Welcome to the Department of Administration Enterprise Fleet Coordinator program. For some of you, this may be a new responsibility representing your agency on issues concerning vehicles used to conduct State business. This handbook was developed to help you in your role as your agency Fleet or Vehicle Coordinator for the Department of Administration leased vehicles.

State fleet is governed by the Fleet Council to provide leadership and support collaborative best practices in the area of enterprise fleet management and sustainability. The Fleet Council is made up of nine members from different state agencies to create an environment of shared services. Each agency bringing specialized expertise to the table to allow all agencies access to each area of specialty to improve statewide fleet management. There are four centers of excellence within the Enterprise State Fleet, Admin Fleet Services (FSS), Department of Natural Resources (DNR), Department of Transportation (DOT), and the Department of Public Safety (DPS).

The intent of this Coordinator Handbook is to identify many of the vehicle responsibilities that you will have so that together, we can be as successful as possible. The handbook differs from the vehicle operator’s information packet found in each vehicle. The vehicle operator’s information packet is intended to give the driver important information on his/her responsibilities while using a state vehicle. This handbook should bridge the gap between you, as a coordinator for your agency, and state enterprise fleet management (which is responsible for management oversight of state vehicles while meeting the goals and objectives of the State and Federal Legislature, Governor Executive Orders, and State Sustainability efforts.)

Again, welcome to the Fleet Coordinator program and please do not hesitate to stop by or contact Fleet Services so that we can learn more about your agency’s needs and you can familiarize yourself with State Fleet practices.

Sincerely,
Holly Gustner

Fleet Services Team

FSS supplies safe, cost effective, and sustainable transportation solutions for use in official government business. In addition, provides leadership and support for enterprise fleet management and sustainability efforts through the State Fleet Council and State Fleet Sustainability Work Group. FSS is responsible for reporting of all of the vehicles enrolled in the state fleet program. This is where vehicles are identified and accounted for statewide reporting, ordering vehicles and attachments, developing specifications, arranging for license plates, fuel card management, maintenance, vehicle turn in and disposal, vehicle re-assignments, etc. This is an important portion of fleet operations upon which all customers depend on information for capture and reporting.

Maintenance Services – Automotive Rental Inc. (ARI) 1-800-Car Care (1 800 227-2273)

ARI is the contracted vehicle maintenance management vendor and authorizes all repairs for all Admin Fleet vehicles. Two 24-hour call centers staffed with trained technicians work with the vendors to ensure our State vehicles are maintained and repaired properly and cost effectively. ARI trained employees provide guidance on options for vehicle service to both drivers and service vendors, authorizing only the necessary services to each fleet vehicle.
Fleet Information System – M5

The Enterprise Fleet program is dependent upon data to support both legislative and agency’s information needs. With over 2050 active lease fleet vehicles, over 8,500 vehicles state wide, and many fleet processes, information is supported through a vehicle information management system (M5). M5 is designed around the lifecycle of a vehicle starting with the need to acquire the vehicle, through its entirety of operation, ending with the identification for replacement, and final disposal.

Fuel Card Program

FSS provides fuel cards for all state vehicles in the combined agency section of the State fleet. US Bank Voyager is the contract vendor that issues fleet credit cards used for retail fuel purchases, State Contract Number C-712(5*). A fuel card work group was established to set state standards, and discuss fleet card issues and user concerns. Please contact FSS if you are interested in being a member of this work group.

Agency Fleet Coordinator

The Agency Fleet Coordinator (AFC) is typically the Agency Subject Matter Expert (SME) on the agencies Fleet vehicles. As the SME the AFC is the connection to the leadership teams and drivers to identify and manage the strategic fleet needs of the agency and coordinate implementation. The AFC has the responsibility of a deeper level of knowledge about the agency’s use of vehicles and typically represents the agency at Fleet Work Group meetings and speaks on behalf of the agency.

FLEET COORDINATOR’S RESPONSIBILITY

VEHICLE SAFETY

We all have the same interest in keeping our drivers, the public, and those that share our roads safe. The FC is responsible for educating drivers and fellow employees to put safety first. A fleet safety program can help reduce crashes, protect lives, improve driver retention and enhance operations.

The Coordinator must be familiar with:

- Minimum Safety Standards Guidelines (see page 26)
- DL Guidelines (See page 37)
- Vehicle towing policy (See page 33)
- Determining appropriate vehicles

Additional Resources:

- Tips for Van Drivers
- Fleet Safety Standards for Towing Trailers
- MNDOT Defensive Driving Course

This information is also available on the FSS resource website.

MONITOR PREVENTIVE MAINTENANCE

- The Coordinator must be familiar with the preventive maintenance schedules established by FSS
• Ensure that drivers are familiar with the preventative maintenance procedures and ARI maintenance coupons
• Review the vehicle maintenance report from FSS for overdue vehicles and alert the vehicle operator of the need for scheduled maintenance
• The Coordinator will ensure all scheduled maintenance has been performed.
• Ensure all vehicles with Recall Notices are taken to a dealership for inspection and service completion in a timely manner

The fuel card is not allowed to be used to purchase maintenance or repairs on Admin leased vehicles. It should be noted that failure to comply with the preventive maintenance procedures may result in financial accountability, revocation of vehicle assignment, corrective and/or disciplinary action for the State employee found to be in violation of these rules.

**KNOWLEDGE OF MAINTENANCE AND REPAIRS**

The Coordinator should be familiar with automotive repair terminology, i.e. brake job, coolant flush, lube and oil filter, etc. in order to communicate better with ARI or dealerships on preventative maintenance concerns.

FSS provides vehicle repair authorization for FSS leased vehicles through a third-party contractor, ARI, allowing for 24/7 repair authorizations.

Each vehicle is issued a program information packet and ID card detailing your responsibility to maintain the vehicle. This packet should be kept in the passenger glove compartment.

**PREVENTATIVE MAINTENANCE COUPONS.**

Each packet contains easy-to-use Preventative Maintenance Coupon sheets to be used exclusively for preventative maintenance at the mileage intervals and service requirements pre-printed on each coupon. FSS and ARI developed these service requirements together with automobile manufacturers, to ensure:

- safe operation of all vehicles
- that all warranty requirements are met
- maintenance costs are prudently managed for your agency

These coupons will serve as purchase orders for the routine maintenance listed on each coupon so a phone call is not required. However, if you have any service questions or concerns about the operation of a vehicle, you are encouraged to call FSS or ARI’s certified technicians.

Please destroy any coupons where vehicle is already passed the mileage interval and no longer apply.

**NON-Routine MAINTENANCE AND REPAIRS**

Non-routine maintenance and repairs are handled by ARI’s Certified Service Technicians by calling 1-800-CAR-CARE, 1-800-227-2273. Prior to taking a vehicle in for any unscheduled service you may call ARI to discuss problems or concerns about the operation of your vehicle(s). Dealerships MUST CALL ARI for authorization and PO number prior to any work being started.

**MONTHLY MAINTENANCE AUDIT**

A monthly sampling of the maintenance transactions authorized by ARI will be randomly selected to be reconciled. These sample transactions must be reviewed, verified and sent back to fleet services with paper receipts to ensure the transactions are correct, legitimate, and appropriate.
• Agencies/Departments are required to send copies of the receipt to Fleet Services to verify charges. The original vehicle maintenance receipts must be retained according to your agency’s records retention schedule or 36 months, whichever is greater.
• Agencies/Departments are required to return the completed worksheet and maintenance receipts within 10 days to FSS.

ARI Monthly Reconciliation Process

Whenever there are any repairs or preventative maintenance done to any of the State vehicles, the original maintenance and repair receipts should be sent to the AFC or vehicle contact for your department. The receipts should be retained according to your departments record retention schedule or for 36 months, whichever is greater.

Upon receipt of the ARI Repair and Maintenance Receipt Request from Fleet Services, please follow the steps below:

A. Pull the original receipt from your files and verify with the driver that the work in fact, was received by the reported vendor. IF the work was NOT received, see instructions below.
B. Verify that the receipt matches the ARI Repair and Maintenance Receipt Request form.
C. If there are any errors, disputes or discrepancies, please make a note of it on the ARI Repair and Maintenance Receipt Request form.
D. Send the completed form, along with original receipts to: fleet.services@state.mn.us

If the original receipt is not on file, enter a √ in the “N” box under the “Original Receipt or Affidavit on file” column. In addition:
• Contact the driver who received the goods/services and have the driver complete the Affidavit in Lieu of Receipt. (This form is available from Financial Management Reporting at https://mn.gov/admin/employees/financial-management-reporting/forms/)
• Provide a brief note in the “Explanation” field that an Affidavit in Lieu of Receipt was completed along with the date the form was completed.

If the goods or service were not received or completed by a different vendor, enter a √ in the “N” box under the “Goods or Services received” column. In addition:

Contact Fleet Services (651.201.2524) for resolution assistance.

Note the date Fleet Services was contacted under the “Date issue reported to Fleet Services” column.

Provide a brief description of the issue in the “Explanation” field.

If the original receipt is on file and the goods or services have been received, put a √ in the “Y” boxes under the “Original Receipt or Affidavit on File” and “Goods or Services Received” columns.

Sign and date the form after the review has been completed and any errors, disputes or discrepancies have been identified.

Send the completed form and the ORIGINAL receipts within 10 days to:
Fleet and Surplus Services
5420 Old Hwy 8
Arden Hills, MN 55112

Or scan and email to: fleet.services@state.mn.us

(Agency should retain a copy of the MVW and all receipts for their records)

If you have any questions – please contact FSS at 651.201.2524 or fleet.services@state.mn.us

MONITOR VEHICLE USE TO MINIMIZE OVER/UNDER MILEAGE

Operational advisement is one of the primary roles of the Fleet Coordinator position. This is often where an agency can ensure they have the right vehicles for the job and also work towards established mandates and goals.

Reports will be used to identify, track, and justify the vehicle assignment. Reports obtained from M5 are used to verify vehicle placements, current odometers and utilization.

Yearly/monthly reports will identify underutilized vehicles. Once identified, underutilized and high use vehicles should be reassigned to equalize mileage over the life of the vehicle and lease term.

Reports are developed to help manage utilization on a monthly basis using Verizon Telematics Utilization reports to provide up to the month vehicle utilization information.

VEHICLE USE AND REQUIREMENTS FOR YOUR AGENCY

The Coordinator must ensure the proper vehicle replacement type to meet agency mission requirements is requested. Every effort will be made to ensure a proper type vehicle is placed according to expected use. However, the intention is to emphasize standardization of vehicle types and specifications within the department to facilitate reassignments based upon a vehicles future use. This will maximize the ability to share and/or reassign vehicles if utilization imbalances become apparent.

Coordinate with drivers and management to determine type of vehicle and equipment required to perform mission.

- Vehicles with an EPA emissions score of 7 or greater must be acquired when feasible.
- Greener, electric and hybrid vehicles should be acquired to help meet agency sustainability goals.
- Efforts should be made to acquire cost-effective vehicles that meet job requirements.
  - A ¾ ton 4X4 should not be ordered when a ½ ton two-wheel drive truck would suffice.
  - A ½ ton truck should not be placed where a ¾ ton truck would be required.
  - A 10 passenger van should not be assigned where 2 or 3 passengers are the average transport. A sedan should be used whenever possible. This right sizing analysis is critical in the efficient use of the fleet.

COORDINATE / MANAGE VEHICLE REPLACEMENT

Each fiscal year, FSS generates a vehicle replacement list for agencies to review. This process is developed for the Fiscal Year of the lease expiration. Currently the replacement criteria is projecting any vehicle with mileage of 85,000 miles and/or 5 years of age or older.
• Agencies should provide input and adjustment to the selected vehicles with appropriate justification, such as adding or removing vehicles due to vehicle condition/utilization reports that indicate the continued use of one vehicle over another.
• Also, any changes to the lease term for the new vehicle should be considered based on actual utilization. All original lease terms are based on the annual miles traveled not to exceed 5 years or 85,000 miles whichever comes first.
• It is very important that as an FC, you work closely with your budget people to identify vehicle needs and funding levels.

ORDERING NEW VEHICLES
In the fall, FSS will send a copy of the Agency Vehicle Replacement List and “Vehicle Selector List” to each agency with a set of directions on ordering. This will include an estimate of rates, a confirmation list and an order form to be completed for each vehicle approved for replacement. FSS will notify the FC by email of vehicle scheduled for replacement. The vehicle replacement form contains additional criteria and will be used to support replacement decisions.

• The agency requesting the vehicle must fill out a “New Vehicle Requisition form”. This form should specify vehicle type, special equipment and the unit number of the vehicle that is being turned in. Note: Color choice of new vehicle is not guaranteed.
• The current fiscal year “New Vehicle Requisition form” MUST be used as this will contain the current vehicles available on contract. (Old forms will not be accepted).
• All requested vehicles must be available on the approved contract and/or selector list. If special equipment is required that is not contract, the agency must submit bid specifications with the requisition form.
• Final orders are due to FSS January 15th.

VEHICLE ORDERS
Vehicles will be ordered based on the submitted “New Vehicle Requisition Form”. After the Purchase Orders are submitted to dealerships, FSS will send out an “Order Confirmation List” for each vehicle ordered. This form shows the current vehicle unit number, type of vehicle ordered, and new unit number. The agency should review the list and notify FSS of any errors. No adjustments or changes can be made after the vehicles are scheduled for production.

RECEIVING VEHICLES
When the new vehicle is received at FSS all standard title, plating, decals and telematics installation will be completed by FSS. AFC will keep the agency informed to status of vehicle. Once the new vehicle has arrived and plates, telematics, and any upfits have been installed, FSS will notify the AFC that the vehicle is ready for pick up.

VEHICLE PICK-UP / TURN-IN
Please call FSS general line 651-201-2524 to schedule appointment for new vehicle pick up and vehicle turn in. Vehicles may be picked up or turned in Monday – Friday, 8:00am to 4:00pm at 5420 Old Hwy 8, Arden Hills, MN.

NEW VEHICLE PICK UP
FSS lot has limited parking space. When the new vehicle is “ready” for pickup, FSS will notify the Fleet Coordinator. The vehicle must be picked up within “10 days” of that date. Vehicle lease rates will begin at the time vehicle is picked up or 10 days from receipt of notification the new vehicle is ready for pickup, whichever comes first. If the vehicle is not picked up in the 10 days, it maybe escalated to your
division leadership. Note: Lease agreement and unmarked/tax exempt exemption letters must be received by FSS prior to vehicles being picked up.

TURN IN REQUIREMENTS
It is important to keep the vehicles in good working condition and appearance of both internal and the exterior of the vehicle to ensure an appropriate return on investment is achieved.

- Remove any added security cages, law enforcement lighting, and/or any other special equipment. Equipment must be removed professionally to avoid causing problems with the vehicle electrical system. Any holes in vehicle created by up-fitting must be plugged.
- All outstanding repairs or recalls must be completed prior to turning in.
- Vehicle must be cleaned out; remove any personal items, trash, cans or drink bottles, paper, etc. before turning it in. Vehicle should have at least a ¼ tank of fuel.
  - A vehicle turn in sheet with the odometer reading and walk around inspection summary is completed when the vehicle is turned in. Any known or suspected problems that the vehicle might have must be reported when turned in.
  - Cost of mechanical repair work due to misuse, abuse, neglect, non-approved modification of the vehicle/equipment, or smoking in the vehicle is the responsibility of the customer and will be billed back to agency.

VEHICLE INFORMATION PACKET
The vehicle packet is to be kept with the vehicle and contains the following items:

- Vehicle Operator’s Manual
- Vehicle Accident/Damage Reporting Form
- ARI Maintenance information and Preventative Maintenance Coupons

VEHICLE KEY POUCH
The vehicle key pouch is to be kept in a secure location when vehicle is not in use. The key pouch should never be left in the vehicle when not operated. The Key Pouch contains:

- Key/fob
- Fuel Credit Card
- Proof of Insurance Card
- Fleet Quick Contact List
- KEYS

FSS does not keep spare vehicle keys. Typically two sets of keys/fobs are supplied with a new vehicle. It is the agency’s responsibility to call and pay for a locksmith if the keys/fob are lost or locked in a vehicle. It is the agency’s responsibility to pay for the replacement of keys/fob. In some cases FSS may be able to provide the vehicle’s key code if required.

LICENSE PLATE AND REGISTRATION CHANGES
If a license plate gets lost or damaged the following process should be completed:

1. Contact FSS to request a new plate.
2. Coordinate ordering a new fuel card with FSS.
3. Any questions, call FSS for proper instructions.
SHORT TERM VEHICLE REQUEST

Short term or temporary vehicles are handled on a first come first serve basis. Vehicle availability is extremely limited. FSS will be glad to work with you regarding other vehicle options such as vehicle rentals. Vehicles available for use are lease turn-ins with lower mileage that are temporarily being reassigned prior to going to auction. They should not be used for high volume and long distance travel. FSS will not pay for major repairs. Vehicle assignments are limited to 6 to 12 months.

ENTERPRISE CAR RENTAL

Short term rental program. These vehicles should be used by employees who have the need for occasional use while conducting state business where a state vehicle is not available. The AFC is responsible for managing the short term operational goals of the vehicle fleet program. It is recommended that an Enterprise Car Rental Contract vehicle be used for all out of state travel.

BILLING

The Fleet program recovers its expenses through three major categories that we identify as individualized, variable and direct chargeback. Most billing transactions are direct billed from Fleet Services to the agency. The Coordinator should work in conjunction with FSS Business Manager to review and reconcile any discrepancies, concerns or questions.

INDIVIDUALIZED RATES

costs are billed on a monthly basis by vehicle. The charge is to recover the capitalized vehicles expense for principal and interest. In addition to the fixed vehicle rate, FSS adds to the fixed rate a monthly administrative management fee to recover the program expense. These expenses are for indirect charges such as payroll, building maintenance and repair, computer support, statewide indirect and division overhead. Additionally, Fleet uses auction vehicle sales proceeds to reduce this expense and offset a sizeable portion of the management expense.

FIXED RATES

Fixed Rates are designed to capture expenses for two items including repairs and maintenance, and vehicle insurance. Each vehicle is identified as a particular class or body type. For each body class, FSS looks at the last 12 months of actual expenses and sets the next year’s expense based upon this number.

- Annually adjusted values include:
  - Maintenance
  - Insurance
  - Administrative costs

DIRECT CHARGEBACK

Direct Chargeback are designed to capture expenses for two items including repairs and

- Fuel costs are charged back at actual cost of fuel card transactions
- Unit Cards are charged back to the vehicle
- Department Cards are charged back to the division department
- Mechanical work due to misuse, abuse, or neglect of equipment

**MANAGE AGENCY CONTACTS VEHICLE INFORMATION**

The Coordinator will notify Fleet Management of all vehicle transfers/reassignments and contact changes. Vehicles will not be reassigned to other departments or contacts without the transfer form being submitted to FSS. You can find this form on the [FSS Resource Website](#).

**COORDINATE VEHICLE ASSIGNMENTS/REASSIGNMENTS/REPLACEMENT**

The Coordinator should take an active role in vehicle reassignments within their division to optimize vehicle use while lowering the number of underutilized vehicles and assist with matching the vehicle financial terms.

**COORDINATE VEHICLE DAMAGE REPORTS AND REPAIRS WITH DRIVER**

The Coordinator is the primary contact for the reporting of incidents resulting in vehicle damage and must be knowledgeable of the FSS and Risk Management requirements concerning accident procedures.

Risk Management will not authorize repairs until the “vehicle crash / accident form” has been reviewed. The form can be found in the vehicle information packet or on the [Risk Management Website](#).

ARI does not authorize accident repairs.

**MONTHLY MILEAGE/ODOMETER READINGS**

Coordinators will make every effort to ensure that the correct mileage is recorded. Inaccuracy in mileage reporting causes inaccuracy in billing and preventative maintenance schedules.

The mileage will be entered through Voyager at the pump or through M5 directly.

Bulk fuel must be reported monthly to FSS through manual entry, upload file to M5, or through automated ICU if applicable.

**REGISTRATION RENEWALS**

Your new vehicle will have plates and decals already installed when the vehicle is picked up. The Coordinator will receive all tab and plate renewals from FSS and forward to drivers if applicable.

**VEHICLE TRANSFERS & BILLING CODING CHANGES**

An agency can move their vehicles around internally between departments. It is the vehicle coordinator’s responsibility to notify FSS of these changes. It is the agencies responsibility to provide to FSS, any billing or contact changes. Billing code changes should be sent to the FSS Business Manager. Vehicle Status Change Form must be completed to allow modifications to, reporting, reassignment and proper billing of the vehicle and fuel to the appropriate department. The form can be found on the [FSS Resource Website](#).
**COORDINATOR UPDATES**

When personnel and locations change, FSS needs to be notified of all changes regarding Fleet Coordinators. In the absence of an AFC, agencies must ensure this information is being updated by another staff person. Please make sure FSS has a current list of the following information.

- Name change
- Location Change
- Current phone number
- E-mail address

These changes must be submitted in writing, or e-mailed to the FSS Business Manager.

**TELEMATICS PROGRAM**

Telematics devices have been installed in FSS fleet vehicles to help us better manage the entire fleet, not just a single vehicle. It provides an overall picture of how the fleet is operating and will identify areas that we could improve on as a fleet. This tool can be used to monitor driver behavior, however, tracking is not about observing employees’ every move. See TELEMATICS policy on page 24.

The telematics system monitors:

- When the vehicle starts in the morning;
- Engine diagnostics;
- Where and when it stops, how long it stays at each location;
- Speed it’s traveling between points;
- How long it idles during the day;
- Total number of miles driven;
- When the equipment is turned on and off

Telematics can help to better manage business operations and fleet management costs though:

- Fuel usage / fraudulent use
- Higher ROI on well-maintained vehicles
- Improved Utilization
- Reduced Safety / Liability costs
- Road side assistance charges
- Sustainability - less fuel burned means fewer emissions
- Emergency management planning
- Improved productivity / route planning
- Less service interruption
- Driver coaching

**ACCESS TO THE TELEMATICS DATA**

Authorization Forms are available from FSS for granting agency access to the telematics database and/or reports. Agency contacts will be provided access to the telematics database upon authorization from your Human Resource Director. The FSS Telematics Analyst will provide user set up and training.
REPORTING

Individual agencies may set additional thresholds for alerts and reporting other than those established by Admin Fleet Management. These additional notifications will be based on the unique business needs of the agency. The data from these notifications will be forwarded to the agency fleet management or agency Human Resources Division for follow up. Types of unique needs may include geographic boundaries, different parameters for speed, excessive braking, idling alert, or data needed to respond to observations provided by citizen reports.

FUEL CARD PROGRAM

The fleet card program offers authorized users a widely accepted fleet card for the purchase of fuel and related items and services that are necessary for the safe, efficient operation of governmental vehicles. A private vendor provides the fleet card program to the state through a contract managed by the Department of Administration’s Office of State Procurement.

The fleet card program also includes a reporting function that helps track vehicle usage and fuel costs. The state Fleet Management Information System M5 collects and utilizes this information in order to ensure the effective, efficient utilization of state vehicles.

FLEET CARD ADMINISTRATOR AND COORDINATORS

FSS has a designated Fleet Services Administrator (hereinafter referred to as ‘FSA”) to oversee and manage the fleet card program at the Department of Administration, Fleet and Surplus Services Division. Fleet Services Customers must have a designated fuel card Department Coordinator (hereinafter referred to as ‘DC’) for each Department Account that is set up with Fleet Services.

FUEL CARD ASSIGNMENT

Fleet Cards may be assigned to Vehicles, Locations or Sites. A fleet card will be issued to each on-road state vehicle. The fleet cards are to be used for retail purchases of fuel other minor items for the safe, efficient operation of state vehicles.

Location or site cards will be issued upon request of the DC and may be used for miscellaneous equipment or short-term rental vehicles as authorized by the DC. Site cards may be used only for items authorized by the DC.

AUTHORIZED CARD USERS

Each authorized user, as identified by the DC, will be assigned a Driver ID number which must be used to authorize purchases on the fleet card.

NON-FUEL PURCHASES

Non-fuel purchases are restricted to routine items required for the state vehicle in order to complete the employee’s work. When in doubt, the purchaser should contact their DC and/or the FSA. Examples of typical, routine non-fuel purchases:

- Windshield washer fluid
- Oil, transmission and brake fluid, and anti-freeze/coolant for restoring operating levels
- Wiper blades
- Vehicle washes (twice per month maximum)
Fleet card use is also authorized for after-hours emergency service. The use of a card for emergency services must be reported to the DC the first workday following the use of the card. The DC in turn must report emergency use to the FSA. Some examples of emergency after-hours use are:

- Towing of a stranded or disabled vehicle
- Broken engine belt replacement
- Tire/flat repair

UNACCEPTABLE CARD USES
The Fleet card shall not be used for any purchase other than purchases related to the operation of a state vehicle.

Prohibited purchases. Examples of prohibited purchases include:

- Food or other personal items
- Pre-paid services such as coupon books for car washes or other vehicle services
- Bulk fuel of any kind
- Routine maintenance, except as noted in approved non-fuel purchases list

FLEET SERVICES FUEL CARD ADMINISTRATOR
The duties of the Fleet Services Administrator include managing the fuel card accounts, administering a fuel card policy, monitoring card usage. See Fuel Card Policy on page 41.

DEPARTMENT COORDINATOR
The duties of the DC include Administering fleet card program and policy, train card users so that fleet cards are properly used, inform FSA of any of authorized drivers so the account is accurate and update to date, and conduct reconciliation of fleet card transactions. See Fuel Card Policy on page 41.

MONTHLY MILEAGE/ODOMETER READINGS/DRIVER LOGS
Vehicle odometer readings are required to be accurate and reported every month. Agencies may choose to require a driver’s log in each vehicle. Accurate readings affect billing, preventive maintenance schedules, utilization reporting, replacement selections and cost per mile calculations. Odometer readings are updated in M5 through:

- Voyager Fuel Card Entry
- Bulk Fuel Entry: It is important to enter the correct mileage for your current month’s bulk fuel if entering bulk fuel information
- Updates through telematics
- Manual entry

USE OF THE FUEL CREDIT CARD
The fleet fuel card is assigned to the vehicle and not the driver. The fuel card is to be used for the specific vehicle only. The card also may be used for single quarts of oil, washer fluid and car washes that are sold at fuel station for the specific vehicle.

Do not leave cards in vehicle at any time. It is the responsibility of the driver to verify the accuracy and completeness of the transaction. It is also critical that the drivers put in the correct mileage when fueling. Do not write PIN numbers on the fuel card or packets, keep in a safe place like a billfold, purse, or cell phone.
Report lost, stolen, or damaged cards to FSA for immediate replacement. FSA will verify the last fuel card transactions with the DC. From time to time FSA will receive a notification from Voyager regarding the possibility of fraudulent use of a fuel card. If you receive an email communication from FSA requesting information on Suspicious Fuel Transactions you will need to follow up on the circumstance of the transaction(s) and report back to FSA. The transaction may need to be disputed if it was a fraudulent purchase or FSA may need to take other actions to get it resolved.

**FUEL REIMBURSEMENT**

Prior to obtaining fuel, the driver should check with the station for acceptance of the card. If in an exceptional situation there are no fuel card stations and the driver needs to fuel or has already pumped at a non-fuel card station, or the fuel card will not work and it cannot be resolved with the fuel card company, the driver needs to provide some form of payment at the time of purchase. The driver’s agency is responsible to reimburse the driver. After three incorrect valid pin entries, the card will be locked out. FSS reviews locked cards on a daily basis and works with the agencies to unlock the cards. If a card is declined at a location the driver should call the phone number on the back of the card to try to resolve while at the station.

The driver should follow your agency procedure to get reimbursement when the driver pays for fuel for a state vehicle.

**Monthly Fuel Card Reconciliation Process**

**Step 1:**

Upon receipt of the Monthly Fleet Services Verification Worksheet (MVW) verify the following:

- **Column A.** The original receipt/invoice or Affidavit for the goods/services is on file.
- **Column B.** The goods/services were received.
- **Column C.** The dollar amount on the receipt/invoice or Affidavit matches the line amount on the MVW.
- **Column D.** If required, write the date Fleet was notified and additional information in the “Explanation” field.

**Step 2:**

Complete Columns A.-D as follows:

**Column A.: “Original Receipt or Affidavit on File?”**

1. If the original receipt/invoice or Affidavit for the goods/services is on file put a √ in the “Y” box.
2. If the original receipt/invoice or Affidavit for the goods/service is not on file, put a √ in the “N” box.

In addition:

- Contact the driver who received the goods/services and have the driver complete a notarized Affidavit in Lieu of Receipt. The form is available from Financial Management and Reporting at: [http://mn.gov/admin/employees/financial-management-reporting/forms/](http://mn.gov/admin/employees/financial-management-reporting/forms/), click on the Employee Services +.
• Provide a brief note in the “Explanation” field describing action taken to obtain Affidavit. For example, “Agency has taken steps to ensure Affidavit is on file.”

**Column B.: “Were Goods or Services Received?”**
1. If the goods/services were received put a √ in the “Y” box.
2. If the goods/services were not received, put a √ in the “N” box.
   In addition:
   • Contact Fleet Services (651-201-2515) for resolution assistance.
   • In **Column D.,** write the date Fleet Services was notified.
   • In the “Explanation” field provide a brief description of the issue and any steps taken to resolve the issue.

**Column C.: “Does Line Amount on MVW match Receipt/Invoice or Affidavit amount? If No, enter amount.”**
1. If the dollar amount on the receipt/invoice or Affidavit matches the line amount on the MVW, put a √ in the “Y” box.
2. If the dollar amount on the receipt/invoice or Affidavit does not match the line amount on the MVW:
   • Put a √ in the “N” box.
   • Write the amount that appears on the receipt/invoice or Affidavit in the “$________” field.
   In addition:
   • Contact Fleet Services (651-201-2515) for resolution assistance.
   • In **Column D.,** write the date Fleet Services was notified.
   • In the “Explanation” field provide a brief description of the issue and any steps taken to resolve the issue.

**Step 3:**
Sign and date the MVW after your review has been completed.

**Step 4:**
Send the completed MVW within 21 days upon receipt to:
Fleet and Surplus Services at **sheribachman@state.mn.us**

**OR Mail to:** *(Agency should retain a copy of the MVW for their records.)*
Fleet and Surplus Services
5420 Old Hwy 8
Arden Hills, MN 55112

**REMINDER:** Agency Fuel Card Coordinators must follow up with Fleet Services until any outstanding issues are resolved. Contact Admin FSA with any questions.
VEHICLE MAINTENANCE

PREVENTIVE MAINTENANCE

Items of preventive maintenance (pm) are tracked through ARI and coupons for these items are included in a maintenance packet in the vehicle glove box. The specific services are:

- Oil change interval
- Brake inspections with tire rotation/ Check tire pressure
- Fuel Filter replacement
- Engine coolant flush
- Automatic transmission service

Once a month FSS will run the overdue PM report and will forward to each of the Coordinators for investigations. This report will only show what is overdue on the day the report is run. Please complete the items within 10 business days as to prevent being sent the next month’s pm notice also.

The preventative maintenance intervals vary by vehicle manufacturer and vehicle use. The coordinator must be aware of the maintenance requirements for each type of vehicle. Heavy duty, police pursuit, maintenance, or local delivery vehicles used to tow trailers, make short-duration trips, or have prolonged idling time follow a different maintenance schedule from passenger vehicles. Hybrid and electric vehicles have a different schedule from a combustible engine vehicle. If you are not familiar with the preventative maintenance schedule on your vehicles, please contact FSS for maintenance schedules.

It is mandatory to follow the preventative maintenance schedule for your vehicles. Repairs required due to lack of preventative maintenance may be billed to the operating Agency and could substantially increase your agency’s operating expenses.

Drivers are responsible for ensuring the maintenance of their vehicle is complete. ARI and FSS are responsible for authorizations and payment or repairs. The driver must go to a State Fleet approved ARI vendor for maintenance and repairs. If you need clarification on Preventative Maintenance or to find a State Fleet approved vendor contact ARI 1-800-227-2273.

TIRES

All-season tires are specified for all vehicles. Snow tires are only authorized on a case-by-case basis, specifically on vehicles used in extreme off-road scenarios; prior approval is required with justification. The composition of these off-road tires typically does not produce an extended tread life or improved fuel economy over an All-season or All-terrain specified tire. All costs associated with switching between all-season and winter tires will be an expensed to the agency. Tire studs or snow chains are not authorized.

CAR WASHES

Agencies are permitted 2 car washes per month per vehicle. Max is $15.00 a wash. FSS does not pay for detailing during the lease term. It is recommended that drivers use the fuel card for car washes located at fueling stations that also offer car washes.
**WARRANTY REPAIRS**

All new vehicles have a manufacturer’s warranty of at least 3 years and/or 36,000 miles. Vehicles must be taken to the appropriate dealer for repair to take full advantage of the warranty while covered. If towing is required, vehicles under warranty should be towed to a dealership by the dealer’s tow company. Call ARI to schedule towing. Please have the VIN number and odometer reading available before calling.

**PAYMENT FOR SERVICES**

All payments for repairs and maintenance will be made through ARI. It is critical that the driver inform the repair facility that the vehicle is part of Minnesota State Fleet and the vendor must call ARI for authorization prior to the repairs being done.

The fuel card is not to be used for any maintenance or repairs. Unauthorized services or repairs may be billed back to the agency.

**RECALLS**

FSS will notify each Vehicle Coordinator of any maintenance recalls. It is the Vehicle Coordinator’s responsibility to ensure that all recalls are complied with and to notify FSS of compliance at fleet.services@state.mn.us.

**VEHICLE DAMAGE REPORTING**

**ACCIDENT REPORTING**

If a crash occurs with your state vehicle leased through Admin, you should take the following steps to report the crash:

1. **Call the police and obtain emergency medical care for any injuries.**
2. **Document information about persons involved:**
   - Names, phone numbers and addresses of all individuals involved in the crash.
   - Any witness contact information.
   - Driver’s license number of all drivers.
3. **Document information about vehicles involved:**
   - Vehicle identification number (VIN numbers).
   - License plate numbers.
   - Make and model.
   - Take photos with phone if possible.
4. **Do not admit fault or make any statements except to the police or a representative of the Risk Management Division.**
5. **In case of serious personal injury or death to anyone, immediately call Risk Management Division at (651) 201-2594.**
6. **Crash reports are required and must be submitted within 24 hours.**
   - Contact your fleet coordinator or go to mn.gov/admin/risk/insurance.
7. **If there is damage to a state vehicle:**
If the vehicle has been damaged and is unsafe to drive and towing is not coordinated by law enforcement, call ARI (800-227-2273) to have the vehicle towed to a repair shop. Include information about the vehicle’s location on the crash report form.

Work with your fleet coordinator or finance division to determine process for repairing vehicle damage.

For more information on crash reporting please see Risk Management’s website:

VEHICLE HAS REPORTED DAMAGE, DETERMINED NOT TO BE REPAIRED
FSS will charge back agency up to $500 for damage not repaired.

VEHICLE REPLACEMENTS FOR ACCIDENTS AND DENIED REPAIRS
When a vehicle is denied repair or is involved in an accident to the point where it will not be repaired, you may need a replacement vehicle. FSS will contact the department’s Fleet Coordinator to discuss the need and type of replacement, as well as, availability. Every effort will be made to resolve the agency’s replacement vehicle needs appropriately.

MN SUSTAINABLE FLEET
The daily activities of State government have a significant impact on the quality of Minnesota’s public health, environment and economy. Through a succession of statutes and executive orders, the State of Minnesota has led by example in reducing energy consumption, increasing the use of renewal energy, decreasing the environmental impact of state vehicles, and reducing greenhouse gas emissions. In July 2017 Governor Dayton signed Executive Order 17-12 directing all State Agencies to reduce fleet fossil fuel consumption and greenhouse gas emissions by 30% by 2025. The AFC is typically a member of the Fleet Sustainability Work Group. This group meets quarterly.

FLEET UTILIZATION & SUSTAINABILITY MANAGEMENT TOOLS
As the AFC it is your responsibility to comprehend the tools available to your agency and how they can be utilized to impact progress towards accomplishing your agency portion of the Sustainability Goals.

A Sustainability Fleet Action Plan has been developed in addition to a 10-year fleet replacement plan for your agency to transform agency fleet vehicles to reduce the gallons of fossil fuel use by 30% by 2027. Several strategies include levers agencies may pursue to meet fossil fuel reduction targets at their agency. The full Fleet Action Plan is posted on our website at https://mn.gov/admin/assets/20180920_FleetActionPlan_Draft_wGraphics_tcm36-354681.pdf.

A “Green” vehicle selector list is prepared annually to help ensure the agency is choosing the greenest vehicle available that meets your agency transportation needs. This list is available from FSS.
FREQUENTLY ASKED QUESTIONS

Q. If a non-state employee is attending the same meeting that I am for state business, can they ride in the vehicle with me?

A. Yes, as long as they are traveling for state business.

Q. Can my spouse ride in a state vehicle with me? Can my spouse ride or drive if they are also a state employee, on an official state business trip? Can the kids come along too?

A. No, Yes and No. Only authorized persons are allowed in state vehicles, and this does not include spouses or children. If the spouse is also a state employee on state business, they can ride with you or drive.

Q. I am picking up a state vehicle tonight for a trip tomorrow. Is this okay to do?

A. Yes, it is okay to pick up the vehicle the night before a trip, as long as you only use it for state business. Additional guidance may be required if the vehicle use falls under commuting regulations as per IRS guidance document 15-B. SFM and your payroll liaison can provide further assistance with this.

Q. My kids’ school is on the way home; can I pick them up in the state vehicle?

A. No. You cannot pick up your kids in a state vehicle, even if it is on your way home.

Q. Can I smoke in a state vehicle?

A. No. Smoking is prohibited on (and in) all state property.

Q. Can I take my pets with me in my state vehicle?

A. No. Pets are not allowed in state vehicles.

Q. How does the state insure its vehicles? What do I show to the police officer if I am pulled over?

A. The state self-insures state vehicles through the Department of Admin, Risk Management Division. Insurance cards are located in the vehicle key pouch.

Q. I am driving my own vehicle on state business. Does the state pay my collision damages if I get in a crash?

A No. The state pays you mileage, and this is the state’s only reimbursement for all your vehicle expenses, including insurance. You are expected to insure your own vehicle according to law and to the appropriate limits. It is the employee’s responsibility to follow all Minnesota laws and regulations when operating a vehicle. If you are injured in your own vehicle on state business, you should report the injury to your supervisor for Workers’ Compensation purposes.

Q. I received a speeding ticket while driving a state vehicle, am I responsible for paying the ticket?

A. Yes. An employee driving a state vehicle is responsible for any citation given to them. This includes parking violations, speeding tickets, or no seat belt.

Q. How do I get a new fuel card?

A. Contact your agency Fuel Card Coordinator with the following information: License plate number and reason for a new card. FSS will verify this request with your coordinator and order a card from the
vendor. New cards will be delivered via USPS from FSS to the name and location provided by the coordinator.

**Q. What is my PIN number?**

A. The PIN number is to be used for security purposes when making a fuel purchase. If you do not know the PIN number, contact your coordinator or FSS at (651)201-2516.

**Q. Who do I contact if my fuel card is not working? What do I do if I purchase fuel and the card transaction is rejected or fails?**

A. Always check before pumping fuel and make sure the station will accept the fuel card. If the card transaction rejects or fails, call the fuel card company, located on the back of the card and obtain immediate resolution of the problem. If specific approval is required, the fuel card company can obtain that information in conjunction with FSS. After the problem has been resolved you may want to contact FSS to follow up on any ongoing problem (i.e. worn card, magnetic strip damage, card stopped due to duplicate issuance, etc.).

**Q. I lost my vehicle keys? I locked my keys in the vehicle?**

A. All original keys are given out at the time of assignment. FSS does not retain any additional copies. If keys are lost or locked in the vehicle, it is the responsibility of the agency to replace or retrieve.

**Q. Who do I talk to about tune-ups, oil changes and tows?**

A. ARI Authorizations, (800) 227-2273, can provide any information regarding the maintenance tows, and care of your vehicle. Or you may contact FSS at (651)-201-2524.

**Q. My vehicle is in the shop for repairs, where can I get a loaner during the time it is in the shop?**

A. Short-term (daily or weekly) loaners can be scheduled through the State Enterprise Car Rental Contract V52 (S).

**Q. Can I use the private garage for repairs that I have always used?**

A. The driver must use a State Fleet Management approved vendor for repairs and service. If there is a location you are hoping to use that is not currently a vendor, then have them contact the ARI Call Center to be set up as a vendor.

**Q. What do I do when I get into a collision?**

A. There are several things to remember when you are involved in a vehicle collision:

- Call the police and obtain emergency medical care for any injuries
- Document information about persons involved
- Document information about vehicles involved
- Do not admit fault or make any statements except to the police or a representative of the Risk Management Division

In case of serious personal injury or death to anyone, immediately call Risk Management Division at (651) 201-2594

You must submit a crash report within 24 hours on required forms Contact your fleet coordinator or go to [mn.gov/admin/risk/insurance](http://mn.gov/admin/risk/insurance).
If there is damage to a state vehicle:

If the vehicle has been damaged and is unsafe to drive and towing is not coordinated by law enforcement, call ARI (800-227-2273) to have the vehicle towed to a repair shop.

Work with your fleet coordinator or finance division to determine process for repairing vehicle damage.

Q. If I need repairs after hours or on the weekend, what do I do?

A. For after hour’s assistance, Call ARI (800) 227-2273
Department of Administration - Fleet Services Team

Pete Barta – Fleet Manager
As fleet manager, Pete is here to provide vision and strategic direction for the management of the fleet operations of the Combined Agency Section of the state owned/leased vehicle fleet. He will help agencies develop vehicle replacement plans based on best practices in sustainability, safety and efficiency so that the respective agency leaders can make informed decisions to optimize fleet management aligned with their own program and locational needs. Pete oversees the replacement plan and acquisition of new vehicles. Pete is here to assist with all fleet management needs. Please send All New Vehicle Requisition Forms to Pete.barta@state.mn.us 651-201-2511

Kristin Baack – Business Manager
Kristin manages the financial provision of vehicles and fleet services. These services include preparing lease rates, long-term vehicle leases and temporary reassignment of available vehicles. She is also responsible for titles and licensing of the vehicles. Kristin is the person to contact for questions on customer accounts, billing and accounts receivable. Kristin.baack@state.mn.us 651-201-2517

Chuck Hommes – Fleet Management Analyst
Chuck is here to work with the division’s contracted managed maintenance vendor ARI and fleet contacts to ensure vehicles repairs are completed in a timely and cost effective manner and to help get your vehicles back out on the road or replaced when necessary. He is also the person that will help you analyze your vehicle needs to help determine the best vehicle when mounted or specialty equipment is required. Chuck will help you to make appropriate decisions based on vehicle safety, sustainability, reliability and sound economical reasoning to ensure agencies are meeting their core functions requiring fleet travel at the lowest possible cost. Chuck.hommes@state.mn.us 651-201-2516

Ellie Pflager - Fleet Fuel Management Analyst
Ellie will manage and administer the fleet card purchasing program. She is the person to contact at Admin Fleet to assist with fuel cards and to trouble shoot fleet card problems. Elizabeth will also analyze fuel data and provide management information and support for fuel audit and reporting, sustainability measures, vehicle replacement, and the state wide reporting for Office of Enterprise Sustainability and Federal Energy Policy Act (Epact). Ellie.Pflager@state.mn.us 651-201-2515

Chad Christen – Fleet Telematics Analyst
The telematics analyst administers the fleet telematics program and provides management information support for the efficient and effective operation of the Admin fleet operations. He analyzes the data collected in the fleet telematics information system regarding vehicle operational concerns, utilization, expenses, and fleet sustainability goals so that changes and adjustments can be forecast. The Fleet
Telematics Analyst provides expertise, training, analysis, and guidance necessary to utilize telematics application for the Fleet Services Division and other state agencies. In addition he provides support to ensure effective communications and information exchange between vehicle telematics analytics and fleet applications in the Fleet Services Division and other systems. This position also provides back up support for fuel card management. Chad.Christen@state.mn.us 651-201-2776

Lisa Havelka
Lisa provides customer and administrative support for fleet service operations. Lisa is the friendly face at the front counter to help you with new vehicle lease pick up and lease returns. She also reaches out to the fleet contacts with overdue scheduled maintenance reminders and the reconciliation/audit of ARI authorization and vendor repair invoices. Lisa is the person to call to schedule new vehicle pickups and lease returns. Lisa.m.havelka@state.mn.us 651-201-2523

Deb VanWyhe (MNIT) M5 Support Project Manager
Deb is primarily responsible for administration and technical support of the statewide Enterprise Fleet Management system M5. In addition Deb provides leadership, expertise, support, training, analysis, and guidance necessary to maintain M5 and supporting software application interfaces. Deborah.vanwyhe@state.mn.us 651-201-2522

Tim Schouten (MNIT) M5 Support IT Analyst
Tim provides expertise, training, analysis, and guidance necessary to maintain M5. He serves as an expert on the proprietary software applications that is used by Fleet operations; and provides support to ensure effective communications and information exchange between applications. Tim provides information and develops reports for managerial and agency decision-making. Timothy.schouten@state.mn.us 651-201-2512

Holly Gustner – Director
As Director of Fleet and Surplus Services, Holly provides leadership and strategic direction for the management of the fleet operations of the state owned/leased vehicle enterprise fleet. Holly serves as the Chair of the Fleet Council which guides and oversees Minnesota state fleet management. In addition Holly chair the State Fleet Sustainability Work Group and leads agencies in sustainability advancement, including making Green Fleet choices, better managing fuel and looking for other innovative ways to drive down emissions. Holly.Gustner@state.mn.us 651-201-2514

Risk Management for Crash / Incident related questions
Please have the driver complete an accident report which can be found as an electronically fillable form on the Risk Management website at: https://mn.gov/admin/government/risk/insurance/form-mva.jsp
If you have questions completing the claim form please contact Lea Shedlock at 651-201-2589

NOTE: If incident involves serious injury or fatality, please call 651-201-2594 as soon as possible.
ARI
ARI is the contract vendor used for scheduled maintenance referrals, repair authorizations and Roadside Assistance. **ARI 1-800-CarCare (1-800-227-2273)**

General Fleet Services Line 651-201-2524
Telematics Policy

From the Office of Department of Administration, State of Minnesota

Effective Date: 01/03/2017

I. What are the objectives and benefits of the telematics program?

Admin strives to continuously improve the sustainability, efficiency, and safety of the state fleet. Admin is implementing a data analytics program, telematics, in order to improve vehicle diagnostics, fuel economy, mileage tracking, vehicle utilization, and theft prevention among other variables. Telematics data also helps to maximize vehicle utilization, increase fuel efficiency, ensure proper vehicle use, improve unsafe driving behaviors, and reduce insurance costs.

II. Who does this policy pertain to?

This policy pertains to the Department of Administration (Admin), state agencies, Minnesota State and their authorized drivers who lease vehicles from Admin.

III. Definitions

Vehicle Telematics

technology that allows global positioning data, vehicle diagnostic data, and vehicle usage data to be used to improve fleet management costs, sustainability, efficiency, and safety.

Alert

is a warning that indicates when there is a vehicle mechanical problem, vehicle usage concern, or vehicle location concern.

Reports

summaries of telematics data, which can be used to look at high level trends.

IV. What drivers need to do?

Drivers of Admin’s leased vehicles are required to:

• Comply with Admin’s Fleet Management Policy
• Operate vehicles in a safe and efficient manner
• Refrain from tampering with and/or destroying the telematics device installed in their vehicle
• Act on vehicle indicator warning lights as directed by Admin to ensure vehicle is operating properly

V. What agencies need to do?

Numerous state agencies lease Admin vehicles that may have telematics devices installed in them. Agencies will be responsible for monitoring the telematics data and addressing concerns that are raised by the data. Agencies that operate Admin vehicles must:
• Appoint an authorized representative who Admin can forward telematics information to
• Complete and submit required forms to obtain access to Networkfleet portal
• Monitor alerts and/or reports
• Use telematics data to improve sustainability, efficiency, and safety as much as possible
• Act on alerts and reports forwarded by Admin
• Comply with their agency policies and procedures when coaching drivers or responding to driver behavior concerns

VI. **What Admin will do?**

Admin will institute, administer, and monitor the telematics program for Admin fleet vehicles. Specifically, Admin will:

• Monitor Networkfleet to improve fleet sustainability, efficiency, and safety
• Manage user access to the Networkfleet system
• Manage who receives alerts and reports
• Set diagnostic, usage, and location data alert criteria
• Receive alerts
• Create reports
• Forward alerts and summary reports to agency fleet contacts
• Consult with and/or make recommendations to agencies, as necessary, on responses to safety alerts
State of Minnesota Minimum Fleet Safety Standards

Issue Date: July 2007
Revision Date: June 2018
1 PURPOSE:

1.1 The purpose of creating minimum fleet safety standards is to provide assistance to state agencies so they can better manage their work-related driving tasks to eliminate or reduce risks and prevent motor vehicle crashes and damage. This can be achieved by incorporating policies and procedures which aim to achieve safer work-related driving outcomes and ensure that injuries to state employees from crashes are avoided, and agency auto insurance costs are kept as low as possible.

1.2 Agencies should use a risk management perspective to develop a safe driving program. The process should include assessing risk factors, identifying and implementing control measures, and monitoring and reviewing results.

1.3 All agencies should utilize this document to develop, implement, and modify safe driving policies and procedures based on the minimum safety standards herein.

2 AUTHORITY:

2.1 Minnesota Statutes 16B.85 Subd. 3

3 SCOPE:

3.1 Applies to all authorized drivers using any vehicle to conduct official State business, including:

3.1.1 State Owned Vehicles
3.1.2 State Leased Vehicles
3.1.3 Rental Vehicles
3.1.4 Personal Vehicles

3.2 The fleet safety standards are designed as minimum requirements and do not prohibit agencies from establishing and enforcing more stringent requirements within their own jurisdiction. State agencies shall establish necessary policies and procedures to ensure compliance.

3.3 Risk Management Division may conduct interviews regarding compliance with these minimum standards in conjunction with its loss control visits throughout the state.

3.4 Agencies with a business need to deviate from these standards will present their case to Risk Management Division for consideration. Risk Management Division will form an Inter-Agency Fleet Safety Committee to review the case and provide feedback. The committee may offer recommendations for alternative solutions, recommend additional safety measures to mitigate any additional risks, and approve necessary changes. Risk Management Division will respond to the requesting agency and document any changes so approved deviations can be monitored and managed.

4 EXCEPTIONS:

4.1 These standards do not apply to:

4.1.1 Operations involving the use of emergency vehicles while in the performance of official duties.

4.1.2 Drivers who:

4.1.2.1 Have a reasonable belief that a person’s life or safety is in immediate danger.
4.1.2.2 Are obtaining emergency assistance to report a crime, traffic crash, medical emergency, or serious traffic hazard.

4.1.3 Commercial vehicle drivers are also subject to DOT/CDL regulations.

5 DEFINITIONS:

5.1 Authorized drivers: Authorized drivers are individuals who are at least 18 years old (commercial driver’s license (CDL) regulations and rental contract agreements may require a higher minimum age) and have a valid U.S. State or Canadian Province driver’s license and, are:

5.2 State employees

5.2.1 State employees with driving as a minimum qualification or essential job function must have a DLR that has been evaluated and approved by their agency in accordance with [HR/LR Policy #1419 Driver’s License and Record Checks](#).

5.2.2 Contract employees if authorization to drive a state vehicle is specifically cited in their contract.

5.2.3 Volunteers if authorization to drive a state vehicle is specifically cited in their volunteer agreement.

5.2.4 Students who have been granted permission by college or university administration.

5.2.5 Drivers for certain disabled employees with the permission of that employee and approval from the employee’s agency.

5.3 Authorized passengers: Authorized passengers include:

5.3.1 State employees.

5.3.2 Other authorized persons participating in state programs or functions.

5.3.3 Individuals assisting disabled employees with the permission of that employee and approval from the employee’s agency.

5.3.4 Family members of Authorized Drivers or Authorized Passengers only when authorized by agency management in support of agency policy.

5.3.5 Authorized children who must:

5.3.5.1 Use safety seats, booster seats, or safety belts appropriate to their age and size.

5.3.5.2 Ride buckled up in the rear seat.

5.4 Crash: Any incident, event, or accident that results in vehicle damage, equipment damage, and/or bodily injury.

5.5 Electronic messages: Includes creating or reading of text messages, emails, instant messages, or any action to access a website or application.

5.6 Equipment: Vehicles not intended for use on public roads. Examples include All-Terrain Vehicles (ATV’s), Utility-Terrain Vehicles (UTV’s), mowers, construction vehicles, tractors, and boats.

5.7 High Occupancy Vehicles (HOV’s): Vehicles with a capacity of 10 or more occupants, including the driver.

5.8 Personal Vehicles: Vehicles not owned or leased by the state that an employee is using to conduct state business (see Section 10 Personal Vehicle Use).

5.9 Service animals: Dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a
dog has been trained to provide must be directly related to the person’s disability. A dog whose sole function is to provide comfort or emotional support does not qualify as a service animal. The U.S. Department of Justice has indicated that in rare cases, a miniature horse could qualify as a service animal. If an employee with a disability needs an animal that does not fall within this definition as a reasonable accommodation, the employee should contact agency human resources to determine whether a reasonable accommodation can be provided.

5.10 **State vehicle**: An automobile, truck, or other equipment which is the property of the state, or is leased or rented by the state, and requires the operator to have a driver’s license.

5.11 **Telematics**: Technology that allows global positioning data, vehicle diagnostic data, and vehicle usage data to be used to improve fleet management costs, sustainability, efficiency, and safety.

6. **RESPONSIBILITIES:**

6.1. **Agency Responsibilities**

6.1.1. Adopt and implement a Fleet Management Policy that incorporates these minimum fleet safety standards.

6.1.2. Ensure that individual drivers meet the experience and license level requirements for the vehicle they are using.

6.1.3. Conduct, at least annually, a DLR check of all employees in accordance with [HR/LR Policy #1419 Driver’s License and Record Checks](#) to evaluate their licensing status and driving record (see Section 12).

6.1.4. Ensure drivers complete an agency designated “Defensive Driving” training course within 30 days of being authorized to drive on state business. A refresher course must be completed at least every 3 years thereafter.

6.1.5. Ensure all crashes and unsafe driving reports (including telematics data reports if available) are reviewed and necessary steps are taken to prevent a recurrence.

6.1.6. Develop and follow a vehicle maintenance schedule which includes:

   - Preventative maintenance
   - Repair maintenance
   - Maintenance records
   - Vehicle inspection

6.2. **Supervisor Responsibilities**

6.2.1. Ensure employees do not drive while conducting state business unless the employee:

   - Has a valid driver license.
   - Has an agency approved DLR.
   - Has adequate training to operate the vehicle/equipment assigned.
   - Is familiar with state and agency driving policies.

6.2.2. Identify unsafe driving by employees and make sure action is taken immediately to correct the behavior.

6.2.3. Review all vehicle crashes with employees to determine if preventable and take the necessary steps to prevent a recurrence.

6.2.4. Be sure proper maintenance procedures are being followed to keep vehicles in a safe operating condition.
6.3. **Driver Responsibilities**

6.3.1. State vehicles are to be driven by authorized drivers only.

6.3.2. Ensure only authorized passengers are in state vehicles.

6.3.3. Do not drive under the influence of alcohol or drugs, including prescription and over-the-counter drugs, which may impact driving performance.

6.3.4. Avoid distractions while driving (see Section 7).

6.3.5. Follow safe driving practices including:

   6.3.5.1. Ensure everyone in the vehicle is wearing a seatbelt **before** driving.
   6.3.5.2. Operate vehicles in a safe and courteous manner.
   6.3.5.3. Always use daytime running lights.
   6.3.5.4. Always use turn signals when turning, merging, or changing lanes.
   6.3.5.5. Check the general condition of the vehicle and look for safety issues **before** driving. This includes checking gauges, lights, and brakes. If there is something wrong with the vehicle, report the problem to the employee’s supervisor and do not drive it until repairs are made.
   6.3.5.6. Only use a vehicle for the purpose in which it is designed. Do not operate a vehicle beyond its designed limits, operate in areas for which it is not designed, or cause damage through neglect, misuse, improper driving techniques, or improper handling.

6.3.6. Comply with all traffic laws, rules, and regulations.

   6.3.6.1. Drivers are responsible for all traffic violations and fines.

6.3.7. Understand and follow all state and agency policies, including the minimum standards set within this document.

6.3.8. Always remove the keys and lock unattended vehicles when in an unsecured area.

6.3.9. Report all vehicle crashes as soon as possible following agency reporting procedures.

6.3.10. Personal use of State Vehicles is prohibited, except where specifically allowed by statute 16B.55 which states:

   *Subd. 3. Permitted uses. A state vehicle may be used by a state employee to travel to or from the employee’s residence:
   (1) on a day on which it may be necessary for the employee to respond to a work-related emergency during hours when the employee is not normally working;
   (2) if the employee has been assigned the use of a state vehicle for authorized state business on an extended basis, and the employee’s primary place of work is not the state work station to which the employee is permanently assigned;
   (3) if the employee has been assigned the use of a state vehicle for authorized state business away from the work station to which the employee is permanently assigned, and the number of miles traveled, or the time needed to conduct the business, will be minimized if the employee uses a state vehicle to travel to the employee’s residence before or after traveling to the place of state business; or
   (4) if the employee is authorized to participate in a ride-sharing program established by the commissioner pursuant to section 174.257.

   Use of a state vehicle under this subdivision requires the prior approval of the agency head or the designee of the agency head.*
7. DISTRACTED DRIVING:

7.1. Use of the following devices is not allowed while operating a motor vehicle while conducting state business:
   7.1.1. Phones
      7.1.1.1. Unless solely in a voice-activated or other hands-free mode, or
      7.1.1.2. Unless used as a navigation system or iPod/Mp3 player (see 7.4)
   7.1.2. Laptop or Tablet Computers
   7.1.3. Video Players
   7.1.4. Personal Digital Assistants (PDA’s)
   7.1.5. Pocket PC’s

7.2. If it is necessary to use one of these devices, the driver must first park in a safe location out of traffic.

7.3. State of Minnesota law (M.S. 169.475) prohibits the operation of motor vehicles while using a wireless communications device to compose, read, or send an electronic message, when the vehicle is in motion or a part of traffic.

7.4. Navigation systems and iPods/Mp3 players must be programmed before driving, not after the vehicle is in motion.

7.5. Smoking is not allowed in state vehicles.

7.6. Avoid driving distractions such as eating, drinking, reading, and personal hygiene.

7.7. Animals, including pets, are not allowed in state vehicles. Service animals, as defined in these standards, accompanying an authorized driver or passenger are permitted. An employee with a disability who needs the services of an animal as a reasonable accommodation should contact their human resources department.

8. DRIVING OUT OF STATE:

8.1. The state’s statutory liability cap (M.S. 3.736), currently $500,000 per person and $1.5 million per occurrence, is applicable only within Minnesota’s borders. Although insurance is still in place, the state faces unlimited liability when its vehicles travel outside Minnesota.

8.2. Driving out of state miles should be avoided when it is not necessary (e.g. traveling on a highway in a border state to get to another in-state destination).

8.3. Agencies should assess the risks associated with out of state driving and choose the most appropriate travel option based on the risk assessment and business needs. Options include:
   8.3.1. State-owned vehicle
   8.3.2. Rental vehicle using the state contract (see Section 9)
   8.3.3. Personal vehicle (see Section 10)
   8.3.4. Public Transportation
   8.3.5. Taxi Service or equivalent (e.g. Uber, Lyft, etc.)
   8.3.6. Virtual meeting
8.4. For more information, see the State Agency Guide for Determining Appropriate Vehicle Travel Options.

9. RENTAL VEHICLES:

9.1. When available, the State of Minnesota Rental Car Contract should be utilized for any car rental.

9.2. When a state-owned vehicle is not available and business travel exceeds 100 miles, the cost to the agency is lower when renting, compared to the personal mileage reimbursement standard. It is the goal of the State to provide a rental program through a state vendor with insurance coverage included in the rental fee.

9.3. Renters need to be familiar with actions that could void insurance coverages (e.g. off-road driving, lost/stolen personal property). See the State of Minnesota Rental Car Contract for a complete list.

10. PERSONAL VEHICLES:

10.1. Use of personal vehicles is not prohibited, however agencies should minimize personal vehicle use when possible. Agencies should refer to the State Agency Guide for Determining Appropriate Vehicle Travel Options.

10.2. The state cannot insure a personal vehicle. Therefore, employees using a personal vehicle for official state business are responsible for insurance costs, including any deductible or subsequent loss of use of the vehicle because of damage. A portion of the IRS standard mileage rate, which employees receive as reimbursement for operating their personal vehicle for business, includes personal insurance expense.

10.3. Risk Management Division advises employees using personal vehicles for state business maintain minimum limits of liability insurance of $100K per person/$300K per accident on their auto policy.

11. HIGH OCCUPANCY VEHICLES (HOV’s):

11.1. Any person operating a HOV must first pass an agency approved training that includes concepts specific to operating HOV’s. A refresher class must be completed every two years. Alternatively, drivers in possession of a valid Commercial Driver License (CDL) with a passenger endorsement or a valid CDL with a school bus endorsement may be exempt from the HOV training.

11.2. Any entity operating a HOV will provide CDL training or equivalent HOV driver training to comply with the requirements in item 11.1.

11.3. HOV’s will only be used for towing trailers in accordance with Section 13, Trailer Towing.

11.4. HOV’s must never be operated with luggage or any other materials on the roof.
11.5. 15-passenger vans will not be purchased, rented, or leased.

11.6. For more information, see Passenger Van Safety Tips.

12. STATEWIDE POLICY ON DRIVER’S LICENSE AND RECORD CHECKS:

12.1. Agencies must adopt and follow HR/LR Policy #1419 Driver’s License and Record Checks.
12.2. In general, agencies are to verify at least annually that employees whose position require driving as a minimum qualification or as an essential job function have a valid driver’s license and that their DLR is satisfactory.
12.3. Risk Management Division recommends agencies conduct annual DLR checks for all authorized non-employee drivers such as contractors and volunteers.
12.4. For more information, see the Driver’s License Record Check Guide.

13. TRAILER TOWING:

13.1. Agencies that have trailer towing operations must have a dedicated trailer towing section in their fleet policy.
13.2. Agencies must provide trailer towing training before authorizing drivers to tow trailers while conducting state business.
13.3. All vehicles, trailers, and hitches approved for towing must have labels that identify the following:

<table>
<thead>
<tr>
<th>Vehicle Label</th>
<th>Trailer Label</th>
<th>Hitch Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>Towing Capacity</td>
<td>Trailer Weight</td>
<td>Pulling Capacity</td>
</tr>
<tr>
<td>Vehicle Payload</td>
<td>Trailer Payload</td>
<td>Tongue Weight Rating</td>
</tr>
<tr>
<td>Type of Receiver</td>
<td>Type of Coupler</td>
<td>Type of Hitch</td>
</tr>
<tr>
<td>Size of Receiver</td>
<td>Size of Coupler</td>
<td>Size of Hitch</td>
</tr>
</tbody>
</table>

13.3.1. The combined weight of the trailer and cargo must never exceed the limits of the vehicle or hitch being used to tow.
13.3.2. Receivers, tongues, and hitches must always match in type and size.
13.4. Minnesota state law (M.S. 169.67) requires a separate functional brake system on trailers with a 3,000 lbs. or greater Gross Vehicle Weight Rating (GVWR). This includes a functional break-away feature in the event the trailer becomes detached from the vehicle. A separate trailer battery is necessary on some systems, which requires maintenance/inspection and occasional charging.
13.5. Trailers must be equipped with two safety chains that retain connection between the vehicle and trailer in the event of separation of the trailer coupling or ball.
13.6. Drivers will travel at an appropriate speed based on the trailer’s weight, size, road and environmental conditions, but in no case exceed the posted speed limit.
13.7. Drivers will maintain a safe following distance when pulling a trailer. State law requires a minimum following distance of 500 feet in rural areas.
13.8. Questions regarding towing and trailers can be directed to:
Minnesota State Patrol
Commercial Vehicle Enforcement
Information Line – (651) 405-6196
Email – cmvinfo@state.mn.us
13.8. For more information, see Trailer Towing Safety Tips.

14. VEHICLE CRASH REPORTING AND REVIEW:

14.1. Agency Responsibilities
14.1.1. Ensure that the current Minnesota Insurance Card from Risk Management is available in each vehicle.

(front of card) (back of card)

14.1.2. Ensure a copy of the Vehicle Crash/Damage Notice is available in each vehicle.
14.1.3. Instruct all drivers on the process for documenting and reporting motor vehicle crashes.

14.1.3.1. Instruction will include forms and procedures outlined by Risk Management in their Claim Reporting Guide.
14.1.4. Ensure Risk Management Division is notified of the crash immediately (within 24 hours).
14.1.5. Create a crash review board or appoint an administrator responsible for:

14.1.5.1. Reviewing crash report for completeness.
14.1.5.2. Determining causes of crash and whether it was preventable
14.1.5.3. Reviewing driver’s qualifications and past training
14.1.5.4. Determining policy deficiencies
14.1.5.5. Developing corrective action recommendations

14.2. Driver Responsibilities
14.2.1. Notify law enforcement of any crash involving another party or non-state owned property.
14.2.2. Follow procedures identified on Minnesota Insurance Card to document crash.
14.2.3. Notify their supervisor of any crash as soon as it is safe to do so.
14.2.4. Complete the Vehicle Crash/Damage Notice. One should be available in each vehicle.

Send the form to RMD’s claim email address claims.rmd@state.mn.us or via fax 651-297-7715.

14.3. Risk Management Division will support agencies in determining crash trends and developing risk assessment reports.
14.4. For more information, see Risk Management Division Claim Reporting Guide.
15. **TELEMATICS:**

15.1. Admin Fleet and Surplus Services has implemented a data analytics program, Telematics, in order to improve vehicle diagnostics, fuel economy, mileage tracking, vehicle utilization, and theft prevention among other variables. Agencies are expected to be familiar with and follow guidance provided in the Telematics policy including responding to vehicle use safety alerts.

15.2. For more information about this program, please visit Admin Fleet and Surplus Services’ [Telematics Policy](#).

16. **ADDENDUMS:**

16.1. [HR/LR Policy #1419 Driver’s License and Record Checks](#)

16.2. [State Agency Guide for Determining Appropriate Vehicle Travel Options](#)

16.3. [State of Minnesota Rental Car Contract](#)

16.4. [Passenger Van Safety Tips](#)

16.5. [Driver’s License Record Check Guide](#)

16.6. [Trailer Towing Safety Tips](#)

16.7. [Vehicle Crash/Damage Notice](#)

16.8. [Risk Management Division Claim Reporting Guide](#)

16.9. [Telematics Policy](#)
Driver’s License Record Check Guide

Overview

The following criteria is to be used as a tool for agencies to determine whether current employees, contract employees, volunteers, or students are able to drive while conducting state business. These criteria also apply to job candidates who have received a job offer contingent on passing a driver’s license record (DLR) check. Agencies must adopt and follow the Statewide Policy on Driver’s License and Record Checks. This includes collecting and documenting the Vehicle Use Agreement.

Risk Management Division (RMD) conducts DLR checks for all state agencies, colleges, and universities. To coordinate DLR check requests and for information on submission requirements, please contact Carol Morgan at carol.morgan@state.mn.us or phone (651) 201-2593.

Please note that RMD is unable to obtain driver’s license record information from foreign countries or the states of California, Colorado, Georgia, Maryland, New Hampshire, New Jersey, Pennsylvania, Washington, and West Virginia. Drivers that have resided in a foreign country or one of these states within the last 5 years need to obtain their DLR and provide RMD with a copy for review.

The DLR check is a 3 step process:

Step 1. Risk Management verifies the individual has a valid driving license.
- If the license is valid, the individual’s driving history will be reviewed (Step 2).
- If the license is invalid, the individual is not eligible to drive.

Step 2. Risk Management reviews the individual’s driving history including:
- At-fault crashes over the last 3 years
- Minor violations over the last 3 years
- Major violations over the last 5 years

Satisfactory DLR

No more than 2 minor violations; OR 1 at-fault crash in the past 3 years; OR no more than a combination of 1 minor violation and 1 at-fault crash in last 3 years.

Probationary DLR

3 minor violations; OR 2 at-fault crashes in the last three years; OR any combination of minor violations and at-fault crashes in last 3 years totaling 3 occurrences.

High Risk DLR

4 or more minor violations; or 3 or more at-fault crashes in the last 3 years; OR any combination of minor violations and at-fault crashes totaling 4 or more occurrences; OR 1 or more major violations in last 5 years.
### Criteria used to determine risk level

<table>
<thead>
<tr>
<th>Number minor violation in past 3 years</th>
<th>Number of at fault crashes in past 3 years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>1</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>2</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>3</td>
<td>Probationary</td>
</tr>
<tr>
<td>4</td>
<td>High risk</td>
</tr>
<tr>
<td>Any major violations in past 5 years</td>
<td>High risk</td>
</tr>
</tbody>
</table>

**Major Violations:**
- Driving under the influence of alcohol/drugs
- Failure to stop/report a crash (including leaving the scene of a crash)
- Reckless driving/speeding contest
- Driving while impaired
- Making a false crash report
- Homicide, manslaughter or assault arising out of the use of a vehicle
- Driving while license is suspended/revoked/canceled
- Careless driving
- Exhibition driving
- Fleeing a law enforcement/peace officer
- Major speeding conviction (20 mph or more over the posted speed limit)
- Failure to stop for a school bus (2nd or subsequent offense)
- Distracted by electronic device (2nd or subsequent offense)

**Minor Violations**
- any moving violation not listed as a major violation such as:
  - Minor speeding conviction (less than 20 mph over the posted speed limit)
  - Driving too fast for conditions
  - Inattentive driving
  - Unsafe lane change
  - Failure to stop or yield the right of way
  - Following too closely
  - Seatbelt violation
  - Distracted by electronic device (1st offense)
  - ‘Move Over’ law violation
  - Failure to stop for a school bus (1st offense)
Step 3. Risk Management provides the individual’s license status and DLR risk level.

Example:

<table>
<thead>
<tr>
<th>Name</th>
<th>License Status</th>
<th>DLR Risk Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>Valid</td>
<td>Satisfactory</td>
</tr>
</tbody>
</table>

Risk Management does not provide the complete driving history to the requesting agency.

Risk Management does not retain DLR information after results are communicated.

**Agency Response to DLR Check**

**Procedure for Current Employees**

Annually, agencies must verify that employees whose positions require driving as a minimum qualification or as an essential job function have a DLR check.

If a current employee drives on state business, but driving is not a minimum qualification or essential function of the individual’s position, agencies should consult with MMB Labor Relations to determine whether the agency should perform a DLR check. More information, including an explanation of criteria to consider, can be found in the [Statewide Policy on Driver’s License and Record Checks](#).

Any employee without a valid driver’s license is not allowed to drive.

**Probationary DLR**

If a current employee has a valid driver’s license but the DLR falls within the Probationary classification, the employee should be placed on a performance improvement plan and control measures should be set. Examples include:

- Counseling the driver, highlighting the impact of another violation or crash
- Obtaining DLR’s on a more frequent basis
- Periodic ride-alongs to observe driving behavior
- Additional training

**High Risk DLR**

If driving is not an essential job function and the DLR falls within the High Risk classification, the employee’s driving privileges should be suspended until a more favorable DLR is confirmed.

If driving is an essential job function and the employee’s DLR falls under the “high risk” classification, agencies must consider not authorizing the employee to drive.

Agencies must determine whether the employee with a “high risk” DLR classification followed their agencies’ fleet policy and the Statewide Policy on Driver’s License and Record Checks employer notification requirements. Agencies must discuss any potential disciplinary action based solely on an employee’s driver’s license record with their labor relations representative or with MMB labor Relations before taking action.

If an agency determines that it has a significant business case for allowing an employee with a “high risk” DLR classification to drive, the agency must verify that the employee has a valid license and the agency must implement a performance improvement plan and control measures,
as outlined in the Probationary DLR section above, for the employee until a more favorable DLR check is confirmed.

**Procedure for Job Applicants Following Conditional Offer**

**When driving is a minimum qualification or essential function of the position:**
Driver’s license records must be checked for any job applicant when driving is a minimum qualification or an essential job function. The job offer must be contingent on confirmation of a valid driver’s license AND a satisfactory DLR check. Risk Management strongly recommends withdrawing conditional job offers when the DLR results fall within the Probationary or High Risk classifications.

**When driving is not a minimum qualification or essential function of the position:**
If driving is not an essential job function, a DLR check does not need to be checked as a condition of employment. However, employees may need their DLR checked prior to driving for state business (see Procedure for Current Employees).
Fleet Fuel Card Policy

I. Purpose

The purpose of this policy is to ensure that state employees and other users authorized by the State to conduct governmental business (hereinafter together referred to as ‘authorized users’) use the fleet card appropriately so that the state’s fleet assets are efficiently and cost-effectively operated and managed.

II. Background

The fleet card program offers authorized users a widely accepted fleet card for the purchase of fuel and related items and services that are necessary for the safe, efficient operation of governmental vehicles. A private vendor provides the fleet card program to the state through a contract managed by the Department of Administration’s Materials Management Division.

The fleet card program also includes a reporting function that helps track vehicle usage and costs. The state Fleet Management Information System collects and utilizes this information in order to ensure the effective, efficient utilization of state vehicles.

III. Fleet Card Policy

a. Administrator and Coordinators

Fleet Services will designate a Fleet Services Administrator (hereinafter referred to as ‘FSA’) to oversee and manage the fleet card program at the Department of Administration, Fleet and Surplus Services Division.

Fleet Services Customers will designate a Department Coordinator (hereinafter referred to as ‘DC’) for each “Department Account” that is set up with Fleet Services. Customers will report the names of their DCs, along with contact information (address, phone, fax, e-mail) to the FSA.

b. Scope of Use

Fleet Cards Assigned to Vehicles

A fleet card will be issued to each on-highway state vehicle. The fleet cards are to be used for retail purchases of fuel used in state vehicles.

Fleet Cards Assigned to Locations or Sites

Location or site cards will be issued upon request of the DC and may be used for miscellaneous equipment or short-term rental vehicles as authorized by the DC. Site cards may be used only for item authorized by the DC.

All Fleet Cards

Each authorized user, as identified by the DC, will be assigned a Driver ID number which must be used to authorize purchases on the fleet card.

c. Acceptable Card Uses
Acceptable purchases using a fleet card are fuel and other minor items for the safe, efficient operation of state vehicles.

**Fuel Purchases**

- Fuel purchases are restricted to self-service fuel of the type and grade specified by the vehicle manufacturer
- E85 (85% ethanol, 15% gasoline) for flex-fuel vehicles when available
- Blended-for-the-season diesel fuel in diesel powered vehicles

Fuel purchases should be made in a cost-effective manner. In some market areas, fuel pricing may vary significantly.

d. **Non-fuel Purchases**

Non-fuel purchases are restricted to routine items required for the state vehicle in order to complete the employee’s work. When in doubt, the purchaser should contact their DC and/or the FSA at the Department of Administration, Fleet and Surplus Services Division. Examples of typical, routine non-fuel purchases:

- Windshield washer fluid
- Oil, transmission and brake fluid, and anti-freeze/coolant for restoring operating levels
- Wiper blades
- Vehicle washes (twice per month maximum)
- Tire/flat repair

Note: Cardholders must check that the vendor did apply sales tax on taxable items.

Fleet card use is also authorized for after-hours emergency service. The use of a card for emergency services must be reported to the DC the first workday following the use of the card. The DC in turn must report emergency use to the FSA. Some examples of emergency after-hours use are:

- Towing of a stranded or disabled vehicle
- Broken engine belt replacement

e. **Unacceptable Card Uses**

The Fleet card shall not be used for any purchase other than purchases related to the operation of a state vehicle.

i. **Prohibited purchases.** Examples of prohibited purchases include:

- Food or other personal items
- Pre-paid services such as coupon books for car washes or other vehicle services
- Bulk fuel of any kind
- Routine maintenance, except as noted in approved non-fuel purchases list or listed as addendum to this policy.

ii. **Prohibited practices.** Examples of prohibited practices include:

- Splitting a purchase into more than one transaction to avoid exceeding an established purchasing limit is prohibited.
- Using the fleet card to circumvent the use of state contracts, purchasing laws, rules, policies or procedures
• Acceptance of premiums or gifts through a vendor promotional or frequent purchase program.
• Using the Fleet Card for a vehicle or location other than that to which it is assigned.
• Using a Fleet Card for any non-state business purpose.

f. Consequences of Improper Use

If a card is used in violation of this policy, the authorized card user shall report the matter to the DC no later than the next business day. When appropriate, the card user shall immediately reimburse the state for the prohibited purchase.

Emergency Use. “Emergency” is defined as a use of the card beyond those permitted by this policy and requiring prior approval from management and such management is not available to give the approval.

In the event of an emergency, the authorized card user shall call the 1-800 number as identified on the fleet card prior to use for authorization of the expenditure amount. Emergency use of the fleet card must be reported to the DC the next business day following the emergency.

Fraud. Pursuant to Minn. Stat. 609.456 subd 2, all suspected fraud with the state’s fleet card must be reported via a memo to the Office of the Legislative Auditor (OLA). This requirement includes those instances when the state-owned fleet card account number has been compromised and unauthorized use of the account is discovered either by the servicing contract vendor or a state employee.

g. Encumbrance of funds

State law requires state entities to project and encumber sufficient funds for the cost-effective reimbursement of anticipated expenditures prior to obligating the state to pay for a purchase. For this reason, expected, predictable fleet card expenses must be encumbered for the current month and one additional month prior to the use of the fleet card. See MAPS Policy 3016.01 which states “To facilitate the encumbering process, it is recommended that agencies encumber an amount equal to an estimated two months’ purchases, and to replenish the encumbrance accordingly once payment is made.”

For fleet cards this can be accomplished by an encumbering document in SWIFT Procurement. There must be sufficient funds remaining in the encumbrance for the expected expenses in the next two billing cycles/periods at the start of the billing cycle.

h. Card Controls

Card controls are controls that are placed on fleet cards by the Fleet Services Division at the fleet card vendor level. There are two basic types of controls: soft controls, in which Fleet Services is notified about a purchase that appears to be outside the scope of normal card purchasing, and hard controls, which disallows products or dollar amounts that are outside the scope of normal card purchasing.

i. Card Spending Limits

• Cards are limited to a reasonable number of transactions with a preset dollar limit. These limits are set based on typical needs for normal vehicle operation. Limits will be reviewed on regular basis and, if needs and economic conditions dictate, adjusted accordingly.
j. Exception Authorization Process

Purchases other than those permissible under this policy must receive advance approval from the DC and/or the FSA. Any approved exception will be considered a onetime exception and should be filed with the payment documents when the approved purchase was paid.

k. Retention of Fleet Fuel Card Transaction Slips

Fleet card transaction slips must be retained according to the agency’s records retention schedule for these records or 36 months, whichever is greater. Within a reasonable period after the end of each month, fleet card transaction slips must be sent to an authorized location for verification and storage.

For lost or missing fleet card transaction slips each agency should follow their individual agency policy regarding procedures for missing backup invoice support. If a transaction slip cannot be obtained, the authorized user must complete an “Affidavit in Lieu Receipts”. The affidavit should only be for exceptional circumstances.

The DC will designate authorized storage locations for fleet card transaction slips. Designated storage locations are responsible for the proper retention of fleet card transaction slips, including producing these records for audits.

i. Document Converting

For record storage, agencies can convert the fuel card transaction slips to other media, such as fiche, compact disc, hard drive, etc. Requirements for converting documents.

- Original receipts for card transactions must be marked as original to confirm that they were the originals prior to conversion.
- If scanned, the resulting stored copy must be in locked format in the software used.
- There is a backup of the converted documents to prevent loss or destruction
- The documents must be easily retrieved with short notice and provided for reference, inspection and audit.

IV. Fleet Services Administrator

The duties of the Fleet Services Administrator include:

- Manage the additions, changes and deletions of cards, drivers and departments (if necessary) so that requests and changes may be managed and monitored.
- Administer card policy and train DCs so that cards are properly used.
- Monitor card usage, reviewing and reconciling invoices with the assistance of the DCs.
- Ensure that adequate funds are encumbered for anticipated fleet card purchases to ensure that the agency’s use of the fleet card complies with the Department of Finance and Department of Administration Operating Policy and Procedure 3016.00, Credit Agreements – Purchasing Card and Fleet card.

V. Department Coordinator

The duties of the DC include:

- Administer fleet card policy and train card users so that fleet cards are properly used.
• Inform Fleet and Surplus Services of any additions, changes or deletions of authorized drivers so the account is accurate and update to date
• Inform vehicle operators of current contracts, provisions and policies relating to fleet card purchases.
• Assist with monitoring the card usage, including working with Fleet and Surplus Services on reviewing and reconciling all card purchases.
• Ensure the proper retention and storage of transaction slips and the ability to retrieve transaction slips for business needs, including audits.

VI. Fleet Card Reconciliation Process

Fleet Services with the assistance of the DCs will reconcile fleet card invoices with purchase transaction slips. This reconciliation will be conducted on a random sample basis, with an appropriate sample percentage of transactions reconciled each month, based on the volume of transactions.

In addition to sample reconciliation, exception reporting will be done. Exception reconciliation will take place for purchases that fall outside of normal purchasing. Some examples of exception reporting include:

• Incorrect fuel type
• Purchases exceeding the tank capacity
• Incorrect odometer tracking
• Purchases outside of the normal range of travel
• Purchases of non-fuel items or services

SIGNATURES:

_____________________________________________ _______________________
Agency, Director Date

_____________________________________________ _______________________
Holly Gustner, Director Date

Fleet and Surplus Services Division
Appendix A

Reconciliation Process

“Fleet Services Reconciliation Process”

Each month a statistically appropriate sampling of the cards will be randomly selected to be reconciled. This sample along with any transactions selected through the exception reporting process will be sent to the DC’s for reconciliation.

Transactions shall be reviewed and reconciled with paper transaction slips, to verify that all transactions are legitimate, appropriate, and should be paid. DC’s will be required to sign a document stating that this reconciliation has taken place. This reconciliation process should be completed within a reasonable amount of time.

In the event that an issue or problem is discovered during the reconciliation process, DC’s will attempt to resolve the issue, working with other people as necessary to help resolve the issue, including, human resources, the purchaser, and the Department of Administration’s Fleet & Surplus Services.
Addendum A: Fleet Fuel Card Policy

Department of Commerce
Exception for department owned vehicles to purchase oil change services and other small repairs that total $50 or less.

Department of Corrections
Exception for department owned vehicles to purchase oil change services.

Department of Revenue
Exception for department owned vehicles to purchase maintenance and repair and certain other car related items.
Rules Governing the Use of State-Owned Vehicles

The following rules govern the use of state-owned vehicles:

- State owned vehicles are for official state business only.
- Authorized drivers must comply with Minnesota Statute 16B.55 and the policies and procedures of the departments of Finance and Administration regarding the use of state vehicles.
- Drivers are required to observe all ordinances and laws pertaining to the operation of motor vehicles.
- All drivers must have in their possession a current and valid driver's license.
- Authorized drivers are:
  - State employees
  - Contract employees if authorization to drive a state vehicle is specifically cited in their contract
  - Students who have been granted permission by college or university administration
  - Drivers for certain disabled employees with the permission of that employee and the approval of his/her supervisor.
- Only authorized persons are permitted to ride in state-owned vehicles. Authorized persons include:
  - State employees
  - Other persons participating in state programs or functions
  - Individuals assisting disabled employees with prior approval as described above.
- Family members, unless otherwise qualified under these rules, are not allowed in state vehicles.
Vehicle Crash/Damage Notice

NOTE: If incident involves serious injury or fatality, please call 651-201-2594 as soon as possible.

Instructions:
1. Use this form for all owned, leased, or rented vehicle (on-road/off-road) crashes or vehicle damage incidents. You may use your own form if it includes all the requested data.
2. Complete as much information as possible and submit within 24 hours.
3. Submit by email to claims.rmd@state.mn.us (preferred) or by fax: 651-297-7715
4. To report general liability or property incidents/claims please see instructions at mn.gov/admin/risk

Section 1: Insured Entity
Agency/Campus: __________________________ Address: __________________________
Contact person: __________________________ Email: __________________________ Phone: __________________________

Section 2: Insured Vehicle Information
License Plate: __________________________ Vehicle VIN: __________________________
Make: __________________ Model: __________________ Year: __________ Asset/unit number: __________________________
Driver first name: _______________________ Last name: __________________________
Email: __________________ Phone number: __________________________

Section 3: Incident Information
Type of incident: □ Windshield/glass only □ Crash □ Other □ Other
Incident date: ________ Time: ________ □ am □ pm
Location: (street/highway or location details): __________________________
City: __________________________ State: __________________________

Section 4: Incident Details
Involves injuries to others? □ Yes □ No □ Yes □ No
Involves property damage of others? □ Yes □ No □ Yes □ No
Law enforcement at scene? □ Yes □ No □ Yes □ No
If yes, which police department? __________________________
Were citations issued? □ Yes □ No □ Yes □ No
If yes, which driver? □ Insured driver □ Other driver
Number of vehicles involved: ________ Number of passengers in vehicles: ________
(complete Section 9)

Describe incident in detail sufficient to determine causes: _______________________________________________________
Diagram what happened (you can use Adobe comment feature to draw):

Label insured vehicle and indicate north

Description of damage to insured vehicle (take photos and include with report if possible):

Were photos taken? □ Yes □ No
Was the vehicle towed from the scene? □ Yes □ No

Section 5: Witnesses (If more than space provides, please use Additional Information section below)
Witnesses? □ Yes □ No
Witness name: __________________________ Witness phone: __________________________

Witness 1
Witness 2

Continued on next page
Vehicle Crash/Damage Notice

Section 6: Other Vehicle(s) (if more than one vehicle, please use Additional Information section below)
License plate: __________________ State: __________________ Vehicle VIN: __________________
Make: __________________ Model: __________________ Year: __________________
Description of damage to other vehicle (take photos and include with report if possible):

Were photos taken? □ Yes □ No Was the vehicle towed from the scene? □ Yes □ No

Section 7: Other Vehicle Owner
Owner first name: __________________ Last name: __________________
Address: __________________ City: __________________ State: ___ Zip: ___
Email: __________________ Phone number: __________________
Insurance company: __________________ Policy number: __________________

Section 8: Other Vehicle Driver
Driver first name: __________________ Last name: __________________
Address: __________________ City: __________________ State: ___ Zip: ___
Email: __________________ Phone number: __________________
License number: __________________ Driver injuries reported or evident? □ Yes □ No If yes, describe injuries:

Section 9: Passengers (if more than space provides, please use Additional Information section below)

<table>
<thead>
<tr>
<th>Passenger name</th>
<th>Phone</th>
<th>Which vehicle?</th>
<th>Injuries?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>□ Insured □ Other</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Insured □ Other</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Insured □ Other</td>
<td>□ Yes □ No</td>
</tr>
</tbody>
</table>

Section 10: Property Damage (non-vehicle)
Was there other property damaged (non-vehicle)? □ Yes □ No
Property owner first name: __________________ Last name: __________________
Address: __________________ City: __________________ State: ___ Zip: ___
Email: __________________ Phone number: __________________
Description of (non-vehicle) property damage:

Section 11: Additional Information

Section 12: Person Completing Form
Name: __________________ Phone: __________________
Date completed: ___________ Email: __________________
Date management notified of incident: __________________

CLICK TO SUBMIT FORM BY EMAIL