



I. GENERAL

The purpose of these procedures is to provide guidance for using the Office of Administration Carpool (hereafter referred to as Carpool) and the vehicles that make up that pool. The Carpool provides a variety of passenger vehicles to state agencies in the Jefferson City area. Vehicles are scheduled using an automated Carpool Automated Reservation System (CARS).

Every operator of a pool vehicle is responsible for understanding and adhering to all policies.

Carpool vehicles are State vehicles and shall be used for official business only, in accordance with Section 301.260 RSMo. The State Vehicle Policy SP-4 and State Vehicular Travel Policy SP-12 shall further govern the usage of state vehicles. The Trip Optimizer or trip calculator within the CARS system should be used to determine the lowest cost travel option with additional consideration given to OA Carpool limitations when traveling out-of-state.

The State Fleet Management Program within the Office of Administration manages the Carpool. Carpool vehicles are stationed at multiple state agency locations within Jefferson City. The Carpool partners with state agencies to provide dispatchers at locations for vehicle pickup and return.

Trips should be made via the most direct safe route. Minor deviations from “most direct” routes are acceptable to improve safety, reduce travel time, or to avoid hazardous road conditions.

Carpool dispatchers at the various parking lots only issue and check-in vehicles. They should not be involved in schedule changes or modifications. Any changes or modifications to schedules or special requests must be coordinated through the OA Carpool Administrator.

These procedures apply to all Carpool users.

II. DEFINITIONS

“Authorized passenger(s)” means state employees or other individuals involved in the conduct of state business.

“De minimis” means the personal use of a state vehicle that is of so small a value that accounting for it would be unreasonable or administratively impractical.

“Home” means the employees personal residence where he or she normally lives.

“Immediate Jefferson City area” is considered a town or place within a 10 mile radius of Jefferson City



“Official Domicile” is the employee’s normal duty location.

“Official state business” or **“state business”** means any activity conducted in conformance to these rules and directed and controlled by a state agency to advance the lawful policies and purposes of the agency.

“Operator” means any authorized state employee, elected official, appointee or other individual as provided by law, who is in control of a state vehicle and who possesses a valid driver’s license for the type of vehicle operated.

“Pool vehicle(s) or vehicle(s)” means any vehicle owned by the Office of Administration, State Fleet Management, OA Carpool.

III. GUIDELINES AND PROCEDURES

A. Proper Use

1. Carpool vehicles shall be used for official business and operated in accordance with the State Vehicle Policy SP-4 and state and municipal traffic laws. Vehicles shall be used only for purposes for which the type of vehicle was designed.
2. When traveling away from the official domicile conducting official business, a carpool vehicle may be used for travel to meals or to attend to other necessities of the operator or authorized passenger(s). Pool vehicles may not be used for activities such as entertainment that the public is likely to perceive as personal use of a state vehicle.
3. Traffic citations and paying them will be the responsibility of the operator. Serious and/or multiple infractions may be considered grounds for denying the use of carpool vehicles.
4. Operators must notify the OA Carpool Administrator if a citation has been received as well as follow any agency guidance regarding reporting to supervisors.
5. Animals are not allowed in carpool vehicles unless they are transported in the conduct of state business or are required by a passenger’s disability.
6. Only authorized passengers are permitted to ride in pool vehicles. Other individuals such as volunteers, spouses, and children should not be passengers unless directly involved in the conduct of state business.



7. Pool vehicles should not be taken off state or county maintained roads without the written consent of the OA Carpool Administrator. Damage caused by employees that utilize vehicles that are not designed to be driven off maintained roadways will be billed to the state agency.
8. Smoking or use of other tobacco products is strictly prohibited in all pool vehicles.
9. Vehicles are not to be used for towing. No objects are to be placed, mounted, or tied to the outside of any pool vehicle. Damage resulting from any of these conditions will be billed to the state agency.
10. Vehicles should be free of trash and personal items when returned.
11. Vehicles should be parked in designated parking spaces.

B. Charges, Fees and Billing

1. Charges are posted to the OA Carpool website and are based on the type of vehicle utilized for the trip.
2. Daily rental charges in addition to per mile charges are billed to the agency designated on the trip request in CARS.
 - a. Daily charges are based on a 24 hour day and begin when the vehicle packet is picked up from the dispatcher unless other prior arrangements have been made and approved by the OA Carpool Administrator. Daily rentals have a two hour grace period after the scheduled return time before another day is added to the charge.
 - b. ½ day charges are available for rentals of four hours or less. If the rental exceeds four hours a full day will be charged.
 - c. Per mile charges are billed based on miles driven.
3. Fees may be charged for the following and are determined by the OA Carpool Administrator.
 - a. Late Return Fee
 - b. No Show Fee
 - c. Excessive cleaning fees for non-routine cleaning required as a result of user mistreatment or neglect. Cleaning fees will be equal to the actual cost to clean the vehicle.



- d. Damage caused by driving off maintained roadways with vehicles not designed for off roadway use.
- e. Damage caused by driving into flooded roadways.
- f. Body damage caused by driving through trees or brush
- g. Cleaning as a result of the transportation of animals
- h. Accident damages to vehicle caused by the operator up to \$500.

C. Cancellations

1. Cancellations can be made within the CARS system or by email or phone.
2. The OA Carpool Administrator may cancel vehicles not picked up within two hours of the scheduled pick up time.

D. Returning Vehicles

1. Employees that know they are going to return the vehicle more than one hour late should contact the OA Carpool Administrator to request an extension of their trip.
2. Vehicles must be returned free of trash, debris, and personal items.
3. Vehicles must be locked with windows rolled up and lights turned off.
4. Employees must write the odometer reading on the Trip Ticket to facilitate prompt return and accurate billing to the agency. Repeated failure to report odometer readings may result in a charge to the state agency.
5. Operators are required to report any and all mechanical defects upon return of the vehicle.
6. The OA Carpool is not responsible for items left in vehicles. Items found in vehicles can be retrieved from the dispatcher. Any items left after 30 days may be donated or disposed.

E. Out of State Use

1. Out of state use of pool vehicles must be pre-approved by the OA Carpool Administrator. Authorization to travel out of state using a pool vehicle should be requested at the time a vehicle is reserved through the Computer Assisted Reservation System (CARS).



2. Because of the potential difficulties arising should an accident or major breakdown occur while traveling outside of Missouri, out of state use of pool vehicles is severely restricted.
3. Travel into the states of Illinois and Kansas is allowed up to 60 miles if pre-approved by the OA Carpool Administrator. Other out of state carpool requests will be declined.
4. When vehicle transportation is more cost effective for out of state travel, a rental vehicle using the statewide contract is recommended.

F. Taking Pool Vehicles to Personal Residence

1. Pool vehicles may not be taken to an employee's residence without the written approval of the OA Carpool Administrator. Written approval must be granted for each reservation request.
2. Pool vehicles are to be returned to the pool location or other state office parking lot nightly unless away on authorized or scheduled over-night trips.
3. Pool vehicles may not be taken to a personal residence if the operator lives in Jefferson City or the surrounding area. Pool users that reside in the Jefferson City area are expected to pick up vehicles on the day of their departure regardless of departure time or direction of travel. A 24 hour location is available.
4. Each request will be evaluated based on the all of specific circumstances for the trip. Employees may be allowed to take a Pool vehicle to their personal residence with prior written approval by the OA Carpool Administrator under the following conditions:
 - a. The employee does not live in the immediate Jefferson City area; and
 - b. Employee's residence is along the direct route to the travel destination; and
 - c. Permission to take the vehicle home is in the best interest of the state agency and not for the sole convenience of the employee: and
 - d. Travel to an employee residence is considered 'de minimis' according to the State Vehicle Policy (SP-4) and will not increase the cost to the state agency; and
 - e. Request to take vehicle to personal residence will not result in the vehicle sitting at the personal residence for numerous days.
5. Upon receiving the reservation confirmation, email the OA Carpool Administrator (preferably by forwarding the confirmation) requesting permission to take the vehicle home. The request needs to include following information:



- a. Employee residence
 - b. Destination/planned route of travel
 - c. Actual travel dates and times
 - d. Reason for request
6. Discovery that an operator has taken vehicles home without appropriate authorization may result in loss of pool use privileges.

G. Hazardous Weather

1. During periods of inclement weather, employees and supervisors must place high priority on safety of staff and vehicles. It is acceptable, and in most instances encouraged, to cancel or postpone planned travel to avoid driving in high risk weather situations such as ice and snow. Cancellations to trip requests due to inclement weather will be done at no cost to the state agency.
2. Carpool vehicles are equipped with snow/ice removal scrapers or brushes and De-icer. Extra supplies of these items are also stored at each pool location. If doors are frozen shut or you find that the items are missing please request additional supplies from the dispatcher at the pool location.
3. An inclement weather plan is published before each winter season and made available on the [OA Carpool website](#). Travelers should refer to that plan for additional information regarding pool operations during inclement weather.
4. Carpool users should monitor weather forecasts and make appropriate preparations. Please wear appropriate footwear to the carpool lot and allow extra time to pick up your vehicle if there has been recent a weather event.

H. Early Pickups – Adjustments to Start Time for Billing Purposes

1. Employees with early or weekend departures outside of regular business hours should reserve vehicles from the MSP pool location that is open 24 hours per day.
2. Employees may request an early pickup of the vehicle keys and packet prior to actual departure and request an adjustment to their start time if circumstances warrant special consideration. Examples of circumstances where approval may be granted are as follows:
 - a. The operator needs to load a significant amount of material the day prior in order to facilitate timely departure the next morning.



- b. There are multiple passengers and the carpool lot has limited passenger parking available so the operator needs to pick up passengers at their office lot.
 - c. The operator has an early departure and there are no vehicles available at the MSP location.
3. Employees are required to request written approval for early pickup of the vehicle packet and keys prior to departure. Any requests to adjust pickup times after the vehicle has been dispatched or the trip has been completed will not be approved.
4. If early pickup is granted, employees should schedule pickup as late as possible to provide maximum opportunity for vehicle to be utilized. Early pickup times after 4:00 p.m. will generally be permitted with a start time adjustment for the following day.
5. The vehicle reservation in CARS should reflect the early pickup date/time as the pickup time to ensure vehicle availability. Upon receiving the reservation confirmation, email the OA Carpool Administrator (preferably by forwarding the confirmation) requesting early pickup. The request needs to include following information:
 - a. Reason for the early pickup of the vehicle packet/keys.
 - b. Early pickup date & time
 - c. Actual date and time of departure
6. The OA Carpool Administrator will review the request and make a decision on a case by case basis in accordance with the established rules and guidelines.
 - a. In case of approval, the dispatcher should check out the vehicle in CARS at the approved early pickup time of the packet/keys. The carpool vehicle will stay in the lot until the actual planned departure.
 - b. The OA Carpool Administrator will adjust the pickup time to the time of the actual departure to avoid additional charges for the early pickup of the packet /keys.

I. Late Pickups and Returns

1. Carpool packets and vehicles should be picked up within one hour of the scheduled trip start time. Advise carpool staff of delays in pickup beyond one hour.
2. Late returns (more than 2 hours after scheduled return time) can cause major problems with subsequent trips scheduled for the vehicle being returned late. Carpool users should notify the OA Carpool Administrator as soon as possible but not later



than one hour before scheduled return time of any delays or schedule changes so adjustments can be made in CARS.

Multiple late pickups or failures to advise carpool staff of late returns may result in an email to the operator's agency, fees or loss of carpool privileges.

J. Special Circumstances

1. Special circumstances such as long term rental for major projects, delayed billing start, and others will be accommodated whenever reasonable and feasible. Contact the OA Carpool Administrator as far in advance as possible to discuss possibilities and arrangements.
2. Billing for special circumstances will be discussed and agreed upon prior to the start of the activity. As with regular carpool use, depreciation, fuel, and maintenance costs will be part any charges that will be applied.

K. Refueling and Fuel Card Use

1. Operators are responsible for returning the vehicles with at least $\frac{3}{4}$ tank of gas. Repeated failure to refuel vehicles may result in the loss of carpool privileges.
2. All receipts from use of the provided fuel card must be returned with the vehicle packet. Operators should document missing fuel receipts in as much detail as possible on the Trip Ticket.
3. State vehicles shall not be fueled with premium blends of gasoline, unless priced the same as regular unleaded. Full service fuel or fuel additive products are not permissible purchases with the fuel card.
4. Vehicles capable of using alternative fuels are clearly marked and operators shall use alternative fuels exclusively except in certain cases such as:
 - a. The alternative fuel is not readily available; or
 - b. The alternative fuel costs more than conventional gasoline or diesel.
5. The fuel card provided in the vehicle packet is for fuel and vehicle related expenses as authorized by the OA Carpool Administrator. Misuse of the fuel card for personal items such as food, etc is strictly prohibited and must be reimbursed by the employee. Repeated inappropriate use of the fuel card may result in loss of OA Carpool privileges.



L. Roadside Repairs

1. While the OA Carpool strives to maintain its fleet of vehicles in the best possible condition, breakdowns do occur. The OA Carpool will make every effort to assist the operator during any breakdown situation to minimize lost time and inconvenience. However, the OA Carpool is only responsible for vehicle repair related expenses. The OA Carpool is not responsible for the operator's or passenger's room and board.
2. Operators should follow procedures contained in the vehicle packet in the event of a breakdown.
3. The OA Carpool will not charge the agency for extra daily rental charges that may be incurred as a result of mechanical problems that are not the fault of the operator.

M. Accidents and Accident Reporting

1. If involved in an accident, operators should provide reasonable first aid to the injured then immediately report the accident to appropriate law enforcement. Follow instructions in the pamphlet "IN CASE OF ACCIDENT" that should be in each vehicle packet. Operators should collect other driver information including insurance if able to do so.
2. Accidents should be reported to the OA Carpool Administrator as soon as is reasonable after the accident.
3. If the carpool vehicle is not drivable, contact carpool staff for assistance.

N. Safety

1. Operators of carpool vehicles must adhere to applicable traffic laws and should operate the vehicle in a safe and attentive manner. The operator should avoid activity that may hinder safe operations such as eating or reading while driving; and any other activity that may hinder the operator's attentiveness.
2. All occupants of carpool vehicles must wear seat belts. Operators should check that passengers are properly secured before putting the vehicle into motion and encourage seat belt use as necessary.
3. State Vehicle Policy SP-4 prohibits the use of hand held electronic devices and allows but discourages the use of hands free devices while operating a state vehicle.



O. Telematics

1. OA Carpool vehicles are equipped with GPS technology to gather data about the vehicle.
2. Telematics is used to assist in carpool management, influence driver behavior and flag vehicles problems.
3. Primary way to alert drivers are beeps from the device located inside the vehicle.
4. Drivers should not tamper with devices. Any tampering that occurs could result in agency being billed for repair or replacement.
5. Admin will monitor driver behavior.
6. Egregious, unsafe acts or consistent operation out of safe thresholds will result in notification to the agency and potential loss of OA Carpool privileges.