# FLEET MANAGEMENT DIVISION

**DRIVER'S ORIENTATION**

# FMD'S MISSION STATEMENT

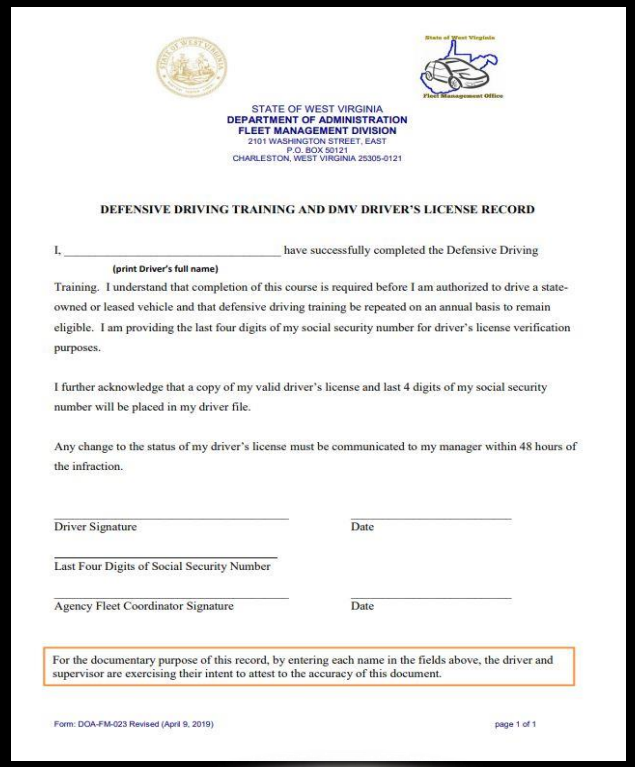
- **Provide safe, efficient, and reliable ground fleet services in the most cost effective manner possible. We will be enablers for state spending units by providing exceptional fleet service, promoting professional development, and working as one team to accomplish the State's strategic goals and objectives.**

# COMPLIANCE AND SAFE OPERATING PROCEDURES

- DEFENSIVE DRIVER TRAINING
- TELEMATICS
- DRIVER LOGS
- VEHICLE INSPECTION CHECKLIST

# DEFENSIVE DRIVING

- Your agency is responsible for ensuring you receive defensive driver training
  - The Board of Risk and Insurance Management (BRIM) does not currently offer a defensive driving training program, though defensive driver training is a requirement in order to operate a state vehicle
- Your AFC is responsible for submitting to BRIM (and retaining internally) the DOA-FM-023 Defensive Driving Training and DMV Driver's License Record form
- FMD's vendor, Holman (formerly ARI) has a driver safety program accessed through the Driver Insights portal which includes an initial driver skills assessment and personalized training modules based on the assessment results. Additional modules are assigned in March and September to ensure you stay up to date on your driver training
  - Speak to your Agency Fleet Coordinator if you are interested in signing up. The AFC can contact FMD for full program details and pricing



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
FLEET MANAGEMENT DIVISION
2101 WASHINGTON STREET, EAST
P.O. BOX 50121
CHARLESTON, WEST VIRGINIA 25305-0121

**DEFENSIVE DRIVING TRAINING AND DMV DRIVER'S LICENSE RECORD**

I, _____ have successfully completed the Defensive Driving
(print Driver's full name)
Training. I understand that completion of this course is required before I am authorized to drive a state-owned or leased vehicle and that defensive driving training be repeated on an annual basis to remain eligible. I am providing the last four digits of my social security number for driver's license verification purposes.

I further acknowledge that a copy of my valid driver's license and last 4 digits of my social security number will be placed in my driver file.

Any change to the status of my driver's license must be communicated to my manager within 48 hours of the infraction.

Driver Signature _____ Date _____

Last Four Digits of Social Security Number _____

Agency Fleet Coordinator Signature _____ Date _____

For the documentary purpose of this record, by entering each name in the fields above, the driver and supervisor are exercising their intent to attest to the accuracy of this document.

Form: DOA-FM-023 Revised (April 9, 2019) page 1 of 1

# TELEMATICS

- Telematics is a useful tool to monitor the utilization and safe operation of a vehicle.
- The role of telematics in fleet management is growing, but the landscape can be complex. In order for fleets to live up to the aspirations of big data and achieve best-in-class performance, telematics must be a central aspect of any comprehensive fleet management program. FMD has contracted with Holman to supply the agencies with Geotab telematics devices.
- Your agency may have already implemented this technology in your state vehicle, but if your vehicle does not have telematics and you are interested in having telematics installed, please have your AFC contact the FMD office for program details and pricing.

# DRIVER LOGS

- ALL VEHICLE OPERATORS SHOULD MAINTAIN AN ACCURATE VEHICLE LOG SHEET
- COMMUTING MILES RECORDED ON THE VEHICLE LOG SHEET SHOULD BE SUBMITTED TO FLEET MANAGEMENT DIVISION BY YOUR AGENCY FLEET COORDINATOR
- VEHICLE LOG SHEETS SHOULD BE RETAINED INTERNALLY BY THE AGENCY
- AN EXAMPLE OF A VEHICLE LOG SHEET (DOA-FM-067) CAN BE FOUND ON WWW.FLEET.WV.GOV

**State of WV Vehicle Log Sheet**

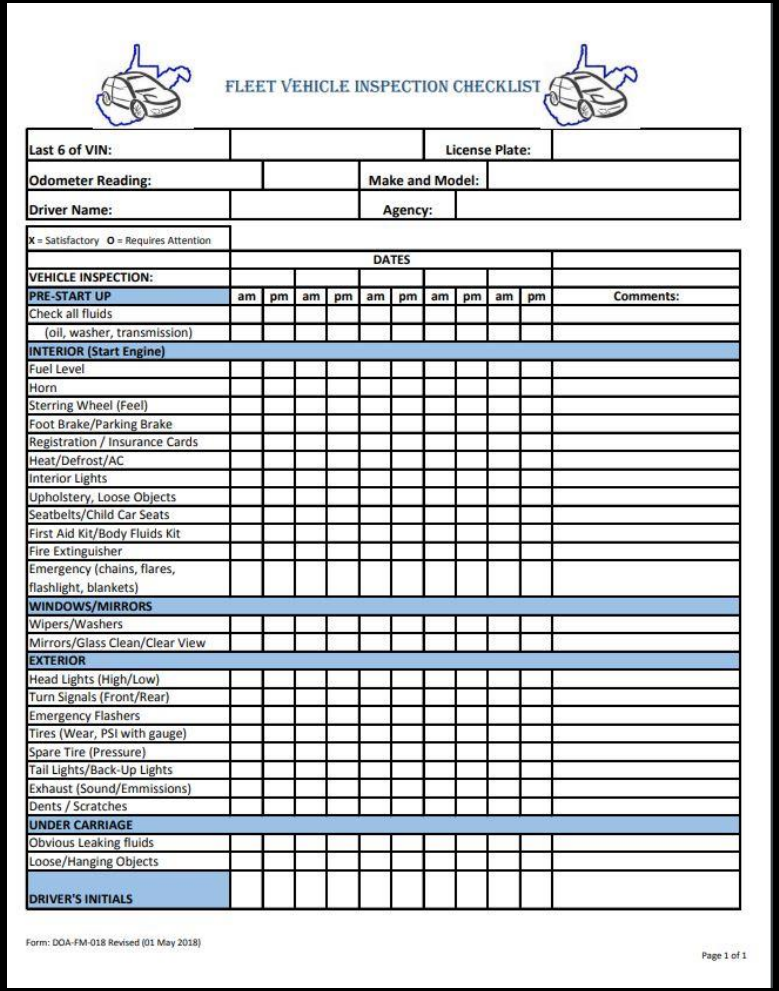
| | | | | | | |
|---|---|---|---|---|---|---|
| Reporting Month: | | Year: | Department: | Unit: | License Plate #: | Last 6 of VIN: |
| Vehicle ID #: | | | **Total Monthly Business Miles Driven:** | | **Total Monthly Gallons Purchased:** | |
| Beginning Odometer: | | | **Total Monthly Commuting Miles Driven:** | | **Total Monthly Fuel Purchased:** | |
| Ending Odometer: | | | | | **Total Monthly Miles Driven:** | |

| Date | Driver's Name | Driver's Title | Gallons Purchased | Total Fuel Purchased | Odometer at Fueling | Start and End Destination / and Purpose of Trip | Business Miles Driven | Commuting Miles Driven | Total Miles Driven |
|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | | | | | | | | | |
| Totals: | | | | | | | | | |

| | |
|---|---|
| Date: | Manager's Signature |
| Date: | Agency Fleet Coordinator Signature |

# VEHICLE INSPECTION CHECKLIST

- VEHICLE OPERATORS SHOULD REFER TO THE REQUIREMENTS STIPULATED IN THE GOVERNOR'S ADMINISTRATIVE POLICY IN SECTION 2.4 (EMPLOYEE RESPONSIBILITY FOR VEHICLE USE) SUBSECTION 2.4.4
- VEHICLE OPERATORS SHOULD ALWAYS PERFORM A WALK-AROUND INSPECTION OF THEIR VEHICLE
- A SUGGESTION OF A VEHICLE INSPECTION CHECKLIST (DOA-FM-018) CAN BE FOUND ON WWW.FLEET.WV.GOV



FLEET VEHICLE INSPECTION CHECKLIST

| | | | |
|---|---|---|---|
| Last 6 of VIN: | | License Plate: | |
| Odometer Reading: | | Make and Model: | |
| Driver Name: | | Agency: | |

X = Satisfactory O = Requires Attention

| | DATES | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| VEHICLE INSPECTION: | | | | | | | | | | | |
| PRE-START UP | am | pm | am | pm | am | pm | am | pm | am | pm | Comments: |
| Check all fluids (oil, washer, transmission) | | | | | | | | | | | |
| INTERIOR (Start Engine) | | | | | | | | | | | |
| Fuel Level | | | | | | | | | | | |
| Horn | | | | | | | | | | | |
| Sterring Wheel (Feel) | | | | | | | | | | | |
| Foot Brake/Parking Brake | | | | | | | | | | | |
| Registration / Insurance Cards | | | | | | | | | | | |
| Heat/Defrost/AC | | | | | | | | | | | |
| Interior Lights | | | | | | | | | | | |
| Upholstery, Loose Objects | | | | | | | | | | | |
| Seatbelts/Child Car Seats | | | | | | | | | | | |
| First Aid Kit/Body Fluids Kit | | | | | | | | | | | |
| Fire Extinguisher | | | | | | | | | | | |
| Emergency (chains, flares, flashlight, blankets) | | | | | | | | | | | |
| WINDOWS/MIRRORS | | | | | | | | | | | |
| Wipers/Washers | | | | | | | | | | | |
| Mirrors/Glass Clean/Clear View | | | | | | | | | | | |
| EXTERIOR | | | | | | | | | | | |
| Head Lights (High/Low) | | | | | | | | | | | |
| Turn Signals (Front/Rear) | | | | | | | | | | | |
| Emergency Flashers | | | | | | | | | | | |
| Tires (Wear, PSI with gauge) | | | | | | | | | | | |
| Spare Tire (Pressure) | | | | | | | | | | | |
| Tail Lights/Back-Up Lights | | | | | | | | | | | |
| Exhaust (Sound/Emmissions) | | | | | | | | | | | |
| Dents / Scratches | | | | | | | | | | | |
| UNDER CARRIAGE | | | | | | | | | | | |
| Obvious Leaking fluids | | | | | | | | | | | |
| Loose/Hanging Objects | | | | | | | | | | | |
| DRIVER'S INITIALS | | | | | | | | | | | |

Form: DOA-FM-018 Revised (01 May 2018)

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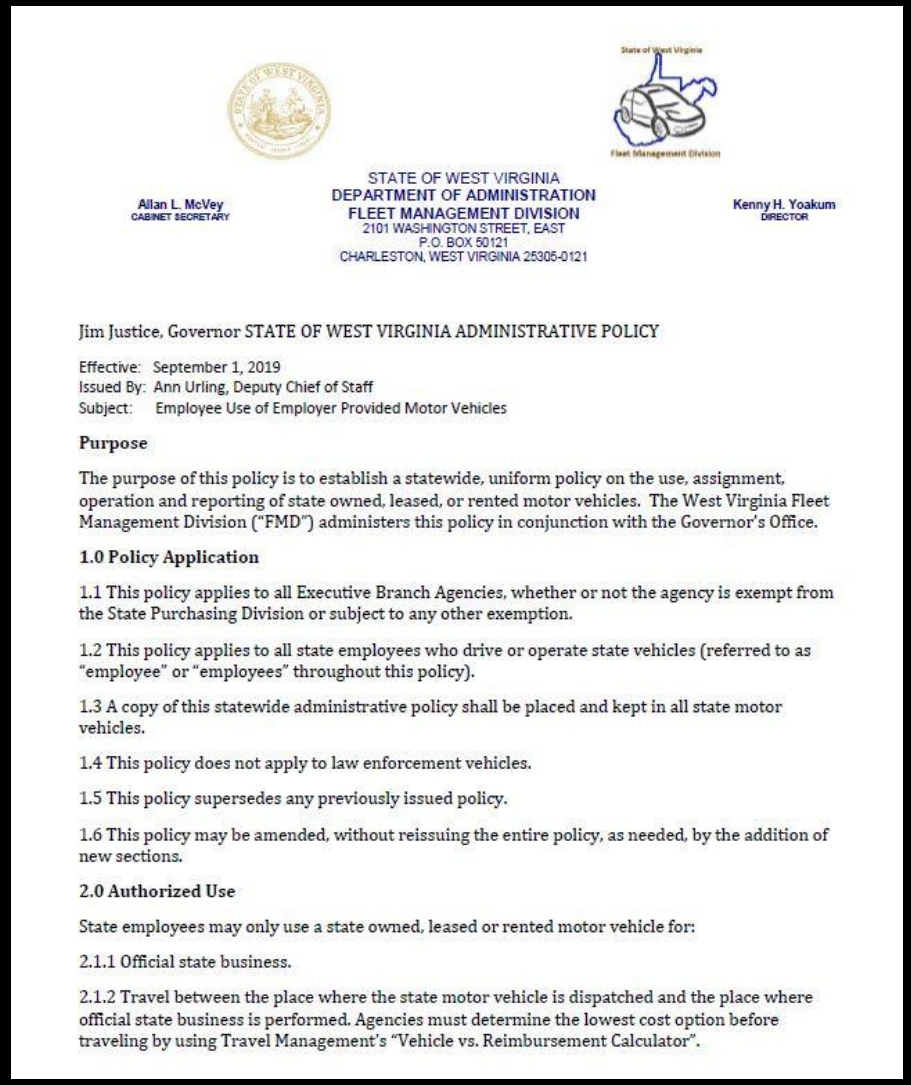
# VEHICLE CONTENTS

- ADMINISTRATIVE POLICY: EMPLOYEE USE OF EMPLOYER PROVIDED MOTOR VEHICLES
- HOLMAN FUEL CARD
- HOLMAN MAINTENANCE PACKET
- LEASE AGREEMENT TERMS AND CONDITIONS
- ACCIDENT POLICIES AND PROCEDURES
- BRIM INSURANCE LOSS NOTICE FORM
- INSURANCE CARD (RENEWAL DUE EVERY JULY 1ST)
- HOLMAN CONTACT: CALL 1-800-CAR-CARE

# STATE OF WEST VIRGINIA ADMINISTRATIVE POLICY: EMPLOYEE USE OF EMPLOYER PROVIDED MOTOR VEHICLES

- This policy is to be reviewed by each driver of a state-owned vehicle annually.
  - Speak to your AFC on the appropriate method of training for your agency. Some agencies will utilize the state's learning management system (CourseMill) and some may have an alternate portal for viewing a presentation of the policy.
- Compliance must be documented with DOA-FM-011 by January 15 of each calendar year and should be retained internally by your agency.
- A copy of this administrative policy must be kept in each employer provided vehicle.



Allan L. McVey
CABINET SECRETARY

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
FLEET MANAGEMENT DIVISION
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CHARLESTON, WEST VIRGINIA 25305-0121

Kenny H. Yoakum
DIRECTOR

Jim Justice, Governor STATE OF WEST VIRGINIA ADMINISTRATIVE POLICY

Effective: September 1, 2019
Issued By: Ann Urling, Deputy Chief of Staff
Subject: Employee Use of Employer Provided Motor Vehicles

**Purpose**

The purpose of this policy is to establish a statewide, uniform policy on the use, assignment, operation and reporting of state owned, leased, or rented motor vehicles. The West Virginia Fleet Management Division ("FMD") administers this policy in conjunction with the Governor's Office.

**1.0 Policy Application**

1.1 This policy applies to all Executive Branch Agencies, whether or not the agency is exempt from the State Purchasing Division or subject to any other exemption.

1.2 This policy applies to all state employees who drive or operate state vehicles (referred to as "employee" or "employees" throughout this policy).

1.3 A copy of this statewide administrative policy shall be placed and kept in all state motor vehicles.

1.4 This policy does not apply to law enforcement vehicles.

1.5 This policy supersedes any previously issued policy.

1.6 This policy may be amended, without reissuing the entire policy, as needed, by the addition of new sections.

**2.0 Authorized Use**

State employees may only use a state owned, leased or rented motor vehicle for:

2.1.1 Official state business.

2.1.2 Travel between the place where the state motor vehicle is dispatched and the place where official state business is performed. Agencies must determine the lowest cost option before traveling by using Travel Management's "Vehicle vs. Reimbursement Calculator".

# HOLMAN FUEL CARD & DRIVER PIN INFORMATION

- A HOLMAN CARD IS ASSIGNED TO A VEHICLE
- A PIN IS ASSIGNED TO A DRIVER
- THE HOLMAN CARD IS TO BE USED ONLY FOR FUEL PURCHASES
- YOUR PIN IS ASSIGNED BY YOUR AGENCY FLEET COORDINATOR. IF YOUR PIN IS COMPROMISED, NOTIFY YOUR AFC IMMEDIATELY SO THEY CAN TERMINATE/ISSUE YOU A NEW PIN
- YOUR HOLMAN CARD IS ISSUED THROUGH FLEET MANAGEMENT DIVISION. IF YOUR FUEL CARD IS COMPROMISED, NOTIFY YOUR AFC IMMEDIATELY. THEY WILL CONTACT FMD AND WE WILL TERMINATE/ISSUE A NEW FUEL CARD FOR YOUR VEHICLE

# FUEL PURCHASE PROCEDURES

- THE HOLMAN (ARI-BRANDED) WEX FUEL CARD IS:
  - ACCEPTED NATIONWIDE AT FUEL STATIONS IN THE UNITED STATES
- USED IN THE SAME MANNER AS ANY CREDIT CARD
  1. DRIVER INSERTS CARD INTO PUMP
  2. REQUIRES THE OPERATOR TO ENTER, AS PROMPTED, THEIR ASSIGNED PIN NUMBER, AND THE CURRENT MILEAGE FROM THE VEHICLE'S ODOMETER
  3. DRIVER SAVES RECEIPTS TO GIVE TO COORDINATOR TO RECONCILE ACCOUNT AT THE END OF MONTH

# HOLMAN

1-800-CAR-CARE (1-800-227-2273)

- ✓Certified Mechanic
- ✓Available 24 hours a day, 7 days a week for 365 days a year
- ✓Maintenance
- ✓Repairs
- ✓Warranty Services
- ✓Emergency and Roadside Assistance

# HOLMAN MAINTENANCE PACKET & PROPER MAINTENANCE OF A STATE VEHICLE

- A HOLMAN MAINTENANCE PACKET WILL BE LOCATED IN THE GLOVEBOX OF THE VEHICLE
- PRIOR TO TAKING TO A SHOP, THE VEHICLE OPERATOR CALLS 1-800-CAR-CARE AND DISCUSSES THE NEED WITH A HOLMAN CERTIFIED MECHANIC
- HOLMAN REVIEWS THE VEHICLE'S MAINTENANCE AND REPAIR HISTORY AND RECOMMENDS A HOLMAN-APPROVED VENDOR THAT BEST FITS THE REPAIR NEEDED AND THE CURRENT VEHICLE LOCATION
- THE OPERATOR TAKES THE VEHICLE TO THE RECOMMENDED FACILITY
- THE FACILITY CONTACTS HOLMAN TO REVIEW THE WORK REQUESTED AND FOR AUTHORIZATION OF THE REPAIR AND THE COST OF PERFORMING THE WORK. REMEMBER THAT <u>ALL</u> REPAIRS OVER $500.00 THRESHOLD WILL REQUIRE THE REVIEW AND APPROVAL FROM YOUR AFC. PLEASE KEEP THIS IN MIND WHEN YOU TAKE THE VEHICLE TO A FACILITY AND PLAN TO WAIT FOR REPAIRS TO BE COMPLETED
  - REMEMBER TO CONTACT HOLMAN PRIOR TO SCHEDULING ANY REPAIRS FOR A VEHICLE AS THIS HELPS HOLMAN TRACK/MANAGE EXTRANEOUS ADD-ON CHARGES THAT MAY NOT RELATE TO YOUR ORIGINAL REASON FOR SCHEDULING MAINTENANCE

# HOLMAN MAINTENANCE PACKET & PROPER MAINTENANCE OF A STATE VEHICLE CONT.

- ALL CAR WASHES SHOULD BE PERFORMED THROUGH A HOLMAN-APPROVED VENDOR USING THE HOLMAN MAINTENANCE PACKET INFORMATION
- A TOTAL OF 2 DETAILS ARE PERMITTED PER YEAR BY HOLMAN
- THE VEHICLE SHOULD BE CLEANED WEEKLY

# EMERGENCY AND ROADSIDE ASSISTANCE

- In the event roadside assistance is needed, the vehicle operator is to contact Holman for an assessment of needed services, such as towing, emergency repairs, or locksmith services.

# RECALL NOTICES

- The Agency Fleet Coordinator is notified of their agency's vehicle safety recalls through their Holman dashboard widget
  - If a vehicle is assigned to a driver and that driver's email address is listed in the vehicle's profile, the driver will also receive an emailed notification of the vehicle's safety recall
- Vehicle operator should take vehicle to facility
- Facility performs the specified work
- Facility notifies the manufacturer that the work was completed
- Manufacturer sends an update to Holman

# ACCIDENT PROCEDURES

- IN THE EVENT OF ANY COLLISION, THE VEHICLE OPERATOR IS TO FOLLOW THESE STEPS:
- CONTACT THE LOCAL LAW ENFORCEMENT AGENCY WHERE THE COLLISION OCCURRED
- CONTACT HOLMAN (1-800-CAR-CARE) FOR TOWING, IF NEEDED
- CONTACT THE AGENCY FLEET COORDINATOR ASAP AND REFER TO THE ACCIDENT PROCEDURES PROVIDED IN YOUR VEHICLE PACKET
- REMINDER:  ACCIDENT REPAIRS ARE NOT USUALLY PAID THROUGH HOLMAN

# INCIDENT REPORTING

- If the damage is more than the deductible but less than $2500, the insurer may be able to address the claim based solely on one or more estimates.
- The insurer reserves the right to inspect all damages prior to repairs being completed.
- Prior to securing estimates, the spending unit should await contact from the insurer as to how it wishes to proceed.

**INSURANCE LOSS NOTICE**
***State of West Virginia-BRIM***

Instructions: For *all* losses, complete sections 1, 2 & 3
For *Auto* losses -- *also* section 4
For Insured *Property* losses -- *also* section 5

**(1) INSURED INFO:** Name_____ BRIM Cert.# (*required*) _____
Insured Address: _____
Insured Contact:_____ Phone Number (*day*): _____
Person with Detailed Knowledge on Loss:_____
How Do We Reach That Person?_____

**(2) LOSS INFO:** Date of Loss:_____ Time of Day: _____
Location: (*Street address*_)_____
Description: _____
Investigated By: (*Police, Fire, etc.*)_____
Witnesses: NAME ADDRESS PHONE
1
2

**(3) CLAIMANT INFO:** *use additional sheet(s) as necessary*
Name_____ Home /Cell Phone #: _____
Address: _____ Work Phone #: _____
Date of Birth:_____ Social Security #:_____ Sex: _____
Description of Injury or Damage: _____

**(4) AUTO INFO:** *use additional sheet(s) as necessary*

| Insured Vehicle | Claimant Vehicle |
|---|---|
| Year _____ Make _____ Model_____ | Year _____ Make_____ Model_____ |
| VIN _____ | VIN _____ |
| Driver _____ | Driver : _____ |
| Address _____ | Address: _____ |
| Phone: _____ License #_____ | Phone: _____ License #_____ |
| Passengers _____ | Passengers _____ |
| Estimate Amount $ _____ | Estimate Amount $ _____ |

**(5) PROPERTY LOSS INFO:** ***Loss Type:*** ( )Fire ( )Windstorm ( )Burglary & Theft ( )Fidelity
( )Boiler & Machinery ( )Vehicle ( )Aircraft ( )Other _____

**SUBMITTED BY:** _____ **DATE:** _____

**West Virginia Board of Risk & Insurance Management * 1124 Smith St., Suite 4300 Charleston, WV 25301**
**(304) 766-2646 * (800) 345-4669 * fax (304) 558-6004**

# REPORTING OF AGENCY VEHICLES TO BRIM

- EACH YEAR BRIM REQUIRES A REPORT OF YOUR AGENCY VEHICLES

STEPS:

1. VISIT WWW.STATE.WV.US/BRIM
2. GO TO THE UNDERWRITING SECTION:
3. EACH AGENCY SHOULD HAVE THEIR OWN ACCOUNT TO LOG INTO WITH THEIR FEIN #
4. PASSWORD : XXXXXX
5. GO TO SECTION THREE TO UPDATE NEW VEHICLE INFORMATION

# CONDITION OF VEHICLE BEING RETIRED

- ✓ Decals and installed equipment removed
- ✓ Windshield in good condition
- ✓ All floor mats accounted for
- ✓ Spare tire and jack attached
- ✓ Hub caps on all tires
- ✓ All vehicles being retired must show normal wear and tear only
- ✓ The vehicle must be free of any accident damage
- ✓ When taken to surplus, cars must be clean inside and out and have 1/8 tank of gas

# VEHICLE VIOLATIONS AND COMPLAINTS

- EVERY STATE TAG IS A TARGET
- EACH STATE TAXPAYER FEELS THEY OWN A PART OF EACH VEHICLE
- ALL VIOLATIONS AND COMPLAINTS RECEIVED BY FMD ARE FORWARDED TO THE AGENCY FLEET COORDINATOR AND SHOULD BE EVALUATED AND ADDRESSED WITH THE RESPONSIBLE INDIVIDUAL

**The public's expectation is that an operator will always operate the vehicle within the limits of the law, in a courteous manner, and to travel safely.**

# PLEASE REMEMBER

- ✓ FAMILIARIZE YOURSELF WITH YOUR ASSIGNED VEHICLE
- ✓ WALK AROUND THE VEHICLE AND MAKE SURE TO ADVISE OF ANY DAMAGE NOTED
- ✓ OPERATORS ARE TO CARE FOR THE VEHICLE AS THEY WOULD THEIR OWN
- ✓ TAKE CARE OF THE VEHICLE AND KEEP IT CLEAN AT ALL TIMES
- ✓ STATE OWNED VEHICLES ARE FOR BUSINESS ONLY
- ✓ STATE OWNED VEHICLES ARE CLEARLY IDENTIFIED

Please make every effort
to be good stewards
of the state of
West Virginia

# LEASE AGREEMENT TERMS AND CONDITIONS

- Vehicles are leased at the discretion of the Lessor. Acceptance of vehicle from the location designated by FMD as the retrieval location will constitute acceptance of lease terms and conditions regardless of whether agreement is signed.
- Rates for each vehicle will be evaluated each fiscal year and adjusted up or down as needed.
- Lessee is responsible for operating expenses, damages, abuse, accidents, neglect, maintenance, and cleaning as well as payment of parking and driving violations.
- All travel must be for official State business. No personal business or travel is authorized or permitted. The state of WV Governor's Policy for Employee Use of Employer Provided Motor Vehicles must be read by each operator of a State vehicle
- Seat belts must be worn at all times.
- All state of West Virginia and other applicable motor vehicle laws, including speed limits, must be obeyed.

# TERMS AND CONDITIONS CONT.

- No smoking or vaping is allowed in the vehicle.
- Alcohol or illegal drugs are prohibited at all times.
- Use of wireless communication devices is prohibited while the vehicle is in motion except when the wireless communication device is being used hands-free or if the operator fears for his, her, or another person's life or safety.
- Any modifications to the vehicle must have the approval of the Fleet Management Director. Tampering with installed equipment, including telematics devices, is strictly prohibited.
- Lessee will verify that all operators of state owned vehicles have a valid driver's license.
- Lessee agrees to return vehicle for underutilization, misuse, serious DMV violations, at-fault accidents or any other inappropriate activities at the discretion of the Lessor.

# TERMS AND CONDITIONS CONT.

- Vehicle condition at the end of the lease must be relative to the age/mileage of the vehicle. Any necessary repairs/reconditioning above normal guidelines for age and levels of service are the responsibility of the Lessee.
- Vehicle must be locked at all times when not in use.
- Lessee agrees to driver training as required by the spending unit.
- Vehicle must be cleaned, interior and exterior, at Lessee's expense at least monthly.
- Service performed under this agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the agency agrees to use its best efforts to have the amounts contemplated under the agreement in its budget. Non-appropriation or non-funding shall not be considered an event of default.

# THANK YOU FOR YOUR ATTENDANCE OF THIS TRAINING!

FOR QUESTIONS, CONTACT FLEET MANAGEMENT DIVISION:

- EMAIL: FLEET@WV.GOV
- CALL TOLL FREE: 1-855-817-1910