

**State of Delaware
Fleet Services**

STATE OF DELAWARE

**OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES**

OFFICE OF FLEET SERVICES



OPERATING POLICIES AND PROCEDURES

State of Delaware Fleet Services

INTRODUCTION

<u>Office of Fleet Services</u>	Policy No.: I-1	Page 3
<u>Driver Eligibility</u>	Policy No.: I-2	Page 4
<u>Access to a State Owned Vehicle</u>	Policy No.: I-3	Page 5

VEHICLE RESERVATIONS

<u>Reservation Policies and Procedures</u>	Policy No.: VR-1	Page 6
<u>Out of State Travel</u>	Policy No.: VR-3	Page 10
<u>Rental Rates</u>	Policy No.: VR-4	Page 11
<u>Call Back Fees</u>	Policy No.: VR-5	Page 13

VEHICLE OPERATION

<u>Accident Procedures – Drivers</u>	Policy No.: VO-1	Page 14
<u>State Fuel Card</u>	Policy No.: VO-3	Page 16
<u>Insurance Coverage</u>	Policy No.: VO-4	Page 17
<u>Rules of Vehicle Operation</u>	Policy No.: VO-6	Page 18
<u>Keys and Vehicle Security</u>	Policy No.: VO-7	Page 21
<u>Safety and Accident Prevention</u>	Policy No.: VO-8	Page 22
<u>Purchase, Transfer, and Disposition of State Owned Vehicles</u>	Policy No.: VO-10	Page 23
<u>Blocked Vehicle Procedures</u>	Policy No.: VO-12	Page 24
<u>Leasing of Vehicles at Fleet Services Operating Costs</u>	Policy No.: VO-13	Page 27
<u>Pick-Up Sites Hours/Locations Motor Pools</u>	Policy No.: VO-14	Page 29
<u>Vehicle Registration/Identification</u>	Policy No.: VO-16	Page 32
<u>Motor Vehicle Record Policy</u>	Policy No.: VO-17	Page 33
<u>Acceptable Vehicle Use Policy & Exemptions</u>	Policy No.: VO-19	Page 41
<u>Daily Removal of Personal Items from Fleet Vehicles</u>	Policy No.: VO-21	Page 45
<u>Authorized Passengers in State Vehicles</u>	Policy No.: VO-22	Page 46
<u>Assigned Vehicles Equipment Additions/Alterations</u>	Policy No.: VO-23	Page 47

AGENCY ASSET SUPPORT

<u>Agency Asset Support Policy</u>	Policy No.: AA1	Page 48
<u>Vehicle Tracking System (GPS) Policy</u>	Policy No.: AA2	Page 49

FLEET SERVICES EMPLOYEES

<u>Fleet Services Employees</u>	Policy No.: E-6	Page 50
<u>Utilizing Prison Industries</u>	Policy No.: E-8	Page 53
<u>Vehicle Mileage and Vehicle Diagnostics Collection Policy</u>	Policy No.: E-12	Page 54

FLEET LINK

<u>Permitted Use of State of Delaware Fleet Link Vans</u>	Policy No.: FL-1	Page 56
<u>Permitted Housing of Fleet Link Vehicles</u>	Policy No.: FL-2	Page 57
<u>Rules of Operation & Complaint Procedure-Fleet Link Program</u>	Policy No.: FL-4	Page 58
<u>Active Military Leave – Fleet Link Program</u>	Policy No.: FL-5	Page 60
<u>Certain Vehicles Prohibited from Utilizing the Carvel State Office Bldg.</u>	Policy No.: FL-6	Page 61
<u>Cleaning/Detailing of Fleet Link Vans</u>	Policy No.: FL-7	Page 62
<u>Guaranteed Ride Home Policy (GRH)</u>	Policy No.: FL-8	Page 63
<u>Permitted Use of Assigned Fuel Card</u>	Policy No.: FL-9	Page 64

FORMS/EXHIBITS

<u>Authorized Driver Designation Form</u>	Exhibit 1
<u>PHRST Alert 10-05 – Vehicle Usage Policy and Procedure, March 30, 2005</u>	Exhibit 4
<u>Request for Blocked Vehicle</u>	Exhibit 5
<u>Exemption from “State-Owned” License Plate Designation</u>	Exhibit 6
<u>Vehicle Housed at Employee Residence Application</u>	Exhibit 7

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: INTRODUCTION	DATE ISSUED: 03-01-00 REVISED: 8-22-05 REVIEWED:3/1/19	EFFECTIVE DATE 03-01-00	POLICY NO: I-1
TITLE: OFFICE OF FLEET SERVICES			PAGE 1 OF 1

The Office of Fleet Services was established within the Government Support Services Section by [Title 29, Delaware Code, § 6308A\(m\)](#) and shall have the following powers, duties and functions. The Office of Fleet Services shall:

1. To establish, operate, and maintain a Statewide Fleet Management System;
2. To investigate and resolve all citizens' complaints relating to abuse or misuse of all agency/school district operated vehicles;
3. To recommend to the Budget Office appropriate funding levels for all agencies/school districts for in-state travel requirements;
4. To be the sole recipient of the proceeds from the disposal of vehicles and vehicle parts, including all non-general funds, except those funds that, as a basis for their authorization, require the proceeds of such disposal to be returned to the original source of the funds;
5. To establish an appropriated special fund account to sustain the total cost and operation of Fleet Services; and
6. To establish, operate, and maintain a Statewide ride sharing program for the transportation of State employees commuting to and from employment. Established by Senate Bill 410, Section 273, as approved by the 139th General Assembly.
7. Per [Title 29, Delaware Code, § 7106](#), establish, operate, and maintain a Statewide ridesharing program for the transportation of State employees commuting to and from employment. Established by Senate Bill 410, Section 273, as approved by the 139th General Assembly.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: INTRODUCTION	DATE ISSUED: 1-01-94 REVISED: 6-26-12 REVIEWED: 3/1/19	EFFECTIVE DATE 2-02-11	POLICY NO: I-2
TITLE: DRIVER ELIGIBILITY			PAGE 1 OF 1

Fleet Services is the Statewide Fleet Management System, established within Government Support Services, to provide centralized management, acquisition, operation and disposal of State-owned vehicles. All State-owned vehicles rated 10,000 pounds or less gross vehicle weight, regardless of use or type, are under sole providence of Fleet Services and, as such, are covered under these policies and standards. The Division of State Police, agencies covered under the provisions of the Delaware Council on Police Training, and the trucks or special purpose vehicles of the Department of Transportation are exempt under [Title 29 Delaware Code, §7106\(c\)](#).

State employees, those receiving direct compensation from the state for their services, may use a state vehicle provided they meet the following criteria:

1. Possess a valid driver's license;
2. Utilize the vehicle for State business;
3. Be authorized by their agency to acquire a Fleet Services vehicle. For authorization, the agency authorized driver must submit an approved [Authorized Driver Designation](#) (ADD) form (see Exhibit 1), signed by the Division Director, agency head, or authorized designee. The employee acknowledges with their signature that the vehicle will be monitored with an electronic device and their license status will be verified on a regular basis. The Fleet Administrator must also approve the form.

State Contracted Employees, Volunteers or Other Non-State Employees:

Any agency program or initiative that seeks to have any non-state employed worker authorized to use a state vehicle, must have prior approval from Fleet Services and the Insurance Coverage Office (see ICO policy issued 2-1-11). This restriction includes offering the use of a state owned vehicle in a request for proposal or any contractual or professional services arrangement. Also restricted are volunteers or parents acting as drivers for programs or special events. Prior approval will assure the following conditions are met:

- Providing state-owned vehicles creates a cost benefit to the state or meets a critical operational need.
- Fleet Services has sufficient vehicles to meet the requested use.
- The Insurance Coverage Office has agreed to accept the insurance liability.
- Proposed drivers comply with and meet the above cited eligibility criteria.

Reporting License Status Changes:

Employees must report changes in driver status to their agency's Fleet Vehicle Representative. This includes license expiration, suspension or revocation.

Departments/Agencies must report driver status changes or an authorized driver's separation/termination/transfer to the Office of Fleet Services on the [Authorized Driver Designation](#) form.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: INTRODUCTION	DATE ISSUED: 1-01-94 REVISED: REVIEWED: 3/1/19	EFFECTIVE DATE 1-01-94	POLICY NO: I-3
TITLE: ACCESS TO A STATE-OWNED VEHICLE			PAGE 1 OF 1

Fleet Services vehicles are made available to authorized drivers as follows:

1. Assigned (“Blocked”) to an individual;
2. Assigned (“Blocked”) to an agency unit based on the level of use and need for regular access to a vehicle; or
3. Assigned to various pools throughout the State from which authorized drivers may acquire a vehicle through the reservation process.

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-94 REVISED:03-11-10 REVIEWED: 3/1/19	EFFECTIVE DATE 12-10-08	POLICY NO: VR-1
TITLE: RESERVATION POLICIES AND PROCEDURES			PAGE 1 OF 4

Making a Reservation

Reserving a vehicle is easy and convenient:

Fleet Services has a new interactive on-line reservation system. Fleet’s IT staff has coordinated a test along with your agency’s IT staff, and we have been given approval for you to use the new on-line portal for reservations.

The link to the on-line portal is <https://Fleet.state.de.us/FleetReservations>

To log into the portal you will need to enter your 6 digit Employee ID (this can be found on your Pay Advice) and a temporary password that will be provided, via email, by Fleet.

Please note that after June, 1, 2009, all reservations need to be scheduled via the online portal (<https://fleet.delaware.gov>) or will be assessed the 20% upcharge fee. If you experience any difficulties or have any questions, feel free to call Fleet Services at 302-739-2277, or email FleetReservation@delaware.gov. Please do not use the back arrow at top of page if you make a mistake or need to go back for any reason (you will get kicked out of portal and/or receive an error message). Please use the back tab at the bottom of the page, next to the continue tab. Thank you.

All changes and cancellations of reservations must still go through Fleet Services.

Also, if you have trouble using the calendar please note:

The calendar issue is something that we cannot correct on our end. The IT department has informed us that it is an issue relating to the “resolution” setting on certain employees computers. You will need notify your IT department of the problem, and they can easily correct it for you. (you must click on TIME FIRST before you click on a date....if not will do Time Now....)

Any questions or concerns, please feel free to contact our office at 739-2277 (800-273-2277). Thank you, in advance, for your understanding and cooperation in the privilege to use our state vehicles.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: RESERVATION POLICIES AND PROCEDURES (CON'T)	PAGE 2 OF 4
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Any special requests (car phones, two-way radios, special lights, etc.) should be made to the authorized driver's Department/Agency. That Department/Agency shall control disbursement of such equipment.

If a Non-State Owned tagged vehicle is required, please refer to the [Vehicle Registration/Identification](#) section of this manual. ([Policy VO-16](#))

Confirming a Reservation

All reservations will be confirmed automatically from the Fleet system. A confirmation will be sent to the email in employees profile.

Reservation confirmations will indicate the vehicle pick-up site and the location where the authorized driver can acquire vehicle keys (see [Pick-Up Site Hours/Locations of Motor Pools](#)).

**State of Delaware
Fleet Services**

TITLE: RESERVATION POLICIES AND PROCEDURES (CON'T)	PAGE 3 OF 4
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Emergency Reservations

Emergency vehicle requests can be made by phone less than 2.5 business hours in advance. Fleet Services will guarantee the authorized driver a vehicle in emergency situations.

Emergency reservations must be consistent with the authorized driver's Department/Agency emergency vehicle policy and will be documented in Fleet Services files. Copies are available from your department/agency. Please be aware that requesting a vehicle on an emergency basis should be considered serious and may cause considerable inconvenience to other drivers.

Emergency reservations will be confirmed at the time of the request.

Canceling 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. (See [Fleet Services Rental Rates \(Policy VR-4\)](#)).

No-Show Reservations

A reservation will be declared a No-Show if a vehicle is not picked up within one hour after the scheduled pick-up time.

Fleet Services will not guarantee a vehicle for authorized drivers who arrive one hour after their scheduled pick-up time.

Authorized drivers may change their reservation pick-up time up to one hour past the scheduled pick up time without penalty.

The penalty for a No-Show reservation is payment of a full day's rental rate to compensate for lost revenues due to the vehicle being unavailable for other drivers.

**State of Delaware
Fleet Services**

TITLE: RESERVATION POLICIES AND PROCEDURES (CON'T)	PAGE 4 OF 4
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Emergency Weather Policy

The Emergency Weather Policy goes into effect in any area where the Governor has declared a weather emergency and in areas where state offices are closed. Reservations will automatically be cancelled at no charge when any one of the following weather-related emergencies is met:

- a) Drivers are scheduled to attend a meeting in an area that is closed.
- b) Drivers work in an area that is closed.
- c) Drivers are scheduled to pick up a vehicle in an area that is closed.

When an authorized driver does not wish to drive because of local weather conditions, but an official State of Emergency does not exist, that authorized driver must cancel their reservation. Upon request, the Fleet Administrator will review such cancellations to determine if late cancellation surcharges are warranted.

Return of Fleet Services Pool Vehicles

All Fleet Services vehicles must be returned to the pick-up site at the motor pool of origin. Prior approval from Fleet Services must be obtained if a vehicle is to be returned to a site other than its origin.

The cost for returning a vehicle to a site other than its origin is \$125.00, payable by the authorized driver's Department/Agency.

If an authorized driver returns a vehicle during normal business hours, that driver must hand the keys back to the Key keeper. If an authorized driver returns after normal business hours, the driver must put the keys in the locked key box at the vehicle pick-up site.

Vehicles must be returned to the pick-up site no later than the confirmed, return date/time to ensure availability for the next reservation.

Rental Rates

Daily Rental Rates: See Fleet Services Rental Rates ([Policy VR-4](#))

Short-term Rental Rates: See Fleet Services Rental Rates ([Policy VR-4](#))

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 11-01-94 REVISED: 3/1/18 REVIEWED: 3/1/19	EFFECTIVE DATE: 3/1/18	POLICY NO: VR-3
TITLE: OUT OF STATE TRAVEL			PAGE 1 OF 1

Out-of-State Travel

When traveling out of state, the driver must report the trip mileage on the form emailed with vehicle confirmation. This form should be emailed back to Fleet Services at fleetreservations@delaware.gov immediately upon return. Call Fleet Services for information about out-of-state fueling sites. The driver may also access FUELMAN site via the Internet at www.fuelman.com. If the driver is unable to locate any FUELMAN locations out-of-state, he/she may purchase regular unleaded gasoline and submit a Personal Expense (PE) to Fleet Services upon your return.

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-04 REVISED: 07-1-21 REVIEWED: 7/1/21	EFFECTIVE DATE 07-01-21	POLICY NO: VR-4
TITLE: RENTAL RATES			PAGE 1 OF 2

Rates for FY22

Fleet Services Revised Rates

Effective 7/1/2021

Vehicle Type	Monthly Rate @ 11,429 miles	Excess Mileage	Monthly Rate @ 20,000 miles	Excess Mileage
Mid-Size Vehicle	\$271.25	\$0.37	\$513.87	\$0.36
Compact Vehicle	\$189.84	\$0.29	\$387.17	\$0.28
SUV	\$481.13	\$0.53	\$899.93	\$0.55
4x2 Pickup	\$314.38	\$0.42	\$520.32	\$0.36
4x4 Pickup	\$451.04	\$0.49	\$805.70	\$0.49
Cargo Van	\$362.61	\$0.47	\$685.03	\$0.46
Minivan	\$284.41	\$0.39	\$552.70	\$0.38
Lg Passenger Van	\$484.38	\$0.52	\$938.73	\$0.57
Fleet Link Lg Pass			\$578.88	
Fleet Link Minivan			\$574.43	

Note: These Rates represent the most common vehicles. For information on specialty vehicles contact Fleet Services.

Daily Reservation Rate:

Vehicle Type	Daily Rate*	Upcharge Rate**	Cost for each mile beyond 100 miles***
Compact Vehicle	\$9.22	\$11.06	\$0.29
Minivan (VN7)	\$13.81	\$16.57	\$0.39
4x2 Pickup (PU)	\$15.26	\$18.31	\$0.42
4x4 Pickup (4X4/PU)	\$21.89	\$26.27	\$0.49
Cargo Van (VN/C)	\$17.60	\$21.12	\$0.47
SUV	\$23.36	\$28.03	\$0.52
Lg Passenger Van (VN10, VN15)	\$23.51	\$28.22	\$0.52

*The daily rate (above) includes fuel and a daily mileage allotment of 100 miles for out-of-state travel.

**Rate when online reservation portal is not used.

*** An additional charge per mile will be assessed for every mile over the 100 miles per day allotment for out of state travel (see chart above).

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-04 REVISED: 07-1-21 REVIEWED: 7-1-21	EFFECTIVE DATE 07-1-21	POLICY NO: VR-4
TITLE: RENTAL RATES			PAGE 1 OF 2

Additional Charges

<u>Abbreviation</u>		<u>Charge</u>
UU	Unauthorized Usage	Full Rate of Reserved Vehicle
KK	Kept keys Beyond Reservation	Full Daily Rate of Reserved Vehicle for each day keys are kept
DN	Detailing Necessary	\$75.00 Minimum
FF	Fuel Flag	\$50.00
OG	Out of Gas	\$125.00
RC	Vehicle Returned to Wrong Site (including not parking in designated pool site area)	\$125.00
EA	Extreme Abuse	See Fleet Administrator
LC	Late Cancellation	Daily Rate
NS	No Show	Full Rate of Reserved Vehicle
Other Charges:	Lost Fuel Card	\$50.00
	Lost Keys	Dealer Price + \$50.00
	Damaged or Missing EZ Pass	Transponder Price + \$50.00

*LC – Anything less than 2 ½ hours notice of cancellation before departure or up to 1 hour after dispatch time.

Excess Mileage Rate

Varies by vehicle type. Call Fleet Services for Rates.

UPCHARGE RATE:

A 20% surcharge is applied when a reservation is not made via the on-line portal or mobile app.

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-94 REVISED: 2-01-03 REVIEWED: 3-1-19	EFFECTIVE DATE 2-01-03	POLICY NO: VR-5
TITLE: CALL BACK FEES			PAGE 1 OF 1

Fleet Services provides 24-hour roadside assistance. Before and after normal work hours this service is provided through a Field Supervisor call back service. This service is provided to assist drivers that may experience vehicle problems after normal business hours.

Any call back that is received after normal work hours, which is not a result of permitted State business or is the result of driver negligence, may be charged a \$125.00 call back fee. This is in addition to any rental fees incurred for the vehicle.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 8-26-04 REVIEWED: 3-1-19	EFFECTIVE DATE 8-26-04	POLICY NO: VO-1
TITLE: ACCIDENT PROCEDURES – DRIVERS			PAGE 1 OF 2

The Administrator of the Office of Fleet Services, working with the Risk Manager promulgates the rules and procedures for the reporting of accidents involving State-owned vehicles. The application of these policies and procedures is consistent with State laws and regulations governing the Motor Vehicle Code.

The term “Vehicle Accident” refers to State-owned vehicles involved in an incident resulting in the damage of the State-owned vehicle, to another vehicle and/or property, or an accident involving the personal injury or death of any person.

If involved in an accident, the following procedures apply:

1. The driver will immediately stop the vehicle at the scene of the accident.
2. The driver will render reasonable assistance to the injured and call for emergency assistance if required.
3. If the accident involves injury or death of any person, or damage to another vehicle or property to an apparent extent of \$250 or more, the driver must report the accident to the nearest police agency.
4. The driver must obtain the names and addresses of witnesses to the accident, as well as the name and address of the other operator, if applicable. The driver will also record the license number, vehicle description, and insurance company of the other vehicle.
5. The driver will immediately notify Fleet Services. If the accident occurs during normal business hours, drivers should call 302-739-CARS, or 1-800-273-CARS. If the accident occurs after normal business hours, drivers should call the emergency number printed in the vehicle’s glove box.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: ACCIDENT PROCEDURES – DRIVERS (CON'T)	PAGE 2 OF 2
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6. For accidents occurring within the State, Fleet Services will handle all necessary towing and repairs. Drivers will be taken to their destination by Fleet Services, if appropriate.
7. For accidents occurring outside the State, drivers are authorized to arrange for emergency repairs up to \$500.00 and the cost of towing without the prior consent of Fleet Services. Any repairs over \$500.00 must be approved by Fleet Services. The driver or Department/Agency shall be reimbursed by Fleet Services for repair or towing costs incurred while traveling out-of-state in a Fleet Services vehicle.
8. The driver should not discuss the accident with anyone, with the exception of a police officer, and should not sign any statements or reports other than those required by law.
9. The driver must complete an Automobile Accident Report as issued by the Insurance Coverage Office. This form shall be forwarded to the Insurance Coverage Office and Fleet Services within 72 hours of the accident. The Insurance Coverage Office's address is 97 Commerce Way, Suite 201, Dover, Delaware 19904, SLC D620-A, Dover, DE 19904. The fax number is (302) 739-5345.

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 4-24-13 REVIEWED: 3-1-18	EFFECTIVE DATE 4-24-13	POLICY NO: VO-3
TITLE: STATE FUEL CARD			PAGE 1 OF 1

State-owned vehicles are to be refueled by use of a restricted DEBIT card currently issued by FUELMAN. A FUELMAN CARD is placed in the key wallet for each vehicle. Authorized drivers are issued a PIN (personal identification number) which is used at designated locations to purchase fuel for State vehicles. Driver PIN numbers are unique to the individual and should never be shared with anyone including their supervisor or manager. Should a driver forget their PIN they must call Fleet Services to be re-provided the number. The calling driver must provide their driver's license number before Fleet staff will release it by telephone. Telephone PIN requests during working hours should be directed to 739-2277 and after business hours 1-800-613-7443. Other inquiries will be answered in the form they were received.

By contract, the fuel cards are restricted to vehicle fuel and oil. A car wash or any other service offered during pay at the pump transactions is not permitted and non-authorized purchases will be charged to the agency.

Upon arriving at the pump the vehicle engine should be turned off. Fueling while the engine is running can cause the check engine light to engage, reporting an engine malfunction that would require the vehicle to be serviced. In addition fuel is wasted while idling and in violation of Governor's Executive Order 18.

At every fuel purchase the CORRECT odometer reading (excluding tenths) is to be entered. Drivers that continue to ignore this required procedure will have their PIN deactivated for a period to be determined by the Fleet Administrator. Repeated violations, after sufficient warning, will result in the driver being banned from using Fleet Services vehicles.

The fuel card provided and coded to a specific vehicle is to be used to fuel that vehicle. Failure to keep the correct card with the vehicle can result in transaction denials at the pump. Repeated violations of this procedure will result in the driver having their PIN rescinded and/or the vehicle being recalled from the agency.

Only regular grade, 87 octane fuel is to be purchased with approved exceptions granted in writing by the Fleet Administrator. Failure to follow the fuel type restriction will result in the agency being billed for the fuel if it is determined the higher octane fuel is repeatedly purchased.

A list of FUELMAN locations is available on the Internet at www.fuelman.com and an I Phone Application may be found at <https://fuelman.com/fuelman-mobile-site-locator.aspx> .

All lost or damaged FUELMAN cards will be billed to the agency at a cost of \$50.00 per set.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 3-1-19	EFFECTIVE DATE 1-01-94	POLICY NO: VO-4
TITLE: INSURANCE COVERAGE			PAGE 1 OF 1

All Fleet Services vehicles are insured under a program of self-insurance in accordance with [Title 21, Delaware Code, §2904](#). All reports should be forwarded to Fleet Services and to the Director of the Insurance Coverage Office.

In the event of an accident, the driver's Department/Agency is responsible for the \$500 deductible. If, at a later date, the Insurance Coverage Office is successful in recovering the vehicle repair costs, the Department/Agency shall be reimbursed.

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

All questions concerning insurance coverage should be addressed to the State Risk Manager at 739-3651.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 3-1-19	EFFECTIVE DATE 4-16-13	POLICY NO: VO-6
TITLE: RULES OF VEHICLE USE AND OPERATION			PAGE 1 OF 3

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 vehicle accidents; disconnecting the vehicle tracking system; or any other misuse of state vehicle resources will be adjudicated by Fleet Services as follows:
 2. All violations including but not limited to speeding, red light violations, accidents, and public complaints of unacceptable driving behavior will be tracked by Fleet Services. Any combination of three infractions in a rolling twelve month time period will result in a suspension of driving privileges for all State owned vehicles.
 - Upon discovery of a potential violation, Fleet Services will formally request, in accordance with Delaware Code Title 29 Subsection 7105, an investigation from the employing agency Human Resources unit to determine the facts of the complaint and then provide appropriate counseling or discipline according to the severity of the complaint. This first request 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.), driving 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 request for an investigation and written response will be required of the employing agency. Regardless of the actions an agency may take, a driver recorded by Fleet Services with a third violation will be suspended from driving any State owned vehicle for thirty days.
 - A fourth violation within twelve months after a thirty day suspension will result in a ninety day loss of driving privileges.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

TITLE: RULES OF VEHICLE USE AND OPERATION (CON'T)

PAGE 2 OF 3

- A fifth violation within twelve months after a ninety day suspension will result in the permanent suspension of an employee's driving privileges.
- 3. All appropriate parking fees shall be reimbursed by the authorized driver's Department/Agency.
- 4. In accordance with Title [29, Delaware Code, §6505](#), all fines for parking tickets and moving violations are the sole, personal responsibility of the driver.
- 5. Under current State of Delaware law, [Title 21, Delaware Code, §4802](#), all authorized driver and passengers are required to wear seatbelts.
- 6. Smoking, by Executive Order Number Seventy-One, is prohibited in all State vehicles.
- 7. No hitchhikers are allowed in Fleet Services vehicles.
- 8. [Title 14, Delaware Code](#), prohibits the transportation of preprimary, primary and secondary pupils in vehicles rated to carry 10 passengers 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 pupils must meet State of Delaware and federal specifications applicable to school buses.

Fleet Services will not reserve 12 or 15 passenger vans for the purpose of transporting preprimary, primary and secondary pupils on trips from home to school or any school-related events.
- 9. Per [Delaware Code Title 21§4174C](#) utilizing a cell phone or texting device while driving is prohibited.
- 10. 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.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: RULES OF VEHICLE USE AND OPERATION (CON'T)

PAGE 3 OF 3

11. All drivers are to fill the fuel tank if the gauge reads at or below $\frac{1}{2}$ before returning it to the pool site. Failure to refuel at or below $\frac{1}{2}$ tank will result in a penalty charge assessed to the driver's Department/Agency.

12. Any discovery of vehicle damage, fuel theft or financial loss to Fleet Services attributable to any state, contractual or otherwise, authorized driver or those who may have access to Fleet Services property, will be the responsibility of the employing agency, department or contractor. Upon discovery of loss and evidence that determines those responsible, Fleet Services will invoice the agency, department or contractor for the full amount of the loss or damage. Agencies, departments or contractors will be responsible to prosecute and obtain reimbursement from those causing a loss. Fleet Services will provide supporting evidence to support a claim to recover agency, department or contractor losses.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 03-24-04 REVISED: 3-1-19	EFFECTIVE DATE 03-24-04	POLICY NO: VO-7
TITLE: KEYS AND VEHICLE SECURITY			PAGE 1 OF 1

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.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 3-1-19	EFFECTIVE DATE 1-01-94	POLICY NO: VO-8
TITLE: SAFETY AND ACCIDENT PREVENTION			PAGE 1 OF 1

State vehicles are to be operated safely and in accordance with all State laws. The following guidelines must be followed:

- A. Each driver authorized to operate a State vehicle must possess a valid unrestricted driver's license accepted under Delaware law.

- B. Driver training is recommended for all State drivers. Studying and perfecting driving skills promotes confident, safe drivers. The Delaware Office of Highway Safety can offer guidance and instruction in the development of either internal or external programs. Information and/or guidance may be obtained by calling 739-4475.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 3-1-19	EFFECTIVE DATE 1-01-94	POLICY NO: VO-10
TITLE: PURCHASE, TRANSFER, AND DISPOSITION OF STATE-OWNED VEHICLES			PAGE 1 OF 1

The purchase, transfer, and disposition of all State-owned vehicles are under the sole providence of Fleet Services. No Department/Agency/School District, save those specifically exempted under [Title 29, Delaware Code, §6902](#), may buy, sell, or lease a vehicle except through Fleet Services. Exceptions to this policy will occur, only under **very exceptional circumstances**, and only with the express written approval of the Director, Office of Management and Budget.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 09-15-00 REVISED: 03-1-19	EFFECTIVE DATE: 3-1-18	POLICY NO: VO-12
TITLE: BLOCKED VEHICLE PROCEDURES - AGENCIES			PAGE 1 OF 3

When a Department/Agency demonstrates the need for a vehicle on a daily basis for an extended period of time and meets the established criteria, an application may be made to have a vehicle blocked to that Department/Agency by submitting a Request for Blocked Vehicle form to Fleet Services (see Exhibit 6). An original form must be submitted with authorized agency signature.

Blocked Vehicle Criteria

Demonstrated by reservation history, 80%+ utilization, or job assignment requires vehicle full time; verification of available funding; and Request for Blocked Vehicle form (original with approval signatures) on Fleet Services form submitted to Fleet Administrator.

Assignment can take up to 6 months – certain type vehicles may take longer.

Upon request, agencies must make vehicles available to Fleet Services for quarterly odometer readings. Excess mileage is billed back to the Department/Agency at the end of the Fiscal Year.

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

If an agency elects to handle its own vehicle maintenance, Fleet Services must be advised prior to repair or service to allow the creation of a work order. This request should be forwarded to the Fleet Services Field Supervisor for the county in which the vehicle is assigned.

Kent County Field Supervisor: [Cliff Hutchinson](#)
 Phone: 739-1899

New Castle County Field Supervisor: [David Showalter](#)
 Phone: 577-6790

Sussex County Field Supervisor: [Cliff Strickland](#)
 Phone: 854-6990
 Phone: 424-7247

Fleet Link Field Supervisor: [Eddie Tunstall](#)
 Phone: 857-4541

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: BLOCKED VEHICLE PROCEDURES – AGENCIES (CON'T)	PAGE 2 OF 3
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Fleet Services is responsible for movement and placement of all blocked vehicles. If an agency wishes to move a vehicle, the Fleet Services Field Supervisor in the county where the vehicle is currently assigned must be contacted to relocate the blocked vehicle (see Field Supervisors listed above).

Fleet Services reserves the right to end a Blocked assignment any time a daily need for the vehicle is no longer demonstrated.

Failure to comply with any of the conditions of assignment will result in the immediate termination of the Blocked vehicle assignment.

TITLE: BLOCKED VEHICLE PROCEDURES - AGENCIES (CON'T)
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State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

PAGE 3 OF 3

Blocked Vehicle Request Process – Fleet Services

1. Original copy of [Request for Blocked Vehicle form](#) (see Exhibit 5) with approval signature(s) is sent to the Fleet Administrator.
2. Request is reviewed against established Blocked Vehicle Criteria. If criteria is met, form is submitted to Fleet Administrator for approval. If criteria is not met, or justification is incomplete, request is returned to submitting agency.
3. Approved forms are then processed for priority of request is established. Fleet Services policy is to handle first come, first served, unless priority is changed by Fleet Administrator.
4. A decision is made on vehicle selection and processing continues. If a vehicle is not currently available that meets agency criteria, Fleet Services will order vehicle per State contract during next purchasing cycle, if funding is available. Contact Fleet Services Administrator for tentative order and delivery date. Establish estimated date of delivery. In an emergency situation, the Fleet Administrator only can make a “spot buy”.
5. Field Supervisor contacts customer regarding status of request and coordinates delivery/assignment of vehicle.
6. County Field Supervisor completes Vehicle Assignment Form and submits to Fleet Services Billing, Administrative Specialist II, with copy to Deputy Fleet Administrator.
7. Original completed request remains on file.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 09-09-13 REVISED: 3-1-19	EFFECTIVE DATE 09-09-13	POLICY NO: VO-13
TITLE: LEASING OF VEHICLES AT FLEET SERVICES OPERATING COSTS			PAGE 1 OF 2

Fleet Services in years past provided specialty transportation to agencies that were challenged by limited budgets or had extreme issues, assigning vehicles that were to be auctioned. This was contrary to a proven and precise system of adherence to vehicle life cycling. This system reduces ownership costs by decreasing the amount of vehicle repair and increasing vehicle residual value at disposal. The result has been a newer more dependable vehicle at the lowest possible cost to agencies. In addition a dependable and perpetual replacement cycle is created.

The current Fleet Services operating business plan has been created to operate within finely balanced factors that specifically depend on disposal proceeds to support the lower rates charged to agencies. Fleet Services will no longer offer vehicles for agency use that reduce that value. The policy will dictate the terms and conditions of specialty vehicles, or the extreme circumstances that might result in agreement to permit a fully capitalized Fleet Services vehicle to be utilized beyond the normal life cycle.

It will be understood vehicles will be provided under the standard Fleet Services agreement in all but an extremely limited number of assignments.

General Terms:

- All State and Fleet Services vehicle utilization policies and laws will be applicable to any vehicle leased under this program.
- Agencies may not increase the number of assigned vehicles through this policy. A vehicle in operating condition must be identified and sent to Surplus Property for disposal. Vehicles deemed as in salvage condition are NOT to be used to offset the assignment of a vehicle under this policy.
- A written lease agreement will be required for these exceptional leases and failure to meet the conditions of the agreement will result in termination of the lease.
- Vehicles determined to have use beyond pre-determined replacement cycles and then assigned under this provision will remain titled to Fleet Services. Vehicles will not be sold to an agency, regardless of how the vehicle is to be utilized. The ownership requirement is congruent with the Governor’s Performance Review that determined vehicle ownership was restricted to Fleet Services, State Police and DELDOT, other than vehicles specifically exempted in Delaware Code.
- Requesting agencies will be required to remit an amount equal to the residual value of the vehicle as listed in the Fleet Services business plan (currently 28% of the vehicle acquisition cost) prior to vehicle assignment. Upon vehicle disposal, any additional residual value will be credited to the requesting agency.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: LEASING OF VEHICLES AT FLEET SERVICES OPERATING COSTS (CONT)	PAGE 2 OF 2
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- The vehicle provided will have vehicle tracking, EZ Pass and a Fleet Services fuel card. The agency will be charged the established operating rate for that vehicle type.

- The mileage allowance for vehicles under this program will be identical to the system for all Fleet Services vehicles. Miles driven beyond the predicted use will be charged excess mileage fees as needed.

- The operating rate will provide for routine preventative maintenance and limited repairs. Any repair in excess of \$500 will require approval of the Fleet Administrator and may result in termination of the lease, with the vehicle scheduled for disposal. There is no guarantee of a replacement operating rate vehicle, when an “exceptional” lease is terminated.

- Any damage to the vehicle beyond normal wear and tear is to be reported to Fleet Services immediately. Damage discovered by Fleet personnel but not reported will be cause to terminate the lease.

- The user agency will be responsible for the \$500.00 deductible in the event of an accident.

Agreements Currently In Force:

All current agreements will remain in force until the vehicles are set for disposal. All arrangements negotiated after the issuance of the Policy VO-13 will be congruent to the policy.

Fleet Administrator Authority:

All issues arising from the lease of vehicles under this policy will be adjudicated by the Fleet Administrator, whose decisions will be final.

Determination of Charges:

Upon approval of a request for a vehicle under this policy, the agency will process payment for the residual value of the vehicle. As noted in General Terms, this amount is currently 28% of the vehicle’s acquisition cost. A cost example follows for a mid-size sedan:

Acquisition Cost: \$14,718.05
28% Residual Value \$4121.05
Monthly Operating Rate Charge: \$346.80

The agency will be required to pay the Residual Value prior to vehicle assignment and provide appropriate accounting information to permit monthly billing of the Operating Rate.

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-04 REVISED: 3-1-19	EFFECTIVE DATE 3-1-18	POLICY NO: VO-14
TITLE: PICK-UP SITES Hours/Locations Motor Pools –New Castle County			PAGE 1 OF 3

*The office of Fleet Services has established vehicle pick-up sites throughout the state, which serve many locations. Each facility in the service area is assigned to a primary pick-up site where an authorized driver will usually be sent to pick up a vehicle. If a vehicle is unavailable at the primary pick-up site, the authorized driver will usually be deferred to a secondary pick-up site. The Fleet Services Reservationists will advise drivers of their vehicle pick-up site when their reservation is confirmed. **It is important that drivers review their reservation confirmation sheet to ensure all requirements have been met as requested.***

*Drivers should check the assigned vehicle **before** departing the pick-up site, i.e. lights, turn signals, tire pressure, hood secure, etc. 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.*

New Castle County

<i>SITE NO.</i>	<i>HOURS</i>	<i>LOT/KEY KEEPER LOCATION</i>
NC1	7:30am –9:30am and 3:30 pm – 4:30 pm	Carvel State Office Building, 8 TH and French Street
NC12	7:30 – 4:30	T Building, Herman Holloway Campus
NC13	8:00 – 4:30	Terry Childrens Center, Across from Herman Holloway
NC17	8:00 – 4:30	DSCYF/Ferris, Faulkland Road
NC24	8:00 - 4:00	Concord Plaza
NC27	8:00 – 4:30	Department of Labor, Fox Valley
NC29	7:00 – 3:00	Del Tech Stanton
NC31	8:00 – 4:30	Robscott State Service Center
NC32	8:00 – 4:30	Del Dot /North District, Rt. 7, Bear
NC33	8:00 – 4:30	DNREC, 715 Grantham Lane
KC43	8:00 – 4:30 (no keys distributed from 12 noon–1)	Appoquinimink State Service Center

****Denotes Agency Reservations Only**

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-04 REVISED: 3-1-19	EFFECTIVE DATE 3-1-18	POLICY NO: VO-14
TITLE: PICK-UP SITES Hours/Locations Motor Pools –Kent County			PAGE 2 OF 3

*The office of Fleet Services has established vehicle pick-up sites throughout the state, which serve many locations. Each facility in the service area is assigned to a primary pick-up site where an authorized driver will usually be sent to pick up a vehicle. If a vehicle is unavailable at the primary pick-up site, the authorized driver will usually be deferred to a secondary pick-up site. The Fleet Services Reservationists will advise drivers of their vehicle pick-up site when their reservation is confirmed via email confirmation sheet. **It is important that drivers review their emailed reservation confirmation sheet to ensure all requirements have been met as requested.***

*Drivers should check the assigned vehicle **before** departing the pick-up site, i.e. lights, turn signals, tire pressure, hood secure, etc. 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.*

KENT COUNTY

<i>SITE NO.</i>	<i>HOURS</i>	<i>LOT/KEY KEEPER LOCATION</i>
KC1	7:30 – 4:30	100 Enterprise Place, Suite 4, Dover DE 19904
KC9	8:00 – 4:30	Pensions Office, Silver Lake Plaza, Walker Road
KC16	08:00 – 4:00	DHCI, Smyrna
KC19	8:00 – 4:30	Department of Agriculture, Rt. 13S
KC43	8:00 – 4:30 (no keys distributed from 12 noon–1 pm)	Appoquinimink State Service Center

****Denotes Agency Reservations Only**

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-04 REVISED: 3-1-19	EFFECTIVE DATE: 3-1-18	POLICY NO: VO-14
TITLE: PICK-UP SITES Hours/Locations Motor Pools –Sussex County			PAGE 3 OF 3

*The office of Fleet Services has established vehicle pick-up sites throughout the state, which serve many locations. Each facility in the service area is assigned to a primary pick-up site where an authorized driver will usually be sent to pick up a vehicle. If a vehicle is unavailable at the primary pick-up site, the authorized driver will usually be deferred to a secondary pick-up site. The Fleet Services Reservationists will advise drivers of their vehicle pick-up site when their reservation is confirmed via emailed confirmation sheet. **It is important that drivers review their emailed reservation confirmation sheet to ensure all requirements have been met as requested.***

*Drivers should check the assigned vehicle **before** departing the pick-up site, i.e. lights, turn signals, tire pressure, hood secure, etc. 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.*

SUSSEX COUNTY

<i>SITE NO.</i>	<i>HOURS</i>	<i>LOT/KEY KEEPER LOCATION</i>
SC1	7:30am – 9:30am, 3:30pm - 4:30pm	Georgetown DMV, 23737 Dupont Blvd. 19947
SC10	7:30 – 5:00	ShIPLEY State Service Center, 350 Virginia Ave., Seaford
SC12	7:30 – 4:30	Laurel State Service Center, 440 N. Poplar Street
SC14	7:30 – 4:00	Pyle State Service Center, Roxanna Rd., Frankford
SC16	7:30 – 4:30	Bridgeville State Service Center, N. Cannon & Mill Sts
SC18	7:30am – 9:30am, 3:30pm - 4:30pm	Milford State Service Center

**Denotes Agency Reservations Only

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 8-01-05 REVIEWED: 3-1-19	EFFECTIVE DATE 1-01-94	POLICY NO: VO-16
TITLE: VEHICLE REGISTRATION/IDENTIFICATION			PAGE 1 OF 1

All State-owned vehicles shall bear on the rear thereof license plates issued by the Division of Motor Vehicles which carry the notation "STATE-OWNED" identifying such vehicles as State-owned vehicles. Specifically exempted from this section are vehicles used by the Governor, and law enforcement personnel covered under the provisions of the Delaware Council on Police Training are exempted from these requirements.

[Title 29, Delaware Code §7107](#), provides that other exemptions from this requirement must be approved by the Director, Office of Management and Budget.

Requests (SEE FORM "Exemption from State-Owned License Plate Designation", Exhibit 7) for Fleet vehicle registrations not containing the required "STATE-OWNED" label must be made through the Office of the Director, Office of Management and Budget, and must meet one of the following criteria:

1. The vehicle is primarily used for investigative and/or surveillance work in which the identification of the vehicle as "STATE-OWNED" would compromise these activities.
2. The vehicle is used for inspections in which the anonymity of the vehicle is essential in carrying out these activities.
3. Sufficient evidence is presented indicating that a security and/or safety risk would exist for the driver should the vehicle be identified as "STATE-OWNED."
4. It is determined by the Director, Office of Management and Budget that the confidential registration of a vehicle would be in the best interest of the State.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 7-01-07 REVISED: 7-01-07 REVIEWED: 3-1-19		POLICY NO: VO-17
TITLE: MOTOR VEHICLE RECORD POLICY			PAGE 1 OF 8

STATE OF DELAWARE

MOTOR VEHICLE RECORD POLICY

Overview: The purpose of this policy is to set forth a minimum driver qualification requirement for those employees or other authorized individuals that drive state owned vehicles. Operators of any state owned vehicles must possess a valid driver’s license for the class of vehicle they will operate before being authorized to operate the vehicle by Fleet Services.

Statutory Basis: The Motor Vehicle Record Policy is being implemented by the Director, Office of Management and Budget based upon the Director’s statutory authority as established in Title 29 §6303A(16). The policy is established in accordance with Delaware statutory requirements as set forth in Title 21 §2754 and §2755. Fleet Services will work with the Delaware Division of Motor Vehicles to ensure that currently licensed employees are operating state vehicles based upon the statutory authority granted Fleet Management in Title 29 §6308A(m), §7105, §7106 and §7107. (The applicable statutory code subsections are included as attachments to this policy. Attachment #1: Title 21; Attachment #2: Title 29.)

Purpose: This policy is being implemented in an effort to maximize state compliance to the statutory requirements listed above, while minimizing the insurance costs and negligent entrustment issues that can arise when vehicles are entrusted to individuals that do not have a valid operator’s license.

Policy Statement: It is the State of Delaware’s policy requirement that drivers of all state vehicles must possess a valid driver’s license issued in the state of residence for the class of vehicle being operated before being authorized by Fleet Services to operate a state owned vehicle. This authorization applies to all state owned vehicles, whether the vehicle is in the control of Fleet Management or a state agency.

Policy Implementation: In order to implement this policy the following actions must take place before an employee is authorized to operate a state vehicle:

- (1) All state employees who are required to use a state vehicle as part of their job responsibilities will be required to complete and forward to Fleet Services an Authorized Driver Designation Application approved by their Division Director or Agency Head.
- (2) Upon receipt of the Authorized Driver Designation Application by Fleet Services, Fleet Services will determine if the state employee has a valid driver’s license. This information will be obtained by examining the employee’s current Motor Vehicle Record (MVR).
- (3) If a valid license is in effect for the employee, Fleet Services will approve the employee to operate a state vehicle and advise the employee and the agency’s Fleet Services representative of this approval.
- (4) Once approved, the employee may operate any type vehicle covered by the driver’s license held by the individual and as required by the employee’s job duties.
- (5) If a valid license is in effect for the state employee but there has been a class code change (ie: employee possessed a CDL, but the CDL class has expired, etc.) or any endorsements (such as Hazmat, Tanker, etc.) have been removed or revoked, then written notification of this change, via a Driver License – Status Change letter, will be provided to the employee, the State of Delaware Insurance Coverage Office, the agency’s Fleet Service representative and the appropriate agency Human Resources department

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 2 OF 8
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- (6) representative. How this class change affects the application will be so noted on the written notification form. (A sample copy of the Driver License – Status Change Letter is included as Attachment # 3.)
- (7) If the class change has no affect on the application the employee may continue to operate the class vehicle they have been approved to operate.
- (8) If the class change does affect the application and the employee is prohibited from driving the class vehicle for which they made application to drive, then Human Resources will work in conjunction with the employee’s supervisor to determine the appropriate course of action for the employee involved. At this point the employee is not permitted to drive a state vehicle in the class that they made application to drive until the reason for the invalid license has been addressed and the employee’s MVR shows a valid license in effect for the class vehicle for which the original application was made.
- (9) If a valid license is not in effect for the state employee, due to expiration, suspension, revocation or for any other reason, the Fleet Services Administrator will provide written notification, via a Driver License Status Notice letter, to the employee, the State of Delaware Insurance Coverage Office, the agency’s Fleet Service representative and the appropriate agency Human Resources department representative. Human Resources will then work in conjunction with the employee’s supervisor to determine the appropriate course of action for the employee involved. (A sample copy of the Driver License Status Notice has been included as Attachment # 4.)
- (10) At this point the employee is not permitted to drive a state vehicle until the reason for the invalid license has been addressed and the employee’s MVR shows a valid license in effect.

Policy Adherence: Motor Vehicle Records will be obtained for all employees authorized to drive state vehicles on a consistent, regular basis as deemed appropriate by the Fleet Services Administrator to ensure that all operators of state vehicles remain in possession of a valid operator’s license. Motor Vehicle Records will be reviewed at a minimum of once every six months.

Policy Violations: All state agencies and their representatives are required to adhere to the guidelines set forth in this policy. If an agency or its representative should knowingly violate this policy and allow a state employee to operate a state owned vehicle without following the steps set forth in this policy, any insurance costs associated with that employee’s operation of the state vehicle will be solely borne by the agency which allowed the state employee to drive the state owned vehicle.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 3 OF 8
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ATTACHMENT # 1

TITLE 21

Motor Vehicles

PART II

Registration, Title and Licenses

CHAPTER 27. DRIVER'S LICENSE

Subchapter IV. Penalties

§ 2754. Employment of unlicensed person.

No person shall employ any person to operate a motor vehicle who is not licensed as provided in this chapter. (36 Del. Laws, c. 10, § 76; Code 1935, § 5614; 21 Del. C. 1953, § 2744; 62 Del. Laws, c. 237, § 28.)

§ 2755. Authorizing or permitting the operation of a motor vehicle by another.

No person shall authorize or permit a motor vehicle owned by that person or under that person's control to be driven by any person knowing that said person has no legal right to do so or shall authorize or permit said motor vehicle to be driven in violation of this title. (36 Del. Laws, c. 10, § 77; Code 1935, § 5615; 21 Del. C. 1953, § 2745; 50 Del. Laws, c. 570, § 1; 70 Del. Laws, c. 186, § 1.)

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 4 OF 8
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ATTACHMENT # 2

TITLE 29

State Government
PART VI

Budget, Fiscal, Procurement and Contracting Regulations

CHAPTER 63A. OFFICE OF MANAGEMENT AND BUDGET

§ 6303A. General powers and duties.

The Director of the Office of Management and Budget shall have the following powers, duties and functions:

(16) To establish and to promulgate such rules and regulations governing the administration and operation of the Office as may be deemed necessary by the Director and which are not inconsistent with the laws of this State;

§ 6308A. Government Support Services

(m) The Office of Fleet Services is hereby established within the Government Support Services Section and shall have the following powers, duties and functions. The Office of Fleet Services shall:

(1) Have the administrative, ministerial, budgetary and clerical functions of Fleet Services;

(2) Establish and operate a statewide fleet management system, as established by § 7105 of this title;

(3) Investigate and resolve all citizens' complaints relating to abuse or misuse of all agency/school district owned vehicles;

(4) Recommend to the Director of the Office of Management and Budget appropriate funding levels for all agency/school districts for in-state travel requirements;

(5) Be the sole agency to receive the proceeds from the disposal of vehicles and vehicle parts, including all non-general funds except those funds that, as a basis for their authorization, require the proceeds of such disposal to be returned to the original source of the funds; and

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 5 OF 8
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(6) Establish an appropriated special fund account to sustain the total cost and operation of the Office of Fleet Services and its function, including staff salaries and the statewide fleet management system.

§ 7105. Establishment and use of a statewide fleet management system.

(a) The Office of Management and Budget, Government Support Services shall establish and operate a Statewide Fleet Management System ("fleet system"). This fleet system shall be composed of all passenger vehicles used by every agency, except for those vehicles exempted by the Director of the Office of Management and Budget. Passenger vehicles as used in this section includes sedans, station wagons, passenger and utility vans, off-road vehicles and trucks rated 10,000 GVW or less.

(b) Each agency shall, within 30 days of a request from the Director of the Office of Management and Budget, deliver to Government Support Services any passenger vehicle and its title for inclusion in the fleet system. If such vehicles were purchased with nonappropriated special funds that require the proceeds of the disposition of the vehicle to be returned to the agency or nonappropriated special funds source, the Director of the Office of Management and Budget shall provide the agency with credits in the amount of the then current value of the vehicle to be used toward the agency's vehicle lease expenses.

(c) No agency shall lease passenger vehicles except from Government Support Services. Exempt from this subsection are the Governor's car, agency employees traveling on out-of-state business, and Government Support Services.

(d) Government Support Services, in cooperation with the Department of Technology and Information and the Division of Accounting, shall implement the systems and procedures to enable the direct, electronic transfer of funds from customers of the fleet system to an account designated by Government Support Services. Customers shall be required to furnish Government Support Services with a Purchase Order by August 1 of each year that encumbers funds for the rental of vehicles for that entire fiscal year. The Director of the Office of Management and Budget may exempt agencies from this subsection.

(e) Each agency shall appoint 1 individual to serve as the agency's vehicle representative. It is the responsibility of the head of each agency to ensure that the vehicle representative completes and submits all vehicle reports as required by the Director of the Office of Management and Budget. It is also the responsibility of each agency head to ensure that the employees of his or her respective agency follow the polices concerning the fleet system.

(f) Law enforcement vehicles and vessels of State agency law enforcement personnel covered under the provisions of the Delaware Council on Police Training, owned by school districts shall be exempt from subsections (a) and (b) of this section. (69 Del. Laws, c. 136, § 4; 70 Del. Laws, c. 274, § 4; 73 Del. Laws, c. 143, §§ 6, 15; 74 Del. Laws, c. 128, § 6; 75 Del. Laws, c. 88, §§ 16(5), 22(4).)

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 6 OF 8
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§ 7106. Use of state-owned vehicles; penalty; exemptions.

(a) No motor vehicle owned by any agency/school district, except as otherwise indicated herein, shall be driven by an employee before or after the prescribed working hours of that employee.

(b) When not on official State business, every motor vehicle owned by any agency/school district, with the exception of those vehicles exempted under subsection (c) of this section, shall be parked at the agency or motor pool location to which the vehicle is assigned.

(c) Specifically exempted from subsections (a) and (b) of this section are the Governor's car, law enforcement vehicles and vessels of State agency law enforcement personnel covered under the provisions of the Delaware Council on Police Training, and those vehicles exempted by the Director of the Office of Management and Budget. The Director of the Office of Management and Budget shall promulgate a policy concerning these exemptions. This policy shall include rules which allow certain vehicles to be parked at locations other than a motor pool or agency site if warranted by emergency or business activities of certain employees and/or security requirements of certain vehicles.

(d) Those vehicles designated by the Governor or the Governor's designee for the transportation of State employees commuting to and from their prescribed places of employment, provided that the vehicles are part of a specific pooling program, shall also be exempt from subsection (b) of this section. Each such vehicle pooling program and costs thereof shall be approved by the Secretary of Transportation prior to starting operations and shall provide that the State be reimbursed for the entire cost of the vehicle and all operating costs thereof by its users. After the initial year of operation, and on each successive August 1, the Secretary of Finance shall determine an appropriate cost factor for each approved pooling program.

(e) Whoever violates this section, for the first offense, shall be fined not less than \$10 nor more than \$25. For each subsequent like offense, the violator shall be fined not less than \$25 nor more than \$50. Justice of the Peace Courts shall have jurisdiction over offenses under this section. (60 Del. Laws, c. 660, § 1; 63 Del. Laws, c. 57, §§ 1, 2; 65 Del. Laws, c. 87, § 40; 69 Del. Laws, c. 136, § 5; 70 Del. Laws, c. 186, § 1; 75 Del. Laws, c. 88, § 16(5).)

§ 7107. Identification of state-owned vehicles and boats.

All state-owned motor vehicles shall bear on the rear license plates issued by the Division of Motor Vehicles the notation "STATE OWNED." All state-owned boats shall bear prominent identification on the rear thereof identifying such boats as state-owned. The automobile used by the Governor, and law enforcement vehicles and vessels of State agency law enforcement personnel covered under the provisions of the Delaware Council on Police Training, are exempted from the requirements of this section. Other exemptions from this section must be approved by the Director of the Office of Management and Budget. (62 Del. Laws, c. 68, § 48; 63 Del. Laws, c. 336, § 2; 65 Del. Laws, c. 87, § 187; 69 Del. Laws, c. 136, § 6; 75 Del. Laws, c. 88, § 16(5))

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 7 OF 8
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Attachment # 3

Memorandum

Date:

To: Agency HR Office

From: Fleet Services – Driver Safety

Re: Driver License – Status Change

This is to advise that as a result of a routine review of employee license status employee's name has appeared on an exception report indicating there has been a change from CDL A, B,C ,School Bus Endorsement, Hazmat, etc. to (no) CDL, CDL A,B,C, (no) School Bus Endorsement, (no) Hazmat, etc. as of month-day-year. Pursuant to 21 Delaware Code §2154, the State as an employer may not permit any employee to operate a state-owned vehicle without a valid license. This class change may affect the ability to operate a vehicle used in the performance of the employee's job duties and the determination should be made based on the organizational need and type of vehicle driven in the course of employment as it relates to the new license class.

Since license class changes may or may not impact an employee's ability to drive a vehicle they are assigned for work purposes Fleet Services will take no action with regard to driving privileges of this employee unless contacted by the agency HR representative. Please contact this office at 857-4531 should you have questions or require additional information.

Cc: Agency Fleet Representative
Risk Management

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

TITLE: MOTOR VEHICLE RECORD POLICY (CON'T)	PAGE 8 OF 8
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Attachment # 4

MEMORANDUM

Date:

To: Agency HR Office

From: Fleet Services – Driver Safety

Re: Driver License Status Notice

This is to advise that as a result of a routine review of employee license status employee's name has appeared on an exception report indicating that their driver's license has been suspended for fifteen days/suspended/revoked/expired as of month-day-year. Pursuant to 21 Delaware Code §2154, the State as an employer may not permit any employee to operate a state-owned vehicle without a valid license. You are requested to review this matter and report your findings to this office in five business days.

Until a conclusive determination is made concerning the driving status of this individual, permission to use a State vehicle should be suspended immediately. Please contact this office at 857-4531 should you have questions or require additional information.

Cc: Agency Fleet Representative
Risk Management

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 02-06-09 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 02-06-09	POLICY NO: VO-19
TITLE: ACCEPTABLE VEHICLE USE POLICY & EXEMPTIONS			PAGE 1 OF 4

I. Authority

This Policy is adopted pursuant to 29 Del. C., §7106 of the Delaware Code, which directs the Director of the Office of Management and Budget to promulgate a policy concerning exemptions to 29 Del. C., §7106(a) & (b) and limits the use of state-owned vehicles. The Policy defines limited exemptions which, (1) allows Control Employees and Non-Control Employees to drive a state-owned vehicle for incidental personal use during Prescribed Working Hours, (2) allows Control Employees and Non-Control Employees to park a state-owned vehicle at their residences, and (3) allows certain state-owned vehicles to be parked at locations other than the state agency, school district office or motor pool location to which the vehicle is otherwise assigned.

II. Purpose and Rationale

A. Control Employee

This Policy, which is congruent with PHRST Policy PRU-VEH-01, designates certain employees for the above-referenced exceptions and sets forth the basis for the exemptions. It also establishes a process by which requests for the designation of “Control Employee” as defined by Internal Revenue Service Regulations will be considered.

B. All Employees:

The Policy allows certain employees and vehicles to qualify for an exemption on a limited basis without regard to whether the use is for a Control Employee. For example, vehicles may be parked away from the agency or motor pool site to which they are normally assigned for security and safety reasons. The Policy also allows for the Director to permit, on a daily basis, state employees to park a state-owned vehicle at a location other than a state agency, school district office or motor pool location.

III. Definitions

For purpose of this Policy the following definitions shall apply:

1. “Auxiliary Use” means (1) the driving of a state-owned vehicle within the State of Delaware, including to and from the employee’s residence, for incidental personal benefit during Prescribed Working Hours or (2) the parking of a state-owned vehicle at locations within the State of Delaware other than at the assigned motor pool, agency site or school district office where such would not, absent this Policy, be permitted. Auxiliary Use includes the driving of a state-owned vehicle for reasonable distances, and/or the parking of a state-owned vehicle for reasonable time periods, for the convenience of the employee, consistent with the purposes set forth above. Auxiliary Use includes the carrying of passengers who are not state employees only to or from an employee’s residence, and only if such passengers are members of such Control Employee’s immediate family, as defined in Chapter 2.0000 of the state’s Merit Rules.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

TITLE: ACCEPTABLE VEHICLE USE POLICY & EXEMPTIONS	PAGE 2 of 4
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2. “Cabinet Secretary or Agency Head” means a member of the Governor’s cabinet.
3. “Exemption” means the exemption referenced in 29 Del. C., §7106(c).
4. “Control Employee” means any employee who meets the definition of the Internal Revenue Service regulations found in IRS Publication 15-B, page 24. The publication may be accessed at <https://www.irs.gov/pub/irs-pdf/p15b.pdf>
5. “Policy” means this policy titled “ACCEPTABLE VEHICLE USE POLICY & EXEMPTIONS”
6. “Prescribed Working Hours” means any time during which an employee is acting on behalf of the state as part of his/her job function whether or not during regular working hours. For example, travel to or from an evening meeting would be during Prescribed Working Hours.
7. “Director” means the Director of the Office of Management and Budget of the State of Delaware.

IV. Exemptions

A. Control Employee Exemptions

A Control Employee is allowed to use a state-owned vehicle for Auxiliary Use provided that his or her work-related business activities or an emergency warrants the regular assignment of a state-owned vehicle to such Control Employee and said employee has received authorization from the Director of the Office of Management and Budget. The Director or his/her designee shall make such assignments in a manner that takes into account the purpose/rationale of this Policy and meets the requirements of critical need/cost justification as outlined in Section IV. C. of this policy.

1. Designations of Control Employees

The Director may designate, on a case-by-case basis, any employee of the State of Delaware as “Control Employee” for purposes of this policy upon application and a showing that circumstances warrant such designation. Ordinarily the application will be originated by the Governor’s Office or Cabinet Secretary. Such application shall include information requested by the Director explaining how such designation would serve the purposes of the policy and must be approved by the head of the affected agency. The Director has the authority to re-evaluate the designation of “Control Employee” and all other exemptions contained in the policy at any time.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: ACCEPTABLE VEHICLE USE POLICY & EXEMPTIONS

PAGE 3 of 4

B. Other Exemptions

Employees, other than Control Employees, may utilize a state-owned vehicle for Auxiliary Use under this Policy for any of the following reasons:

1. The Director determines on a case-by-case basis that a vehicle would not be secure unless an exemption is utilized and the conditions of Section IV. C. of this policy are met.
2. For the period of time an employee is on “stand-by” duty under Merit Rule 5.1440 and meets the conditions of Section IV. C. of this policy.
3. There are other compelling circumstances that in the judgment of the Director warrant utilization of the exemption consistent with Section IV. C. of this policy.

C. Defining Critical Need and Cost Justification of Commuting

Agencies will be required to provide evidence that the assignment of a vehicle to drive to and from their duty station meets or exceeds the standards or situations as follows:

1. The employee is on paid stand-by on-call status and is expected to personally respond to emergencies of situations. Evidence must be provided that the employee is called out on a regular basis (more than once per month) and is not part of a rotational call back situation. The requesting agency will provide the area, zone or county to which the employees are to respond and provide evidence of that need. Whenever there are assigned multiple vehicles and employees in an area zone or county, it must be demonstrated these apparent redundant assignments are mission critical. It should be also demonstrated that the state owned vehicle is critical for the response.
2. A limited approval can be granted for situations where the employee is in a rotational stand-by on-call status, the vehicle is equipped with tools or equipment necessary to meet the emergency situations and a rapid response is required where it can be demonstrated a slow response would negatively impact the public, involve a life threatening situation or result in a significant loss of property.
3. A public policy or task force recommendation dictates that to enhance response to a potential crisis a specific and limited number of critical staff members are granted authorization to commute in a state vehicle. It must be demonstrated that a response could be significantly delayed by not having an assigned vehicle which would negatively impact the public, involve a life threatening situation or result in a significant loss of property. Each responder’s role must demonstrate they are a first on scene emergency responder and not a supporting team member who could first obtain a vehicle from the employee’s duty station prior to responding to the scene of an event.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: ACCEPTABLE VEHICLE USE POLICY & EXEMPTIONS	PAGE 4 of 4
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4. The assignment of a vehicle and permission to commute meets a critical mission or business need that cannot be achieved in any other way. Agencies will be required to provide evidence that all alternatives have been investigated and proven not to be cost effective. It must be demonstrated that the assignment and commuting provides a reasonable return on investment, offsetting the additional costs of allowing the employee to commute.

D. Director's Authority Reserved

In granting an exemption under this Policy, the Director may place additional restrictions upon the Auxiliary Use of any state-owned vehicle. In addition, the Director may, at his/her discretion, revoke any exemption granted pursuant to this Policy, should the Director become aware of unauthorized use of any state-owned vehicle by a Control Employee, or other employee exempted under this Policy. Approved exemptions will be effective commencing January 1 and expire December 31 of each year. Requests for the next year shall be submitted on November 1 to allow time for review and re-approval.

E. Exemption Not Required

No exemption is required to drive a state-owned vehicle for state business purposes during Prescribed Working Hours.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 11-24-08 REVISED: REVIEWED:3-1-19	EFFECTIVE DATE 11-24-08	POLICY NO: VO-21
TITLE: DAILY REMOVAL OF PERSONAL ITEMS FROM FLEET VEHICLES			PAGE 1 OF 1

Fleet Services since its inception has advised vehicle users it cannot be responsible for personal items left in any state vehicle. The release of this policy will act to codify this fact.

Fleet Services has multiple vendors that may take a vehicle for service, during non-working hours. Depending upon the repair or service it may need, the vehicle may be driven by multiple vendor employees and/or Fleet Staff. Neither Fleet Services or its contracted vendors can be responsible for anything left in a vehicle, including but not limited to computers, eye glasses, umbrellas, electronic media, clothing, ID cards, parking cards, gate passes, etc. In many cases Fleet Staff do recover many of these items and transfer it to other vehicles or place in lost and found. But items can be overlooked and if the vehicle is not returned on time or the items vanish, Fleet Services nor its vendors may be held accountable.

Drivers and passengers are required to remove all personal items from a vehicle daily or risk the items being lost or temporarily unavailable for use by the owner or owners.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 05-12-10 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 05-12-10	POLICY NO: VO-22
TITLE: AUTHORIZED PASSENGERS IN STATE VEHICLES			PAGE 1 OF 1

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.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 02-23-12 REVISED: Reviewed: 3-1-19	EFFECTIVE DATE 02-23-12	POLICY NO: VO-23
TITLE: ASSIGNED VEHICLES EQUIPMENT ADDITIONS/ALTERATIONS			PAGE 1 OF 1

In applying for a vehicle to be assigned to an agency/department/school the “Block Vehicle Request Form” solicits information related to the any special equipment that may be required during the use of the unit. Special equipment includes but is not limited to decals, truck bed covers, tow hitches, emergency warning lights, radios, laptop stands, tinted windows or any other equipment that alters the appearance or operation of the unit from its Original Equipment Manufacturer (OEM) configuration. Any of these type alterations may void the warranty, damage the electrical system, ruin the finish or otherwise change the integrity of the vehicle as designed.

Before an assigned vehicle may be altered in any way, written authorization must be obtained from Fleet Services. If the alterations are appropriate/acceptable, Fleet Services will require that certain types or brand of materials or parts be utilized; specific vendors be utilized for installations; and depending on equipment type, the requesting agency/department/school pay for the required alterations or the cost thereof be included in the leasing rates.

If unauthorized alterations are discovered, the agency/department/school will be required to pay for all costs necessary to return a vehicle to its original configuration.

State of Delaware Fleet Services

CATEGORY: AGENCY ASSET SUPPORT	DATE ISSUED: 11-2-2009 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 11-2-2009	POLICY NO: AA1
TITLE: AGENCY ASSET SUPPORT POLICY			PAGE 1 OF 1

In conjunction with the Governor’s Performance Review, Fleet Services presents itself as a resource for those departments/agencies/school districts to support management of vehicle assets they own. This support includes assistance in the acquisition of vehicles, the daily operation/maintenance, analysis of vehicle applications/utilization and the disposal of vehicles.

- Fleet Services creates and maintains contracts for all repair and maintenance services a vehicle might need including an agreement with the Department of Corrections for significantly discounted vehicle service and repair which can be accessed by all departments/agencies/school districts.
- Fleet Services can create the ability for departments/agencies/school districts to operate a daily vehicle dispatch system to maximize the utilization of their vehicles.
- Provide vehicle tracking systems, including installation, which can provide:
 1. Vehicle use information to make informed choices concerning the deployment of vehicles.
 2. Information from the system provides daily/weekly/monthly analysis to ensure optimum utilization.
 3. Maintenance scheduling to help avoid breakdowns. The system monitors all vehicle components reporting engine, transmission or emission problems to allow timely repair and avoid major mechanical failures.
 4. 24/7 roadside assistance is provided by the vendor with system installation.
 5. Daily safety recall reports from the NHSTA.
 6. The system allows for vehicle self inspection including emission checks, eliminating the need to take a vehicle through DMV inspection lanes saving staff time.
- Fleet Services provides weekly driver license checks to ensure all departments/agencies/school district drivers are legally permitted to drive state vehicles.
- Fleet Services is the first point of contact for complaints regarding state employee driving performance, requesting investigations and reporting results.
- Accumulates vehicle purchase and disposal data and reports to the federal government compliance with the Energy Policy Act/Clean Air Act.
- Provides transportation under the Delaware Emergency Operations Plan in the event of local or large scale weather or other emergency events.

**State of Delaware
Fleet Services**

CATEGORY: AGENCY ASSET SUPPORT	DATE ISSUED: 11-2-2009 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 11-2-2009	POLICY NO: AA2
TITLE: VEHICLE TRACKING SYSTEM (GPS) POLICY			PAGE 1 OF 1

To comply with recent changes in the statewide vehicle purchase contract, all vehicles rated 10,000GVW and below are required to have vehicle tracking equipment installed on the vehicle at time of titling and maintain the monitoring throughout the life of the vehicle. This requirement includes the purchasing of used vehicles, transferring vehicles to another agency or purchasing vehicles from Surplus Services. The equipment is to be acquired from the statewide contract issued by Government Support Services Contract Services Unit. Fleet Services will provide installations and removals.

Departments/agencies/school districts will provide vehicle information necessary to permit Fleet Services to load the data and register the vehicle with the vehicle tracking vendor. Vehicles purchased by the Delaware State Police will not be required to install the tracking equipment but can be made available upon request.

The cost of the vehicle tracking transponder and monthly monitoring will be paid by the procuring department/agency/school district. Fleet Services will provide the monitoring and can also provide monitoring to the procuring department/agency/school district.

State of Delaware Fleet Services

CATEGORY: EMPLOYEES	DATE ISSUED: 1-01-94 REVISED: 9-01-11 REVIEWED: 3-1-19	EFFECTIVE DATE 9-01-11	POLICY NO: E-6
TITLE: PREPARATIONS AND PROCEDURES FOR WEATHER AND EMERGENCY SUPPORT			PAGE 1 OF 3

In addition to normal operations, Fleet Services, as a provider of transportation for State agencies, has a significant role before, during and after weather or other emergency events and has specific roles outlined in the Delaware Emergency Operations Plan. Fleet Services has specific roles in the event of an evacuation order to provide assistance for general and/or specialized transportation. As a result, Fleet Services employees are classified “Essential – Report When Contacted” to provide vehicles, transport other State employees or perform any other duties assigned or needed in response to events.

Snow/Winter Weather Assistance

Preparations:

- Contact agencies that normally require 4X4s to support their activities and provide vehicles as required
- Ensure all telephone/contact lists are current and available to all Fleet Services employees
- Ensure all phones, PCs and other equipment is charged and ready for use
- Remind all employees to dress for the weather with the expectation they will be working outside during the event
- Ensure sufficient snow removal items and supplies are available
- Attach snow plows to response trucks and ensure all components are operational
- Fill fuel tanks of all vehicles at each county’s primary pool site
- Where appropriate, move vehicles in lots to permit snowplowing to be as effective and efficient as possible
- In advance of the event provide DEMA a complete list of vehicles by type and location plus Fleet Services contacts to allow logistical assignments if supplemental transportation units are needed.

Commencement of the Event:

- Send electronic weather advisory or other related information to drivers
- Assist as many drivers as possible but recognize needs may exceed resources. Advise drivers of how long it may be before arriving to provide assistance.
- Advise customers road emergencies, dead batteries, etc. take priority over snow or ice removal from vehicles.
- Responses by Fleet Staff will not be made once weather and road conditions make travel dangerous.

Recovery:

- Primary county pool sites are to have any additional plowing performed and all vehicles at that site cleared of snow or ice.
- All other pool sites may be cleared as time and staff is available.
- Blocked vehicles are the responsibility of the agency that leases a vehicle but may also be cleared as time is available. The effort to clear blocked vehicles of snow and ice enhances the customer service perception of agency customers and is encouraged.
- When unable to clear snow and ice for a customer, offer tips to prevent damage to the vehicle including:

State of Delaware Fleet Services

TITLE: PREPARATIONS AND PROCEDURES FOR WEATHER AND EMERGENCY SUPPORT	PAGE 2 OF 3
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Recovery (continued):

- Start the engine but immediately turn on the defroster to loosen snow and ice
- Do not allow the vehicle to heat first and then turn the defroster on (may crack windshield)
- Never pour water or any liquid on frozen door locks or door seals.

Major Storms/Hurricanes/Evacuations

Preparations:

Administrative Staff

- Send electronic weather advisory and related information encouraging agencies to move all vehicles to higher ground and away from tidal or flood prone areas.
- Contact agencies that normally require 4X4s to support their activities and provide vehicles as required.
- Ensure all telephone/contact lists are current and available to all Fleet Services employees
- Develop a list of contacts for all supporting vendors including but not limited to the fuel card, GPS vendor, towing companies, etc.
- Remove all fuel type limits and quantity restrictions on all fuel cards for all State agencies.
- Request a report from the fuel vendor of all sites actively fueling before and during the event. This report is to be sent to the State Emergency Evacuation Center as required.
- Where flooding or evacuation is expected, utilize GPS to determine if vehicles have been removed from these locations and contact those agencies if they have not.
- In advance of the event provide DEMA a complete list of vehicles by type and location plus Fleet Services contacts to allow logistical assignments if supplemental transportation units are needed.

Field Staff

- Ensure all phones, PCs and other equipment is charged and ready for use
- Move all vehicles from lots subject to flooding or other dangers to higher ground.
- Fill fuel tanks of all vehicles at each county's primary pool site

Commencement of the Event:

- Send additional weather advisories and a reminder to move vehicles to safe locations
- Assist as many drivers as possible but recognize needs may exceed resources. Advise drivers of how long it may be before arriving to provide assistance
- Advise customers road emergencies, dead batteries, etc. take priority
- Responses by Fleet Staff will not be made once weather and road conditions make travel dangerous

If communications are lost, all field staff is authorized to assign vehicles or provide other assistance as required both during and after the event. Manual records of actions taken should be maintained. Support may be provided, but not limited to, police, fire, rescue units, county Emergency Operations Centers or others responding to needs addressing the event.

State of Delaware
Fleet Services

TITLE: PREPARATIONS AND PROCEDURES FOR WEATHER AND EMERGENCY SUPPORT	PAGE 3 OF 3
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Recovery:

- Primary pool sites should be opened and ready to support recovery efforts as soon as possible.
- All other pool sites may be reopened as time and staff is available.
- As most major events, including snow storms, may result in the ability to recover expenses from the federal government, all time and materials expended in preparing for the event; support during the event; and recovery must be tracked, documented and reported as early as possible. Hours worked by Fleet Services staff, vehicles utilized and other expenses are examples of what should be reported.

**State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES**

CATEGORY: EMPLOYEES	DATE ISSUED: 09-2002 REVISED:09-2005 REVIEWED: 3-1-18	EFFECTIVE DATE 09-2002	POLICY NO: E-8
TITLE: UTILIZING PRISON INDUSTRIES			PAGE 1 OF 1

All employees working for Fleet Services will make every effort to use the Prison Industries facilities in Smyrna and Wilmington for service and repair. This practice saves the State of Delaware significant dollars in overall maintenance costs, while providing work and training for inmates. Each Fleet Technician and Field Supervisor will be responsible to ensure scheduled work is routinely sent to Prison Industries, particularly if the repairs are expected to be significant, even if this means removing a vehicle from a contracted vendor who may have determined the need for such repairs.

Pre-approved exceptions would be those specially equipped vehicles utilized by law enforcement or control officers and trucks or vans that carry large quantities of tools, weights, etc. Under no circumstances are vehicles that have radios, installed telephones, decals that note the vehicle is for enforcement, light bars, etc. to be sent to DCC for any form of service or repair. This is a safety and security issue that requires absolute adherence.

All other vehicles will be scheduled and sent to Prison Industries. Only a Field Supervisor or the Fleet Administrator can grant an exception to this policy.

Employees determined to be evading the spirit and purpose of this policy will be subject to disciplinary action.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: EMPLOYEES	DATE ISSUED: 01-2005 REVISED: 01-2008 REVIEWED: 3-1-19	EFFECTIVE DATE 01-2005	POLICY NO: E-12
TITLE: Mileage and Vehicle Diagnostics Collection Policy			PAGE 1 OF 2

The performance of routine vehicle maintenance according to the manufacturer’s recommended maintenance schedule, and the annual Fleet billing for excess mileage, are both dependent upon timely, accurate collection of vehicle odometer readings (mileage). To support these activities, Fleet Services has installed vehicle tracking systems on all Fleet vehicles to continuously track vehicle mileage and condition.

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

A feature of the odometer tracking is the “service due” report. Each field office will be provided a weekly report showing those vehicles due for service. Field staff will make every effort to ensure service is scheduled and performed in a timely fashion.

The installed tracking devices also collect engine diagnostics from the OBDII unit in each vehicle. Anytime the power train malfunctions, a report is transmitted to the Fleet Services central office via e-mail which is then sent to the appropriate field office for disposition. These notices are to be resolved within 72 hours of receipt to prevent further engine or transmission damage.

As part of the monitoring service Fleet Services central office receives advanced recall notices from manufacturers. These notices may be repairs related to safety and/or convenience items. Any notice received that involves the operational safety of the vehicle is to be handled immediately. If the agency or driver resist presenting the vehicle for repair, the Fleet Administrator or designate are to be contacted immediately.

The system also advises the Fleet central office when a tracking unit becomes disabled for any reason. Upon discovery, the central office will notify the impacted field office to immediately recall the unit for repair. Any evidence of tampering is to be reported to the Fleet Administrator and may be grounds for ending the vehicle assignment.

In addition to the collection of operational and diagnostic information, the vehicle is to be visually inspected every time it is in the control of Fleet staff. This should include checking for body or glass damage, tire and wiper wear and fluid levels as a minimum inspection. Other aspects of vehicle condition including, but not limited to, evidence of smoking in the vehicle, excess trash, evidence of misuse, installation of unauthorized items, etc. must be reported to the Fleet Administrator.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: EMPLOYEES	DATE ISSUED: 01-2005 REVISED: 01-2008 REVIEWED: 3-1-19	EFFECTIVE DATE 01-2005	POLICY NO: E-12
TITLE: Mileage and Vehicle Diagnostics Collection Policy			PAGE 2 OF 2

Any agency or individual that fails to make the vehicle available for inspection and/or inhibits the collection of mileage should be reported to the Fleet Administrator or designee who will take appropriate action to obtain access to the vehicles.

Additionally, it is a mandatory requirement that current mileage be input into every new Work Order that is opened for any Fleet Services vehicle. This policy and procedure is implemented to ensure that all vehicles owned and operated by Fleet Services are seen and evaluated on a continual basis.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 3-01-00 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 3-01-00	POLICY NO: FL-1
TITLE: PERMITTED USE OF STATE OF DELAWARE FLEET LINK VANS			PAGE 1 OF 1

The use of a Fleet Link vehicle is restricted to the commute to and from an official State work site. Use of a vehicle for purposes other than commuting to and from State employment is prohibited as pursuant to [Title 29, Delaware Code §7106](#).

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 3-01-00 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 3-01-00	POLICY NO: FL-2
TITLE: PERMITTED HOUSING OF FLEET LINK VEHICLES			PAGE 1 OF 1

When not being used for transportation to and from an official State work site, all Fleet Link vehicles shall be parked at the location on record with Fleet Link. Fleet Link must be notified of any changes in parking location within two (2) business days of a change.

Fleet Link reserves the right to change the parking location on record.

State of Delaware Fleet Services

CATEGORY: FLEETLINK	DATE ISSUED: 01-01-94 REVISED: 08-22-05 REVISED: 10-17-11 REVIEWED: 3-1-19	EFFECTIVE DATE 10-17-11	POLICY NO: FL-4
TITLE: RULES OF OPERATION & COMPLAINT PROCEDURE-FLEET LINK PROGRAM			PAGE 1 OF 2

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.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

TITLE: RULES OF OPERATION & COMPLAINT PROCEDURE-FLEET LINK PROGRAM

PAGE 2 OF 2

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.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 3-01-00 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 3-01-00	POLICY NO: FL-5
TITLE: ACTIVE MILITARY LEAVE – FLEET LINK PROGRAM			PAGE 1 OF 1

Fleet Link members that are called to active military duty will be granted an exemption from the written 30-day notice that is required for a member to be released of their vanpool obligations. If a member is called to active duty they will not be required to pay for the next 30-day period or any period that they remain in active duty status. A member called upon for active duty, should provide as much notice to the vanpool coordinator as possible.

In addition, the authorized driver that has been called to military duty will retain their seat on the vanpool, without payment, until such time as that authorized driver is released from active duty. The authorized driver should notify the vanpool of their expected return date within 30 days after release from active duty. The vanpool must keep the driver's seat available for 90 calendar days beyond the date active duty status ends.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 3-01-00 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 3-01-00	POLICY NO: FL-6
TITLE: CERTAIN VEHICLES PROHIBITED FROM UTILIZING THE CARVEL STATE OFFICE BUILDING			PAGE 1 OF 1

Fleet Link 15 passenger vans are not permitted to park in the Elbert N. Carvel State Office Building parking garage, located in the City of Wilmington. The clearance height is not adequate to accommodate all models of large passenger vans. Attempting to enter this garage could cause property damage to the vehicle and the garage structure.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 3-01-00 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 3-01-00	POLICY NO: FL-7
TITLE: CLEANING/DETAILING OF FLEET LINK VANS			PAGE 1 OF 1

Fleet Link vans are State owned vehicles. All vanpool members are responsible to take care of the vans and keep them free of trash. In the event that vanpool members abuse a van, or do not maintain a clean van, Fleet Services reserves the right to have the vehicle cleaned and/or repaired at the expense of the vanpool members. Any vanpool having more than one occurrence of abuse, may be removed from the program.

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 3-16-06 REVISED: 3-18-13 REVIEWED: 3-1-19	EFFECTIVE DATE 3-16-06	POLICY NO: FL-8
TITLE: GUARANTEED RIDE HOME POLICY (GRH)			PAGE 1 OF 1

The purpose of the Guaranteed Ride Home Program (GRH) is to provide program participants with transportation to their personal vehicles in the event of unpredicted/unexpected personal or immediate family emergencies or unpredicted/unexpected work schedule changes.

Given that the GRH program is for unpredicted/unexpected emergencies or work schedule changes no pre-scheduled arrangements will be accepted for the GRH program. If a GRH is needed the program participant must notify Fleet Link at the time they are available to leave their work site.

At the discretion of the Fleet Technician, the participant may be provided a vehicle to be driven to the point where they parked their personal vehicle, or a Fleet Technician may drive them to their vehicle. If the participant is given a vehicle to drive to the point they parked their personal vehicle the following procedures must occur:

- The Fleet Technician must verify that the participant has a valid unrestricted driver's license
- Fleet Link personnel will obtain the information necessary for tracking the GRH
- The Fleet Technician must make the participant aware that the vehicle must be returned the next working day prior to 8:00 a.m., or to make arrangements when this is not possible

The exception to this policy will be for program participants working in 24 hour facilities. In the case of an unanticipated need, such as being frozen at work, the program participant should call Fleet Services to make arrangements as soon as they are aware of the time they will be permitted to leave their work site.

The maximum number of GRH accommodations permitted is 5 in any calendar year.

Any participant found abusing the program could forfeit their privileges to the GRH program at the discretion of the Fleet Administrator.

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

CATEGORY: FLEETLINK	DATE ISSUED: 9-22-11 REVISED: REVIEWED: 3-1-19	EFFECTIVE DATE 9-22-11	POLICY NO: FL-9
TITLE: PERMITTED USE OF ASSIGNED FUEL CARD			PAGE 1 OF 1

There will be one fuel card provided to each vanpool. This card must remain in the Fleetlink Vehicle at all times so it is available any time the vehicle needs fuel. No individual is permitted to take personal custody of the fuel card. No fuel card can be used to purchase fuel for any vehicle except the vehicle it is assigned to.

If the fuel card is not available and the vanpool must fuel the vehicle the Fleet Administrator will not approve any personal reimbursements. If the fuel card is lost Fleet Services will replace it as soon as possible. The first replacement card will be at no cost however subsequent card replacements will be at the Fleet Services posted replacement fee.

Each rider is eligible to have an assigned PIN for purchasing fuel. Under NO circumstances is an individual permitted to use someone else's PIN to purchase fuel. Under NO circumstances is any rider to share their PIN with anyone else. Each rider is personally responsible to protect their PIN and if they feel it may be compromised they must contact Fleet Services for instructions.