DIVISION OF

CENTRAL SERVICES

COLORADO

STATE FLEET MANAGEMENT

VEHICLE OPERATOR'S MANUAL

(This manual must remain in vehicle)

The Driver's Manual is intended to give the driver important information on his/her responsibilities while using a state vehicle. It is intended to be informational and concise, providing guidelines conforming to Central Services Rules. It is not intended to be an all-inclusive operations manual.

This manual can be accessed at
http://www.colorado.gov/dpa/dcs/fleet/index.html

Central Services Rules can be accessed at
http://www.colorado.gov/dpa/dcs/docs/dcsrules.pdf

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I. QUICK REFERENCE SECTION

A. IMPORTANT PHONE NUMBERS:

Colorado State Fleet Management
1001 E. 62nd Ave., Rm. A-18
Denver, CO 80216
Main Phone: 1-800-723-8023 or
303-866-5222
Fax: 303-866-5511 or 303-866-5580

Call Center—Authorizations for Repair
1-800-356-3846 or 303-866-5566
(The Help-Desk will answer phone after normal business hours).

Towing Services in Denver Metro Area
(24 hours a day, 7 days a week)
Joe's Towing—303-428-9242

Towing Services after Business Hours
5:00 p.m. to 7:00 a.m. & Weekends call the National Auto Club—1-866-329-3471

Division of Risk Management
1313 Sherman St., Suite 114
Denver, CO 80203
303-866-3848 or
1-800-268-8092 (Colorado only)

Police 911

Fuel card (Wright Express)
Customer Service 24/7
1-866-544-5796

If the card will not swipe, have the fuel vendor call Wright Express Vendor Help Line at
1-800-842-0071
Web address www.wrightexpress.com

Fuel Card Replacements
State Fleet Management 1-800-723-8023
or 303-866-5222

B. OUTSIDE DENVER AREA TOW VENDORS

Tow Area	Company Name	City	Zip	Phone
ALAMOSA	LAYTONS TOWING	ALAMOSA	81101	(719) 589-2762
ALAMOSA	SOUTHSIDE SALVAGE & TOWING	ALAMOSA	81101	(719) 589-2661
ALAMOSA	ALAMOSA CAR CARE CENTER INC.	ALAMOSA	81101	(719) 589-3556
BAILEY	BAILEY TOWING	BAILEY	80421	(303) 838-4464
BENNETT	SHERER AUTO PARTS INC	BENNETT	80102	(303) 644-3211
BROOMFIELD	ADVANCE TOWING INC	BROOMFIELD	80020	(303) 465-0013
BRUSH	BRUSH AUTO SALVAGE LLC	BRUSH	80723	(970) 842-0610
BRUSH	A & R AUTOMOTIVE SERVICE	BRUSH	80723	(970) 842-2864
CANON CITY	BUDDY RAYS TOWING	CANON CITY	81212	(719) 275-7295
CANON CITY	HOLT TOWING	CANON CITY	81212	(719) 269-3740
CANON CITY	STARIKAS SERVICE	CANON CITY	81212	(719) 275-3111
CASTLE ROCK	BOYER TIRE & SERVICE CO	CASTLE ROCK	80104	(303) 688-1231
CASTLE ROCK	WESTSIDE TOWING INC	CASTLE ROCK	80109	(303) 688-5244
COLORADO SPRINGS	RANDYS HIGH COUNTRY TOWING	COLORADO SPRINGS	80903	(719) 596-6067
COLORADO SPRINGS	CHECKERS WRECKERS	COLORADO SPRINGS	80910	(719) 390-3330
DENVER METRO AREA	JOE'S TOWING & RECOVERY	COMMERCE CITY	80022	(303) 428-9242
DENVER METRO AREA	M & M TOWING & ROAD SERVICE	COMMERCE CITY	80022	(303) 361-6666
CRAIG	TOMMYS TOWING	CRAIG	81625	970) 620-1145

Tow Area	Company Name	City	Zip	Phone
CRAIG	VICTORY MOTORS OF CRAIG	CRAIG	81626	(970) 824-4422
CRAIG	ARROWHEAD AUTO & EQUIP REPAIR	CRAIG	81625	(970) 824-4163
DILLON	DILLON TOWING	DILLON	80435	(970) 468-6880
DURANGO	McNIGHTS TOWING INC	DURANGO	81301	(970) 247-4447
DURANGO	BODEANS TOWING	DURANGO	81301	(970) 375-6221
DURANGO	A A AMERICAN INC	DURANGO	81301	(970) 259-0177
DURANGO	BASIN TOWING & REPAIR	DURANGO	81301	(970) 247-2444
EVANS	FIRST CLASS TRUCK & AUTO SERVICE	EVANS	80620	(970) 330-9038
FAIRPLAY	SILVERHEELS TOWING & RECOVERY	FAIRPLAY	80440	(719) 836-7000
FLAGLER	AUTOWORKS REPAIR & TOWING INC	FLAGLER	80815	(719) 765-4705
FLAGLER	J & J PARTS & REPAIR	FLAGLER	80815	(719) 765-4646
FLAGLER	DOUBLES TOWING SERVICE	FLAGLER	80815	(719) 765-4311
FORT COLLINS	CHOICE TOWING LLC	FORT COLLINS	80524	(970) 482-0159
FORT COLLINS	SCOTTS TOWING & AUTO RECOVERY	FORT COLLINS	80524	(970) 482-9809
FORT LUPTON	C & J AUTO SERVICE	FORT LUPTON	80621	(303) 857-1158
FORT MORGAN	ARMSTRONG SERVICE CENTER	FORT MORGAN	80701	(970) 867-5393
FOUNTAIN	KLAUS TOWING INC	FOUNTAIN	80817	(719) 391-0600
GLENWOOD SPRINGS	GLENWOOD SHELL	GLENWOOD SPRINGS	81601	(970) 945-8286
GLENWOOD SPRINGS	ALPINE MOTORS	GLENWOOD SPRINGS	81601	(970) 945-6025

Tow Area	Company Name	City	Zip	Phone
GOLDEN	DENVER WEST TOWING	GOLDEN	80401	(303) 279-3434
GOLDEN	CORNER MECHANIC INC	GOLDEN	80403	(303) 279-1145
GRANBY	WRANGLER TIRE & TUNE INC	GRANBY	80446	(970) 887-3144
GRANBY	STEVE'S TOWING & REPAIR	GRANBY	80446	(970) 887-3661
GRAND JUNCTION	GIRARDIS TOWING	GRAND JUNCTION	81504	(970) 434-5629
GRAND JUNCTION	ZARLINGO'S AUTOMOTIVE	GRAND JUNCTION	81506	(970) 242-1691
GRAND JUNCTION	JIM FUOCO MOTOR CO.	GRAND JUNCTION	81501	(800) 323-6483
GRAND JUNCTION	DANS TOWING	GRAND JUNCTION	81526	(970) 242-1516
GREELEY	ALL AMERICAN AUTO TOWING	GREELEY	80631	(970) 353-5807
GREELEY	SUPERIOR TOWING INC	GREELEY	80632	(970) 330-2440
HOTCHKISS	HUNT'S TOWING	HOTCHKISS	81419	(970) 872-3309
IDAHO SPRINGS	ALLIED TOWING INC	IDAHO SPRINGS	80452	(303) 567-4262
IDAHO SPRINGS	SILVER CITY AUTOMOTIVE & TOWING	IDAHO SPRINGS	80452	(303) 567-0662
KEENESBURG	MB AUTO SALVAGE & SALES	KEENESBURG	80643	(303) 732-4451
KREMMLING	RENEGADE OFF ROAD	KREMMLING	80459	(970) 724-9443
LAKE GEORGE	ALPINE TOWING & RECOVERY	LAKE GEORGE	81211	(719) 748-3331
LAMAR	RON AUSTIN REPAIR SHOP	LAMAR	81052	(719) 336-2542
LAMAR	COOKS AUTO REPAIR & TOWING	LAMAR	81052	(719) 336-3205
LONGMONT	NORTHSIDE TOWING	LONGMONT	80501	(303) 776-5114

Tow Area	Company Name	City	Zip	Phone
LONGMONT	HAJEK CHEVROLET OLDS INC	LONGMONT	80501	(303) 776-5530
LONGMONT	RELIABLE TOWING & REPAIR	LONGMONT	80501	(303) 682-1218
LOVELAND	CHUCK'S TOWING LLC	LOVELAND	80537	(970) 669-4405
LOVELAND	TRIAD POWER SYSTEMS	LOVELAND	80539	(970) 663-5503
GRAND JUNCTION-MONTROSE	PROW TOW	MONTROSE	81402	(970) 242-8300
MONTE VISTA	ACE TOWING	MONTE VISTA	81144	(719) 580-2912
MONTROSE	M & H TOWING & REPAIR INC	MONTROSE	81402	(970) 249-8662
MONUMENT	MONUMENT TOWING	MONUMENT	80132	(719) 481-2511
ORDWAY	CHUBBUCK MOTOR CO.	ORDWAY	81063	(719) 267-3571
PAGOSA SPRINGS	BUCKSKIN TOWING & REPAIR	PAGOSA SPRINGS	81147	(970) 264-2500
PAGOSA SPRINGS	FRONTIER TOWING	PAGOSA SPRINGS	81147	(970) 264-5624
PARKER	1ST CLASS TOWING	PARKER	80134	(303) 841-1869
PARKER	PARKER TOWING INC	PARKER	80134	(303) 841-9161
PEYTON	SNOWY MOUNTAIN TOWING EAST	PEYTON	80831	(719) 749-9028
PUEBLO	BROCKS AUTO BODY	PUEBLO	81001	(719) 543-3583
PUEBLO	WAYNE'S TOWING INC	PUEBLO	81003	(719) 542-5440
PUEBLO	EGGIMANN AUTO BODY & TOWING	PUEBLO	81005	(719) 545-8428
PUEBLO	VIDMAR MOTOR CO	PUEBLO	81003	(719) 544-5844
PUEBLO	WILCOXSON BUICK CADILLAC GMC	PUEBLO	81003	(719) 544-4423

Tow Area	Company Name	City	Zip	Phone
ROCKY FORD	STEIR OIL CO	ROCKY FORD	81067	(719) 254-3411
SALIDA	ALPINE TOWING & RECOVERY	SALIDA	81201	(719) 539-6634
SILVERTHORNE	SUMMIT AUTOMOTIVE GROUP INC	SILVERTHORNE	80498	(970) 513-0292
STEAMBOAT	WESTSIDE AUTO	STEAMBOAT	80477	(970) 879-8363
STEAMBOAT	WESTSIDE AUTO	STEAMBOAT	80477	(970) 879-1252
STEAMBOAT	AMERICAN TOWING	STEAMBOAT	80477	(970) 879-1179
STERLING	HILLTOP GARAGE	STERLING	80751	(970) 522-5757
STERLING	TLC AUTOMOTIVE & TOWING LLC	STERLING	80751	(970) 522-9683
TRINIDAD	KELLY'S TOWING & AUTO REPAIR	TRINIDAD	81082	(719) 845-1810
WALSENBURG	DANIELS TOWING & AUTO REPAIR	WALSENBURG	81089	(719) 738-3310
WINTER PARK	HILL'S HOOKER SERVICE	WINTER PARK	80482	(970) 726-5841
WRAY	THIRD STREET AUTO REPAIR	WRAY	80758	(970) 332-4649

C. STATE OPERATED GARAGES:

ALAMOSA
Adams State College
208 Edgemont
Phone: 719-589-7951

BUENA VISTA
Buena Vista Correctional Facility
Phone: 719-395-2404

DELTA
Delta Correctional Facility
1140 E. 10 Road
Phone: 970-874-7614

DENVER METRO
Fort Logan Mental Health
3520 W. Oxford Avenue
Phone: 303-762-4045

Colorado State Patrol
15203 W. 12th Avenue
Golden, CO. 80401
Phone: 303-273-1666

Department of Transportation
4201 E. Arkansas Avenue
Denver, CO. 80222
Phone: 303-757-9260

GRAND JUNCTION
DOHS Grand Junction Regional
Center Garage
2800 D Road
Phone: 970-255-5897

PUEBLO
Pueblo Mental Health
1600 W. 24th Street
Phone: 719-546-4257

RIFLE
DOC Rifle Correctional Center
200 County Road 219
Phone: 970-625-1700

II. DRIVER'S RESPONSIBILITIES

ALL ITEMS LISTED IN THIS SECTION ARE THE RESPONSIBILITY OF THE STATE DRIVER!

A. MONTHLY MILEAGE NOTIFICATION

It is the driver's responsibility to report the actual ending odometer reading each month to the vehicle coordinator for their agency before month-end.

B. PREVENTIVE MAINTENANCE (PM) SCHEDULE

It is MANDATORY to follow the preventive maintenance schedule for your individual vehicle as prepared by SFM. Call the SFM Call Center at 303-866-5566 or 1-800-356-3846 for clarification. Have the listed services performed when due—as close as possible to each scheduled interval. SFM policy will not approve services prior to the scheduled mileage or scheduled date unless the vehicle is equipped with a computer-controlled indicator. If your vehicle is used in "severe service" situations, ask your vehicle coordinator to call SFM to approve a shorter service interval.

REPAIRS REQUIRED DUE TO LACK OF PREVENTIVE MAINTENANCE MAY BE BILLED TO THE USING AGENCY AND COULD INCREASE YOUR AGENCY'S OPERATING EXPENSES.

C. EMISSIONS TEST and REGISTRATION RENEWALS

It is the driver's responsibility to keep the following items with each State vehicle they drive:

- Current emissions compliance

(New vehicles are exempt for 4 years)

- Current registration in the vehicle
- Vehicle packet

Contact the Colorado Department of Revenue 303-205-5607 for registration renewal instructions.

Tickets issued because of expired registrations are the responsibility of the driver.

D. FUEL CARD and TYPES of FUEL

1. Fuel Credit Card: Cards are assigned to vehicles, not drivers. Enter accurate odometer readings when using the fuel card, do not enter the "tenths" digit. Please call your vehicle coordinator if you forgot your PIN number or have a damaged card. Report lost cards to your vehicle coordinator immediately. **NOTE:** The fuel card is not to be used for any product or service not sold at the fuel pump island. (Washes, oil, washer fluid are okay.)

Do not leave cards in an unlocked vehicle at any time. In the summer, heat will warp the cards, please keep them in the vehicle packet locked in the glove box. Do not write PIN numbers on the fuel cards or packets, keep in a safe place like a billfold, purse or cellphone.

2. Drivers should be purchasing fuel at State fueling systems wherever practicable. Drivers should purchase the lowest cost per gallon fuel whenever practicable when using retail outlets. Use "best price locators" in advance of your trip to save time and money.

3. Regular Fuel: Drivers shall use self-service, regular grade gasoline wherever available for vehicles that cannot operate on alternative fuels. Premium grades of fuel and full-service fuel may not be purchased by the driver.

4. Alternative Fuel: Drivers are required to purchase and use alternative fuel whenever practicable for State vehicles that are equipped to operate on E-85, propane, natural gas, and bio-diesel. SFM recommends a bio-diesel blend of B-5 for winter use, and B-20 for the rest of the year. E-85 is available at the downtown motor pool fuel pump located at 1525 Sherman Street in the alley. Contact the motor pool to register your fuel card at 303-866-3030. Contact SFM for assistance.

E. DAILY CARE of VEHICLES

Drivers are responsible for the day-to-day care of their vehicles. Drivers are responsible for the security of the vehicle. Park in safe areas and lock the vehicle. No State employee is expected to drive a vehicle that is unsafe or to ignore an unsafe condition. Follow the advice listed below to keep your vehicle in a safe, operable condition.

1. FLUIDS: Check the under hood fluids on your vehicle weekly. Fill as necessary but have your vehicle checked if you are low on engine oil, automatic transmission or power steering fluid, brake and clutch hydraulic fluid, or engine coolant. In order to prevent freeze-up, do not add plain water to the radiator, coolant reservoir or windshield washer container.

2. LEAKS: Look on the ground under the vehicle for fluid leaks. Call SFM immediately about any leakage.

3. TIRES: Visually inspect the tires daily, look for embedded nails, and check regularly for uneven wear and for proper air pressure. Correct air pressure is the major contributor to extended tire life and increases fuel economy. Recommended tire pressure is usually found on the driver's doorpost.

4. DAMAGE: Check the vehicle frequently for body damage. Report any damage promptly to SFM (See procedures and definition of an accident in the Accident section.)

5. IMPROPER USE: Do not drive your truck or sport utility through rivers, creeks, or streams that will exceed the limits of your vehicle. Do not drive sedans on four-wheel drive roads. Drivers and/or their agencies are responsible for the full amount of any damage caused by improper use of their vehicle.

6. FLAT TIRES: Drivers are responsible for replacing a flat tire with the spare. DO NOT drive the vehicle with a flat tire as it will ruin the tire and/or the rim. Your agency may be held responsible for the damages.

7. LIGHTS: Check exterior lights and turn signals regularly for proper operation.

8. NOISES: Be alert for unusual noises that could signal mechanical problems. Call SFM immediately to schedule an appointment if needed.

9. GAUGES: If the temperature gauge reads abnormally hot, the oil pressure gauge reads low, or the red critical Engine Light is "ON," STOP THE VEHICLE IMMEDIATELY and call SFM Maintenance Assistance at 1-800-356-3846 or at 303-866-5566.

If the amber caution light (check/service engine light, power loss light or emissions light) in late model vehicles is "ON," it indicates a potential problem. Have the vehicle checked as soon as possible. Vehicles less than three years old with less than 36,000 miles will be directed to the most convenient dealership for warranty repairs. Vehicles under the new vehicle warranty that are non-operable are covered under a nation-wide roadside assistance program. Call the appropriate number for assistance.

10. ENGINE IDLING: An idling vehicle gets zero miles per gallon, causes excessive engine wear, and pollutes the air. Please refrain from idling your vehicle unnecessarily.

F. ACCIDENT PROCEDURES

In the event of an accident, drivers are required to follow all procedures in the Accident section.

G. USE OF VEHICLE

As the operator of a State vehicle the driver is responsible for its proper use, service, and protection and must be familiar with the following guidelines:

1. USE OF A STATE VEHICLE: State vehicles are to be used for official State business only and may not be used for personal errands, transporting family members or pets. State vehicles may not be loaned to or driven by any unauthorized individual.

2. DRIVERS LICENSE: Driver must possess a valid driver's license for the class of vehicle operated. (Responsibility for making this determination rests with the agency employing the driver).

3. SEAT BELTS: Seat belts must be worn by drivers and all passengers in a State vehicle.

4. NO SMOKING: Smoking is not allowed in State vehicles.

5. PARKING: State vehicles are prohibited from using the Regional Transportation District (RTD) Park and Ride parking lots unless you are using RTD transportation services. All state vehicles will be parked at the agencies home office or satellite office locations. Parking state vehicles overnight or on weekends at any RTD Park and Ride facility is not allowed. If the driver is an approved commuter, the vehicle must be parked at the driver's residence or an official state office location when not being used for official state business. Personal use of state vehicles is not allowed.

6. ALCOHOL/DRUGS: State-owned vehicles under no circumstances may be operated by any individual who is under the influence of alcohol or drugs.

7. COMMUTING: The use by a State employee of any State-owned vehicle for commuting must be requested and approved in accordance with DCS Administrative Rule 3.0. Personal use is never allowed.

8. KEYS: SFM does not keep extra vehicle keys. Drivers must pay directly for extra keys or expenses to open a locked vehicle. Replacement keys for most late-model vehicles contain an embedded computer chip, are available only from dealerships, and cost in excess of $100. SFM has key codes available for most 1998 and newer vehicles.

H. TRAVEL OUTSIDE OF COLORADO

1. Other States

a. Must be approved by the agency employing the driver.

b. The fuel card is accepted anywhere in the USA and Canada including Alaska & Hawaii. However, the driver should verify the card's acceptance prior to the sale when at an unfamiliar vendor.

2. Outside of the Continental United States: Requires prior written notification and explanation from the State agency to the State Fleet Manager. The letter should include a license plate number, dates and your acknowledgement of these procedures.

a. Agencies must purchase all necessary additional liability and collision insurance before the vehicle is taken out of the United States. <u>This expense will not be subject to reimbursement by SFM</u>.

b. The Fuel card cannot be used outside of the USA. The State agency must pay all bills and keep track of receipts and present them to SFM for reimbursement upon return. The driver should contact his or her agency and SFM before incurring an extraordinary expense. SFM is expected to reimburse for normal charges only. Should the vehicle become inoperable while out of the country, the agency must contact SFM. The agency must then deal with the foreign authorities, and return the vehicle to the United States.

c. The vehicle should be parked in a secure location and not left unattended while out of this country.

d. Taking a State vehicle to Mexico is strongly discouraged.

I. VEHICLE TURN-IN REQUIREMENTS

When a vehicle is returned to SFM we require the following:

1. No appointment necessary, turn in vehicles are accepted Mon–Fri, 8:00 a.m. to 4:30 p.m. If you have questions call 1-800-723-8023 or 303-866-5222.

2. Please verify with your Fleet Coordinator that the loan obligation for the turn-in vehicle has been met. If not, your agency will be billed for the remaining balance on the loan term.

3. Remove all 2-way radios, cell phones and hands free equipment, security cages, law enforcement lighting equipment, or any other special equipment.

4. Remove all decals or emblems from the vehicle. Remove undercover plates and install original State plates on the vehicle. You must have State plates on the vehicle and the current registration to turn in. This is the agencies responsibility. The vehicle should be reasonably clean or washed before turning in.

5. If the vehicle is in an "enhanced emission area," please get an emissions test if the test is over 9 months old. Bring in the original Vehicle Inspection Report when turning the vehicle in. Enhanced emission areas include: The full counties of Boulder, Broomfield, Denver, Douglas, and Jefferson, as well as the partial counties of Adams, Arapahoe, Larimer and Weld. If you are coming to SFM from outside of the enhanced emissions area and have time please get an emissions test done. Call SFM at 1-800-723-8023 for locations and hours of operation or the Air Care Colorado Hotline at 303-456-7090.

6. Vehicle should be cleaned out; remove all personal items, trash, food, papers, etc. Vehicle should have at least a ¼ tank of gas at time of turn in.

7. When you arrive at SFM, park the vehicle in any available space in the public parking lot. Record the odometer reading, gather all keys, fuel credit card, and vehicle packet with current registration and go to Room A-18.

8. At SFM's front desk; fill out the Vehicle Turn-in sheet by recording the odometer reading and vehicle description. Identify any known or suspected problems the vehicle may have.

J. PUBLIC PERCEPTION

SFM receives citizen complaints regarding State vehicles being driven improperly. These complaints may result in a disciplinary action against the driver by his or her agency. State drivers should be concerned about the image of State employees and State vehicles as perceived by the public. As drivers represent the State of Colorado, it is extremely important that they present a positive image. State vehicles are highly visible and represent a valuable resource.

III. MAINTENANCE AND REPAIR

PLEASE NOTE: Vehicles under new vehicle warranty that are non-operable are covered under a nation-wide roadside assistance program. For assistance, call the appropriate number:

Ford: 1-800-241-3673

Chevrolet/GMC: 1-800-243-8872

Plymouth/Dodge: 1-800-521-2779

Toyota: 1-800-331-4331

Please have the VIN number and odometer reading available before calling. The VIN # can be located on driver side door jam sticker, or can be read through the windshield on drivers side of the vehicle on the dashboard.

A. EMISSIONS TEST PROCEDURES

SFM vehicles that are located in designated AIR CARE COLORADO program areas are required to have an emissions test and obtain a "Vehicle Inspection Report." It is the driver's responsibility to have the emissions test performed when required if their vehicle is registered within the program area. For questions and locations, call the AIR CARE COLORADO hotline at 303-456-7090. In Longmont call 303-684-0111. Vehicles that are less than 4 years old are exempt from taking an emissions test. There should be a sticker on windshield that indicates this.

B. TIRES AND GLASS

Tires and windshield replacement are State awarded items and should never be installed without a purchase order from the SFM Call Center. Call SFM for the closest approved vendor. Tires should be replaced when the tread is worn to 3/32 of an inch or less. Replacement

tires will be of original equipment type (all-season tread) and size. Exceptions are authorized by SFM on an individual basis.

1. ALL SEASON MUD AND SNOW TIRES.
All season tires are rated "M&S," meaning they meet the USDOT and State Patrol winter tread requirement for hazardous driving conditions. They will outperform all other tires in overall safety, handling, braking, and performance. Traditional large element tread design snow tires outperform all season tires only in deep, non-compacted snow. These tires increase braking distances and adversely affect handling when used on dry pavement. The tires are also often physically larger than the original tires, causing problems with odometer readings and anti-lock brake systems. SFM does not approve oversized tires. Tire chains are allowed for rear-wheel drive 2WD vehicles which drive daily on mountain passes that frequently have the "Chains Only" condition. Drivers and their agencies are responsible for the full amount of expenses on any vehicle damage caused by chains. Tire studs are not approved for any vehicle due to the abnormal wear caused on the highways and the negative effects on vehicle handling and anti-lock braking systems.

2. GLASS REPAIR/REPLACEMENT.
Windshield repairs should be attempted before replacement. It is important to have chips and small cracks repaired promptly. Call SFM for an approved vendor in your area.

C. PREVENTIVE MAINTENANCE: WHEN TO CONTACT THE SFM CALL CENTER

1. For all routine maintenance, no advance call to SFM is required. Please have the vendor contact SFM prior to performing chargeable services. Vehicle operators are strongly encouraged to use state garages whenever possible.

2. A SFM Call Center Specialist can:

a. Inform you what preventive maintenance needs to be performed on your vehicle.

b. Inform you if your vehicle requires warranty work.

c. Help you locate a vendor upon request.

D. VEHICLE REPAIR/PREVENTIVE MAINTENANCE AND TOWING PROCEDURES DURING NORMAL BUSINESS HOURS

1. State driver calls SFM at 1-800-356-3846 or 303-866-5566 DURING NORMAL BUSINESS HOURS: 7:00 a.m to 5:00 p.m. MON-FRI.

a. Identify your vehicle license plate and current odometer reading.

b. Describe the vehicle's problem or needed PM per the SFM PM schedule to the experienced SFM Call Center Specialist. Driver comments will be entered into the CARS system.

1) SFM will recommend the nearest approved vendor.

2) Warranty Repairs at new car dealers: A SFM Call Center Specialist will review the SFM files and recommend the nearest authorized dealer for warranty repairs. New vehicle warranty is usually for 3 years/36,000 miles, with some drive train warranties extended up to 100,000 miles.

2. TAKE THE VEHICLE TO THE AGREED UPON PRIVATE REPAIR FACILITY.

a. Identify your vehicle as part of the SFM Maintenance Program.

b. Give the private repair facility your name, phone number and instruct them

to call SFM at 1-800-356-3846, or 303-866-5566 prior to their performing any chargeable work on the State vehicle.

c. Sign the delivery receipt after making sure everything listed was performed.

d. If repairs are not satisfactory, contact the SFM Call Center immediately.

E. AFTER-HOURS EMERGENCY REPAIRS (During the following times: 5:00 p.m. to 7:00 a.m. Mon–Fri, all day Saturday and Sunday.)

If emergency repairs must be performed immediately, call the Help Desk at 1-800-356-3846 for the location of the nearest garage. Have the garage vendor call the SFM Call Center at 1-800-356-3846 or 303-866-5566 and give the garage vendor's name, phone number, State license Plate # and odometer reading, and then perform the required emergency repair. The SFM Call Center will contact the vendor to complete the required documentation during normal business hours.

1. AFTER HOURS TOWING IN THE DENVER METRO AREA:
If the vehicle creates a definite road hazard and must be moved immediately, call Joe's Towing at 303-428-9242. The vendor will tow your vehicle to State Fleet Management at 1001 East 62nd Ave in Denver, or to a repair facility located in the Denver Metro area that will work on your vehicle. Please call the Call Center during normal business hours.

2. AFTER HOURS TOWING OUTSIDE OF DENVER METRO AREA:
If the vehicle creates a definite road hazard and must be moved immediately, call the Help Desk at 1-800-356-3846 or the Colorado State Patrol. Or you can call one of the towing vendors listed in this manual and request a tow to the nearest repair facility. A list of local awarded tow vendors appears in the Quick Reference Section. Any local tow vendor from the Yellow Pages

who will accept a procurement card (MasterCard) may also be used when necessary if an awarded vendor cannot respond. Call the Help Desk for assistance. Out of State breakdowns can be handled through the local Goodyear, Pep Boys, Sears, or Firestone dealer. Ford dealerships may be used nation-wide for Ford products.

IV. ACCIDENT INFORMATION

PLEASE READ THIS INFORMATION BEFORE ANY ACTION IS TAKEN.

An accident is described as ANY incident occurring that may have caused damage to a SFM vehicle, another vehicle, or private property.

Accident damages include: Damage caused by another vehicle, road hazard, wildlife, weather (wind, rain, hail, etc.), and vandals (this includes glass, tires, body damage, stolen vehicles, etc.).

NOTE: Stolen vehicles must be reported immediately to ensure that fixed and variable rates are suspended until the vehicle is found and repaired.

If you are in doubt, please call the Accident section of SFM at 1-800-356-3846 or 303-866-5565.

A. ACCIDENT PROCEDURES

At the scene of an accident involving a SFM vehicle, the driver must:

a. Stop immediately and aid any injured persons.

b. NOTIFY THE LOCAL POLICE by calling 911.

c. If the local police will not send an officer to the scene, file a counter report at

the local police station or State Patrol station.

d. DO NOT leave the scene or move the vehicle until the law enforcement agency has completed its investigation, or until they have asked you to move it.

e. If the vehicles create a definite hazard, please mark the location of each vehicle involved, then move the vehicle.

f. CALL YOUR SUPERVISOR.

g. DO NOT ADMIT FAULT OR MAKE ANY COMMITMENTS TO THE OTHER PARTY. DO NOT MAKE ANY STATEMENTS ABOUT THE ACCIDENT EXCEPT TO THE POLICE OR YOUR SUPERVISOR.

h. Present the State of Colorado Insurance Card, located inside the back cover of this booklet.

i. Write down ALL information required on the other driver listed below:

• Name

• Address

• Drivers license number and state, expiration date, Date of Birth

• Home and work phone numbers

• Year, make, model and license of vehicle

• Insurance company and policy number

• Injured parties name(s)

• Witnesses names, addresses and phone numbers

• Take pictures of the damage

j. Write notes concerning the accident. These notes will help when you complete the accident report.

k. Do not tell the other driver to call State Fleet for repairs to their vehicle!

l. TOWING

• DO NOT ATTEMPT TO DRIVE AN UNSAFE VEHICLE OR A VEHICLE WITH FLUID LEAKS.

• IN THE DENVER METRO AREA

Use a towing vendor from the Quick Reference section located on page 4.

• Have the vehicle towed to:

SFM
1001 E. 62nd Avenue
Denver, CO 80216

• OUTSIDE THE DENVER METRO AREA

• See the Quick Reference section for a list of vendors. Have the vehicle towed to their place of business for safekeeping. Instruct the vendor to contact SFM the next business day.

DO NOT HAVE THE VEHICLE TAKEN TO A BODY SHOP OR INSURANCE COMPANY!

The state driver must call the SFM Accident section the same day or the next business day to give location of the vehicle and potential storage charges. If this is not done, the storage charges will be the responsibility of the state driver's agency.

B. REPORTING AN ACCIDENT TO SFM

1. Call the Division of Risk Management immediately, if the accident involves serious injury and/or damage to OTHER persons or property. Phone 303-866-3848.

2. Call SFM within one business day to report the accident. Provide the state vehicle's

license number, the state driver's name, and the date of accident.

Do Not Admit Fault.

3. Complete the "ACCIDENT PACKET" with ALL of the forms listed below WITHIN 10 DAYS OF THE ACCIDENT. Make sure your Vehicle Coordinator receives a copy of the packet.

- **POLICE REPORT:** Include one clean, legible copy of the INVESTIGATOR'S TRAFFIC ACCIDENT REPORT from the police department that investigated the accident. (It is the driver's responsibility to acquire a police report). Please do not expect the accident section of SFM to acquire the report for you.

- **RISK MANAGEMENT VEHICLE ACCIDENT REPORT (#DRM-01):** This form is found in the state driver's VEHICLE PACKET. (Additional forms can be requested through the accident section personnel.) Please complete each section of the accident report as precisely as possible and make sure every copy is legible. If the information on the other driver is missing, the state driver has a responsibility to acquire this information. Send the white and yellow copies to RISK MANAGEMENT, send the pink copy to SFM, and keep the goldenrod copy for your records.

- The state driver must have their signature as well as their supervisor's on the accident report before sending to SFM. Please be sure to write in the license number (State Plate—not the undercover plate) in the upper right hand corner. If the license number is not visible, it will hinder authorization of the body repairs of your vehicle.

4. REPAIR ESTIMATES: Include ONE estimate if damage is UNDER $1,200 or THREE estimates if the damage is OVER $1,200. Use body shops that are convenient for you or call SFM for suggested shops.

- DO NOT go to an insurance company to have an estimate done.
- GLASS AND TIRES should be noted on the estimates, but NOT included in the final dollar total. These will be purchased through the state awarded vendors.

EVEN THOUGH THE ACCIDENT IS MINOR AND THE STATE DRIVER DOES NOT SEE ANY DAMAGE, AN ESTIMATE IS STILL REQUIRED.

C. OBTAINING AUTHORIZATION FOR:

1. Body repairs

- Once the completed "accident packet" is received by the accident section of SFM, the accident personnel will call the state driver or vehicle coordinator with the name of the vendor chosen to complete the body repairs.
- The state driver then makes an appointment with said vendor.
- After the vehicle is taken to the vendor for repairs, the state driver will then inform the vendor to call SFM for authorization number for payment of the repairs.
- When the vehicle is completed to the state drivers satisfaction, the state driver signs the invoice or work order. Do not accept inferior repairs!

DO NOT TAKE THE INVOICE FROM THE VENDOR—HAVE THE VENDOR SEND ORIGINAL INVOICE TO SFM.

2. For back glass, door glass, vent glass, rearview mirrors (inside and outside), windshields broken by vandals or tires slashed by vandals, this damage is not considered usual wear and tear. The state driver must:

- Make a photocopy of the DRM-01 form. Fill out the copy and explain the reason the glass was broken, tires slashed, etc.
- Fax the copy of form to the accident section of SFM.
- Call the AWARDED glass or tire vendor to schedule for replacement (see the TIRE AND GLASS section in this manual).
- Have the vendor call accident section of SFM for authorization.

The glass and/or tires will be authorized provided the state driver faxes or sends the photocopy of the accident report (DRM-01) at a later time.

3. Mechanical repairs (accident damage such as running over something causing a hole in oil pan, gas tank, etc.):

- Follow the bodywork instructions for accident mechanical repairs.

NOTES

STATE OF COLORADO INSURANCE CARD

THIS CARD MUST BE CARRIED IN STATE VEHICLES FOR PRODUCTION UPON DEMAND. LIABILITY IS PROVIDED PURSUANT TO LAW.

INSURED . . . . . **STATE OF COLORADO AND ITS EMPLOYEES**

POLICY NUMBER . . . . **DRM-24301510, NO EXPIRATION DATE**

VEHICLES. . . . . **ALL STATE-OWNED VEHICLES**

VERIFICATION . . . . . **DIVISION OF RISK MANAGEMENT**

PHONE **303-866-3848**

IF YOU HAVE AN ACCIDENT:

1. Do notify police and State Fleet Management.
2. DO NOT admit fault or make commitments.
3. DO PROVIDE RISK MANAGEMENT PHONE NUMBER TO OTHER PARTY.
4. Write down names, license number, and phone number of persons involved and witnesses.
5. DO NOT discuss the accident with anyone except police or State investigators.
6. Notify the State Risk Management office promptly (form DRM-01, or call if it is a serious situation).

This form does not constitute any part of CRS 24-10-101, et seq. or CRS 24-30-1501, et seq.

Department of Personnel & Administration
Division of Central Services
State Fleet Management
1001 E. 62nd Ave., A-18
Denver, Colorado 80216

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