



**TIDEWATER  
COMMUNITY COLLEGE**  
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# **FLEET PROCEDURES MANUAL**

**Office of Administrative Services: Facilities Management**

**September 18, 2017**

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## **1. Introduction**

The department Fleet Management is a unit within Tidewater Community College's (TCC) Facilities Management division. This procedures manual establishes the processes and procedures for motor vehicles used by TCC. These procedures support TCC's Motor Vehicle Policy 3206 and the policies set by Virginia's Department of General Services, Office of Fleet Management Services (OFMS).

## **2. Responsibilities**

### **2.1 Drivers**

- a. Drivers must be a College employee with a valid driver's license for the type of vehicle being operated and have at least 2 years of driving experience. Drivers of TCC assigned vehicles will be subject to an annual DMV Driver's Record check as per TCC Policy 3106, Section 2.2.c. Drivers must read and understand policies regarding use of TCC vehicles; acceptance of vehicles keys serves as an acknowledgement of this responsibility prior to driving any state vehicle.
- b. Drivers must be familiar with the driving rules and regulations as described in the Virginia Department of Motor Vehicles' Virginia Driver's Manual.
- c. Drivers must observe all pertinent laws and rules of driving, as well as proper procedures to follow in the event of a breakdown, collision, or other emergency situation.
- d. Drivers of TCC assigned vehicles must adhere to the terms of TCC's Vehicle Use Agreement for Assigned vehicles (Appendix A). Drivers of TCC motor pool vehicles must adhere to the terms of TCC's Vehicle Use Agreement for Motor Pool vehicles (Appendix B).
- e. Assigned Vehicle drivers must schedule service, maintenance, and repairs with the Fleet Service Technician. The Assigned Vehicle driver must deliver and pick up their vehicle from the Fleet Maintenance Facility if the vehicle is safe to drive.

### **2.2. Business Office Point of Contact**

- a. The Point of Contact maintains the keys, fuel card, and binder for each motor pool vehicle assigned to their specific campus.
- b. The Point of Contact takes reservation requests from faculty and staff via e-mail.
- c. The Point of Contact maintains an online reservation calendar for each motor pool vehicle assigned to their campus.
- d. The Point of Contact coordinates the scheduling of maintenance and cleaning with the Fleet Service Technician and the campus Facilities Management Supervisor.

- e. The Point of Contact reports the mileage of each motor pool vehicle assigned to their campus on a monthly basis when requested by the Fleet Service Technician via e-mail.
- f. The Point of Contact checks vehicles in and out for faculty and staff ensuring that all documentation is completed and the procedures listed in this policy have been followed.

### **2.3. Facilities Management Supervisors**

- a. The campus Facilities Manager coordinates with the Fleet Service Technician regarding the vehicles located on his or her campus.
- b. The campus Facilities Manager facilitates the delivery of motor pool vehicles to the Fleet Maintenance Facility for service and coordinates pick up of the vehicle once the service is completed.
- c. The campus Facilities Manager facilitates the cleaning of the motor pool vehicles located on his or her campus.

### **2.4. Fleet Service Technician**

- a. The Service Technician will request and record the monthly vehicle mileage from the Assigned Vehicle Drivers and Point of Contacts on each campus.
- b. The Service Technician will perform all service, maintenance, and repairs to the TCC owned vehicles.
- c. The Service Technician will maintain an online appointment calendar for the service and repair of the vehicle fleet.
- d. The Service Technician will ensure the vehicles are safe to drive.
- e. The Service Technician will communicate with the Assigned Vehicle drivers and Point of Contacts regarding any service or repairs that are required on their specific vehicles and when the repairs have been completed

## **3. Procedures**

### **3.1. Assigned Vehicles**

#### **3.1.1. Assigning a Vehicle**

- a. The Director of Facilities Management and Services will assign a vehicle to a driver as needed or by request. Motor pool vehicles will be assigned to a campus Business Office Point of Contact.

- b. The driver will submit a signed Vehicle Use Agreement for Assigned Vehicles form upon receipt of the vehicle to the Director of Facilities Management and Services or their designee.
- c. An Assigned Vehicle driver may at their discretion allow employees within their department to use the vehicle (example: the campus Facilities Manager may allow his or her facilities staff to use the vehicle for college business). In this case, every employee the Assigned Vehicle driver grants permission to use the vehicle must sign a Vehicle Use Agreement for Assigned Vehicles form. The Assigned Vehicle driver is ultimately responsible for the vehicle.

### **3.1.2. Mileage Reports**

- a. Once a month, the Assigned Vehicle driver must report the vehicle mileage via e-mail to the Fleet Service Technician.

### **3.1.3. Vehicle Maintenance**

- a. Each day before using the vehicle, the Assigned Vehicle driver will to the best of their ability conduct a visual inspection of the vehicle to ensure that the vehicle is in good working order and no problems, such as illuminated warning lights, low fluid levels, or worn components, are present. A Pre-Trip Inspection List (Appendix C) will be located inside of the vehicle for use by the Assigned vehicle Operator.
- b. The Assigned Vehicle Driver, in coordination with the Fleet Service Technician, will schedule an appointment to have the vehicle serviced. The Assigned Vehicle driver will deliver the vehicle to the Fleet Maintenance Facility and pick up the vehicle from the facility upon notification of the completion of service.
- c. The Assigned Vehicle Driver will immediately notify the Fleet Service Technician if any problems or damage occur with the vehicle.
- d. The Fleet Service Technician will, at a minimum, perform the service items from the Routine Maintenance List (Appendix D). Additional services may be performed based on the vehicle's service requirements.

### **3.1.4. Removing a Vehicle from Service**

- a. The Fleet Service Technician may remove a vehicle from service temporarily in order to complete a repair or a safety issue. Once the repair has been completed, the vehicle may be returned to service.
- b. When the vehicle is out of service, the assigned vehicle operator, or approved designee, is not allowed to operate the vehicle.
- c. The Fleet Service Technician will determine if the vehicle is no longer fit for service based on mileage, condition, and cost of repairs. Any TCC owned vehicle that is decommissioned will be sent to Surplus. If the vehicle is a

leased vehicle, the Office of Fleet Management Services (OFMS) must be notified before the vehicle is returned.

- d. The Director of Facilities Management and Services may revoke or reallocate the vehicle if the vehicle is being abused or not utilized.

### **3.2. Motor Pool Vehicles**

#### **3.2.1. Requesting a Vehicle**

- a. Faculty and staff shall view the vehicle availability using the online reservation calendar maintained by the Business Office Point of Contact.
- b. Faculty and staff shall make a reservation with Business Office Point of Contact via e-mail.

#### **3.2.2. Vehicle Pick Up, Acceptance, and Return**

- a. On the day of the reservation, the faculty or staff member will present a valid driver's license and mobile phone number to the Point of Contact at the campus where the reservation was made. All travel paperwork and authorizations must be completed and received by the Point of Contact prior to the reservation in order for the vehicle to be released. Failure to provide any of these items will result in the forfeiture of the reservation.
- b. The approved faculty or staff member will complete and sign the Vehicle Use Agreement for Motor Pool Vehicles along with the Motor Pool Check Out Form (Appendix E).
- c. The Point of Contact will provide the vehicle key, fuel card, and binder/clipboard to the approved faculty or staff member. The Point of Contact will provide the current location of the vehicle. If the vehicle is to be picked up before business hours, the items will be retrieved from the business office on the previous day.
- d. Prior to departing, the approved faculty or staff member will conduct a pre-trip inspection of the vehicle to ensure that the vehicle is in good working order and no problems, such as illuminated warning lights, low fluid levels, or worn components, are present. If any faults or safety issues are present, the faculty or staff member must immediately return to the Point of Contact to inform them of the problem. The Point of Contact will take the vehicle out of service and determine if an alternate vehicle is available. However, the Point of Contact is not required to guarantee such a vehicle. A Pre-Trip Inspection List will be located inside of the vehicle for use by the driver.
- e. When the faculty or staff member returns from their trip, the vehicle is to be parked in the designated location. The vehicle should have a minimum of a half a tank of fuel and all trash and personal items removed from the vehicle. The remaining fields on the Motor Pool Check-Out form must be completed. The items received from the Point of Contact must be personally returned to

the Point of Contact or their designee. Any vehicle issues that arose on the trip must be documented on the Motor Pool Check-Out form and communicated to the Point of Contact.

- f. If the vehicle is returned after hours, the vehicle is to be parked in its designated location and the keys, fuel card, and binder must be returned the next business day.

### **3.2.3. Mileage Report**

- a. Once a month, the Business Office Point of Contact must report the vehicle mileage via e-mail to the Fleet Service Technician.

### **3.2.4. Vehicle Maintenance**

- a. The Business Office Point of Contact and the Fleet Technician will communicate when the vehicle requires service. The Business Office Point of Contact will coordinate with the campus Facilities Manager to have the vehicle delivered to the Fleet Maintenance Facility for service. The Facilities Maintenance Supervisor will schedule a time to deliver the vehicle to the Fleet Maintenance Facility and pick up the vehicle from the facility upon notification of the completion of service.
- b. The Business Office Point of Contact will immediately notify the Fleet Service Technician if any problems or damage occur with the vehicle.
- c. The Fleet Service Technician will, at a minimum, perform the service items from the Routine Maintenance List. Additional services may be performed based on the vehicle's service requirements.

### **3.2.5. Removing a Vehicle from Service**

- a. The Fleet Service Technician may remove a vehicle from service temporarily in order to complete a repair or a safety issue. Once the repair has been completed, the vehicle may be returned to service.
- b. When the vehicle is out of service, the driver, or approved designee, is not allowed to operate the vehicle. The Fleet Service Technician can operate the vehicle only as part of the diagnosis and repair.
- c. The Fleet Service Technician will determine if the vehicle is no longer fit for service based on mileage, condition, and cost of repairs. Any TCC owned vehicle that is decommissioned will be sent to Surplus. If the vehicle to be decommissioned is a leased vehicle, the Office of Fleet Management Services must be notified before the vehicle is returned.
- d. Facilities Management may revoke or reallocate the vehicle if the vehicle is being abused or not utilized.

### **3.3. Emergencies, Accidents, and Breakdowns**

#### **3.3.1. Emergencies**

- a. Call 911 for all emergencies.

#### **3.3.2. Accidents**

- a. All accidents involving assigned vehicles, no matter how minor, must be immediately reported to the Virginia State Police (VSP).
- b. Faculty and staff must notify their supervisor, the Fleet Service Technician, the college's Risk Manager, and campus security.
- c. If towing is required, the Fleet Service Technician will make the arrangements.
- d. An Automobile Incident Report (located within the vehicle) must be compiled and submitted to the college's Risk Manager and campus security.
- e. The college's Risk Manager will submit the Report to the Division of Risk Management.
- f. The Fleet Service Technician will arrange for the vehicle to be estimated by a local collision repair facility.

#### **3.3.3. Breakdowns**

- a. If a vehicle becomes disabled or is unsafe to drive during TCC business hours (9am – 5pm), contact the Fleet Maintenance Facility at (757) 822-2541. If there is no answer, follow the directions listed in the documentation located in the vehicle.
- b. If a vehicle becomes disabled or is unsafe to drive after business hours, follow the directions listed in the documentation located in the vehicle.

Vehicles that are disabled or unsafe to drive will be towed to the Fleet Maintenance Facility for repairs. Leased vehicles must be towed to the designated repair facility after receiving approval from the Fleet Service Technician. Towing information will be located in the vehicle.

### **3.4. Inclement Weather Conditions**

- a. Extreme care to ensure the safety of the driver and passengers is required when driving vehicles during inclement weather conditions.

### **3.5. Preventative Maintenance, Service, Repair, Cleaning, and Modifications**

- a. All vehicle service, maintenance, and repairs on TCC owned vehicles shall be performed at TCC's Fleet Maintenance Facility. At the discretion of the Fleet Service Technician, repairs that cannot be conducted at the Fleet Maintenance Facility can be sublet out to a qualified, local vehicle repair business. Qualified personnel of the Regional Automotive Center and Truck Driving program may perform service, maintenance, or repair on their assigned vehicles at their facilities, but must communicate in writing to the Fleet Service Technician of such actions.



- b. Leased vehicles must be taken directly to the designated repair facility for service, maintenance, and repair as instructed by the Department of General Services' Office of Fleet Management Services (OFMS). The Assigned Vehicle driver must contact the Fleet Service Technician for approval before delivering the leased vehicle to the repair facility. For vehicles assigned to the campus motor pool, the Business Office Point of Contact will coordinate with the Fleet Service Technician in order to schedule the service, maintenance, or repair.
- c. On-site repairs will not be performed except in extenuating circumstances. Qualified personnel of the Regional Automotive Center and Truck Driving program may perform repairs on-site to their assigned vehicles, but must communicate in writing to the Fleet Service Technician of such repairs.
- d. Vehicle drivers, except for qualified personnel of the Regional Automotive Center, the Truck driving program, or the Fleet Service Technician or designee, shall not perform repairs or modifications.
- e. Assigned Vehicle drivers shall schedule an appointment to bring the vehicle to the Fleet Maintenance Facility for service, maintenance, or repair. For vehicles assigned to the campus motor pool, the Business Office Point of Contact will coordinate with the campus Facilities Maintenance Supervisor to make the delivery and pick up. It is the responsibility of the assigned vehicle operator to deliver the vehicle to the Fleet Maintenance Facility and pick up the vehicle after the service is completed. It is not the responsibility of the Fleet Service Technician to pick up and drop off vehicles.
- f. If a replacement vehicle is available at the time of service, it will be assigned when the operator brings their vehicle in for service. However, the Fleet Maintenance Facility does not guarantee the availability of a replacement vehicle.
- g. All TCC owned vehicles will have routine maintenance performed a minimum of once a year and a Virginia State Inspection every year. Appendix C outlines the maintenance procedure that will be performed.
- h. Assigned Vehicle drivers may have their vehicle washed four times a year using the fuel card associated with their vehicle (TCC Policy 4306, Vehicle Fuel Credit Card). A list of approved, automated car washes will be provided with each vehicle and updated annually. The Business Office Point of Contact can submit an e-mail request to the campus Facilities Manager to have the Motor Pool Vehicle washed. If a vehicle needs cleaning beyond the four times, the Assigned Vehicle driver may request an additional wash from their supervisor.
- i. Failure to submit the vehicle for service may result in the revocation of the vehicle.

#### **4. Definitions**

**Assigned Vehicle** – Vehicle assigned to a specific college employee that requires a vehicle to perform their college assigned duties.

**Business Office Point of Contact** – College business office personnel responsible for maintaining the keys, binder, and fuel card for the motor pool vehicle assigned to their campus. This individual is also responsible for managing reservations of the vehicle by college faculty and staff.

**Driver** – Any individual authorized to operate a state-owned vehicle on behalf of Tidewater Community College.

**Fleet Maintenance Facility** – College-owned facility where service and maintenance of the college-owned fleet is conducted.

**Fleet Service Technician** – College employee responsible for performing and scheduling the maintenance of the college's motor vehicle fleet.

**Fuel Card** – A charge card that may be with a motor pool or assigned vehicle that is strictly used for fuel purchases, car washes, or out-of-area emergency repairs. Refer to TCC Policy 4306 for the specific policies and procedures regarding the fuel card.

**Leased Vehicle** – Vehicle that the college leases from the Office of Fleet Management Services (OFMS) to supplement the college-owned fleet. This vehicle can be utilized as an assigned vehicle or motor pool vehicle.

**Motor Pool Vehicle** – Vehicle to be used by faculty and staff for college related travel that is assigned to a specific campus.

## 5. References

[TCC Policy 3106: Reference and Background Checks](#)

[Virginia Department of General Services Office and Fleet Management Services Policy and Procedure Manual](#)

[Virginia Department of Motor Vehicle's Virginia Driver's Manual](#)

## 6. Appendices

### Appendix A Vehicle Use Agreement for Assigned Vehicles

As a user of a Tidewater Community College vehicle, I agree to abide to following terms:

1. The vehicle is only to be used for official college business.
2. Driving under the Influence of a controlled substance or alcohol is prohibited.
3. Speed limits must be obeyed.
4. Smoking, vaping, or the use of tobacco products inside a TCC vehicle is prohibited.
5. The use of mobile phones or other electronic devices for the purpose of spoken phone conversations may only be conducted using a hands-free device. Using a mobile phone or other electronic device for text messaging, e-mailing, or leisure activities is prohibited while operating a TCC vehicle.
6. All occupants must wear a seatbelt while the vehicle is in operation.
7. TCC vehicles must not be left running while unattended.
8. Keys must never be left in an unoccupied vehicle. Drivers must take appropriate measures to prevent the theft of any state property left in the vehicle. The vehicle must always be locked when unattended.
9. Appropriate fuel for the vehicle is to be used.
10. Reasonable measures shall be taken to ensure the vehicle interior and exterior remains clean.
11. Each day before using the vehicle, the assigned vehicle driver will to the best of their ability conduct a visual inspection of the vehicle to ensure that the vehicle is in good working order and no problems, such as illuminated warning lights, low fluid levels, or worn components, are present.
12. Drivers are responsible for payment of moving, speeding, or parking violations and fees incurred during the time of possession.
13. Drivers of any TCC vehicle are required to report any citations to their supervisor and the college's risk manager the same day the citation occurred via email and or voice communications.
14. The driver is responsible for the safety and well-being of any passengers.
15. The vehicle mileage must be reported to the Fleet Maintenance Technician on a monthly basis.
16. The driver must coordinate the scheduling of maintenance with the Fleet Maintenance Technician. The driver of the assigned vehicle will deliver the vehicle to the Fleet Maintenance Facility for maintenance and service, and pick up the vehicle when the service is completed.
17. The driver will not perform any repairs or modifications to the vehicle with exception of emergency repairs such as changing a flat tire.
18. The driver shall not take the assigned vehicle home overnight.
19. Failure to comply with this agreement may result in the operating having their vehicle revoked.

Plate #	VIN #	
Year	Make	Model
Employee Name (Print)	Employee Signature	Date

\*Assigned vehicle Operator      \*Assigned vehicle Operator Signature      \*Date  
 (\* For Assigned vehicle Operator granting permission for use of their vehicle by another employee)

cc:      Facilities Management Director

**Appendix B**  
**Vehicle Use Agreement for Motor Pool Vehicles**

As a user of a Tidewater Community College vehicle, I agree to abide to following terms:

1. The vehicle is only to be used for official college business.
2. Driving under the Influence of a controlled substance or alcohol is prohibited.
3. Speed limits must be obeyed.
4. Smoking, vaping, or the use of tobacco products inside a TCC vehicle is prohibited.
5. The use of mobile phones or other electronic devices for the purpose of spoken phone conversations may only be conducted using a hands-free device. Using a mobile phone or other electronic device for text messaging, e-mailing, or leisure activities is prohibited while operating a TCC vehicle.
6. All occupants must wear a seatbelt while the vehicle is in operation.
7. TCC vehicles must not be left running while unattended.
8. Keys and the clipboard/binder must never be left in an unoccupied vehicle; drivers must take appropriate measures to prevent the theft of any state property left in the vehicle; and the vehicle must always be locked when unattended.
9. Appropriate fuel for the vehicle is to be used.
10. Reasonable measures shall be taken to ensure the vehicle interior and exterior remains clean.
11. The driver will conduct a pre-trip inspection of the vehicle to ensure that the vehicle is in good working order and no problems, such as illuminated warning lights, low fluid levels, or worn components, are present. If any faults or safety issues are present, the faculty or staff member must immediately return to the Point of Contact to inform them of the problem.
12. Drivers are responsible for payment of moving, speeding, or parking violations and fees incurred during the time of possession.
13. Drivers of any TCC vehicle are require to report any citations to their supervisor and the college's risk manager the same day the citation occurred via email.
14. The driver is responsible for the safety and well-being of any passengers.
15. The vehicle mileage must be reported on the Vehicle Check Out form.
16. The vehicle must be returned with at least a half tank of fuel and in the same condition as received.
17. The vehicle will be returned at its scheduled time and the keys, binder, and fuel card will be personally returned to the business office Point of Contact. If returning after hours, the vehicle will parked at its designated location and the items returned the next business day.
18. The driver or passengers will not perform any repairs or modifications to the vehicle with exception of emergency repairs such as changing a flat tire.
19. Failure to comply with this agreement may result in future requests for state vehicles being denied.

Plate #	VIN #	
Year	Make	Model
Employee Name (Print)	Employee Signature	Date

cc: Business Office Point of Contact

### **Appendix C Pre-Trip Inspection List**

The driver of this vehicle will check the following items before each use:

- Body Damage
- Dashboard Warning Lights, Gauges, & Message Display (if equipped)
- Exterior Lights (hazard, headlights (high & low beam), marker, reverse, stop, & turn)
- Fire Extinguisher
- Fuel Level
- Horn
- Mirrors
- Seat Belts
- Tire Condition
- Tire Inflation

Any deficiencies should be reported immediately to the Business Office Point of Contact (for motor pool vehicles) or the Fleet Service Technician (for assigned vehicles) prior to the use of the vehicle.

## **Appendix D**

### **Routine Maintenance List**

The following is a list of basic maintenance items that will be performed every time a vehicle is brought in for service:

- Perform Multi-Point Inspection (MPI) of all vehicle systems
- Change engine oil and filter
- Rotate tires
- Set tire pressures (including spare tire)
- Adjust fluid levels
- Check engine air filter, replace if needed
- Check cabin air filter (if equipped), replace if needed
- Check wiper blades, replace as needed
- Clean battery terminals
- Check for any active warning lights (Check Engine, ABS, etc.)  
*(diagnosing the fault is in addition to the service and may require the vehicle to remain out of service for a longer period of time)*
- Vacuum interior
- Install maintenance reminder sticker and reset 'maintenance required' light (if equipped).
- Record state inspection expiration date
- Provide vehicle operator a printout of services performed

The manufacturer's maintenance schedule for severe duty should be followed. Scheduling of maintenance for the vehicles should be conducted in accordance with that schedule.

**Appendix E  
Motor Pool Checkout Form**

Vehicle Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

License Plate: \_\_\_\_\_ VIN #: \_\_\_\_\_

Name: \_\_\_\_\_ Division/Department: \_\_\_\_\_

Mobile Phone #: \_\_\_\_\_

Items Received (please check)

- Keys       Fuel Card       Clipboard/Binder       Garage Card (if applicable)

I agree to and will follow the terms of the **Vehicle Use Agreement for Motor Pool Vehicles**. I will return the keys, binder, fuel card, and any receipts to the Business Office Point of Contact upon return.

\_\_\_\_\_  
Signature of Vehicle Operator

\_\_\_\_\_  
Date

**PLEASE COMPLETE THE FOLLOWING INFORMATION BELOW**

Departure Date: \_\_\_\_\_ Time: \_\_\_\_\_ Odometer Reading – Start \_\_\_\_\_

Destination: \_\_\_\_\_

Fuel Level (please check one):  Full     3/4     1/2     1/4     Less than 1/4  
PURCHASE REGULAR UNLEADED GASOLINE ONLY

Cleanliness (please check one):  Excellent     Good     Fair     Poor

Mechanical issues: \_\_\_\_\_

Comments: \_\_\_\_\_

Return Date: \_\_\_\_\_ Time: \_\_\_\_\_ Odometer Reading – End \_\_\_\_\_

Fuel Level (please check one):  Full     3/4     1/2     1/4     Less than ¼

Please check one:  I did not use the fuel card     I did use the fuel card and the receipt is attached.

Items Returned (please check)

- Keys     Fuel Card       Clipboard/Binder       Garage Card (if applicable)  
 Receipts (if applicable)

NOTE: Upon return, secure the vehicle by closing all windows and locking all doors.

**DO NOT LEAVE THE KEYS OR THE CLIPBOARD/BINDER IN THE VEHICLE.**

In case of emergency or roadside assistance please call \_\_\_\_\_

Please contact \_\_\_\_\_ at (757) 822-\_\_\_\_\_ if you have any questions

\_\_\_\_\_  
Business Office Point of Contact Signature

\_\_\_\_\_  
Date