

**Office *of* Fleet Management  
Services  
Policies *and* Procedures Manual**



**Department *of* General Services**  
Helping Government Get Down to Business

September 1, 2017

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## Office of Fleet Management Services

The Office of Fleet Management Services (OFMS) is an organizational unit within the Director's Office of 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 OFMS customers who conduct the Commonwealth's business.

### Definitions

**Agency Transportation Officer (ATO)** – Designated individual(s) 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 OFMS.

**Agency Owned Vehicle** - Any state owned vehicle with a title held by the operating agency, that includes but is not limited to sedans, station wagons, 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' Office 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 work station, 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** - A contract for the use of a motor vehicle from OFMS for a term of more than 30 days.

**Office** - The facility/official work station where the employee routinely reports for duty.

**Office-In-Home** - The employee's home is the official location from which he/she begins and ends work duties and the employee does not report on any routine frequency to an official state facility prior to beginning work or at the conclusion of work. The location of the employee's home must be within the geographic confines of the employee's assigned work area.

**OFMS 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, station wagons, 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 Office of Fleet Management Services.

**Vehicle** – Any state-owned passenger-type vehicle registered with the Department of Motor Vehicles that includes but is not limited to sedans, station wagons, 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)** – Located at the Office of Fleet Management Services. The call center (1-866-857-6866) manages the maintenance activities of all OFMS vehicles and certain 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, 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. The Governor may, by Executive Order, extend these policies and procedures to all motor vehicles of any type owned or leased by the Commonwealth, or as the Governor designates.

### ***C. Responsibilities:***

1. 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. Office of Fleet Management Services (OFMS) 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, OFMS oversees accident reporting and citizen inquiries.
3. Agency heads are responsible for monitoring and enforcing, within their agency, all OFMS policies and procedures governing the assignment, use, maintenance and repair of OFMS vehicles. They ensure the timely submission of various OFMS reports and the prompt payment of OFMS bills. Each agency head shall also designate an agency transportation officer to serve as a liaison between their agency and OFMS.
4. Agency Transportation Officers (ATO) are responsible for carrying out the duties and responsibilities as assigned by their Agency Head to comply with the OFMS 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 OFMS policies and procedures. Agencies may develop internal policies and procedures to

- supplement and strengthen OFMS 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 assure vehicle drivers are aware of OFMS 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 OFMS advised of any changes pertaining to vehicle assignment and/or location (applies to OFMS vehicles only);
  - e. Monitoring vehicle utilization to assure optimum use and efficiency;
  - f. Reporting any commuter use of vehicles to OFMS;
  - 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 III herein, and
  - h. Submitting vehicle reports to OFMS, 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 insure full and proper utilization of vehicles, OFMS 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 9-169 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 OFMS 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, who 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 work station;

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 OFMS on the Form OFMS-1, "Application for Assignment/Purchase/Lease of State Vehicle." 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. Request for Confidential Plates***

**1<sup>st</sup> time request for confidential plates**

1. 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, will send a request for confidential plates to the State Fleet Administrator, requesting confidential tags for these vehicles.
2. A Letter of Authorization from the requesting agency will be addressed to Deputy Director, Law Enforcement Services (LES), Department of Motor Vehicles, on agency letterhead, signed by the current Agency Head, Administrator, Director, etc. This Letter of Authorization establishes the Director OFMS as the person authorized to request confidential tags on behalf of the agency for state agency pool vehicles when these vehicles are to be used for purposes authorized by statute or state policy.
3. For vehicles that qualify under §46.2-750 (A), OFMS will complete the DMV LES LE-11 form and submit to the Law Enforcement Information Services (LEIS) in LES for review and approval.
4. For all other requests, OFMS will provide the agency with the DMV LES LE-15 form for completion. Form is to be completed, signed by a sworn law enforcement authority and returned to OFMS. OFMS will submit the form to LEIS for review and approval.

**Renewal of current confidential plates**

1. All agencies will have previously provided the requested information through the above process.
2. Renewal notices are mailed to the State Fleet Administrator for current confidentially registered Vehicles (pool vehicles) 30 days prior to the registration expiring.
3. A newly completed request form authorized by the State Fleet Administrator is attached to license plate application and is forward to the Law Enforcement Information Services in Law Enforcement Services. Decals are returned to the State Fleet Administrator for distribution.
4. Any changes in vehicle status or changed information will require a documented request prior to any changes being made.

5. No fee is attached for this process.

***E. Agency Assignment - Informational Updates:***

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

***F. Term of Assignment:***

Chapter 11, Section 2.2-1178 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. Any changes regarding vehicle use are to be submitted to the fleet administrator in accordance with Section II, D, herein. 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.

## **II. OFMS Leased Fleet Vehicle Utilization**

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

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

***A. Request for Exemption to Minimum Mileage Criteria:***

Exemptions to the minimum mileage specified for assignment or retention of an OFMS 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 OFMS-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 OFMS 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 9.169 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. (Refer to Section II, B-3 for explanation of "Specialized Equipment")
  - 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 work station.
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 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 OFMS 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 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 OFMS.

***D. Annual Reporting Requirements:***

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

Pursuant to the Virginia Acts of Assembly, Item 4-5.05 paragraph c.2, institutions of higher education "shall be required to report their entire inventory of purchased and leased vehicles including the cost of such to the Director of the Department of General Services by June 30 of each year."

OFMS 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 OFMS the requested information.

### **III. Disposal**

#### ***A. Removal or Recall of OFMS Leased Fleet Vehicles from Agency:***

OFMS 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 an OFMS leased OFMS 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 OFMS Leased Fleet Vehicles***

OFMS 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 9 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 OFMS.

#### ***C. Disposal Process for OFMS Leased Fleet Vehicles***

Once a vehicle has met the minimum disposal requirements and the OFMS 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 Office 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 make arrangements 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 OFMS. 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 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 accidents 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 accidents. When operating the vehicle be aware that averting your eyes from the road may cause an accident. 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, to include 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 vehicle. 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 state 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.

***F. Cellular Phones or Handheld Devices***

Cell phones, blackberries, smart-phones, GPS, or other electrical devices must be operated via a hands-free device or while the vehicle is in park. 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.

***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 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 Travel Regulation.

Agencies should monitor, on an annual basis, the personal mileage reimbursement paid to each employee. Such information may reflect the need for additional OFMS leased fleet vehicle assignments. Agency Transportation Officers should be consulted for agency-specific policies concerning the use of personal vehicles.

***K. Parking and Storage of OFMS Leased Fleet Vehicles:***

Individuals and agencies are responsible for secure and safe storage and parking of vehicles. OFMS 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 an OFMS 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 OFMS leased fleet vehicle are the responsibility of the driver and/or agency. If OFMS 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. ATO's should take into consideration the mileage and age of the vehicle prior to approving out of state travel. In the event that OFMS 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 credit card provided with each OFMS leased fleet vehicle is normally accepted nationwide for the procurement of fuel. Verify credit 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. 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:***

OFMS is not responsible or liable for loss or damage to any personal or agency-owned property or belongings transported or left in an OFMS 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. Loss of OFMS Leased Fleet Vehicle Keys:***

OFMS is not responsible for any costs associated with keys being lost, stolen or locked-in an OFMS 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.

***R. Seatbelts:***

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

### **III. OFMS Fleet Vehicle Accidents**

***A. Notification of State Police:***

The driver MUST contact the VMCC immediately if involved in an accident/incident. The VMCC will then make arrangements to 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 have been removed from the scene unless the crash was 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 make arrangements for towing and for the transportation of the driver and any passengers to a safe location.

***C. Completion of Accident Reports:***

The driver is required to complete an "Automobile Incident Report" form on any accident/incident regardless of the amount of property damage or personal injury within 10 business days of the accident. 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](mailto: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 an accident/incident or discussing it with anyone other than their supervisors, law enforcement officers, or a representative from 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 12 state agencies. This committee reviews, evaluates, and classifies all accidents/incidents involving OFMS leased fleet vehicles.

The State Fleet Administrator will advise the driver's Agency Transportation Officer of the committee's decision regarding responsibility for the accident. The accident 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. Accident 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 accident and determined the third party to be at fault for the accident, OFMS will assume the costs for the vehicle repairs or loss collection.

**In all other cases, including incidents, the leasing agency will be responsible for the costs of repairs/loss.**

For 2009 model year vehicles and newer, vehicles which are declared a total loss will be assessed charges in the following manner. The leasing agency will be assessed an amount not to exceed the remaining Capital Charges for the 84 month amortization period. When the wrecked vehicle is sold, OFMS 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 be assessed an amount equal to 36 months capital charge not the operational charge. Once the wrecked vehicle is sold the net proceeds to OFMS 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 Accidents**

##### ***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 have been removed from the scene unless the crash was 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. Accident Notification, Towing, Repair and Cost Responsibility***

In those cases where an accident 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 accident/incident regardless of the amount of property damage or personal injury within 10 business days of the accident. Submit the notice electronically to [DRMClaims@trs.virginia.gov](mailto: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 OFMS leased fleet vehicles, the State Fleet Administrator. Requests for the use of an OFMS leased fleet vehicle for commuting are to be submitted to the Fleet Administrator by the agency on Form OFMS -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 OFMS 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 work station 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 other 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 Work Station Travel Excluded From These Regulations:***

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

1. Employees who only travel between home and official work station when in "travel status" as defined in the "state travel regulations";
2. Employees who only travel between home and official work station 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 Department of General Services, Office of Fleet Management Services (OFMS) has contracted with Enterprise Rent-A-Car to provide vehicles for state employees to use when conducting state business.

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

1. These automobiles are owned by Enterprise Rent-A-Car, but when state employees operate one of these vehicles under this contract to conduct state business the driver and the vehicle are subject to OFMS Policies and Procedures.

2. Advance reservations should be made with Enterprise Rent-A-Car 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 the reservation was made for or log on to <http://www.enterprise.com> to notify Enterprise Rent-A-Car.

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 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 Rent-A-Car 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.

### *B. Reserving a Short-Term Trip Vehicle – Step-By-Step Instructions:*

These automobiles are owned by Enterprise Rent-A-Car. When state employees operate one of these vehicles under this contract to conduct state business, the driver and the vehicle are subject to OFMS Policies and Procedures

1. Open your web browser, such as Internet Explorer and type in the following address:  
<http://fleet.dgs.virginia.gov/>
2. Scroll down the page and on the left side of this window click on 'Travel Planning'
3. 'Travel Planning' is a web page with instructions on how to use the 'Trip Calculator' and links located at the bottom of the web page for 'Trip Calculator', 'Frequently Asked Questions', and 'Trip Documents'.

PLEASE NOTE: Click on the link entitled 'Trip Documents' and print a copy of these forms. These forms will be necessary in the event you are in an accident.

4. Once you have read the 'Frequently Asked Questions' and have your 'Trip documents' printed. Click on the link 'Trip Calculator.'
5. Follow the instructions on how to use the 'Trip Calculator.'
  - A. When the calculator opens, if the computer displays a box to enable macros, click "Enable Macros".
  - B. In the calculator enter the:
    - traveler's name
    - agency
    - destination
    - estimated number of miles for the trip
    - number of days of the trip
  - C. The calculator will automatically compare the cost of obtaining a Short-Term Trip Vehicle versus the personal reimbursement of using your personal vehicle. The calculator also factors in the cost of fuel.
  - D. If personal reimbursement is the least expensive method, click on the "Print Form" button and print a copy of the calculation. You will need this calculation in order to be reimbursed at the current full rate
  - E. If the trip calculator determines a Short-Term Trip Vehicle is the least expensive method then click on the "Go to Enterprise" link at the bottom of the calculator and you will be taken to the Enterprise Rent-A-Car web site. Enterprise Rent-A-Car operates the Commonwealth's Short-Term Trip Vehicles through a contract with the Department of General Services.

***C. Enterprise Rent-A-Car Web Page Instructions:***

**Section 1:**

When the Enterprise web page opens, there is a listing of agencies that have established accounts with Enterprise Rent-A-Car.

If your agency has finalized an account to use the Short-Term Trip Vehicles then the agency's name will appear in the agency list. The agencies are listed alphabetically and there is a link for each letter of the alphabet.

If your agency DOES NOT HAVE AN ACCOUNT, go to Section 2 below.

1. Select your agency's name from the list
2. Select a pick-up location
3. Select start and end dates/times of rental and click on search
4. Select the branch from where you want to get the car.
5. Select the type of car you want to rent.
6. Type in the renters identification information
7. Verify that your reservation is correct and submit the reservation

**Section 2:**

If your agency or office is located in the Richmond area and the agency DOES NOT have an account established with Enterprise Rent-A-Car visit the OFMS website: <http://fleet.dgs.virginia.gov/> to get information on how to set up an account for your agency.

***D. Short-Term Trip Vehicles Fuel Cards: (Vehicles owned by Enterprise Rent-A-Car)***

1. To get a fuel card for use with Short-Term Trip Vehicles your agency must set-up an account directly with Mansfield Oil.
  
2. To set up your Mansfield/Voyager fuel card account contact Linda Franklin at Mansfield Oil Government Services, 800-255-6699 or direct 678-450-2275 or Email: [lfranklin@mansfieldoil.com](mailto:lfranklin@mansfieldoil.com)  
In the e-mail include:
  - Statement of Purpose
  - Contact and Agency information

Example: I need to set-up an account for a fuel card for the Commonwealth's Short-Term Trip Vehicles that are owned by Enterprise Rent-A-Car. My name is Sally Jones, Administrative Assistant at the Department of General Services. My contact information is.....

If you have questions which need to be addressed by OFMS about the fuel card program, call 804-367-6935.

3. If your account is already set up, you only need to order cards to support your anticipated rental needs. You should be able to do this through your web access to Mansfield Oil or you may call 800-255-6699.

## **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 OFMS. Each agency should assign a specific individual(s), an Agency Transportation Officer, to be responsible for monitoring and controlling the routine maintenance and repair of vehicles.

For OFMS leased fleet vehicles, agencies must advise their drivers to contact the OFMS Vehicle Management Control Center (VMCC) for all servicing, repairs, breakdowns, and accidents. When an OFMS 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 OFMS 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 insure proper oil level, water and antifreeze 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 OFMS facility and many VDOT shops have the capability to wash vehicles and commercial car washes perform this service.

### ***C. OFMS Leased Fleet Vehicle Servicing:***

It is the responsibility of the agency to ensure OFMS leased fleet vehicles are serviced at least once each 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 servicing is to include 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. OFMS Leased Fleet Vehicle Repairs:***

Mechanical trouble or deficiencies concerning an OFMS 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. OFMS Leased Fleet Vehicle Up-fit, Modification and Signage:***

Agencies may modify and up-fit an OFMS leased fleet vehicle in accordance with their agency 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 its original condition, at the agencies expense, prior to being returned to OFMS.

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

OFMS will assume the cost of keeping OFMS 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 OFMS. The drivers will not be responsible to pay the vender upon completion of repairs.

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 accidents or incidents, are subject to an appeal by the agency in writing to the Director of DGS.

## **Section 5: Fuel Program**

Fuel for OFMS leased fleet vehicles is to be obtained from the OFMS facility, a VDOT facility, or a Voyager card accepting commercial station. A directory of VDOT motor vehicle service facilities is located in the glove compartment of each vehicle. The normal hours of operation of these facilities, unless otherwise noted in the directory, is 8:00 a.m. to 4:30 p.m., Monday-Friday. A directory of Voyager locations can be found at <https://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](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. OFMS 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 OFMS 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 Enterprise 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, Blossman Gas Card, and Clean Energy Card) and its PIN (Personal Identification Number). The Fuel Card Custodian may delegate use of the card, 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 (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 persons who have physical access to the Fuel Card (for example, a sign-out sheet for the card, or a list of persons 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 of card use is forwarded to the Fuel Card Account Custodian.
- Inform DGS Office 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 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.
- Inform DGS Office of Fleet Management Services of any change in the Account Custodian's contact information.

A Fuel Card assigned to an OFMS leased fleet vehicle can be used to purchase:

- 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.
- Car washes
- **In out-of-area emergencies only:** parts and labor for towing, road service, and mechanical repairs, if approved at the time of the occurrence. If the vehicle is an Enterprise Rental, you must follow the procedures outlined in the Enterprise rental packet. Enterprise is responsible for any costs associated with those vehicles during roadside emergencies not the Commonwealth. If the vehicle is a permanently assigned vehicle from OFMS, then you must call the VMCC at 1-866-857-6866 for **any** roadside emergency. Failure to do so will result in your agency being responsible for any charges on the fuel card. For agency owned vehicles, please follow the guidelines prescribed by your Agency Transportation Officer.

A Fuel Card assigned to an OFMS 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.

A Fuel Card assigned to an **agency owned** vehicle may be used to purchase the following provided the agency establishes authorization with Mansfield:

- Fuel, either **regular** unleaded gasoline, E85 if the vehicle is capable of using E85 or diesel fuel.
- Compressed Natural Gas or Propane if the vehicle is equipped.
- Car washes
- Parts and labor for towing, road service, and mechanical repairs.

Responsibilities of DGS Fuel Card Contract Administrator:

- 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:

The Office of Fleet Management Services (804) 367-6525

### **Section 6: Mileage**

Mileage for OFMS leased fleet vehicles is collected and reported to OFMS through the fuel card readers at VDOT, OFMS and commercial fueling sites. Drivers **MUST** enter correct odometer readings, no tenths, into the card readers at all VDOT, OFMS and commercial self-service fueling sites. Agencies that have OFMS leased fleet vehicles that do not fuel at VDOT, OFMS or a commercial fueling site must submit a monthly mileage report on Form CP-6 or an Excel spreadsheet. Form CP-6 can be found on the OFMS website at <http://fleet.dgs.virginia.gov/>

### **Section 7: Payment of Bills**

OFMS will bill the user agencies monthly. Agencies are expected to process their bills for payment within 30 days of receipt of bill from OFMS. 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