VA/E85. Drivers are expected to use self-service pumps at commercial stations, since this service is normally more economical. A fuel card is provided for such purchases.

Drivers MUST enter correct odometer readings, no tenths, into the card readers at all VDOT, DGS, and commercial self-service fueling sites. DFMS will run daily fueling reports and will contact all Agency Transportation Officers and drivers that consistently fail to enter correct odometer readings. Correct odometer readings are critical to the fleet management system, and this requirement will be strictly enforced.

Agency Transportation Officers will be notified by DFMS of unusual fuel transactions and will have 15 days to investigate and respond to the State Fleet Administrator.

A. Agency Fuel Card Management Policies & Procedures

Listed below are the responsibilities of the DGS Contract Administrator and the Agencies that use the DGS Statewide Fuel Card Program or Alternative Fuel Program:

This card program shall be managed in a manner consistent with all applicable State accounting policies and procedures related to the use of charge card programs. Agencies assume ultimate responsibility for employees' use of the card, as well as the accountability for the physical security of the fuel cards. Agencies shall designate Fuel Card Custodians to maintain the rental vehicle fuel cards, to monitor fuel cards assigned to specific vehicles and manage their daily use. Agencies shall also designate Fuel Card Account Custodians to perform the fiscal and administrative functions required to appropriately manage the fuel card program for the agency. Rental fuel cards used in conjunction with the rental car contract shall only be used at commercial retail fuel stations.

B. Fuel Card Custodian

The Fuel Card Custodian assumes responsibility for the physical security of a Commonwealth of Virginia Fuel Card (Mansfield/Voyager Card or the ChargePoint key fob) and its PIN (Personal Identification Number). The Fuel Card Custodian may delegate use of the card/fob but assumes responsibility for card transactions.

The Fuel Card Custodian shall perform duties that include, but are not limited to:

- Ensure physical security of Fuel Cards/fob (for example, in a locked desk drawer). The card may **not** be left in the custody of a vendor.
- Maintain a written record of all people who have physical access to the Fuel Card (for example, a sign-out sheet for the card, or a list of people who have keys to the locked desk drawer).
- Ensure that the card is used only for appropriate purchases (described below), and in conjunction with State business.
- Remind all rental card users to use commercial retail sites only.
- Ensure users of rental vehicles, and rental vehicle fuel cards turn in receipts of purchases from commercial retail fuel sites.
- Ensure all documentation regarding the card used is forwarded to the Fuel Card Account Custodian.
- Inform DGS Division of Fleet Management Services of any change in the Fuel Card Custodian's contact information.

C. Fuel Card Account Custodian

The Account Custodian assumes responsibility for reviewing card activity to ensure appropriate use. In addition, the Account Custodian should not be a card user.

The Account Custodian shall perform duties that include but are not limited to:

- Review the monthly Statement of Charges for appropriateness of card usage.
- Reconcile all charges and process payment to the card vendor.
- Report infractions to the agency management.
- Maintain records of all card usage, sign out sheets, receipts, or other applicable documents.
- Ensure that the card is used only for appropriate purchases (described below), and in conjunction with State business.
- Investigate the fuel exceptions in a timely manner.
- Inform DGS Division of Fleet Management Services of any change in the Account Custodian's contact information.

Exception Codes:

Exception Code	Explanation
D	Duplicate charge
X	Gallons exceed tank size
H	Mid-Grade / High Grade / Premium
W	Weekend Charge
2-9	Multiple Fuelings
A	Off hours or after normal business hours

P	Product Type
R	Propane
O	Other or Non-Fuel

A Fuel Card assigned to a DFMS leased fleet vehicle can be used to purchase the following at a gas station:

- Fuel, either **regular** unleaded gasoline or E85 if the vehicle is capable of using E85.
- Compressed Natural Gas or Propane if the vehicle is equipped.
- Electricity kilowatts
- Car washes
- Oil
- Window washer fluid

A Fuel Card assigned to a DFMS leased fleet vehicle should **not** be used to purchase:

- Food or beverages.
- Parts and labor for towing, road service, and mechanical repairs.
- Other goods or services.

D. DGS Fuel Card Contract Administrator responsibilities include:

- Monitor agency card usage activity for:
 - Delinquent payments
 - Inactive cards
 - Inappropriate purchases
- Ensure agency Fuel Card and Account Custodians receive appropriate training and support from the fuel card vendor.

The DGS Contract Administrator will electronically monitor all fuel card accounts in the program. If an agency has questions regarding the Commonwealth of Virginia Fuel Card Program, please contact DFMS at (804) 367-6533.

Section 6: Mileage

Mileage for DFMS leased fleet vehicles is collected and reported to DFMS through the fuel card readers at VDOT, DFMS and commercial fueling sites. Drivers **MUST** enter correct odometer readings, no tenths, into the card readers at all VDOT, DFMS and commercial self-service fueling sites. Agencies that have DFMS leased fleet vehicles that do not fuel at VDOT, DFMS or a commercial fueling site must submit a monthly mileage via Excel spreadsheet.

Section 7: Payment of Bills

DFMS will bill the user agencies monthly. Agencies are expected to process their bills for payment within 30 days of receipt of bill from DFMS. Bills delinquent by more than 45 days will be turned over to the comptroller for appropriate action. Continuous late submission of mileage reports or late payment of bills by an agency may result in the recall of vehicles, or a prohibition on new assignment requests, and replacements.