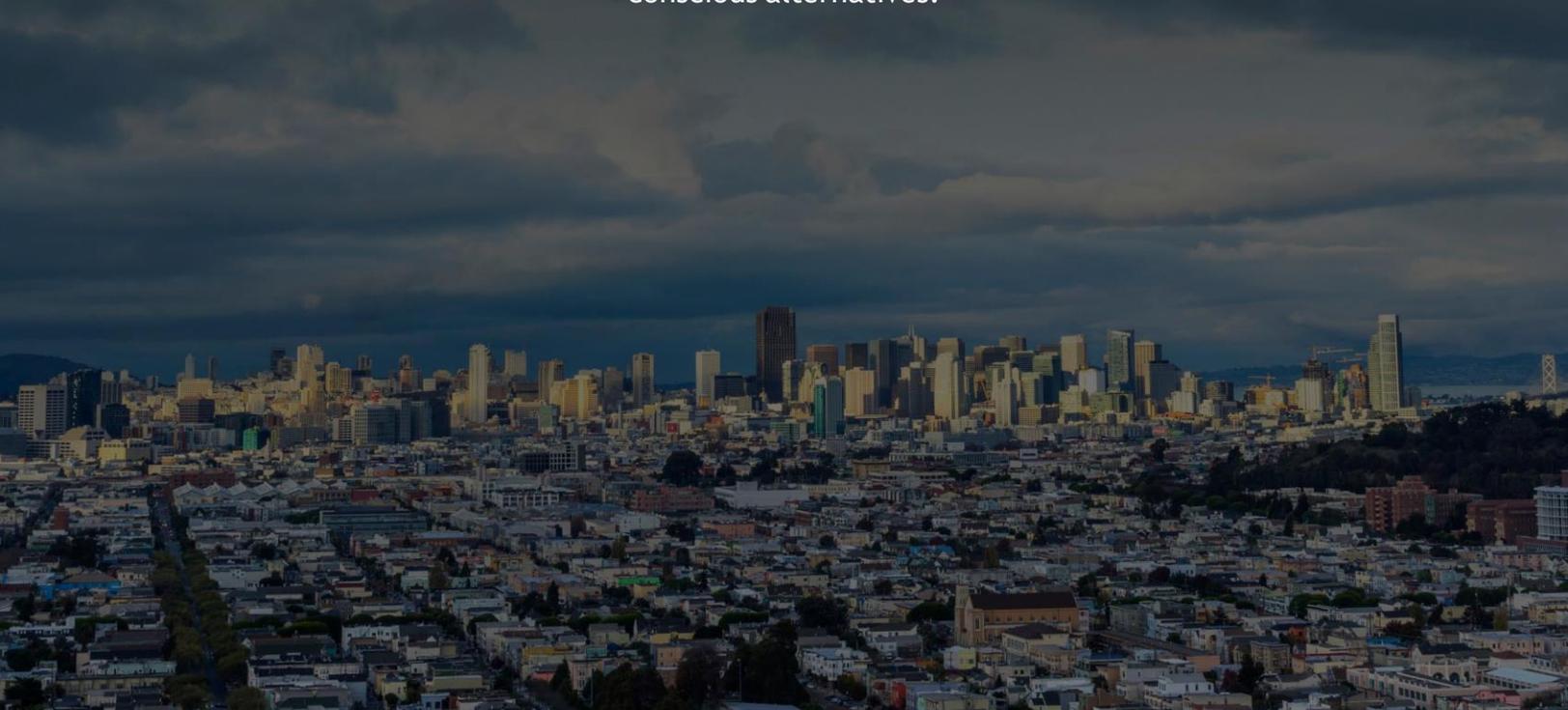


# FLEET VEHICLE SERVICES GUIDE

Business transportation recommendations are based on the distance of travel and length of time as needed by employees of ABAG, Bay Area Air District, and MTC.

Since pool vehicles are limited in availability and are frequently not the best solution for business travel needs, our transportation options guide provides economical and environmentally conscious alternatives.



**This document establishes guidelines and transportation options** for business use by employees of ABAG, Bay Area Air District (Air District), and MTC. The objective is to provide employees traveling on business with a reasonable level of service and comfort at the lowest reasonable cost.

**The Air District maintains and manages a fleet of Agency Pool Vehicles that are available for use when conducting official business.** However, pool vehicles are frequently not the best solution for short-distance or long-term use, and they are not always available. In those cases, alternate Transportation Options are best suited for your business travel needs.

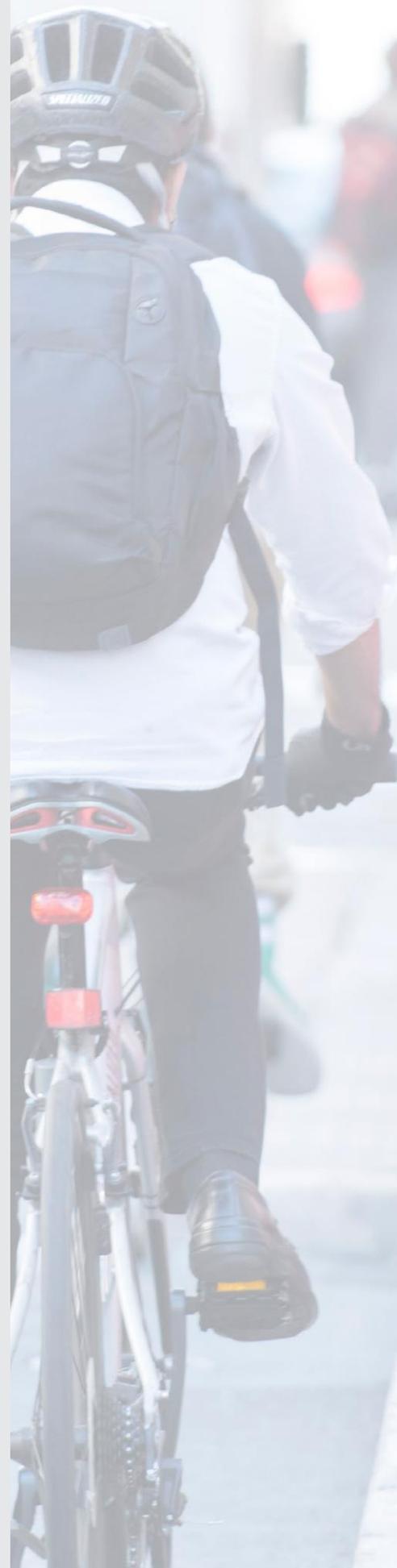
**Agency Pool Vehicles and Car Rentals** will be provided and billed directly to the applicable Metro Center agency. All other Transportation Options will be reimbursed to the employee after completion of the trip and submittal of documentation for reimbursement.

*For questions, notify Fleet Services at [businessofficeservices@baaqmd.gov](mailto:businessofficeservices@baaqmd.gov) or 415.749.4986 if the vehicle needs repair or attention.*

**VISIT ONLINE AT [FLEET.BAAQMD.GOV](https://fleet.baaqmd.gov)**

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## TRANSPORTATION OPTIONS

Transportation options are listed below based on the length and time needed for business use. Agency Pool Vehicles and Car Rentals will be provided and billed directly to the applicable agency. All other Transportation Options utilized are to be reimbursed to the employee.



### 0 - 2 MILES

Employees traveling on business for short distances are encouraged to walk, use an electric scooter, bicycle, or take public transportation. Taxi, ride share, and car share services are also recommended.

#### PUBLIC TRANSPORTATION

TAXI  
RIDE SHARE  
CAR SHARE



### 2 - 7 MILES

Employees traveling on business for more than 2 but less than 7 miles are encouraged to bicycle or use public transportation. If a vehicle is needed, taxi, ride share, or car share services are recommended.

#### PUBLIC TRANSPORTATION

TAXI  
RIDE SHARE  
CAR SHARE



### 7 - 20 MILES

Employees traveling on business for more than 7 but less than 20 miles are encouraged to use taxi or car share services. Agency pool vehicles will be available on a limited basis.

CAR SHARE  
AGENCY POOL VEHICLE  
TAXI



### 20 - 100 MILES

Employees traveling long distances on business can use agency pool vehicles, which will be available on a limited basis. Car rentals are another option.

AGENCY POOL VEHICLE  
CAR RENTAL

### USAGE OVER ONE DAY (ANY DISTANCE)

Employees needing to use a vehicle for more than one day will be required to use a car rental agency.

# AGENCY POOL FLEET VEHICLES

The Air District maintains and manages a fleet of dedicated pool vehicles that are available for use when conducting official business. The fleet vehicles are shared vehicles available to employees of ABAG, Bay Area Air District, and MTC Agencies.

Requests for an Agency Pool Vehicle can be made by filling out a Transportation Request Form. A Fleet staff member will confirm the request and notify the employee via email of the Pool Vehicle details or alternate transportation options identified for use.



## Pick Up and Return

- Pool vehicle keys, fuel, and maintenance cards are available in the Administrative Services Division on the 6th floor, (“Pool Vehicle Out” basket at cubicle 6233B).
- Requests must be made a minimum of 24 hours prior to pick up, and no later than 1:00 p.m. on Mon - Thurs, and 12:00 p.m. on Fridays. Vehicles must be picked up during regular business hours. Drivers should plan accordingly for early morning, late evening, and weekend trips. **Note: Keys for weekend trips must be picked up before 4:00 p.m. Friday or the reservation will be canceled.**
- Keys, fuel, maintenance cards, and any gas receipts should be returned to the Administrative Services Division (“Pool Vehicle In” basket at cubicle 6233B).
- When returning the pool vehicle, fill out the Vehicle Use “Trip Ticket” with actual mileage information and note any damage, malfunction, or maintenance issues and attach all receipts used such as gas purchases.

- **Note: Stick to the start and end time of the reservation.** Vehicles are reserved for multiple drivers each day. If an extension of the reservation is needed, please contact the Business Office for approval/availability.

Each Agency Pool Vehicle must have the following items inside the vehicle:

- Enterprise Maintenance Card
- FasTrak Transponder
- Two Fueling Cards
- License Plates (2)
- Proof of Insurance Card
- DMV Registration

Any items missing, defective, lost, or stolen must be reported immediately to the Business Office so the vehicle can be furnished with replacements.

## Fuel Cards

- All Agency Pool Vehicles are equipped with, or issued at the time of your reservation, fuel card.
- For Agency Rental Vehicles:
  - **For AD Staff:** rental cars will be equipped with, or issued at the time of reservation, a fuel card.
  - **For MTC Staff:** rental cars will not be issued a fuel card. MTC staff must seek fuel reimbursement from their Agency.
- Fuel cards require entering an Employee ID/Pin number and the odometer reading (in that sequence) into the keypad on the gasoline dispenser.
- The Employee ID/fuel pin for Pool Vehicles is written on each pool vehicle/rental vehicle check-out sheet.
- Employees must always select regular unleaded gasoline as opposed to premium gasoline. Employees may also use the gasoline fuel cards to pay for a car wash, lubricants, or emergency repairs.
- No other items may be purchased with the gasoline fuel cards.
- Attach all receipts to “trip ticket” when returning fuel cards – all charges are billed directly to the applicable department or agency.

## Pool Vehicle Breakdowns, Accidents & Safety Guidelines

### Enterprise Maintenance Card

Agency Pool Vehicles are managed by Enterprise Fleet Management. All Agency Pool Vehicles are equipped with an Enterprise Maintenance Card which should be used to access services, repairs, and roadside assistance. (A 24-hour assistance phone number, 1-800-325- 8838, is on each card for drivers to call.)

### Breakdowns



- If a vehicle breaks-down, is out of gas, or has a flat tire, practice safety first. Changing a tire or pushing a vehicle is prohibited. Please exercise sound judgment in these circumstances. If the vehicle is not in a safe location, move to a safe location, if possible, and contact your supervisor immediately and the 24-hour Enterprise assistance line (1-800-325-8838).
- No out-of-pocket expenses, all charges are billed to Enterprise Fleet Management.
- 24-hour availability for emergency roadside assistance.

### Accidents



- Call 911 if necessary.
- Contacting the police for a report may not be necessary in certain situations. If the liable driver does not have auto insurance, contact the police for a report. If you were injured, contact the police for a report to document the injuries at the scene of the accident.
- Report any accident or theft involving a Pool Vehicle to your supervisor and the Business Office at [BusinessOfficeServices@baaqmd.gov](mailto:BusinessOfficeServices@baaqmd.gov) as soon as possible. Provide a copy of the police report (if one is filed) and a completed incident form, located in the pool vehicle glove compartment, also found here: Attachment B. Drivers should also obtain pictures of any damage or road conditions if applicable.
- ONLY if the vehicle is safely operable, the vehicle will need to be driven into the Office. When in doubt use the Enterprise Fleet Maintenance card for a tow. Fleet Services will coordinate the repair of all vehicles.

## Six Simple Courtesies for Pool Vehicle Sharing

Using an Agency Pool Vehicle for business is a privilege. Drivers and passengers are expected to follow six simple courtesies to ensure that fleet vehicles are ready for travel when needed.

Each vehicle is used by multiple drivers each day. Adhere to the start and end time of your reservation or you will inconvenience other drivers.

- ✔ **Fill the tank at least ½ tank full for the next driver.** Use the fleet WEX or Chevron card attached to the vehicle keys and attach the receipt to the vehicle “trip ticket.”
- ✔ **Clean up after yourself.** Drivers bear ultimate responsibility for the condition of the vehicle used. Remove all litter and personal belongings.
- ✔ **Complete Odometer reading.** Complete the vehicle “trip ticket” form when returning vehicle.
- ✔ **Return keys,** fuel card(s) and gas receipts promptly. Adhere to the start and end time of reservation.
- ✔ **Turn off lights** including interior dome light before exiting the vehicle.
- ✔ **Notify Fleet Services** at [BusinessOfficeServices@baaqmd.gov](mailto:BusinessOfficeServices@baaqmd.gov) immediately of any vehicle problems so we can correct them for the next driver.



# RIDE SHARE

Ride share options are available to employees for official business use when trips requiring travel by vehicle is expected to be less than 7 miles. Options include Uber and Lyft.



## Uber

Uber uses a mobile app, which allows users with smartphones to submit a trip request which is then routed to Uber drivers who use their own cars.

Create a personal Uber account using the mobile app on your smartphone at [www.uber.com](http://www.uber.com). After your trip has been completed, please seek reimbursement through your supervisor and/or manager.



## Lyft

Lyft uses a mobile app, which allows users with smartphones to submit a trip request which is then routed to Lyft drivers who use their own cars.

Create a personal Lyft account using the mobile app on your smartphone at [www.lyft.com](http://www.lyft.com). After your trip has been completed, please seek reimbursement through your supervisor and/or manager.

## TAXI

Taxis are available to employees for official business use when trips requiring travel by vehicle is expected to be less than 20 miles.

After your trip has been completed, please seek reimbursement through you supervisor and/or manager.



# CAR SHARE

Car Share services are available to employees for official business use when use of a vehicle is expected to be 0-20 miles.

Car sharing is a model of car rental where people rent cars for short periods of time, often by the hour. There are three car sharing companies available for employees to utilize—City Carshare, Enterprise CarShare and Zipcar—all three employ similar technology.



## Benefits of Car Sharing

- Various locations throughout the Bay Area, including over 50 vehicles to choose from within .6 miles of 375 Beale Street.
- Provides low-emission, fuel-efficient vehicles.

## How does it work?

- **Join:** Visit [www.citycarshare.com](http://www.citycarshare.com) or [www.zipcar.com](http://www.zipcar.com) to join. Once approved, you'll receive your membership card or key fob in the mail. You will need the card/fob to access vehicles.

- **Reserve:** Log in and select the vehicle you want and how long you need it. Reservations can be made online or on a smartphone.
- **Unlock and Go:** Hold your membership card (or key fob) over the windshield sensor to unlock the vehicle. The keys will be waiting for you inside.
- **Return:** Return the vehicle at the end of your reservation. Hold your membership card over the reader one last time. The doors will lock and your rental will end.



## Zipcar

For general information and to see how Zipcar works, please visit: [www.zipcar.com](http://www.zipcar.com).

Create a personal Zipcar account at [www.zipcar.com](http://www.zipcar.com). After your trip has been completed, please seek reimbursement through your supervisor and/or manager.

# RENTAL CARS AND VANS

Enterprise Rent-A-Car services are available to employees for official business use when the use of a vehicle is expected to be 20 or more miles, if a passenger van is needed, or if travel is required **MORE** than one day.



## How to Request a Rental Car

- Requests for Enterprise Rental vehicles can be made by submitting a Transportation Request Form. A Fleet staff member will send you confirmation of the Rental vehicle and further instructions.
- Requests must be made a minimum of twenty-four (24) hours prior to pick up, Monday - Thursday no later than 1:00 p.m. and Friday no later than 12:00 p.m.
- Only Air District rentals are issued a fuel card. They are available in the Administrative Services Division on the 6th floor, ("*Pool Vehicle Out*" basket at cubicle 6233B). Please make sure to use them or you will need to seek reimbursement through your supervisor and/or manager.

## Rental Pick-Up and Return

1. Please print reservation details and either arrange for a free pick-up from Enterprise (call the location reserved) or walk to the Enterprise location.
2. You will need to provide a valid driver's license at the time of the reservation (no credit card needed). Please allow extra time to complete the paperwork at the rental office.
3. **IMPORTANT** – If you are planning on having an additional driver(s) using the vehicle, you must add them to the rental policy. This means that all drivers **MUST** be present and provide their driver's license to Enterprise at the time of picking up the vehicle.
4. Additional insurance offered by car rental companies is authorized (Collision Damage Waiver, Loss Damage Waiver, Liability Insurance, Supplement, Personal Accident Insurance and Personal Effects Insurance) and should be accepted. The additional insurance will be coordinated with existing policies and provide full coverage should there be an accident in a rental vehicle.
5. Employees are responsible for canceling rental vehicle reservations. See your Enterprise reservation for rental details and rental policies. Should you need to modify the rental dates, contact Enterprise by calling their toll-free number listed on top of the rental agreement
6. Return the rented vehicle:
  - To the original rental location unless approved for a one-way rental.
  - Intact (no dings or scratches).
  - On time to avoid additional hourly charges.
  - Note the gas level at the start of your reservation (it should be noted on your reservation paperwork); you will need to purchase gas before returning the vehicle to the rental agency.

## Rental Procedures for Accidents

1. Exchange information with the other party.
2. Notify the vehicle rental company and complete required paperwork.
3. Complete any paperwork required by the local or state police department.
4. Report any accident or theft involving a rental vehicle to your supervisor and the Business Office

at [BusinessOfficeServices@baaqmd.gov](mailto:BusinessOfficeServices@baaqmd.gov) as soon as possible after the incident. Provide a copy of the police report (if one is filed).

5. Fleet Services will work with the insurance company and rental vehicle vendor to resolve the claim, regardless of fault.

## Fuel Cards for Rentals

- All Agency Pool Vehicles are equipped with, or issued at the time of your reservation, fuel cards. **For AD Staff:** rental cars will be equipped with, or issued at the time of your reservation, a fuel card. **For MTC Staff:** rentals cars will not be issued fuel cards. MTC staff must seek fuel reimbursement from their Agency.
- Fuel cards require entering an Employee ID/Pin number and the odometer reading (in that sequence) into the keypad on the gasoline dispenser.
- The Employee ID/fuel pin for Pool Vehicles is written on each pool vehicle/rental vehicle check-out sheet.
- Employees must always select regular unleaded gasoline as opposed to premium gasoline. Employees may also use the gasoline fuel cards to pay for a car wash, lubricants, or emergency repairs.
- No other items may be purchased with the gasoline fuel cards.
- Attach all receipts to "trip ticket" when returning fuel cards. All charges are billed directly to the applicable department or agency.

# OTHER TRANSIT OPTIONS



## Public Transportation

Visit [Transit.511.org](https://www.transit.511.org) for routes, schedules and fare information for all transit services including train, bus and ferry.

- Bay Area Air District Employees: please consult your HR dept.
- MTC Employees: please consult your HR dept
- ABAG Employees: please consult your HR dept



**WHAT TO DO IN CASE OF AN ACCIDENT**

Complete this report at the scene of the accident and submit it to your supervisor immediately upon return to your office. In case of a serious accident, notify your office at once. **If anyone is injured, call 911.**

**WITNESSES**

(It is important to get as many as possible)

- 1. Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_
- 2. Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_
- 3. Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_
- 4. Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_

**THE ACCIDENT**

Do not talk to anyone about the accident except your employer, the police officer, or our insurance investigator.

Do not argue at the scene of the accident. Be courteous and show your driver's license willingly.

Date of accident: \_\_\_\_\_

Time of accident: \_\_\_\_\_ AM/PM Your Name: \_\_\_\_\_ (\_\_\_\_\_)   
(Circle One) (Home Phone)

Employer: \_\_\_\_\_ (\_\_\_\_\_)   
(City/Town) (Work Phone)

Other Driver: \_\_\_\_\_ (\_\_\_\_\_)   
(Name) (Address) (Phone)

Insured by: \_\_\_\_\_ (\_\_\_\_\_)   
(Company) (Phone) Policy #

Name of Police Officer: \_\_\_\_\_ Jurisdiction: \_\_\_\_\_

Was Citation issued?  Yes  No If yes, to whom? \_\_\_\_\_

**DRIVER'S STATEMENT**

Road Conditions: \_\_\_\_\_

Extent of Damage: \_\_\_\_\_

What happened: \_\_\_\_\_   
(Your Vehicle)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Alliant Insurance Services, Inc. ♦ 100 Pine St, 11th Floor, San Francisco, CA 94111 ♦ (877) 725-7695

THIS VEHICLE IS PROPERTY OF: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

VEHICLE NUMBER: \_\_\_\_\_

LICENSE PLATE NUMBER: \_\_\_\_\_



This municipality vehicle is insured by ALLIANT INSURANCE SERVICES, INC.

All claims are submitted to:

**Alliant Insurance Services, Inc.**  
 100 Pine St, 11th Floor  
 San Francisco, CA 94111  
 (877) 725-7695  
 FAX: (415) 402-0773  
 License No. OC36861

# FLEET CONTACTS

|                   |              |
|-------------------|--------------|
| Sean Gallagher    | 415.749.4680 |
| Kennieth McKellar | 415.749.4987 |
| Ray Gin           | 415.749.8402 |

Email: [BusinessOfficeServices@baaqmd.gov](mailto:BusinessOfficeServices@baaqmd.gov)

# FLEET HOURS

Monday - Thursday 8:00 a.m. - 5:00 p.m.  
Friday 8:00 a.m. - 4:00 p.m.  
Closed on Air District observed holidays.

# TRANSPORTATION REQUEST FORM

Requests for an Agency Pool Vehicle or Rental Vehicle can be made by filling out a **Transportation Request Form at [Fleet.BAAQMD.gov](http://Fleet.BAAQMD.gov)**. A fleet staff member will confirm the request and notify the employee via email of the Vehicle details or alternate transportation options identified for use and further instructions.

**[VISIT ONLINE AT FLEET.BAAQMD.GOV](http://Fleet.BAAQMD.gov)**

