

**State of Delaware
Fleet Services**

CATEGORY: FLEETLINK	DATE ISSUED: 01-01-94 REVISED: 08-22-05 REVISED: 10-17-11 REVIEWED: 3-1-18	EFFECTIVE DATE 10-17-11	POLICY NO: FL-4
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Pursuant to [Title 29, Delaware Code, §6308A\(m\)](#), the Fleet Administrator has the responsibility to research all citizen complaints in reference to State-owned vehicles. Each complaint that is received by Fleet Services is taken very seriously; therefore, the following is the policy for complaints received in reference to Fleet Link.

1. Drivers of State vehicles shall abide by all motor vehicle laws of the State of Delaware and all promulgated policies and procedures issued by the Office of Management and Budget through Fleet Services. Employees utilizing state vehicles found in violation of motor vehicle laws; determined to have used a vehicle without authorization; discovered commuting in a state vehicle without approval; misusing a fuel card; determined to be the cause of multiple vehicle accidents; disconnecting the vehicle tracking system; or any other misuse of state vehicle resources will be administered as follows:
 - Upon discovery of a potential violation, Fleet Services will formally request, in accordance with Delaware Code Title 29 Subsection 7105, a response from the vanpool coordinator. This first violation will act as a first warning from Fleet Services. If however in determination of facts, Fleet Services finds the actions of the driver are particularly grievous (e.g. fuel theft, DUI, etc.), vanpool privileges can be withdrawn immediately. The length of a suspension of privileges will be determined by the Fleet Administrator and may range from thirty days to a permanent suspension, based upon the severity of the offense.
 - A second violation of vehicle operation or procedure will result in an investigation request and written response to Fleet Services. The second investigation request will also warn that a third violation will result in a thirty day suspension of driving privileges.
 - Should a third violation occur, a written response will be required. Regardless of the actions a vanpool may take, a vanpool recorded by Fleet Services with a third violation will be suspended for thirty days.
 - A fourth violation will result in a ninety day suspension of privileges.
 - A fifth violation will result in the permanent suspension of the vanpool.

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2. In accordance with Title [29, Delaware Code, §6505](#), all fines for parking tickets and moving violations are the sole, personal responsibility of the vanpool.
3. Under current State of Delaware law, [Title 21, Delaware Code, §4802](#), all authorized driver and passengers are required to wear seatbelts.
4. Smoking, by Executive Order Number Seventy-One, is prohibited in all State vehicles.
5. No hitchhikers are allowed in Fleet Services vehicles.
6. It is the responsibility of all drivers to keep the interior of Fleet Services vehicles clean and presentable. All trash must be removed from vehicles before they are returned. Trash cans will be provided at each motor pool for this purpose. Vehicles requiring major interior cleaning will incur a surcharge to the driver's Department/Agency. Minor interior and all exterior cleaning shall be the responsibility of Fleet Services.
7. All drivers are to fill the fuel tank if the gauge reads at or below ½ before returning it to the pool site. Failure to refuel at or below ½ tank will result in a penalty charge assessed to the driver's Department/Agency.

Under no circumstance are keys to be left inside any vehicle. This is both a vehicle security issue as well as ensuring compliance with [Title 21, Delaware Code, §4182](#) which prohibits such action. All authorized drivers are expected to comply and **any** instruction to the contrary is to be reported to the Fleet Administrator immediately.

As an extension to this policy, all vehicles are to be locked when not in use. All authorized drivers will ensure that when the keys are removed from a vehicle, all doors and windows are properly secured.

Anyone found failing to comply with this policy, will be subject to disciplinary action and could possibly be held personally liable for injuries that might occur as the result of failing to properly secure a vehicle.