

**South Dakota
Fleet and Travel Management**



**Policy and Procedure Manual
For Assigned Drivers
and Pool Vehicles**

April 19, 2024

Office of Fleet and Travel Management

The Office of Fleet and Travel Management (FTM) is an organizational unit within the Bureau of Human Resources and Administration. It establishes fleet management policies and procedures for vehicles owned or leased by the State and managed by FTM to ensure safe, reliable, and cost-efficient use. The vehicles are available to state employees and other FTM customers who conduct the State's business. References in this manual to “state vehicles” include motor vehicles owned or leased by the State of South Dakota.

This Policy and Procedure Manual outlines FTM’s minimum policies for both “assigned” and “pool” vehicles. It is intended to be informational and concise, providing guidelines conforming to statute and administrative rules. It is not intended to be an all-inclusive operations manual. Individual state agencies may also have more restrictive policies in addition to FTM’s policies. This manual can be accessed at <https://boa.sd.gov/fleet-travel/default.aspx>

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**Section I
Quick Reference**

A. IMPORTANT PHONE NUMBERS & ON-LINE SERVICES

Accidents (M–F 7:00 a.m. – 5:00 p.m.)	773.3162
Accidents after hours	1.800.543.2372

In addition, for accidents involving a fatality, serious bodily injury or property damage, please contact:

Claims Associates, Inc.
(24-Hour emergency number)
1.888.430.2249,
Located in Sioux Falls, SD.
Also report to FTM at 605.773.3162

Insurance/Liability Coverage (PEPL)	773.5879
Fleet Manager	773.3162
Hollman TRC Call Center	1.800.543.2372

On-line services are Available At: <http://boa.sd.gov/divisions/travel/>
Vehicle Assignment or Replacement Request Forms
State Aircraft Scheduling Information
State Lodging Offering State Rates
State Fueling Site Location & Hours
Road Construction Map
Winter Road Condition Reports

Holman website is at <https://insights.holman.com/Driver/LoginForm.aspx?>

If you have an assigned state vehicle, the Holman app allows you to quickly access information, enter mileage, and find information related to your assigned FTM vehicle. Multiple contacts can be added to a vehicle to view information but only the listed driver will receive notifications. For more information, contact FTM at 605.773.3162 or Holman at 1.800.543.2372

B. MOTOR POOL LOCATIONS

City	Motor Pool Location	Contact Person for the Keys	Phone/Fax	Hours
Aberdeen	Northern State University – Physical Plant, 1200 S Jay Street 57401	Becky Gilbert	626-2560 626-2625	M-F 8-12 1-5
Aberdeen AP	Quest Aviation		225-8088 225-0110	Everyday 6am-6pm
Brookings	Fleet & Travel 1602 Stadium Rd , PO Box 2180 57007	Kristina Bergstrom Jeffrey Van Gerpen – FTM Bruce Willcock - FTM	688-4323 688-4073 (fax) 688-6631 688-4073	6am-5pm Summer Hours 7am-5pm
Huron	Federal Surplus Property Agency 20 Colorado Ave SW 75350	Jeri Decker; Lori Wallenstein, Brenda Peterson	353-7150 353-7164	M-F 8am-5pm
Madison	Dakota State University 215 NE 8 th St 57042	Karen Duffy Anne Hauglid	256-5222 256-7110	8-12 1-5 M-F Summer 7:30-12, 1-4:30
Mitchell	DOT Regional Office 1300 S Ohlman Mailing – PO Box 1206, 57301	Kate Peugh Tammy Miller	995-8129 995-8135	M-Th 8am-5pm Friday Closed
Pierre	Fleet & Travel 104 S Garfield Bldg E 57501	Whitney Bonhorst	773-3162 773-3502	M-F 7am-5pm
Pierre AP	Mustang Aviation		224-9000 224-4876	M-Sat 5am-9pm Sun 7am-9pm
Rapid City	Social Services 221 Mall Dr Suite 101 57701	Jeri Gannon ext 2000225	394-2525 294-2568	M-F 8-12 1-5
	SDSM&T – Physical Plant 501 E St Joseph 57701	Cathy Helgeson	394-2251 394-5837	M-F 7am-4pm
Rapid City AP	SDSU West River Research & Ext 711 N Creek Drive 57702	Shannon Hamm	394-2236 394-6607	M-F 8am-5pm
Rapid City AP	WestJet Air Center 4160 Fire Station Rd 57703	Regional Airport	393-2500 393-1631	24 hours
Redfield	Environmental Services Secretary 17267 West 3 rd St 57469	Shane Wright Pat (Shop guy) 472-4453	472-4452 472-4456	M-F 8-12 12:30-4:30
Sioux Falls	Human Services/Rehab Svcs 811 E 10 th St Dept 21 57103	Dawn Bain / Lanette Schnepf 1-800-265-9679	367-5330 367-5327	M-F 8am-5pm
Sioux Falls	Sanford School of Medicine at USD 1400 W 22 nd Rm 123 57105	Jana Richardson/Jake Barkema 605-357-1452	357-1458 357-1564	M-F 7am-4pm
Sioux Falls AP	Maverick Air Center 4201 N Maverick Place 57104		605-312-5680 605-271-6387	24 hours
Spearfish	SD Department of Labor 1300 N Avenue 57783-1525	Clark Hoit	642-6900 642-6907	M-F 8am-5pm
	BHSU Facilities Services 1200 University Box 9513 57799	Roxanne Lewis Scot Hanson	642-6244 642-6400	M-F 7am-5pm
Spearfish AP	Eagle Aviation 300 Aviation Place		642-4112	M-F 8am-5:30pm
Sturgis AP	C & B Aviation 13345 Alkali Rd	Roger Burnham	3478-3356	M-Sat 8am-5pm Sun 10-5
Vermillion	Fleet & Travel Management Mailing-414 E Clark 1005 N Crawford Rd. 57069	Shawn Kruse Luci Hudson Pete (Shop guy)	677-5350 677-3104	M-F 8am-5pm
Watertown	DSS 2001 9 th Ave SW Ste 300 57201	Sheri Adams ext 5000201 Stacey Erickson Lynn Olson ext 5000228	882-5000 882-5045	M-F 8am-5pm
Winner	DSS PO Box 31	Heidi McLean	842-0400 842-2574	M-F 8am-5pm
Yankton	Kanner Building 3113 N Spruce St Suite 200	Kathy Becvar, Lisa Mueller, Julie Moon, Daisy McLain-Becker Gary Vornhagen (Shop guy) 668-3399	668-3030 ext 0 668-3014	M-F 8am-5pm
Yankton AP		Mike	(cell) 661-9223 668-5280	M-F 8am-6pm

Section II

Driver Eligibility

A. License Required

Anyone driving a state vehicle must have a current driver's license from South Dakota or another US state or territory valid for the vehicle they will be operating. International driver's licenses are not accepted. Vehicle drivers may be required to show their license prior to obtaining any vehicle from FTM.

Work permits are accepted provided the driving times are within the reservation times and jurisdiction. If a driver uses a vehicle outside the hours allowed by the permit, the driver and agency are responsible for any loss suffered by the State.

Agencies must have procedures in place to verify individuals authorized to drive any state vehicle possess a valid driver's license or permit.

B. Non-State Employees

Volunteers with a volunteer form on file with the driver's agency can drive state vehicles.

An agency may permit non-state employees to ride as a passenger in a state vehicle only when they have an interest in the purpose of the trip and their presence is directly related to official state business.

C. Driver Tracking

Drivers should not expect any privacy when using state vehicles. The State may collect data from each individual vehicle via Telematic or other devices at its discretion. Any unauthorized removal of data collection devices installed by FTM would be a violation of FTM policy.

D. Record Checks

All drivers of state vehicles are subject to a Motor Vehicle Record check as deemed necessary when driving an assigned or motor pool vehicle.

E. Policy Violations may Affect Driver Eligibility

Violations of FTM policies and procedures or inappropriate driving or use of state vehicles may result in disciplinary action, revoked privilege of state vehicle use, and financial responsibility for any resulting loss or damage. Failure to make any required reimbursements may also lead to an individual's loss of any privilege of using state vehicles.

Each agency and institution is responsible for the actions and negligence of its authorized drivers and will be billed for any resulting costs.

A non-comprehensive list of examples of required reimbursements includes:

- The cost of repairs for damages resulting from an employee's or unauthorized user's negligent driving or misuse.
- The cost of repairs for damages or loss resulting from other than normal over-the-road operations.
- The cost to repair a vehicle when the wrong fuel type is pumped into the vehicle.
- Collision damage resulting from the operator using the vehicle for purposes other than state business.
- Locksmith/replacement key charges if keys are lost or locked in the vehicle.
- Loss or damage from the theft of a vehicle caused by the driver's/agency negligence, vehicle left unlocked with keys in the vehicle.

Section III

Pool Vehicle Assignments and Returns

A. Reserving a Vehicle

Reservations for a motor pool vehicle may be made through the state's computerized Journey System. Motor pool vehicles are available for up to two weeks.

If you are unable to make a reservation, contact your local Travel Coordinator (see page 5 for locations and contact information) or call FTM at 605.773.3162 and someone will assist you.

Vehicles should not be used for transportation to an airport, which limits the availability of a motor pool vehicle.

B. Cancellations

To ensure that vehicles are available to those who need them, cancellations should be made through the reservation system as soon as it is known that the vehicle will not be required, but before the scheduled pick-up time.

C. Picking up Motor Pool Vehicles

Motor pool vehicles may be picked up at designated motor pool areas. Drivers must show their valid driver's license before they can pick up the keys to motor pool vehicles at designated motor pools. Drivers may pick up vehicle keys the afternoon prior to departure if the departure is scheduled before the motor pool office opens for the day. Page 6 lists the locations, phone numbers, and office hours of state motor pools. The person holding the reservation is responsible for the vehicle while it is checked out, regardless of who picks up and drives the vehicle.

D. Vehicle Returns

One-way trips are not allowed. All vehicles are expected to be returned to the motor pool where they were checked out. If unavoidable, it is the agency's responsibility to get the vehicle returned to the issuing motor pool. The agency or driver must contact FTM at 605.773.3162 for approval and arrange for delayed returns following a one-way trip prior to taking the vehicle.

Late returns must be reported to the Travel Coordinator (TC) or 1.605.773.3509 as soon as possible to avoid inconveniencing the next driver.

When returning a pool vehicle, the driver must:

- Record beginning and ending mileage
- Notify FTM of any vehicle problems
- Fill the tank with gas upon return
- Clean the windshield, supplies and weather permitting
- Remove litter and trash
- Wash vehicle if needed (car wash policy is on page 18)
- Close windows and lock the vehicle after returning it to its proper parking place

The driver must report to the TC when the driver is unable to complete a proper vehicle return, so FTM can remedy the situation expeditiously. Failure to meet the requirements may result in additional charges to the agency.

E. Privately-Owned Vehicle

When motor pool vehicles are unavailable, the local Travel Coordinator or FTM may be able to locate another vehicle. When a driver uses a Privately Owned Vehicle (POV), because a pool vehicle is not available, the high mileage rate (POV1) is paid. The Low mileage rate (POV2) is paid when a state vehicle is available, but the driver chooses to use a POV. Current mileage rates are at <https://boa.sd.gov/fleet-travel/default.aspx>

If a driver chooses to use a POV, the driver's personal insurance will remain primarily responsible even while the driver is on state business.

Section IV

Vehicle Use

A. General Operation

Drivers should practice defensive driving by anticipating and observing the actions of other drivers and controlling the vehicle in a manner so as to avoid accidents. When operating the vehicle be aware that averting your eyes from the road may cause an

accident. Use 'best judgment' when changing climate control settings, using the radio, or accessing other settings on the vehicle's dashboard. All state drivers should perform a walk-around visual inspection of a state vehicle prior to moving.

B. Vehicle Usage

SDCL 5-25-1.1 restricts the use of state vehicles to state business only. State vehicles are to be used by authorized persons only in conducting official state business and may not be used for personal errands, or transporting family members, friends, or animals except for service animals.

Service animals must be pre-approved by the Director of FTM. The agency or driver may be required to pay a cleaning fee if detailing is necessary to remove animal hair.

Family members of state employees may ride in state vehicles only if the family member's travel is directly related to official state business.

Under no circumstances may a state vehicle be used for:

- Commercial uses other than the intended purpose
- Any political or activist campaign
- Off-road use if the vehicle is a sedan or minivan

C. Commuting and travel to home

A driver may take a state vehicle home with prior approval from the Director of FTM when the driver is leaving very early and traveling in the opposite direction of the state vehicle location, which results in lost time and additional miles driven. Upon approval, the driver must provide:

- Unit #(license) of a vehicle parked on private property,
- Date(s) the vehicle will be parked on private property,
- Address where state vehicle will be located.

Any driver approved to park a vehicle at the driver's residence should provide off-street parking whenever possible. FTM is only responsible for the state vehicle, If any damage is occurred or you choose to park in a garage, the homeowner's insurance or agency is responsible.

D. Storage of Vehicles

Each state vehicle shall be parked in a designated area at the pool or office location, including assigned parking spots.

E. Weapons

Any employee occupying or driving any state vehicle may have in their possession a firearm or dangerous weapon if and as authorized by law. Weapons must be in the immediate control of the eligible employee and may not be left unattended in a state vehicle.

F. Tobacco, Drugs, and Alcohol

Smoking, including vaporizers and electronic cigarettes, and the use of other tobacco products are prohibited in any state vehicle.

Drugs and Alcohol, defined as any chemical agent inhaled, ingested, or applied that alters the body's normal operating functions, are not allowed. Do not drive while under the influence of alcohol, drugs, sleep-inducing medication, or performance-affecting medication or with Doctor's restrictions.

G. Weather and Adverse Road Conditions

Safety is the highest concern. Drivers should arrange alternatives to travel when no travel advisories are in effect. Repairs for any damage to the vehicles resulting from their operation during adverse weather conditions may be charged to the driver's agency when the driver operated a state vehicle on closed roads, limited maintenance roads, or was cited for a traffic violation.

FTM may decline to issue keys to pool vehicles traveling in the areas of "No Travel" advisories and "Road Closure" notifications due to weather conditions and cancel reservations for 12-passenger vans at any time due to adverse weather and road conditions.

H. Public Complaints

FTM receives citizen complaints regarding state vehicles being driven improperly. These complaints may result in disciplinary action. Employees must be aware of the public perception of state employees and the state vehicle use their driving creates. State vehicles are highly visible and represent a valuable resource.

When FTM receives citizen complaints regarding state vehicles being driven improperly an investigation will be conducted. The driver or their supervisor will be contacted. If it is determined that further action is required on the complaint disciplinary action may be taken.

Multiple complaints regarding a driver may result in further disciplinary actions, including loss of the privilege of driving a state vehicle.

FTM will maintain a record of investigations and actions taken by FTM.

I. Tickets, Tolls, or Citations

The driver of the state vehicle is required to obey all local, state, and federal traffic laws and will be responsible for any cost incurred for parking or moving violations received while operating the vehicle. FTM will pay any tolls or citations that are received by FTM as the owner to prevent any late fines but will non-cash-voucher all costs to the agency.

Each employee is required to report any moving violation that occurs in a state vehicle to their supervisor within three business days. Failure to do so may result in disciplinary action and may result in loss of the privilege to operate a state-owned vehicle.

J. Loss or Damage of Personal or Agency-Owned Property

FTM is not responsible or liable for loss or damage to any personal or agency-owned property or belongings transported or left in a state vehicle. This includes, but is not limited to, water damage of contents caused by misalignment of trunks, doors, or faulty weather-stripping resulting in interior exposure to the elements. It is the responsibility of each driver to report defects to FTM for correction.

K. Utilization and Right-Sizing

- FTM minimum mileage for an agency-assigned vehicle is 500 miles a month or more on a rolling average. When vehicles fall below this mileage expectation, FTM may require the vehicle to be returned for fleet use.
- Vehicles should be used for the purpose for which it is designed, or damages may be billed back to the agency.
- Large SUVs and passenger vehicles will only be assigned to consistently carry multiple passengers or upon agency head approval in exceptional circumstances and only when inventory allows.
- A driver needing sealed storage to carry or protect equipment should request the most economical vehicle necessary, which may be a pickup with a topper or tonneau cover.
- If cargo is not carried consistently, the driver should request a suitable vehicle for occasional cargo use from the nearest motor pool. Similarly, if a trailer is pulled on an occasional basis rather than routinely, the agency should request a pool vehicle rather than requesting long-term assignment of a towing vehicle.

Section V

Assigned Vehicles

A. Assignment of Vehicles to Individual or Agency

Vehicles may be assigned to an individual or agency when work requires travel of 500 miles or more per month. Submit the vehicle request form (available at <https://boa.sd.gov/forms/VehicleRequest.aspx>) for consideration. It is important to note that not everyone who travels this minimum amount for consideration will be assigned a vehicle.

Assigned vehicles used for commuting must be approved by an agency head, cabinet member, elected official, university president, etc., and the Director of FTM. Commuter rule tax must be withheld for each trip. The agency or driver must contact Human Resources to ensure compliance.

B. Monthly Mileage Notification

By the fifth day of each month, a driver with an assigned vehicle is responsible for providing the odometer reading to FTM at the end of the previous month, vehicle ID, driver name, and phone number. This requirement is satisfied if the driver has used the WEX credit card or state fueling card and entered the odometer reading at least twice each month. If it is not satisfied automatically, a driver should contact FTM with the required information.

C. Changes in Assignment

When a driver or agency no longer needs an assigned vehicle, the driver or agency point of contact must contact FTM at FTM@state.sd.us or 605.773.3162 to make arrangements to return the vehicle.

If the driver for an assigned vehicle changes, the Agency/Department/Institution is responsible for submitting a Driver Change Form (available at <https://boa.sd.gov/forms/DriverChange.aspx>) within three working days of the change in order to ensure preventive maintenance (PM) reminders are received.

Section VI

ACCIDENTS

An accident is described as any incident occurring that may have caused damage to a state vehicle, another vehicle, or private property, including damage caused by another vehicle, road hazard, wildlife, weather (wind, rain, hail, etc.), or vandals.

A. Accident Procedure

In case of any accident, stop, aid any injured persons, and:

- **Contact law enforcement immediately.**
- **Do not leave the scene or move the vehicle** until law enforcement has completed its investigation or until they have asked you to move it. If the vehicles create a definite hazard, please mark the location of each vehicle involved, then move the vehicle.

- **In case of a vehicle accident involving a fatality, bodily injury, or serious property damage, immediately contact Claims Associates, Inc. at their 24-hour emergency number: 1.888.430.2249.**
- **Report All Accidents to FTM at 605.773.3162** during normal working hours. After hours, weekends, and holidays call FTM at 1.800.543.2372.
- **Make no statement to anyone that you were at fault or liable for the accident.** When discussing the claim, give only facts, not your opinion. Following an accident, information should only be given to law enforcement authorities or insurance adjusters hired by the state. All other requests for information should be referred to the Office of Risk Management at 605.773.5879.
- **Obtain insurance information** from the driver of any other vehicle involved. Also, obtain the name, address, and phone number of all people involved including witnesses.
- **Photos** should be taken if it is possible of all damaged vehicles and the scene.
- **Write notes concerning the accident** while it is fresh in your mind. These notes will help when you complete the accident report and in case of more investigation.
- Call Holman at 1.800.543.2372 if towing or repairs are needed. Instruct Holman to take the vehicle to the nearest state property or Department of Transportation facility yard. Employees are responsible for arranging a return to home or work.

B. Vehicle Registration and Proof of Insurance

The registration and proof of insurance documents are stored in the glove box of each vehicle. If these are not in the vehicle, notify FTM.

C. State Vehicle Accident Report

The driver must report any accident to FTM on the state Vehicle Accident Report form, at <https://boa.sd.gov/risk-management/accident-report-statevehicle.aspx>. A copy of the law enforcement report should be submitted with the state report. The police accident report should be emailed to both FTM at ftm@state.sd.us and Risk Management at ALL.BOA.RISK@state.sd.us as a PDF attachment. If that is not possible, the documents can be faxed to FTM at 605.773.3502 and to Risk Management at 605.773.5880. Keep a copy of the report for yourself.

D. Insurance/Liability Coverage

Eligible and approved drivers of state-owned vehicles are covered for liability by:

South Dakota Public Entity Pool for Liability (PEPL)
1429 E Sioux
Pierre, SD 57502
605.773.5879

When a state-owned vehicle is driven on state business, the following coverage applies:

- All state employees are covered for workers' compensation while in the course of their employment.
- Liability to other persons for bodily injury or property damage due to driver negligence in operating the state-owned vehicle on state business is covered through PEPL.
- Non-state employees who are on official state business and in state-owned vehicles are covered through PEPL.
- Accidents occurring during no travel advisories may not have coverage through PEPL.
- Vehicles deemed to be while not on state business are not covered through PEPL.

Your personal belongings in the vehicle are not insured by the state. Read your policy and check with your insurance agent regarding your specific coverage.

E. University Student Use of State Vehicles

The Public Entity Pool for Liability provides liability coverage for students to drive state-owned vehicles for eligible drivers when the Student Driver Fleet Check-Out Form is completed. Institutions must maintain copies of the driver's license, check-out form, and, if appropriate, the volunteer form for three years.

Falsified or missing documentation will result in the driver and vehicle having no coverage. The institution will be liable for any loss or damage to the state or others.

F. Accident Notification and Proof of Insurance Cards

STATE OF SOUTH DAKOTA ACCIDENT NOTIFICATION INFORMATION

In case of an accident involving a fatality, serious bodily injury, or serious property damage, immediately contact Claims Associates, Inc. in Sioux Falls at their 24-hour emergency number, 1-888-430-2249. Then report the accident to Fleet and Travel Management (FTM) at 1-800-543-2372.

For all other accidents, report to FTM and your agency contact as soon as possible.

Make no statement to anyone that you were at fault or liable for the accident.

If you have any questions, contact the South Dakota office of Risk Management at 605-773-5879.

STATE OF SOUTH DAKOTA AUTOMOBILE LIABILITY COVERAGE (SDCL 32-35-124)

This is to confirm automobile liability coverage under the South Dakota Public Entity Pool for Liability on July 1, 2005 as follows*:

Covered Parties: Employees of the State of South Dakota

Covered Limits: \$1,000,000 per occurrence

Coverage Type: 1. Bodily injury and Property Damage Liability
2. Hired Auto Physical Damage Coverage

* Coverage: coverage terms and coverage limits effective on July 1, 2005 may be subject to change at future date.

In case of accident involving a fatality, serious bodily injury or serious property damage immediately contact:

Claims Associates, Inc.
605-333-9810

Emergency/After Hours: 1-888-430-2249

For all accidents, report to FTM at 605-773-3162 as soon as possible and also notify your agency Risk Management contact. Make no statement to anyone that you were at fault or liable for the accident. If you have a question, contact the South Dakota Office of Risk Management at 605-773-5879.

Section VII

Maintenance

A. 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. Repairs necessary due to improper maintenance, negligence, carelessness, or abuse may be charged to the agency to which the vehicle is assigned or issued. It is the driver's responsibility to deliver to and retrieve a vehicle from the vendor. Follow the advice listed below to keep your vehicle in a safe, operable condition.

- **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 fluid reservoir.
- **LEAKS:** Look on the ground under the vehicle for fluid leaks. Call FTM or Holman immediately about any leakage.
- **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. When uneven wear is apparent, call Holman at 1.800.543.2372.
- **DAMAGE:** Check the vehicle frequently for body damage. Report any damage promptly to FTM (See procedures and definition of an accident in the Accident section.)
- **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.
- **FLAT TIRES:** 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. Call Holman roadside assistance at 800.543.2372 if needed.
- **LIGHTS:** Check exterior lights and turn signals regularly for proper operation.
- **NOISES:** Be alert for unusual noises that could signal mechanical problems.

Contact a vendor immediately to schedule an appointment if needed and make sure to inform the vendor to contact Holman for approval and payment.

- **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 Holman at 1.800.543.2372 for roadside service and assistance locating a vendor. 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 immediately. 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.
- **ENGINE IDLING:** An idling vehicle gets zero miles per gallon, causes excessive engine wear, and pollutes the air. Please refrain from idling your vehicle for over 10-minutes.

B. Exterior Car Wash

All drivers are encouraged to find a carwash that accepts the State’s Fleet Fuel Card and use if possible. If that is not possible, drivers should contact FTM for further direction. Drivers are required to select a basic wash.

C. Interior Detailing

FTM has two types of interior detailing that are approved on a needed basis. These do not replace the driver’s responsibility of keeping the vehicle clean and are limited:

Type I

\$45 limit and 2X a year

- Does not include exterior (see above section - Exterior)
- Includes vacuuming interior
- Wiping down and cleaning interior upholstery
- Cleaning glass
- Remove any debris

Type II

\$165 limit a 1x a year

- Includes all Type I services and
- Shampoo carpet
- Remove any stains
- Driver may be asked to submit a picture to verify the need

If additional annual detailing is needed, contact the Director of FTM to request prior approval.

D. Vehicle Modification

- Any modifications of vehicles must first be approved by FTM.
- Agencies are responsible for the cost of optional vehicle modification (i.e., toolboxes, toppers, grill guards, spotlights, cell phones, and radios).
- **Decals will not be allowed on any State Pool Vehicle.** Decals on assigned vehicles, whether individual or department, must be approved by FTM for type, size, and location before placement on any vehicle.

E. Winter Survival Kits

FTM does not supply vehicles with “winter survival kits”. Drivers or departments may provide them.

F. Preventative Maintenance

All state vehicles will undergo regular service in accordance with standard maintenance schedules to keep the vehicles in proper and safe working order.

Holman tracks preventive maintenance schedules and will send the driver of assigned vehicles an email notification of needed maintenance. Notifications will be sent only to the authorized driver, and not to agency contacts. If a driver believes maintenance is due but has not received notification, the driver should consult the Holman website to check the maintenance schedule. To access website information on a vehicle, the driver must be listed as an authorized driver or contact for that vehicle. The Holman website is <https://insights.holman.com/Driver/LoginForm.aspx?>

When a vehicle is in for service, the driver must notify the vendor that the vehicle is on a Holman maintenance program and provide the vendor with the client number 5HY8 (this is the Client ID number for the State of South Dakota). The **Vendor must call Holman** at 1800-543-2372 with estimates and **must receive approval prior to starting maintenance or repair(s)**. Agencies may be responsible to cover costs if driver fails to inform the vendor to call Holman and work is done without approval.

G. Windshield and Window Replacements

Chips should be repaired within 48 hours to avoid costly windshield replacements. Windshields will be replaced if the cracks obstruct the driver’s line of sight. The **Vendor must call Holman** at 1.800.543.2372 with estimates and **must receive approval prior to starting repair or replacement**.

H. Roadside Assistance

Contact Holman for assistance by calling 1.800.543.2372. Roadside assistance is available 24 hours a day, 7 days a week including holidays, and includes assistance for:

- Breakdowns
- Jump-starting
- Towing

Section VIII

Fuel

A. Fuel Policy

Fuel purchases should be made from the least expensive, most convenient supplier. If possible, drivers should refuel from one of the many state automated fueling sites throughout the State of South Dakota, using the state fueling key available with each vehicle. **The fuel sites, directions, and hours of operation are maintained at <https://boa.sd.gov/fleet-travel/EJWard-fueling-sites.aspx>**

If it is not possible or feasible to use a state fueling site, drivers should purchase the lowest cost per gallon fuel suitable for the vehicle when using retail outlets. Mid-grade or premium blends are only to be used when regular is not available or the manufacturer requires the use of high-octane fuel in the vehicle. E85 fuel is to be used in Flex-Fuel vehicles where available.

All state officers and employees must buy fuel at self-service islands unless the driver is physically unable to operate a self-service pump. The WEX card may be used for payment at retail outlets.

B. WEX Card

Each vehicle has a specific WEX card inside. To allow the State to maintain accurate records for each vehicle, a WEX card must not be used for any purchases for a vehicle other than the vehicle assigned to that card. To use a WEX card, the driver will be assigned a personal identification number (PIN) which is unique for each driver. The PIN must not be shared with other individuals, and each person receiving an assigned PIN will be responsible for all purchases that PIN.

The WEX card should be used at all retail stations when there is a credit card terminal located at stations which accept the card (the WEX emblem is available on pumps which accept the card). If the terminal at the pump is not reading the card, go inside to see the attendant. If the attendant has questions or concerns with processing the WEX

card, have them call 888.840.8272 for help in processing the transaction.

Receipts are required when using the WEX Card to purchase non-fuel items (example: fuel, wiper blades, oil, windshield washer fluid). **You must mail in the original receipt** to FTM at 104 S. Garfield Ave. Building E, Pierre, SD 57501 within three working days of transactions or when returning to your office. Note that many vendors do not accept a WEX Card for non-fuel items and there is a \$50 limit for purchases of non-fuel items. If the WEX Card is declined or the purchase is over \$50, the vendor should call Holman at 1.800.543.2372, provide the vehicle license number and the State's Client ID of 5HY8, and Holman will pay the vendor directly with a credit card.

The State of South Dakota DOES NOT PAY SALES TAX. Our tax-exempt number is 46-6000364. Check your receipt for the correct amount BEFORE signing.

IMPORTANT NOTE:

To report a lost or stolen WEX credit card, immediately call FTM at 605.773.3162 or email: ftm@state.sd.us. If no one is available, leave a message with your name and phone number.