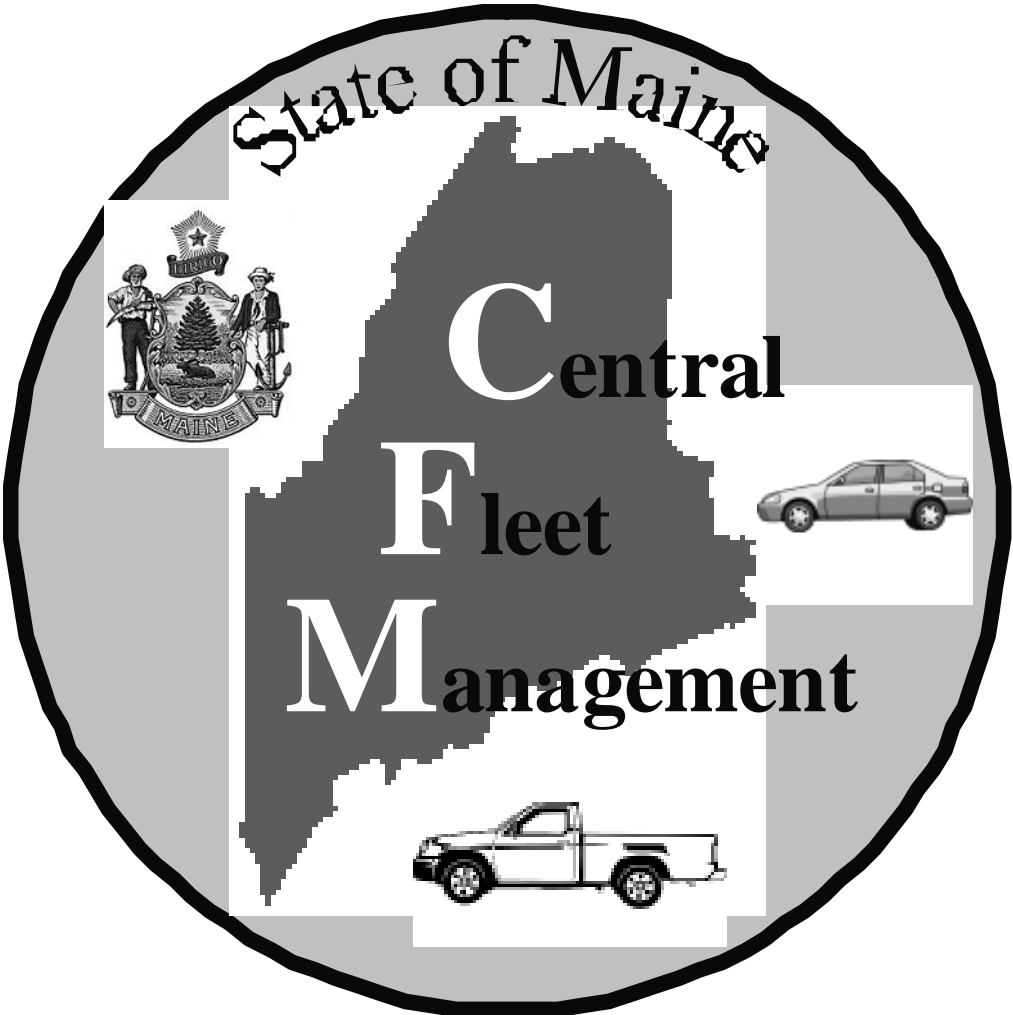


RENTAL VEHICLE GUIDE



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A. INTRODUCTION

The Central Fleet Management (CFM) Vehicle Rental Guide describes the CFM policies and procedures which should be followed by all agencies as they operate rental vehicles issued from Central Fleet Management.

In addition to CFM policies and procedures, all drivers must follow State laws and State procedures including their own agencies policies and procedures.

This manual is provided to rental customers so they will have a better understanding of the CFM rental vehicle program and can make the best and most economical use of its services. Our pledge is to serve your needs! Please let us know how we can be of service.

Failure to follow Central Fleet Management policies may result in the driver/agency being billed for any expense resulting from noncompliance.

B. PERSONAL USE AND COMMUTING PROHIBITED

The use of State-owned vehicles for commuting, non-official travel or for personal purposes is prohibited by law. There are limited exceptions provided in law to this prohibition. You should never use a state vehicle for commuting, non-official travel or for personal purposes unless you are certain that such use meets the requirements of the law and can identify that section of law that authorizes your exemption. Please refer to State laws, Federal laws, your bargaining contract and/or consult your agencies personnel office for the most current policies and procedures regarding personal use and commuting using State owned vehicles. Also, the IRS requires that any such use be recorded at the time of use and reported yearly. Please contact the State Controller's Office for details regarding IRS reporting.

C. VEHICLE ASSIGNMENTS

All rentals are on a "first come, first serve" basis.

CFM will issue the vehicle assignment. Customers may request a particular class code of vehicle if the use is pertinent to the class code. A current list of classes with description is listed below.

<u>Class</u>	<u>Description</u>
110	Compact Sedan
113	Compact Wagon
116	Hybrid Sedan
117	Midsize Sedan
120	Large Sedan
123	Large Wagon
321	Mini Van, 7 Passenger
240	Full Size Truck, 4 Wheel Drive
350/360	Full Size Van, 12-15 Passenger <u>(see note below regarding use)</u>
352	Full Size Van, Cargo
640	Box Van, 15 Foot Box

Generally the smallest most efficient vehicles will be assigned based on customer needs.

Large Passenger Van Use (12-15 passengers)

Central Fleet Management will not lease or rent to any agency or customer a 12 or 15 passenger van for the transportation of school related transportation of high school and younger students. Central Fleet Managements 12 and 15 passenger vans do not meet the requirements of a school bus.

D. MAKING RESERVATIONS

Reservations may be made up to one year in advance. It is the customer's responsibility to confirm advanced reservations one week prior to departure.

Reservations may be made by any of the following methods;

- by telephone at 287-7113
- in person at the Fleet Management facility (15 Columbia Street, Augusta)
- by email to rental.central-fleet@maine.gov (Central-Fleet, Rental)
- by mail to State House Station #106
- by fax at 287-6521

Anyone making a rental request by email, mail or fax will receive notification from CFM that their reservation(s) have been confirmed.

The person making reservations should be prepared to provide all the information needed to complete the reservation. This information includes:

- name of person making reservation
- name of person who will be driving/responsible for vehicle
- department/bureau
- number of passengers
- any special needs
- account numbers (Example: 042-18P-1250-01)
- telephone number
- pickup date and time
- return date and time
- destination(s)
- class of vehicle needed (no class requested will be assigned as next available)

E. CANCELLATIONS

Cancellations must be made 24 hours in advance of the scheduled pick up date and time or the customer may be charged the daily minimum for the day(s) of lost use.

F. VEHICLES NOT AVAILABLE

If no vehicle is available, an exception will be issued to the customer, if requested, allowing them to seek reimbursement for paid mileage. The customer will need to provide the same information needed to reserve a vehicle.

G. RENTAL TIME PERIOD

Rental vehicles are available for 1 to 15 consecutive working days of use. More than 15 working days requires additional reservation(s) be made.

H. VEHICLE PICKUP

Vehicles are to be picked up between the hours of 7:30 a.m. and 4:00 p.m. Monday through Friday.

At the time a vehicle is picked up, a Vehicle Custody Receipt will be completed by CFM staff, and the reserved vehicle will be issued to the customer along with any pertinent documents and/or instructions. The customer will sign and date the Custody Receipt. The blue copy is to be retained by the customer for his/her records. From this time, until the vehicle is returned, the driver and his/her department/agency are responsible for the vehicle.

In the event State offices are closed due to weather or other unforeseen circumstances, a scheduled reservation may still be facilitated if travel remains necessary. Please contact State House Building Control 24 hours a day at (207) 287-4154. Inform Building Control that you have necessary travel that must be completed by use of a CFM rental vehicle and that you need assistance. They will contact one of our staff to assist you.

I. PARKING

Parking is available for customers renting vehicles from CFM. Customers may make use of our primary parking area on the opposite side of Columbia Street, adjacent to our main parking area. Alternative parking is also available above our primary rental lot in the DHHS parking lot accessible from State Street and behind our facility in the former Department of Labor parking lot. Capitol Police must be notified if you park in one of the alternative lots. Instructions are available at the CFM office or by request. Please ask one of our staff if you have questions regarding parking.

J. VEHICLE RETURN

CFM tries to keep its vehicles rented at all times. This means that CFM depends greatly on vehicles being returned on time. Vehicles scheduled to be returned after hours must be returned by 6:30 a.m. on the next business day. Rental customers should make every reasonable attempt to meet their indicated return dates and times. Failure to do so result in a loss of revenue for CFM, therefore additional daily minimum fees or late return penalties may be assessed. In addition there may be another customer waiting to use the vehicle that has not been returned.

If the vehicle is returned during normal business hours, keys should be given to CFM staff in the CFM main office. Rental vehicles can be returned 24 hours a day. Customers returning vehicles after hours may do so in the following manner.

- Park the vehicle where previously arranged with CFM staff.
- Remove all personal and agency belongings and lock the vehicle. **Remember to lock all doors. Insure that all windows are fully closed.**
- Drop the vehicle keys in one of the key drop boxes located on either the front or rear parking lot gates at the CFM building.

The above procedure will assure that the vehicle is available for rental the following day.

K. RATES

A current listing of vehicle classes and rates is available by contacting CFM or you can visit our website at <http://www.maine.gov/bgs/centralfleet/rentals.htm>.

Vehicles are charged either a rate per mile or a daily minimum fee, whichever is greater, but not both. CFM rates cover all normal expenses associated with the operation of the vehicle. Each day a vehicle is reserved, regardless of scheduled pickup time, is counted as a day of use towards the daily minimum. A [Rental Use Calculator](#) is available on the website listed above to assist in evaluating rental costs vs. the cost of paid mileage reimbursement.

Monetary penalties may be assessed to customers who fail to show up for scheduled rentals and for late returns. If customers realize during their rental period that they will be late in returning a vehicle, they should call CFM (207-287-7113 or 1-800-300-7013 in Maine) as soon as possible to notify CFM of the delay. This will permit CFM staff to plan accordingly, and possibly avoid a late return charge to the customer's account.

L. BILL BACK POLICY

1. Overview

CFM furnishes vehicles to agencies for use in the performance of their job duties. The terms by which these vehicles are furnished to agencies requires that the vehicles be returned in the same condition, less normal wear.

When it is necessary for CFM to pay for repairs to vehicles, property damage or other expenses it deems outside of normal expenses, CFM may choose to charge (bill back) the using agency for all or a portion of the cost of such expenses. Some examples are outlined below. However, this list is not all inclusive of charges which may be considered billable as above normal costs of operation.

Any such expenses paid for by CFM will be billed to the using agency as an additional charge on our normal vehicle billing or by separate billing if necessary. An attempt will be made to notify using agencies of such charges prior to the billing date. Any dispute regarding these charges should be addressed in writing by memo or email to the Director of Central Fleet and Central Services. Credits will be issued if necessary.

2. Bill Back Examples (not all inclusive)

- a. Damage or unnecessary repairs caused by negligence, misuse or abuse.
- b. Damage or unnecessary repairs due to non-compliance with standard maintenance schedule.
- c. Installation, removal and repairs to non-standard or unauthorized accessory equipment, i.e. plows, caps, bed covers, caps, racks, hitches, emergency lighting, sirens, decals, etc.
- d. Damage or unnecessary repairs to CFM vehicle caused by, or use of accessory equipment.
- e. Towing due to negligence or abuse, including getting stuck.
- f. Damage or unnecessary repairs caused by improper loading or hauling of materials and/or equipment.
- g. Damage or unnecessary repairs sustained due to pursuit.
- h. Damage or unnecessary repairs caused by off road use to include driving on unpaved roads or on frozen water.
- i. Road calls and associated costs due to vehicle lock outs.

- j. Additional keys or lost keys.
- k. Unreported damage.
- l. Property damage and/or environmental cleanup caused by any of the bill back examples listed.
- m. Replacement cost for tires, seats, jacks etc. which may be secured or stored by the using agencies.

M. FUELING

1. Overview

Rental vehicle fuel tanks will generally be filled prior to rental. Customers are not required to refuel vehicles unless fuel is needed during the trip. If fuel is needed, a credit card is provided in all rental vehicles at CFM expense. The fuel card supplied by CFM is assigned to a specific vehicle and should only be used for that vehicle. The State vehicle plate number is located in the lower left corner of the fuel card. **Misuse of the fuel card, or failure to use the card as instructed, may result in your agency being charged an administrative fee to correct the improper use.**

The fuel card issued by CFM is for the purchase of fuel and other minor items required such as: quarts of oil, washer fluid, other vehicle fluids, vehicle washes, etc.. The card should not be used for repairs or other significant purchases unless it is an emergency. The driver must notify CFM the next business day to report the use of the credit card for emergency purchases.

2. Refueling

Please confirm that the state fuel card is accepted before pumping fuel. CFM vehicles, equipped with gasoline engines, are designed to run on regular fuel (87 octane). Premium fuel is not required or cost effective. The fuel card is accepted in all 50 states and Canada. A listing of vendors who offer a discount to the State of Maine is available on our website: <http://www.maine.gov/bgs/centralfleet>.

a. Driver ID and Odometer Reading

A driver id number and the vehicle odometer reading must be entered at the time of refueling. The driver id number identifies the driver of the vehicle. Any driver assigned a driver id number by their agency should use that number when refueling a CFM vehicle. Driver's who do not have an assigned number should verify with CFM staff the correct number to be used.

Drivers should avoid locations that do not prompt for driver id number and odometer reading when refueling. This indicates that the location is not passing the proper level data needed for proper billing. CFM will work with vendors who are interested in upgrading to pass the correct data. The driver or vendor may contact CFM for assistance in this area.

b. Information Required on the Fuel Receipt

All information on the slip, including driver's signature must be legible. The following items must be itemized on the fuel card slip:

Fuel:

- number of gallons of fuel
- price per gallon
- total of purchase
- vehicle mileage

Miscellaneous items:

- quantity of items
- description of items
- total of purchase
- vehicle mileage

All quantities and prices must be itemized and totaled. State sales tax is not to be included. It is the driver's responsibility to ensure the vendor includes the required information.

3. Fuel Card Declined

If the fuel card is declined by the merchant either at the pump or inside the fueling location, drivers should contact CFM at 287-6997 or 1-800-300-7013, option 1 for assistance during normal business hours or call the credit card company toll free number on the back of the card if you need assistance outside of normal business hours to avoid out of pocket payment. In the event out of pocket payment is necessary, CFM will reimburse drivers for such purchases upon presentation of the original receipt.

4. Lost or Damaged Fuel Cards

If a fuel card becomes lost or damaged it should be reported to CFM immediately. For replacement cards call CFM at 287-6997 or 1-800-300-7013, option 1.

N. INSURANCE CARDS

Each vehicle issued from CFM is issued with an insurance card. The insurance card is valid in the United States and Canada.

O. E-Z PASS/TOLLS

An E-Z Pass is affixed to the windshield of each CFM rental vehicle. Our E-Z Pass account is set up to pay for tolls on the Maine Turnpike and any out of state toll system that accepts E-Z Pass. CFM pays for the cost of these tolls.

P. RENTAL TO NON-STATE EMPLOYEES

Use of CFM vehicles by non-state employees to conduct state government business must be approved by the State of Maine, Risk Management Division (287-3351) prior to vehicle's use. A vehicle use form <http://www.maine.gov/bgs/riskmanage/publications/index.htm> must be completed and sent or faxed (287-4008) to Risk Management. Important: A state official must sign the vehicle use form and provide all the departmental information requested. Forms are available from Risk Management and CFM.

Employees of various quasi-state agencies may use CFM vehicles upon completion of a vehicle use agreement. Please be sure the person requesting use of the CFM vehicle is a paid employee of the agency in question. Any non-employee (students, volunteers, etc.) of the agencies, or any person from an agency not listed must completely fill out a Risk Management Use Agreement Form <http://www.maine.gov/bgs/riskmanage/publications/index.htm> and be approved to drive prior to use of a CFM vehicle. A list of participating quasi-state agencies is available from CFM.

Q. TRAFFIC LAWS

Employees using vehicles on official State business must obey all traffic laws and local parking ordinances. Any fines or penalties, including charges for towing, will be the responsibility of the driver/agency, and not CFM.

R. TRANSPORTING ANIMALS

This policy has been developed to address health and safety concerns that have been brought to the attention of CFM.

It is Central Fleet Management (CFM) policy that animals are not permitted in vehicles, unless;

- the animal is a service animal for a person with disability or other medical condition.
- the animal is a law enforcement or search and rescue animal on active duty.
- the animal is being transported by the Department of Agriculture or a law enforcement agency in the line of duty

When transporting animals is required by those authorized to do so it is the agency's responsibility to notify CFM, in advance if possible, of the animal transport requirement. When the animal is being transported in a CFM vehicle assigned for that purpose, notification is not required.

The only other exception is a case of emergency when the life of an animal can only be saved by transporting in a CFM vehicle.

Animals transported in the bed of a pickup truck are exempt from this policy, providing they are kenneled or the truck has a full cap that can be secured.

It is imperative that CFM rental customers notify CFM when an animal will be transported or has been transported in a rental vehicle. The next driver or passenger may be one that may have an allergic reaction due to the fact that an animal was in the vehicle.

Damage and/or cleaning required due to animals in the vehicle will be a 100% bill back to the agency at CFM shop or commercial rates.

The Risk Management Division has informed CFM that the State might be held liable for any damages or injuries caused by personal pets being transported in state vehicles.

S. STATE OF MAINE VEHICLE SMOKING POLICY

PURPOSE AND FUNCTION

This policy is being implemented statewide due to the serious safety and health conditions that are caused by smoking or being subjected to second-hand smoke. This policy will ensure the safety, health and well being of employees and their passengers during the operation of State owned, leased or rented vehicles.

For purposes of this policy, "vehicle" is defined as any type of automobile, car, bus, truck, van, heavy equipment vehicle, construction vehicle, farm equipment, ferry vessel, airplane, or boat.

Effective May 17, 2004, smoking is not permitted by employees or their passengers while driving or while passengers in the following classifications of vehicles:

1. Vehicles owned, leased or rented by the State of Maine that are not permanently assigned to one employee;
2. Vehicles owned, leased or rented by the State of Maine that are permanently assigned to one employee and used only by that employee, if it is reasonable to expect that the vehicle will, at any time, carry or transport anyone other than the permanently assigned employee, flammable items, animals, or edible products not for personal consumption, regardless of whether any other individuals, flammable items, animals, or edible products are in the vehicle at any given time; and
3. Vehicles owned, leased or rented by the employee that are used for work purposes to carry or transport passengers, flammable items, animals, or edible products not for personal consumption; and
4. Privately owned, leased or rented vehicles that are owned, leased or rented by someone other than the employee that are used for work purposes to carry or transport passengers, flammable items, animals, or edible products not for personal consumption
5. Vehicles operated in construction zones.

Although smoking is permitted in vehicles and circumstances not specified in the above list, employees are strongly discouraged from smoking in other such vehicles due to health and safety concerns.

ENFORCEMENT

Enforcement of this rule shall be by counseling first, followed by progressive discipline, consistent with the terms of applicable collective bargaining agreements or Personnel Rules.

Kenneth A. Walo

Kenneth A. Walo, Director
Bureau of Employee Relations

T. BREAKDOWNS

During Business Hours: Contact CFM by calling 1-800-300-7013 in state, out of state (207) 287-6997. Select option 1 for maintenance approvals and one of our staff will assist you.

After Hours: CFM asks all drivers to use their best judgment in these situations. An emergency repair may be completed to make the vehicle operable, safe, and to avoid further damage to the vehicle, in order that necessary travel may continue without unreasonable delay. The fuel card provided with the rental vehicle may be used in an emergency. **The driver must notify CFM the next business day to report the emergency repair.** If you are unable to facilitate the emergency repair you may call State House Building Control 24 hours a day at (207)287-4154. Inform Building Control that you have a CFM vehicle and that you need assistance. They will contact one of our staff to assist you.

U. REPORTING ACCIDENTS/INCIDENTS

ALL DAMAGE MUST BE REPORTED. Each CFM vehicle should contain a yellow Accident/Incident Report. Follow the instructions provided on this form in the event of an accident or incident. If you need assistance or do not have a yellow report form, contact Risk Management Division at 207-287-3351 or 1-800-525-1252. Unreported damage may be billed back to the agency. Any accident/incident involving alcohol or illegal drugs may result in suspension from use of CFM vehicles. Any such accident/incident will be reported in writing to the employee's hiring authority.

V. CUSTOMER REPORT CARDS AND COMMENTS

Rental customers are asked to share their observations with CFM at anytime regarding the condition of vehicles and the operation of CFM. A customer report card will be in each vehicle. The purpose of the card is to provide feedback to CFM on its rental operations and vehicle condition. Use this card to report any and all vehicle defects, immediately. No problem is too small. The condition of the vehicles depends upon customers reporting problems. Leave the card on the rear view mirror or on the driver's seat when returned. CFM staff will recover the card and process the information. These cards are used to evaluate CFM's performance and fleet condition. Filling out the card is optional. **Reporting defects on vehicles is required.**

W. LOST AND FOUND

CFM will make reasonable attempts to contact customers when items are found in rental vehicles. After contacting customer, item(s) will be held for two weeks at CFM. Items not claimed during this period will be sent to Surplus Property for proper disposal.

X. BILLING OF RENTALS

All vehicles rented, will be billed monthly. Payment within 15 days is required. Any questions regarding your bill should be addressed to mark.r.bailey@maine.gov , telephone 287-6240.