



OFFICE OF THE DIRECTOR

Matthew H. Mead, Governor | Dean Fausset, Director

MEMORANDUM

TO: Drivers of Motor Vehicle Management System (MVMS) Vehicles

FROM: A&I/General Services/MVMS Division

DATE: Revised 06/01/2017

SUBJECT: MVMS Policies and Procedures

This manual has been designed to provide you with information and policies regarding the use of State of Wyoming vehicles. We have tried to anticipate any unforeseen situations, questions, or problems.

Our goal is to make your travel as comfortable, safe, cost effective and easy as possible. Furthermore, this manual is an important element in our goal. If you have any questions or problems that are not addressed in this manual, we are providing contact information for your convenience.

1-307-777-7247	Reservations Desk & Main Office
1-307-777-5088	Billing Inquiries
1-307-777-6273	Billing Fax
1-307-777-6857	MVMS Shop
1-307-777-7248	Administration Office
1-800-442-2375	Toll Free Outside of Cheyenne
1-307-777-4321	WY Hwy Patrol Dispatch for After Hour Emergencies
1-307-635-0911	MVMS Main Fax
1-307-777-6774	Risk Management for Insurance Questions
MVMS Web-site	http://ai.wyo.gov/general-services/motor-pool

ALL STATE OF WYOMING VEHICLES ARE NON-SMOKING. VIOLATING THIS POLICY WILL RESULT IN A MINIMUM \$200 CLEANING FEE

ALL USE OF MOTOR POOL VEHICLES, INCLUDING RESERVED AND AGENCY ASSIGNED VEHICLES, IS CONTROLLED BY THE STATE OF WYOMING'S VEHICLE USE POLICIES. ALL DRIVERS AGREE TO ABIDE BY THESE POLICIES AS A CONDITION FOR USE OF A MOTOR POOL VEHICLE.

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WY DOT Gas Sites	http://ai.state.wy.us/GeneralServices/MVMS/AdditionalInfo.asp
Vehicle Use Policy	http://ai.state.wy.us/GeneralServices/RiskMgt/Information.asp
MVMS Vendors by City	http://ai.state.wy.us/GeneralServices/MVMS/AdditionalInfo.asp
Vehicle Loss Notice:	http://ai.state.wy.us/GeneralServices/RiskMgt/Information.asp
Vehicle Glass Loss Form:	http://ai.state.wy.us/GeneralServices/RiskMgt/Information.asp
WY Rules of the Road	Booklet provided by MVMS or WYDOT
Wyoming Winter Driving Book	Booklet provided by MVMS
Risk Management Procedures Card	Provided by RMS or MVMS
Insurance Card	Provided by RMS or MVMS
Wyoming Map	Provided by MVMS or WYDOT

Hours of Operation

MOTOR POOL / Motor Vehicle Management System (MVMS)

7:00 am to 5:00 pm

Monday thru Friday, excluding Holidays

WY Dept. of Transportation Fueling Locations

Hours may vary depending on location. Please refer to Gas Sites sheets in this manual, for hours of operation of individual WYDOT gas sites. Most gas sites are available on a 24 hour basis and are to be used as your primary fuel choice outside the Cheyenne area.

Vehicle Reservation Procedures

You can make a reservation at the MVMS Reservation site: ai.wyo.gov/general-services/motor-pool/motor-pool-reservations or by calling the reservation desk at 307-777-7247.

When checking vehicles out, you will be required to produce an A&I 96 billing form. The A&I 96 form can be found at <http://ai.wyo.gov/general-services/motor-pool/motor-pool-forms> or at the State Auditor's website at: <http://sao.state.wy.us/download.html>.

This form can be returned to connie.perry@wyo.gov, faxed to the office at 307-635-0911 or hand carried by the operator when picking up the vehicle.

Vehicle Options

Compact Sedan Mid-Size Sedan AWD Ford Fusion Full-Size Sedan ½ Ton 4WD Extended Cab Pickup Truck ¾ Ton 4WD extended Cab Pickup Truck 7 Passenger Minivan Accessible Minivan	Small Cargo Van Large Cargo Van 10 Passenger Van Smaller AWD SUV (ex: Liberty) Mid-Size AWD SUV (ex: Traverse) Full-Size 4WD SUV (ex: Expedition) Full-Size 4WD XL SUV
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Checking Pool Vehicles Out

When checking a vehicle out from the Motor Pool, look it over for any damage or obvious problems (tires, lights, turn signals, etc.). To ensure your safety, **do not accept a vehicle that is not working properly.**

If you are traveling during late fall, winter, or early spring; be prepared for bad weather. Emergency kits are available for your trip. You may also want to carry food and water with you in case you get stranded. The "Wyoming Winter Driving Book" can be found in the back of this manual and has useful tips on what to carry in case of an emergency.

All MVMS vehicles are equipped with factory installed engine heaters to ensure easy starting in subzero weather conditions. If you know it is going to be extremely cold, bring an extension cord with you on your trip. Most hotels have outside outlets for your use.

Returning Pool Vehicles

When returning a pool vehicle, bring it to Motor Pool at 723 West 19th Street in Cheyenne and park it in the northeast corner of the parking lot. There is a return area sign located on the fence. The dispatcher in the front office will need your ending odometer reading, keys and any other items checked out such as emergency kits. Report any mechanical problems or damage to the vehicle, such as glass loss and accidents, to the dispatcher upon your return.

We have an after hours drop box for your convenience. It is located on the north fence next to the main gate. Park your vehicle outside the fence and drop the keys into the drop box and our staff will return your vehicle the next business day. If you are unable to return a vehicle as scheduled, please notify Motor Pool by calling 1-800 442-2375 or 307-777-7247. **Any vehicle returned late without an advance notice to MVMS will be subject to a \$25 per day late fee.**

Vehicles are charged on a daily and monthly basis. If you pick your vehicle up on Friday for a Monday morning trip, your agency will be charged for Friday; and if the vehicle is returned after hours on Friday, your agency will be charged for Monday. There is no charge for Saturdays, Sundays or Holidays.

Personal Vehicle Parking

MVMS provides parking for employee personal vehicles during rentals in the fenced lot located on the corner of 19th Street and Bent Avenue, room permitting. In case of after hour's returns, there is a key for the locked gate on the key ring of all vehicles checked out from Motor Pool. All other parking must be on the street.

Agency Assigned Vehicle Procedures

Drivers Responsibilities

Drivers are responsible for arranging preventative maintenance work including oil changes, rotating and replacing tires, replacing filters and wiper blades and any other maintenance required by the manufacturer.

Drivers of permanent assigned vehicles must possess a valid driver's license and be current on their defensive driving training. Each employee must complete the defensive driving video training within thirty days of hiring and once every three years thereafter. Employees should contact Risk Management office to access the defensive driving video.

The next pages in this manual will further address the procedures to be followed for any repairs and maintenance to State vehicles.

Abuse of a State vehicle may result in losing the privilege of having an assigned vehicle.

Repairs and Maintenance

Whenever possible, repairs and maintenance should be done at the Motor Pool shop located at 723 West 19th Street in Cheyenne.

If you are unable to use the Cheyenne shop, call MVMS for instructions or refer to the list of vendors provided with this book.

Local: 307-777-6857

Toll Free: 800-442-2375

After Hours Emergency 307-777-4321 – (WY Hwy Patrol Dispatch)

As part of the state's Electronic Tracking Technology (GPS) program, all state vehicles may receive roadside assistance. The roadside assistance card can be found in the front of the vehicle manual placed in each vehicle and can only be used 4 times, so do not abuse this service

For any repair services, please have vendor send detailed invoices to: State of Wyoming
Motor Pool, 723 West 19th Street, Cheyenne, WY 82002. All invoices must include the vehicle asset number (located in the inside of the driver's door or on the fuel key), license plate number, make, model and mileage.

Vehicles are required to have an oil change every 5,000 miles or 6 months, whichever comes first. During this oil change, tires should be rotated and inspected along with the undercarriage, exhaust system, suspension system and also check for fluid leaks.

NOTE: Any repairs or maintenance costing more than \$150.00 must be pre-authorized by MVMS. This can be done by having the vendor call our toll free number (1-800-442-2375) during normal business hours.

When signing the invoice; and the bill is over \$150.00, please be sure there is an authorization number noted on the invoice. Unauthorized invoices may result in your agency paying the bill.

It is your responsibility to keep your permanent assigned vehicles clean, maintained and in safe working condition. We are here to assist and address any questions or concerns. Your safety is our top priority and we will work with you to ensure that your vehicle is operating safely and efficiently.

If you live outside the Cheyenne area and would like to make arrangements for our staff to perform maintenance on your vehicle, please call the shop and schedule an appointment. We automatically make all the necessary inspections, fuel it and wash it. We can provide you with a loaner vehicle while your vehicle is here for repairs or maintenance.

Any state employee is welcome to bring their vehicles to the Motor Pool shop for cleaning. A wand car wash, vacuums and cleaning supplies are available. If you are physically challenged, you may also schedule a detail with the shop and our staff will perform this service for you.

Tire Safety

Have tires rotated when you get your oil changes done every 5,000 miles. During this rotation and service, have the technician look for leaks, check the suspension, undercarriage and exhaust system.

The amount of air pressure is specified by the vehicle manufacturer for the front and rear tires on your particular vehicle. The correct air pressure is shown on the tire placard attached to the vehicle door edge, door post, glove box door or fuel door. If your vehicle doesn't have a placard, check the owner's manual or consult the vehicle dealership or the Motor Pool.

Proper inflation extends the life of the tire and saves fuel. Check tire inflation pressure, including the spare, at least once a month and before every long trip. Tires must be checked when they are cold, that is, before they have been run one mile. If you must drive over one mile for air, measure the cold inflation pressure of each tire and record the actual under-inflation amount for each tire. When you arrive at the service station, measure each tire again and then inflate the warm tire to the level that is equal to this warm pressure plus the cold under-inflation amount. Make sure all tire valve stem and extensions are equipped with valve caps. Uneven wear patterns may be caused by improper inflation, misalignment, improper balance or suspension neglect. If not corrected, further tire damage will occur.

If your job requires you to do a lot of off-road travel, such as dirt roads and trails, check your tires more often. Damages can and do occur more often when exposed to rough terrain. Look for any stones or other foreign objects wedged in the tread. These may work deeper into the tire and cause damage. If any tire continually needs air, take it to the nearest vendor and have the tire inspected.

Never reduce tire pressure in an attempt to increase traction on snow or ice. It does not work and driving with your tires under-inflated will damage them. If a tire has received a severe impact, such as hitting a curb or pothole, have it removed from the wheel and inspected both inside and out for impact damage. An impact-damaged tire may appear serviceable on the outside, but can fail later.

Crash/Collision Procedures

Vehicle claims must be reported to the Risk Management Section (RMS) and Motor Vehicle Management System (MVMS) within three (3) days of the incident. Any catastrophic loss or any loss which involves a third-party, fatality or bodily injury should be reported to the Risk Management Section (307-777-6774) within twenty-four (24) hours.

Risk Management will need three (3) estimates for the vehicle repairs in addition to any photos, agency reports, and the investigator's report, if applicable.* Photos must be taken if a third-party is involved.

Please note that Motor Pool will also need a copy of the Vehicle Loss Notice and the estimates. All the paperwork, including a completed Vehicle Loss Notice, must be submitted within thirty (30) days of notification of the loss. The claim must be completed within ninety (90) days, including final billing to the Risk Management Section.

Claims that are not reported timely or paperwork not submitted within thirty (30) days may be denied and/or the agency will have to endure the cost of repairs or reimbursement.

A claim number will be issued to the person submitting the report and/or the contact person listed on the form and we will direct him/her as to where to have the vehicle repaired. A Vendor Supplemental Memo will be issued for completion by the approved vendor. Please note that a claim is not considered reported until a confirmation and claim number is given by the Risk Management Section.

Confirmation of a claim number does not guarantee payment and/or reimbursement of a claim. The agency/employee is responsible for ensuring that the Vendor Supplemental Memo form is signed and returned to the RMS PRIOR to vehicle service, which commences when the vehicle is dropped-off. If the form is not provided to the vendor nor returned to the Risk Management Section as soon as possible following completion of the form, the agency will be responsible for any supplemental work above the approved estimate amount. If the vendor completes it and fails to notify the Risk Management Section with supplemental work, including pricing changes, they will have to bear the cost for the extra charges.

The Risk Management Section does not repair vehicles with dents, scratches or other minor damage unless the damage can be attributed to a specific event (collision, weather, etc.). In addition, if proper procedures are not followed, such as timely reporting, lack of maintenance or failure to call law enforcement, the agency will have to bear the cost of repairs or reimbursement.

If a third-party is involved, be cooperative, non-confrontational and call law enforcement to investigate. Provide the person a claim card (located in all State vehicles) or direct them to the Risk Management Section. Make no statements regarding fault or liability. A simple statement to the effect that the crash details are being reported to the Risk Management Section will suffice. Refer all inquiries from claimants, insurance company representatives and/or third-party attorneys to the Risk Management Section.

Fueling Procedures

If you are a new employee with the State of Wyoming, it will be necessary for you to provide MVMS with information to be set up to fuel a State vehicle. There are two forms, one for the WYDOT locations and one for using the Wright Express (WEX) card, at ai.wyo.gov/general-services/motor-pool/motor-pool-forms.

When in Cheyenne, gas is to be obtained at the Motor Pool location at 723 West 19th Street. The gas pumps are located at the north end of the parking lot next to the building. If Motor Pool is closed, WYDOT has a pump open 24 hours a day that can be used. Please try to plan your trip so that you can fuel at the MVMS site, as WYDOT has a fuel mark-up that is added for all fuel purchased at WYDOT.

When outside Cheyenne, gas should be obtained from the nearest WYDOT location. A list of these sites is located in this book for your convenience. Motor Pool provides a fuel "prokey" for purchasing gas at the WYDOT locations. You will be prompted for a PIN number. This number is your full driver's license number. Some vehicles are equipped with the Fuel Master AIMS system. This system will eventually be installed on all vehicles. If your vehicle has the AIMS system, there will be a ring located around the fuel hole instead of the prokey.

If the WYDOT location is closed or you are in an area that does not have a WYDOT location, we have provided you with a WEX credit card. This credit card is for fuel purchases only and cannot be used for tire repairs, etc. The PIN number required to use this credit card will be the last six digits of your social security number.

Because we have gone to lengths to provide you with the necessary tools to purchase fuel, any other methods of fueling will not be reimbursed by Motor Pool.

Miscellaneous Policies

Travel on E470

For agency assigned vehicles, the assigned agency is responsible for securing a transponder in order to use E470. Using E470 without a transponder results in manpower hours being wasted to process these bills. By using a transponder, your agency saves 20 % compared to those using the license plate toll.

Please visit: www.expresstoll.com for more information.

Pool (reserved) vehicles are now equipped with Express Toll transponder. When using E-470, please inform the Motor Pool dispatch desk of the date and time of use. Toll charges will be added to the reservation charges.

Radar Detectors

Radar detectors are not permitted in State vehicles, as you are to abide by all State and Federal laws when driving a State vehicle.

Driver's License

License must be current and valid per State Law.

Seat Belts

Seat belt use is required when using a State owned vehicle per State Law and Executive Order.

Proof of Insurance/Registrations

These forms are not required by law to be in State owned vehicles. However, to prevent any possible complications, we are now providing an insurance card and a copy of the registration in all State vehicles.

Pets/Animals

Pets/animals are not allowed in State vehicles unless they are there to accomplish State business. Your agency will be responsible for cleaning fees associated with transporting animals.

Personal Use of State Vehicles

Per the Vehicle Use Policy, any vehicle owned by the State is to be used for official State business only and passengers are permitted as long as they are there to accomplish State business. Requests for exceptions (for the purposes of safety and direct relation to duties) must be made to the Director of the Department of Administration or his/her designee, which in most cases is the Risk Manager. Requests for exceptions must be submitted in writing by your agency's administrator or division head. Please refer to the Vehicle Use Policy in this manual.

Alcohol Impaired Driving

It is against State Statutes to have alcohol on State property, and this includes State vehicles. If you are out of town and want to have a drink, do not drive the State vehicle - use a taxi or walk.

Car - Animal Crashes

When you see a deer on the highway, you have only a brief moment to react. Keep in mind that deer travel in groups and single file - if you see one crossing the road; chances are there are more waiting.

Be alert for deer, especially at dawn and dusk. Pay attention to deer crossing signs. They are there for a reason. Don't rely on gimmicks, flashing your headlights or honking your horn to deter deer.

Don't swerve!! Swerving may cause you to lose control and increase the chance of a rollover or head-on collision.

If you hit a deer, do not attempt to remove the deer from the roadway unless you are convinced it is dead. A stunned deer's hooves can easily hurt you. You must stay at the accident site and report the incident to the nearest law enforcement to avoid fines or penalties.

Vehicle Safety

Air bags/Safety Belts - Airbags are not a substitute for safety belts. **Using your safety belt is a law in Wyoming and is required by all State employees and passengers driving or riding in a State vehicle.** Safety belts save lives. Be sure and check your seat belts for signs of damage or wear.

Brakes - are a vehicle's second-most important safety feature after tires. Good brakes are essential for controlling a vehicle. Be sure your brakes are maintained and checked at every tire rotation and oil change. When driving the mountain passes, it is more effective to down-shift your vehicle to prevent unnecessary wear on the pads and rotors. Brake hoses should also be checked on a regular basis.

ABS prevents all wheels from skidding. It allows you to steer the vehicle and still maintain braking. To use ABS properly, apply steady and constant pressure - do not take your foot off the brake pedal until the vehicle has stopped and do not pump the brake. You will notice a noise or vibration - this is normal and indicates that the ABS is active. Some of the effects are a groaning noise, rapid pulsing of the brake pedal, a periodic dropping of the brake pedal, a hard brake pedal and you may notice that a "low traction" light turns on. This is all normal and part of the ABS braking systems.

Exhaust Systems - Regular inspection of the exhaust system is vital to protect you from the dangers of carbon monoxide. Any exhaust order noticed while driving should be regarded as life-threatening and should be repaired immediately.

Load Safety - Proper load restraint is an important safety feature, especially if you have your vehicle loaded with parcels, equipment and baggage. Objects in your vehicle can cause serious injuries in a crash if not properly restrained. Bulk head cage barriers go between the passenger and cargo areas protecting driver and passenger. If your agency is interested in purchasing these barriers, please notify the Motor Pool and we will assist in their purchase.

Have a clear head - don't drive for long stretches without a break. If you are tired, don't risk the safety of yourself and others on the highway by trying to drive.

Limited driving alone when tired - driving with someone else in the vehicle can increase alertness.

Be alert to signs of fatigue - if you start to feel tired when driving, pull over in a safe area and let someone else drive. If you are alone, pull into a safe location such as a well-lit rest area and take a short nap. Every two hours stop and stretch for a few minutes to help reduce fatigue. Stop more often if you feel the need and walk around for a few minutes. Don't wake up in a ditch - or worse.

If you are taking medications, read the labels and heed the warnings.

Plan ahead to allow yourself extra time to allow for emergencies, traffic jams and unexpected weather conditions.

Keep your eyes on the road - eliminate any possible distractions ahead of time by making sure all important items are within easy reach, i.e. directions, maps, sunglasses. Always pull over in a safe place to use your cell phone. Traffic deaths are three times higher at night than during the day. Ninety percent of a driver's reaction depends on vision and vision is severely limited at night. Depth perception, color recognition and peripheral vision are compromised after sundown.

Fatigue also adds to the dangers of night driving.

Effective measures to minimize after dark dangers can be taken by preparing your car and following guidelines while you drive.

- 1) Prepare your car for night driving.
- 2) Be sure headlights, tail lights, turn signals and windows are clean.
- 3) Be sure your headlights are aimed properly.
- 4) Reduce your speed and increase your following distances.
Make frequent stops for light snacks and exercise. If you are too tired to drive, **STOP.**