

Current Fleet Vehicles by Pool Number

| POOL# | VEHICLE | LICENSE | CAR/VAN | MODEL/MAKE |
|-------|---------|---------|---------|----------------------------|
| 18511 | A | 74762S | Car | 2018 FORD FOCUS, SILVER |
| 19371 | B | 78928S | Van | 2019 FORD TRANSIT, WHITE |
| 20362 | C | 81305S | Car | 2020 NISSAN SENTRA |
| 18441 | D | 74863S | Van | 2018 DODGE CARAVAN, SILVER |
| 16831 | E | 72161S | Van | 2016 DODGE CARAVAN, SILVER |
| 19044 | F | 80133S | Van | 2019 FORD TRANSIT, BLACK |
| 16867 | G | 73579S | Van | 2016 DODGE CARAVAN, GREY |

- **Scheduling a Reservation**
 - Employee emails or calls Operations Administrative Assistant (OAA) and provides trip information:
 - Name
 - Department
 - Account#
 - Destination
 - Purpose of Trip
 - Other Riders Names
 - Date/Time Out
 - Date/Time In
- **Requirement to Operate Fleet Vehicles**
 - OAA or Bluefield Center Administrative staff confirms valid state driver's license for vehicle operator.
- **OAA Assigns Fleet Vehicle Based on Determination Criteria:**
 - Availability
 - Number of passengers
 - Pool mileage for minimum utilization requirements (OFMS).
- **Reservation Information is Added to the Fleet Vehicle Calendar**
 - Each pool vehicle has a dedicated calendar
 - Calendar notification sent to the employee
 - Employee reviews notification and alerts OAA of any corrections, if needed.

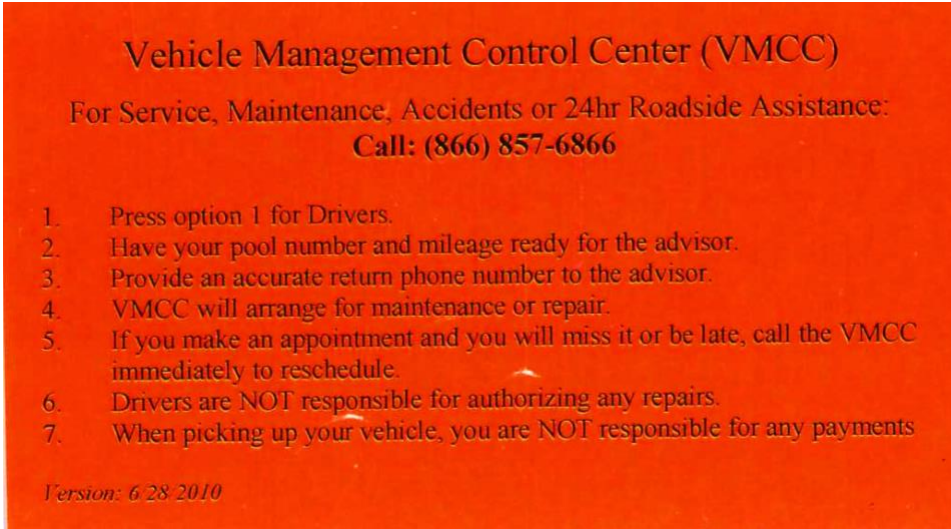
- **Keys and Trip Card Pick Up**
 - Facilities Office or Bluefield Center as applicable.
 - Employee logs “Mileage Out” on the Trip Card by prior to leaving fleet lot.
 - Upon return, employee logs “Mileage In” and “Total Mileage Driven” before exiting vehicle.
 - Employee returns keys and card to OAA or, if after hours, leave keys and card in “Key Return Drop Box” located to the right of Facilities main entrance or to the right of the Bluefield Center main entrance.

Employee Expectations

- Employee required to notify Facilities Office immediately upon cancellation of trip/s so vehicle can return into circulation.
- Prior to departing, employee inspects exterior and interior of vehicle and immediately notifies Facilities or Bluefield Center administrative staff of any issues and/or damages observed.
- No smoking or vaping, use of alcohol, or use of drugs that cause impairment.
- Eating while driving is prohibited.
- Family members prohibited.
- Official use only, personal use prohibited.
- Seatbelts are mandatory.
- Vehicles promptly returned no later than Trip Card time of return. Employee is required to call Facilities Office if vehicle is going to be returned late. *Late returns can impede next driver’s reservation.*
- Driver must report any issues or damages incurred during trip.
- Vehicles are returned to clearly marked and assigned parking space in fleet lot or marked space at the Bluefield Center.
- Vehicles are returned with a minimum of ½ tank of gasoline – *REGULAR GASOLINE ONLY*
- Driver must ensure vehicle is clean and cleared of any personal property and trash.
- Do not use the cell phone while the vehicle is in “drive”.

In Case of Emergency – For Service, Maintenance, Accidents or 24 Hr. Roadside Assistance

- Drivers will retrieve orange Vehicle Management Control Card (VMCC) located in the vehicle key holder:



Vehicle Management Control Center (VMCC)
For Service, Maintenance, Accidents or 24hr Roadside Assistance:
Call: (866) 857-6866

1. Press option 1 for Drivers.
2. Have your pool number and mileage ready for the advisor.
3. Provide an accurate return phone number to the advisor.
4. VMCC will arrange for maintenance or repair.
5. If you make an appointment and you will miss it or be late, call the VMCC immediately to reschedule.
6. Drivers are NOT responsible for authorizing any repairs.
7. When picking up your vehicle, you are NOT responsible for any payments

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- Driver will Call Vehicle Management Control Center at **(866) 857- 6866**
 - Press option “1” for Drivers
 - Have vehicle pool number, located on Voyager Card, and mileage ready for advisor
 - Provide an accurate return phone number to the advisor
 - VMCC will arrange for maintenance or repair
 - If you make an appointment and you will miss it or be late; call the VMCC immediately to reschedule.
 - Drivers are NOT responsible for authorizing any repairs.
 - When picking up your vehicle, you are NOT responsible for any payments.

In Case of Auto Accident

- Access the “**If You Have an Auto Accident**” packet located in the vehicle glovebox. This packet contains state police numbers, insurance contact information, witness cards, and other valuable information. (provided through OFMS)

For More Resources, visit Office of Fleet Management Services:

<https://dgs.virginia.gov/fleet/>

- Current fleet guidelines:
[OFMS Process and Procedures Manual](https://dgs.virginia.gov/globalassets/document-center/fleet-forms/policies-for-ofms-2020.pdf)
<https://dgs.virginia.gov/globalassets/document-center/fleet-forms/policies-for-ofms-2020.pdf>

Vehicle Routine and Yearly Maintenance

- OFMS sends the SWCC Director of Operations operational, routine and yearly service notifications who then forwards them to OAA.
- OAA contacts OFMS who calls Ramey Automotive to schedule service on behalf of SWCC.
- Vehicle transported to Ramey by Maintenance and picked up when service is complete.

Vehicle Cleaning and Visual Inspection

- Maintenance schedules two vehicles per week for deep cleaning. Vehicles are cleaned in Facilities Warehouse Bay area. Vehicles at the Bluefield Center are included in the cleaning rotation at the same interval, and a substitute vehicle will be placed at the Bluefield Center while the other vehicle is being cleaned.
- Maintenance performs normal day-to-day vehicle checks including but not limited to wiper blade, wiper fluid, tire air pressure, and oil level checks on fleet vehicles and services them as needed. Vehicles at the Bluefield Center are included in the service rotation when notified by OFMS, and a substitute vehicle will be placed at the Bluefield Center while the other vehicle is being serviced.