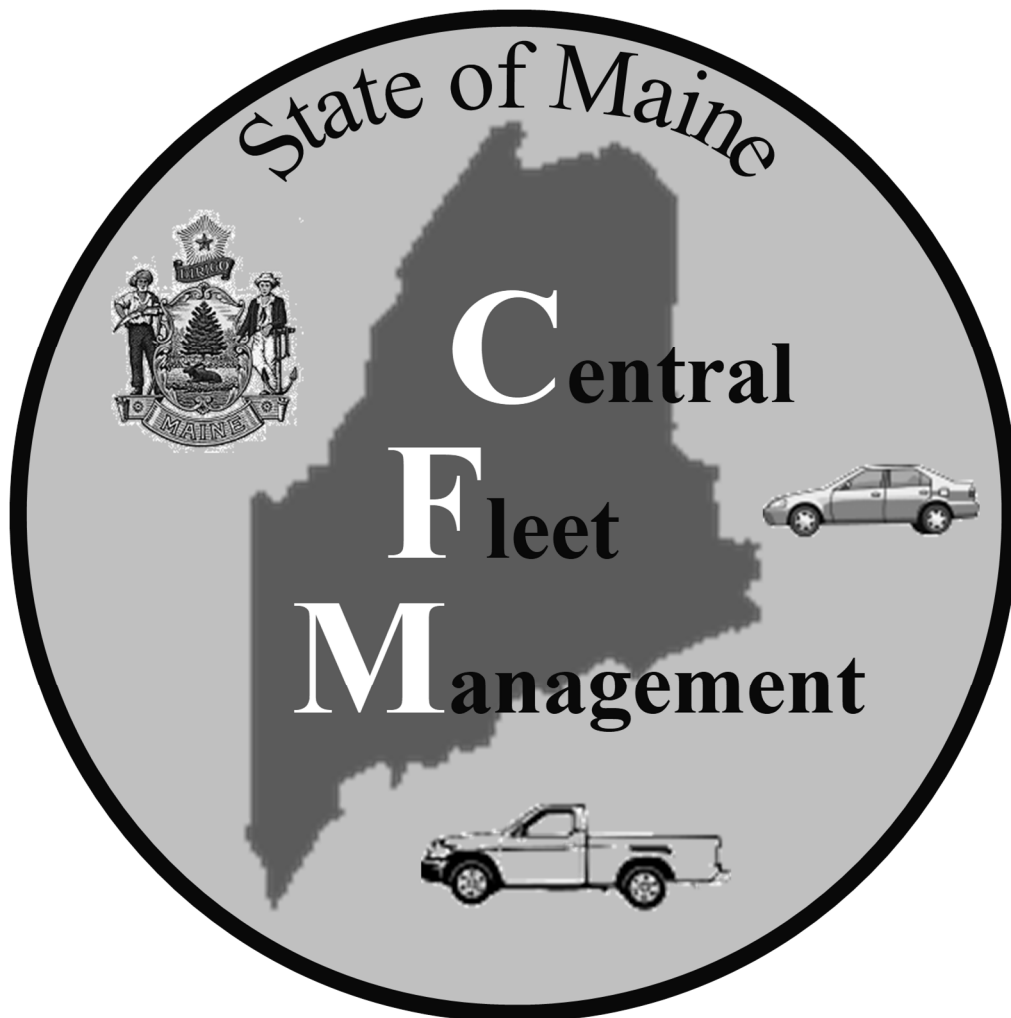


# CFM LEASED VEHICLE Policies & Procedures



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## A. INTRODUCTION

The Central Fleet Management (CFM) Leased Vehicle Guide describes the CFM policies and procedures which must be followed by all agencies as they operate leased vehicles under Central Fleet. This document, contact information, and other fleet related resources can be found on our website. <https://www.maine.gov/bgs/centralfleet/index.htm>.

CFM offers a new driver orientation for new drivers of CFM vehicles. Please contact our maintenance line below to schedule this with one of our Fleet Operations Coordinators.

In addition to CFM policies and procedures, all drivers must follow State laws, Federal laws and State procedures including their own agencies policies and procedures. Failure to follow any of these may result in disciplinary action up to and including discharge by your agency.

This manual is provided to lease customers so they will have a better understanding of the CFM leased 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.

**A Non-State Employee cannot drive a State Vehicle** unless insured by Risk Management. The form that needs to be submitted to receive secure insurance can be found on their website @ <https://www.maine.gov/osc/risk-management>. The insurance for out of state travel does not extend to non-state employees, so they can't use State vehicles out of State or in Canada. If you have questions on this subject, you can contact Risk Management @ 287-3351.

### 1. CFM Hours of Operation

#### **Monday – Friday**

Main Office, 66 Industrial Drive, Augusta.....7:30 a.m. to 4:30 p.m.

CFM Garage and Stockroom, 66 Industrial Drive, Augusta.....7:00 a.m. to 4:00 p.m.

### 2. Contact Information

**Toll Free (in state only) 1-800-300-7013** press:

**0** for General Information.....(207) 287-6992      Fax: (207) 287-6521

**1** for Maintenance Approvals/Payables, Break Downs and Fuel Card Information.....(207) 287-5521

**2** for CFM Stockroom.....(207) 287-6524

**4** for CFM Garage .....(207) 287-3327

Daily Rental Reservations and Loaner Vehicles.....(207) 287-7113

### **AFTER HOURS EMERGENCY.....(207) 287-4154**

This will connect you to State House Building Control. Inform Building Control you have a CFM vehicle, and you need assistance. They will contact one of our staff to assist you.

Risk Management Division (in the event of an accident or property damage).....(207) 287-3351 or 800-525-1252.

### 3. Operator Responsibilities

When a lease is issued, certain obligations and responsibilities are delegated to the operator(s). These are:

- custody of the vehicle
- vehicle security
- scheduling and having all maintenance performed (cost is responsibility of CFM)
- daily care (cost is responsibility of CFM)
- exterior wash (cost is responsibility of CFM)
- interior cleanliness
- reporting requirements

In addition, it is the responsibility of the operator to drive in a safe and prudent manner. Your safety is our primary concern.

## 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. MAINTENANCE

### 1. Augusta Area Vehicles

- Call CFM Garage, 66 Industrial Drive, Augusta (287-3327) for an appointment.
- If the CFM garage cannot repair the vehicle within a reasonable time frame, call CFM at 287-5521 or 1-800-300-7013 for guidance.
- Loaners are available to customers using the CFM Garage. There are a limited number of loaners and there is a minimal charge for loaner use. Customers should seek alternate transportation within their own agency before requesting a loaner vehicle. If a loaner is required, please contact the CFM Rental Office at 287-7113.

### 2. Non-Augusta Area Vehicles

- Call CFM (287-5521 or 1-800-300-7013) for guidance and information concerning maintenance, towing and contracts for services and supplies. Contracts for tires and glass are a couple of examples.
- If the repair or item required for the vehicle is less than \$100, prior approval or guidance from CFM is not required. (See payment for services listed below)
- For maintenance repairs expected to exceed \$100 call CFM at 287-5521 or 1-800-300-7013 for approval and an authorization number, **before the repair is done.** Many of our approved vendors will contact CFM for the authorization. Please confirm with the vendor if they will be calling CFM for the authorization number.
- Vehicles scheduled to have service, (cost to exceed \$100) during non-business hours must have approval from CFM prior to having work completed.
- Loaner/Rental vehicles may be available from some retail service facilities. The using agency is responsible for all costs associated with the use of another vehicle while their CFM leased vehicle is being repaired. The using agency should also check with Risk Management regarding insurance coverage for such use.
- Payment for Services: CFM personnel are authorized to pay for services with a procurement card (credit card). **The vendor must contact CFM to process any invoice for payment using the procurement card even if the repair is less than \$100.** This is CFM's preferred method of payment. CFM will pay for repairs on an open charge account for invoices that cannot be processed using the procurement card.
- All invoices must have the complete description of work completed, plate number, date of repair, mileage, authorization number (when required) and the signature of driver. **State sales tax is not to be included.**
- Invoices should be mailed or faxed (287-6521) to CFM immediately after the work has been completed either by the driver or the vendor. Confirm with vendor(s) as to who will send the invoice to CFM for payment. Invoices paid by the procurement card must have the credit card receipt attached.
- All invoices are to be billed to  
State of Maine  
Central Fleet Management  
106 State House Station  
Augusta, Maine 04333-0106

### 3. Driver/Agency Responsibilities

- visually inspect vehicle, weekly.
- recognizing vehicle problems, including message and warning lights.
- reporting problems to CFM, your supervisor, or appropriate departmental staff.
- maintaining vehicles based on service schedules provided by CFM.

- **calling CFM for authorization to have vehicles repaired when the repair exceeds \$100.** You have authorization when you have an authorization number from CFM.
- making an appointment at the appropriate repair facility for scheduled or unscheduled maintenance, warrantee repairs, and recalls.
- transporting the vehicle to and from repair facilities
- reporting accidents, obtaining repair estimates, police reports, pictures.
- **ensuring that a valid state inspection sticker is on the vehicle at all times.**
- charging all costs associated with accessory equipment to their agency, unless approved by CFM.
- maintain vehicle cleanliness; CFM pays for basic car washes, but interior cleaning/detailing is the driver/Agency responsibility.

#### **4. CFM Responsibilities**

- approving vehicle repairs
- paying for vehicle repairs and basic car washes
- maintaining vehicle records (except vehicle logs and monthly lease reports)
- providing assistance to lease holders on all aspects of vehicle management.
- keeping up to date on all contracts related to vehicle repairs and maintenance.

#### **5. Preventative Maintenance**

##### a. L.O.F. (lube, oil and filter change):

The oil change interval is determined by CFM with input from the using agencies. Schedules vary between 3,000 and 10,000 miles depending on the vehicle, its use and location of vehicle. Oil changes should be done once yearly if not driven the required number of miles. For vehicles with synthetic oil, consult with CFM for proper change interval and procedure.

b. Rotate tires at each oil change or every 5,000 miles if on a 10,000-mile oil change interval. *Note: Aggressive all-terrain & snow tires may need to be rotated more often. Please seek guidance from CFM or your maintenance provider.*

##### c. Transmission Service

Follow the owner's manual maintenance schedule. Vehicles used in severe service such as; plowing, H/D towing or extensive off road 4X4 use should have a transmission service completed annually regardless of miles driven.

d. Wash vehicle as needed (average, 2 per month) Please choose the least expensive vehicle wash option when using retail vehicle wash locations.

#### **6. Towing**

Central Fleet Management will be responsible to pay for towing due to mechanical failure or accident. **Use roadside assistance when applicable.**

#### **Roadside Assistance Telephone Numbers**

Chrysler/Dodge/Ram.....	1-800-521-2779	KIA.....	1-800-333-4542
Ford.....	1-800-241-3673	Subaru.....	1-800-261-2155
General Motors (Chevy, GMC).....	1-800-243-8872	Nissan.....	1-800-225-2476
Hyundai.....	1-800-243-7766	Mitsubishi.....	1-888-648-7820

Any towing charges incurred due to a vehicle getting stuck will be the responsibility of the agency. Towing charges due to parking violations will be the responsibility of the driver/agency. Drivers should stay with the vehicle until the towing service arrives unless safety concerns or other circumstances do not allow it. If the driver must leave the vehicle, every attempt must be made to notify CFM of this circumstance and the whereabouts of the vehicle and keys. The keys must be left with the vehicle for the tow operator.

#### **7. Emergency/Non-Business Hours Repairs**

CFM asks all drivers to use their best judgment in these situations. If the vehicle needs to be repaired during non-business hours, 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 driver must provide the vendor with the proper CFM billing information. If necessary, the fuel card supplied with the vehicle may be used to pay for emergency repairs. **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.

## **D. FUEL CARD USE**

### **1. Overview**

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. Agencies are responsible to have other credit cards available for all other purchases. 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. **Fuel theft may result in disciplinary action up to and including discharge by your agency.**

The fuel card issued by CFM is for the purchase of fuel and other minor items required under \$25.00 such as: washer fluid, vehicle washes, etc. Please choose the least expensive vehicle wash option when using retail vehicle wash locations.

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.** A list of accepting locations can be found at <https://www.wexinc.com/products/fuel-cards-fleet/wex-fleet-fuel-card-locations/>. You can also download the **WEX Connect app** through the Apple App Store or Google Play to find accepting locations and pricing information.

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. Any driver of a CFM vehicle must know the driver id number assigned to them when refueling a CFM vehicle. The driver id number identifies the driver of the vehicle. If a driver is unsure of the driver id number they should use, they should check with their supervisor or contact CFM for assistance.

Accurate odometer readings should be entered when refueling. Do not estimate or guess, and do not enter tenths of a mile.

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. Verify information on the Fuel Receipt**

The following items must be verified by the driver on the fuel card slip:

Fuel:

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

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 insure that 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 287-5521 or 1-800-300-7013, option 1 for assistance during normal business hours to avoid out of pocket payment. If 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 287-5521 or 1-800-300-7013, option 1.

#### **5. Discounts**

For a listing of merchants who offer a discount on fuel purchased, please visit our website <http://www.maine.gov/bgs/centralfleet/index.htm>

### **E. INSURANCE CARDS**

Each vehicle issued from CFM is issued with an insurance card. The insurance card is valid in the United States and Canada. Please contact CFM if your vehicle does not have a valid insurance card.

### **F. REPORTING ACCIDENTS/INCIDENTS**

**ALL DAMAGE MUST BE REPORTED.** Drivers may be required to obtain repair estimates, police reports, and pictures to assist in the accident reporting and repair procedure. Every 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.

### **G. 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.

### **H. MONTHLY LEASE REPORTS**

Monthly lease reporting procedures will be set based on CFM and agency requirements. Agencies using the Central Fleet Management Monthly Mileage Report and Log Sheet should complete the report as detailed on the log sheet insert. Mileage reports are due by the 10th of each month for the previous month's use. The standard procedure is to charge a \$25.00 fee for late mileage reports. Reports must be submitted even if the vehicle is not used or being repaired at the time reports are due.

### **I. TELEMATICS**

CFM may be collecting telematics data from some vehicles. The purposes of the telematics system are to improve safety, vehicle accountability, fleet optimization, environmental sustainability, obtain diagnostic codes, and capture usage data including odometer readings. To achieve these goals, the telematics system collects data and generates reports based upon that data.

### **J. KEYS & KEY FOBS**

Due to the increased cost of keys and FOBS we have established the following policy to address the purchase and replacement of them for Central Fleet Management vehicles.

- All permanently assigned CFM leased vehicles will be issued with 2 sets of keys at no charge to the leasing agency. If the vehicle is equipped with key FOBS, 2) FOBS will be issued at no charge as well.
- Any additional keys or FOBS requested by the leasing agency will be billed back to the agency.
- If the original keys or FOBS malfunction CFM will pay for replacements.
- All CFM seasonal lease vehicles will be issued with 2 sets of keys, FOBS will not be purchased if not needed to make the vehicle operational.
- Any replacement keys or FOBS requested by the lease customer due to them being lost will be billed back to the leasing agency.
- The number of keys and FOBS issued with the vehicle will be documented on the start lease form when the vehicle is issued.

- Any vehicles returned from lease with lost keys or FOBs will be subject to bill back depending on replacement cost and the CFM Lease Billing.
- Any vehicles returned from lease and being sent to auction will not be subject to the above bill back policy as long as the vehicle has at least one key that will operate the vehicle, trunk, etc.

## **K. FLOOR MATS**

For safety reasons, Central Fleet Management only permits the use of driver side floor mats when the vehicle is equipped with hold downs or hooks to keep the mat in place. Rubber floor mats or full floor liners with hold down options are acceptable. Any non-standard (OE) floor mats or floor liners will be billed back to the requesting Agency.

## **L. SEAT COVERS**

For safety reasons, Central Fleet Management does not allow seat covers to be installed in vehicles. There may be some exceptions on older vehicles, in which case, approval from Central Fleet Management will be required prior to the use or purchase of any seat cover(s). Any non-standard (OE) seat covers will be billed back to the requesting Agency.

## **M. 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 a law enforcement agency in the line of duty
- the animal is being transported by an agency whose duties require such transportation.

When transporting animals is required by those unauthorized 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 it 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 or loaner vehicle. The next driver or passenger may be one that could have an allergic reaction 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.

## **N. BILL BACK POLICY**

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 at the end of their useful life in the same condition, less normal wear and tear.

Any damage caused to CFM vehicles due to negligence, abuse or non-official state business is the responsibility of the using agency. In addition, agencies required to travel off road or on unpaved roadways to perform job duties may be billed for any off-road damage caused by such travel. CFM will review reported off road damage and determine whether the agency will be billed for all or a portion of the repair.

Examples of items that will be billed back to agencies.

### **Towing**

- Due to negligence or abuse.
- Due to getting stuck.
- Due to multiple jumps starts without addressing charging system problem or non-usage.
- From off road locations and/or unpaved roadways.
- Due to running out of fuel.
- Due to expired state inspection.



- Not using Roadside Assistance when covered.

#### Damage

- Caused by improper loading or hauling of materials and/or equipment.
- Sustained due to law enforcement pursuit.
- Caused by off road use.
- Caused by, or use of accessory equipment.
- Mechanical damage due to neglect, i.e. running an engine without oil or water, engine over-speeding, etc.
- Tire/wheel damage due to neglect, i.e. running on a flat tire causing the tire/wheel to be ruined.
- Caused from plowing, hauling and towing.
- Mechanical or body damage that occurs during off duty law enforcement use that couldn't be recovered through warranty or insurance process.
- Loss of vehicle due to improperly securing the vehicle.
- Any other damage clearly caused by negligence or abuse.

#### Keys & FOBs

- Additional keys or FOBs requested by the leasing agency.
- Replacement keys or FOBs requested by the lease customer due to them being lost.
- Vehicles returned from lease with lost keys or FOBs may be subject to bill back depending on replacement cost and the CFM Lease Billing cycle.

#### Miscellaneous

- Installation, removal, and repairs to non-standard or unauthorized accessory equipment, i.e. plows, caps, bed covers, caps, racks, hitches, specialty truck bodies, emergency lighting, sirens, radios, decals, etc.
- Replacement cost for lost tires, seats, jacks etc. stored by leasing agencies.
- Road calls and associated costs due to vehicle lock outs.
- Upholstery damage from excessive wear (gun holsters, radios, tools, etc.)
- Floor mats & seat covers as per sections K & L above.
- Interior cleaning
- Cost difference for unauthorized purchase of non-contract items.
- Not complying with CFM upgrade or replacement recommendations (all or a portion of repair costs) including any other losses incurred by CFM due to non-compliance.
- Repairs to vehicles due to non-usage, i.e; excessive rust buildup on brakes, exhaust, body, rodent infestation, etc.

All damage listed above will be paid for by CFM and 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 charges over \$250 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 Management. Credits will be issued if necessary.

## **O. 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

## **P. 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.

## **Q. VEHICLE TURN-IN PROCEDURE**

- **Call CFM before you come to the CFM facility to turn in a vehicle.**
- The following must be completed before the vehicle can be turned in:
  - a) clean the interior of refuse and sweep out as much dirt as possible.
  - b) clean out truck bed or vehicle trunk.
- Contact CFM prior to returning vehicles to discuss removal of accessory equipment, if applicable.
- CFM will remove all decals and license plates.
- Registration, credit card and all sets of keys must be turned in with the vehicle.
- Bring the mileage reading as it appears when you arrive at CFM.
- For health and safety reasons, at the time of turn-in, please notify CFM staff if the vehicle has been used to transport animals.