



# ***HANDBOOK***

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## Introduction

Fleet Services is the centralized fleet management system for the state of Delaware, managed by the Office of Management and Budget's Government Support Services, including passenger and specialty vehicles covered by Title 29, Delaware Code, §7105.

Fleet Services supports approximately 3,000 vehicles some of which are leased to individual agencies and others located at daily rental pool sites statewide. Over 19,000 State employees are enrolled as authorized drivers in the service. Maintaining a network of contracted service facilities, Fleet Services provides 7 day per week, 24-hour coverage to support the missions of our State agencies.

This handbook is meant to serve as an introduction to Fleet Services. Employees should consult the Office of Fleet Service's Policies and Procedures Manual for the complete rules and regulations of Fleet Services.

## Standard Vehicle Utilization

### Permitted Use of Fleet Services Vehicles

The use of a Fleet Services vehicle is restricted to Official State business. Reserving a Fleet Service vehicle for purposes other than conducting State business is prohibited as pursuant to Title 29, Delaware Code, §7106.

### Motor Vehicle Laws

Under Title 21, Delaware Code, §4802, all employees and vehicle passengers are required by law to wear seatbelts.

Additionally, when driving state vehicles the authorized drivers are obligated to adhere to all traffic laws. Other motor vehicle violations may include but are not limited to speeding, red light violations, accidents, and public complaints of unacceptable driving behavior. Further, consistent with DHR policies, use of or under the influence of alcohol and/or controlled substances is NOT permitted while using state vehicles.

**PLEASE NOTE:** All Fleet Vehicles are equipped with GPS devices which track vehicle utilization and performance.

Fleet's Rules of Vehicle Use and Operation can be found under Vehicle Operation at:

<https://gss.omb.delaware.gov/fleet/policies.shtml>

### Texting/Cell Phone Usage

Under Title 21, Delaware Code, §4176C, "No person shall drive a motor vehicle on any highway while using an electronic communication device while such motor vehicle is in motion." "Electronic communication device" shall mean a cell telephone, personal digital assistant, electronic device with mobile data access, laptop computer, pager, broadband personal communication device, 2-way messaging device, electronic game, or portable computing device."

## Commuting

In accordance with Title 29, Delaware Code, §5117(a), drivers are not permitted to commute to and from their normal work site in a state-owned vehicle.

## Smoking Policy

Pursuant to DHR Policy on a Tobacco-Free Indoor Workplace, smoking in all state-owned vehicles is prohibited.

## Transportation of School-Age Children

Title 14, Delaware Code, §2911, prohibits the transportation of preprimary, primary, and secondary pupils in vehicles rated to carry 10 persons, in addition to the driver. This law applies to trips from home to school or any school-related events. Vehicles needed to transport more than 10 must meet state of Delaware and federal specifications applicable to school buses. Fleet Services will not reserve 15 passenger vans for the purpose of transporting preprimary, primary, and secondary pupils on trips from home to school or any school-related events and any summer youth programs.

## Electric Vehicles

Fleet Services is mandated to acquire a certain percentage of plug-in electric vehicles. As this percentage increases, Fleet customers will begin to see more vehicles that are fueled by electricity.

Electric Vehicles **MUST** be plugged into the charging station and the charging station activated at the return from every trip. Failure to re-charge will result in a penalty charge of \$50.00 assessed to your agency/department.

## Special Equipment Requests

Some special equipment, such as child safety seats, first-aid kits, and fire extinguishers can be obtained from your own agency/department. Your agency/department will control the distribution, assignment, tracking, and maintenance of that equipment.

Title 29, Delaware Code, §7107, requires that all vehicles be marked with "STATE OWNED" license plates. If you require a vehicle without the "STATE OWNED" designation on the license plate, you must indicate that requirement on the *Authorized Driver Designation Form*. The accompanying *Exemption from "STATE OWNED" License Plate Designation Form* must also be completed and approved. An Agency Head or School Superintendent must sign this accompanying form before it can be processed. You cannot obtain a vehicle without the "STATE OWNED" designation without proper approval.

If you require to take a vehicle home for any reason, you *must* indicate that requirement on the *Authorized Driver Designation Form*. An Agency Head or School Superintendent must also sign the accompanying *Vehicle Housed at Employee Residence Form* before it can be approved. **You may NOT take home a fleet vehicle without proper approval.**

## Administration

### Fleet Services Eligibility

Eligibility to rent or use a vehicle from Fleet Services is determined by the following:

- You must have a valid driver's license.
- You must use the vehicle for Official State business.
- You must be authorized by your agency

To become authorized by your agency, you must complete an *Authorized Driver Designation (ADD) Form*, and have it signed by your Division Director, agency head, or authorized designee. The Fleet Administrator must also approve the form. Contractual Employees are also eligible to utilize Fleet Services, only for official State business.

For the complete policy refer to:

<https://gss.omb.delaware.gov/fleet/policies.shtml>

### Employee Driver Status

**Employees- must** report changes in driving status to Fleet Services. This includes license expiration, suspension, or revocation. If such changes are not reported, the driver is subject to disciplinary action. This could include being purged from the Fleet Services database AND having their Fuelman PIN number deactivated which will result in the inability to utilize a Fleet Services vehicle. Notice of driver's license status is received in our office from DMV on a weekly basis.

**Agencies/Departments-** must report driver status changes within the Agency/Department to Fleet Services. This includes changes in job locations, supervisor, or telephone number. Additionally, Agencies/Departments **must** report an employee's separation/termination or transfer to the Office of Fleet Management. All of these changes must be reported on the *Authorized Driver Designation Form* (<https://gss.omb.delaware.gov/forms.shtml> ) as soon as possible.

### Emergency Weather Policy

The emergency weather policy goes into effect in areas where the Governor has declared a weather emergency in areas where State offices are closed. Weather-related emergencies do not incur a cancellation surcharge when:

- You are scheduled to attend a meeting in an area that is closed; or
- You work in an area that is closed; or
- You are scheduled to pick up the vehicle in an area that is closed.

There may be a time when you do not want to drive because of local weather conditions. In that case, you must cancel your reservation. Upon request, the Fleet Administrator will review your cancellation and determine if the late cancellation surcharge is warranted.

### Rates

After scheduling a daily reservation, a daily rental rate will be charged. This rate includes fuel and a daily mileage allotment of 100 miles for the daily rental. An additional charge will be added for every mile over the 100 miles per day allotment.

For a complete listing of rental rates, please see Rental Rates under Vehicle Reservations at: <https://gss.omb.delaware.gov/fleet/policies.shtml>

## Parking Fees

Your agency/department will be responsible for reimbursing employees for all appropriate parking fees.

## Accounting Procedures

The billing of agencies/departments by Fleet Services is processed through the State's First State Financial System. Each employee's reservation is billed to the DDS billing code indicated on the employee's *Authorized Driver Designation Form*. A driver may instruct Fleet Services to bill an alternative billing code for a vehicle rental at the time that their reservation request is made. However, this information must then be confirmed in writing to Fleet Services.

## Accidents/Breakdowns Coverage

### Accidents/Breakdowns

Employees should report any mechanical problems they experience by calling 302-739-CARS or emailing us at [FleetReservations@delaware.gov](mailto:FleetReservations@delaware.gov). Serious concerns should be called in as soon as possible.

Accidents or breakdowns occurring during business hours should be reported to (302) 739-CARS or 1-800-273-CARS. The employee will be taken to their destination by Fleet Services. Fleet Services will handle all necessary towing and repairs when the vehicle is within the State.

Should an accident or breakdown occur after normal business hours, employees should call the emergency number, 1-800-613-7443. This number can also be found on the front license plate of the vehicle and the yellow tag attached to the vehicle's key. Fleet Services personnel will arrange transportation to your destination and arrange for any vehicle towing or repair.

For breakdown/accidents occurring out of state, Fleet will authorize employees to arrange for towing of the vehicle and/or emergency repairs up to \$500. Any repairs over \$500 must receive approval from Fleet Services. The employee's agency/department will be reimbursed for repair and towing.

### Insurance Coverage

The state of Delaware provides accident coverage for approved State personnel acting within the scope of their employment and for all Fleet Services vehicles. In the event of an accident, the driver's agency/department is responsible for a \$500 deductible. If at a later date the Insurance Coverage Office is successful in recovering the entire vehicle repair costs, the Insurance Coverage Office will reimburse the department/agency for the \$500 deductible.

Please be aware that Fleet Services will apply an administrative fee of \$250, to offset the expense of processing accident repairs.

The State will not provide coverage for vehicle repair to an employee's vehicle used for State business.

Any questions concerning insurance coverage should be directed to the State Risk Manager at (302) 739-3651.

**“Insurance coverage may be denied in instances of unauthorized vehicle use or drivers not formally authorized to utilize a State-owned vehicle.”** The prior statement reflects why it is important for drivers to complete and submit their Authorized driver forms in a timely manner.

### Using Personal Vehicles

The State will not provide insurance coverage to repair an employee’s vehicle for damages incurred when it was used for State business. Your personal automobile policy provides primary coverage for accidents in which you are involved; subject to the terms of your personal policy. Should an individual have any questions or concerns related to personal coverage, the individual should inquire with their personal insurance carrier representative.

### Authorized Passengers in State Vehicles

Authorized passengers in state vehicles are limited to: state employees required to travel or work with the driver, clients or wards of the state, volunteers providing direct service to clients or wards of the state, or contractors directly employed to provide services to the state. Under no circumstances are family members, hitchhikers, or other non-authorized passengers to be transported in any state vehicle.

## Use of Program

### Vehicle Pick-up Sites

The Office of Fleet Services has established vehicle pick-up sites serving locations throughout the state. Authorized drivers will be assigned a primary pick-up site where they can reserve a vehicle. If a vehicle is unavailable at the primary pick-up site, the employee will be directed to a secondary pick-up site.

For a complete listing of Pool Site Locations, please visit:

<https://gss.omb.delaware.gov/fleet/keykeepers.shtml>

When using the online portal, please make the correct selection for your pick-up location. Additionally, please ensure your confirmation lists the location where you wish to pick up. If the location is incorrect on the confirmation, please contact Fleet Services at (302) 739-2277 so that the Fleet Reservationist may correct the reservation.

### Reservations

Reserving a vehicle is easy and convenient, through an interactive online reservation system, found at <https://fleet.delaware.gov>

To log into the online system, enter your 6-digit Employee ID and the temporary password you received from Fleet Services in your Welcome email. The system will prompt you to create a new password upon login.

**All reservation cancellations must go through Fleet Services if canceling within 24 hours of your scheduled pickup time. If the vehicle is still in a confirmed status, changes can be made thru the portal by clicking on the reservation and then clicking the change button.**

**If you have any questions or concerns, please contact our office at (302) 739-2277 or (800)273-2277.**

## Emergency Reservations

You may phone in a request for a vehicle on an emergency basis; that is, with less than 2.5 hours' notice, and be guaranteed a vehicle. Please be aware that requesting a vehicle on an emergency basis should be considered serious and may cause considerable inconvenience to other drivers. Emergency vehicle reservations will be confirmed at the time of the request.

## Confirmations

Fleet Services will confirm all reservations by e-mail.

Reservation confirmations will indicate the vehicle pick-up site and the location where you can obtain the keys. This confirmation should be given to the Keykeeper at your pick-up site. This site will be near your work location whenever possible, to avoid any commuting issues. The Keykeeper will have a signature log you must sign before receiving the keys to your assigned vehicle. **Please note that by your signature, a driver certifies that they are legally licensed, as recognized by the Division of Motor Vehicles, to operate a vehicle on Delaware highways.** The driver also acknowledges that they must maintain that license to remain an authorized driver in the Fleet Services system. It is important that all drivers recognize it is their responsibility to maintain a valid driver's license as a condition to driving any Fleet Services vehicle.

## Vehicle Pick-up

Please note that the keys can only be picked up during regular business hours. Please have proper ID available for verification.

For a complete listing of Pool Site Locations and hours, please visit:

<https://gss.omb.delaware.gov/fleet/keykeepers.shtml>

**Personal Vehicles** - You may park your personal vehicle at the confirmed pick-up site; however, Fleet will not be responsible for any parking fines or fees for your personal vehicle.

**Same Day Reservation** - Please print out and bring your confirmation email with you or be prepared to email a copy of your confirmation to the Keykeeper for verification.

**Early Departure/Weekend Reservations** - If you need to leave before business hours the next day or need to pick up keys for a weekend reservation contact Fleet Services. Keys are available for pick between the hours of 3:30 pm. and the close of the key keeper site for early departures the next day or weekend reservations. No exceptions. **Please note:** When picking up the keys the day prior to your scheduled reservation, you may take the keys with you, but the vehicle *must* remain at the pick-up site. **The vehicle may not be taken home with you unless you have prior authorization from Fleet Services.**

**Vehicle Check** - Drivers should check the assigned vehicle before departing the pick-up site, i.e. lights, turn signals, tire pressure, fuel level or charge level, etc. and report any issues PRIOR to taking the vehicle. Drivers are also requested to check the vehicle tag expiration date on the license plate as Fleet Services has experienced a number of tags being removed from Fleet vehicles.

**Housing of State Vehicle** - The vehicle may **not** be taken home with you unless you have prior authorization via a supervisor letter to Fleet Services. The letter is their acknowledgement to grant permission to take the vehicle home. The letter must also provide Fleet Services the physical address the vehicle will be parked. IRS guidelines limit commuting to 1 night per month, before the benefit becomes taxable.

### Cancelling a Reservation

Cancellations can be made by e-mail, or phone without penalty when Fleet Services is notified at least 2.5 business hours prior to the scheduled pick-up time.

Cancellations made less than 2.5 business hours prior to the scheduled pick-up time will result in a penalty charge assessed to the driver's agency.

For a complete listing of charges, please see Rental Rates under Vehicle Reservations at: <https://gss.omb.delaware.gov/fleet/policies.shtml>

### Reservation No-Show

A reservation will be declared a "no-show" if a vehicle is not picked up within one hour after the scheduled pick-up time. The penalty for a no-show is payment of a full day's rental (including 20% surcharge) rate to compensate for lost revenues due to the vehicle being unavailable for other drivers. You may change your reservation pick-up time up to one hour past the scheduled pick-up time without penalty. If you arrive after the one-hour grace period, Fleet Services cannot guarantee you a vehicle.

### Keeping Vehicles Clean

You must remove trash from your vehicle before returning it. Vehicles requiring major interior cleaning will incur a surcharge to your agency/department. The charge for vehicle detailing may exceed \$100.00. Minor interior and all exterior cleaning will be the responsibility of Fleet Services.

### Re-Fueling Vehicles

Before turning in your vehicle, check the fuel gauge. If the gauge reads at or below one half (1/2) tank, you **must** re-fuel the vehicle. Failure to re-fuel will result in a penalty charge of \$50.00 assessed to your agency/department. ***Please be sure to re-fuel using only regular unleaded fuel.***

All authorized drivers will be issued a FUELMAN Personal Identification Number. The FUELMAN card is assigned to each vehicle and enables you to purchase fuel at any FUELMAN location. FUELMAN locations can be found at <http://www.fuelman.com/>.

FUELMAN also provides a Mobile APP, Fuelman Mobile Locator that you may download to your mobile device. This app can provide you driving directions to the closest authorized Fuelman site.

Please review Fleet Policy "State Fuel Card" under Vehicle Operation section <https://gss.omb.delaware.gov/fleet/policies.shtml>

## Returning Fleet Vehicles

Return your fleet vehicle and keys to the designated parking area at the **same location** from which you picked it/them up. If vehicle/keys is/are returned to a site other than its origin, your agency will be charged an additional full daily rate for each day that the keys are kept.

If you return to the vehicle pick-up site during normal business hours, **return the keys back to the Keykeeper so that the vehicle can be reassigned.** If you return after normal business hours, put the keys in the locked key box at the vehicle pick-up site. Check with the Keykeeper or call Fleet Services for the exact location of the lock box.

All vehicles and keys must be returned to the pool site at the end of every reservation. At the beginning of each new reservation, you are required to visit the pool site and sign for the vehicle/key.

## Out-of-State Travel

You **MUST** contact Fleet Services, at least 5 days prior to traveling out-of-state and identify your destination. Your notice to Fleet Services will ensure your fuel card is authorized for out-of-state utilization. (This necessary step has been instrumental in limiting fuel fraud and theft and protects the state.) When traveling out of state, you must report the beginning and ending mileage to [fleetreservations@delaware.gov](mailto:fleetreservations@delaware.gov), and should be communicated to Fleet Services immediately upon your return. Please see re-fueling state vehicles above for instruction on locating a Fuelman fuel site.

## Blocked Vehicles

### Request for additional vehicles

Agencies that determine a need for a permanently assigned vehicle, either through a demonstrated 80% utilization of the daily reservation system or job assignment requirements, may request a vehicle by submitting a Blocked Vehicle request. Depending upon the type of vehicle requested, the request may be filled within a few weeks or for certain vehicle types could take up to a year.

### Routine Maintenance Requirements

Fleet Services vehicles require routine maintenance every 5,000 – 6,000 miles or at a minimum of once a year. If required, a temporary replacement vehicle will be provided.

### Blocked Vehicle Mileage Monitoring

The annual mileage monitoring period will be from April 1<sup>st</sup> to March 31<sup>st</sup>. Any excess mileage will be billed to agencies after April 1<sup>st</sup> of each year.

For additional information and a link to the Blocked Vehicle request form please see Fleet Blocked Vehicle Policy, under Vehicle Operation at <https://gss.omb.delaware.gov/fleet/policies.shtml>

## Important Contact Information

### Reservations/Cancellations

Phone: (302) 739-CARS

Fax: (302) 739-5450

Email: [fleetreservations@delaware.gov](mailto:fleetreservations@delaware.gov)

Internet: <https://gss.omb.delaware.gov/fleet/index.shtml>

### To Report an Accident/Breakdown

- In State
  - Business Hours: (302) 739-CARS
  - Toll-Free: 1-800-273-CARS
  - After Hours: 1-800-613-7443
- Out of State
  - Business Hours: 1-800-273-CARS
  - After Hours: 1-800-613-7443
  - Fleet Administrator: (302) 857-4530