



COLORADO

Division of Capital Assets

Department of Personnel & Administration

State Fleet Management

Vehicle Operator's Manual

(This manual must remain in vehicle)

colorado.gov/dca/fleet

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

This manual can be accessed on the Capital Assets/**State Fleet website under the Fleet Documents/Forms link (www.colorado.gov/dca/fleet)**

Capital Assets Rules are combined with Central Services and can be accessed on the Capital Assets/**State Fleet website under the Quick Links top tab (www.colorado.gov/dca/fleet)**

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Section I

Quick Reference

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

7:00 a.m. – 5:00 p.m.

Towing Services in Denver Metro Area

(24 hours a day, 7 days a week)

Joe's Towing – 303-428-9242

After Hours Assistance

5:00 p.m. – 7:00 a.m. Weekends call the

National Auto Club – 1-800-328-7272

Account #8503759

Division of Risk Management

1525 Sherman, 2nd Floor

Denver, CO 80203

303-866-3848 or

1-800-268-8092 (Colorado only)

Fuel Card (Refer to back of fuel card)

Customer Service 24/7

Fuel Card Replacements

State Fleet Management 1-800-723-8023

or 303-866-5222

Police – 911

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
AURORA	EXTREME TOWING & RECOVERY	AURORA	80010	(303) 344-1400
BAILEY	BAILEY TOWING	BAILEY	80421	(303) 838-4464
BENNETT	SHERER AUTO PARTS	BENNETT	80102	(303) 644-3211
BRUSH	A & R AUTOMOTIVE SERVICE	BRUSH	80723	(970) 842-2864
CANON CITY	RAYJEAN ENTERPRISES LLC	CANON CITY	81212	(719) 275-7295
CANON CITY	HOLT TOWING	CANON CITY	81212	(719) 269-3740
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	JOE'S TOWING	COMMERCE CITY	80022	(303) 428-9242
DENVER METRO	M & M TOWING	COMMERCE	80022	(303) 361-6666
CRAIG	TOMMYS TOWING & AUTO REPAIR	CRAIG	81625	(970) 620-1145

Tow Area	Company Name	City	Zip	Phone
CRAIG	ARROWHEAD AUTO & EQUIP REPAIR	CRAIG	81625	(970) 824-4163
DURANGO	MCNIGHTS TOWING	DURANGO	81301	(970) 247-4447
DURANGO	BODEANS TOWING	DURANGO	81301	(970) 375-6221
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	DOUBLE S TOWING SERVICE	FLAGLER	80815	(719) 765-4311
FORT COLLINS	CHOICE TOWING	FORT COLLINS	80524	(970) 482-0159
FORT COLLINS	SCOTT'S TOWING & AUTO	FORT COLLINS	80524	(970) 482-9809
FORT LUPTON	C & J AUTO SERVICE	FORT LUPTON	80621	(303) 857-1158
FOUNTAIN	A-A TOWING	FOUNTAIN	80817	(719) 382-5244
GLENWOOD SPRINGS	GLENWOOD SHELL	GLENWOOD SPRINGS	81601	(970) 945-8286
GLENWOOD SPRINGS	ALPINE MOTORS	GLENWOOD SPRINGS	81601	(970) 945-6025
GOLDEN	DENVER WEST TOWING	GOLDEN	80401	(303) 279-3434
GRANBY	WRANGLER TIRE & TUNE	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	JIM FUOCO MOTOR Co.	GRAND JUNCTION	81501	(800) 323-6483

Tow Area	Company Name	City	Zip	Phone
GRAND JUNCTION	DANS TOWING	GRAND JUNCTION	81526	(970) 242-1516
GREELEY	ALL AMERICAN AUTO TOWING	GREELEY	80631	(970) 353-5807
GREELEY	SUPERIOR TOWING	GREELEY	80632	(970) 330-2440
HOTCHKISS	HUNT'S TOWING	HOTCHKISS	81419	(970) 872-3309
IDAHO SPRINGS	ALLIED TOWING	IDAHO SPRINGS	80452	(303) 567-4262
KREMMLING	RENEGADE OFF ROAD	KREMMLING	80459	(970) 724-0595
LAKE GEORGE	ALPINE TOWING & RECOVERY	LAKE GEORGE	81211	(719) 748-3331
LAMAR	RON AUSTIN REPAIR SHOP	LAMAR	81052	(719) 336-2542
LAMAR	HOOKS TOWING	LAMAR	81052	(719) 336-3205
LONGMONT	NORTHSIDE TOWING	LONGMONT	80501	(303) 776-5114
LONGMONT	RELIABLE TOWING & REPAIR	LONGMONT	80501	(303) 682-1218
LOVELAND	CHUCK'S TOWING	LOVELAND	80537	(970) 669-4405
LOVELAND	TRIAD POWER SYSTEMS	LOVELAND	80539	(970) 663-5503
GRAND JCT/MONTROSE	PRO TOW	MONTROSE	81402	(970) 242-8300
MONTE VISTA	ACE TOWING	MONTE VISTA	81144	(719) 580-2912
MONTROSE	M & H TOWING & REPAIR	MONTROSE	81402	(970) 249-8662
MONUMENT	MONUMENT TOWING	MONUMENT	80132	(719) 481-2511
ORDWAY	CHUBBUCK MOTOR Co.	ORDWAY	81063	(719) 267-3571

Tow Area	Company Name	City	Zip	Phone
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
PUEBLO	WAYNE'S TOWING	PUEBLO	81003	(719) 542-5440
PUEBLO	EGGIMANN AUTO	PUEBLO	81005	(719) 545-8428
PUEBLO	VIDMAR MOTOR	PUEBLO	81003	(719) 544-5844
SALIDA	ALPINE TOWING & RECOVERY	SALIDA	81201	(719) 539-6634
SILVERTHORNE	DILLON TOWING/SUMMIT MOBILE	SILVERTHORNE	80498	(970) 513-0292
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	HILLY'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 University
208 Edgemont
Phone: 719-587-7951

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
4390 W. Oxford Avenue
Phone: 303-866-7216

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

Department of Transportation
2300 W. 11th Avenue
Denver, CO 80218
Phone: 303-534-0643

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

Section II

Driver's Responsibility

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 fleet 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 & 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 7 years)
- **Current registration in the vehicle**
- **Vehicle packet**

For registration renewal instructions, contact the **Colorado Department of Revenue** at 303-205-5607.

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

D. Fuel Card & 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.

NOTE: Premium grades of fuel and full-service fuel may not be purchased by the driver.

Unleaded fuel 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.

4. ALTERNATIVE FUEL: Drivers are required to purchase and use alternative fuel whenever practicable for State vehicles

that are equipped to operate on electricity, E-85, propane, natural gas, and bio-diesel.

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 permitted 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. VISUAL INSPECTION:** Before each time the vehicle is operated the driver must first perform a visual inspection for condition and general safety. Leaks, damage, or inoperable components must be evaluated to the best of the driver's capability. If the driver is not able to identify the safe condition of the vehicle then it is the driver's responsibility to contact an agency fleet coordinator, immediate supervisor or other qualified party to clearly determine the safe operating status of the vehicle prior to operation.
- 2. 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.
- 3. LEAKS:** Look on the ground under the vehicle for fluid leaks. Call SFM immediately about any leakage.
- 4. 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.
- 5. DAMAGE:** Check the vehicle frequently for body damage. Report any damage

promptly to SFM (See procedures and definition of an incident/collision in the Collision section.)

6. 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.

7. FLAT TIRES: Drivers are responsible for replacing a flat tire with the spare. Drivers are responsible for changing the flat tire, if able to do so safely, and the vehicle is equipped with a spare tire and tools. If the driver is unable to utilize the available spare tire, then please reference the list of tow companies found in Section 1 of this manual. If after hours, please contact National Auto Club 866-328-7272.

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.

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

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

10. GAUGES: If the temperature gauge reads abnormally hot, the oil pressure gauge reads low, or the “Engine Light” is illuminated, **STOP THE VEHICLE IMMEDIATELY** and call SFM Maintenance Assistance at 1-800-356-3846 or at 303-866-5566. For after-hours repair, see page 19 for further guidance.

If the caution light (check/service engine light, power loss light or emissions light) in vehicles is illuminated, it indicates a potential problem. Have the vehicle checked

as soon as possible. Vehicles still under manufacturer warranty will be directed to the nearest dealer.

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, see page 16.

11. 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. For further guidance, refer to SFM Anti-Idle Policy on the website.

12. CAR WASHES: Agencies are permitted *2 car washes per month, per vehicle*. Max is \$15.00 a wash. **Fleet does not pay for detailing.**

F. Collision Procedures

In the event of a collision/incident, drivers are required to follow all procedures in the Collision section starting on page 20.

G. Use of Vehicle

As the operator of a State vehicle, the driver is responsible for its proper use, service, and protection. Vehicle use may be monitored and collected by telematics and are subject to review at the request of a supervisor or a customer complaint. Further information can be found on DPA's Fleet and Risk websites. Each driver 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 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 U.S. driver's license for the class of

vehicle operated. (Responsibility for making this determination rests with the agency employing the driver).

3. CITATIONS: Use of the State vehicle that results in Tickets, Tolls, Parking Fees or fines in general, are the responsibility of the agency and ultimately the driver.

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

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

6. 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.*

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

8. 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 – 3.00 Commuting Use of State-Owned Motor Vehicles by the State Officers and Employees** must adhere to the Office of the State Controller's Fiscal Rule and corresponding Technical Guidance regarding taxable commuting.

Personal use beyond De Minimus use is never allowed.

9. 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 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 acknowledgment of these procedures.

- a. Agencies must purchase all necessary additional liability and collision insurance before the vehicle is taken out of the United States. This expense will not be subject to reimbursement by SFM.
- 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. Use of state negotiated vehicle rental contracts is advised.

I. Vehicle Turn-In Requirements

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

- 1. Appointment Required.** Turn-in vehicles are accepted Monday – Friday. Call 1-800-723-8023 or 303-866-5222.
- 2. 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, hands free equipment, security cages, law enforcement lighting equipment, and/or any other special equipment with the exception of the telematics device.** Any agency that has not removed all additional equipment prior to turn-in, may incur additional direct billed expenses.
- 4. Remove all decals or emblems from the vehicle.** Any agency that has not removed all additional branding prior to turn-in, may incur additional direct billed expenses.
- 5. 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 agency's responsibility. The vehicle should be reasonably clean or washed before turning in.
- 6. 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.

7. Vehicle should be cleaned out; remove all personal items, trash, food, papers, etc.

8. Vehicle should have at least a ¼ tank of gas at time of turn-in.

9. When you arrive at SFM:

a. Park the vehicle in any available space in the public parking lot.

b. Record the odometer reading, gather all keys, fuel credit card, and vehicle packet with current registration and go to the DPA North Campus Security Desk at the West building/parking entrance and request assistance from State Fleet Management for vehicle turn-in.

10. At SFM, please complete the Vehicle Turn-in sheet with odometer reading, vehicle description, and identify any known or suspected problems prior to the appointment.

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 their 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.

Section III

Maintenance & 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

Chrysler/Dodge: 1-800-521-2779

Toyota: 1-800-331-4331

Please have the VIN number and odometer reading available before calling. The VIN number 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.

Other Active SFM Service Providers can be found on the SFM website under maintenance-authorizations.

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.

B. Tires & 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 6/32 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 & 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. Additional information can be found at www.codot.gov/travel/winter-driving/TractionLaw#collapseThree.

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.

Traction Aid Devices are allowed for vehicles required to use them by law, which drive daily on mountain passes that frequently have the “Chains Law” condition. Drivers and their agencies are responsible for the full amount of expenses on any vehicle damage caused by traction aids. One such traction aid can be found at <http://autosock.us/>.

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 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, bring vehicle into an approved vendor. Approved vendors must call SFM Authorizations (1-800-356-3846) prior to performing any services on the vehicle. 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 & 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 – 5:00 p.m. MONDAY – FRIDAY

- 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.
 - SFM will recommend the nearest approved vendor.
 - 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 (M–F 7:00 a.m. – 5:00 p.m.) 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. – 7:00 a.m. Monday – Friday, all day Saturday/Sunday)

If emergency repairs must be performed immediately, call 1-800-356-3846 or the National Auto Club at 1-866-328-7272 for assistance.

SFM must be called by the next business day and informed of the vendor with the vehicle and its location.

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 National Auto Club at 1-866-328-7272 or 1-800-356-3846. 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, starting on page 2.

For emergency services, where all other options have been exhausted, a procurement card may be used when necessary.

Call the Call Center for assistance. Out of State breakdowns can be handled through a local Goodyear, Pep Boys, or Firestone dealer. Vehicle manufacture specific dealerships may be used nation-wide for those related products.

Section IV

Collision Information

PLEASE READ THIS INFORMATION BEFORE ANY ACTION IS TAKEN.

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

Collision 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 Collision Repair Section of SFM at 1-800-356-3846 or 303-866-5565.

A. Collision Procedures

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

1. Stop immediately and aid any injured persons.
2. Notify the local police by calling 911.
3. 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.
4. 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.
5. If the vehicles create a definite hazard, please mark the location of each vehicle involved, then move the vehicle.
6. Call your supervisor.
7. Do not admit fault or make statements about the collision at the scene to law enforcement, or others involved in the incident.

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

9. 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

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

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

12. Towing – DO NOT ATTEMPT TO DRIVE AN UNSAFE VEHICLE OR A VEHICLE WITH FLUID LEAKS.

a. Towing Services in Denver Metro Area

(24 hours a day, 7 days a week)
Joe's Towing – 303-428-9242

Have the vehicle towed to:

State Fleet Management
1001 E. 62nd Avenue
Denver, CO 80216

After Hours Assistance

5:00 p.m. – 7:00 a.m.

Weekends call the National Auto Club –
1-800-328-7272 – Account #8503759

b. Outside the Denver Metro Area: See the Quick Reference section for a list of vendors starting on page 2.

- 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 Collision 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.

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

B. Reporting a Collision to SFM

1. Call SFM, 1-800-356-3846, within one business day to report the collision. Provide the State vehicle's license number, the State driver's name, and the date of collision.

2. Complete the "Vehicle Collision Packet" with all of the forms listed below within 10 days of the incident. Make sure your Vehicle Coordinator receives a copy of the packet.

- **POLICE REPORT:** Include one clean, legible copy of the investigator's traffic incident 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 Collision Repair Section of SFM to acquire the report for you.

- **RISK MANAGEMENT VEHICLE ACCIDENT REPORT (DRM-01) and ORIGAMI ONLINE ACCIDENT REPORTING SYSTEM:** The DRM-01 form, also known as, roadside form is found in the state driver's VEHICLE PACKET. Additional forms can be downloaded from State Fleet Management's website at www.colorado.gov/dca/fleet. Please complete each section of the roadside report as precisely as possible and make sure it is legible. If the information on the other driver is missing, the state driver has a responsibility to acquire this information.

Then, utilize the Roadside Form to populate the Origami Online Accident Reporting System. The link to Origami Online Reporting System can be found on State Fleet Management's website under FAQs and accident procedures.

The State driver must have their signature as well as their supervisor's on the DRM-01 roadside accident report before uploading to the Origami Online Reporting System. (Attn: You will only be able to upload during the initial reporting process and Will Not be able to upload at a later time. For further information on the access to Origami reporting contact your agencies Origami administrator.) Please be sure to write in the license number (State Plate—not the undercover plate) where directed. If the license number is not visible, it will hinder authorization of the body repairs of your vehicle.

3. REPAIR ESTIMATES: Include one estimate if damage is UNDER \$1,200 or three estimates if the damage is OVER \$1,200. Call SFM for suggested body shops. Estimates can be sent to dpa_collisions@state.co.us.

- **Do not go to an insurance company to have an estimate done.**
- **GLASS and TIRES should be noted on the estimates.**

Even though the collision damage is minor and the State driver does not see damage, an estimate is still required.

C. Obtaining Authorization for:

1. Body repairs

- Once the completed "Vehicle Collision Packet" is received by the vehicle Damage Repair Section of SFM, State Fleet personnel will call or email the State driver or vehicle coordinator with the name of the vendor chosen to complete the body repairs. No repairs

should be authorized prior to review and approval by the State Fleet Call Center.

- The State driver then makes an appointment with authorized 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.
- Once 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 the original 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:

- **Fill out the DRM-01 Form to upload** into the Origami Online Reporting System explaining the reason the glass was broken, tires slashed, etc.
- **Call the AWARDED glass or tire vendor** to schedule for replacement (see the TIRE and GLASS section on page 16).
- **Have the vendor call the Collision Repair section of SFM for authorization.** The glass and/or tires will be authorized provided the State driver follows the accident reporting procedures 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 collision related mechanical repairs.

Please use the following Notes Section for your needs.



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. Use the DRM-01 "Roadside Form" to capture names, license numbers, phone numbers of persons involved, witnesses, and other details identified on the form.
5. DO NOT discuss the accident with anyone except police or State investigators.
6. Notify Risk Management and State Fleet Promptly (Upload of DRM-01 "Roadside Form" content to Origami Accident Reporting System).

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



COLORADO

Division of Capital Assets

Department of Personnel & Administration

State Fleet Management
1001 East 62nd Avenue, A-18 | Denver, Colorado 80216
colorado.gov/dca/fleet