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| TITLE | POLICY NUMBER | |
| Management and Operation of State Vehicles | DCS 02-18 | |
| RESPONSIBLE AREA | EFFECTIVE DATE | REVISION |
| Business Operations/Fleet & Equipment Services | Jan. 19, 2017 | 11 |

I. POLICY STATEMENT

The safety of Arizona’s children and families is a vital concern of the Department of Child Safety (DCS). This policy ensures that authorized drivers who operate a state-owned or state-leased vehicle for work-related reasons do so in a safe and responsible manner in compliance with the Code of Federal Regulations (C.F.R.), Arizona Revised Statutes (A.R.S.), the Arizona Administrative Code (A.A.C.), and the Arizona Department of Administration (ADOA) Motor Vehicle Use and Safety Policy. The Department is required to maintain records on all capital equipment regardless of the funding source, which includes all vehicles purchased or leased by DCS. Each vehicle is associated with a designated Vehicle Steward who is accountable for the vehicle.

II. APPLICABILITY

This policy applies to all authorized drivers of DCS vehicles.

III. AUTHORITY

[41 CFR § 101-27](#)

Inventory Management

[A.R.S. § 13-3102](#)

Misconduct involving weapons; defenses; classification; definitions

[A.R.S. § 28-663](#)

Duty to give information and assistance; classification; alcohol or drug screening

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| A.R.S. § 28-907 | Child restraint system; civil penalty; exemptions; notice; child fund; definitions |
| A.R.S. § 28-909 | Vehicle restraints required; exceptions; civil penalty |
| A.R.S. § 28-914 | Use of portable wireless communication device while driving; prohibition; civil penalty; state preemption; definitions |
| A.R.S. § 28-963 | Image display device; prohibition; exceptions; definition |
| A.R.S. § 38-538.03 | Exemptions |
| A.R.S. § 41-803 | Operation of state motor vehicle fleet; public service announcements; energy conservation; alternative and clean burning fuels; definition |
| A.A.C. R2-10-102 | Reporting Procedures |
| A.A.C. R2-10-104 | Self-insured Property Claim Procedures |
| A.A.C. R2-10-207 | Agency Loss Prevention Program Elements |
| A.A.C. R2-15-201 | Definitions |
| A.A.C. R2-15-202 | Vehicles, Operators, and Uses |
| A.A.C. R2-15-203 | Operator Responsibilities |
| A.A.C. R2-15-205 | Vehicle Request Procedures |
| Statewide Motor Vehicle Safety Policy | Arizona Department of Administration |
| U.S.C. Title 26, Chapter 43, Section 4977 | Tax on certain fringe benefits provided by an employer |

IV. DEFINITIONS

Alternative Fuels: The same as prescribed in [A.R.S. § 1-215](#).

Authorized Driver: An individual that possesses a valid class appropriate driver's license for the vehicle to be operated on State business, who has completed all required training, and who has successfully passed all necessary personal record documentation checks. An authorized driver also meets one of the following criteria:

- An employee, working within the course and scope of employment or assigned duties, operates a vehicle in the performance of State business, that is not prohibited to drive in accordance with A.R.S. § 23-231 (Prohibited employment of persons under the age of eighteen);
- A non-State employee acting within the course and scope of authorized or contracted responsibilities who has been allowed to drive a State-owned vehicle because the DCS Director or the Director's designee has determined that it is necessary and in the best interest of the State.

Conditional Driver: A driver who has accumulated six (6) to seven (7) driving points within the last thirty-nine (39) months.

Department or DCS: The Department of Child Safety.

Director: The Director of the Arizona Department of Child Safety.

Distracted Driving: Engaging in any activity prohibited under [A.R.S. § 28-914](#), which, among other things, prohibits the use of a cell phone or stand-alone device unless the device is in a hands-free mode.

Domicile-to-Duty Travel: Travel between a vehicle operator's residence and worksite as prescribed under [A.R.S. § 38-622](#).

Employee: Full-time and part-time individuals being compensated, for, or under the authority of any payroll system of the Government of the State of Arizona or any public officer, deputy, board, or commission member that receives compensation, as well as volunteers, interns, or contractors who perform work on behalf of DCS.

High Risk Driver: A driver that has accumulated eight (8) or more driving points within the last thirty-nine (39) months.

Motor Vehicle Accident Reporting Instruction Packet: The automobile loss report form and witness information cards in the glove compartment of each vehicle.

Non-State Employee: An individual who performs services for the State of Arizona but are not State employees paid under the authority of any payroll system of Arizona State Government, (e.g., appointed members of boards or commissions that are reimbursed for travel expenses, and exclusively operate privately owned vehicles to commute to meetings; contractors; volunteers; interns; correctional inmates or wards of the State; etc.).

State-operated Fuel Stations: A location managed by Arizona Department of Administration (ADOA) or the Arizona Department of Transportation (ADOT) to dispense fuel to state vehicles.

Vehicle Incident Review Committee: A team assigned to assess each incident that involves damage to determine the cause and preventability of the incident and recommend any corrective action to prevent recurrence.

Vehicle Steward: A Department employee assigned to manage a vehicle's activity and fuel use, and coordinate the vehicle's maintenance and repairs.

Weapon: Includes but is not limited to any of the following: firearms; knives; clubs; bombs; bomb-making materials; grenades; missiles; rockets; fireworks; explosives; stun guns; incendiary devices; poison; poison gas; a device that is designed, made, or adapted to muffle the report of a firearm; and martial arts weapons.

Work-related: Any activity performed for DCS business or DCS sponsored purposes as part of an authorized driver's job responsibilities, excluding travel between the authorized driver's personal residence and primary workplace.

V. POLICY

A. Authorized Use of State Vehicles

1. All authorized drivers as defined by policy may use a state vehicle. All transportation must be authorized and vehicles used for work-related reasons.
 - a. Non-DCS employees, including contractors, volunteers, interns, and others who are not part of the State of Arizona Human Resources Information Solution (HRIS) database are required to

complete a [State Driver Authorization Form](#). They shall also comply with the requirements outlined in the [Fleet Driver Safety Program](#) policy, section VI (Procedures), subsections A through E.

2. When travel is necessary, the first mode of transportation shall be a state-owned vehicle. Privately-owned vehicles (POVs) shall only be used when no state-owned vehicles are available, or the authorized driver is conducting state business during their commute to or from their work place. A traveler may use a POV for official State business if it is the most cost-effective mode of travel when all considerations, including employee time, are taken into account.
 - a. Drivers shall obtain approval from their supervisors prior to using their POV on State business by completing a [State of Arizona Privately Owned Vehicle \(POV\) Authorization](#) form. Department supervisors shall not authorize the use of a POV if the driver does not possess a valid driver's license and liability insurance.
 - b. Authorized drivers acting within the course and scope of their employment should not use a POV to transport those in the care and custody of the State.
 - c. Prior to driving a POV on State business, drivers shall have current proof of the statutorily required liability insurance. The State self-insurance policy is secondary to the driver's own insurance policy, and does not provide coverage for damage or loss to a POV or personal property, or medical coverage to nonemployee passengers (see Procedures section VI.B.1).
 - d. If convicted of a criminal traffic violation while operating a POV, Authorized Driver status will be suspended until driving privileges are restored by a court and in accordance with high risk driver determination.
3. State vehicles shall **not** be used:
 - a. for domicile-to-duty travel that has not been specifically authorized by the DCS Director;
 - b. for transportation of any other person, including relatives of the employee, not essential to the accomplishment of the purpose for

which the vehicle was dispatched;

- c. by unauthorized individuals (see Fleet Driver Safety Program, [\(DCS 04-43\)](#) for information regarding who is authorized to drive and ride in a state vehicle); or
 - d. for personal convenience that would benefit the vehicle operator, any authorized driver, or any vehicle passenger while in possession of the vehicle.
4. Weapons are prohibited in all vehicles (including private vehicles) engaged in DCS business or a DCS-sponsored activity except when the driver or a passenger is one of the following, as permitted by [A.R.S. § 13-3102](#):
- a. a DCS employee assigned to a law enforcement position in the Department;
 - b. a certified Arizona law enforcement officer, a certified law enforcement officer from another state; or
 - c. a certified federal law enforcement officer.

Persons with a government-issued concealed weapon permit are not excluded from this policy.

5. Circumstances for domicile-to-duty travel for state vehicle operators are restricted. One of the following criteria must exist before domicile-to-duty use of a DCS vehicle may be authorized:
- a. the authorized driver's home is also the duty station;
 - b. the authorized driver reports directly to the work site from home rather than to the duty station;
 - c. the authorized driver's duties regularly require the use of a vehicle for official state business before 7:00 a.m. and after 5:00 p.m., Monday through Friday, or on weekends and holidays.
6. Authorized drivers who are authorized to use a DCS vehicle for domicile-to-duty travel fall under the purview of a taxable fringe benefit that must be reported to the ADOA General Accounting Office (GAO) on the

Personal Use of State Vehicle form.

- a. A DCS vehicle kept overnight at an authorized driver's residence must be parked in a secure and safe manner. Any authorized driver who parks a DCS vehicle overnight at their residence will be responsible to report the number of occasions to the GAO on the Non-Cash Fringe Benefit Charge form. Three dollars per day will be added to the authorized driver's taxable income under the authority of U.S. Code Title 26, Chapter 43, Section 4977. This addition to taxable income applies only to the number of days that the authorized driver uses the vehicle to commute to and from work.
- b. Programs shall keep records on domicile-to-duty travel for a minimum of three years.

7. Evidence of noncompliance with these standards may result in the authorized driver losing the privilege of driving a state vehicle, and may result in serious disciplinary action up to and including dismissal from state service.

B. Vehicle Warranty

All new vehicles will be covered by the original manufacturer's warranty. Warranty periods may vary, so it is important that all drivers be familiar with the terms and conditions of the vehicle's warranty. The vehicle's warranty coverage should be outlined in or provided with the vehicle's owner's manual. Vehicle manufacturers also have provisions to assist with repairs in situations in which the vehicle has fallen outside the original warranty. Contact FleetManagement@azdcs.gov for assistance with warranty coverage.

C. Vehicle Procurement

1. All vehicle requisitions must meet the legal requirements and be approved and processed through DCS Fleet Management Services and the DCS Procurement Office.
2. If a vehicle is being purchased to replace an existing DCS vehicle, the vehicle to be replaced must meet the replacement criteria published by the Arizona Department of Transportation:

- a. more than 135,000 miles;
 - b. excessive repair costs resulting in the vehicle not being cost effective to operate as determined by the DCS Fleet Manager or designee;
 - c. a Risk Management claim has deemed the vehicle a total loss due to an accident or act of nature.
3. For more detailed procedures for purchasing or justifying the purchase of state vehicles, contact DCS Fleet Management Services.

D. Receiving, Registration, Title, and Preparation

1. Upon disposition (trade-in, transfer to ADOA Surplus Property Office, etc.) of a vehicle, DCS Fleet Management Services has the sole authorization to endorse the vehicle title.
2. The license plates for all DCS vehicles are obtained at the time of registration. DCS Fleet Management Services shall dispose of vehicle plates in accordance with direction from the ADOT/Motor Vehicle Division (MVD).
3. All vehicles are defined as capital equipment. DCS Fleet Management Services shall assign a DCS asset tag to each vehicle. The asset tag shall be placed on the vehicle before delivery to the program.

E. Delivery of New Vehicles

DCS Fleet Management Services shall do all of the following:

1. receive all newly acquired vehicles and assign the vehicle to a cost center location in the fixed asset system.
2. assign a Vehicle Steward to each vehicle before delivery to the vehicle's assigned location.
3. arrange to pick up vehicles within seven business days from the time of notification. A copy of the original registration and proof of insurance forms must be available in the vehicle at all times.

4. retain the original registration in a vehicle file and place a copy in the vehicle's glove box.

F. Vehicle Reallocation

1. Fleet and Equipment Services shall review vehicle usage quarterly.
2. Vehicle utilization standards are as follows:
 - a. 0 - 750 miles per month = Underutilized (The Statewide Fleet Council defines "underutilized" as 0-666 miles per month, but DCS has chosen a higher threshold due to Department needs);
 - b. 751 – 1,250 miles per month = Utilized effectively;
 - c. 1,251 or higher = Over-utilized.
3. Vehicles deemed underused may be reallocated to other cost centers/locations that demonstrate a higher priority of need, with the consent of the DCS Fleet Manager or designee.

G. Routine and Preventive Maintenance

1. Authorized drivers are required to perform routine maintenance tasks when driving state vehicles.
2. ADOT/DCS Fleet Management Services shall notify DCS Vehicle Stewards when vehicles are due for preventive maintenance. DCS Vehicle Stewards shall schedule the required services immediately with the assigned repair facility after notification is received.

H. Vehicle Emergency Handbook

Each state vehicle shall contain a handbook of instructions for vehicle emergencies in the vehicle's glove compartment and/or the vehicle's binder. The handbook shall include:

1. A list of emergency contact names and telephone numbers.
2. The procedures to implement if the vehicle has mechanical difficulties.

I. Vehicles to Employees Ratio

The ratio of vehicles to employees shall be one to three (1:3). For the purposes of this calculation, employees shall be defined as DCS Case Specialists and DCS Case Aides.

VI. PROCEDURES

A. Roles and Responsibilities

1. The DCS Director or designee shall:
 - a. ensure that the Department's Fleet Driver Safety Program policy complies with the ADOA Motor Vehicle Use and Safety policy;
 - b. communicate motor vehicle use and safety policies to all DCS personnel that are expected to drive for State business;
 - c. prior to allowing non-State employees to drive a State-owned vehicle (SOV):
 - i. make sound business-based decisions and act in the best interest of the State in the management of the Department's vehicle use program;
 - ii. for contracted non-State employees, ensure that the underlying contract includes non-owned vehicle liability coverage prior to authorizing use of an SOV.
 - d. determine whether the Department's Fleet Driver Safety Program policy will allow non-employee passengers to ride in an SOV;
 - e. determine whether high risk drivers should be allowed to continue driving for State business. This determination shall be in writing and shall not contravene or circumvent an order or action of the court or the MVD;
 - f. review recommendations emanating from investigations of citizen complaints;

- g. review corrective action measures for conditional drivers, which may include:
 - i. completing defensive driving training within thirty (30) calendar days of the determination;
 - ii. attending corrective safety training;
 - iii. loss of driving privileges;
 - iv. transfer to a non-driving position;
 - v. separation from state employment.
 - h. review high risk driving status reviews from the Department ASEDRA administrator and, if applicable, render final determinations regarding an individual's driving and/or employment status.
2. The Fleet and Equipment Manager shall:
- a. compile a list of employees who will act as Vehicle Stewards;
 - b. as needed, compare fuel card charge slips to fuel transaction reports;
 - c. work with DCS Fleet Management Services to obtain two vehicle repair estimates in the event a vehicle in the program's care has been involved in an accident.
3. Vehicle Stewards shall:
- a. ensure that vehicles in their care receive timely preventive maintenance services, emissions tests, and manufacturer recall repairs when notified by ADOT/DCS Fleet Management Services that the need for services are pending;
 - b. have the option to initiate service appointments prior to receiving a notice if they are aware that services are due;
 - c. forward appropriate information provided by DCS Fleet Management Services to vehicle operators and supervisors;

- d. ensure the [Daily Log of State Vehicle Travel](#) form is properly completed to reflect vehicle sign in and sign out, and is retained according to the applicable disposition schedule;
- e. ensure that fuel cards and keys are kept in a locked location in order to prevent unauthorized use, misplacement, or loss;
- f. take responsibility and accountability for vehicle fuel card transactions while the keys and fuel cards are in their custody, and until such time that vehicle operators properly sign out the key and fuel card, and shall:
 - i. ensure that, if applicable, a fuel card is present in the vehicle when it is returned by the vehicle operator; and
 - ii. ensure that the [Monthly Fleet Card Purchase Log](#) is completed by the vehicle operator and that fuel receipts are provided upon their trip return.
- g. immediately report to DCS Fleet Management Services when a fuel card is lost, stolen, or becomes inoperable and:
 - i. complete the [Request to Replace a DCS Gas Card](#) form for a lost, stolen, or replacement fuel card;
 - ii. in the event a fuel card is lost, wait a minimum of 24 hours before requesting a new fuel card, to allow ample time for a lost card to be found and prevent unnecessary paperwork;
 - iii. complete an [Unusual Incident Report](#) (UIR) form for all lost or stolen fuel cards.
- h. as needed, compare fuel card charge slips to fuel transaction reports;
- i. work with DCS Fleet Management Services to obtain two vehicle repair estimates in the event that a vehicle in the program's care has been involved in an accident;
- j. transfer vehicles within three (3) business days for vehicle changes such as cost center changes, physical location changes, etc. by

using the following form: [Vehicle Transfer \(DCS-3214\)](#);

- k. if changing stewards only, notify FleetManagement@azdcs.gov of the new steward's full name, EIN number, and a list of vehicles being transferred.

4. Vehicle Operators

Vehicle operators are subject to a semiannual Motor Vehicle Review (MVR) conducted by DCS Human Resources. MVRs are reported by DCS Human Resources to the Deputy Director's office or their designee. Driving records must indicate that authorized drivers are eligible to operate state vehicles safely. Additionally, vehicle operators shall:

- a. operate vehicles in such a manner as to prevent incidents, property damage, or injuries by driving defensively and in compliance with the laws, statutes, ordinances of the State of Arizona and all jurisdictions in which they drive;
- b. obey all applicable traffic laws, which include ensuring that a copy of the vehicle's registration and proof of insurance are in the vehicle before driving the vehicle. Traffic citations are a personal liability. Prompt payment of fines is expected for any moving or nonmoving traffic citation received while driving a state vehicle. A copy of any citation received for mechanical failure must be sent promptly to DCS Fleet Management Services.
 - i. With the exception of citations resulting from SOV mechanical failure, the authorized driver will be financially responsible for citations received while driving any vehicle in the course of conducting State business.
 - ii. If an authorized driver receives a traffic citation that results in cancellation, revocation, or suspension of their driving privileges, the driver must provide verification of license reinstatement prior to driving a state or personal vehicle for work-related purposes. State driving privileges may be restored when the driver provides verification of license reinstatement.
- c. refrain from distracted driving or performing an activity that could

distract the driver from the primary task of operating a vehicle;

- i. in Arizona it is illegal to talk, text, send/read a message, scroll social media, or watch/record videos with a device physically held or supported with any part of a person's body unless if used with an earpiece, headphone device, or device worn on a wrist to conduct a voice-based communication;
 - ii. as identified in [A.R.S. § 28-914](#), operators of vehicles with electronic equipment installed for the performance of official State duties should make every effort to not use the devices while driving.
- d. ensure that all occupants are restrained using appropriate lap and shoulder belts or for children, age/weight appropriate child restraints as required by law, when riding in any vehicle that is used for state business. The vehicle operator shall also ensure that when transporting a passenger with disabilities, all equipment is properly secured to the vehicle, and when the passenger is seated in the equipment, the passenger is properly fastened to the equipment in which the passenger is seated;
 - e. complete the required paperwork in the Motor Vehicle Accident Reporting Instruction packet within twenty-four (24) hours for all vehicle accidents regardless of the amount of damage. Motor Vehicle Accident Reporting Instruction packet forms used while the vehicle is in the vehicle operator's custody must be replaced. Vehicle operators may contact Worker's Compensation at 800-685-2877 if they sustain an injury and require medical care;
 - f. accurately complete the Daily Log on the [Daily Log of State Vehicle Travel](#) form each time the vehicle is driven;
 - g. purchase only regular unleaded grade fuel unless the vehicle requires a higher grade;
 - h. return the vehicle with at least one-half tank, and preferably a full tank, of fuel;
 - i. use state-operated fuel stations whenever possible. Commercial

fuel stations shall be used only when a state-operated fuel station is not available;

- j. use self-service gasoline pumps whenever possible. Full-service pumps shall be used only in emergencies or when vehicle problems occur or are suspected;
- k. use alternative fuels in alternative fuel vehicles (AFVs) whenever possible;
- l. keep vehicles clean (e.g., free from trash, debris, dirt, grime) and smoke-free;
- m. report all defects and malfunctions promptly to the Vehicle Steward, who shall schedule the necessary repairs;
- n. ensure the proper use of the State fuel card. This includes:
 - i. safeguarding the fuel card from unauthorized use while in possession of it;
 - ii. being responsible and accountable for transactions that result while the key and the fuel card have been signed out in their possession by recording the transaction on the appropriate monthly report;
 - iii. using the fuel card only for the vehicle to which it is assigned;
 - iv. turning in the key, fuel card, and all transaction receipts to the Vehicle Steward;
 - v. reporting lost or stolen cards to the Vehicle Steward immediately upon discovery.
 - (a) in the event a fuel card is lost, the vehicle operator shall wait a minimum of 24 hours before submitting a request for a new fuel card. The 24-hour period allows ample time for a lost card to be found and prevents unnecessary paperwork;

- (b) complete an UIR for all lost, stolen or replacement card requests pursuant to section VI.A.g above. Submit the form to the Vehicle Steward.
- o. ensure the safe and careful operation of fleet vehicles and to observe all vehicle directives issued by the governor through DCS Fleet Management Services;
- p. take every reasonable action to safeguard the vehicle's mechanical condition by closely observing the vehicle's built-in warning lights, in-vehicle messages, and gauges. When alerted by visual inspection or tire gauge warning that a vehicle has low tire pressure, a vehicle operator shall ensure that tires are inflated to an appropriate level in order to ensure safety. Failure to safeguard the vehicle which results in any vehicle damage or mechanical failure as a result of neglect may result in disciplinary action.

B. Vehicle Accidents

- 1. Vehicle operators must follow the information provided in the Motor Vehicle Accident Reporting Instruction packet located in the vehicle's glove compartment. The packet outlines the steps a vehicle operator takes after an accident (when able). The vehicle operator shall:
 - a. if an injury was sustained, submit a notice of injury through the 24/7 Nurse Triage Line within twenty-four (24) hours after the accident;
 - b. assist any injured individuals as prescribed in [A.R.S. § 28-663](#). This includes arranging transporting the injured person to a medical facility, and may include allowing the injured person to sit in a state vehicle while awaiting medical treatment. Driving the injured person in the state vehicle is not allowed;
 - c. notify law enforcement (a Certificate of Automobile Liability Insurance is provided in the Motor Vehicle Accident Reporting Instruction packet);
 - d. remove the vehicle from the roadway if the vehicle is drivable;
 - e. if another driver is involved and uninjured, request that the other driver fill out the witness information card located in the accident

reporting packet, and obtain the name and telephone number of any witnesses;

- f. contact DCS Fleet Management Services to report vehicle accidents, vehicle theft, serious injuries, and towing needs;
- g. contact the Vehicle Steward and the operator's immediate supervisor;
- h. instruct any passengers who are DCS employees or serving in a professional capacity in conducting DCS business to contact their immediate supervisors;
- i. complete the [ADOA Risk Management Automobile Loss Report](#) form and submit to DCS Fleet Management Services and DCS Risk Management within 24 hours of the vehicle accident, regardless of the amount of damage;
- j. complete the UIR form and forward it to the Vehicle Steward, DCS Fleet Management Services, driver's supervisor, and Program Manager;
- k. contact your own insurance company if your personal vehicle is involved in an accident while conducting official state business (a DCS authorized driver's own insurance will provide primary accident coverage when driving their own vehicle on state business. ADOA Risk Management *may* provide secondary coverage);
- l. whenever possible, obtain a copy of the police report, or the police report number, if the officer completes a report or indicates one has been completed, then forward a copy of the report to the Vehicle Steward;
- m. arrange for a tow to the nearest ADOT Equipment shop if the vehicle cannot be driven by calling Emergency Roadside at 877-800-8520 (if the vehicle is safe to drive, it should be driven back to the DCS office to which it is assigned). In the event that Law Enforcement cannot wait for Roadside and they have to move the vehicle, ask if they can take it to the closest ADOT Equipment shop.

This information is also available in the [ADOT Equipment Service Vehicle User Handbook](#) (page 8) in every vehicle.

2. Vehicle Stewards:
 - a. contact DCS Fleet Management Services within twenty-four (24) hours after being notified that a DCS-owned vehicle was involved in an accident;
 - b. coordinate the repair estimates with DCS Fleet Management Services and an approved body shop repair facility;
 - c. regardless of the accident location, ensure that all required paperwork is forwarded to FleetManagement@azdcs.gov and OpRiskManagement@azdcs.gov within twenty-four (24) hours; this shall include:
 - i. [ADOA Risk Management Automobile Loss Report](#);
 - ii. [Unusual Incident Report](#);
 - iii. police report;
 - iv. citation if DCS employee was cited for the accident;
 - v. any other applicable paperwork, photographs, witness cards, etc.;
 - vi. whether there were car seats involved (car seats involved in any accident must be replaced per [Car Seat Maintenance and Disposal, DCS 02-17](#));
 - vii. the location to which the vehicle was towed, if applicable.
 - d. If the vehicle is safe to drive, obtain two written repair estimates on state vehicles involved in accidents per ADOA Risk Management policy;
 - e. contact DCS Fleet Management Services, or visit the forms section of the Fleet Management SharePoint page, to replace the Motor Vehicle Accident Reporting Instruction packet or any forms

located within the packet.

C. Broken Windows in DCS Vehicles

1. In the event that a vehicle window is broken or chipped, complete an Unusual Incident Report and a [Request to Repair or Replace a State Vehicle Windshield \(DCS -3124\)](#) form along with a picture of the area that is damaged and submit it to DCS Fleet Management Services and DCS Risk Management for processing.
2. DCS Fleet Management Services coordinates with the local office to schedule the appointment and pay for repairs via a purchase Order. No fuel card information shall be provided to the vendor at the time of service.

D. Disability Placard

Authorized drivers who regularly transport persons with disabilities as part of their job requirement may obtain an application for a Disability Placard at any Motor Vehicle Division Driver License Office within the state. Contact FleetManagement@azdcs.gov for assistance if required.

E. Unmarked Vehicles

1. DCS may be granted the use of unmarked state vehicles to conduct rehabilitation or social service programs, felony investigations, or activities of a confidential nature for a period of one year through DCS Fleet Management Services.
2. Requesters ask DCS Fleet Management Services for an *Exempt Vehicle Request* form and submit it to FleetManagement@azdcs.gov. The form explains the need for the unmarked vehicle and bears the signature of the Deputy Director.
3. DCS Fleet Management Services coordinates the requests with ADOA, the Governor's Office, and the ADOT/MVD Law Enforcement Section.
4. DCS Fleet Management Services is the only entity authorized to contact the Arizona Department of Transportation, Motor Vehicle Division, Law Enforcement Section, regarding undercover plates. This authority has been granted through the Director's Office.

F. Vehicle Transfers

1. Offices initiate vehicle transfers by submitting a [Vehicle Transfer \(DCS-3214\)](#) form to FleetManagement@azdcs.gov.
2. Transfers include any time a vehicle or asset changes one or all of the following:
 - a. physical location;
 - b. cost center;
 - c. Vehicle Steward (see section VI.A.2.i).
3. Transfers are completed within three (3) work days of the date that the physical transfer, cost center, or a Vehicle Steward change of assignment occurs.

G. Use of State Fuel Cards

1. DCS Fleet Management Services has the sole responsibility and authority to obtain and issue state fuel cards for use with DCS-owned vehicles.
2. DCS Fleet Management Services assigns each DCS vehicle a fuel card with a unique card number.
3. The state fuel card may be used only for the vehicle to which it is assigned.
4. Use the state fuel card to obtain fuel, vehicle-related emergency consumables (identified below) and services only. The state fuel card may not be used for non-emergency purchases of goods or services that are covered under other state contracts.
5. The following items may be purchased with the state fuel card:
 - a. gasoline;
 - b. wiper blades;
 - c. lubricants;

- d. car washes;
 - e. emergency towing (The Arizona Department of Transportation provides 24-hour towing assistance by calling 877 800-8520 and also performs repairs. Instructions for securing these services are located in the vehicle's glove compartment and/or the vehicle's binder. See also locations referenced above in section VI.B.1.k);
 - f. emergency repairs that have been previously authorized through DCS Fleet Management Services;
6. All state fuel card charges are reconciled monthly as directed through DCS Fleet Management Services. Vehicle Stewards compare fuel card charge slips to fuel transaction reports and report unreconciled differences to DCS Fleet Management Services.
7. The vehicle operator immediately contacts DCS Fleet Management Services and the Vehicle Steward to report the loss or theft of a state fuel card.
- a. Vehicle Stewards and/or vehicle operators complete the [Request to Replace a DCS Gas Card](#) when requesting a replacement fuel card.
 - b. vehicle operators complete the UIR and submit it to the Vehicle Steward with the request to replace the lost or stolen fuel card.

NOTE: A waiting period of 24 hours should occur before requesting new cards in the event one is lost. The 24-hour period allows ample time for a lost card to be found and prevents unnecessary paperwork.

Contact DCS Fleet Management Services if the state fuel card does not work, or for any other card problems.

8. If circumstances require that an authorized driver pay for fuel out of their own pocket, the authorized driver may submit a travel reimbursement claim including a copy of the receipt, authorized driver name, Employee Identification Number (EIN), site code, telephone number, and license plate number of the vehicle to DCS Office of Accounting.

9. DCS state fuel cards require the use of a user identification number. This identification number is based on the Employee's Identification Number (EIN) and must be six digits long. For example, the identification number for an EIN of 000012345 would be 012345 (for EINs that are fewer than six digits, add preceding zeroes to make it six digits). Contact DCS Fleet Management Services for assistance with any problems related to the user identification number. Only a fuel card assigned to a specific vehicle may be used for that vehicle; fuel cards are not transferrable between vehicles.
10. Any person using the state fuel card for unauthorized activity, such as fueling a non-state-owned vehicle, shall be subject to disciplinary action up to and including dismissal from state service, and shall be prosecuted to the fullest extent of the law.
11. DCS Fleet Management Services reviews fuel card transactions periodically for fraudulent transactions.

H. Routine and Preventive Maintenance

DCS Fleet Management Services or ADOT sends out periodic notifications to DCS Vehicle Stewards informing them of vehicles that are due for preventive maintenance, which will occur every 12 months or 8,000 miles. If a vehicle reaches the 8,000-mile limit from its last preventive maintenance, based on fuel meter readings or repair work orders, the preventive maintenance notice will be generated during the next notice cycle (the 15th day of each month).

1. On the inside of each vehicle windshield, a sticker indicating when the next preventive maintenance is due is posted. ADOT will perform the preventive maintenance update the sticker to reflect the new preventive maintenance parameters.
2. The 12 month/8,000-mile schedules do not apply to CNG or diesel light vehicles.
3. Preventive maintenance services are classified as "A", "C", and "D":
 - a. "A" service consists of an oil and oil filter change, tire inspection and rotation, 50-point safety check list including brakes, engine and transmission components, windshields, lighting, air conditioner and heater, and steering. If a potential mechanical

failure is detected, it will be repaired. The vehicle is test driven and, if approved, returned to the user. The usual time for this service is one hour if no additional repairs are needed;

- b. “C” service duplicates all of the items completed during an “A” Service. The air filter and fuel filter are also changed. The usual time for this service is 2-3 hours depending on the vehicle type (e.g., alternative fuel or four-wheel drive vehicles) if no repairs are needed;
 - c. “D” service duplicates all of the items in a “C” service but adds transmission service. The usual time for this service is 5-6 hours if no repairs are needed.
4. In the metro Phoenix and Tucson areas, the Arizona Department of Environmental Quality mandates vehicle emission testing every two years. Emission coupons are available at the ADOT Phoenix Metro and Tucson facilities.
 5. Vehicle Stewards schedule vehicles due for preventive maintenance within twenty-four (24) hours after notification is received.
 6. DCS authorized drivers operating state vehicles shall perform routine maintenance tasks. Refer to the [DCS Driver’s Vehicle Inspection Report](#) for a list of these tasks.
 7. Vehicles may be washed no more than once per month unless greater frequency is needed to ensure driver safety and approved by DCS Fleet Management Services. All vehicle washes will be of the “basic” variety; full detail washes must be approved in advance by DCS Fleet Management Services.

I. Emissions Testing

1. Every vehicle assigned within Maricopa and Pima counties must undergo emissions testing when notified by DCS Fleet Management Services. DCS Fleet Management Services shall send out periodic notifications to DCS Vehicle Stewards informing them of vehicles that are due for emissions testing.
2. DCS Vehicle Stewards may obtain emissions coupons for DCS vehicles

from ADOT Equipment Services as instructed through the notifications.

3. The results of all emissions testing on DCS vehicles must be provided to DCS Fleet Management Services and ADOT by following the instructions attached to the coupon. If a DCS vehicle fails its emissions test, the vehicle is returned to the DCS maintenance provider with a copy of the emissions test results for repair and retesting.

J. Shared Vehicle Transfers

DCS Fleet Management Services is the only authority that has the ability to transfer a vehicle between DCS locations. A Vehicle Steward does not have the authority to transfer a shared vehicle from one office location to another.

K. Monthly Reports for DCS-Owned Vehicles

1. Each vehicle operator using a DCS-owned vehicle completes and submits a legible [Daily Log of State Vehicle Travel](#) to the Vehicle Steward for each vehicle:
2. The reports contain:
 - a. identity, telephone number, and address of cost center, location, and individual responsible for the vehicle;
 - b. the description of service/repairs with attached copies of service invoices;
 - c. state fuel card purchases and fuel card slips;
 - d. accurate odometer readings and total miles driven;
 - e. total number of miles driven per month.

L. Routine and Preventive Maintenance for Shared Vehicles

1. Shared vehicles assume the same routine and preventative maintenance schedules as any other DCS vehicle.
2. DCS Fleet Management Services sends out periodic notifications to Vehicle Stewards informing them of vehicles that are due for preventive

maintenance or manufacturer recall.

3. Vehicle Stewards schedule vehicles due for preventive maintenance or manufacturer recall within two (2) business days after notification is received.
4. Vehicle Stewards have the right to refuse any reservation or request in order to schedule the vehicle for service.

M. Vehicle Incident Review Committee (VIRC)

1. In compliance with [A.A.C. R2-10-207.11\(g\)](#), DCS operates a Vehicle Incident Review Committee (VIRC). The VIRC shall conduct a review of each incident that involves damage to determine the cause and preventability of the incident and recommend any corrective action to prevent recurrence.
2. VIRC activities are intended to ensure authorized drivers are held accountable for their operation of state-owned, leased, or rented vehicles (SOVs), reduce vehicle incidents, and ensure that authorized drivers are aware that they have been entrusted by the public to operate SOVs safely and responsibly.
3. Preventable determinations are reported to the authorized driver, the authorized driver's supervisor, Human Resources Employee Relations, and DCS Fleet Management Services. Review of incidents is a critical element in a motor vehicle safety policy and often results in corrective actions, training, and other measures that emphasize the importance of safe driving.
4. Responsibilities of the VIRC include reviewing each incident that involves vehicle damage for the following:
 - a. evaluating the incident for cause;
 - b. determining if the incident was preventable or non-preventable;
 - c. drafting and sending the Determination Letter to the authorized driver's supervisor and the authorized driver, with a copy to Human Resources Employee Relations and DCS Fleet Management Services.

VII. FORMS INDEX

[ADOA Risk Management Automobile Loss Report](#)

[Daily Log of State Vehicle Travel \(DCS-1136A\)](#)

[DCS Driver's Vehicle Inspection Report \(DCS-1135A\)](#)

[Monthly Fleet Card Purchase Log \(DCS-1137A\)](#)

[Motor Pool/Enterprise Authorization \(DCS-1134A\)](#)

[Personal Use of State Vehicle \(GAO-88\)](#)

[Request to Repair or Replace a State Vehicle Windshield \(DCS-3124\)](#)

[Request to Replace a DCS Gas Card \(DCS-1148A\)](#)

[State of Arizona Privately Owned Vehicle \(POV\) Authorization Form \(GAO-520\)](#)

[State Driver Authorization Form \(RMD 16-001-1F\)](#)

[State Vehicle Rules/Guidelines Affirmation \(DCS-1895\)](#)

[Unusual Incident Report \(DCS-1125A\)](#)

[Vehicle Transfer \(DCS-3214\)](#)