



Washington State  
**DEPARTMENT OF  
ENTERPRISE SERVICES**

# **Fleet Operations Operator's Manual**

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## About this Manual

The purpose of this operator's manual is:

1. To provide regulation and accountability over the use of DES Fleet Operations vehicles.
2. To assist drivers in the safe and efficient operation of DES Fleet Operations vehicles.

The guidelines, policies, and procedures in this manual are the standard requirements to use DES Fleet Operations vehicles. A customer agency or organization may adopt additional policies, procedures, and may use additional or alternative supporting documentation, to required minimum standards.

## About Enterprise Services (DES)

The [Department of Enterprise Services \(DES\)](#) brings together policy, planning, and oversight of centralized business and operational services that assist state agencies and municipal governments in serving the public. DES strives to improve our services in value, effectiveness, and reduce the cost of government operations allowing our customers to focus on the core missions of their organizations.

Our centralized services include but are not limited to:

- Facilities professional services and real estate services
- State and Federal surplus
- Human resources and Employee Assistance
- Risk management
- Contracting
- Mail delivery and pick up, printing design and production, state and federal surplus, professional fleet management, and EVSE implementation

## About Fleet Operations

[DES Fleet Operations](#) provides professional fleet management services to state agencies, boards, commissions, and institutes of higher education. Overseeing a fleet of over 6,000 vehicles, Fleet Operations manages vehicle purchases, long- and short-term leases, repairs and maintenance services, customer service, and vehicle replacement at the end of the vehicle life. Fleet Operations provides safe, reliable, and economical transportation to its customers. From the purchase of environmentally friendly vehicles to long-term maintenance, Fleet Operations is committed to convenient and courteous service that makes the best use of the public resources entrusted to state government.

Fleet Operations provides vehicles for assigned agency use, has over three short-term rental sites, and provides maintenance for state vehicles traveling through or stationed in Thurston County.

DES Fleet Operations is a non-appropriated, internal service organization that manages and supplies vehicles to state agencies in a “cradle to grave” approach. Fleet Operations operates two facilities. The main facility in Olympia houses a vehicle rental operation, the vehicle maintenance operation, and the administrative staff. There is also a transportation office located in Tumwater whereby staff facilitate all new vehicle deliveries and returns. In addition to these two facilities, Fleet Operations has unstaffed automated key box operations for short-term rental in Tumwater, on the Capitol Campus in Olympia, within the garage at the Department of Health, and at Camp Murray that dispatch vehicles for short-term use.

Recognized as one of the best public fleets in the nation in Government Fleet magazine, DES Fleet Operations' emphasis on fuel efficiency keeps it ranked among the top public-sector fleets for sustainability.

Since the governor's directive in 2009 to consolidate vehicle fleets, the number of state-owned vehicles that Fleet Operations manages has increased steadily every year. Enterprise Services expects this trend to continue to increase.

By consolidating an existing fleet into Fleet Operations, agencies can reassign resources currently devoted to:

- Buying and disposing of vehicles, including vehicle upfits
- Managing vehicle maintenance, repairs, and accidents
- Gathering and reporting sustainability data
- Managing fuel cards
- Paying fuel, maintenance, and repair bills
- Fleet management: facilitating, utilization, costs, and replacement of vehicles
- Vehicle accident management/tracking including roadside assistance

Fleet Operations can repurpose vehicles that are only used seasonally or have reached their retirement mileage to other agencies that need a light duty or temporary vehicle.

Fleet Operations continuously evaluates the changing needs of agencies, monitors, and adjusts to regulatory and industry changes, implements best practices to improve maintenance activities, continuously implements cost savings measure, such as right-sizing fleets for agencies and, adoption of new technologies to improve usage, and implements process improvement strategies to ensure each agency have the right vehicle(s) to fulfill their agency's mission.

We are continually looking for ways to improve our services. If you have a comment, question, or suggestion, we would love to hear it! Just send in an e-mail to [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov), or give us a call at (360) 664-9215.



## Locations

DES Fleet Operations serves customers across the State of Washington in co-operation with other service programs, however, its physical locations are located in Olympia and Tumwater.

### DES Fleet Operations Headquarters

Our central office headquarters are located on [Fones Road](#) in Olympia. Staff are regularly available by phone, email, or virtual communication. Reservations for short-term rental vehicles are [available online](#).

- **Location:** [1312 Fones Rd SE, Building 4 Olympia, WA 98501](#).
- **Hours:** Open - Monday through Friday (excluding observed state holidays)

For information, questions or assistance, email our offices at [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) or call the numbers listed below.

### Fleet Operations Contact Phone Numbers

Topic	Days open	Contact
Customer Service / General Information	Monday – Friday	(360) 664-9215 Option 0
Rental Reservations/ Fuel and Charging Card Assistance	Monday – Friday	(360) 664-9215 Option 1
Vehicle Maintenance Facility – Fones Rd, Olympia	Monday – Friday	(360) 664-9228
Fax - Maintenance authorization	Monday - Friday	(360) 407-0007
<b>Statewide maintenance assistance and vendor authorizations</b>	Monday – Friday	<b>(800) 542-6840</b>

For more information visit our [website](#)

### DES Rental Fleet site - Capitol Campus

[Capitol Campus](#) has assorted sizes of all vehicle types to include electric and hybrid vehicles available for short-term rental. This is an automated key rental location.

- **Location:** [Near Washington Street and 11th Avenue, inside the Plaza Parking Garage, Level D5/D6.](#) *(Key boxes are located just inside the parking garage).*
- **Hours:** Available 24 hours a day, 7 days a week

Staff are not available at this site. Please make reservations [online](#)

### DES Rental Fleet site - Tumwater (Vans)

Our location in [Tumwater](#) has 8-12 passenger vans and cargo vans available for short-term rental. It is an automated key rental location.

- **Location:** [7580 New Market St SW, Tumwater, the Printing and Imaging building.](#) *(The key boxes and vans are located in the northeast corner of the lot).*
- **Hours:** Available 24 hours a day, 7 days a week

Staff are not available at this site. Please make reservations [online](#)



## Driving Requirements

### Who can use a state Fleet Operations vehicle?

Customers can use a state Fleet Operations vehicle for official state business if you are at least one of the following:

- State employees who are at least 18 years old, have two years of driving experience, and have a valid driver's license.
- Students who are at least 18 years old, have two years of driving experience, have a valid driver's license, are attending a state educational institution and participating in official school activities or authorized programs.
  - Student use must be authorized in writing by their organization's [Agency Transportation Officer](#).
- Volunteers who are performing assigned or authorized duties for the state.
  - Volunteer use must be authorized in writing by their [Agency Transportation Officer](#).
- Inmates under the control and direction of the Department of Corrections.
- Contractors authorized in writing by their contracting agency.

State employees, permitted to use a state vehicle for commuting to and from work, may be subject to federal income tax as a fringe benefit. Employees may need to declare the use of these vehicles as additional non-cash personal income in compliance with the Internal Revenue Code. Please contact your agency financial office for additional information and clarification.

All operators need to have an active profile in the DES Fleet Operations management system before operating a state vehicle. To add an operator to the system, please fill out a [change request form](#) and submit it to your Agency Transportation Office (ATO) or to DES Fleet Operations at [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov). If you are unsure who your ATO is for your agency, a list of agency ATO'S can be found here, [ATO List](#).

***Drivers engaging in unauthorized use of state vehicles are not covered by the state's self-insured liability policy.***



## Operator responsibilities

State managed fleet vehicles are public property. When driving a state-owned vehicle, please drive safely and treat the vehicle with respect. Most fleet vehicles are clearly marked as state vehicles, which makes the public attuned to state vehicle use and public employees' driving behavior. They will report misuse of state property, which is recorded and shared with your agency's transportation officer.

### DO:

- Drive safely and defensively
- Carry a valid driver's license with you
  - Immediately notify your manager / supervisor if your driver's license has been suspended, revoked, or determined to be invalid
- Always use seat belts (driver and passengers)
- Be courteous and obey all traffic laws

- Avoid eye contact with aggressive drivers
- Use vehicle's headlights at all times
- Obey speed limits
- Avoid distractions while driving
- Report any vehicle damage immediately
- Report any vehicle mechanical issues/malfunctions immediately

### **DO NOT:**

- Drive under the influence of intoxicating beverages, drugs, or other impairing substances
- Transport alcohol / intoxicating substances unless needed to conduct official state business
- Transport firearms, weapons, or explosives (concealed or otherwise) unless needed to conduct official state business
- Use or allow the use of tobacco products, smoking, or vaping in vehicle
- Drive dangerously, aggressively, or speed
- Use radar detectors
- Use head or earphones when driving
- Use state vehicles for personal business
- Pick up hitchhikers or transport passengers who are not on official state business
- Use vehicle for out-of-state travel, unless specifically authorized by the agency
- Transport animals unless they are transported in the conduct of state business or are required by a passenger's disability.



### **Operator eligibility**

To rent or lease a state fleet vehicle through DES Fleet Operations, an agency must be recognized in DES Fleet Operation's management system, as either a recognized agency, commission, public college or university, or other qualifying public organization. If you have questions on whether your agency can use DES Fleet Operations Services, send an email to [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) to check eligibility. Individual operators need active profiles in the DES Fleet management system. Requests to add or make change to operators are submitted through an organization's Agency Transportation Officer (ATO).

### **General Information for drivers:**

#### **Reminders for operators when driving state vehicles:**



#### **Cell Phones**

*Do not hold a cellular device while operating a motor vehicle, even while stopped.*

- [Washington's distracted driving law](#) allows drivers to activate the device using a single touch only. As a customer of DES Fleet Operations, you are strongly encouraged to refrain from using cell phones while driving, even if they are hands-free. Any distraction while you are driving can lead to an accident.



#### **Winter driving**

In addition to routine safety checks, check tire pressure and all fluid levels when traveling 100 miles or more during the winter.

#### **Mountain pass road conditions:**

*\*Telecommunications Device for the Deaf*



### **Tires**

DES Fleet Operation vehicles as a standard, are equipped with all-season tires that meet the definition of traction tires for traveling the winter passes and are equipped with a set of tire chains if applicable. DES Fleet Operations will not authorize the use of studded tires but will authorize an ice or snow tire at the expense of your agency. DES Fleet Operations only covers the mounting and removal charges of the ice or snow tires, the agency will incur the cost of the actual tires.

- Ice or snow tires need to be removed in the spring to prevent expedited wear on the tires.
- Additional or replacement tire chains are available upon request, two weeks in advance of your expected trip and can be ordered via the DES [Fleet Operations website](#). The cost of these additional or replacement tire chains would be at the expense of your agency. Important to note: some vehicle manufacturers have limits on the use of tire chains. Call DES Fleet Operation's vendor maintenance office for guidance at (800) 542-6840.



### **Lock the vehicle**

Vehicles must be locked when left unattended. DES Fleet Operations does not assume responsibility for personal property left in vehicles. Immediately report lost or stolen fuel or charge cards to your Agency Transportation Officer (ATO). [Your ATO](#) will arrange for a replacement card(s) with DES Fleet Operations.



### **Tickets and citations**

Drivers are personally liable and responsible for the payment of all fines, citations, and impounding fees received when driving a state vehicle. You will not be reimbursed by the state. Violations sent to DES Fleet Operations will be sent to your ATO, who will contact you and your supervisor.



### **Toll fees**

Fleet Operations manages a central toll account for all short-term and permanently assigned DES fleet vehicles. This covers all Washington State bridge and tunnel tolls incurred by drivers. DES Fleet bills agencies each month for agency incurred tolls. DES Fleet Operations does not pay for HOV tolling. Agencies desiring to use HOV Flex passes must do so at their own expense.

- All agencies are automatically billed monthly to use Good to Go services.



### **State Ferries**

Customers are responsible for paying ferries at the time of use when driving a state vehicle. Toll fees may be reimbursable from your agency but are not covered by DES Fleet Operations. Agencies can purchase monthly passes from WSDOT ferries, see the [Wave2Go program for more information](#).



### Car Washing

DES Fleet Operations will be responsible for **one car wash per vehicle per month** under \$20. Non-compliance car washes will be a chargeback to the Customer agency, **if needed**.

*Waxing or detailing is not authorized and will be charged back to your agency.*



### Safety checks

- Check vehicle fluids and tire pressure monthly.
- Conduct visual inspection of the vehicle at least weekly.
- Report all vehicle mechanical defects to DES Fleet Operations asap.



### Damages:

Your agency is responsible for repair costs due to vandalism, damage caused by state drivers, or driver negligence. These damages will be charged back to the customer agency.



### Vehicle materials

Each DES Fleet Operations vehicle should have a packet in the glove compartment. This packet includes important documents for the vehicle including:

- Copy of vehicle registration
- Quick reference guide for vehicle users\*
- Proof of Liability Insurance / Washington State Agency Vehicle Continual Coverage Flyer \*
- State of Washington Vehicle Accident Report S.F.137 \*
- CEI/Element Brochure - WA State Fleet Operations Government Accident Reporting Procedures
- Emergency Roadside Assistance flyer \*
- Filing a Tort Claim flyer \*

*\*Also available online*

If any form is missing from this packet, you can either find replacements on the [DES Fleet Operations webpage for drivers](#) or contact our DES Fleet Operations general information contact at [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov) and request replacement copies.



### Agency Transportation Officer (ATO)-

The Agency Transportation Officer (ATO) oversees and assists with transportation issues for their respective agency personnel. An ATO may be dedicated full time to these duties, or part time, depending on the size of the agency or organization.

The ATO:

- Oversees agency travel and compliance
- Serves as the liaison between the agency and DES Fleet Operations
  - Which includes but is not limited to:*
    - Add new, remove and update profile information requests for operators
    - Vehicle assignments
    - Vehicle utilization

- Citation and complaint follow up
- Collision communications
- Monthly mileage reporting compliance
- Service and repair requests
- Ensures their agency receives vital information in a timely manner as well as ensures compliance with the [Enterprise-Wide Transportation Policy](#).  
Which includes but is not limited to:
  - Recall notices
  - Maintenance reminders
  - Safety information
  - Policy or rules on use
- Attend DES Fleet trainings and meetings on a periodic basis
  - Current meetings offered by DES Fleet Operations are quarterly
  - For an invitation to upcoming scheduled meetings, email [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov)
  - Past meeting presentations can be found [online](#)

For more information for ATOs, see the [DES ATO Resource page](#)

To find your agency's ATO, see the [online ATO list](#)



## Short-Term (Trip) Vehicles

DES Fleet Operations has assorted sizes and types of vehicles to include electric and hybrid vehicles available for short-term rental. Please make reservations for the wheelchair lift van at least two weeks in advance.

Trip vehicle rates are available [on our website](#).

## Reserving a short-term (trip) vehicle

- Reserve vehicles online using the [state's online reservation system](#) or by calling our office at (360) 664-9215 (Option 1)
- You may also utilize the [online reservation system for automated rental for](#) all 8-12 passenger vans, Capitol Campus, and certain agency locations.

You must have a valid driver's license and have an active driver profile in the DES Fleet Operations system. If you are unsure if you are in our system or need to be added, please contact your Agency Transportation Officer prior to reserving your vehicle.

## Personal vehicle parking

When traveling on official state business in a trip vehicle, personal vehicles can be parked at DES Fleet Operations locations. Parking is available on a limited first-come, first-served basis and carpooling is encouraged. Contact our dispatch office at (360) 664-9215 or email [mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov) with your personal vehicle license plate prior to parking. The on-line reservation system provides a field to record your personal vehicle license plate. Park your personal vehicle in the space of the rental vehicle you are taking. Please note, parking for personal vehicles is not secured. DES Fleet Operations does not assume responsibility for damage or loss of personal vehicles or property.

- **If unclear on where to park your personal vehicle, please ask the dispatch desk for instructions.** Vehicles parked in a stall reserved for another business may be impounded.

## Cancelling or changing your reservation

You may cancel or change your reservation online up until 15 prior to the reserved time. After that time, you can cancel or change the reservation by calling us at (360) 664-9207.

A no-show fee of \$30 will be charged to your agency for vehicles not picked up, up to two hours past the reserved time if DES Fleet Operations did not receive a cancellation prior to the reservation time.

## Returning a short-term rental vehicle to our DES Fleet Operations Headquarters location on Fones Road:

### Fuel vehicles:

- Return the vehicle with a full tank of fuel. Agencies will be charged a \$20 refueling fee for vehicles returned with less than a full tank of fuel.

### For all vehicles-

- Remove any personal items & trash from the vehicle
- During business hours:
  - Please park and lock the vehicle in the secure parking area. Return the keys to the dispatch office.
  - Provide the number of the parking space where you parked the vehicle.
- After business hours:
  - Please park the vehicle at the front of the building in the designated return stalls, lock the vehicle and place the keys in the building's front door key drop.

## Returning a short-term rental vehicle to a DES Automated Rental location

### Fuel vehicles-

- Please ensure you return the vehicle with a full tank of fuel.
  - Your agency will be charged a \$20 refueling fee for vehicles returned with less than a full tank of fuel.

### Electric Vehicles (EVs)-

Please plug vehicle into an electric vehicle charger upon return.

### For all vehicles-

- Please return the vehicle to the same general area where it was picked up.
  - Note: It does not need to be returned to the same stall.
- Remove any personal items & trash from the vehicle.
- Return the keys to the Key Manager box. Your reservation will not end until the keys are returned to an open slot.
- Do not leave keys at the bottom of the box; keys must be inserted into an empty key slot for the return to be initiated.



## Permanently (Long-Term) Assigned Vehicles

DES Fleet Operations has sedans, sport utility vehicles, pickup trucks, passenger vans, and cargo vans available for leases. Purchasing and installment of all nonstandard equipment is the responsibility of the leasing agency.

For pricing on long term leasing, see assigned vehicle rates on the DES [website](#).

## Requesting a permanently (long-term) assigned vehicle

All permanently assigned vehicle requests must be approved by an agency transportation office (ATO). Approved requests will be filled as vehicles become available. More information about permanently assigned vehicles and a downloadable request form are available [on the DES website](#).

### Confidential license plates

Some agencies need vehicles with alternate license plates for enforcement functions. Confidential plates can be obtained by request through your [ATO](#) with the agency director's approval. When confidential license plates are installed on a state DES Fleet Operations vehicle, the "M" plates must be returned to DES Fleet Operations for later use when the vehicle is returned, or the confidential plate is cancelled. ***DES Fleet Operations must be kept informed of the current confidential license plate number on all DES state vehicles.***

## Returning permanently assigned vehicles

- Contact a DES Fleet Operations customer account representative at (360) 664-9215 for instructions on where to return your vehicle.
- Include information regarding any vehicle mechanical problems.
- Clean the vehicle inside and out. Vehicles that are not clean at turn in will be professionally cleaned and the fees charged to the leasing agency.
- Remove all agency-installed equipment except for spotlights or other items that would leave holes in the outside of the vehicle.
- Leave all spare tires, chains, jacks, and lug wrenches in the vehicle.
- Return all spare keys and fuel and charge cards at the time the vehicle is turned in.

## While using a permanently assigned vehicle



### Reporting mileage

It is required that mileage be reported monthly for all leased vehicles, even if they are not used. DES Fleet Operations recommends you report **mileage by the 20th of each month** for permanently assigned vehicles. Billing and service reminders are dependent on regular mileage reporting. To report mileage use [InfoCenter](#), the state's online mileage reporting system, or the [Online Vehicle Mileage Log](#) If you are with ECY/461, DFW/477, ESD/540, or ATG/100. Check with your [ATO](#) to see which system your agency utilizes.

If you need help or have questions on how to enter the mileage, please call our helpline at (360) 664-9215 (Option 0) or email [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov).



### Tire requests

All requests for tire purchases must be pre-approved. Contact us at (360) 664-9228 or (800) 542-6840 for the contract vendor and a purchase order number.

- Use contracted vendors for emergency tire repair or call 800-542-6840.
- Check tires frequently for correct pressure, wear, and defects.
- Report any indications of improper wear to DES Fleet Operations.



### Batteries

All battery purchases must be pre-approved. Call DES Fleet Operations at (360) 664-9228 or (800) 542-6840 for referral to a state contracted battery vendor and a purchase order number.



### Gas and oil

A Governor's Executive Order directs operators to use self-service gasoline pumps, except when prevented by a physical handicap. **Regular 87 octane-unleaded fuel is the only authorized grade.** The use of mid-grade or premium unleaded is not authorized and will be charged back to your agency if used.

The leasing agency is responsible for keeping fluids such as motor oil, washer fluid, and radiator coolant at the correct operating levels. Please call the vendor maintenance office at (800) 542-6840 or (360) 664-9215 if you have questions about how to check these fluids.



### Fuel cards

There are two fuel cards issued with vehicle keys:

- 1) A commercial bank fuel card for use at commercial gas station pumps. It can be used for fuel, car washes (when available by paying at the pump), and DES Fleet Rescue roadside services only.
- 2) A red DOT card for use at Washington State Department of Transportation [fueling stations](#) only.



### Electric Vehicle charging cards

There are two electric vehicle charging cards issued with electric vehicles:

- A WEX RFID card that may be used at all ChargePoint, EVGateway, Flo, EVGo, Blink, EVConnect, and AMP Up stations.
- An WEX MasterCard that may be used at Electrify America charging stations.

You can find charging stations on these networks by visiting [PlugShare.com](https://plugshare.com) as well as [WSDOT EV Mapping and Planning Tool](#) and [Commerce's EV Charging Calculator](#) filtering to show the appropriate stations.

To use a fuel card, operators need to be set up in DES Fleet Operations' Fleet system with a profile which creates a fuel pin number. You will need this pin number as well as the vehicle card information to make a fuel purchase. Please note, personnel numbers and pin numbers are not the same. Some operators may have very different numbers than their personnel numbers. If you need help with your pin number, contact your agency's ATO.

Please remember, fuel and charging cards belong to vehicle listed on the card and need to stay with their vehicle. Pin numbers belong to the operator and are used to fuel up any M-plated vehicle. It is recommended to leave all cards in the green card sleeve provided with the vehicle keys. If you need a replacement sleeve, email your request to [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov).

Immediately report lost or stolen fuel or charge cards to your Agency Transportation Officer (ATO). [Your ATO](#) will arrange for a replacement card(s) with DES Fleet Operations.

Please contact your ATO, or DES Fleet Operations at (360) 664-9215, if you need instruction on using the fuel credit cards or electric vehicle charging cards.



### Reimbursements

DES Fleet Operations will provide a reimbursement for any fuel purchases made using a personal form of payment if your WEX card has failed [Reimbursement Form](#).

You will need to fill out a reimbursement form in its entirety and include the receipt from your purchase. Completed form and receipt(s) can be emailed to [mpmail@des.wa.gov](mailto:mpmail@des.wa.gov).



### Insurance

The state of Washington is self-insured. Policy and tort claim information is located in the vehicle glove box packet. Please direct any questions about coverage to:

Washington State Department of Enterprise Services

Office of Risk Management

1500 Jefferson

PO Box 41466

Olympia, WA 98504-1466

[Risk Management](#)

Refer third parties or their insurance representative to the Department of Enterprise Services (DES) Office of Risk Management by calling (360) 407-9199 or by email at [riskmanagement@des.wa.gov](mailto:riskmanagement@des.wa.gov) for any questions or for help filing a tort claim in connection to the collision. Tort claim information can be found on the DES website at: [File a Tort Claim](#).



### Maintenance and Repair Services

We recommend agencies use state or political subdivision facilities for maintenance and repairs whenever possible. See the [Fleet Operations Approved Partner Agencies](#) section for participating facilities. Contact the maintenance office at (800) 542-6840 for direction if a state or political subdivision shop is not in your area.



### Repairs

#### Tire Repair



Washington State has state master contracts for vehicle tires with Firestone & Goodyear. If available, vehicles need to be taken to these vendors for all tire repairs. Call (800) 542-6840 for:

- Directions to the closest vendor locations
- Guidance for alternate vendor locations if Firestone and Goodyear are not available
- Les Schwab is **not** an Authorized Tire replacement vendor



### Glass Repair

For all auto glass repair, contact the DES Fleet Operations Maintenance desk at [mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov) or call (360) 664-9228.



## Preventative Maintenance

Follow the [schedule for preventative maintenance](#) for the recommended intervals for your vehicle. DES Fleet Operations's automated preventative maintenance program will send an email reminder and instructions when your vehicle needs servicing. If you are uncertain about the preventative schedule, Contact DES Fleet Operations at (800) 542-6840 or (360) 664-9228 or send an email to [mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov).

## Maintenance Reminders

- **Any maintenance over \$100 must be pre-authorized by DES Fleet Operations** by calling (800) 542-6840 (360) 664-9228.
- All invoices for approved services must be signed by the driver indicating the service was received
- All invoices must include the M-plate license number
- Repairs over \$100 that are not pre-authorized, will be charged back to your agency.
- Do not use the WEX fuel or charge card to pay for maintenance or repairs.

### Mail pre-authorized invoices to:

DES Fleet Operations  
PO Box 41032  
Olympia, WA 98504-1032

### DES Fleet Operations Approved Partner Agencies Repairs Only:

Please have DES Fleet Operations or approved partner agencies perform scheduled maintenance and unscheduled repairs on your state managed DES fleet vehicle.

## Vehicle Maintenance/Repair Services for Fleet Operations Vehicles

County/City Repair Facility	Address	Contact Name/Phone
<u>Thurston County – DES Fleet Operations Headquarters</u>	1312 Fones Road, Bldg. 4 Olympia, WA 98504-1032	Justin Kyllonen (360) 664-9209
<u>King County</u>	707 S. Orcas Street Seattle, WA 98108	Ed Burnside (206) 263-9800
<u>City of Bellevue</u>	2901 115 <sup>th</sup> Ave NE Bellevue, WA 98004	(425) 452-2037

For all other locations not listed, or if you have any questions, please [contact Fleet Operations](#) at (800) 542-6840 or (360) 664-9215 for guidance.

## Loaner vehicles

Loaner vehicles may be available from DES Fleet Operations and partner agencies while your assigned vehicle is serviced. Ask your service provider about available loaner vehicles.

## Vehicle Recalls

DES Fleet Operations will send an email notifying agencies of a vehicle recall once official documentation is received from the manufacturer and parts are available. When the recall has been completed, the operator or driver are required to email to [mpmaint@des.wa.gov](mailto:mpmaint@des.wa.gov) or fax the invoice to (360) 507-9262 or call (360) 664-9228 to close the recall.

## Emergency 24-HR Roadside Assistance



Your WEX commercial bank fuel card or WEX EV MasterCard is equipped with DES Fleet Rescue Roadside Service. If your vehicle becomes disabled, service is available to you 24/7 with one simple phone call to (800) 356-9316. This number is listed on the green pouch attached to your key ring. Services rendered are billed directly to the vehicle fuel card.

Your agency is responsible for any costs caused by negligence. Your agency gets charged back for service calls not due to mechanical problems, such as delivery of fuel, retrieval of keys from locked vehicles, jump-starting vehicles when lights are left on leaving the battery dead, etc.

DES Fleet Rescue Roadside Services include but is not limited to:

- Winching
- Jump starts
- Lock out service
- Spare tire change
- Fuel delivery
- Mechanical first aid

### What to have Ready

When you call **Emergency Roadside Service at (866) 329-3471**, please **be prepared with the following information**:

- Driver PIN number (same as fuel PIN).
- Fuel card number and expiration date – if your card is locked inside the vehicle, it may be necessary to remind the roadside assistance operator that our contract instructs them to provide service and retrieve the card number after it is unlocked.
- Vehicle description – year, make, model, color, and license plate (check vehicle registration in the glove box if you are unsure).
- Exact location of the vehicle – street address, cross street, or mile marker and direction of travel.
- Phone number from which you are calling.



### Towing

If Emergency Roadside Service is unable to get the vehicle running, you will need to have them tow the vehicle.

#### During business hours:

Call DES Fleet Operations for guidance at (800) 542-6840 or (360) 664-9228. Call as soon as possible to report all collisions, damage, theft, vandalism, emergency repairs and towing. They will advise you on where to have the vehicle taken.

#### After business hours:

Call DES Fleet operations at (800) 542-6840 or (360) 664-9228 and leave a message including your name, agency, the vehicle license plate number, the location where the vehicle has been towed and if available, the contact number of the location (*see guidance on locations below*).

### In Thurston County:

- Tow the vehicle to the DES Fleet Operations Headquarters facility on Fones Road located at [1312 Fones Road, Bldg. 4 Olympia, WA 98501](#)

### Outside Thurston County:

- Tow the vehicle to the nearest repair facility or dealership (*refer to the maintenance office for guidance (800) 542-6840*).

## Emergency contacts

Roadside assistance ( <b>"M" plate vehicles within 3 years/36,000 mile warranty only, unless otherwise noted</b> )	Chevrolet	(800) 243-8872
	Chevrolet Bolt (8 years, 100,000 miles)	(888) 811-1926
	Ford (5 years/60,000 miles)	(800) 241-3673
	Toyota (breakdowns only)	(877) 304-6495
	Chrysler/Dodge/Jeep (breakdowns only)	(800) 521-2779
Roadside assistance ( <b>all other "M" plate vehicles</b> )	Emergency Roadside Service (NAC)	(866) 329-3471
<b>Note:</b> In addition to contacting the service provider, please call DES Fleet Operations at <b>(800) 542-6840</b> to notify staff of a breakdown, accident, or damage to a vehicle. Leave a message if beyond normal business hours.		



## Collisions

Collisions can be traumatic. If you get into an accident, try to stay calm and be safe. Remember that you are driving a state vehicle and that you still represent Washington State and your agency. Below are the steps you will want to follow if you have had a collision in a state vehicle.

### If you have just been in a collision in a state vehicle, what should you do?

#### Keep Calm

- If vehicle is drivable, pull to the side of the road, out of traffic
- Stop. Do not leave the scene of the accident until released by law enforcement.
- Make sure you are ok. Check for damage and personal injury.
- Protect the scene, especially with more severe accidents, use flashers or roadside flares or other indicators to alert other drivers and prevent further accidents.
- Assist any injured parties, by giving the first aid that you are qualified to give.

#### Report the Collision

- Call 911 for law enforcement and medical assistance.
- Cooperate with local law enforcement when they arrive.
- Provide factual and accurate information. Have registration and insurance information ready
- Limit responses to questions asked.
- Do not offer your opinion on who is at fault for collision. Law enforcement will determine cause of the collision and decide who is at fault.
- Do not discuss your actions with parties other than law enforcement.
- Do not admit fault or make any statements about the State's response to the collision, financial or otherwise.

- You may be required to fill out a vehicle accident form S.F.137 for your agency. There is one provided in your glove box packet.

## Share Information

- Exchange information with the other driver(s),
  - Provide only facts about yourself and the vehicle you were driving
  - Name, insurance, work contact info, vehicle identification number (VIN), etc.
- Get contact information from witnesses including names, addresses and phone numbers.
- If any third-party requests information on filing a claim for damages sustained to their vehicle,
  - Provide information on State of Washington liability Insurance for state vehicles. (Insurance card in glovebox packet).
  - More information is available online at [Proof of Liability Insurance](#).
- Take pictures of the scene if safe to do so.
- Fill out the CEI/Element accident form from the glovebox packet.
- Call and report the incident to the state's accident management company CEI/Element at (877) 443-5777, option 4.
  - If the vehicle is not drivable from the accident scene, CEI/Element can coordinate towing services.
  - Some agencies will require Vehicle Accident Report S.F.137.

## Next Steps:

### If the vehicle is legal and safe to drive:

- Call DES Fleet Operations at (800) 542-6840 or (360) 664-9228 and let them know the vehicle license plate number and the extent of the damage. Get guidance for next steps.

### If vehicle is not drivable:

- Confirm CEI/Element will be sending a tow truck to pick the vehicle up.
- Collect tow companies' information from CEI/Element.

### If the vehicle has been towed by a company not arranged by CEI/Element:

- Call vendor maintenance at (800) 542-6840 or (360) 664-9228 as soon as possible, give them your name, agency, the vehicle license number and where the vehicle was towed

### If after hours or no one is available to take your call:

- Call (800) 542-6840 or (360) 664-9228 and leave a message with your name, agency, vehicle license number, where the vehicle was taken to and a contact number if no one is available to take the call.
- Then call Emergency Roadside Assistance – (866) 329-3471

## Collision contacts:

### For roadside assistance or to report a collision:

Topic	Provider	Phone Number
<b>Collisions – Reporting</b> Call if you are a state driver in an accident	CEI/ Element	(877) 443-5777 – Option 4
<b>Collisions – Claimants</b> Have claimants contact	DES Risk Management	(360) 407-9199
<b>Law enforcement and medical assistance</b>	Local police and emergency medical	911

## Map and Directions



### DES Fleet Operations Headquarters

DES Fleet Operations Headquarters location on Fones Road has assorted sizes and types of vehicles to include electric and hybrid vehicles available for short-term rental.

**Location:** 1312 Fones Road, Bldg. 4, Olympia, Washington 98501

**Hours:** 7:30 a.m. to 4:30 p.m., Monday-Friday

**Phone:** (360) 664-9215

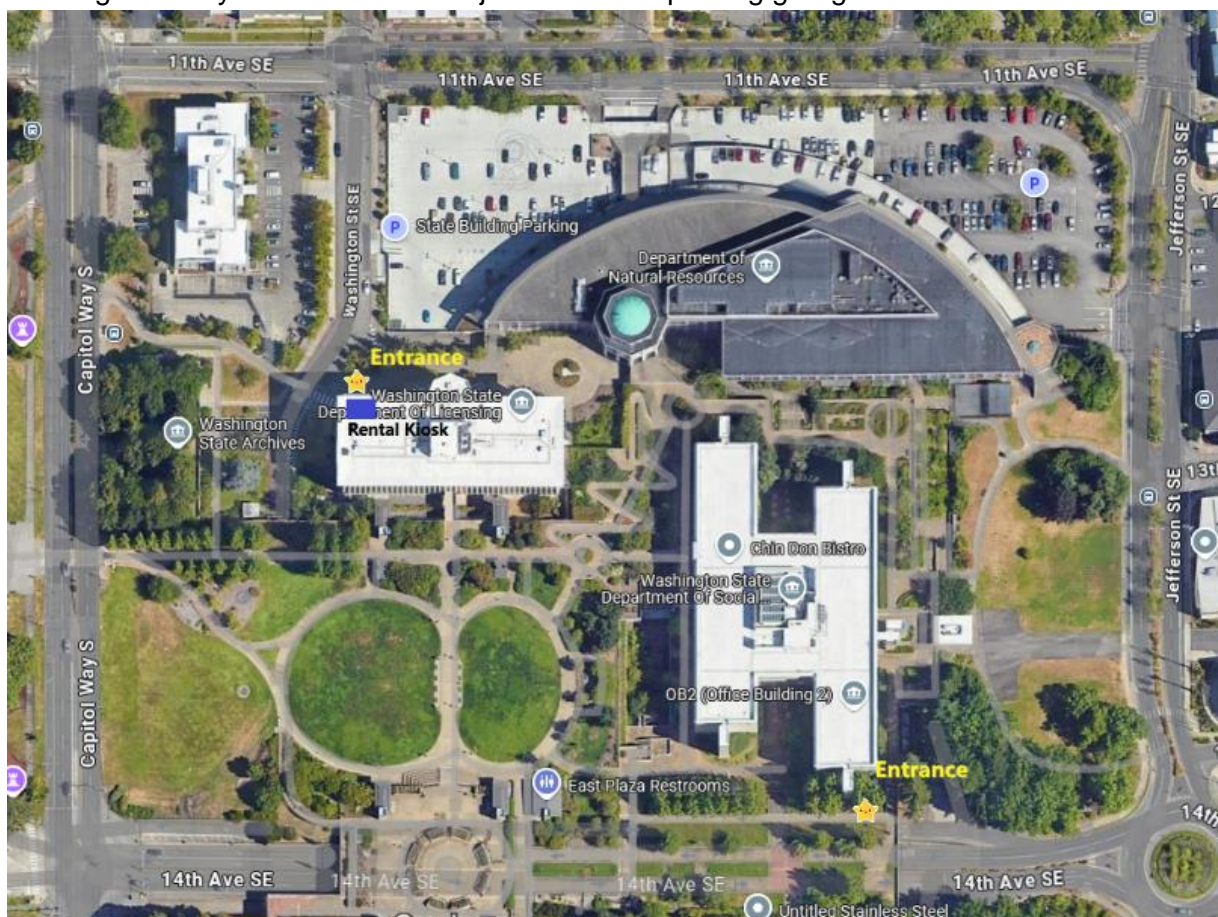
**Email:** [mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov)



### Capitol Campus DES Automated Rental Fleet site

Capitol Campus has assorted sizes and types of vehicles to include electric and hybrid vehicles available for short-term rental. This is a self-automated key rental location.

**Location:** Near Washington Street and 11th Avenue, inside the Plaza Parking Garage, Level D5 and D6. The entrance is located between the Highways-Licenses Building and the Archives Building. The key boxes are located just inside the parking garage.



Contact DES Fleet Operations Dispatch at (360) 664-9207 or by email at [mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov) if you desire to park your personal vehicle in the Plaza Garage during your rental duration. You will pick up the keys from the self-automated Key box. You will need your key manager access code to gain access to the key box.

When returning the state vehicle, park it in the same area where it was picked up and return the keys to the self-automated key box. You do not need to park the vehicle in the same spot, just in the same area. If driving an electric vehicle, please plug in the vehicle and activate the charging station so the next driver has a full charge.



### Tumwater Van DES Rental Fleet site

Our location in Tumwater has 8-12 passenger vans and cargo vans available for short-term rental. It is a self-automated key box rental location.

**Location:** 7580 New Market St SW, Tumwater, the Printing and Imaging building. The key boxes and vans are located in the northeast corner of the lot.

- Contact DES Fleet Operations Dispatch at (360) 664-9207 or by email at [mpdispatch@des.wa.gov](mailto:mpdispatch@des.wa.gov) if you desire to park your personal vehicle in the Tumwater parking lot during your rental duration. You can park your personal vehicle in the stall where you retrieved the van.
- When returning the vehicle, park the vehicle in the same area where it was picked up and return the keys to the self-automated key box.
- You do not need to park the van in the same stall, just in the same area.





## Terms and Definitions

**Perm / Permanent** – Term for a Washington State DES fleet vehicle leased to an agency for the lifetime of the vehicle. (see [Permanently \(Long-Term\) Assigned and Project Vehicles](#))

**Temp Perm** – Term for a Washington State DES fleet vehicle leased to an agency until their new vehicle arrives. A temp perm is used when an agency requests a new vehicle to add to their current fleet or replacing a vehicle that has been totaled or disposed.

**Loaner** – Term for a vehicle lent to an agency in place of a perm vehicle. A loaner is used when a perm vehicle is in the shop for repairs.

**Trip/ Short-term rental vehicle** – Term for a Washington State DES fleet vehicle rented to an authorized driver on a short-term basis. (see [Short-Term \(Trip\) Vehicles](#))

**Automated-key box rental system**– A self-service automated key management system, which allows users to reserve state vehicles and pick-up or drop off keys from a self-automated key box. This service is available 24 hours a day, seven days a week. Operators need to be set up to use specific automated locations in addition to an operator profile. (See Capital Campus and Tumwater locations under [Maps and Directions](#)).

**[Agency Transportation Officer \(ATO\)](#)** – the designated contact for a customer's agency or organization. The ATO helps communicate between operators and DES Fleet Operations. This includes:

- New employees / profile creation / profile deactivation
- Fuel cards / Fuel card pin numbers
- Vehicle utilization / mileage reporting
- Complaints / Citations
- Collisions
- New vehicle purchases and replacements
- Maintenance / Recalls

If you are unaware of who your ATO is, see the [ATO list](#) on the DES website.

**Operator** – user or driver of a state vehicle

**Profile** – information about a particular operator in the DES Fleet operator system. Profile information includes:

- Personnel / HRMS number
- Name (first & last)
- Agency & account number
- Contact telephone number

- Email Address
- Current Driver's license expiration date (not the state or number on the license)

**Fuel pin number** – This is the number entered when using a state vehicle fuel card. Fuel PINs are generated by the fuel system and will often be close to your personnel number, but not always. Fuel pins are created when an operator profile is added to the system. ATOs can run a report that will show them their operator's pin numbers.

**Asset Works/Fleet Focus/InfoCenter** – Vehicle and operator management system used by DES Fleet Operations. This system tracks all things for the vehicle including, but not limited to, maintenance, mileage, locations, agencies, etc.

**Political Subdivision (Poly Sub)** – County, City or other local government agency or office. Some poly subs have maintenance facilities that are contracted to perform maintenance on DES Fleet Operation vehicles.

**HRMS #/Personnel ID #** - A state employee's personnel number used by human resources. You can find this number on your paystub or in the HR system.

**CEI/Element** – Washington State's contracted accident collision management company

**WEX** – Washington State's contracted company for fuel cards starting 7/2021

**National Auto Club (NAC)** – A subcontractor for WEX roadside assistance calls. NAC handles dispatches for emergency roadside assistance calls.



**“M” Plate** - Vehicles managed by DES Fleet Operations will have an “M” in the license plate. State vehicles maintained by other agencies have other plates including “E” plates and WSP plates.

[Enterprise-Wide Transportation Policy \(Transportation Policy\)](#) – definitions for state vehicles, rules to use state vehicles and conduct for operators of state vehicles. This policy is maintained by the Department of Enterprise Services on behalf of Washington State.



## Useful Links –

[Vehicle glove box packet](#) – documents and checklist

[Enterprise-Wide Transportation Policy \(Transportation Policy\)](#)

[Fleet vehicle rental reservation](#)

[Agency Transportation Officer Resource page](#)

[Risk Management - filing a tort claim](#)

[WSDOT pass report](#)

[Washington State Ferries](#)

[ATO Responsibilities](#)

[Wear and Tear Guidelines](#)

[Electric Vehicles \(EVs\) | Department of Enterprise Services \(DES\)](#)

[Clean Transportation – Washington State Department of Commerce](#)

[Electric Vehicle \(EV\) Basics Tutorials](#)