



Subject: MotorCenter Operations

Reference:

CATEGORY: ADOPTED:
ADMINISTRATION REVISED: March 18, 2011

Approval: 
Ernest H. Ivy – Director of Fleet Management

Distribution: Public Works Agencies

PURPOSE

The City provides rental vehicles for full time employees use for travel to and from their work locations to attend official city meetings and events. Cars are rented on a first-come, first-served basis.

POLICY

FIRST TIME USERS

1. Must complete vehicle registration form in its entirety.
2. Must provide proof of completion of the Defensive Driving Training requirement from XO 3 when you pick up the vehicle. If you have not completed the required Defensive Driving training, you must have written approval from your Agency to drive. You then have 30 days to complete the required training.
3. After you have completed the registration form, the MotorCenter will contact you to clear up any questions that remain and to schedule an available orientation time.
4. We do not offer same day rental and vehicle orientation.

ESTABLISHED USERS

If you have had the orientation classes and rented the vehicles before, you will only need to send an e-mail to the MotorCenter at motorcenter@denvergov.org with the name of the person who is renting the vehicle, date rental needed, and estimated pickup and return times, provided nothing has changed since your last rental. Reservations are not confirmed. Contact is only made when we are unable to accommodate your request or if we have questions.

WHAT IS EXPECTED AT TIME OF RENTAL

You will be asked to sign a form that incorporates your user information, requested rental times and dates, and an agreement that you have read and understand the policies and

procedures for vehicle use. The beginning mileage of the vehicle will be noted. Then you will be given the keys to your assigned rental. Upon return, you will need to note time, date, mileage, and fuel level. Cars should be parked in the spot designated on your form for that vehicle.

REQUIRED INFORMATION

Name:

E-Mail Address:

Office Phone #:

Driver's License Number:

State Driver's License Issued In:

License Expiration Date:

Employee ID Number:

Date Completed Defensive Driving Training:

Agency/Entity Teaching the Defensive Driving Training:

Agency (or Department):

Agency Billing Location & Dept. Code:

Supervisor Name:

Supervisor Phone #:

Agency Billing Fund/Org:

Vehicle Pick Up Time:

Vehicle Pick Up Date:

Vehicle Return Time:

Vehicle Return Date:

Comments or Special Instructions:

RULES & REGULATIONS

1. You must be a full time City employee
2. You must possess an official City ID Badge
3. You must have your agency's approval to rent a vehicle, proof that your Motor Vehicle Report (MVR) annual review has been completed, and proof that the City's defensive driving class has been completed within the last 3 years.

4. You must have a valid Colorado Driver's License.
(an exception applies to a new employee to the state of Colorado; you will have 30 days in which to obtain a Colorado Driver's License by State Law; this rule is strictly enforced)
5. You must have completed the City's Defensive Driving class within the last 3 years. The employee or their supervisor is responsible for providing proof of successful completion of the Defensive Driving class.
6. All reservation requests must be sent via e-mail. Please refer to the first time user and established user sections for further information.
7. Must complete required Prius Orientation.
8. If you are involved in an accident, no matter how minor, it is the renter's responsibility to report the incident to the Fleet Manager at 720-337-1196 and to Public Works' Safety Department at 303-446-3765.
9. Vehicle mechanical problems incurred while renting should be reported to PW Fleet Management at 720-337-1196. All other issues should be reported to the MotorCenter Desk.
10. Only renters are allowed to sign rental paperwork.
11. No smoking, eating or drinking is allowed in vehicles. (Agencies will be charged for any violation of this policy, i.e. trash left in vehicle, interior and trunk lights left on resulting in drained battery, spills, etc.). Fees vary according to the cost of correcting the infraction.
12. If the vehicle is to be taken out of state, the renter must contact Risk Management at 720-913-3330 at least three business days before leaving so that the vehicle can be insured for out-of-state travel. Risk Management will notify the renter and the Fleet Director by email when the insurance is in place and an insurance card and incident instructions will be provided. Risk Management must be notified of any incidents, however minor, involving vehicles insured for out of state use.

MotorCenter Location: Public Works Finance & Administration
Webb Building, 6th Floor, Dept. 611

MotorCenter Hours: 7:30 AM - 12:00 Noon
1:00 PM - 4:30 PM

Phone: 720-913-0795

Risk Management

Phone: 720-913-3330

RENTAL RATES

- The MotorCenter has more than 20 Toyota Prius Hybrids and several Chevrolet Mini Vans available for half-day and full-day rentals. Rental rates are revised annually. Please refer to the MotorCenter website or the MotorCenter Desk for the current rates.

Note that:

- In addition to a flat rate charged for full-day and half-day vehicle rentals, a mileage charge will apply to all vehicles larger than passenger cars.
- No mileage charge is assessed on passenger car rentals when less than 50 miles are driven.
- A charge for mileage will be assessed on passenger cars (for entire miles driven) when car is driven 50 miles or more.

FREQUENTLY ASKED QUESTIONS

1. How do I know the MotorCenter received my request?

Simply submit request with a read receipt attached and you will know when it was received and read.

2. How do I cancel my rental request and how late can I cancel it without being charged?

Cancellations should be submitted by e-mail at least one hour prior to estimated pickup time.

3. How far in advance can I request a vehicle?

One month from day needed.

4. Are employees permitted to take vehicles home?

Taking vehicles home is strongly discouraged due to the impact on the next day's reservation requests, as well as the tax implications imposed by the IRS. Please refer to Fiscal Accountability Rule 2.

5. Can I take the vehicle out of state?

Taking vehicles out of state is strongly discouraged due to the fact that the limits of liability that apply to governmental entities within the state of Colorado do not apply out of state. If it is absolutely necessary, your agency supervisor must

submit a written request to the Director of Fleet Management stating when, where and why out of state travel is required, as well as notification to the Office of Risk Management at least three business days before leaving so that insurance can be purchased for out of state travel. The Fleet Director will notify the MotorCenter if approved.

6. What do I do if I return after MotorCenter Hours?

Employees can return the keys and paperwork to the MotorCenter desk until 6:00PM. Should a person return after 6:00PM, keys and paperwork should be placed in the after-hours drop box located on P1 designated by a bright yellow sign.

7. I have a Prius/Hybrid vehicle as my personal car. Do I still have to attend an orientation?

Yes, the MotorCenter has no way of substantiating your claim, so in order for us to make sure and to have successfully performed our job duties, you will have to go through the training.

8. Who is permitted to ride in a City rented vehicle?

Non-city employee passengers are acceptable as long as they aren't driving the vehicle and as long as there is a business purpose associated with their presence in the vehicle. In these instances, the passengers should sign a waiver/release. Release forms are available at the MotorCenter.

In the very rare circumstance where the person actually needs to drive the vehicle (e.g. test drive following authorized warranty repairs), they need to provide proof of auto insurance before they are allowed to drive – as well as a current driver's license.

9. Who may pick-up keys other than the renter?

Keys may be picked-up by personnel other than the renter, provided the MotorCenter has received written approval by the renter, designating the specific individual for key pickup. However, the person picking up the keys may not drive the car.

10. What happens if the car or the keys are not returned until the following day?

The minimum charge is an additional day rental fee. However, the total charge is computed based on the number of days the car, the keys or both are unavailable for rental to another customer.

11. What happens when the key is lost?

Your agency will be responsible for paying for a replacement key plus an additional day rental fee.

12. Am I responsible to refuel vehicles?

No, most rentals encompass the six metro county area and the vehicles will be sufficiently fueled. However, if your travel is out of the metro area, that should be noted when requesting the vehicle, to avoid not having enough fuel. Note: the MotorCenter does not reimburse for fuel purchases.

13. What if I am late for my pickup or return time?

You should notify the MotorCenter immediately of any changes in time at least 30 minutes prior to commitment.

14. What if I forget to cancel my reservation?

Your agency will be charged for the time you have requested the rental.

15. Who do I contact for questions or disputes on my bill?

You should contact Young-Hee Lewis or Adrienne Coleman of Fleet Management at 720-865-3900.